GOODWILL Career Education

CATALOG

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www.goodwillworks.org/goodwill-career-education

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INSTITUTIONAL INFORMATION 2
Mission Statement . . . 2
Goals . . . 2
Overview . . . 2
Philosophy . . . 3
Ownership and Administration . . . 3
Authorization . . . 3

ADMISSIONS INFORMATION 4
Admissions Requirements . . . 4
Admission Procedures . . . 4
Orientation . . . 4
Application Materials . . . 5
Special Needs Admission Requirements . . . 5
Vocational Rehabilitation Service . . . 5

STUDENT INFORMATION & SERVICES 6
Hours of Operation . . . 6
Career Services . . . 6
Personal Property . . . 6
Computer and Electronic Communication . . . 6
Computer Use Guidelines . . . 7
Internet Usage . . . 8
Student Rights and Responsibilities . . . 10
Grievance Policy . . . 11
Student Records . . . 12
Safety and Security . . . 12
Emergency Procedures . . . 13

ACADEMIC INFORMATION 14
Outside Assignments and Study Expectations . . . 14
Academic and Learning Support Services . . . 14
Late Assignments and Make-up Work . . . 14
Attendance and Tardiness Policy . . . 14
Certification . . . 15
Changes in Programs or Policies . . . 15
Standards of Conduct . . . 16
Completion Requirements . . . 17
Readmissions Policy . . . 17

TABLE OF CONTENTS

ACADEMIC STANDARDS 19
Grading System 19

TUITION, FEES AND FINANCIAL INFORMATION 20
Tuition Information 20
Methods of Payment 20
Cancellation and Refund Policy 20
Financial Aid Statement 21

CERTIFICATE PROGRAMS – BUSINESS & TECHNOLOGY 22
Intro to Business Training 22

CERTIFICATE PROGRAMS – HEALTH PROFESSIONS 23
Introduction to Healthcare Careers 23
Medical Administrative Assistant 24
EKG Technician 25
Phlebotomy Technician 26

CERTIFICATE PROGRAMS – INDUSTRIAL & TRADE 27
Forklift 27

ORGANIZATION 28
Instructors and Staff 28
Board of Directors 28

MISSION STATEMENT

We build lives, families and communities by helping people develop their God-given gifts through education, work and career development services.

GOALS

To fulfill its mission, Goodwill Career Education has established the following goals to guide and drive its institutional planning, operations and efforts for continuous improvement:

- Design and enhance educational programs that prepare students for high-demand careers that meet current employment needs and future expectations.
- Hire and develop faculty and staff members to deliver effective instruction and provide quality administrative, academic and student support services for its students and student outcomes.
- Create and maintain a safe and conducive learning environment using industry-standard equipment and resources to support learning and instruction.
- Seek input from the local business and industry partners on current and potential new programs, appropriateness of equipment and learning resources, and effectiveness in achieving program outcomes.
- Sustain a systematic process for planning, implementation, evaluation of effectiveness and use of evaluation results for continuous improvement.
- Continue to build partnerships with community stakeholders to enrich student experience through experiential learning and field trips.
- Commit to being of service to our local communities through engagement activities,
- volunteering opportunities and outreach efforts.

OVERVIEW

Goodwill Career Education is an arm of Goodwill Industries of Middle Georgia & the CSRA that provides educational and training programs to those seeking "a hand-up" in the career world. Goodwill Career Education works with traditional students seeking additional learning opportunities as well as individuals with employment barriers that are physical, cognitive or economic/environmental in nature. Specific service programs may be available for individuals with disabilities, individuals who are homeless and those who are economically challenged. Goodwill Career Education also works with returning veterans transitioning back into the civilian workforce. The goal, as with all Goodwill programs, is to assist individuals with the skills and resources required to garner and retain competitive employment. These courses were designed to assist individuals transition to a new career or advance in the career in which already employed.

Goodwill Industries of Middle Georgia and the CSRA is an autonomous member of Goodwill Industries International (the membership association of autonomous members), which has a rich, century long history. Dr. Edgar J. Helms, a Methodist minister, founded Goodwill in 1902 in Boston, Massachusetts. Dr. Helms collected used household goods and clothing in wealthier areas of the city, then trained and hired unemployed people to mend and repair the used goods as a middle skills training initiative. The goods were then resold, and proceeds paid the workers' wages and were invested in the development of additional education and skills training programs. The system worked, and the Goodwill philosophy of "a hand up, not a hand out" was born. Dr. Helms' vision set an early course for what has become a $6 billion nonprofit organization with 178 member organizations in the United States, Canada and around the world.

PHILOSOPHY

Goodwill Industries believes work plays a critical role in the ability of individuals to achieve desirable life outcomes. The founder of Goodwill Industries, Dr. Edgar J. Helms, believed that individuals wanted and needed a hand up, not a hand out, and his basic philosophy set an "abundant living" vision since 1902. Moreover, Goodwill believes that work is better caught than taught, and it provides opportunities for individuals to "catch" a solid work ethic. Through work, individuals are enabled to assume the role of the worker in addition to other roles within the community. Work forms a cornerstone of a person's relationship with other people and is critical for preventing and minimizing social problems.

To this end, the faculty, staff and administration at Goodwill Career Education believe that access to quality education and relevant hands-on experience are the first steps to career and personal success. As a result, the development and maintenance of training programs and related services focus upon maximizing career opportunities and improving the lives of individuals by helping them acquire the skills they need for success in the workforce.

OWNERSHIP AND ADMINISTRATION

Goodwill Career Education is a division of Goodwill Industries of Middle Georgia, Inc. (dba Goodwill of Middle Georgia & the CSRA). Goodwill Industries of Middle Georgia, Inc., is an exempt organization under IRS code section 501(c)(3).

AUTHORIZATION

Goodwill Career Education is authorized as a postsecondary educational institution by the Georgia Nonpublic Postsecondary Education Commission (GNPEC).

GNPEC
2082 East Exchange Place, Suite 220
Tucker, GA 30084-5305
770.414.3309
www.gnpec.georgia.gov

ADMISSIONS REQUIREMENTS

Below are the admissions requirements for persons who want to enroll in any one of the training programs. Applicants must:

- Be 18 years of age or older
- Provide proof of high school diploma or equivalency if required by program
- Provide proof of U.S. citizenship, Permanent Residency, work authorization or State ID card
- Attend a Virtual Information Session to review courses
- Complete necessary application assessments if required by program
- Meet with Career Coach to review assessments and discuss career goals
- Meet with GCE team member to complete Enrollment Application and review application
- For a student who was homeschooled in a State where State law requires the student obtain a secondary school completion credential for homeschooling (other than a high school diploma or its recognized equivalent), a copy of that credential
- For a student who was homeschooled in a State where State law does not require the student to obtain a secondary school completion credential for homeschooling (other than a high school diploma or its recognized equivalent), a transcript, or the equivalent, signed by the student's parent or guardian, that lists the secondary school courses the student completed and includes a statement that the student successfully completed a secondary school education in a homeschool setting

Goodwill Career Education programs entrance requirements, background and experience vary by program. Please refer to the program description to view specific enrollment guidelines for each program.

ADMISSION PROCEDURES

Qualified applicants will submit all application materials, including transcripts and proof of high school diploma or GED (if applicable) to the address below or through any member of the Career Services team at a Job Connection – Career Center.

Goodwill Career Education
3145 Washington Road
Augusta, GA 30907

After application materials are received, prospective students will be scheduled for an intake interview at their local Job Connection – Career Center. After the initial interview has occurred and application materials are received, the application will be reviewed by the Director of Career Education or other appointed personnel. Upon acceptance, students will complete an Enrollment Agreement.

APPLICATION MATERIALS

It is the responsibility of the applicant to ensure that all required admission documents are submitted. The following must be completed by prospective students when applying for a program offered by Goodwill Career Education:

- Official Application and Enrollment Agreement: Candidates seeking admission or readmission to Goodwill Career Education must complete and sign an official application form. When accepted, a prospective student will complete and sign an Enrollment Agreement.
- Proof of graduation from high school or certificate of General Education Development (GED) exam results if required by program.
- Proof of U.S. citizenship and minimum age requirement verified by a valid driver's license or other government issued identification.

SPECIAL NEEDS ADMISSION REQUIREMENTS

In accordance with Section 504 of the Rehabilitation Act and the Americans with Disabilities Act (ADA), Goodwill Career Education is an Equal Opportunity Educational institution and does not discriminate in the recruitment and admission of students with respect to race, color, creed, sex, age, handicap, disability services, national origin, religious belief, sexual orientation, marital status or any other legally protected characteristic. Applicants, prospective students, or current students with disabilities who require academic adjustments and/or auxiliary aids in connection with the admissions process, the admissions test and/or their program of study, should contact the Vice President of Career Development.

VOCATIONAL REHABILITATION SERVICE

The Vocational Rehabilitation Service of the Georgia Department of Labor provides financial assistance to persons with certain physical disabilities. Please contact your local Job Connection – Career Center for further information.

HOURS OF OPERATION

Goodwill Career Education Administrative Offices are open Monday – Friday from 8 a.m. to 5 p.m. Students may request an appointment outside of these regular business hours.

CAREER SERVICES

Goodwill of Middle Georgia & the CSRA's Job Connection – Career Centers support students and job seekers by offering services within a career advising environment. Key factors—such as attendance, professionalism, teamwork, and stamina—along with external considerations like transportation and childcare needs, are evaluated to build a comprehensive picture of each individual's readiness and competitiveness for employment. Career Services staff provides and coordinates resume preparation, interview skills and overall job readiness training as part of the Goodwill Career Education core curriculum to prepare graduates for success in their careers.

Career Services is considered a team effort and involves Career Coaches, program instructors and support staff. Some students will choose to obtain employment on their own; however, students are strongly encouraged to utilize services offered to assist them in obtaining employment. Access and assistance in navigating the services provided through the career centers will be coordinated as needed with the assistance of Job Connection – Career Center staff. The Job Connection – Career Center will also partner with Goodwill Career Education office to coordinate targeted industry specific job fairs for local employers seeking to hire prospective program completers.

The services offered by Goodwill Career Education are not an obligation or a guarantee of employment. Periodically, Career Services conducts surveys with graduates and their employers to ensure that the programs offered are achieving their educational objectives and giving students the skills they need for success. A separate record is maintained for each completer, and employment information is recorded for each individual as a way to track their career paths. An annual report highlights the employment information gathered from the surveys. The report documents the extent to which the successful completion of the educational program leads to gainful employment opportunities.

PERSONAL PROPERTY

Goodwill of Middle Georgia & the CSRA assumes no responsibility for loss or damage to a student's personal property or vehicle sustained in the parking lot.

COMPUTER AND ELECTRONIC COMMUNICATION

Computer equipment and internet access is provided to students exclusively for educational activities directly related to Goodwill Career Education programs. Downloading, viewing, distributing or sending pornographic or obscene materials is prohibited. This includes book marking any such websites or opening or forwarding any such email messages. A student's privilege of using computers for anything other than to benefit and enhance their education will be discontinued.

COMPUTER USE GUIDELINES

Goodwill Career Education has computer facilities which are networked throughout various locations and are connected to the Internet. The use of these resources entails the same privileges, obligations and responsibilities that come with using all facilities. There are however, some unique responsibilities described below, but not limited to, those responsibilities. The network exists to support the needs of those engaged in academic work.

- As a shared resource, computer workstations, system files or configurations may not be altered or modified. All environmental settings such as desktop patterns and colors must be restored after use.
- Goodwill of Middle Georgia & the CSRA network system may not be used for private gain, business or any other activity not consistent with mission of the Organization.

Adhere to all laws concerning the use and distribution of copyrighted software and materials.

- All data programs residing on the network workstations and file servers with the exception of personal accounts directories/folders are property of Goodwill of Middle Georgia & the CSRA and may not be copied, moved, altered, or used outside of the Organization under any circumstance without expressed written permission from the appropriate personnel.
- Any person seeking to upload applications software of any type to a personal account must receive expressed written permission. Permission may be granted for software which does not have a clear proprietary ownership, for which specific licensing permission for use over a network is granted, and is determined to be safe by the Information Technology department.

Appropriate and respectful language must be used at all times.

- Communication over the network must show appropriate language and content. All those using the communication facilities are responsible for their own words and words attributable to their account.
- The use of profanity, gender, ethnic or racial slurs, or any form of malicious language is prohibited on the network (including, but not restricted to email and talk).

INTERNET USAGE

Internet access to global electronic information resources on the World Wide Web is used to assist participants in obtaining career or education-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage.

All Internet data that is composed, transmitted or received via the campus computer communications systems is considered to be part of the official records of Goodwill of Middle Georgia & the CSRA and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, students should always ensure that the information contained in the Internet email messages and other transmissions is accurate, appropriate, ethical and lawful.

The equipment, services, and technology provided via the Internet are the property of Goodwill of Middle Georgia & the CSRA. As such, Goodwill of Middle Georgia & the CSRA reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent or received through its online connections and stored in its computer systems. Data that is composed, transmitted, accessed or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material on the Internet is expressly prohibited. As a general rule, if a student did not create the material, does not own the rights to it or has not secured authorization for its use, it should not be put on the Internet. Likewise, copyrighted and/or trademarked information should not be downloaded from the Internet to the Goodwill of Middle Georgia & the CSRA's networks or devices without obtaining prior permission in writing or having possession of a legal bill of sale or license from the owner to use such material.

Abuse of the Internet access provided by Goodwill of Middle Georgia & the CSRA in violation of law or Organization policies will result in disciplinary action, up to and including dismissal. Students may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending, printing or posting discriminatory, harassing, or threatening messages or images
- Stealing, using or disclosing someone else's code or password without authorization
- Copying, pirating or downloading software and electronic files without permission
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmission
- Sending or posting messages or material that could damage the organization's image or

reputation; including the use of Goodwill of Middle Georgia & the CSRA or Helms Career Education name, titles and positions in any publication that may be perceived as offensive

- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Posting pictures of Goodwill of Middle Georgia & the CSRA employees, students or anyone associated with Organization, without that person's permission
- Attempting to break into the computer system of another organization or person
- Performing operations against another organization's computers or networks intended to identify security vulnerabilities or disrupt service
- Refusing to cooperate with security investigation
- Sending or posting chain letters, solicitations or advertisements not related to education purposes or activities
- Using the Internet for political causes or activities, religious activities or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services or the passing of personal views as representing those of the organization
- Sending anonymous e-mail messages
- Engaging in any other inappropriate or illegal activities

STUDENT RIGHTS AND RESPONSIBILITIES

Students accepted into a program offered by Goodwill Career Education have certain rights and responsibilities. These rights and the associated responsibilities establish a student code of professional conduct. Primary to this code is access to an environment free from interference in the learning process.

- Students have the right to an impartial, objective evaluation of their academic performance. At the beginning of each course, students receive written guidelines outlining the method of evaluating student progress toward, and achievement of, course goals and objectives, including the method by which the final grade or satisfactory completion is determined.
- Students shall be treated in a manner conducive to maintaining their worth and dignity. Students shall be free from acts or threats of intimidation, harassment, mockery, insult, or physical aggression.
- Students shall be free from the imposition of disciplinary sanctions without proper regard for due process.
- When confronted with perceived injustices, students may seek redress through grievance procedures established in accordance with policy.
- Students have the responsibility to conduct themselves in a professional manner within the institutional and lab settings and to abide by the policies of Goodwill Career Education.
- Students are expected to conduct all relationships with Goodwill Career Education staff and faculty, their peers and their clients with honesty and respect.
- Students are encouraged to apply creativity in their own learning process while striving for academic excellence, and to share their knowledge and learning experiences with fellow students in the interest of promoting team building for the workplace.

Goodwill Career Education is committed to providing an environment conducive to equal access to educational opportunities. It is the policy of Goodwill Career Education that no act of any member of the community shall serve to restrain or inhibit access to the pursuit of their programs of study.

GRIEVANCE POLICY

Complaints or grievances should be forwarded in writing to the Director of Career Education (Mr. Patrick Carroll, 240 Broadway, Macon, GA 31201, 478-703-0690) for appropriate referral. The standard procedure for handling complaints or grievances is outlined below:

1. A student has 10 business days from the date of the incident being grieved to resolve the matter informally by approaching their instructor, department chair, or any other staff or faculty member directly involved in the grieved incident.

   Where this process does not result in a resolution of the grievable issue, the student may proceed to the formal grievance procedure below.

   Within 15 business days of the incident being grieved, the student must file a formal grievance in the office of the Chief Mission Officer with all of the following information:

   a) Name

   b) Date

   c) Brief description of incident being grieved

   d) Remedy requested

   e) Signed

   f) Informal remedy attempted by student and outcome

The Chief Mission Officer will investigate the matter and supply a written response to the student within 15 business days of the date of receipt of the properly filed formal grievance.

If the grieved incident involves possible unlawful harassment, discrimination or retaliation for reporting unlawful harassment/discrimination, the investigation will be handled pursuant to Goodwill of Middle Georgia & the CSRA's Harassment and Discrimination Policy.

APPEAL PROCESS

If the issue is not resolved at the institution level the student has the right to file an appeal with Georgia Nonpublic Postsecondary Education Commission (GNPEC).

GNPEC may also be reached at:
Georgia Nonpublic Postsecondary Education Commission
2082 East Exchange Place, Suite 220
Tucker, Georgia 30084
770.414.3300
https://gnpec.georgia.gov/student-resources/complaints-against-institution

STUDENT RECORDS

Record keeping control is an essential element to both the academic enterprise as well as the business of vocational rehabilitation. We have developed policies to control the accuracy, completeness and security of our client/student records. These records are kept in a file room under lock-and-key. Only select personnel are permitted to access records, and they are signed in and out.

Student records are backed up on a data system maintained by Goodwill of Middle Georgia & the CSRA. Students may request information from their files by filing a written request for such information.

Records of students are the sole property of Goodwill Career Education and may not be removed from the property. Students may review their records upon written request. Goodwill Career Education will not release information or records to unauthorized persons or agencies without the expressed written permission of the student. Certain third-party governmental agencies or persons have access to student records without prior consent for disclosure. These include:

- Persons complying with a judicial order
- Persons from authorized government agencies that may sponsor all or some of the program fees
- Persons in an emergency situation who are in a position to protect the health or safety of the student
- Department of Immigration and Naturalization
- Attorney General of the United States

Goodwill Career Education will notify the student of release of any information to the persons or agencies listed above.

SAFETY AND SECURITY

MEDICAL EMERGENCY PROCEDURES

First aid kits and safety equipment are available at all Goodwill of Middle Georgia & the CSRA locations. In the event of injury or other medical emergency, the nearest instructor or staff member should be notified. Professional emergency care, if needed, will be secured by an administrator. In case of serious accident or illness, Goodwill Career Education will refer the student to the nearest hospital, or hospital of student's choice, for emergency care and will notify the person specified by the student as an emergency contact. It is to be understood that the student or his/her family will be responsible for the cost of the emergency care, including ambulance services.

Nothing herein precludes any student, staff or faculty from contacting the appropriate authorities directly in the event they feel in threat of physical harm or danger. In the event of an emergency, call 911.

SAFETY

The health and safety of each student and employee of Goodwill Career Education is a prime consideration. Safety instruction and practices are an integral part of each program. Students are expected to follow Goodwill Career Education safety regulations at all times. Students are not to use any equipment except under the supervision of the instructor. Students are not permitted in classrooms or labs if supervision is not available. Proper conduct is expected at all times.

All students shall assist in maintaining safe working conditions by notifying the instructor of any dangerous condition, faulty equipment or tools, or any unsafe practices being conducted. Violation of safety regulations will result in immediate disciplinary action. In cooperation with the court system of Georgia and section 42 U.S.C. A§1071(j) of the Official Code of Georgia Annotated, Goodwill Career Education students may obtain information concerning registered sex offenders by contacting the Bibb or Richmond counties sheriff's departments or by searching the Georgia Bureau of Investigation's website at www.ganet.org/gbi/sorsch.cgi.

EMERGENCY PROCEDURES

FIRE

The fire alarm and strobe lights will be activated in case of fire or fire drill. Students and all Goodwill of Middle Georgia & the CSRA personnel should evacuate the building according to evacuation procedures posted in each area. Students should wait at the designated place until given the signal to return to the building. Both the need to evacuate the building and the fact that it is safe to return will relayed over the emergency alert system.

BOMB THREAT

If a bomb threat is received, members of the administrative staff will notify each classroom of the need to evacuate the building using the posted evacuation procedure. When the building has been declared safe, students and personnel will be allowed to return to the building.

TORNADO

In case of a tornado or tornado drill, the instructors will be notified of the need to evacuate the classes and the need to report to the shelter areas. The need to evacuate to the shelter areas will also be transmitted over the emergency alert system. When the danger has passed, an announcement will be made over the intercom system, or an announcement of alternate plans will be made. In case of power failure, a member of the administrative staff will notify the instructor of proper procedures.

EMERGENCY CLOSING

If it is necessary for Goodwill Career Education to be closed due to inclement weather or other emergencies, local radio and television stations will be notified. Notification will also be sent to all students via telephone, e-mail and/or social media. If a closure is required during the class day, it will be announced through the faculty and staff.

ACTIVE SHOOTER

All students are provided with a thumb drive during orientation that contains a video for best practices during an active shooter. In the video, students are encouraged to first try to safely escape. If a safe escape is not possible, lock all doors, block the door and hide away from the door. Instructors are trained and will guide their class.

OUTSIDE ASSIGNMENTS AND STUDY EXPECTATIONS

Students may find the certificate programs offered at Goodwill Career Education to be intensive and rigorous. It is therefore expected that all assignments will be submitted by students by the designated deadline. Students are responsible for reading any study materials issued by their instructors. For students to achieve academic success, they are expected to devote time outside of the regular classroom period toward studying and preparing for their classes. The amount of time that students devote to out of class study time per week will vary according to the individual student's abilities; however, it is expected that students will study on their own or in small group settings as a daily activity. The course syllabus contains concrete information on in-class and out-of-class learning activities and expectations.

ACADEMIC AND LEARNING SUPPORT SERVICES

GCE offers various resources to assist students with their academic success. Students are encouraged to form peer study groups. Students may also contact the Academic Achievement Center located at 3145 Washington Road, Augusta, GA for access to additional print and online resources in addition to the materials provided as part of their course. GCE also offers one-on-one coaching for students who require assistance with study skills, time management, note-taking, and learning strategies. To schedule a coaching meeting, students may contact their local Job Connection – Career Center.

LATE ASSIGNMENTS AND MAKE-UP WORK

Late assignments, make-up work, and extra credit opportunities are offered at the discretion of the instructor. For students who have an excused absence or other circumstance, please contact your instructor and refer to the "Grading System" area of the GCE Catalog to request an Incomplete.

ATTENDANCE AND TARDINESS POLICY

Attendance is of utmost importance in short term, continuing education programs to ensure students have the opportunity to obtain the training and knowledge presented in the course. Promptness and dependability are qualities that are very important in all occupations. Students should begin to develop these qualities the day they begin their training. Attendance is taken daily in class by the instructor and recorded in student and course records. Attendance records are maintained by the Registrar as part of the student's permanent academic record. Because of this, Goodwill Career Education has set forth the following attendance policy for all students to successfully complete the program.

- You must attend a minimum of 80% of all classes to receive a certificate of completion.
- Classes which meet five (5) or less sessions require 100% attendance to meet this requirement.
- Attending lab classes in certain programs is mandatory in order to qualify for certification exams. Not attending all lab classes may prevent a student from passing a class when specific skill performance standards are required for completion.

CERTIFICATION

Students are encouraged to seek certifications in their fields of study to enhance their professional credentials and make them more competitive in the job market. Certifications generally require that a student successfully complete a certification examination. The appropriate professional certificates and information regarding the recommended certifications are listed in the program description section of this catalog. Students will not automatically receive certification upon completion of their program of study at Goodwill Career Education. Although Goodwill Career Education will prepare students to take various certification exams, it is the student's responsibility to understand these requirements. Goodwill Career Education will make every attempt to provide accurate information about test dates and fees for exams. Fees for the initial attempt at some certification exams are included in the program cost. The student is responsible for the fee of any subsequent attempt(s).

CHANGES IN PROGRAMS OR POLICIES

Goodwill Career Education has the right, at its discretion, to make changes to program content, materials, schedules or sequences of courses in programs in the interest of improving the student's education. Goodwill Career Education certifies that the information contained in this publication is current and correct, but it is subject to change without notice, and does not constitute a binding agreement on the part of Goodwill Career Education. If changes are made to the information in this catalog, informational addenda will be provided. Reentering students must enter under any changed information contained in a new addendum or new addenda.

STANDARDS OF CONDUCT

As students interact with their fellow students, staff and faculty, and the business community, they are expected to act in a professional, respectful manner that is complimentary to the learning process and the academic environment associated with their education and training. A list of forms of misconduct can only be used as a reference- it is not all-inclusive. Examples of conduct that may lead to disciplinary action up to and including dismissal include:

- Knowingly furnishing false information to Goodwill Career Education
- Theft of Goodwill Career Education property; theft, damage, forgery, alteration, misuse or mutilation of Goodwill Career Education documents, records, identification, educational materials or property
- Interfering with the right of others to an education; violation of safety and security rules, bringing animals or children into class
- Hazing, on or off Goodwill Career Education property
- Discourteous, disruptive or disrespectful to fellow students, faculty and staff on or off the training site
- Physical or verbal abuse of any person or engaging in conduct, which threatens or endangers the health or safety of others
- Unauthorized entry or use of facilities
- Intentional or unauthorized interference with a right of access to Goodwill Career Education facilities or freedom of movement or speech of any person on the premises
- Unlawful possession, use or distribution of illicit drugs and alcohol on the training site or during any student activities. If a student appears to be under the influence of drugs or alcohol in a clinical, class or laboratory experience, that student will be removed from the learning experience.
- Use or possession of firearms, ammunition or other dangerous weapons or substances prohibited by law
- Disorderly, lewd, indecent, obscene, or sexually harassing conduct or expression
- Violation of federal, state or local ordinances including, but not limited to, those covering alcoholic beverages, narcotics, gambling, sex offenses or arson, of which violation occurs on Helms Career Education property or at a Goodwill Career Education function
- Unauthorized solicitation of students, staff or faculty on-site or online for any product or service
- Misuse of electronic equipment, copiers, faxes, email accounts or internet services, including viewing any material or sending any message that is obscene, harassing or threatening to any individual
- Aiding, abetting, encouraging or participating in a riot
- Failure to comply with the verbal or written directions of any Goodwill Career Education official acting within the scope of his or her authority, or resisting a security officer performing his or her duty
- Aiding and abetting or inciting others to commit any act of misconduct

COMPLETION REQUIREMENTS

Students must complete each of the following requirements to be eligible to receive a certificate of completion:

1. Complete all required coursework satisfactorily as identified in the program outline within the maximum timeframe.
2. Attend at least 80% of all scheduled hours.
3. Return all property belonging to Goodwill Career Education.
4. Fulfill all financial obligations to Goodwill Career Education.

Many Goodwill Career Education programs are preparatory programs for industry credentials. Industry credential exams are offered as part of tuition, but completion of a program does not guarantee successful attainment of an industry credential.

The Job Placements listed below are self-reported and may not be an accurate representation of employment outcomes. This information is collected through follow-up phone calls and outreach to students who choose to disclose employment information.

	ENROLLMENTS	COMPLETORS	INDUSTRY CREDENTIALS	JOB PLACEMENTS
AUGUSTA CENTER TOTALS				
Medical Adminstrative Assistant	33	23	23	2
EKG Technician	0	0	0	0
Phlebotomy	43	40	40	9
PEACH ORCHARD CENTER TOTALS				
Medical Adminstrative Assistant	0	0	0	0
GROVETOWN CENTER TOTALS				
EKG Technician	35	27	13	0
Phlebotomy	19	7	5	0
BROADWAY CENTER TOTALS				
EKG Technician	35	25	21	3
Phlebotomy	27	15	14	1

READMISSIONS POLICY

Students who have attended Goodwill Career Education may be eligible for readmittance.

STUDENTS WHO RECEIVED AN "INCOMPLETE"

Students who receive an "Incomplete" are eligible to return to Goodwill Career Education within one year of receiving the "Incomplete". However, the students must follow the below process:

1. Student must meet with a member of the GCE staff to determine eligibility.
2. If eligible, determination of credit for portion of completed program to be assessed by a member of the GCE staff.
3. If approved, student must meet with a Career Coach to create a plan for return.
4. Student must complete a new admissions application

STUDENTS WHO RECEIVED A "UNSUCCESSFUL"

Students who receive an "Unsuccessful" are not eligible to return to Goodwill Career Education except at the discretion of the Director of Career Education or the Chief Mission Officer and only after a review of the circumstances tor the "Unsuccessful".

Potential student must meet with a member of the GCE staff to determine eligibility.

1. Students must submit a letter in writing to the Director of Career Education requesting readmittance.
2. Once received, it takes between five to seven business days to process an application and make an admissions decision.

GRADING SYSTEM

Goodwill Career Education programs are noncredit courses and earn one of three possible grades:

S (SUCCESSFUL COMPLETION)
A S grade means you have fulfilled the course requirements as outlined by the instructor. Your instructor's requirements may include expectations around attendance, participation and the completion of assignments.

U (UNSUCCESSFUL COMPLETION)
An U grade means you have not met the course requirements as outlined by the instructor.

I (INCOMPLETE)
An I grade is given only when the student provides satisfactory proof to the instructor of why the work cannot be completed on time due to illness or other circumstances beyond the student's control.

If the instructor grants an Incomplete, you must complete all remaining assignments within four weeks of the last class session. Your instructor has an additional week (7 days) to review your work and record a grade of either S or U. Students who have not completed course requirements by this time will automatically earn a grade of U. Contact your instructor for more information about the process for requesting and converting an Incomplete.

Goodwill Career Education is a non-credit program and does not guarantee credit transfer to any other program or educational institution. Credits cannot be transferred from any other program or education institution into Goodwill Career Education.

TUITION INFORMATION

Tuition is subject to change without notice; however, prospective students will receive notification of proposed tuition increases prior to any increases being implemented. This includes tuition, textbooks, exams and other materials.

Tuition amounts for each program are detailed in the "Certificate Programs" portion of this catalog.

METHODS OF PAYMENT

Goodwill Career Education accepts the following methods of payment:

- Cash
- Check (payable to Goodwill Industries of Middle Georgia)
- Money Orders
- Visa and MasterCard
- Debit Card
- Employer Sponsorship
- Individual Training Account (ITA)

Payments must be made in full prior to the start of a program. Payments can be mailed at the following address or paid in person at the appropriate accounting office.

Goodwill Career Education
3145 Washington Road
Augusta, GA 30907
Attn: Student Accounting

CANCELLATION AND REFUND POLICY

Goodwill Career Education will refund all monies paid by an applicant who is rejected for enrollment by the Organization or enrolls in a program that Goodwill Career Education cancels or cancels within five calendar days of signing the enrollment agreement.

Students who enroll but never attend classes will also be given a full refund.

Goodwill Career Education will refund the unused portion of prepaid tuition and fees on a prorata basis up to 50% of course hours. Refunds are computed based on the actual date that the student initiates the withdrawal process. Goodwill Career Education will not refund any of the monies after 50% of completed course hours.

Goodwill Career Education requires written notification of cancellation or withdrawal.

Refunds are based on the amount of tuition paid for segments of the instructional program as described by Goodwill Career Education in the Enrollment Agreement. Refunds are made in full to the student within forty-five (45) days of the date that the student officially withdraws.

If Goodwill Career Education cancels or changes a program of study or course (time or location) Goodwill Career Education in such a way that students are unable to continue, arrangements will be made in a timely manner to accommodate the needs of each student enrolled in the program to assist them to complete a comparable program offered at another institution. Goodwill Career Education will refund all money paid by the student for the program if alternative arrangements determined to be equitable to both Goodwill Career Education and the student are not possible.

Charges for fees, books and supplies which are in addition to tuition will not be refunded for:

- Items that were special ordered for a particular student and cannot be used or sold to another student.
- Items that were returned in a condition that prevents them from being used by or sold to new students.
- Non-refundable fees for goods and/or services provided by third-party vendors.

FINANCIAL AID STATEMENT

Some students may be eligible for financial assistance through funding or grant agencies such as WIOA, SNAP Works, TANF, and the Goodwill Foundation.

*Eligibility for financial aid varies, and not all students or programs will qualify.

CERTIFICATE PROGRAMS – BUSINESS & TECHNOLOGY

INTRO TO BUSINESS TRAINING

Length: 40 hours
Credential Awarded: Certificate of Completion
Industry Certification: N/A
Mode of Delivery: Classroom
Recommended Prerequisite: High School Diploma or Equivalent

Program Description

The Introduction to Business Administration course offers students a comprehensive exploration of key business concepts and office administration practices. By combining theoretical insights with practical experiences, this course helps students develop essential skills in writing, investigation, problem-solving, demonstration, and reporting. Google Classroom serves as the primary online learning platform, fostering a collaborative and interactive educational environment.

The course primarily focuses:

- Communication Skills and Grammar, Business Writing, Computer Skills

- Developing Your Resume and Interviewing Skills, Interview Technique, Exploring Future Career Opportunities

- Skills for Office Administration, Appointment Management, Effective Telephone Communication

Additionally, students will be evaluated through a final test that encompasses the newly introduced content, ensuring a thorough understanding of the subject matter. The course is designed to equip students with the competencies they need to succeed.

Tuition: Contact us to find out about this program (includes textbooks and exam).

Career Opportunities

Upon satisfactory completion of the program, students are prepared to seek entry level positions such as a general office worker, administrative assistant, receptionist or other similar position.

CERTIFICATE PROGRAMS – HEALTH PROFESSIONS

INTRODUCTION TO HEALTHCARE CAREERS

Length: 44 hours
Credential Awarded: Certificate of Completion
Industry Certification: HIPPA Certificate, BLS/CPR, NHA Personability Digital Badge
Mode of Delivery: Classroom
Prerequisite: High School Diploma or Equivalent

Program Description

This course provides foundational knowledge and skills needed to successfully enter and thrive in healthcare training programs and workplace environments. Students will build professionalism, communication, HIPAA compliance, computer literacy, personability skills, and workforce readiness while exploring how healthcare certifications translate into real-world job opportunities

At the completion of this training, participants will be equipped to perform the following functions in a medical office environment:

- Demonstrate professional behavior and effective communication in healthcare environments
- Apply HIPAA regulations to protect patient privacy and maintain compliance
- Use essential computer and office technology safely and efficiently in healthcare settings
- Build confidence, interpersonal effectiveness, and workplace presence
- Prepare professional resumes and interview successfully for healthcare-related roles
- Identify career pathways and employment opportunities related to healthcare certifications
    - Patient Care (Clinical): CNA, PCT, LPN/RN pathways
    - Allied Health (Technical): Medical Assistant, Phlebotomy, EKG, Pharmacy Tech
    - Healthcare Administration: Medical Office, Billing & Coding, Health Records
    - Emergency Services: EMR, EMT, Paramedic
    - Behavioral & Community Health: Mental health support, community health worker roles

Tuition: Contact us to find out about this program (includes textbooks and exam).

Career Opportunities

Upon Satisfactory completion of the program, students will have a better understanding of the possible career pathways in the healthcare industry. Students will also have the opportunity to continue their education in one of the Healthcare course at Goodwill Industries of Middle Georgia and the CSRA.

MEDICAL ADMINISTRATIVE ASSISTANT

Length: 100 hours
Credential Awarded: Certificate of Completion
Industry Certification: National Healthcareer Association Certified Medical Administrative Assistant (CMAA)
Mode of Delivery: Classroom
Prerequisite: High School Diploma or Equivalent

Program Description

As a Medical Administrative Assistant (also called a Medical Office Secretary or Medical Office Assistant), you'll keep healthcare offices running efficiently and effectively. This is a highly-rewarding profession - and not only monetarily. Medical assistants are often the first to greet and help patients, and can help set the stage for a patient's experience. At the completion of this program you will sit for the National Healthcareer Association exam for Certified Medical Administrative Assistant (CMAA).

At the completion of this training, participants will be equipped to perform the following functions in a medical office environment:

- Review and answer practice correspondence
- Operate computer systems to accomplish office tasks
- Answer calls, schedule appointments, greet patients and maintain files
- Update and maintain patient and other practice-specific information
- Coordinate operation reports such as time and attendance

Tuition: $1,250 (includes textbooks and exam)
$317 of this includes textbook and exam fees that may be non-refundable.

Career Opportunities

Upon satisfactory completion of the program, students are prepared to seek entry level positions such as a medical secretary, receptionist, customer service representative, front office staff, office assistant and more.

Note: Individuals that successfully pass this course and receive their CMAA certificate may be eligible to receive 7.0 credits with Helms College.

EKG TECHNICIAN

Length: 80 hours
Credential Awarded: Certificate of Completion
Industry Certification: National Healthcareer Association Certified EKG Technician (CET)
Mode of Delivery: Classroom
Prerequisite: High School Diploma or Equivalent

Program Description

This course will prepare its graduates for an entry-level position as an EKG Technician. Topics include safety, compliance and coordinated patient care; EKG Acquisition; EKG Analysis and Interpretation. At the completion of this program, participants will be prepared to sit for the National Healthcareer Association exam for Certified EKG Technician (CET).

At the completion of this training, participants will be equipped to perform the following functions in a medical office environment:

- Demonstrate knowledge of proper use and maintenance of EKG equipment
- Work directly with patients using proper techniques to prepare and administer EKG testing
- Knowledge of interpretation of heart rate and rhythm, intervals and waveforms as well as arrhythmia
- Taking and interpretation of vital signs
- Anatomic and Medical terminology
- Quality assurance
- Infection control
- HIPAA security and privacy

Tuition: $1,384 (includes textbooks and exam)
$301 of this includes textbook and exam fees that may be non-refundable.

Career Opportunities

Upon satisfactory completion of the program, students are prepared to seek entry-level positions as an EKG Technician.

PHLEBOTOMY TECHNICIAN

Length: 150 Hours
Credential Awarded: Certificate of Completion
Industry Certification: National Healthcareer Association Certified Phlebotomy Technician (CPT)
Mode of Delivery: Classroom/Lab
Recommended Prerequisite: Prerequisite: High School Diploma or Equivalent

Program Description

This program will prepare students for the National Healthcareer Association exam for Certified Phlebotomy Technician (CPT). Phlebotomy technicians are critical team members in hospitals, diagnostic laboratories, and blood donor centers. As new types of tests are developed and laboratory tech positions grow, it's an especially exciting time to begin a career in this thriving field.

Tuition: $1,896 (includes textbooks and exam)

Career Opportunities

Upon satisfactory completion of the program, students are prepared to seek entry level positions such as a Phlebotomist and lay the foundation for continuing career growth in healthcare professions.

Note: Individuals that successfully pass this course and receive their CPT certificate may be eligible to receive 3.0 credits with Helms College.

CERTIFICATE PROGRAMS – INDUSTRIAL & TRADE

FORKLIFT

Length: 40 hours
Credential Awarded: Certificate of Completion
Industry Certification: OSHA 10 & Forklift Safety
Mode of Delivery: Classroom
Recommended Prerequisite: High School Diploma or Equivalent

Program Description

The Forklift Training Program will prepare participants for employment in today's warehouse and materials storage and moving industries. The expected outcome of this program is that each participant will obtain operator safety certifications and hands on experience operating the mobile power-propelled truck used to carry, push, pull, lift, stack or tier materials. This program also includes the General Industry OSHA Safety course. After completion of the course a trained operator will know how to perform the job properly and safely as demonstrated by a workplace evaluation.

Upon completion of this program, participants should be able to:

- Identify different types of mobile power – propel trucks or Powered Industrial Truck (Forklift).
- Understand the concepts of forklift operating rules and will be able to apply the safe operating process, and the difference between forklift and an automobile.
- Apply the general engineering principles related to mobile power-propelled trucks including the capacity and stability of the forklift, the process of refueling the forklift and charging/recharging the batteries.
- Differentiation of equipment types and their use.
- Focus on environmental hazards and their location.
- Identify and apply operator maintenance process.
- Identify the requirements for brakes and warning devices on a forklift.
- Operate the forklift in a smooth, safe manner on rough terrain.
- Calculate the lifting capacities of the forklifts.
- Explain OSHA regulations, principles of the center of gravity, the fulcrum, and the stability triangle.

Tuition: $425

Career Opportunities

Upon satisfactory completion of the program, students are prepared to seek employment in today's warehouse and materials storage and moving industries.

INSTRUCTORS AND STAFF

Patrick Carroll	Director of Career Education (Broadway Center)
Carlos Anderson	Outreach & Enrollment Specialist (Augusta Center)
Jenny O'Neal	Adjunct Instructor (Augusta Center, Grovetown Center, Peach Orchard Center)
Sara Jackson	Adjunct Instructor (Broadway Center)
Angela Wesbey	Adjunct Instructor (Augusta Center, Grovetown Center)

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