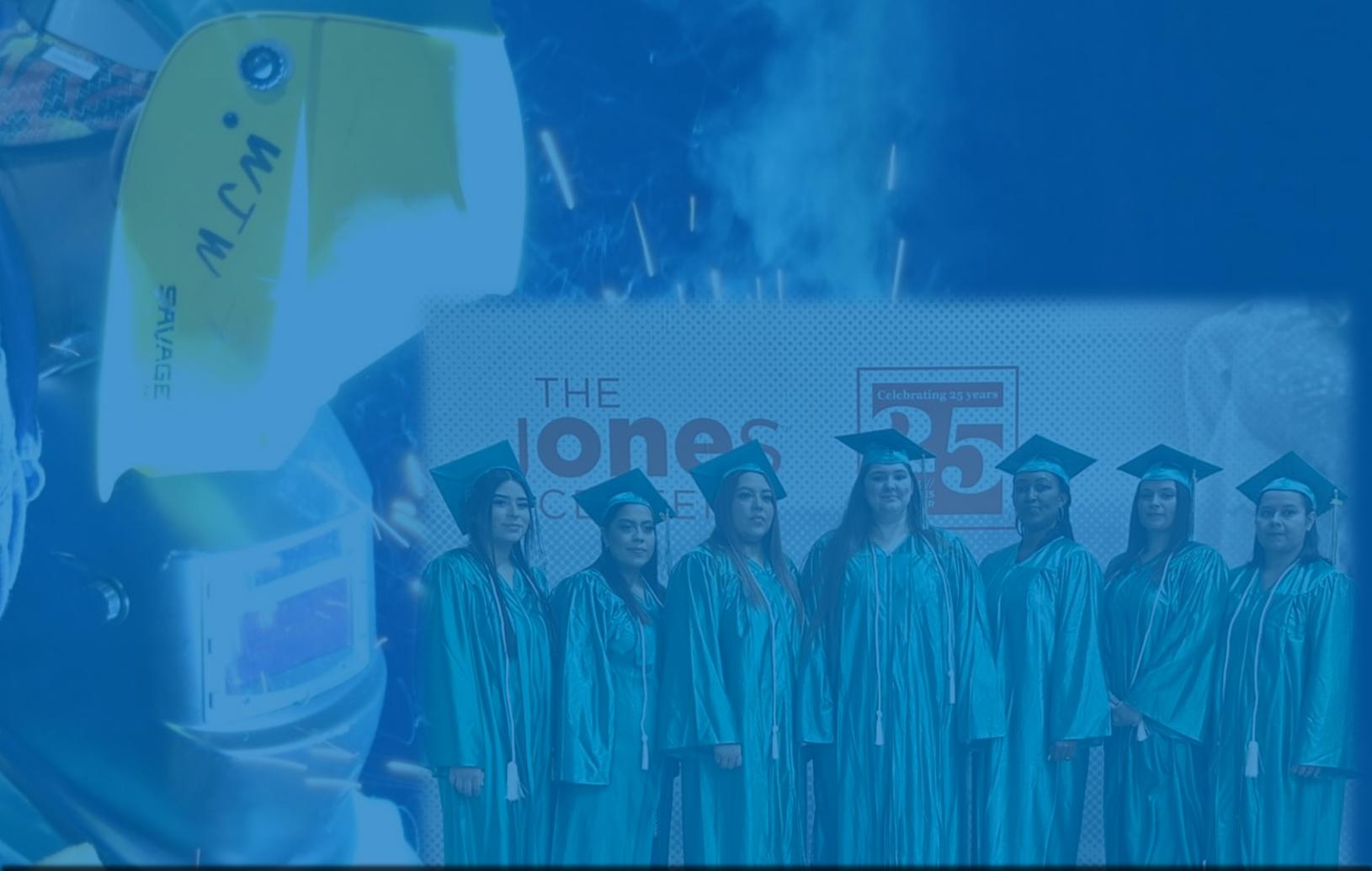


# Academic Catalog

## 2024-2025



Changing Lives through Education, Training, and Employment



## 2025 CATALOG

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Little Rock, AR 72209  
(501) 372-5100  
[www.goodwillar.org](http://www.goodwillar.org)  
[academy@goodwillar.org](mailto:academy@goodwillar.org)

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## Table of Contents

<b>ALL ABOUT THE ACADEMY AT GOODWILL INDUSTRIES OF ARKANSAS .....</b>	<b>6</b>
INTRODUCTION .....	6
HISTORY .....	6
LOCATIONS.....	6
MISSION STATEMENT .....	6
OUR VALUES .....	6
ACCREDITATION AND LICENSING .....	7
MEMBERSHIPS/AFFILIATIONS .....	7
<b>ADMISSIONS .....</b>	<b>8</b>
NONDISCRIMINATION POLICY .....	8
ADMISSION REQUIREMENTS .....	8
ADMISSION PROCEDURES .....	9
UNIFORM ARBITRATION ACT (Revised 2000) .....	10
EQUAL STUDENT OPPORTUNITY AND NO HARASSMENT POLICY .....	12
AMERICANS WITH DISABILITIES ACT (ADA) POLICY .....	14
<b>FINANCIAL SERVICES.....</b>	<b>15</b>
GENERAL INFORMATION.....	15
PERIOD OF OBLIGATION .....	15
SCHOLARSHIPS .....	16
INSTALLMENT PLANS .....	16
OTHER FUNDING OPTIONS .....	17
WITHDRAWAL POLICY .....	17
CANCELLATION POLICY .....	18
REFUND POLICY: .....	18
TUITION AND FEES .....	20
PAYMENT POLICY .....	21
<b>STUDENT SERVICES.....</b>	<b>22</b>
ACADEMIC ADVISEMENT .....	22
GRADUATE EMPLOYMENT SERVICES .....	22
STUDENT RESOURCES .....	23
HEALTH, SECURITY, AND SAFETY .....	23
<b>ADMINISTRATIVE POLICIES .....</b>	<b>24</b>

HOURS OF OPERATION .....	24
CLASS SCHEDULES .....	24
ONLINE TRAINING CLASS SCHEDULES .....	25
CANCELLATION OF CLASSES .....	26
STUDENT CONDUCT AND DISCIPLINE .....	26
SEXUAL HARASSMENT POLICY .....	27
STUDENT COMPLAINT/GRIEVANCE PROCEDURE .....	29
EXAMINATION OF STUDENT RECORDS .....	29
EXIT INTERVIEW .....	30
FACILITIES FOR DISABLED STUDENTS .....	30
DRUG-FREE AND SMOKE-FREE SCHOOL .....	31
<b>ACADEMIC STANDARDS.....</b>	<b>31</b>
SATISFACTORY ACADEMIC PROGRESS .....	31
ATTENDANCE AND TARDINESS POLICY.....	32
LEAVE OF ABSENCE (LOA) .....	33
ACADEMIC PROBATION .....	34
APPEALS AND WAIVERS .....	34
GRADUATION REQUIREMENTS .....	35
ENROLLMENT POLICIES .....	35
<b>PROGRAMS OF STUDY .....</b>	<b>36</b>
GENERAL INFORMATION .....	36
EDUCATIONAL EQUIPMENT .....	37
<b>ADVANCED MANUFACTURING .....</b>	<b>38</b>
AMERICAN WELDING SOCIETY CERTIFIED WELDER.....	38
<b>TRANSPORTATION, DISTRIBUTION, AND LOGISTICS .....</b>	<b>40</b>
INDUSTRIAL TRUCK OPERATOR.....	40
CERTIFIED LOGISTICS TECHNICIAN (CLT) 4.0 .....	41
<b>HEALTHCARE .....</b>	<b>43</b>
CERTIFIED CLINICAL MEDICAL ASSISTANT.....	43
CERTIFIED PHARMACY TECHNICIAN .....	44
MENTAL HEALTH FIRST AID .....	45
YOUTH MENTAL HEALTH FIRST AID (YMHFA) TRAINING .....	46
CPR, AED & FIRST AID TRAINING .....	47
<b>BUSINESS AND ADMINISTRATION .....</b>	<b>48</b>
GOOGLE PROJECT MANAGEMENT CERTIFICATION PROGRAM .....	48

GOOGLE UX DESIGN PROFESSIONAL CERTIFICATE.....	49
GOOGLE E-COMMERCE AND DIGITAL MARKETING PROFESSIONAL CERTIFICATE .....	50
<b>INFORMATION TECHNOLOGY.....</b>	<b>51</b>
GOODWILL DIGITAL CAREER ACCELERATOR® (GDCA) .....	51
GOOGLE DATA ANALYTICS PROFESSIONAL CERTIFICATE .....	51
GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE.....	53
GOOGLE IT AUTOMATION WITH PYTHON PROFESSIONAL CERTIFICATE.....	54
GOOGLE CYBERSECURITY PROFESSIONAL CERTIFICATE .....	55
<b>CONSTRUCTION.....</b>	<b>56</b>
NCCER CORE: INTRODUCTION TO BASIC CONSTRUCTION SKILLS.....	56
OSHA 10 TRAINING COURSE.....	57
OSHA 30 TRAINING COURSE.....	58
<b>2025 TUITION AND FEES.....</b>	<b>59</b>
ADVANCED MANUFACTURING .....	59
BUSINESS & ADMINISTRATION .....	59
CONSTRUCTION.....	60
TRANSPORTATION, DISTRIBUTION, AND LOGISTICS.....	60
HEALTHCARE.....	60
INFORMATION TECHNOLOGY .....	60

# **ALL ABOUT THE ACADEMY AT GOODWILL INDUSTRIES OF ARKANSAS**

## **INTRODUCTION**

Thank you for considering The Academy at Goodwill Industries of Arkansas for your education and training needs. As the area in which we live continues to grow in population, the need for highly skilled professionals increases. At The Academy, we emphasize quality and individual attention in our training programs. The Academy provides training for several professions and our instructors are committed to providing students with the skills necessary in today's job market.

We hope that you will find your education experience with us exciting and helpful as you pursue your goals for the future. Our donors and shoppers make it possible for us to change lives, and The Academy at Goodwill is one more way in which we serve our mission.

## **HISTORY**

The Academy was founded by Goodwill Industries of Arkansas and has been in continuous operation since February 2014. In addition to providing opportunities for our students to learn meaningful job skills, we also create a workplace environment so many of our students obtain practical experience.

## **LOCATIONS**

The Academy's main campus is located at Goodwill Industries of Arkansas corporate headquarters in Little Rock. This campus covers approximately 18,000 square feet of space dedicated to serving our students. The parking area has ample parking and is well lit for our evening students. The building offers secure access entries, electronic touch doors for our students with disabilities, a common area for breaks and lunches, as well as vending machines.

## **MISSION STATEMENT**

Changing Lives Through Education, Training and Employment

## **OUR VALUES**

It is important that you acquaint yourself with the core values of Goodwill. They are summarized in the phrase I CARE.

**Integrity** – We operate in an open, truthful environment, and strive to meet the highest ethical standards.

**Collaboration** – We achieve and deliver our mission together.

**Attitude** – We serve with humility and passion, and act for the good of the organization.

**Respect** – We treat all people with dignity and respect.

**Explore** – We explore continuous improvement, bold creativity, and change.

## **ACCREDITATION AND LICENSING**

The Academy at Goodwill Industries of Arkansas is accredited and regulated by the Arkansas State Board of Private Career Education through the Arkansas Division of Higher Education. The school is on the eligible training provider list for Arkansas Division of Workforce Services and Workforce Innovation and Opportunity Act (WIOA).

## **MEMBERSHIPS/AFFILIATIONS**

American Red Cross  
American Welding Society  
Arkansas Hospitality Association  
Arkansas State Chamber of Commerce  
Arkansas State Workforce Development Board  
Association for the Healthcare Environment  
Grow with Google  
International Business Training Association  
Jonesboro Chamber of Commerce  
Little Rock Regional Chamber of Commerce  
Little Rock Workforce Development Board  
Manufacturing Skills Standard Council  
Microsoft  
National Career Development Association  
National Council for Mental Wellbeing  
National Healthcareer Association  
North Little Rock Regional Chamber of Commerce  
Northstar Digital Literacy  
Rogers-Lowell Chamber of Commerce  
Springdale Chamber of Commerce

## ADMISSIONS

### NONDISCRIMINATION POLICY

The Academy at Goodwill Industries of Arkansas is committed to providing equal opportunity for all individuals and does not deny admission, employment, or participation in any of its programs, services, or activities on the basis of race, color, national origin, sex, gender identity, gender expression, sexual orientation, age, religion, creed, disability, genetic information, marital or familial status, veteran status, or any other legally protected characteristic.

This policy complies with applicable federal, state, and local laws, including but not limited to:

- Title VI and VII of the Civil Rights Act of 1964
- Executive Orders 11246 and 11375
- Title IX of the Education Amendments of 1972
- Sections 503 and 504 of the Rehabilitation Act of 1973
- Section 402 of the Vietnam Era Veterans' Readjustment Assistance Act of 1974
- The Age Discrimination Act of 1975
- The Genetic Information Nondiscrimination Act (GINA) of 2008
- All applicable civil rights laws of the State of Arkansas

The Academy is dedicated to fostering an inclusive and equitable learning environment where all individuals are treated with dignity and respect.

If you believe you have been discriminated against or have witnessed discrimination, you are encouraged to report the incident promptly to the GTEC Director, the VP of Education and Training, or any member of management. The Academy will investigate all complaints thoroughly and take appropriate action to address any violations of this policy.

---

### ADMISSION REQUIREMENTS

The Academy at Goodwill Industries of Arkansas welcomes applicants who meet the following criteria:

#### 1. Citizenship or Residency

- U.S. citizens, nationals, or eligible non-citizens.
- Non-citizens must provide a valid residency card or visa for eligibility verification.

#### 2. Identification and Education

- A valid driver's license or other government-issued photo identification.
- Proof of high school diploma or GED equivalent will be required for enrollment into

- Healthcare Programs only.
- Demonstrated reading ability at or above a 6th-grade level.

### **3. Age Requirement**

- Minimum age of 18.

### **4. Ability-to-Benefit (ATB) Admission**

- Applicants without a high school diploma or GED may qualify under the ATB determination by meeting program-specific skill levels in reading, math, and language.
- Accepted assessments include:
  - a. **Test of Adult Basic Education (TABE).**
  - b. **Career Readiness Certificate (CRC)** at the bronze level or higher.

### **5. Referral and Testing**

- Applicants referred by partner agencies must submit their standardized test scores.
- Free CRC testing is available through Goodwill Industries' Career Services department for those without prior testing.

### **6. Program-Specific Waivers**

- The School Director may waive certain program admission requirements under specialized circumstances.
- Waivers may be based on:
  - a. Functional grade-level determinations.
  - b. Prior education and/or relevant work experience (e.g., consistent use of math skills in the workplace).

---

## **ADMISSION PROCEDURES**

Individuals meeting the admission requirements are eligible to apply to The Academy at Goodwill Industries of Arkansas. Applicants must complete the following steps:

### **Step 1: Attend a Scheduled Orientation**

- Obtain orientation dates by contacting an Academy representative.
- Orientation provides essential information about programs, policies, and expectations.

### **Step 2: Complete a Personal Interview**

- Meet with an admissions representative to discuss your goals, program options, and eligibility.

### **Step 3: Submit Required Enrollment Documentation**

- Fill out and submit all enrollment paperwork.
- Provide necessary documentation, such as identification and educational records.

### **Step 4: Complete Testing (if applicable)**

- Assessment testing may be required depending on the program.
- Typing assessments are required for specific courses.

### **Step 5: Enrollment and Notification**

- Students are enrolled on a first-come, first-served basis.
- If not accepted, the applicant's information will be kept on file for future openings.
- Applicants on a waiting list will be notified by an Academy representative.

### **Step 6: Finalize Enrollment Agreement**

- Selected applicants will receive an Enrollment Agreement outlining:
  - a. Financial responsibilities.
  - b. Rules, regulations, and expectations during the training period.
- Upon signing the Enrollment Agreement, the applicant is officially enrolled in their chosen program.

---

### **UNIFORM ARBITRATION ACT (Revised 2000)**

As part of the Enrollment Agreement, The Academy agrees to provide all specialized equipment, instruments, and facilities necessary for training. The student agrees that any dispute or claim arising from or related to the terms of the Enrollment Agreement, including any representation relied upon in entering into the agreement, shall be resolved exclusively through binding arbitration, in accordance with the Revised Uniform Arbitration Act (2000).

This agreement applies to disputes based on contract, tort, or other legal theories and serves as the exclusive means for dispute resolution, replacing the need for court litigation.

### **Key Terms and Conditions**

#### **1. Agreement to Arbitration**

- By signing the Enrollment Agreement, the student acknowledges and agrees to resolve disputes exclusively through arbitration.

#### **2. Scope of Arbitration**

- This agreement encompasses disputes related to tuition, enrollment, program performance, and any other terms outlined in the Enrollment Agreement.
- Class action lawsuits and collective arbitration are expressly waived.

### **3. Selection of Arbitrator**

- Arbitrators shall be chosen from a list provided by a nationally recognized arbitration organization, such as the American Arbitration Association (AAA) or JAMS.
- Selection will be mutually agreed upon by both parties.

### **4. Location and Governing Law**

- Arbitration will take place in the county and state where the school is located.
- This agreement is governed by the Federal Arbitration Act (FAA) to ensure enforceability irrespective of conflicting state laws.

### **5. Confidentiality of Proceedings**

- All arbitration proceedings, evidence, and outcomes shall remain strictly confidential unless disclosure is required by law.

### **6. Costs and Fees**

- The student agrees to pay all associated arbitration costs, including:
  - a. Collection costs (up to 10% of the outstanding balance unless prohibited by law).
  - b. Attorney's fees.
  - c. Court costs and other expenses incurred during legal or collection activities.

### **7. Notice of Claims**

- Students must provide written notice of any claims or disputes at least 30 days prior to initiating arbitration. This notice should include:
  - a. A detailed description of the issue.
  - b. The desired resolution.

### **8. Limits on Arbitrator Authority**

- Arbitrators are not authorized to award punitive damages or alter the terms of the Enrollment Agreement.

### **9. Survival Clause**

- This arbitration agreement remains enforceable even if the Enrollment Agreement is terminated or expires.

### **10. Compliance with Legal Updates**

- The agreement shall be interpreted and enforced in compliance with the most current federal and state arbitration laws.

## **Acknowledgment**

Students are required to separately acknowledge this arbitration clause as part of their Enrollment Agreement. Failure to do so does not invalidate the enforceability of the clause if the overall agreement is signed.

---

## **EQUAL STUDENT OPPORTUNITY AND NO HARASSMENT POLICY**

The Academy at Goodwill Industries of Arkansas is fully committed to the principle of equal student opportunity and fostering a harassment-free learning environment. Diversity in learning is a valuable resource that enhances The Academy's ability to achieve its academic and social goals.

### **Equal Opportunity Policy**

It is the policy of The Academy to recruit, train, and support students without regard to race, color, religion, age, sex, gender identity, gender expression, national origin, ancestry, veteran status, genetic information, sexual orientation, disability, or any other legally protected characteristic, in full compliance with federal, state, and local laws.

The Academy complies with all applicable laws and regulations, including but not limited to:

- Title VII of the Civil Rights Act of 1964
- Age Discrimination in Employment Act (ADEA)
- Fair Labor Standards Act (FLSA)
- Americans with Disabilities Act (ADA)
- Section 504 of the Rehabilitation Act
- State of Arkansas Civil Rights Laws
- Anti-Harassment Policy

The Academy strictly prohibits harassment of any kind based on protected status. Harassment is defined as any unwelcome or persistent act or behavior that targets an individual to their objection or detriment based on their legally protected status.

### **Examples of Prohibited Harassment:**

1. Verbal Abuse or Ridicule
  - Includes epithets, derogatory comments, slurs, or unwelcome remarks.
2. Interference with Work or Learning
  - Physical actions such as assault, blocking movement, or disrupting work/learning due to protected status.
3. Offensive Materials
  - Displaying or distributing derogatory posters, cartoons, drawings, or gestures based on

protected status.

4. Discrimination in Assignments

- Unfair treatment in coursework, assignments, or program participation due to protected status.

5. Unwelcome Physical Contact

- Intimate or inappropriate touching without consent.

6. Protected Status Innuendos

- Implying bias or making suggestive comments based on protected characteristics.

7. Indecent Exposure

- Any form of exposure deemed offensive or inappropriate.

8. Demands for Sexual Favors

- Requests for sexual favors as a condition of program participation, advancement, or other benefits.

9. Retaliation

- Any adverse action taken against a person for reporting harassment or discrimination.

---

### **Reporting and Resolving Complaints**

To maintain a safe and respectful environment, students are strongly encouraged to report any instance of discrimination or harassment promptly.

#### **How to Report:**

- Reports can be directed to:
  - a. The Academy Director.
  - b. A manager or member of Human Resources.
  - c. Any member of management with whom the student feels comfortable.
- Reports may be made verbally or in writing.

---

#### **Confidentiality:**

All complaints will be handled confidentially to the extent possible, and information will only be disclosed to those with a need to know.

## **Investigation and Action:**

- All complaints will be thoroughly investigated, and appropriate action will be taken to address any violations of this policy.

---

## **Student Responsibility**

Each student is responsible for contributing to a learning environment that upholds these principles. Harassment or discrimination will not be tolerated, and violations may result in disciplinary action, up to and including termination of enrollment.

By fostering an inclusive, respectful, and equitable environment, The Academy ensures that all students have the opportunity to achieve their academic and career goals.

---

## **AMERICANS WITH DISABILITIES ACT (ADA) POLICY**

The Academy at Goodwill Industries of Arkansas is committed to fostering an inclusive learning environment by adhering to the principles and requirements of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. These laws prohibit discrimination against individuals with disabilities and ensure equal access to educational opportunities.

### **Commitment to Accessibility**

As an organization that actively promotes the inclusion and employment of individuals with disabilities, The Academy upholds the principles of the ADA and expects all students to contribute to an accessible and respectful learning environment.

### **Reasonable Accommodations**

The Academy will provide reasonable accommodations to qualified applicants and students with documented physical or mental disabilities, unless doing so would impose an undue hardship on the institution or fundamentally alter the nature of its programs or services.

#### **Examples of Reasonable Accommodations:**

- Accessible classroom seating and facilities.
- Assistive technology, such as screen readers or speech-to-text software.
- Additional time for exams or assignments.
- Sign language interpreters or note-taking services.

#### **Requesting Accommodations**

#### **Notification:**

Students seeking accommodations must notify the ADA Coordinator or designated school official.

**Documentation:**

Requests must be supported by documentation from a qualified professional, such as a physician, psychologist, or licensed specialist, detailing the disability and the need for specific accommodations.

**Evaluation:**

The Academy will evaluate each request on a case-by-case basis to determine appropriate accommodations.

**Undue Hardship:**

While The Academy is committed to providing accommodations, requests that result in significant difficulty, expense, or fundamental changes to programs or services may be denied.

**Confidentiality:**

All information related to a student's disability and accommodations will be handled with strict confidentiality and shared only with personnel directly involved in implementing the accommodations.

**Grievance Procedure**

If a student believes their accommodation request was unfairly denied or inadequately addressed, they may follow the established grievance procedure to resolve the matter promptly.

By adhering to the ADA, The Academy ensures an equitable and accessible environment where all students have the opportunity to succeed.

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## **FINANCIAL SERVICES**

### **GENERAL INFORMATION**

The Academy at Goodwill Industries of Arkansas is committed to assisting students in meeting their educational expenses. Financial aid, scholarships, installment plans, and other funding options are available for those who qualify.

### **PERIOD OF OBLIGATION**

The Period of Obligation is defined as the period for which The Academy financially obligates the

student. Students are responsible for the full cost of their selected program of study.

- All charges must be paid in full before the first day of classes unless a payment arrangement has been approved by The Academy.
- Failure to meet financial obligations may result in withdrawal from the program or withholding of certificates of completion.

---

## **SCHOLARSHIPS**

Scholarships may be available to eligible students for selected programs. Key details include:

- Scholarships are limited and may not be combined with other scholarships during the same award period.
- Students must maintain satisfactory academic and attendance status to retain their scholarship.
- Failure to meet program requirements or withdrawing from the program may result in forfeiture of the scholarship and repayment of awarded funds.
- Scholarship inquiries and applications can be directed to an Academy representative.

Note: Students breaching the scholarship contract by failing to begin or complete the program may be held financially liable for scholarship amounts paid by The Academy.

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## **INSTALLMENT PLANS**

Installment plans are available to eligible students to help manage educational costs.

Eligibility Requirements:

- Students must be fully enrolled in The Academy to qualify.
- All financial obligations must be met by the end of the training period and prior to receiving a certificate of completion or sitting for credentialing exams.

Installment Plan Application Process:

1. Obtain the installment plan agreement paperwork from an Academy representative.
2. Complete the agreement and submit it to The Academy.
3. Review the agreement with a school official during the acceptance interview to ensure understanding of financial obligations.

Important Notes:

- Failure to meet installment payments may result in termination from the program.
- Questions or concerns about installment plans should be directed to an Academy representative.

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## OTHER FUNDING OPTIONS

Students may qualify for additional funding sources to help meet educational expenses, including:

- Arkansas Division of Workforce Services (ADWS)
- Funding through the Workforce Innovation and Opportunity Act (WIOA).
- Trade Adjustment Assistance (TAA)
  - Funding provided by the Department of Labor.

Other agency funding may also be available. Contact an Academy representative or the respective agency for more information regarding these opportunities.

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## WITHDRAWAL POLICY

In accepting applicants, The Academy assumes the obligation of furnishing an entire program, including instructors, equipment, laboratories, classrooms, and other facilities, at the stated cost. Therefore, except when the Enrollment Agreement is not accepted by The Academy, cancellation of the Enrollment Agreement by the student may be made only by written notice delivered to the school. In the event the school is unable to perform any of the obligations under the Enrollment Agreement, by reason of fire, strike, work stoppage, riot, utility failures or shortages, damage by elements, acts of nature, or any unavoidable casualty, the school shall not be responsible for damages or tuition refund caused by delay or failure to perform hereunder, provided said delay does not exceed ninety (90) days and the school evidences positive effort every thirty (30) days to reactivate the school. Any monies due the student shall be refunded within sixty (60) days from the last date of attendance or within sixty (60) days from the date of receipt of payment in the event that the date of such receipt is after the student's last date of attendance who cancel their enrollment any time before actually starting their program.

**Withdrawal Before Class Begins:** the applicant will receive a refund of all monies paid if:

- The applicant is denied admission.
- The applicant requests the refund in writing three (3) business days after signing the Enrollment Agreement.
- The applicant requests it in writing within three (3) business days after an acceptance interview with an authorized Academy representative.

An applicant requesting cancellation prior to starting classes and under conditions not defined above will be refunded as follows:

- Cancellation requests made on or before the first day of training will receive all monies paid with the exception of the registration fee.

If an applicant experiences a life-altering event that prevents the applicant from attending the training, all monies paid can be used to enroll the applicant in the next scheduled training.

Postponing enrollment is offered on a case-by-case basis and can only be used once per calendar year by a single applicant.

**Withdrawal After Class Begins:** The total tuition for each period is determined by the Enrollment Agreement. The percentage attended of a period is based on the number of weeks attempted as a percentage of the number of weeks in that period, unless state requirements specify otherwise. The number of weeks attempted is calculated from the first date of the period to the last date of attendance.

---

## **CANCELLATION POLICY**

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three (3) scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

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## **REFUND POLICY:**

1. Refund computations will be based on scheduled course time of classes through the last documented day of an academically related activity. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
  - a. the date of termination if the student is terminated by the school;
  - b. the date of receipt of written notice from the student; or
  - c. ten (10) school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege, the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.
4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of

termination. (More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75 percent completion mark, after which no refund is due.)

5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.
6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.
7. A full refund of all tuition and fees is due and refundable in each of the following cases:
  - a. an enrollee is not accepted by the school;
  - b. if the course of instruction is discontinued by the school and this prevents the student from completing the course; or
  - c. if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of school.

*A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.*

8. **Refund Policy for Students Called to Active Military Service:** A student of the school who withdraws from the school as a result of the student being called to active duty in a military service of the United States or the Arkansas National Guard under Arkansas Code §6-61-112, may elect one of the following options for each program in which the student is enrolled:
  - a) if tuition and fees are collected in advance of the withdrawal, a refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the program the student does not complete following withdrawal;
  - b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the

date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or

c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:

- i. satisfactorily completed at least 90 percent of the required coursework for the program; and
- ii. demonstrated sufficient mastery of the program material to receive credit for completing the program.

9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s) within sixty (60) days after the effective date of termination.

*Students seeking restitution for military deployment may obtain a Military Deployment Form from the Office of Veterans Services.*

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## **TUITION AND FEES**

The Academy at Goodwill Industries of Arkansas is committed to providing clear and transparent information regarding tuition, fees, and financial responsibilities.

### **Program Tuition**

- Tuition is program-specific and detailed in the current school catalog.
- Tuition charges are outlined in the Enrollment Agreement.
- Program Extensions: A fee of \$10 per day will be charged for extensions exceeding the program's end date.

### **Additional Fees**

- **Damaged Property Fee:**

- Students will be charged for the repair or replacement of campus property damaged or lost due to negligence or willful misconduct.
- This includes damage to instructional equipment, building structures, or immediate surroundings.

- **Non-sufficient Funds Fee:**

- A fee of \$40.00 will be applied to personal checks returned by the bank due to insufficient funds.

- **Replacement Certificate Fee:**

- A \$5.00 fee will be charged for each replacement copy of a previously issued certificate.

- **Transcript Fee:**

- One official transcript is provided free upon graduation, provided all financial obligations are satisfied.
- Additional transcripts are available for \$5.00 per copy.

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## **PAYMENT POLICY**

### **Payment Requirements**

- All charges must be paid in full prior to the first day of classes unless other arrangements are made with The Academy.
- Students who fail to adhere to the payment policy may face termination of enrollment.
- No academic records, transcripts, or certificates will be released until all financial obligations are resolved.

### **Student Financial Responsibility**

- Unpaid Balances: Students with unpaid balances or returned checks will be restricted from registering or receiving transcripts.
- Administrative Withdrawal: The school reserves the right to administratively withdraw students with outstanding financial obligations.
- Refund Ineligibility: Non-attendance does not qualify students for a full refund.

### **Past Due Balances**

- Accounts not paid by the established due date will be subject to the following actions:
  1. Referral to a licensed collection agency.
  2. Referral to the Revenue Division of the Arkansas Department of Finance and Administration for collection under Act 372 of 1983 and Act 987 of 1985.
  3. Reporting to credit bureaus, which may negatively affect the student's credit rating.

### **Collection Agencies**

- Accounts referred to collection agencies or attorneys for recovery will incur additional fees:
  - For balances \$500 or less: Collection fees not exceeding 50%.
  - For balances exceeding \$500: Collection fees not exceeding 33-1/3%.

- The debtor is responsible for all collection and/or attorney fees in addition to the account balance.

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## **STUDENT SERVICES**

### **ACADEMIC ADVISEMENT**

The Academy at Goodwill Industries of Arkansas is dedicated to supporting students in achieving their academic and personal goals. Faculty, staff, and administrators take a genuine interest in each student's success and well-being, providing assistance whenever it is sought.

#### **Primary Academic Support:**

- Students should direct academic questions or concerns, such as lesson plans, course schedules, or academic difficulties, to their instructors or the school Director.
- Issues related to specific courses should be addressed with the respective instructor.

#### **Regular Reviews:**

- Grades, attendance, and conduct are reviewed periodically. Students will be notified if their academic standing or behavior is deemed unacceptable.
- Failure to improve may result in further action, including academic advisement or dismissal.

#### **Faculty Availability:**

- Faculty members are available for academic advising outside regular class hours. Students should schedule appointments at the instructor's discretion.

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## **GRADUATE EMPLOYMENT SERVICES**

While The Academy does not guarantee employment or starting salaries after graduation, it provides resources and services to assist students in transitioning to the workforce. Success depends on academic performance, attendance, prior employment history, and overall attitude.

#### **Post-Graduate Services Include:**

1. **Employment Advising:**
  - Personalized assistance in reviewing and setting employment plans.
2. **Job Searching Skills:**
  - **Guidance on resume writing, employment applications, interview techniques, personal appearance, and post-interview follow-up.**

### **3. Job Placement:**

- The Career Services Department identifies employment opportunities by contacting reputable employers and referring qualified graduates.

### **4. Job Fairs:**

- Provides students with opportunities to network and apply for competitive employment.

### **5. Goodwill Career Services Collaboration:**

- Assists students in securing skill-related jobs.

### **Employment Responsibility:**

The Academy emphasizes that securing employment is ultimately the student's responsibility. The Academy's goal is to equip students with job search, interview, and job retention skills that will benefit them throughout their careers.

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## **STUDENT RESOURCES**

The Academy offers various resources to support students during their studies.

### **Available Resources Include:**

- Access to educational materials during and outside classroom hours.
- Community resources related to food, clothing, housing, transportation, and childcare.
- Referrals for personal and legal counseling services, provided by an administrative member upon request through **Goodwill Career Navigators**.
- Additional services available through Goodwill Career Navigators include:
  - Career assessment
  - Career counseling and coaching
  - Career Readiness Certification
  - Interview preparation
  - Job readiness training
  - Job search assistance
  - Resume assistance

## **HEALTH, SECURITY, AND SAFETY**

The Academy is committed to maintaining a secure and safe environment for all students.

### **Facility Compliance:**

- Classrooms and laboratories adhere to federal, state, and local building codes, as well as health and fire regulations.

### **Student Responsibility:**

- Students are responsible for their own safety and the security of their personal belongings both on and off campus.
- The Academy is not liable for lost, stolen, or damaged personal belongings or for disputes or altercations between students.

### **Reporting Emergencies:**

- Students should immediately report medical, criminal, or other emergencies occurring on school premises to the school Director, VP of Education and Training, or any available school employee.
- The Academy will secure the necessary medical or security services on behalf of the student.

### **Criminal Emergencies:**

- Following a criminal emergency, the reporting student may be required to confirm details in writing via an incident report.
- Students are encouraged to promptly and accurately report all crimes to school officials and police authorities as needed.

### **Jeanne Cleary Disclosure Act Compliance:**

- The Academy complies with the Jeanne Cleary Disclosure of Campus Security Policy and Campus Crime Statistics Act. Information on campus security policies, criminal incidents, and arrests is available upon request from the Director.

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## **ADMINISTRATIVE POLICIES**

### **HOURS OF OPERATION**

The Academy business office is generally open from **8:00 a.m. – 5:00 p.m. Monday through Friday** (excluding holidays). The Academy business office is open on Fridays from 8:00 am – 5:00 pm. However, students and potential students are encouraged to schedule an appointment if needing to visit the Academy Support Staff.

### **CLASS SCHEDULES**

Class schedules, including breaks, are posted in classrooms.

- Each class period consists of lecture or lab sessions, with two 15-minute breaks.
- Schedules exceeding six (6) clock hours per day include at least one 30-minute lunch break.

#### **1. Certified Pharmacy Technician**

- Group A: Monday through Friday from 8:15 a.m. – 12:15 p.m.
- Group B: Monday through Friday from 1:00 p.m. - 5:00 p.m.

## **2. Welding Certification Program:**

- Group A: Monday through Friday from 8:15 a.m. – 12:15 p.m.
  - 8:15 a.m. – 9:05 a.m.: Class Time
  - 9:05 a.m. – 9:10 a.m.: Break
  - 9:10 a.m. – 12:15 p.m.: Lab Time
- Group B: Monday through Friday from 1:00 p.m. - 5:00 p.m.
  - 1:10 p.m. – 2:00 p.m.: Class Time
  - 2:00 p.m. – 2:05 p.m.: Break
  - 2:05 p.m. – 5:00 p.m.: Lab Time

## **3. Certified Clinical Medical Assistant:**

- Group A: Monday through Friday from 8:15 a.m. – 12:15 p.m.
- Group B: Monday through Friday from 1:00 p.m. - 5:00 p.m.

## **4. Mental Health First Aid & CPR/First Aid/AED:**

- One-day training from 9:00 a.m. – 4:30 p.m.

## **5. Industrial Truck Operator:**

- One-day training from 10:00 a.m. – 5:00 p.m.
- Schedule
  - 10:00 a.m. – 11:30 a.m.: Class Time / Written Test
  - 11:30 a.m. – 12:00 p.m.: Lunch
  - 12:00 p.m. – 3:30 p.m.: Hands-on Driving (Classes 1, 4, & 5 Trucks)
  - 3:30 p.m. – 5:00 p.m.: Hands-on Driving (Class 3 Trucks)

## **ONLINE TRAINING CLASS SCHEDULES**

Online training offers flexibility to students, with access to resources 24/7.

### **Key Features:**

- Students receive a welcome package containing course schedules, online textbooks, and login credentials.
- A New Student Orientation is provided to familiarize students with program timelines and navigation.

- Programs include clearly outlined responsibilities to help pace completion effectively.

### **Support and Accessibility:**

- Live, one-on-one online mentoring is available **Monday – Friday, 8:30 a.m. – 5:00 p.m.**
- Instructors monitor student progress daily and provide personalized support as needed.

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## **CANCELLATION OF CLASSES**

In cases of inclement weather or other emergencies, The Academy follows the local school district closures.

- **Main Campus Policy:** The Academy will close at the direction of the Goodwill Industries of Arkansas CEO for weather-related reasons.
- Students should monitor local television stations, the Goodwill website, and Goodwill/Academy social media pages for closure information.

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## **STUDENT CONDUCT AND DISCIPLINE**

Students at The Academy are expected to exhibit professionalism, maturity, and courtesy at all times. The Academy reserves the right to dismiss any student whose conduct is deemed unsatisfactory or unacceptable.

### **Prohibited Conduct**

The following behaviors may result in disciplinary action, including reprimand, probation, suspension, or termination, depending on the severity of the misconduct:

1. **Academic Dishonesty:** Cheating, plagiarism, or knowingly providing false information to the school.
2. **Forgery or Misuse:** Alteration or misuse of school documents, records, identification, or property.
3. **Disruption:** Obstructing or disrupting teaching, administration, or school activities.
4. **Abuse or Threats:** Physical or verbal abuse, or conduct endangering the safety or health of others.
5. **Theft or Property Damage:** Stealing or damaging school property or using it inappropriately.
6. **Unauthorized Access:** Entry, use, or occupation of school facilities without permission.

7. **Interference:** Blocking access to facilities or infringing on the freedom of movement or speech of others.
8. **Weapons or Dangerous Materials:** Possession or use of firearms, explosives, or other dangerous substances.
9. **Disorderly or Obscene Conduct:** Lewd, indecent, or obscene behavior or expression.
10. **Hazing:** Initiating harmful or coercive actions against other students.
11. **Violation of Laws:** Breaking federal, state, or local laws, including those involving alcohol, drugs, or other prohibited activities.
12. **Riot Participation:** Encouraging or participating in riots on campus grounds.
13. **Non-Compliance:** Refusing to follow instructions or resisting school officials or security personnel.
14. **Aiding Misconduct:** Encouraging or assisting others in violating conduct policies.
15. **Criminal Activity:** Conviction of serious crimes or charges that threaten the school community.

## **Disciplinary Actions**

Disciplinary actions may include:

- **Reprimand:** Formal notice of misconduct.
- **Restrictions:** Limitations placed on privileges or access.
- **Probation:** Disciplinary status with terms for improvement.
- **Suspension:** Temporary removal from classes or activities.
- **Termination:** Dismissal from The Academy.

**Re-enrollment:** Dismissed students may request re-enrollment with a written appeal to the Director. Re-enrollment will be probationary, and further violations will result in termination.

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## **SEXUAL HARASSMENT POLICY**

The Academy is committed to maintaining a learning environment free from unlawful harassment, including sexual harassment. This policy focuses on prevention, reporting, and appropriate disciplinary action for violations.

### **Definition of Sexual Harassment**

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when:

- Submission is a condition of an individual's educational experience.
- Acceptance or rejection affects educational decisions.
- The conduct is severe or pervasive enough to create a hostile or offensive environment.

## **Prohibited Conduct**

Prohibited behaviors include, but are not limited to:

- Unwelcome flirtations, advances, or propositions.
- Comments or actions based on an individual's gender.
- Sexual jokes, references, or explicit material.
- Unwanted physical contact, including touching or blocking movement.
- Pressure for dates or sexual activity.
- Retaliation against those who report harassment.

## **Reporting Sexual Harassment**

Students who feel harassed are encouraged to:

1. Inform the harasser that the behavior is unwelcome and must stop (if feasible).
2. Report the incident through one of the following channels:
  - **Informal Complaints:** Speak with an instructor or school management for advising or mediation.
  - **Formal Complaints:** Report directly to the Director, then escalate to the VP of Mission Services or President/CEO if unresolved.

**Confidentiality:** Complaints are handled confidentially, shared only with those involved in the investigation.

## **Resolution and Appeals**

- **Informal Resolution:** Mediation or agreements about future conduct.
- **Formal Resolution:** Investigation by the Director, with appropriate corrective action based on findings.
- **Appeals:** Either party may appeal decisions by submitting a written request to the President/CEO within five (5) business days.

## **Non-Retaliation**

No individual will face retaliation for reporting harassment, cooperating with an investigation, or serving as a witness.

### **False Accusations**

Complaints found to be false and malicious may result in disciplinary action against the accuser.

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## **STUDENT COMPLAINT/GRIEVANCE PROCEDURE**

The Academy recognizes that disagreements may arise and has established a process to address student grievances. A grievance is defined as a dispute or concern regarding the application of rules, policies, procedures, or regulations.

### **General Guidelines:**

- Grievances must be raised within **10 calendar days** of the event.
- The resolution process varies depending on the nature of the grievance.

### **Classroom Matters**

- Discuss concerns first with the instructor.
- If unresolved, escalate to the Director.
- If further resolution is needed, present the matter to the VP of Mission Services.

### **Other Academic Matters**

- Concerns about academic policies, procedures, or regulations should be discussed with the Director.
- If unresolved, escalate the matter to the VP of Mission Services.

### **Non-Academic Matters**

- Grievances related to non-academic issues (e.g., financial aid) should be directed to the Director.
- If unresolved, escalate to the VP of Mission Services.

### **Final Appeal:**

- If the matter remains unresolved, submit a written grievance to the President/CEO.
- A decision will be issued within **7 days** of receipt of the written complaint.

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## **EXAMINATION OF STUDENT RECORDS**

The Academy complies with the **Family Educational Rights and Privacy Act (FERPA)**, granting students the right to access and amend certain educational records.

**1. Accessing Records:**

- Students may review their records by contacting a school representative.
- Reviews are conducted during business hours: **Monday – Friday, 8:00 a.m. – 4:30 p.m.**
- Copies are available for \$0.25 per page; transcript copies incur a \$5.00 fee.

**2. Amendments and Challenges:**

- Requests to amend records must be submitted in writing, specifying inaccuracies.
- Grades or evaluations may only be challenged if improperly recorded and must be disputed within **90 days** of the last date of attendance.

**3. Exemptions from FERPA:**

- Parent financial information.
- Records maintained solely by teachers/administrators.
- Campus security records.
- Employment records (for non-student employees).
- Medical/psychological treatment records.

**4. Third-Party Disclosures:**

- Academic or financial records will not be disclosed without written consent, except to accrediting agencies or government entities authorized by law.

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## **EXIT INTERVIEW**

Students discontinuing their training are required to complete an exit interview with a school official.

- The interview addresses unresolved issues and assists with future planning.
- Solutions may be identified to help students successfully complete their objectives.

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## **FACILITIES FOR DISABLED STUDENTS**

The Academy provides accessible facilities and services for qualified students with disabilities:

- **Physical Accessibility:** Handicapped parking, wheelchair ramps, accessible classrooms, restrooms, and support areas.
- **Auxiliary Aids:** Interpreters, assistive devices, and other resources for sensory impairments.

- **Third-Party Payment Options:** Collaboration with agencies like Arkansas Rehabilitation Services to secure funding for aids and services.
- The Academy is committed to compliance with **ADA regulations.**

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## **DRUG-FREE AND SMOKE-FREE SCHOOL**

The Academy is a drug-free and smoke-free institution.

### **Prohibited Activities:**

- Manufacture, possession, use, sale, or distribution of controlled substances or illegal drugs.
- Consumption of alcoholic beverages.
- Being under the influence of alcohol, drugs, or controlled substances during school hours.

### **Exceptions:**

- Prescription drugs, when used as directed by a licensed medical provider, are exempt from restrictions.

### **Disciplinary Action:**

- Violations may result in disciplinary measures up to and including termination.

### **Smoking Policy:**

- Smoking is prohibited inside all facilities.
- Designated outdoor smoking areas are available.

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## **ACADEMIC STANDARDS**

### **SATISFACTORY ACADEMIC PROGRESS**

The Academy reserves the right to modify course materials and procedures to improve the quality of training offered. Students are evaluated for compliance with satisfactory academic progress standards through a consistent grading system, which applies to all students, whether full-time or part-time.

### **Grading System**

<b>Letter Grade</b>	<b>Numerical %</b>	<b>Description</b>
A	90% - 100%	Excellent
B	80% - 89%	Above Average
C	70% - 79%	Average

Letter Grade	Numerical %	Description
D	0% - 69%	Failing (Academic Probation)
W	-	Withdrawal
I	-	Incomplete

### Additional Evaluations:

- **Needs Improvement (N):** Assigned when a student requires improvement in class participation or job skills. Advisement is recommended.
- **Satisfactory (S):** Assigned when a student demonstrates good participation and job skills.

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### Online Training

- Quizzes and exams are graded on a **PASS/FAIL** basis.
- Minimum passing scores:
  - **80%** for quizzes.
  - **80%** for final exams.
- Retakes are permitted until a satisfactory score is achieved, enabling students to focus on challenging areas and reassess for mastery.

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### Progress Reports

- Progress is evaluated through daily assignments, quizzes, written exams, and hands-on assessments (if applicable).
- Students placed on probation will receive counseling, with probation terms documented in their permanent file.
- Satisfactory progress is assessed at the end of each grading period.

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### Transcripts

- Graduates receive one official transcript free of charge upon graduation if all financial obligations are met.
- Additional transcripts may be requested using the **Transcript Request Form** and are subject to fees as outlined in the "Tuition and Fees" section.
- Requests should be submitted to the mailing address listed in the school catalog.

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## ATTENDANCE AND TARDINESS POLICY

### **Attendance:**

- Attendance is recorded daily. Students must attend at least **80% of total program hours** to remain in good standing.
- An absence includes any portion of a scheduled class day missed.
- Students absent for the first three (3) days of training will be dropped from the program.
- **Maximum Time Frame:** Students must complete their program within **150% of the program or clock hours.**

### **Tardiness:**

- Students arriving more than **10 minutes late** are marked tardy, and tardiness is deducted from total hours.
- Students must return from scheduled breaks and lunches on time. Excessive tardiness is handled at the instructor's discretion.

### **Absences:**

- Maximum of three (3) consecutive absences for in-person programs.
- Maximum of two (2) weeks without login activity for online programs.
- Early departures are deducted from total hours. Students exceeding these limits will be terminated from the program.

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## **LEAVE OF ABSENCE (LOA)**

A leave of absence does not impact a student's attendance record and is available to students in all programs.

### **LOA Guidelines:**

- **Duration:**
  - Up to **30 calendar days** for programs of 200 or fewer clock hours.
  - Up to **60 calendar days** for programs exceeding 200 clock hours within a 12-month period.
- **Frequency:** A maximum of two (2) leaves of absence is allowed per calendar year.
- **Approval Process:**
  - Written requests must be signed and dated by the student, school Director, and referring agency representative.
  - Finalized copies are sent to the referring agency, the student, and filed in the student's permanent record.
  - The school Director determines LOA approvals on a case-by-case basis.

### **Failure to Return:**

- Students failing to return on the scheduled date will be automatically terminated.
- If unable to visit the school to sign the request, forms will be mailed to the student's home and must be returned within **five (5) calendar days**.

---

## **ACADEMIC PROBATION**

Students will be placed on academic probation under the following circumstances:

- Grade averages below 70% for in-person programs or 80% for online programs.
- Failure to meet satisfactory academic progress at specific evaluation points.

### **Probation Policies:**

- Students placed on academic probation will be counseled before returning to class.
- The terms of probation, date, and actions taken will be documented in the student's permanent file.
- Students terminated for not meeting academic standards may re-enroll after one evaluation period with the Director's approval, subject to the refund policy.

### **Progress Evaluation Periods:**

- Programs with 41-200 hours: Grades are recorded at the midpoint and end of each evaluation period.
- Programs exceeding 200 hours: Evaluations occur at least every eight (8) weeks.

### **Probation Outcomes:**

- If satisfactory progress is not achieved by the end of the probationary period, the student's enrollment will be terminated.
- A student may continue on probation for one additional evaluation period if satisfactory progress is achieved during the first probationary period but overall program requirements are not met.
- Students failing to achieve satisfactory progress during two consecutive probationary periods will have their enrollment terminated.

### **Re-enrollment After Termination:**

- Students returning after termination for unsatisfactory progress will be placed on academic probation for the next grading period.
- If progress remains unsatisfactory, the student's enrollment will be terminated.

---

## **APPEALS AND WAIVERS**

Students may request an academic waiver or appeal probation decisions due to extenuating circumstances, such as:

- Death in the family.
- Personal injury or illness.
- Other special circumstances.

### **Appeal Process:**

- Submit the appeal to the school Director.
- The Director's decision, including documentation, will be final and recorded in the student's file.

---

## **GRADUATION REQUIREMENTS**

### **In-person programs**

A student is eligible for graduation if:

- A program is completed with a grade of 70% or better.
- All financial obligations to the school are met.
- The student completes the exit interview process.
- The applicable licensing exam is passed.

### **Online Programs**

A student is eligible for graduation if:

- A program is completed with a grade of 80% or better.
- All financial obligations to the school are met.
- The student completes the exit interview process.
- The applicable licensing exam is passed.

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### **Make-Up Work**

Students are responsible for requesting and completing missed assignments:

- Assignments missed due to absence must be submitted within one (1) week.
- Failing assignments may also be re-submitted within one (1) week for a passing grade.
- All make-up work must be submitted before the grading deadline established by the instructor.

---

## **ENROLLMENT POLICIES**

### **Withdrawal**

Students wishing to withdraw must:

1. Complete a withdrawal form.
2. Attend an exit interview with a school official.

### **Automatic Termination:**

- Students withdrawing without notice will be terminated 10 days after their last date of attendance.
- Tuition and fees will be charged per the approved refund policy.

### **Termination**

Students may be terminated for:

1. Failure to maintain satisfactory academic progress.
2. Excessive absences.
3. Improper conduct.
4. Failure to fulfill financial obligations.

### **Re-enrollment**

Re-enrollment is at the discretion of the school Director.

Eligibility Criteria:

1. Students who withdrew while making satisfactory academic progress may reapply after 30 days, provided financial obligations are met.
2. Students not meeting satisfactory academic progress may reapply with the Director's approval and may be subject to probation or other conditions.

Re-enrollment Process:

- Students must complete portions of the admissions process again.
- Re-enrollment is not allowed within the same grading period.
- Refer to the "Tuition and Fees" section for re-enrollment fees.

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## **PROGRAMS OF STUDY**

### **GENERAL INFORMATION**

A program is a complete body of coursework divided into individual courses which merit a certificate upon satisfactory completion. Programs are designed to prepare students for entry-level employment. The school reserves the right to change course content, materials, and equipment it deems necessary for the improvement of curriculum without any expense to the student. The approved program offerings are:

### **Advanced Manufacturing**

- American Welding Society Certified Welder

## **Transportation, Distribution & Logistics**

- Certified Logistics Technician
- Industrial Truck Operator

## **Business and Administrative Training**

- Google Project Management
- Google UX Design
- Google E-Commerce and Digital Marketing

## **Construction Training**

- OSHA 10
- OSHA 30
- NCCER Core, Introduction to Construction
- General Carpentry

## **Healthcare Training**

- Certified Clinical Medical Assistant
- Certified Pharmacy Technician
- CPR and First Aid/AED
- Mental Health First Aid
- Youth Mental Health First Aid

## **Information Technology (IT)**

- Goodwill Digital Career Accelerator
- Google Data Analytics
- Google IT Support Professional
- Google IT Automation with Python Professional
- Google Cybersecurity Professional

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## **EDUCATIONAL EQUIPMENT**

The Academy is committed to providing up-to-date equipment to support the educational objectives of each program. Equipment may vary depending on program requirements and may be revised as necessary to meet current course objectives.

### **Program-Specific Equipment**

#### **Advanced Manufacturing**

- Computers

- Software programs
- Calculators
- Headphones

- Keyboards
- Printer
- Scanner
- Projector
- Welding machines
- Spats
- Safety Glasses

### **Business and Administrative Training**

- Computers
- Software programs
- Calculators
- Headphones
- Keyboards
- Printer
- Scanner
- Projector

### **Construction Training**

- Industrial trucks
- Hand Tools
- Power Tools
- Computers
- Calculators
- Headphones
- Keyboards
- Printer
- Scanner
- Software programs
- Spats

- Safety Glasses

### **Healthcare Training**

- Computers
- Printer
- Scanner
- Software programs
- Medical equipment:
- Non-electronic medical supplies

### **Information Technology Training**

- Computers
- Software programs
- Calculators
- Headphones
- Keyboards
- Printer
- Scanner
- Projector

### **Transportation, Distribution, and Logistics Training**

- Industrial trucks
- Computers
- Calculators
- Headphones
- Keyboards
- Printer
- Scanner
- Software programs

## **ADVANCED MANUFACTURING**

### **AMERICAN WELDING SOCIETY CERTIFIED WELDER**

#### **Program Description**

**240 Hours**



Qualified welders are in high demand across the state and nation. The Academy at Goodwill offers a comprehensive welding certification program designed to equip aspiring welders with the knowledge and skills needed for a successful career. This program emphasizes the safe and appropriate use of welding machines, torches, and

common hand tools used in the welding process. It is ideal for individuals with an interest in welding and are eager to pursue a career in the field.

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## **Program Details**

### **Enrollment:**

- Each cohort has a total capacity of 20 students, with 10 students per session.
- Enrollment is on a first-come, first-served basis.
- Students must remain in their selected time slot for the entire program.

### **Program Benefits:**

The program cost includes:

- Curriculum and textbooks.
- In-class instruction and hands-on practice.
- Access to welding lab equipment.
- Weld test certifications in SMAW and FCAW.

A personal welder kit that students keep upon successful program completion.

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## **Academy Admission Requirements:**

- Basic understanding of math—addition, subtraction, fractions, and decimals.
- A strong desire to begin a career as a welder, as well as a strong commitment to attend classes and labs.
- The candidate must have proficient computer literacy to navigate portions of the coursework.

## **AWS Eligibility Requirements**

The following requirements must be met to participate in this program:

1. Test in accordance with one of the QC7 standards below (whichever is applicable):
  - [QC7, Standard for AWS Certified Welders](#)
  - [QC7, Supplement C, Welder Performance Qualification Sheet Metal Test Requirements](#)
  - [QC7, Supplement F, Chemical Plant and Petroleum Refinery Piping](#)
  - [QC7, Supplement G, AWS Performance Qualification Test \(generic supplement\)](#)
2. Complete a welder performance qualification test at an ATF for AWS Certified Welder

Certification (domestic or international).

3. Submit a completed Certified Welder Application for certification.
4. Submit Maintenance of Welder Certification prior to expiration, which verifies that the welding process was used.

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## **TRANSPORTATION, DISTRIBUTION, AND LOGISTICS**

### **INDUSTRIAL TRUCK OPERATOR**

#### **Program Description**

#### **10 Hours**

This course will train and evaluate students on the safe and appropriate use of Class 1, 3, 4, & 5 trucks. There are 7 classes of powered industrial trucks. Class 1 trucks are electric, sit-down forklifts commonly used indoors where ventilation is a concern. Class 3 are electric pallet jacks, walking stackers, and double rider pallet jacks; these trucks are common in smaller warehouses. Class 4 & 5 are internal combustion engine, sit-down, counterbalance forklifts that are used in both indoor and outdoor applications.

The course is delivered both virtually and in-person. Prior to attending the in-person class and skill training, students must complete prework assignments in the Google Classroom. The prework takes about 1-2 hours to complete. Immediately following the in-person class, students will complete their hands-on driving session. You may select to attend the in-person class and hands-on driving portion at either the Rogers or Little Rock Goodwill Resource Center.

After successful completion of the final assessment, students will receive a certification wallet card for being a qualified industrial truck operator.

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#### **Important Requirements**

To ensure the safety of all participants, the following rules must be adhered to:

#### **Dress Code:**

- Students must wear close-toed shoes for safety.
- Additional personal protective equipment (PPE) may be required and will be provided as needed.

#### **Physical and Mental Fitness:**

- Students must not be under the influence of any substance that could impair their ability

to operate machinery safely.

- This includes alcohol, recreational drugs, and certain medications—even those prescribed by a healthcare provider.
- Students taking prescribed medications that may affect their ability to safely operate machinery should consult with their healthcare provider and inform the instructor prior to the start of the course.

### **Compliance:**

Failure to adhere to these requirements will result in dismissal from the training session, and rescheduling may be required.

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### **Course Requirements:**

Prior to the start of each, students must have:

- Gmail Account
- [Access to Google Classroom](#)

### **Academy Admission Requirements:**

- Candidate should have strong digital literacy skills in order to complete the virtual components of the class.

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## **CERTIFIED LOGISTICS TECHNICIAN (CLT) 4.0**

### **Program Description**

**70 Hours**



The purpose of the Certified Logistics Technician (CLT) ® 4.0 certification program is to recognize through certification, individuals who demonstrate mastery of the core competencies of material handling at the front-line (entry-level to front-line supervisor) through successful completion of the logistics certification assessments. The goal of the CLT certification program is to raise the level of performance of certified logistics technicians both to assist the individuals in finding higher-wage jobs and to help employers ensure their workforce increases the company's productivity and competitiveness.

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### **Courses**

### *CLA 4.0 Course (Foundational Level) ®*

The Certified Logistics Associate Course provides students with the foundational broad knowledge they will need to understand the world of supply chain and related core competencies. Learning materials include PDF textbook and e-learning modules. The course includes modules on topics including:

- Global Supply Chain
- Logistics Environment
- Safety, Safe Equipment Operation
- Material Handling Equipment
- Quality Control
- Workplace Communication
- Teamwork and Problem Solving
- Computers Literacy

This course requires approximately 35 hours of instruction.

### *CLT 4.0 Course (Mid-level Technical) ®*

The Certified Logistics Technician Course provides students with the mid-level technical knowledge needed to understand the world of supply chain logistics and related core competencies. Learning materials include PDF textbooks and e-learning modules. This course is available in person, online, or in a hybrid model, and covers topics such as:

- Product Receiving
- Product Storage
- Order Processing
- Packaging and Shipment
- Inventory Control
- Safe Handling of Hazardous Materials
- Evaluation of Transportation Modes
- Customs
- Dispatch and Tracking Operations

This logistics course requires approximately 35 hours of instruction.

MSSC strongly recommends that individuals be at an 8th-grade math and 10th-grade reading level before taking our online logistics courses.

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### **Academy Admission Requirements:**

- The candidate must have at least a high school education or equivalent.
- The candidate must have proficient computer literacy to navigate the coursework.

## MSSC Eligibility Requirements

- **Certified Logistics Associate Certificate:** In order to earn the CLT certification, candidates must already have their CLA Certificate.
- **Additional Requirements:** MSSC does not have any other specific educational requirements in order to sit for the CLT assessment. However, MSSC strongly suggests that candidates possess at least a 10th grade reading (English) and 9th grade math level.

Any individual who wishes to participate in one of MSSC's® certification programs must agree to the following requirements:

- Accept an agreement to participate in the certification system
- Agree to uphold the MSSC Code of Conduct
- Agree to the terms and conditions set for in the [Candidate Handbook](#) for their respective program
- Adhere to the security guidelines provided in the Candidate Handbook and by their Proctor
- Report any security violations during their assessment

## HEALTHCARE

### CERTIFIED CLINICAL MEDICAL ASSISTANT

#### Program Description

#### 240 Hours



Prepare for a fulfilling career in healthcare with the Certified Clinical Medical Assistant (CCMA) Program at The Academy at Goodwill. CCMAAs are essential members of healthcare teams, providing critical support in various medical settings. As a CCMA, you play a key role in ensuring a positive patient experience, often being the first and last person a patient interacts with.

#### Program Highlights

- **Certification:** Students will have the opportunity to earn their CCMA certification through the National Healthcareer Association (NHA) and become licensed through the state of Arkansas.
- **Comprehensive Training:** Learn the essential skills needed to excel in a healthcare environment through hands-on training and classroom instruction.

#### What You'll Learn

CCMAAs are versatile professionals performing a variety of tasks, including:

- Taking patient vital signs and recording medical histories.
- Assisting providers during exams and procedures.
- Administering injections and medications under provider supervision.
- Performing diagnostic tests such as EKG and conducting laboratory procedures like phlebotomy.
- Managing electronic health records (EHR) to maintain accurate patient information.
- Handling administrative duties, such as:
- Checking patients in and out during visits.
- Answering phone calls and addressing patient questions.

### **Academy Admission Requirements:**

- Candidates must have at least a high school education or equivalent.
- Candidates must have proficient computer literacy to navigate the coursework.

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## **CERTIFIED PHARMACY TECHNICIAN**

### **Program Description**

#### **240 Hours**



Embark on a rewarding career in the healthcare industry with the Pharmacy Technician Program at The Academy at Goodwill. This comprehensive program prepares students with the skills and knowledge required to excel in pharmacy technology, one of the fastest-growing fields in healthcare. Designed to provide both theoretical and practical training, this program ensures graduates are job-ready for various pharmacy settings, including retail, hospital, and compounding pharmacies.

### **What You'll Learn**

Our program focuses on equipping students with the following key competencies:

- **Patient Care & Safety:**
  - Training with PharmaSeer™, an industry-leading curriculum, to ensure safe, effective, and efficient patient care.
  - Infection control and disease prevention techniques.
- **Pharmacy Mathematics:**
  - Mastery of critical calculations with PharmaSeer Math™.
  - Single-dose and unit-dose dispensing calculations.
- **Soft Skills:**
  - Development of essential communication and teamwork abilities through PersonAbility™ training.

- **Pharmacology Knowledge:**
  - Understanding medications, their uses, and proper dosages.
  - Drug classifications and medical terminology.
- **Anatomy & Physiology:**
  - Basics of human anatomy to understand how medications impact the body.
- **Operational Skills:**
  - Training in the proper use of dispensing systems and maintaining accurate records.
  - Hands-on experience with unit-dose systems and other essential processes.

### **Academy Admission Requirements:**

- Candidates must have at least a high school education or equivalent or within 60 days of obtaining a high school diploma.
- Candidates must have proficient computer literacy to navigate the coursework.

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## **MENTAL HEALTH FIRST AID**



The **Mental Health First Aid (MHFA)** program is an internationally recognized training designed to empower participants to recognize and respond to signs of mental health challenges and substance use disorders. This vital program equips individuals with the knowledge and skills to support others in crisis, providing a critical first step toward recovery and connection to professional help.

**Mental Health FIRST AID**

### **What You'll Learn**

The program covers a range of mental health topics, including:

- Depression and Mood Disorders
- Anxiety Disorders
- Trauma and Post-Traumatic Stress
- Psychosis
- Substance Use Disorders

Participants will master the **5-Step Action Plan** to assess situations and provide effective assistance, whether supporting a friend, family member, co-worker, or stranger.

### **Program Details**

- **Class Size:** Limited to **15 participants** to ensure personalized instruction and an interactive learning environment.
- **Requirements:**
  - **Prework:** Each participant must complete **2 hours of prework** before attending.

- **Technology:** Access to a webcam for virtual participation and separate accounts/logins for attendance, testing, and certification.

## Certification

Participants will receive certification through the **National Council for Mental Wellbeing**, a leader in advancing mental health education.

## Cost Includes

- All training materials.
- Certification processing.
- Instruction by certified MHFA trainers.

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## YOUTH MENTAL HEALTH FIRST AID (YMHFA) TRAINING



The Youth Mental Health First Aid (YMHFA) program equips adults with the knowledge and skills necessary to support young people experiencing mental health challenges or substance use issues. Designed for individuals who regularly interact with youth aged 12 to 18, this program provides essential training to recognize and respond to the unique mental health needs of adolescents.

## What You'll Learn

This specialized training covers:

- Common Mental Health Challenges: Recognizing mental health and substance use issues prevalent among youth.
- Adolescent Development: Understanding typical developmental milestones and behaviors.
- 5-Step Action Plan: Applying a proven framework to support young people in crisis or non-crisis situations.

Participants gain the ability to provide initial assistance and connect adolescents to professional care and resources.

## Who Should Enroll?

This program is ideal for:

- Teachers and school staff.
- Coaches and athletic staff.
- Youth group leaders and mentors.
- Parents and caregivers.
- Anyone who regularly works with youth.

## Certification and Training

- Instructor Certification: Trainers will be certified to implement YMHFA training.
- Partnered with the National Council for Behavioral Health: The Academy at Goodwill collaborates with this leading organization to deliver high-quality, evidence-based training throughout Arkansas.

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## CPR, AED & FIRST AID TRAINING



Learn lifesaving skills and earn your American Red Cross CPR certification through The Academy at Goodwill. This course also includes training in basic first aid and the proper use of an automated external defibrillator (AED), empowering you to respond effectively in emergencies.

### What You'll Learn

This comprehensive training covers:

- Cardiopulmonary Resuscitation (CPR): Techniques for adults, children, and infants.
- Automated External Defibrillator (AED): Proper use and application during cardiac emergencies.
- Basic First Aid: Techniques for responding to common injuries and medical emergencies, including bleeding, burns, and fractures.

### Course Structure

- Self-Paced Coursework
  - Complete a self-paced online module, requiring 3 to 4 hours prior to class.
  - The online coursework is accessible at your convenience, allowing flexibility for your schedule.
- Skills and Certification Test
  - Once the online portion is completed, schedule a session with your instructor for the hands-on skills test and certification.
  - This practical session ensures you master the techniques necessary for real-world application.

### Certification

Upon successful completion, participants will earn an American Red Cross CPR, AED, and First Aid certification, a valuable credential recognized nationwide.

## Why Take This Course?

- Life-Saving Skills: Equip yourself with the knowledge to respond confidently in emergencies.
- Flexible Learning: Balance the self-paced online portion with an in-person skills session that fits your schedule.
- Career Advantage: CPR certification is often a requirement or strong asset for various professions, including healthcare, childcare, and public safety.

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## BUSINESS AND ADMINISTRATION

### GOOGLE PROJECT MANAGEMENT CERTIFICATION PROGRAM

#### Program Description



Unlock your potential as a project manager with the Google Project Management Certification Program offered through The Academy at Goodwill. This fully online program prepares you for an in-demand career by providing essential project management skills applicable to various industries. Designed for individuals with no prior experience, the program offers flexible learning and expert guidance to help you succeed.

#### Program Objective

The CBP Customer Service Certification module provides guidelines for emerging technologies such as Internet Chat. Additionally, this module uses various hands-on and interactive scenarios to develop the foundation customer care skills needed to provide excellence in service.

#### Why Project Management?

Project management is the backbone of successful initiatives, ensuring tasks are completed on time, within budget, and with the desired outcomes. Whether managing a group vacation or leading a team in a corporate setting, project managers are natural problem-solvers who bring order, strategy, and results to any challenge.

#### Program Overview

- Duration: Complete the program in under six months with 5-10 hours of study per week.
- Mode: 100% online with interactive content, including discussion prompts, quizzes, and hands-on activities.
- Curriculum: A robust, six-course program developed with input from top employers and industry leaders like Project Management Institute (PMI) and Scrum.org.

- Instructor Support: Access expert instructors who provide guidance and assistance as needed.

## What You'll Learn

The program equips you with the skills needed to excel in entry-level project management roles, including:

- Time and Budget Estimation: Accurately plan and allocate resources.
- Stakeholder Management: Run effective meetings and manage diverse teams.
- Risk Identification and Mitigation: Anticipate and address potential obstacles.
- Agile and Scrum Methodologies: Apply modern frameworks to streamline workflows.
- Leadership and Team Dynamics: Cultivate strong leadership and interpersonal skills to navigate complex team environments.

## Academy Admission Requirements

- This course is designed for the student who has little or no experience.

## GOOGLE UX DESIGN PROFESSIONAL CERTIFICATE



Launch your career in the exciting and fast-growing field of User Experience (UX) Design with the Google UX Design Professional Certificate, offered through The Academy at Goodwill. This comprehensive, beginner-friendly program equips you with the skills and portfolio needed to qualify for in-demand UX design roles, all from the comfort of your own home.

## Program Overview

- Duration: Complete the program in six months with approximately 10 hours of study per week.
- Mode: 100% remote, online learning at your own pace.
- Experience Required: None! This program is designed for beginners with no prior experience in UX design.

## What You'll Learn

- This program provides a deep dive into the foundational principles and practical applications of UX design, including:
- User-Centered Design: Learn to design with empathy and prioritize user needs.
- Personas, User Stories, and Journey Maps: Create detailed profiles to guide design decisions.
- Usability Studies: Conduct research to evaluate and improve your designs.

- Wireframes and Prototypes: Build and test interactive designs to refine user experiences.
- Portfolio Development: Showcase your skills through hands-on projects, building a portfolio to share with potential employers.

## Program Features

- Hands-On Projects: Apply your learning to real-world challenges.
- Peer Reviews: Collaborate with other learners to gain diverse perspectives.
- Quizzes and Assessments: Test your knowledge regularly to reinforce key concepts.
- Professional Presence: Develop an online portfolio to position yourself for job opportunities.

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## GOOGLE E-COMMERCE AND DIGITAL MARKETING PROFESSIONAL CERTIFICATE



Step into the fast-growing fields of digital marketing and e-commerce with the Google E-commerce and Digital Marketing Professional Certificate offered through The Academy at Goodwill. This program prepares you for a high-demand career in as little as six months, equipping you with the skills, tools, and portfolio needed to excel in this dynamic industry.

## Program Overview

- Duration: Complete the program in six months on average, with a flexible, self-paced schedule.
- Experience Required: None! No prior experience or degree is necessary to enroll.
- Mode: 100% online learning with interactive content designed by Google experts.

## What You'll Learn

Gain job-ready skills and master tools used by top digital marketing and e-commerce professionals:

- Digital Marketing Fundamentals: Learn the principles of digital marketing, including SEO, SEM, and social media strategies.
- E-commerce Essentials: Understand how to set up and manage online stores using platforms like Shopify.
- Customer Engagement: Build customer personas, develop social media calendars, and create marketing campaigns.
  - Tools and Platforms: Get hands-on experience with:
    - Canva: Design visually appealing content.
    - Constant Contact & Mailchimp: Master email marketing platforms.
    - Google Ads & Analytics: Develop data-driven marketing campaigns.
    - Hootsuite, HubSpot & Twitter: Manage social media platforms effectively.
- Portfolio Development: Create projects, such as customer personas and social media

calendars, to showcase your skills to potential employers.

## Why Pursue a Career in Digital Marketing & E-commerce?

- High Demand: With 218,000 U.S. job openings in this field, digital marketing and e-commerce roles are among the most in-demand.
- Lucrative Careers: Median entry-level salaries are around \$51,000 per year.
- Growth Potential: Businesses increasingly rely on digital commerce, with 86% of business leaders identifying it as a key growth driver.

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# INFORMATION TECHNOLOGY

## GOODWILL DIGITAL CAREER ACCELERATOR® (GDCA)

Advance your career and build essential technology skills with the **Goodwill Digital Career Accelerator® (GDCA)**, a collaborative initiative between Goodwill and Google.org. This program is designed to empower individuals with the digital knowledge and credentials needed to thrive in today's competitive workforce and transform their lives.

### Program Overview

The GDCA program offers flexible digital skills training for individuals at every stage of their career journey. Whether you're a beginner learning basic computer skills or an advanced learner exploring data analytics and coding, we have a program tailored to your goals.

### What You'll Learn

The program includes a wide range of topics to meet the demands of the modern workforce:

- Introduction to Digital Skills: Master basic computer knowledge to navigate technology confidently.
- Advanced Skills: Gain proficiency in data analytics, coding, and other high-demand digital competencies.
- Workplace Readiness: Learn how to apply your digital skills in professional settings, from creating resumes to managing projects.

### Academy Requirements for Enrollment

To participate in the program, each registrant will need:

- Access to Google Classroom for course materials and communication.
- A Gmail account for seamless integration with program tools.

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## GOOGLE DATA ANALYTICS PROFESSIONAL CERTIFICATE



Begin your journey into the exciting and in-demand field of **data analytics** with the **Google Data Analytics Professional Certificate**, offered through The Academy at Goodwill. This program provides the essential skills and knowledge needed for entry-level data analyst roles, combining self-paced online learning with instructor support to ensure your success.

## What is Data Analytics?

Data analytics is the process of collecting, transforming, and organizing data to draw meaningful conclusions, make predictions, and drive decision-making. From streaming a favorite show to posting on social media, data plays a role in our daily lives—and companies rely on skilled data analysts to harness these insights.

## Why Start a Career in Data Analytics?

Data analysts are at the forefront of helping businesses adapt to consumer preferences, emerging trends, and strategic demands. By turning numbers into actionable insights, they empower teams to make better decisions.

### Career Benefits Include:

- **High Demand:** Data analyst roles are in demand across industries.
- **Competitive Pay:** Entry-level roles offer competitive salaries and opportunities for growth.
- **Impactful Work:** Use data to inform strategies and shape business success.

## Program Overview

- **Structure:**
  - 8 self-paced courses designed by Google, hosted on Coursera.
  - Completion in six months with fewer than 10 hours per week of study.
  - Access to a case study project to showcase your skills to potential employers.
- **Instructor Support:** On-staff instructors are available to assist you as needed.

## What You'll Learn

This program equips you with job-ready skills for data analytics roles, including:

1. **Foundations of Data Analytics:**
  - Understand data types and structures.
  - Learn how to use data to solve problems and make decisions.
2. **Data Preparation and Processing:**
  - Transform raw data into usable formats for analysis.

### 3. Data Analysis:

- Identify patterns and trends through analysis.
- Gain proficiency in R programming to supercharge your analysis.

### 4. Data Visualization and Storytelling:

- Create impactful data visualizations to communicate insights.
- Learn how to share findings with stakeholders effectively.

### 5. Case Study Development:

- Complete a professional-level case study to demonstrate your expertise to employers.

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## GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE



Launch your career in the rapidly growing field of IT Support with the Google IT Support Professional Certificate, offered through The Academy at Goodwill. This program is perfect for individuals eager to gain job-ready skills in troubleshooting, systems management, and networking—all essential for an entry-level IT support role.

### Program Overview

- **Structure:**
  - 5 self-paced courses designed by Google.
  - Completion in **six months** on average.
  - Fully online, with interactive learning modules and hands-on projects.
- **No Experience Required:** This program is designed for beginners with no prior technical background.

### What You'll Learn

The program covers the core skills and knowledge needed for IT support, including:

#### 1. Troubleshooting and Customer Care

- Diagnose and solve common technical issues.
- Deliver exceptional customer service during tech troubleshooting.

#### 2. Networking

- Understand the fundamentals of computer networks and how they connect systems.

### 3. Operating Systems

- Learn to set up, configure, and manage major operating systems.

### 4. System Administration

- Manage computer systems to ensure smooth operations.

### 5. Security

- Gain foundational knowledge about protecting systems and data from threats.

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## GOOGLE IT AUTOMATION WITH PYTHON PROFESSIONAL CERTIFICATE



The **Google IT Automation with Python Professional Certificate**, offered through The Academy at Goodwill, is a cutting-edge program designed for IT professionals who want to level up their careers by mastering the most in-demand skills in Python programming, IT automation, and cloud configuration. This beginner-friendly program equips you with the tools needed to solve complex IT problems and automate tasks effectively.

### Program Overview

- **Duration:** Complete the program in **4 months** with approximately **28 hours of study per month** (or 25 hours per week for an accelerated pace).
- **Mode:** 100% online, self-paced learning with hands-on projects.
- **Prerequisites:** No prior programming experience is required, but a foundational understanding of IT concepts is recommended.

### What You'll Learn

This certificate program comprises **six courses**, each designed to build your knowledge and skills progressively:

#### 1. Crash Course in Python:

- Learn the basics of Python programming, including syntax, variables, and data types.

#### 2. Using Python to Interact with the Operating System:

- Automate system administration tasks and interact with files, processes, and shell commands using Python.

#### 3. Introduction to Git and GitHub:

- Master version control systems and manage code repositories for efficient collaboration.

#### 4. Troubleshooting and Debugging Techniques:

- Develop strategies for diagnosing, debugging, and solving complex technical issues.

#### 5. Configuration Management and the Cloud:

- Learn to automate infrastructure deployment at scale using configuration management tools and cloud platforms.

#### 6. Automating Real-World Tasks with Python:

- Apply your skills to practical projects, automating tasks encountered in real-world IT environments.

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## GOOGLE CYBERSECURITY PROFESSIONAL CERTIFICATE



The **Google Cybersecurity Professional Certificate**, offered through The Academy at Goodwill, is a comprehensive program designed to prepare individuals for a career in the fast-growing field of cybersecurity. This 100% online, self-paced course equips you with the tools, techniques, and knowledge needed to safeguard organizations against cyber threats, respond to incidents, and ensure the security of critical information and systems.

### Program Overview

- **Duration:** Self-paced, approximately 8 hours per course across 8 courses.
- **Mode:** Fully online learning with flexible scheduling.
- **Prerequisites:** No prior experience in cybersecurity is required, but advanced technical and computer skills are recommended.

### What You'll Learn

This certificate program provides a comprehensive foundation in cybersecurity, covering the following topics:

#### 1. Foundations of Cybersecurity

- Understand the basics of cybersecurity and its importance in today's digital landscape.

#### 2. Manage Security Risks

- Learn how to identify and mitigate security risks to protect organizations effectively.

### **3. Networks and Network Security**

- Gain insights into securing networks and maintaining robust network infrastructures.

### **4. Tools of the Trade: Linux and SQL**

- Use key tools like Linux and SQL to manage and protect systems.

### **5. Assets, Threats, and Vulnerabilities**

- Identify and analyze potential vulnerabilities and assess their impact on organizations.

### **6. Detection and Responses**

- Develop skills to detect breaches and respond promptly to mitigate risks.

### **7. Automate Cybersecurity Tasks with Python**

- Use Python to automate repetitive tasks and enhance efficiency in cybersecurity operations.

### **8. Prepare for Cybersecurity Jobs**

- Build a portfolio, develop job-ready skills, and prepare to enter the cybersecurity workforce.

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## **CONSTRUCTION**

### **NCCER CORE: INTRODUCTION TO BASIC CONSTRUCTION SKILLS**

The NCCER Core: Introduction to Basic Construction Skills course is the foundational training required for all NCCER crafts. Offered through The Academy at Goodwill, this program provides essential skills and knowledge to prepare students for careers in the construction industry.

#### **What You'll Learn**

This comprehensive course covers the fundamentals of construction, ensuring students are equipped with the skills necessary to pursue advanced training in NCCER crafts:

##### **1. Safety Protocols:**

- Learn essential safety procedures and guidelines required for each of the five NCCCER crafts.

## 2. Basic Construction Math:

- Develop proficiency in the mathematical principles needed for construction work.

## 3. Tools Training:

- Gain hands-on experience using a variety of hand and power tools commonly used in construction.

## 4. Introduction to Construction Drawings:

- Learn to read and interpret basic construction drawings and blueprints.

## 5. Communication Skills:

- Enhance verbal and written communication skills critical for teamwork and workplace success.

## 6. Employability Skills:

- Develop professional skills that improve job readiness, including time management and teamwork.

## 7. Material Handling:

- Learn proper techniques for managing and transporting construction materials safely and efficiently.

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## OSHA 10 TRAINING COURSE



The OSHA 10 Training Course, offered through The Academy at Goodwill, is a 100% online, self-paced program designed for entry-level workers across various industries. This affordable and impactful certification demonstrates a strong foundational knowledge of workplace safety, hazard identification, and correction techniques.

### What You'll Learn

The OSHA 10 program covers essential workplace safety topics to ensure participants are prepared to handle and avoid on-the-job hazards effectively. Key focus areas include:

- **Hazard Identification:** Recognizing and addressing workplace risks.
- **Avoidance and Prevention:** Strategies for minimizing hazards.
- **Correction Techniques:** Procedures for maintaining a safe work environment.

## Program Features

- **Flexible Learning:** The 100% online, self-paced format allows you to complete the course on your schedule.
- **Final Assessment:** Students have up to three attempts to pass the final assessment.
- **Instructor Support:** A member of Goodwill's training team is available to assist with preparation and review for the final assessment.

## Who Should Enroll?

This course is ideal for individuals seeking to enhance their safety knowledge and build credentials for a variety of industries, including:

- General Industry
- Agriculture
- Automotive
- Cosmetology
- Culinary
- Healthcare
- Manufacturing

If you're uncertain about which field to pursue, the **General Industry OSHA 10 certification** is a versatile option applicable to multiple sectors.

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## OSHA 30 TRAINING COURSE



The **OSHA 30 Training Course**, offered through The Academy at Goodwill, is a 100% online program designed for individuals responsible for workplace safety in the construction or general industries. This comprehensive course goes beyond the basics, equipping safety leaders with the knowledge and tools necessary to create and maintain a culture of safety in their workplace.

## Choose Your Path

Participants can select from two specialized OSHA 30 programs tailored to industry-specific needs:

### 1. OSHA 30-Hour Construction Industry

#### • Who It's For

- Foremen, supervisors, safety directors, and construction professionals seeking advanced safety training.

#### • What You'll Learn

- Policies, procedures, and best practices outlined in **OSHA's 29 CFR 1926 standards for construction**.
- Comprehensive hazard identification and mitigation for construction sites.
- Critical safety topics, including:
  - Stairways and ladders.
  - Confined spaces.
  - Scaffolding safety.
  - Hand and power tools.
  - Explosives and blasting agents.
- How to develop and implement a **safety and health program** for construction sites.

## 2. OSHA 30-Hour General Industry

- **Who It's For:** Safety managers, directors, foremen, supervisors, and professionals across various industries.
- **What You'll Learn**
  - Policies, procedures, and standards under **OSHA 29 CFR 1910** for general industry.
  - Basic elements and management of workplace safety and health programs.
  - Hazard prevention strategies for diverse industries, covering topics such as:
    - Scaffolding safety.
    - Bloodborne pathogens.
    - Lockout/tagout protocols.
    - Machine guarding mechanisms.
    - Industrial hygiene

### Key Features

- **100% Online:** Study at your own pace with flexible online access.
- **Comprehensive Training:** Gain in-depth knowledge of safety protocols, hazard prevention, and OSHA compliance.
- **Advanced Tools:** Learn practical techniques to identify, avoid, and manage workplace hazards effectively.

## 2025 TUITION AND FEES

### ADVANCED MANUFACTURING

	<u>Registration</u>	<u>Tuition</u>	<u>Total</u>
Welding	\$ 100	\$ 3,675	\$3,775

### BUSINESS & ADMINISTRATION

Google UX Design Professional	FREE
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Google E-commerce & Digital Marketing	FREE
Google Project Manager	FREE

## CONSTRUCTION

	<b>Registration</b>	<b>Tuition</b>	<b>Total</b>
OSHA 10	N/A	\$ 35	\$35
OSHA 30	N/A	\$145	\$145
NCCER Core, Introduction to Basic Construction Skills	\$ 100	\$ 450	\$ 550

## TRANSPORTATION, DISTRIBUTION, AND LOGISTICS

	<b>Registration</b>	<b>Tuition</b>	<b>Total</b>
Certified Logistics Technician (CLT) 4.0	\$ 100	\$ 550	\$ 650
Industrial Truck Operator	N/A	\$ 75	\$ 75

## HEALTHCARE

	<b>Registration</b>	<b>Tuition</b>	<b>Total</b>
Certified Pharmacy Technician	\$ 100	\$1,927	\$ 2,027
Certified Clinical Medical Assistant	\$ 100	\$ 2,100	\$2,200
Mental Health First Aid		FREE	
Youth Mental Health First Aid		FREE	
CPR / First Aid /AED	N/A	\$ 50	\$ 50

## INFORMATION TECHNOLOGY

Goodwill Digital Career Accelerator	FREE
Google Data Analytics	FREE
Google IT Support Professional	FREE
Google IT Automation with Python	FREE
Google Cybersecurity	FREE