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# Training Program Bio

## BASIC INFORMATION

|                                  |  |
|----------------------------------|--|
| Training Provider                | Emerging Industries Training Institute, Inc. |
| Training Program                 | Advanced Call Center                         |
| Training Location                | 16164 Asbury Park, Detroit, MI 48227         |
| Clinical Location, if applicable |  |
| Phone Number                     | (313) 469 - 0581                             |
| Website                          | www.trainandemploy.org                       |

## Description of Training Program

Emerging Industries Training Institute's Advanced Call Center Agent Course provides essential training to individuals who are looking to begin their career in the customer service, call center and technologies industry. EITI has worked studiously to custom design and build a course that most accurately reflects and mimics the world of an Administrative Professional in a call center environment.

## PROGRAM REQUIREMENTS

|  |  |
|--|--|
| High School Diploma/GED                                | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                            |
| Reading Grade Level                                    | 6 <sup>th</sup> Grade  |
| Grade Math Level                                       | 6 <sup>th</sup> Grade  |
| Drug Screen  | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                            |
| Criminal Background Check                              | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No                            |
| If yes, which types of convictions are not allowed?    | No felony convictions  |
| Valid Driver License                                   | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                            |
| Other Requirements                                     | <ul style="list-style-type: none"> <li>• Pass Typing Test</li> <li>• Pass Prescreen</li> </ul> |
| Required supplies available through supportive service | N/A  |

## TRAINING EXPERIENCE

|   |   |                       |          |
|---|---|-----------------------|----------|
| Number of Weeks                                       | 4 Weeks   | Number of Total Hours | 40 Hours |
| Schedule  | Monday – Friday: 9 AM – 1 PM  |                       |          |
| What is the maximum number of students in each class? | 20  |                       |          |
| How many students are expected for each instructor?   | 20:1  |                       |          |
| Is there an exam required at the end of the training? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |                       |          |

## PERFORMANCE

|  |               |
|--|---------------|
| What is the percentage of students who complete the training program? ( <i>Completion Rate</i> )   | Not Available |
| What is the percentage of graduates who are placed in employment related to their training within 120 days of completing the program? ( <i>Training Related Placement Rate</i> ) | Not Available |
| What percentage of students who complete the training program earn an industry recognized certification or license? ( <i>Credential Attainment Rate</i> )                        | Not Available |

## PROGRAM COMPLETION

|   |   |
|---|---|
| What credential will graduates earn?                        | Telephone Doctorate Certification, Microsoft Outlook Specialist and Certified Business Professional- Customer Service |
| What occupations will graduates be prepared to enter?       | Customer Service Representative, Call Center Agent/Representative, Customer Service                                   |
| What is the average wage of graduates in these occupations? | Not Available   |

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