Workforce Training Academy
DES MOINES AREA COMMUNITY COLLEGE

STUDENT INFORMATION GUIDE
SPRING SEMESTER 2025

HEALTHCARE

TRANSPORTATION

www.dmacc.edu/truckdrivingscho
515-262-1680 · 800 35-DRIVE (353-7433)   Your Keys to Suc

BUSINESS

SKILLED TRADES

DMACC.EDU/FREETRAINING

DMACC SOUTHRIDGE
1111 E ARMY POST RD, DES MOINES, IA 50315

515-256-4951

DMACC

WELCOME TO
DMACC's Workforce Training Academy!

DMACC provides many opportunities to further your education, whether you want to earn your degree, transfer to a university or take classes for personal or professional development.
If you are interested in short term training to start a career, then DMACC's Workforce Training Academy (WTA) may be the program for you!

WTA provides free tuition and career supports for people who are interested in short-term trainings that will help them learn new skills employers in our region are looking for.
If you are tired of dead-end jobs or having a hard time competing with other job seekers, then let WTA be the first step you take to prepare for new opportunities.

 A few things to consider when you are thinking about going to college:

1. Why do you want to go to college?

2. How will going to college benefit you?

3. How will you balance your time between family, work and school?

4. What are the expectations for you should you qualify for the FREE tuition?

This is your opportunity for change. While we can provide many supports that you will learn about in addition to FREE tuition, you must take an active role in your education!

> ⇒ READ this Student Information Guide

> ⇒ RESEARCH your career training choices to ensure you are making the right training decision.

> 1. What are wage, benefits and advancement opportunities for this career

> 2. What are the demands of the job (physical demands, hours)

> 3. What is the job demand/labor market outlook

There are great opportunities ahead, but there is work to do! Are you ready?

Kay Maher

TABLE OF CONTENTS

PROGRAM EXPECTATIONS: THINGS YOU SHOULD KNOW

Please take time to read your Student Information Guide. All information provided will help you navigate through DMACC 's Workforce Training Academy (WTA) process. We are a division of DMACC's Continuing Education Department. As an applicant and potential student for WTA, it **is your responsibility to understand the process for obtaining funding and successfully meeting the expectations of the program.** If you do not find the answer in the student guide, please call us!

GRANT EXPECTATIONS

Grant dollars have been allocated by the State of Iowa to provide skills training to the unemployed and under employed with the goal of building a stronger and more skilled workforce in Iowa. You are applying for tuition assistance through **DMACC's WTA program**. Once approved for funding, we will pay your full tuition as well as cover the cost of required books and supplies. Any time you apply for funding to pay for college, there are expectations that you will be required to fulfill.

STUDENT EXPECTATIONS

College is a huge commitment, so please consider the following carefully. We have to ensure that students who receive these dollars understand the commitment and accountability that is expected.

1. **Funding Outcomes:** Upon completion of the training program, students are expected to find employment and/or further their education.

    A) To help you achieve the funding outcomes, a Career Navigator is available to assist with career goals.

    B) If you decide to further your education by enrolling in credit courses, you can discuss your goals with our **Pathway Navigators.**

2. Students must be able to make a **full commitment** to the class schedule. Classes are very accelerated and attendance is essential to your success. If attendance is a concern, now may not be the time for you to take classes with us for the following reasons:

    A) We do not have the option to drop you from a class once it starts, so plan carefully! Take time to research the career pathway and position you plan to pursue **before you enroll** and understand how your selection of training will prepare you for placement in an entry-level position.

    B) If you are not able to complete a training program, you cannot be considered for funding at another time.

3. You must be able to **legally work** in the United States.

4. You must be able to verify that you are a **resident of the state of Iowa**.

5. Your **"payback"** for the funding provided is to inform us of your placement and or education enrollment.

> **Application to DMACC's Workforce Training Academy does not guarantee admission into a training program, nor does it guarantee employment upon completion of the training program.**

(4)

4 STEPS TO QUALIFY

STEP 1: COMPLETE THE WTA APPLICATION

STEP 2: TURN IN THESE REQUIRED DOCUMENTS:

1. **PROOF OF HIGH SCHOOL COMPLETION**.
   This can be a copy of your high school diploma/transcripts or GED/HSED certificate
   or a college degree/transcript.

2. **INCOME VERIFICATION**.
   This can be copies of your paycheck stubs (3 months from the date of application), SSDI, SSI letter, SNAP Notice of Decision Letter, or a "WAGE-A - white sheet" from Iowa Workforce Development Office located at 200 Army Post Road, Des Moines, Iowa 50315

3. **PROOF THAT YOU ARE A RESIDENT OF IOWA**
   A. Iowa driver's license
   B. Voter registration card
   C. Utility bill in your name with current address OR current post marked envelope with name and address on it (post mark date must be visible)

STEP 3: COMPLETE MATH AND READING ASSESSMENTS

- **MATH ASSESSMENT (Required Score Range: CASAS 215 and above)**
- **READING ASSESSMENT (Required Score Range: CASAS 228 and above)**
- **ELL READING ASSESSMENT (Required Score Range: CASAS 211 and above)**

Once you have achieved the minimum assessment scores, we will register you for STEP 4

If you have previously taken assessments, they may be used to meet this requirement. Inquire with WTA staff

STEP 4: COMPLETE WTA "NAVIGATING YOUR JOURNEY" CLASS

- This 16-hour class will equip you with skills and tools to succeed with your personal, academic and professional goals. You will also identify strategies to be successful in your college classes and employment.
- We offer day and evening section face-to-face classes

All documents should be uploaded using the link that is sent to your email. There is a video explaining how to upload your documents on our Get Started page.

HOW DO I BECOME ELIGIBLE FOR FUNDING?

Step 2: TURN IN REQUIRED DOCUMENTATION

Documents should be turned in BEFORE you complete Navigating Your Journey Pre-Enrollment Class

A. High School Completion Verification

- **Copy of Your High School Diploma or HSED** (formerly called GED). Contact your High School or Department of Education in the state you graduated.
- **Copy of college degree/transcripts are also accepted**. We can accept an unofficial copy.
- If you have earned a degree through DMACC, you can request your transcripts by requesting on the DMACC website:
  https://www.dmacc.edu/registrar/academicrecords/Pages/transcriptrequests.aspx

B. Income Documentation

We need income verification **3 months from the date of your application** for your household. Documentation can include:

- -Paycheck stubs (3 months from date of application)
- **Wage-A Screen White Sheet from Iowa Workforce Development**
     Located at 200 Army Post Road, Des Moines, IA 50315
- **SSDI or SSI letter.**
- **SNAP Notice of Decision Letter**

INCOME VERIFICATIONS

Our primary funding source follows the income guidelines listed below. However, we will review whether additional funds are available through our partnerships with other community organizations and groups.

FUNDING REGULATIONS

WTA works with multiple funding streams to ensure funds are available.
As a result, you may be asked to attend additional meetings and provide additional documentation.
Please note: It will be your responsibility to comply with any additional funding requests**.**

STUDENTS RECEIVING FEDERAL FINANCIAL AID

We cannot use our funding to supplement your education if you are currently receiving Federal Financial Aid (FAFSA).

ACADEMIC/FINANCIAL HOLDS

Please note that if you have any academic or financial aid holds, you MUST notify us. Such holds may impact our ability to register you for classes.

C. Verification that you are a resident of Iowa and reside in DMACC's district
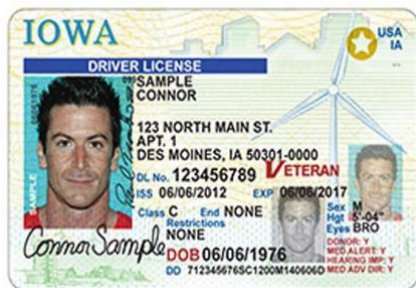
- Iowa Driver's License
- Voter Registration Card
- Utility bill in your name with current address
- OR current postmarked envelope with name and address on it (post mark must be visible)

STEP 3: COMPLETE MATH AND READING ASSESSMENTS

This is an assessment that is used to demonstrate your college readiness skills in the following:

Topic	Required CASAS Scores
Math	214 and above
Reading	228 and above
ELL Reading	217 and above

If you have previously taken assessments, they may be used to meet this requirement. Inquire with WTA staff

STEP 4: WTA NAVIGATING YOUR JOURNEY PRE-ENROLLMENT CLASS

AIMING FOR SUCCESS

Going to college is a big commitment and there may be more to it than you realize. We want to ensure that you are successful. We have supports and resources in place to help guide you. **Navigating Your Journey** is a 16-hour pre-enrollment class. By the end of this class…

1. You will become more self-aware of personal strengths which are needed to be a part of a successful team.
2. You will define and understand the importance of work ethic.
3. You will research and solidify your choice of career training programs.
4. You will set detailed personal and professional goals.
5. You will get the opportunity to ask more questions BEFORE you are enrolled.

After successfully completing this course, you will be required to meet with your Pathway Navigator to complete the qualification steps.

HOW LONG DOES THE APPLICATION PROCESS USUALLY TAKE?
Allow up to 8 weeks to complete the eligibility process

We recommend applying for the program at least eight weeks prior to the start of the course. You must allow time for the application/eligibility process.

Registrations for the courses are completed on a first come basis as a student moves through the process. Seats for the classes are competitive.

Application to the program does not guarantee admission to the class, nor does it guarantee employment upon completion of the program.

ACCOMMODATIONS FOR DISABILITY

At DMACC, we want to help all students succeed and work to better understand special needs and accommodations that support learning. The Americans with Disabilities Act (ADA) defines a person with a disability as a person who:

1. Has a (1) physical or mental impairment which (2) substantially limits one or more major life activities;
2. Has a record of such an impairment; or is regarded as having such impairment.
3. You should complete the application for accommodations to ensure you get the supports you need.
   To learn more and to complete an online application, go to:
   https://www.dmacc.edu/disabilities/Pages/welcome.aspx

Students may also contact Jennifer Argo, Disability Services Coordinator at (515) 964-6850 for additional information.

DMACC'S WORKFORCE TRAINING ACADEMY

Enrollment and Program Expectations

Funding for WTA training programs have been established to help you begin a career and/or further your education. We can pay for **ONE** certificate per person, so you should carefully consider the best training for your career goals **AND** the best time to commit to college! As participants of Workforce Training Academy, you are committing to meet the following expectations:

Journey Class Expectations

- **Research Your Career Interest** to ensure this is the best path for you! Make sure this is the right time for you to start a training program! Once you are registered and enrolled in the course, your funding has been spent. You will not be able to drop the class to select another course for certificate training.

Course Enrollment Expectations

- **Demonstrate Professionalism While in Class.** Students are expected to demonstrate work readiness skills while enrolled in WTA certificate training classes. Attendance and accountability are essential to your success. In addition to technical training, employers need people with skills in communication, commitment, time management, being a team player, flexibility, problem-solving, and the ability to work under pressure. You are expected to demonstrate these skill sets throughout your training.

Reporting Final Outcomes

- **Students are responsible for reporting updates on their job placements or college enrollments.** After completing their certificate training program students provide updates on job placements or their enrollment in college course.

Job Search & Placement Supports

- **Students are provided supports with their job search and placement efforts.**

Other Supports Offered for WTA Students

- **WTA's Pathway Navigator**
  The Pathway Navigator is available to discuss concerns or challenges that you feel may impact your ability to successfully complete your training program. You will meet the Pathway Navigator while going through the WTA qualification process.

SKILLED TRADES

PRODUCTION MIG WELDING

Production MIG Welding **Tuition: $5600**	<u>Possible Job Titles:</u> MIG Welder Welder/Fabricator
Offered: Fall/Spring/Summer Semesters **Pre-Requisites: None**	*Average Starting Wage in Iowa:* *$23.20 /Hour *ONET 2022*

This course will prepare you for production MIG welding used by most manufacturers in Central Iowa. This course goes beyond welding instruction and includes blueprint reading, weld symbols, measuring tools, and layout and fabrication. Gain exposure to processes, equipment and safety in the manufacturing environment. Correctly select, read and calibrate appropriate measuring instruments. Learn appropriate use of fabrication equipment and apply basic layout techniques utilizing hand tools. Heat and cut steel with oxygen/acetylene torch equipment. Learn to weld in the flat, horizontal and vertical positions with GMAW (MIG) using pulse, spray, short-arc transfer.

TRANSPORTATION

CDL CLASS A TRUCK DRIVING

Commercial Vehicle Operator Training **- Class A CDL** **Tuition: $4900** **15 hour online class** **3 weeks BTW**	**Possible Job Titles:** **Driver** **Route Driver** **Driver** **Associate Over the Road** **Driver Delivery** **Driver**
Offered: Year-round **Pre-Requisites: See below**	*Average Starting Wage in Iowa:* *$24.90/Hour *ONET 2022*

This program offers a comprehensive course for Class A CDL that will prepare individuals for jobs in the transportation industry. Students will gain a solid foundation of knowledge with online classroom work followed by intensive hands-on driving training. Students will complete behind the wheel driving training in real world situations, and graduate with the Class A CDL (Commercial Driver's License) with endorsements.

Pre-Requisite:

CDL Program Requirements:

- ♦ **Read the "Information Packet" on the CDL program website at CDL.DMACC.EDU, click Entry Requirements. Call them at 515-965-7450 if you have questions _after_ reading this.**
- ♦ **Application to the CDL program. This is Step 2 on their Entry Requirements.**
- ♦ **Commercial Learner's Permit (CLP). More information is in the Information Packet, or at www.iowadot.gov.**
- ♦ **DOT physical; cost covered by WTA once funding is approved.**
- ♦ **Upload 3 documents to their student portal. A link provided after you apply.**
  Note documents and portal are separate from WTA document requirements
  - ▪ **Iowa driver's license**
  - ▪ **Certified Iowa Driving record**
  - ▪ **Iowa Commercial Learner's Permit**
- ♦ **Plan to have $50-100 available for permit/license fees. Endorsements are extra and not included in the program cost.**
- ♦ **Drug screen; must pass this prior to starting the program. You will be notified when approved for this step. You are subject to random drug screens throughout the program and in this career.**

WTA Specific Requirements:
- o **A CDL Pre-Enrollment Interview with our Pathway Navigator is required to review potential barriers to employment. WTA funding is connected to employability in industry of training.**
  - ▪ Follow the steps on the "CDL Student Checklist" provided on the last day of the Navigating Your Journey class to set this up.
  - ▪ Based on interview, additional steps may be required to ensure satisfactory career outcomes.

Visit www.TruckingTruth.com for additional information about Truck Driving Careers
If you have questions or need additional information about qualifying for
enrollment in the CDL program
Contact Lori Card—DMACC Navigator Transportation
Office: 515 965-7160
Email: llcard@dmacc.edu

BUSINESS/INFORMATION TECHNOLOGY

ADMINISTRATIVE SUPPORT PROFESSIONAL

Administrative Support Professional Tuition: $1400 **70 contact hours** **Offered: Fall/Spring/Summer Semester Pre-Requisite: 40 WPM plus you must be able to pass additional Word and Excel assessments** *(Assessment s will be scheduled at a later date- use resources on page 21 to practice NOW)*	**Possible Job Titles:** **Administrative Assistant** **Office Manager** **Office Coordinator** **Receptionist** **Secretary** **Human Resource Assistant** *Average starting wage in Iowa: $21.06/Hour *ONET 2022*

Administrative professionals are key in the smooth day-to-day operation of most companies. In this course, you will learn effective written and verbal communication skills, techniques for working in teams, skills to deliver excellent customer service, telephone etiquette, techniques to support multiple people, and build on your skills in Windows, Microsoft Outlook, Word, Excel and PowerPoint. All books and materials included.

Course pre-requisites:
You must be able to type 40 WPM and pass the Word and Excel assessment BEFORE we can enroll you in the class.
Use your time NOW to practice!

WORD	EXCEL
1. Create a new document 2. Save and close a document 3. Open existing document 4. Identify ribbon and toolbars 5. Demonstrate knowledge of the difference between Save" and "Save As" functions. 6. Use Save As to save to a particular folder or file location and name the document. 7. Use undo and redo arrows 8. Cut, copy and paste 9. Use spell check and grammar check 10. Format the size, color and type of font 11. Align text: left, center and right justify 12. Set single or double spacing 13. Use bullets and automatic numbering 14. Use print preview and print. 15. Set margins 16. Select portrait or landscape 17. Identify file extensions, corresponding document types and associated programs used to open them: pdf, xls, doc, docx, rtf, pub, ppt, pptx	1. Open a workbook. 2. Identify parts of Excel Screen: ribbon, formula bar, active cell, name box, column letter, and row number. 3. Identify sheet tabs, create a new tab, and rearrange tabs. 4. Name worksheets. 5. Locate a cell. 6. Create headings and freeze them. 7. Format cells: bold, underline, size, merge and center, wrap text, number (currency, time, percentages, etc.). 8. Adjust rows and columns. 9. Insert and delete rows and columns. 10. Enter data in a cell. 11. Select a range. 12. Sort data (least to greatest, alphabetically, etc.). 13. Use AutoSum (Sum, average, etc.). 14. Write a formula in the formula bar (-, +, *, /). 15. Use Auto Fill. 16. Copy and move cell entries. 17. Choose page orientation. 18. Create a graph using data. 19. Save and name workbook. 20. Select a print area and print. Save and close workbook using the ribbon.

DOG GROOMING
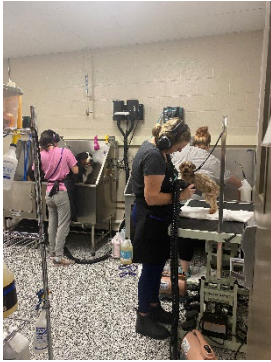
Dog Grooming Tuition: $4450	Possible Job Titles:
	Dog Groomer
300 total contact hours	**Pet Groomer**
	Pet Stylist
150 hours in-person lab	**Pet Grooming Salon Manager**
150 hours online	
	Average starting wage in Iowa:
Fall, Spring Semester	*$14-16/Hour *Indeed.com*
	2024

The non-credit Professional Dog Grooming certificate prepares students for a career in the grooming industry. Through a blend of hands-on and online training, students will learn the basics of safe animal handling, bathing, drying, scissor techniques, grooming skills, breed groups and industry terminology. Students will groom various breeds in the Bear Clips Salon as skills are gained and mastered. During the training students will also focus on customer service, appointment scheduling, facility sanitation and maintenance.

There is a mandatory information session prior to enrolling in the program as well as a mandatory orientation for students who have enrolled in the program. These dates will be announced when available.

IT HELPDESK FUNDAMENTALS

<table>
<tr><td>

Helpdesk Fundamentals Tuition: $1699

135 contact hours
Fall/Spring Semester
Pre-Requisites: You must be able to pass assessments pertaining to Basic Computer Skills and Windows
(Assessments will be scheduled at a later date- use resources on page 22 to practice NOW)

</td><td>

Possible Job Titles:
Help Desk Technician
Technical Support Specialist
IT Support Specialist
Desktop Support Analyst

Average starting wage in Iowa:
*$18.68/Hour *ONET 2022*

</td></tr>
</table>

Helpdesk professionals are the foundation of most companies. In this course, you will participate in synchronous and asynchronous learning opportunities to aid skill development in Customer Service, Hardware, Software, Security, and Troubleshooting. Successful students will be ready to complete a PC Pro Certification and Comp TIA's A+ Certification. All books and materials included.

Course pre-requisites:
You must be able to pass the digital literacy assessment BEFORE we can enroll you in the class.

Use your time NOW to practice!

<table>
<tr><th>Basic Computer Skills</th><th>WINDOWS</th></tr>
<tr><td>

1. Distinguish between different types of devices (tablets, desktops and laptop computers)
2. Identify specific computer hardware (system unit, monitor, printer, keyboard, mouse or touchpad, ports, touchscreen)
3. Log on to and shut down computer
4. Demonstrate knowledge of keys on keyboard (enter, shift, control, backspace, delete, etc…)
5. Identify types of mice, mouse pointer shapes and the functions they represent and mouse clicks
6. Drag and drop
7. Utilize common controls for screen interaction
8. Access and control audio output features
9. Identify icons on desktop
10. Demonstrate ability to trash and retrieve items
11. Demonstrate understanding that it is possible to customize a computer for increased accessibility
12. Demonstrate understanding that software programs are upgraded periodically to fix bugs and increase utility
13. Identify mechanisms for storing files (flash drives, hard drives, cloud-based storage)
14. Identify whether or not a computer in connected to the internet
15. Identify and locate camera and mic on laptops, tablets
16. Turn computer and monitor on and off

</td><td>

1. Identify operating system used by a computer
2. Identify the parts of the Windows 10 interface
3. Demonstrate knowledge of the Windows start menu
4. Demonstrate ability to search for a file, program, or document
5. Identify icons, functions, and any file extensions related to basic office software
6. Start and exit programs
7. Minimize and maximize windows
8. Open, close and switch between windows
9. Demonstrate knowledge of Windows File Explorer and identify drives on the computer, as well as cloud storage services
10. Move documents and files, including to and from Recycle bin
11. Shut down, restart, and log off a computer
12. Use Settings to uninstall or modify apps

</td></tr>
</table>

HEALTH CARE CERTIFICATE COURSES

Nurse Aide □ Health Care Patient Services □ Phlebotomy □ Sterile Processing

REQUIRED HEALTH CARE INFORMATION SESSION

All healthcare students are required to attend an Information Session to complete Background and Immunization paperwork. This Information Session will occur AFTER you have qualified for DMACC's Workforce Training Academy. The registration process for a CNA seat is competitive. You will learn about the process at this session.

PASS CRIMINAL BACKGROUND CHECK

All healthcare students must pass a criminal background check prior to being accepted into healthcare courses. Paperwork will be completed at WTA Healthcare Information Session.
Do you have questions about your background that you want to discuss?
Call Tammy Steinwandt (Healthcare Coordinator) 515-256-4906

PROVIDE PROOF OF IMMUNIZATIONS

Paperwork will be completed at the Healthcare Information Session.
WTA can make a referral for immunizations IF YOU DO NOT HAVE INSURANCE.

This referral process will be reviewed at the healthcare Information session. You will learn about the required documentation for the following: Hepatitis B, TDAP, MMR, Varicella, TB Skin Test, Physical and Titers, Influenza vaccination, and Covid-19 vaccination.

CORE PERFORMANCE STANDARDS FOR HEALTH CARE PROGRAMS

Core competencies refer to the abilities and demands that the healthcare profession may require. Healthcare is very physically demanding so do your research to ensure you understand these expectations.

NURSE AIDE-Basic

Nurse Aide Tuition: $614 (+ books and supplies) **75 hours** **Offered: Fall/Spring/Summer Semesters** Pre-Requisite: See Below and Healthcare Provider CPR **Covid-19 vaccination**	**Possible Job Titles** Nurse Care Attendant Nurse Aide **Direct Care Workers** *Average starting wage in Iowa:* *$14.97/Hour *ONET 2022*

This course prepares the student to work in a nursing home, home health care agency, or group home and/or hospital. The first 45 hours of the course are classroom/lab and the remaining 30 hours of clinical will be in a nursing home. You will give patient care under the supervision of your instructor.
At the end of this course, you must take the Direct Care Worker registry written and skills exam to be eligible for employment.

Students are required to successfully complete Healthcare Provider CPR before registering for Basic CNA.
***Covid vaccines are required for enrollment into CNA.**

NURSE AIDE-Advanced

Advanced Nurse Aide Tuition: $614 (+books and supplies) **75 hours** **Offered: Fall/Spring/Summer Semesters Pre-Requisite: See Below** ***Covid vaccines are required for enrollment into CNA**

This course is designed for CNA's who have already completed the 75-hour state approved course. The Advance Nurse Aide course provides an opportunity to gain the additional competencies and clinical experiences needed to seek employment in a hospital. The first 45 hours of the course are held in a classroom/lab and the remaining 30 hours of clinical will be in a hospital. Job opportunities include, but are not limited to, EKG tech, Emergency Tech, Scope Tech, Surgery Tech, and OB Tech. The agency or hospital will provide additional training in these specialized areas. The student must provide proof they have successfully completed a 75-hour state approved CNA course.

Pre-Requisites:

♦ **You must complete a DMACC application for admission. On the application, Section 2, question 12 is where you list your "Program of Interest". If you are taking *CNA classes only* list: "CNA only".**
If you are taking CNA and *plan to go on to Nursing* list: Practical
   Nursing (to be an L.P.N.) or Associate Degree Nursing
   (to be an R.N.)
♦ **Students must be able to pass a criminal background check prior to acceptance into class.**
♦ **Covid-19 vaccinations are required to enroll in this course.**

Direct Support Professional Behavioral and Mental Health

DSP Behavioral and Mental Health Tuition: $950 54 hours	Possible Job Titles Mental Health Technician Psychiatric Tech/Aide
Offered: Fall/Spring Semesters	*Average starting wage in Iowa: $18.51/Hour *ONET 2022*

This course is a web-blended class. Students will work online independently while attending four in-person or face to face classes held at the DMACC Urban Campus. During the class, all students will complete a 5-hour Community Learning Experience in a behavioral health unit. The purpose of this certificate program is to provide education for individuals who may be new or currently working in the Behavioral Health/Mental arena. This program is designed to help both employers and students together. Employers using this training program will help future and current employees by offering an educational experience that will help standardize the approach to training and allow more individuals to enter this career pathway through the information and knowledge gained. It also allows students/employees the opportunity for increasing knowledge and training to become more proficient in the field they are working towards. This program helps to give students enough information, support and background as they begin their career in the human services profession. Upon successful completion each student will earn a DSP Behavioral and Mental Health Certificate.

Direct Support Professional Developmental Disabilities

DSP Developmental Disabilities Tuition: $750 40 hours	Possible Job Titles Direct Support Professional Family Peer Support Specialist
Offered: Fall/Spring Semesters	*Average starting wage in Iowa: $17.82/Hour *ONET 2022*

The purpose of this Online Certificate program is to provide education for individuals who may be new or currently working in the DSP Industry. This program is designed to help both employers and students together. Employers using this training program will help future and current employees by offering an educational experience that will help standardize the approach to training and allow more individuals to enter this career pathway through the information and knowledge gained. It also allows students/employees the opportunity for increasing knowledge and training to become more proficient in the field they are working towards. This program helps to give students enough information, background to help them as they begin their career in human services. Upon successful completion each student will earn a Developmental Disabilities certificate.

Health Care Patient Services

	Health Care Patient Services **Tuition: $1279** **85 contact hours** **Offered: Fall/Spring Semesters** **Pre-Requisite: 40 WPM** **Students must be able to pass a criminal background check prior to acceptance into class.**	**Receptionist, Clerk Specialist, Office Assistant, Registration Clerk, Medical Secretary, Unit Support Representative, Patient Relations Rep, Billing Assistant** **Average starting wage in Iowa:** **$17.90/Hour *ONET 2022**

This certificate program will provide an introduction into the role of Patient Access/Registration AND Coding and Billing in a healthcare setting. Topics of discussion will include but are not limited to: medical terminology, basic computer skills, insurance and funding regulations, how to recognize and utilize medical coding, healthcare safety, HIPAA, workplace skills and proper communication.

Use the Digital Literacy resources on page 21 to practice

Course pre-requisites:
You must be able to type 40 WPM and pass the Word and Excel assessment BEFORE we can enroll you in the class.

Use your time NOW to practice!

WORD	EXCEL
18. Create a new document 19. Save and close a document 20. Open existing document 21. Identify ribbon and toolbars 22. Demonstrate knowledge of the difference between Save" and "Save As" functions. 23. Use Save As to save to a particular folder or file location and name the document. 24. Use undo and redo arrows 25. Cut, copy and paste 26. Use spell check and grammar check 27. Format the size, color and type of font 28. Align text: left, center and right justify 29. Set single or double spacing 30. Use bullets and automatic numbering 31. Use print preview and print. 32. Set margins 33. Select portrait or landscape 34. Identify file extensions, corresponding document types and associated programs used to open them: pdf, xls, doc, docx, rtf, pub, ppt, pptx	21. Open a workbook. 22. Identify parts of Excel Screen: ribbon, formula bar, active cell, name box, column letter, and row number. 23. Identify sheet tabs, create a new tab, and rearrange tabs. 24. Name worksheets. 25. Locate a cell. 26. Create headings and freeze them. 27. Format cells: bold, underline, size, merge and center, wrap text, number (currency, time, percentages, etc.). 28. Adjust rows and columns. 29. Insert and delete rows and columns. 30. Enter data in a cell. 31. Select a range. 32. Sort data (least to greatest, alphabetically, etc.). 33. Use AutoSum (Sum, average, etc.). 34. Write a formula in the formula bar (-, +, *, /). 35. Use Auto Fill. 36. Copy and move cell entries. 37. Choose page orientation. 38. Create a graph using data. 39. Save and name workbook. 40. Select a print area and print. Save and close workbook using the ribbon.

STERILE PROCESSING SUPPLY TECH

Sterile Processing Supply Tech **Tuition: $745** **60 contact hours** **Offered: Fall Semester ONLY** **Pre-Requisite: Students must be able to pass a criminal background check prior to acceptance into class. All students will attend an information session.**	<u>Possible Job Titles</u> Sterile Process Technician **Central Sterile Supply Technician** **Central Service Technician** **Sterile Preparation Technician** **Sterile Process & Distribution Equipment Technician Medical Equipment Prepare** *Average Starting Wage in Iowa: $16.50/Hour *ONET 2022*

This course will give an introduction to the field of the central service/sterile processing department within the healthcare system. Instruction will include communication skills between hospital departments, ethical and moral issues, and safety rules and regulations. The course will review a base knowledge of basic microbiology, disease transmission, asepsis, decontamination, instrumentation, preparation and packaging for sterilization in the central services/sterile processing department. This course will include 20 hours of clinical as well as 40 hours of classroom instruction.
**Covid-19 and Flu vaccinations may be required to enroll in this course. During the information session, students will receive a packet with all required immunizations.

PHLEBOTOMY

Phlebotomy **Tuition: $849** **54-74 Hours**	**Phlebotomist Phlebotomy Technician Mobile Phlebotomist**
Offered: Fall/Spring **Pre-Requisite: All students are required to attend an information session.**	**Average starting wage in Iowa: $17.30/Hour *ONET 2022**

This certificate program is designed to provide training in current phlebotomy practices and procedures. This program offers a variety of lecture, discussion, lab exercises and clinical experience to provide students with the opportunity to become skilled and gain confidence to work as a phlebotomist. Students WILL draw blood from each other AND actual patients. Phlebotomists play an important role in the health care system and career opportunities are available. Phlebotomists may find employment in laboratories, hospitals, insurance companies, outreach services, patient service centers, research facilities, donor centers and physician's offices.
Students must be able to pass a criminal background check and have the Flu (for classes meeting between September and March) and Covid-19 vaccine before you are assigned to a clinical rotation site. During the information session, students will receive a packet with all required immunizations.

FREQUENTLY ASKED QUESTIONS

REQUIRED DOCUMENTATION

Q: What income documentation do I need to provide and why:

A: Our funder (State of Iowa) requires verification of your income for 3 months prior to date of WTA application. Documentation we can accept:

- WAGE-A White Sheet from Iowa Workforce Development, 200 Army Post Road, Des Moines, Iowa 50315
- Pay checks
- SSDI or SSI Letter
- SNAP Notice of Decision Letter

Q: I am above the income guidelines-should I continue with the WTA process?

A: YES! Income guidelines are ONE measure to determine eligibility. We have other resources should we need to explore those options. We will still need income verification to identify the funds we will use for your particular situation.

Q: What income documentation should I provide if I do not work or am self-employed?

- **A:** If you are self-employed or have not worked for 3 months prior to the date of your application, you will need to get a WAGE-A White Sheet from Iowa Workforce Development, 200 Army Post Road, Des Moines, Iowa 50315. If you are self-employed, you may need to complete additional documentation provided by WTA's Pathway Navigator.

Q: How do I get a copy of my high school diploma or HSED (previously called GED)?

A: We will accept an unofficial copy that shows your name and graduation date.

- High School diploma: Contact your High School or Department of Education in the state you graduated.

- If you received your diploma or college credits outside of the United States, you can go to Educational Credential Evaluators- www.ece.org to have your transcripts evaluated. There is a fee (approximately $100) and the process can take up to 3 weeks.

APPROVAL PROCESS

Q: My unemployment benefits will end before my class begins. What can I do?

A: You will need to talk to your Workforce Advisor at Iowa Workforce Development (IWD). We are not the same organization. DMACC's schedule will not always coincide with Iowa Workforce Development requirements.

Q: I am currently enrolled and attending college (whether self-pay or FAFSA). Can I also use funds through the Workforce Training Academy (WTA)?

A: No, our funds are for students that are **ONLY** enrolling in one of our non-credit certificate pro-grams and who do not have **any other means** to pay tuition.

FREQUENTLY ASKED QUESTIONS - CONTINUED

COURSE ENROLLMENTS

Q: How long will it take before I know if I have been approved for WTA?
    A: You should expect the application/eligibility process to take up to eight weeks. We work as quickly as possible to get qualified students into their chosen certificate program but your date of application and the start date of the class may impact this.

Q: Can I take more than one certificate course?
    A: WTA will provide tuition for one certificate per person. However, if you have funding from another source or are able to pay for classes on your own, you can take as many classes as you like. We would encourage you to meet with a Pathway Navigator to help determine your educational plan(s).

    Our funding can only be used if you are not receiving or using other resources to pay tuition.

Q: What if I decide I don't want the class I've started?
    A: We have put as many resources/information into our process BEFORE you are registered to ensure you are making the best class/career decision. Once the class starts, your tuition has been paid and we cannot recoup those dollars for another class.
    You MUST consider the class schedule, course expectations as well as your responsibilities outside of the classroom very carefully. We do not want you to miss out on this opportunity. **You have been provided time and resources. Please use wisely as this investment is YOUR future**! **YOU** must decide if this is the right time and the right career path for you!

Q: I have a success story to share. Who do I contact?
    A: Job Developers are available to assist you in obtaining job leads and preparing for interviews. As soon as you obtain a placement, a promotion or enroll in a college program, you should contact WTA staff and provide the following information:

        EMPLOYMENT PLACEMENT:
        Name of your
        Employer Your
        Position
        Your Start Date
        Salary/Hourly Wages
        Are Benefits Offered?
        CONTINUING EDUCATION:
        Name of your
        College Your
        Program of Study
        Your class start date
        Are you a full time or part time student?

TYPING PRE-REQUISITES

- **Administrative Support pre-requisites:** You must be able to type 40 WPM and pass the Word and Excel assessment BEFORE we can enroll you in the class.

- **Healthcare Patient Services pre-requisites:** You must be able to type 40 WPM BEFORE we can enroll you in class

We will notify you of the Digital Literacy assessment dates!

ONLINE COMPUTER TUTORIALS

1. **www.typingtest.com**

   WTA Keyboarding requirements: 40 WPM
   a. **Administrative Support Professional & Healthcare Patient Services**
   - **Complete 3-minute test at medium difficulty**

2. **Home | Northstar Digital Literacy(digitalliteracyassessment.org/external-resources)** NorthStar offers digital literacy testing in Essential Computer and Software Skills

   1. IT Helpdesk Fundamentals: Windows and Basic Computer Skills
   2. Administrative Support Professional: Word and Excel
   3. Healthcare Patient Services: Word and Excel

PROGRAMS WITH PRE-REQUISITE REQUIREMENTS

PROGRAM	PRE-REQUISITES	SEE PAGE
CDL	Transportation Institute Application Background Check	12
Administrative Support Professionals	40 WPM Word & Excel Assessment	13
Dog Grooming	Information session and Orientation	13
IT Helpdesk Fundamentals	Computer Basics & Windows Assessment	15
Nurse Aide-Basic & Advanced	Healthcare Provider CPR DMACC Application Criminal Background Check	17
Direct Support Professional Behavioral and Mental Health & Developmental Disabilities	Criminal Background Check	17
Health Care Patient Services	40 WPM Word and Excel Assessments Criminal Background Check Information session	18
Phlebotomy	Information session Criminal Background Check	19
Sterile Processing Technician	Criminal Background Check Information session	19

NOTES

CELEBRATE YOUR SUCCESS!
SPRING GRADUATION May, 2024

More information to come

Are you ready? If not today...When?

CALL US!

Kay Maher
Registration & Enrollment
515-256-4956
klmaher@dmacc.edu

Som Mongtin
Pathway Navigator
515-256-4953
ssmongtin@dmacc.edu

Kirstin Born
Career Navigator
515-256-4954
ksborn@dmacc.edu

Mollie Vetter
WTA Administrative
Assistant
515-256-4951
mavetter@dmacc.edu