

SYLLABUS

Program Title: Material Handler Program

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Program Description: The Material Handler program, offers technical and professional skills training that provide participants the hands-on experience as well as the conceptual, life, and employability skills training they will need in a competitive light manufacturing/recycling industry.

Program Objectives/Student Learning Outcomes: The Material Handler Occupational Skills Training program offers technical and professional skills training that provide students the hands-on experience as well as the conceptual, life, and employability skills training they will need in a competitive light manufacturing/retail/recycling industry. Our combination of lectures, hands-on lab instruction, and creates a comprehensive curriculum that allows students to receive intensive education in a short period of time. The Arc Tech warehouse offers a classroom laboratory, creating an efficient and enjoyable atmosphere in which to work and learn. We employ a talented instructor and Arc Tech team that provide individual attention and instruction in a small group setting. Real life opportunities are offered that allow students to reinforce the skills being taught in the classroom, while gaining experience in other areas ranging from recycling to e-commerce to testing/refurbishing electronics. The program provides students the opportunity to:

- Learn and practice the professional skills used in light industrial/warehouse/distribution/ retail settings including processing, sorting, demanufacturing, etc.
- Learn and practice technical skills use in light industrial/warehouse/distribution/retail settings including use of technology to inventory and test product.
- Gain experience in the proper use and maintenance of hand tools and warehouse equipment such as inventory systems, pallet jacks, etc.
- Become familiar with the layout and workflow of a warehouse/distribution center/retail space.
- Build skills as a member of a team.
- Learn to communicate accurately and effectively.
- Work professionally with customers.
- Exercise safe working practices.
- Develop a personal sense of professionalism necessary for working successfully.
- Build upon academic and practice skills.

Material Handler program (VOC) Objectives:

By the end of the Material Handler program, students must be able to demonstrate the following performance objectives:

1. Demonstrate efficiency in applying professional skills used in light industrial/warehouse/distribution/ retail settings including processing, sorting, demanufacturing, etc.
2. Demonstrate technical skills use in light industrial/warehouse/distribution/retail settings including use of technology to inventory and test product.
3. Demonstrate the proper use and maintenance of hand tools and warehouse equipment such as inventory systems, pallet jacks, etc.
4. Navigate the layout and workflow of a warehouse/distribution center/retail space.
5. Work as a member of a team and communicate accurately and effectively.
6. Demonstrate professional customer service.
7. Demonstrate safe work practices.

Program Requirements (include all extracurricular events with times/dates): To successfully complete the certificate program, all coursework and lab work must be completed in 248 clock hours. 200 clock hours consist of hands-on laboratory hours, and 48 hours consist of classroom lecture.

Evaluation Standards/Course Grading Policy:

Arc Educates has established satisfactory academic progress (SAP) standards for students who apply for and/or receive institutional aid. SAP is a measure of whether a student is progressing adequately toward completion of his or her course of study. It is determined in terms of class quiz scores, final exam score and class attendance.

The Material Handler Certificate program is 48 classroom clock hours.

Student Academic Progress (SAP) standards apply to all students enrolled in the program. SAP is reviewed at designated times per program session, regardless of a student's receipt of financial aid. Reviews occur after the completion of the 3th, 6th and 9th weeks. The reviews will include the Student, the Director, the Instructor and the Post-Secondary Specialist. Other team members are encouraged to participate but are not required.

The Director, or his/her designee will coordinate the meetings, facilitate the discussion, and document the review on the "Satisfactory Academic Progress" form which will be signed by all in attendance. The form will be maintained in the student's central record and a copy will be provided to the Post-Secondary Specialist for inclusion in the person's Arc Works' file.

The following benchmarks are required to earn a certificate:

- ✓ The student is required to make **quantitative progress toward program completion**. To be making satisfactory academic progress, a student must attend at least 90% of the scheduled class hours (no more than 4 absent days) during the entire course.
- ✓ The student's academic average is reviewed to determine **qualitative progress**. Students must maintain an average of 75% on weekly written/practical quizzes as well as a minimum average grade of 75% on the Final exam.

Incomplete grades are not given and students may repeat any weekly quiz in which they earn less than a 75%. The lowest grade will be dropped and the highest grade will be used to calculate the academic average. Course work repeated may adversely affect a student's academic progress in terms of the maximum time frame.

Final grades will be based on the student's performance in the following activities:

ACTIVITY	WEIGHT
Mid-term Exam	25%
Final Exam	50%
Attendance (attended at least 85% of classes = 100%. Attended less than 85% of classes = 0%)	25%
TOTAL	100%

Students who do not receive a passing score on the Final exam may retake the failed exam up one additional time.

Students who withdraw from the program will receive a grade of 0% in each class interrupted by the withdrawal. All interrupted classes must be repeated upon readmission to the institution.

Probation/Dismissal

Students who fail to meet the cumulative 90% attendance and/or 75% average weekly quiz grade during an evaluation period will be placed on warning for the next evaluation period. Students will be notified in writing when they are placed on warning and the steps necessary to be removed from warning status. Students will receive attendance or academic counseling, from the Director, as appropriate, when they are placed on warning.

Students placed on warning who fail to meet the cumulative 90% attendance and/or 75% average weekly quiz grade during a subsequent review period will be placed on probation and the steps necessary to be removed from probation status. Students will receive attendance or academic counseling, from the School Director, as appropriate, when they are placed on probation.

Students placed on probation who fail to meet the cumulative 90% attendance and/or 75% average weekly quiz grade during a subsequent review period will be dismissed from the current program session and asked to begin the program again. Upon dismissal for failing to maintain

SAP, the Director will provide written notification to the student as to the recommended reentrance date.

The student must inform the Director of Arc Educates of any changes to that timeline in writing prior to the recommended reentrance date. If he/she is unable to start at the next program session start date, the student has ninety (90) days from the dismissal date to begin classes without being required to reapply to the program and receive credit for previously taken courses. If re-entry does not occur within the 90 days, the student will be required to complete all sessions including those previously taken and sign a new Student Enrollment Agreement upon re-entrance to the program including new program session dates and estimated completion timeline.

Appeal Process

A student may submit a written appeal of his/her dismissal within five calendar days of their receipt of the dismissal notice to the Vice President/Programs and Social Enterprises. The appeal must be accompanied by the documentation of the mitigating circumstance that have prevented the student from attaining satisfactory academic progress and evidence that changes have occurred to allow the student to now meet standards of satisfactory academic progress. Only extraordinary circumstances will be considered, such as death or severe illness in the immediate family. Before the appeal may be granted, a written academic plan must be created with the student which identifies viable activities for the student to successfully complete the program within the maximum timeframe allowed. The result of the appeal (granted or denied) will be made within 5 business days and must be catalogued in the Student Transcript and provided to the student in writing.

If the appeal is granted, she/she will be placed on probation at the start of the session, and will be required to attain satisfactory progress. Failure to do so will result in permanent dismissal.

Maximum Time Frame

All program requirements must be completed within a maximum time frame of 1.5 times the normal program length, as measured in calendar time. The Material Handler program, 12 weeks in length, must be completed within 18 program calendar weeks. Time spent on an approved leave of absence is not counted against the maximum time frame.

Program Outline:

Material Handler Course (28 hours total) - Course which includes instruction in skills typically found in a warehouse/retail/ light industrial setting including to the following lessons:

- Overview of MH occupation – 2 hrs.
- Product Identification and Sorting – 4 hrs.
- Inventorying product – 4 hrs.
- Hand tools and other equipment – 4 hrs.
- Testing products – 10 hrs.
- Data Sanitization/Shredding – 4 hrs.

Workplace Safety Course (10 hours total)

- Introductory safety course which includes the following lessons:
- Introduction to Workplace Health and Safety;
- Looking for Job Hazards;
- Making the Job Safer;
- Staying Safe in an Emergency at Work;
- Your Rights and Responsibilities on the Job; and
- Speaking Up When There Is a Problem

Customer Service Course (10 hours total)

Introductory course focusing on the foundation of creating a customer service culture is understanding expectations, going the extra mile, and being a customer advocate. Applying behaviors of helpfulness, genuine interest, and respect.

Other (optional):

Students will receive a minimum of 200 clock hours of on the job instruction in the processing center. They will develop competence in the following tasks/skills sets:

- Demanufacturing of CPU
- Demanufacturing of laptops to remove the hard drives
- Testing monitors
- Degaussing hard drives
- Processing recycled material from the trucks/large drop offs
- Processing/destroying product, as assigned
- Collecting recycling from residential customers dropping off
- Assisting recycling techs with scheduled off-site pickups, as assigned

Attendance Policy: Students are expected to maintain excellent attendance practices to help develop the skills, knowledge, attitude and behavior necessary to succeed in post-secondary education and employment.

Minimum standards of attendance for completion/graduation have been determined and are consistent with sound education and any applicable attendance requirements of state, federal, accreditation, and/or professional licensing agencies.

A student must attend at least 90% of the scheduled class hours (no more than 4 absent days) during the entire course. No more than 2 consecutive days may be missed.

Absences due to religious observations and funerals will not be counted toward this policy. Sicknesses greater than 3 days, when accompanied by a physician's note, will not count toward the limit. All other absences will be counted for the purposes of this policy. Students will be



given a reasonable amount of time to complete any work missed during an absence: 5 business days

Tardiness - Students are expected to arrive on time for classes and late arrivals will be considered an absence.

Early Dismissal - Under no circumstances is any student permitted to leave the grounds without proper approval. Only the Director of Arc Educates may grant approval for early dismissals. No student will be permitted to leave unless a written request is presented and approved. Early dismissal requests must have the following information: student's full name, parent's signature (if legal guardian), reason for request, home/cell phone number and time of dismissal. The Director reserves the right to revoke early dismissals not submitted at the proper time and will check on the legitimacy of any early dismissal notes when deemed necessary. Early dismissals should be limited to two (2) during the entire course.

Guardians will be notified in writing when students have demonstrated attendance problems. Attendance issues affect Satisfactory Academic Progress (SAP) and will be reviewed and documented during SAP meetings. .

A student who is in violation of the Attendance Policy may not receive credit for the courses in which he/she is enrolled, and may be denied the opportunity to continue his/her program.

Special Accommodations: Arc Educates complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to participate in the program solely on the basis of that disability. Arc Educates will provide reasonable accommodations for students with disabilities. Reasonable accommodations may include priority seating, enlargement of notes, handbooks on CD, testing accommodations, and/or assisting with lifting, depending on the student's documentation and specific functional limitations.