

## ADMISSION INFORMATION

Individuals with private insurance, physician referral or other sponsorship may apply directly to the WWRC Admissions Department at 540.332.7000, toll free 800.345.9972 (Virginia only), or TTY 800.811.7893.



Individuals with disabilities may be eligible for assistance from the Department of Rehabilitative Services (DRS). Information about DRS eligibility may be obtained from your nearest DRS office or by calling toll free 800.552.5019.

Services are provided without regard to race, color, creed, sex, national origin, or disability. DRS/WWRC is an Affirmative Action/EEO agency.

## ACCREDITATION

Vocational Training courses are accredited by COE (The Accrediting Commission of the Council on Occupational Education). Requests for more information on COE may be sent to: Council on Occupational Education, 41 Perimeter Center East, NE, Suite 640, Atlanta, GA 30346 or call 770.396.3898, FAX 770.396.3790.



## Funding Resources

The Center participates in the Medicare, Medicaid, Blue Cross and MAMSI programs and is recognized by most commercial and compensation insurance carriers. The Center's vocational programs are certified for payment by the Veteran's Administration, DRS sponsorship, private funds and Student financial Aid programs.

## CAMPUS INFORMATION

WWRC is located in Fishersville, Virginia, approximately 30 miles west of Charlottesville. The 230-acre campus features barrier-free accommodations including housing options to meet the needs of all levels of disability, modern recreational facilities, covered walkways, dining hall, dormitories and medical units.



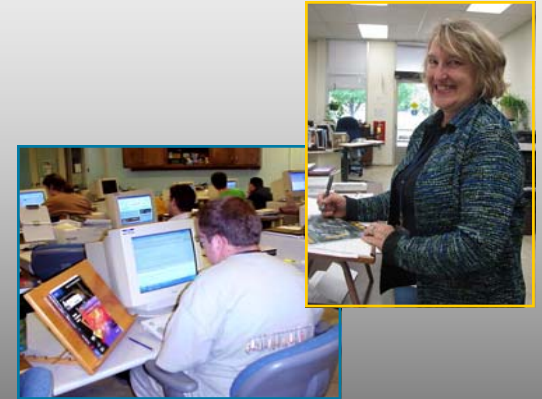
### Woodrow Wilson Center for Employment

Box W-2  
PO Box 1500  
Fishersville, VA 22939-1500

800.345.9972  
Admissions: 540.332.7065  
Business Program: 540.332.7232  
TTY 1.800.811.7893  
[www.wwrc.virginia.gov](http://www.wwrc.virginia.gov)



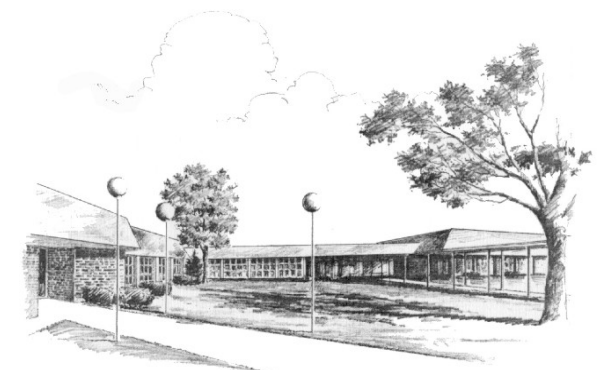
# Business and Information Technology



Business Support Services

Information Technology

Computer Support



Woodrow Wilson Center for Employment

# Business Information Technology

## Overview

Business and Information Technology (BIT) training programs offer multiple career pathways leading to employment opportunities in business and information technology fields.

Each of these career pathways emphasizes externally validated skills attainment through industry certification requirements, and community-based internships with employers as business mentors.

## Programs

All on-site Business and Information Technology career pathways require demonstration of foundation skills (core assessment tasks) common across programs as a prerequisite to full enrollment:

Core skills include:

- ♦ Keyboarding
- ♦ Basic computer concepts and software applications
- ♦ Customer service certification
- ♦ Study skills
- ♦ Career Readiness / Work Keys



At any point in the curriculum, students may “test out” of specific program requirements through demonstration of skill mastery.

## Career pathways include

- ♦ Customer Service/Call Center Representative—5.5 months
- ♦ Records/Database Management Clerk—7 months
- ♦ Receptionist—9 months
- ♦ Administrative Assistant—12 months
- ♦ Accounting Clerk—13 months
- ♦ Help Desk Technician—12 months
- ♦ Computer Support Specialist—10 months
- ♦ Web Applications Developer—12 months



Programs vary in length, focus, technical skills and/or certifications.

All BIT programs are updated annually and validated by the employers who serve on the WWRC Training Advisory Committees.

## Internships

Internships are required components of each program to provide real-world experiences as students apply skills mastered, seek references, and mentor with professionals in their field.



Most internships are local, but statewide internships may be arranged as requested.

Additionally, special projects and other work experience is often available as needed by various staff, departments, and community businesses or agencies. These opportunities also help students prepare for an internship and future employment.

## Certifications

- ♦ **Customer Service Certification** (through the International Customer Service Association)
- ♦ **Microsoft Certified Applications Specialist (MCAS)- Office 2007**
- ♦ **A+ certification**-Computer Support Specialist program
- ♦ **Career Readiness Certificate**