



Training Program Bio

BASIC INFORMATION	
Training Provider	Southwest Solutions
Training Program	TechHire-Call Center
Training Location	Ford Resource and Engagement Center 15491 Maddelein Detroit, MI 48216
Clinical Location, if applicable	SWES 2835 Bagley Detroit, MI 48216
Phone Number	(313) 297 - 0095
Website	www.swsol.org
Description of Training Program	
<p>SWES will provide basic introduction to IT. Courses include:</p> <ul style="list-style-type: none"> Basic Skills in math and reading that align with vocabulary for IT Career Exploration for professions in IT Customer Service and Employability Skills Certification Computer Education including Hardware Components, File Sharing, Browser Navigation, WIFI connection, Troubleshooting, Help Desk Customer Tickets, etc. Microsoft Office Suite (Word, Power Point, Excel) Excel 2016 Certification Exam 	
PROGRAM REQUIREMENTS	
High School Diploma/GED	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Reading Grade Level	5 th Grade
Grade Math Level	5 th Grade
Drug Screen	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Criminal Background Check	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes, which types of convictions are not allowed?	
Valid Driver License	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Other Requirements	Detroit Resident
Required supplies available through supportive service	

TRAINING EXPERIENCE			
Number of Weeks	10 Weeks	Number of Total Hours	200 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?	10:1		
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?	Customer Service Certification- International Business Training Association (IBTA)
What occupations will graduates be prepared to enter?	Customer Service, Call Center Representative
What is the average wage of graduates in these occupations?	Not Available