

WELCOME TO
ADMINISTRATIVE OFFICE
TECHNOLOGY

Orientation Materials



Last update 7/9/25

Laura Warner - AOT Instructor

Name:

Enrollment Date:

Projected Graduation Date:

4. Follow Fire and Shooter protocol.
5. If someone comes into our classroom looking for me, you must help them. If you cannot help them then take them to Student Services or tell them when I will be back.
6. Stay until the last student leaves, turn off the lights, and make sure all doors are closed in the classroom.

10 STEPS OF HOW TO BE SUCCESSFUL

(in school, on the job, in life)

Be here

Be here on time

Be friendly

Be polite

Be prepared

Be a listener

Be a doer

Be a worker

Be a risk taker

Be a success

**SUCCESS DOESN'T COME TO YOU;
YOU GO GET IT!**

MISSION STATEMENT

How many MOS exams are there?

MOS is the only Microsoft-endorsed certification program that validates Microsoft Office skills. It offers three certification versions, including Microsoft Office Specialist – Microsoft 365 Apps, Microsoft Office Specialist – Microsoft Office 2019, and Microsoft Office Specialist – Microsoft Office 2016.

Students earn a certification for each MOS exam they pass, but if a student earns any **three of the four available** associate certifications, they will become a *Microsoft Office Specialist - Associate* and *earn an additional certification* for their accomplishment.

They can advance even further once they earn their Associate certification and earn two of the Microsoft Office Specialist – Expert exams and achieve the highest certification within the MOS program.

You will study and take the certification test for the Associate Specialist in Outlook, Word, Excel and Power Point.

STUDENT LEAD GUIDELINES

When the instructor is not in the classroom and or building, the instructor will assign a Student Lead.

The following are the Student Lead responsibilities:

1. Tell the class I am unable to be here if I have not already told them.
2. Take attendance of who is here, not here, left early and or is tardy. Send me an email with the list. Including who is tardy returning from breaks and meals. Safety first!
3. You must announce breaks and meal breaks to the class.

The primary mission of the Administrative Office Technology Program at the Tennessee College of Applied Technology Upper Cumberland is to meet more adequately the occupational and technical training needs of citizens and the residents of the Center's service area including employees of existing and/or prospective industries and businesses of the state. The basic philosophy of the Administrative Office Technology Program is that every citizen should have the privilege and opportunity to reach as high a station in life as he/she is capable of reaching or desires to reach.

The Administrative Office Technology Program also strives--

1. To enable students to identify, commit to, and attain personal and career goals in an increasingly complex and changing world.
2. To develop self-directed lifelong learners who integrate thinking skills to solve problems, who can communicate well, who can read and follow directions, who have a firm basis in computer skills, and who can continue to learn as jobs continue to change.
3. To lead students to entry-level employment, enable advancement in a career, and aid in adaptation to changing technology.
4. To educate in terms of a global community, to develop an appreciation for business/industrial diversity, and to teach interdisciplinary relationships.

OBJECTIVES

1. To provide students with training and live work experience in those tasks and activities which they will be required to perform as entry level employees in a business office.
2. To develop in the students an understanding of the total process in a typical business organization.
3. To impress upon students the necessity of maintaining good attendance; being prompt, neat, and orderly; developing courtesy and

friendliness and maturity; being accurate, having good work habits; and developing a good business personality.

4. To encourage and aid students in developing good judgment and initiative in planning the proper procedures in various office production jobs.
5. To place trained, well-adjusted, skilled individuals on permanent jobs.
6. To provide a learning environment in which learners may develop cognitive skills necessary for successful employment in a business office
7. To provide learners an opportunity for developing interpersonal skills with an emphasis on the value of teamwork and professionalism.
8. To provide learners the opportunity for exposure to equipment, supplies, and procedures actually used in the business office of today.
9. To provide learners the opportunity to get on-the-job training by participating in “live-work” projects and participating in the co-op program.
10. To provide actual computer experience with hardware and software in the areas of word processing, database management, and spreadsheet applications.
11. To provide multiple entry and exit points to meet the needs of the secondary and post-secondary population.

GRADING POLICY

Each student will be graded in both areas of skill and theory. Not all students will be working on the same subjects at the same time. Each unit of instruction will be divided into theory and skill except for only a few subject areas. To progress at a satisfactory rate a student must maintain a

Smoking will not be permitted in any administrative or faculty office, shop, classroom, school vehicle, or laboratory at any time. **All smoking, including vaping, must be done in designated outside areas that are located at least 25 feet away from any entranceway or window(s).** All buildings are smoke-free environments. The use of electronic or e-cigarettes and smokeless tobacco will be treated the same as traditional tobacco products for purposes of this policy.

Smoking and the use of smokeless tobacco is also prohibited in the following designated locations:

- Inside any buildings on campus property.

Persons violating this policy will be subject to disciplinary action up to and including the termination of employment or enrollment at the Tennessee College of Applied Technology Upper Cumberland. Visitors violating the policy will be asked to stop their violation. If a visitor refuses to comply with the policy after being instructed to stop, they will be escorted off the premises.

The instructor of each program may permit smoke breaks as deemed appropriate but shall not interfere with the daily schedule, College policy and/or shall not be permitted in an area that is prohibited by this policy or that will present a safety hazard. Receptacles will be provided for this purpose and all persons are expected to properly dispose of their cigarette butts.

MICROSOFT OFFICE SPECIALIST PROGRAM (MOS)

What is on the MOS exam?

The Microsoft Office Specialist exams include Word, Word Expert, Excel, Excel Expert, Access, PowerPoint, and Outlook.

3. STAIRS---The primary cause of accidents on stairs is distractions. To avoid accidents on stairs, follow these suggestions:

CHAIRS---The chief cause of injury in a chair is the chair flipping over when the occupant leans back too far. Also, chairs with rollers should not be used as stools for reaching high places.

FILING CABINETS---Use the handle to close the drawer to avoid injuries to fingers; open one drawer at a time and keep heavy material in bottom drawers to prevent the cabinet from toppling over.

EQUIPMENT---Keep fingers, hair, jewelry, neckties, and sleeves away from equipment with moving parts to avoid entanglement. Report frayed cords and/or smoking or sparking equipment to your supervisor immediately.

FIRES---Observe no smoking rules. Do not throw hot matches, cigarettes, or ashtray contents into trash cans. In case of fire, be familiar with exits, fire alarms, extinguishers, and evacuations procedures.

OFFICE SAFETY AND SECURITY COURSE---Each student is required to complete a unit in Office Safety and Security during his/her first few days of enrollment. Please refer to the safety information provided to you by your instructor. The student will be required to pass a safety examination upon completion of the course.

SMOKING POLICY

Pursuant to, and in supplement of, the laws of the State of Tennessee (T.C.A. § 49-7-135) and TBR Policy No. 1:07:00:10 (<https://policies.tbr.edu/policies/prohibitions-smoking-and-use-smokeless-tobacco-products>), the following smoking policy applies to all persons at Tennessee College of Applied Technology Upper Cumberland:

2.0 GPA average each grading period. To have a passing grade in a subject, the student must have a 60 or higher average in that subject. Grades will be calculated as indicated on each subject syllabus. The student may repeat a test only if that student has completed all assignments in a subject and is failing with a grade below a 70 OR a 2.0 GPA. The student will then be allowed to retake any failing assignment. Both attempts must be counted on their grade sheet, with the student receiving an average of the two. Upon completion of a subject area, the instructor will average the course grade. If the student does not have a 60-grade average or 2.0 GPA average even after retake attempts, the course/courses must be repeated. A student may repeat a failed course one time. When a student is repeating a course, they will be allowed only one attempt at each assignment. If at the end of the second attempt at a course, the student has a failing grade, that grade will be their final grade for that subject, and no further attempt will be allowed.

Skill tests are tests which allow a student to demonstrate their ability to perform a specific task. For example, a student may type a letter, create a database, retrieve cards from a filing system, answer the telephone, or calculate an invoice.

Theory tests are tests which require the student to display their understanding of the concepts relevant to the skills they perform. Theory tests are usually objective questions (True/False, Multiple Choice, Matching, and Fill in the Blank). However, some theory tests contain short answer and discussion questions.

SCHOOL POLICIES

1. Student Responsibility - Student is responsible for proper use and care of equipment. Any equipment lost or carelessly damaged will be replaced by the student.
2. Telephone calls/Texts - Students will restrict telephone calls/texts to breaks and lunch only. Please ask your friends and family to call only in

cases of emergency. Do not take personal calls at your workstation, step outside of the classroom.

Cell phones must be silent during class! Turn ringer and social media notifications off during scheduled class hours!

3. Smoking/Vaping/Tobacco use is allowed outside the building during breaks and lunch at designated areas only.
4. Students should ask for permission to leave the room when they have business in the office or student services.
5. Students may **not** enter or use Teachers' Lounge. Teachers Lounge is off limits to students.
6. Live work - Live work is a vital part of the training program. All students are expected to participate when they are assigned tasks.
7. Students should avoid congregating in the lobby before class and during lunch and break times.
8. **Tardy Policy**- A student is considered Tardy if not in the classroom at the designated time for class to start at any time during the day – start, breaks, and lunch. Multiple episodes of being tardy will result in the following discipline.
 1. **Five (5) Tardies** – Student will be given a written warning by the instructor.
 2. **Six (6) Tardies** – Student will be placed on probation by the president of the college or the president's designee.
 3. **Seven (7) Tardies** – Student will be referred to the president and may be suspended.
9. **Absent Policy**- exceeds 5.5% absent hours, will see Student Services
10. Students must have on their ID Badges at all times...*no exceptions!*

- Dispose of broken glass, in pressurized containers, and unwanted sharp objects in heavy paper and place them beside the wastebasket for proper disposal.
- Never fasten envelopes with pins or staples.
- Keep the blades of paper cutters closed when not in use.
- Wear shoes always to avoid puncturing your skin on foreign objects embedded in the carpet.
- Never run power cords under carpet or chair pads.

Ergonomics and Eye Strain

_ *Screen (monitor)*—the top of the screen should be at or just below eye level and approximately 16–22 inches away.

_ *Chair*—your back should be fully supported and your feet either flat on the floor or on a footrest. Knees should be at approximately 90 degrees to the floor when seated.

_ *Keyboard*—the keyboard should be at a height so that wrists are straight and elbows approximately 90 degrees. If necessary, a wrist rest may be used to provide additional wrist support. Maintain a light touch on the keyboard.

_ *Document holder*—Place the document holder and screen at the same height and distance.

_ *Eye comfort*—Reduce glare on the screen by controlling light from uncovered windows. If possible, set the computer screen at a right angle to the window. Adjust inside lighting or adjust the screen to reduce glare.

_ *Change positions*—frequently change positions to release tension on the body.

_ *Organize work area*—Keep frequently used items such as the telephone within easy reach.

_ *Exercise*—Take mini-breaks throughout the day to relieve muscle tension and to reenergize the body.

FALLS---Office workers are twice as likely to suffer injuries from falls as someone who does not work in an office. Falls can be caused by:

1. SLIPPERY FLOORS--Torn/loose carpeting
2. Telephone and electrical cords

- Machines that tend to move during operation should be fastened down or secured with rubber feet or mats.
- Electric office machines should be equipped with three-prong electrical cords.
- Avoid stretching cords between desks or across aisles.
- Never store combustible office materials in HVAC closets or electrical rooms.
- Be sure all electrical equipment is grounded and the cord is in good condition. If a machine is shocking or smoking, unplug it and immediately report the defect.
- The use of portable electric, gas or other heating devices is prohibited.
- When clearing jams from copiers or printers, be careful not to put fingers too far into openings. Parts become very hot and can also cut skin.

General Office Design and Housekeeping

- Do not permit floor coverings to become tripping hazards.
- Keep floors clean. Wipe up all spills on floors immediately. Pick up papers, pencils, clips and any objects that will cause tripping hazards.
- Place wastebaskets where they will not present a tripping hazard.
- Electrical cords and phone lines should be secured to prevent tripping hazards.
- Know where building emergency exits are located. These areas should not be used for storage.
- File drawers should be closed immediately after use so no one can run into or trip over them. Only one drawer should be opened at a time to prevent the cabinet from falling forward.
- Office tables, chairs, and desks must be maintained in good condition and remain free from sharp corners, projecting edges wobbly legs, etc.
- Never use chairs, desks or other furniture as a makeshift ladder. Use a stepladder for climbing but do not use the top two steps.
- Do not lean forward in a roller chair to pick up an object.
- Do not propel a chair across the room while seated.
- Do not lean back in a chair to place your feet on a desk.

AOT CLASS POLICIES

1. Safety - Strict safety precautions will be observed and practiced at all times. All equipment will be turned off when not in use. When leaving workstation, push chair up to desk.
2. Students will return from breaks and lunch PROMPTLY.

1st period	7:45 a.m. - Class begins
	9:35 a.m. - 9:45 a.m. - Morning break
	11:45 a.m. - 12:15 p.m. - Lunch
	1:25 p.m. - 1:35 p.m. - Afternoon break
	2:15 p.m. - Class ends

3. Housekeeping - Each student is responsible for leaving workstations clean. Classroom cleanup is done every Friday afternoon or whenever needed. Disinfected wipes and brooms are provided. Sweep under the desk and desk area. Disinfect desktop and entire workstation area.
4. **The Internet is to be used for class work only. You may listen to music only. You are NOT to watch movies or tv shows of any kind. They are much too distracting.**
5. Students are expected to work up to break times.
6. Students are expected to use time wisely, this is your learning time for you and your future success! No excessive bathroom breaks.
7. Students should discuss any scheduling problems with the instructor. You **must** email the instructor if you are going to be late, leave early or absent before your change in schedule.

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8. Students should remain in their assigned rooms at their assigned work stations during the scheduled times unless they are helping another student, peer mentoring. No excessive bathroom breaks.
9. Turn work in chapter/unit work to trays in the back of the classroom.. Trays are provided to house student papers --please use them. Instructor will not be responsible if papers are put elsewhere. Some answer keys are provided for student's to self-check, so mark, and turn in work when chapter is completed.
10. Label lessons properly - i.e., name, date, book, lesson number.
11. Students will take tests as scheduled on assignment sheets. Failure to comply with this policy will result in an unsatisfactory evaluation.
12. When taking tests, students must sit at a front workstation unless otherwise noted by instructor. Students taking tests will not talk with other students. **Keyboarding** and **electronic calculator** tests may be taken at student's workstation.

Tests must be completed before break times and lunch time except in very unusual circumstances.

Failure to comply with these policies will result in an automatic 10-point deduction from the test grade.

13. Students will keep all returned lessons. Tests are returned for filing.
14. **Cell phones must be silent during class. Turn ringer and social media notifications off during scheduled class hours!** You may use your cell phone and computer to research class related materials, you may use your cell phone, with headphones, to listen to audio while working, no movies or tv shows, no Facetime, no Marco polo, no Snapchat. Students will restrict telephone calls/texts to breaks and lunch only. Please ask your friends and family to call **only in cases of**

do not leave before the weather arrives, then you have to make that decision to leave and use some of your leave time to do so. We do not want anyone to be hurt if they live in an area that is harder to reach with snow and ice on the roads. The same applies to deciding whether to come to school or not after bad weather has already hit.

1. **Fire** - In case of a fire, the fire alarms will sound in the classroom with horns, flash strobe lights, and instructions from the alarms. Students should immediately stop working, come to attention, and listen to special directions from Instructor.
2. **Tornado** - In case of a tornado, the fire alarm system will have a siren and notify the students of the tornado alert. Students should immediately stop working, come to attention, and listen to special directions from Instructor. The usual procedure will be to go into the bathroom located in the lobby and wait until the "all clear" has been given before leaving the safe area.
3. **Snow** - In case of snow, the Tennessee College of Applied Technology is normally open even though other school systems are closed. Therefore, students should listen to local radio stations and other broadcast systems for school closings.

First Aid

First aid kits are available in every room. These kits include bandages, antiseptic, antibiotic ointment, eye wash, etc. Should you need any of these items, please take what you need or ask your instructor for assistance. The AOT First Aid kit is clearly marked in the back of the classroom.

GENERAL OFFICE SAFETY

Office Safety Procedures

The following suggestions can help to make your office environment a safe one:

Machinery

- Don't place typewriters, calculators, or adding machines too close to the edge of the desk or other surfaces.

instructor immediately and the office. First attempts will be made with fire extinguishers to control the fire. Extinguishers are located in every classroom area and the Administrative Office classroom has one located in the hallway.

In the event that a fire cannot be contained, or a bomb threat is received, the school Administration will sound the fire alarm and the following will be done:

- Students will be asked to follow evacuation routes to the parking lot as quickly and quietly as possible. Evacuation routes are displayed on color coded board to the right of the fire extinguisher at the back of the room, by the door leading to the breakroom.
- Students **MUST** stay together and use the evacuation route deemed safest by your instructors.
- Once outside, no one may re-enter the building for ANY reason until it is deemed safe by school administration or emergency personnel.

Weapons or Drugs on School Property

In the event of that you become aware of a drug situation or someone with a weapon on campus, IMMEDIATELY notify your instructor or someone in the front office. Do not hesitate to think that the person is harmless. Let the police and the school administration make that determination.

Weather

In the event of severe weather is in the area, the school administration will be monitoring all alert situations. The administration has access to weather alert radios, television updates, and notices from local emergency response stations.

- Administration will then direct staff and students which procedure to follow for that particular weather emergency.
- If bad winter weather is approaching, the administration will decide on whether to dismiss school before the weather reaches us. However, if you feel at any time, you will be in danger if you

emergency. Do not take personal calls or text messages at your workstation, step outside of the classroom. **You are not to watch movies or tv shows of any kind on your cell phone or computer.** Your cell phone is to be used for class-related materials ONLY during class time. **If you are caught using your cell phone for anything other than class related material during class time the instructor will ask you to put your phone in your desk until the end of the day.** You may use it on breaks and lunch.

15. Students are to clock in and out daily.

16. Each student will be responsible for needed supplies

17. Students should practice with respect for other students who are working by not creating a disruption in the classroom by talking excessively, talking loudly, etc. Please be quiet, whisper and or be silent.

18. Absolutely no napping, sleeping or laying head down with eyes closed at your workstations during scheduled class hours.

19. No food or drinks on workstation desk, see exceptions below (per President Wightman)

1. Drinks must be covered and in a sealed container and away from your computer keyboard.
2. Opened food must be kept in your desk drawer during scheduled class hours, not on the workstation desk.
3. **During breaks and lunch, only, may you have food on your workstation desk.**

20. Students are not allowed to use or congregate in Instructors office for personal reasons.

21. There is to be no visitors including other TCAT other students, in the classroom during class work hours unless approved by instructor for

educational purposes. All visitors must check in at the front office for safety reasons.

22. **NO BLANKETS!** If you are cold, dress appropriately. Wear a sweater, cardigan, shawl or sweater-like poncho. Always follow Dress Guidelines.

23. **Hybrid/Remote Days Off-** when TCAT is closed for any reason besides what is set on our TCAT calendar, and you are asked to work remotely/hybrid, the following assignments must be completed in order to receive 6 credit hours. Assignments consist of working on current course assignments or writing a paper. Your topics may be but are not limited to our workers' characteristics/work ethics, an AOT course on our curriculum or the AOT mission statement. You may also write your paper on a business-related topic to include but not limited to business office procedures, customer service skills, business communications, business etiquette, and problem solving . When we return to school you will then present this research paper (not power point) to the class. For each day we are remote/hybrid you must submit a paper to your instructor for 6 hours credit.

24. If you seek TCAT cosmetology services during class hours it will count as time lost on Progress Report.

25. Students must have on their ID Badges at all times...*no exceptions!*

26. Mental health walks are a powerful technique for stress relief and mental health. We in the AOT program may take a mental health walk as a group, on occasion during class working hours. You are not required to go but you are encouraged. If you stay in the classroom and the instructor is walking, there will be an assigned Student Lead. You **MUST** ask the instructor if we can go on a mental health walk. The instructor **MUST** know you are on a mental health walk. Mental health walks are not for individual students only. The max amount of time out on a mental health walk is 15 minutes. This is for your safety!

Lockdown

In the event of dangerous intruders or dangerous situations outside the classroom, the school has an emergency code that will be announced over the intercom. If your instructor announces that there is a school emergency, please follow the instructors' instructions without questions and without delay.

In the event that the campus needs to be secured, there will be a PA announcement that states TCAT secure.

- Classroom doors will be locked.
- Everyone will be instructed to move away from windows and doors.
- No one will be allowed outside of the classroom for any reason until the "all clear" is given from the school administration or emergency response personnel.

In the event that a lockdown is necessary, there will be a PA announcement that states LOCKDOWN:

- Classroom doors will be locked and secured with intruder protection devices.
- Everyone will be instructed to move away from windows and doors and take cover in the assigned interior rooms.
- No one will be allowed outside of the classroom for any reason until the "all clear" is given from the school administration or emergency response personnel.

In the event that Crossville (or any other site) is to be evacuated to the TCAT campus as their "safe site":

- Students will evacuate the comprehensive building and proceed to the main building into the lobby
- Once all students have been accounted for, the administration will announce how to proceed.

Fire or Bomb Threat

In the event of a fire located in the building, the office should be notified immediately. If the fire is within the AOT classroom, notify the

In addition to work area inspections, students in this field are advised on general office safety. Topics include ergonomics, eye strain, lighting, office equipment maintenance, and parking lot safety.

What is an Emergency?

1. A duly proclaimed existence of conditions of disaster or extreme peril to the safety of persons or property caused by air pollution, fire, flood or floodwater, storm, epidemic, riot, earthquake, intruder, or other causes. This may be beyond the control of the services, personnel, equipment, and facilities of the site and or district and require the combined efforts of the State or other political subdivisions. Classroom facilities must be prepared to respond to an emergency or traumatic event in an organized and timely manner so that students and staff can continue to function effectively without additional trauma or the development of additional emergencies.
2. Classroom emergencies can be small and easily managed, or they can be large and difficult to manage. Every classroom emergency must be managed in a way that ensures the safety of everyone involved. To provide a safe and secure teaching and learning environment, personnel must plan for the management of emergency events that cannot be predicted or prevented.

Purpose:

Planning, preparation, and training will help us to learn the proper course of action in an emergency. This manual will provide step-by-step guidelines to help deal with emergencies that may occur. This manual cannot foresee all possible circumstances of an emergency. Instructors must be prepared to evaluate all the circumstances and make sound judgments based on the situation.

During a Disaster: Step by Step is Right Here

This manual provides specific sequential steps to take. These steps are guidelines to inform you of the most likely steps to take. The most likely incidents have been addressed to help you in an emergency. It is critical to evaluate the circumstances and determine the most appropriate course of action.

26. Do not print personal items on AOT printer. Only AOT class work related materials. See Instructor when printing more than 2 sheets of paper.

ATTENDANCE POLICY

A. The nature of the programs at the Tennessee Colleges of Applied Technology is such that it is necessary for every student to attend regularly. Excessive interruptions due to absences will have an adverse effect on student progress.

1. A full-time student enrolled for a full term (432 hours) and that has been absent for more than 5.5% (24 hours) of the scheduled hours enrolled, will receive written communication alerting the student to the number of hours remaining prior to suspension. Available community and institutional resources will be shared to assist students with attendance issues. The number of hours of absence triggering notification must be prorated for all part-time students and full-time students enrolled for less than a full term.

2. When a full-time student enrolls for a full term (432 hours) and has absences exceeding 9.7% (42 hours) of the scheduled hours enrolled, that student will be suspended. A student suspended for attendance may appeal the suspension in writing to the president (or their designee) within three (3) days of receiving notification of the suspension. A student appealing suspension of attendance may remain in class until the suspension has been reviewed. The number of hours triggering suspension must be prorated for all part-time and full-time students enrolled for less than a full term.

3. A student is considered absent if not in the classroom at the designated start time or if the student leaves class early, prior to dismissal. Absences due to tardiness or leaving early will be recorded as follows:

- 1 to 15 minutes will be counted as .25 of an hour

- 16-30 minutes will be counted as .50 of an hour
- 31-45 will be counted as .75 of an hour
- 46-60 will be counted as one hour

4. Multiple tardies or instances of leaving class early prior to dismissal will result in the following discipline:

- Five (5) tardies or 5 early departures: Student will be given a written warning by instructor.
- Six (6) tardies or 6 early departures: Student will be placed on probation by the student services coordinator.
- Seven (7) tardies or 7 early departures: Student will be referred to the president (or their designee) and may be suspended.

5. An attendance record for each student shall be maintained in the student information system.

B. When a student misses three (3) consecutive days without contacting the college, that student may be presumed to have withdrawn from the college.

AOT CELL PHONE POLICY

The Tennessee College of Applied Technology at Crossville's Student Handbook states that "Cell phones must be turned off in classrooms and shops." The Handbook states that "The faculty member has the primary responsibility for control over the student behavior and maintenance of academic integrity and can order the temporary removal or exclusion from the training of any student engaged in disruptive conduct or conduct in violation of the general rules and regulations of the school."

4. Chairs should be always kept out of the aisles.
5. All machines should be turned off at the end of the day.
6. Notify the instructor immediately if a machine malfunctions--do not try to fix it yourself.

If a student has any accident, regardless of how minor, the student should immediately report the accident to one of the instructors. The appropriate accident form will then be completed.

Emergency evacuation plans are posted in each classroom. Please note the exit routes.

Every student will complete a short course in Waste Management.

What is Safety?

- A. The condition of being safe from undergoing or causing hurt, injury, or loss.
- B. Classroom safety results from maintenance and housekeeping of the classroom area and the education of all those involved as to the appropriate safety measures.

Procedures

On a regular basis, instructors will check the room to make sure that no safety hazards exist, such as cords, chairs, books, or cabinets in travel pathways. Instructor will also advise students to keep their respective areas clean and organized to alleviate some of these problems.

In addition to inspection by the instructors for any unusual hazards or maintenance tasks, a school selected safety committee pays regular visits to the classroom to ensure that obstacles do not get overlooked in the daily activity of the classroom. The school's maintenance department also inspects the classroom's fire extinguisher regularly. Students are encouraged to report anything they perceive as a safety hazard to the instructors immediately.

Worker Characteristics	6
Legal Terminology	96
Legal Office Technology	120
Legal Office Ethics and Procedures	120
Legal Practicum	90
Legal Administrative Assistant Diploma	<hr/> 1296

Approximate
Clock Hours

Worker Characteristics	6
Medical Terminology	70
Medical Ethics and Office Management	88
Intro to Medical Insurance	150
Electronic Health Records	78
Medical Practicum/Simulation/Internship	40
Medical Administrative Assistant Diploma	<hr/> 1296

SAFETY RULES

The same degree of caution should be exercised in the Administrative Office Technology department as in any other shop in this school.

1. Extreme caution must be used in connecting machines to the power source. Never touch any machine while connecting cord to the power source.
2. To avoid entanglement, keep feet out of the electrical cords.
3. Smoking/Tobacco is not allowed in the classroom or building.

I understand that if I am found in violation of this policy during class time, I will be warned once. The second time I violate this policy, I will be asked to leave class for the rest of the day, will be counted absent for the time missed, and these hours absent will accumulate in my allowed 42 hours of absence.

I understand that this violation will also result in an unsatisfactory Work Ethics grade for the grading period.

AOT INTERNET POLICY

The Tennessee College of Applied Technology at Crossville’s Student Handbook lists the acceptable internet usage including: “investigation of and communication about topics being studied in school; investigation of and communication about opportunities outside of school related to community service, employment, or future education.

The Handbook states that “The faculty member has the primary responsibility for control over the student behavior and maintenance of academic integrity and can order the temporary removal or exclusion from the training of any student engaged in disruptive conduct or conduct in violation of the general rules and regulations of the school.”

I understand that if I am found in violation of TCAT at Crossville’s Internet Policy, I will be warned once. The second time I violate this policy, I will be asked to leave class for the rest of the day, will be counted absent for the time missed, and these hours absent will accumulate in my allowed 42 hours of absence. Other disciplinary sanctions may also be imposed.

I understand that this violation will also result in an unsatisfactory Work Ethics grade for the grading period.

CONFIDENTIALITY OF RECORDS

STATEMENT OF UNDERSTANDING

I understand that by the virtue of my position as a student worker or as a member of a review committee or other campus ad hoc committee, I may have access to records maintained by the institution which contain individually identifiable information, the disclosure of which is prohibited by the Family Education Rights and Privacy Act of 1974.

I acknowledge that I fully understand that the intentional disclosure of this information by me, whether verbally or in writing, to any unauthorized person could subject me to criminal and civil penalties imposed by law. I further acknowledge that such willful or unauthorized disclosure also violates the policy of the Tennessee College of Applied Technology at Crossville and could constitute just cause for disciplinary action including termination of my membership or participation on the committee, regardless of whether criminal or civil penalties are imposed.

WORK ETHICS

The U.S. Department of Labor estimates that eighty percent of workers who lose their jobs do so not because of lack of occupational skills, but because of poor work ethics.

In order to help students improve, a work ethics grade will be assigned every grading period. The ten work ethics traits that will be evaluated are:

- Quality of Work**
- Productivity**
- Attendance**
- Organizational Skills**
- Teamwork**
- Appearance**
- Attitude**

Second Trimester

Worker Characteristics	6
Word Processing Applications	114
Spreadsheet Applications - Excel	114
Business Presentations	60
Office Procedures II	60
Employability Skills	78

Administrative Support Specialist Certificate 864

Third Trimester Options

	Approximate Clock Hours
Worker Characteristics	6
Accounting and Internship	214
Payroll	106
Computerized Accounting	106

Accounting Assistant Diploma 1296

Worker Characteristics	6
Business Communications	108
Customer Service	118
Financial Functions	100
Practicum/Simulation/Internship	100

Administrative Assistant Diploma 1296

AOT EXIT POINTS

When the assigned work is satisfactorily completed for that trimester, students may graduate after Trimesters 1 or 2 with a certificate. Students continuing for Trimester 3 may choose from one of three specialty options and receive a diploma when all of the assigned work is completed satisfactorily.

A certificate or diploma will be awarded after the last trimester the student is enrolled. The certificate or diploma will be for the highest exit point level for which all requirements have been met. No certificate or diploma will be awarded unless all courses and requirements have been completed satisfactorily. Only one certificate or diploma is awarded.

Students receiving a certificate or diploma may participate in the graduation ceremony. Certificates or diplomas will be mailed to the student.

COURSE REQUIREMENTS FOR AOT EXIT POINTS

	Approximate Clock Hours
First Trimester	
Worker Characteristics	6
Technology Foundations	30
Orientation and Safety	6
Success Strategies	60
Keyboarding/Document Processing	120
Office Procedures I	120
Computer & Calculator Essentials	60
Email Essentials	30
General Office Assistant Certificate	432

Communication Cooperation Character

The Work Ethics grade will be 25% of the student's midterm and trimester average.

Be prepared –have back-up plan for transportation, babysitting, etc.

Honor Graduate Guidelines For those students who have completed all courses, an average of all grades on the transcript will be taken to determine if the student is an Honor Graduate. If the average is 93 or above, the student may wear gold cords during the graduation ceremony and will have a gold Honor Graduate seal affixed to their diploma.

If the student is participating in the graduation ceremony and has not completed all courses, the final average of each completed course will be averaged along with a current average of the courses they are enrolled in. This will also include Work Ethics. If the average is 93 or above, the student may wear gold cords during the graduation ceremony. When all courses are complete, a final average of all courses on the transcript will be taken to determine if the student's transcript may bear the gold Honor Graduate seal.

DRESS GUIDELINES

Learning to dress professionally is part of the AOT curriculum. This will help you build a wardrobe and help you become accustomed to dressing for a job in a business office.

All AOT students are asked to follow these dress guidelines for **professional dress days (Tuesday, Wednesday, and Thursday)** and casual days (Monday and Friday).

The purpose of the dress guidelines is to enable instructors to determine that students understand the need to dress professionally and to ensure that they can accomplish this. It also indicates to instructors whether or not students are willing to follow given rules. Instructors will be able to give favorable job recommendations to all students who consistently adhere to the AOT dress guidelines.

Proper grooming habits and hygiene should be observed every day.

If unsure, please ask the instructor for approval of any dress code appropriateness and inappropriateness.

APPROPRIATE - Professional and/or Casual days

- dress pants or khaki pants
- jeans but no holes, no rips, no print, no dragging the floor
- skirts/dresses, no shorter than 2 inches above the knee
- dress shirts (not graphic t-shirts or sweatshirts)
- collared shirts
- dress and canvas lifestyle (Keds, Vans) shoes
- sandals, NO rubber, plastic flip-flops with thong between toes
- appropriately colored underwear that is not visible
- crop pants below knee
- Leggings with thigh length sweaters or tops

INAPPROPRIATE - Professional days

- sweatshirts/sweatpants. TCAT sweatshirt only can be worn
- athletic/running sneakers

INAPPROPRIATE - Casual/Professional days NEVER WEAR

- no tank tops, no bare shoulders
- no bra straps showing
- no crop tops
- no yoga pants
- no pajamas
- no miniskirts
- no shorts
- no work boots
- no lowcut or revealing tops (no exposed midriff, shoulders, backs or cleavage)
- no graphic T-shirts or sweatshirts (to include but no limited to alcohol, obscene gestures or language)
- excessively wrinkled and or soiled clothes
- no rubber, plastic flip-flops with thong between toes

Circumstances may require that casual dress days occasionally be changed. Appropriate notice will be given. Instructors reserve the right to add to the above list and to individually ask you not to wear an outfit again.

Casual days (as well as professional days) attire should be neat, clean, in good repair (no holes/patches in jeans, etc.) and in good taste. Proper grooming habits should be observed every day.

You may wear your work uniform to school.

Most importantly, proper grooming habits and hygiene should be observed every day! Be sure hands, body, hair, teeth and nails are clean. No excessive body odor to include perfumes, colognes, deodorants, body sprays and or cigarette/vape smoke etc., these odors could irritate other staff and student's allergies, asthma and or respiratory systems.