

## **TRAC Work Essentials: Customers and Computers**

Start your career by learning fundamental skills in technology and customer service! You can complete this 1-year course before applying for the TRAC Scholarship Program. This course is recommended, but not required for the TRAC Scholarship Program. When possible, scholarship preference will be given to students who have completed the TRAC Work Essentials: Customers and Computers class.

### **Learn more about the certificates:**

[IC3 Digital Literacy Global Standard 6](#)

[Customer Service Professional Level I](#)

[Customer Service Professional Level II](#)

### **Length of Course: September-May**

Time Commitment: 3 hour in-person course per week, weekly at-home online videos and assignments, bi-weekly ESL course

### **Eligibility Requirement:**

Enrollment in Intermediate or Advanced ESL

Current Work Authorization

## **TRAC College and Career Lab**

The TRAC College and Career Lab is available for all Troy Continuing Education students. It is walk-in (no appointment necessary). Come learn about training and career opportunities.

### **Services Available:**

Discuss your work history and goals and learn about resources available for you to achieve your goals

Learn about the degree evaluation process

Find college and certificate options to help you start your career

Practice your professional skills

Take a career interest inventory to see what careers are a good match for your interests, experience and skills

### **Lab is available: September-April**

Please visit the TRAC College and Career Lab at the Troy Learning Center, Room 21

### **Eligibility Requirement:**

Enrollment in any Troy Continuing Education classes

## **TRAC Career Certificate Scholarship Program**

Apply for a scholarship to complete an industry recognized certificate. Attend a 1-year career training course. A certification is a career training program that requires an exam to show that you have completed the career lessons and you understand the requirements for the career. A career certification requires 1 year of training preparation before you take the exam and receive your certification. The TRAC training class can assist you in learning the English you need to start a career and pass the exam. The certification will show your employer that you are capable of completing the job tasks.

### **Learn more about the certificates:**

*\*Certification offerings may vary each year\**

Information Technology Certifications

[PC Technician Certificate](#)

[MTA-98-388 Introduction to Programming using Java Certificate](#)

Preschool Teacher Assistant Certification:

[Child Development Associate Certificate](#)

Business and Finance Certifications:

[American Bankers Association Bank Teller Certificate](#)

[Paralegal](#)

[note: Paralegal certificate is only available for foreign trained law professionals]

Medical Administration Certifications:

[Medical Care Coordinator](#)

[Cardio Phlebotomy Technician](#)

[Medical Front Office and Electronic Health Records](#)

[Medical Front Office Assistant and Administrative Specialist](#)

[Dental Assistant and Office Administrator](#)

[note: Dental Assistant certification is only available for foreign trained dental/medical professional]

### **Length of Course: July 1st-June 1<sup>st</sup>**

Time Commitment: 3 hour in-person course per week, weekly at-home online videos and assignments (20 hours per week), bi-weekly ESL/English Plus or Adult Education course

Enroll in the TRAC Career Gateway course after certificate completion

### **Eligibility Requirement:**

Current Work Authorization

High School diploma or equivalent

Complete application and attend a TRAC information meeting in February and March

Attend Intermediate, Advanced ESL, English Plus, or Adult Education while completing TRAC

### **TRAC Career Gateway Course**

Time to prepare for your new career! Learn how to present your education, experience and skills to a potential employer and start to develop your professional network.

#### **What will you learn:**

Create documents for your job search: resume, cover letter, and professional references

Learn job skill vocabulary to prepare for job applications and interviews

Complete practice job applications and interviews

Pre-apprenticeship opportunities: career interest interview, job shadow, professional mentorship

#### **Length of Course: September-December, possibly longer in pre-apprenticeship activities**

Time Commitment: 3 hour in-person course per week, weekly at-home assignments, bi-weekly ESL, English Plus or Adult Education course

#### **Eligibility Requirement:**

Current Work Authorization

Attend Intermediate, Advanced ESL, English Plus, or Adult Education

Completion of TRAC Scholarship Program or Instructor Approval