ADMINISTRATIVE OFFICE TECHNOLOGY

PROGRAM OF STUDY

ADMINISTRATIVE OFFICE TECHNOLOGY PROGRAM

COURSE OUTLINE

TRIMESTERS	AVAILABLE CERTIFICATES AND DIPLOMAS (EXIT LEVELS)	
	CERTIFICATE/DIPLOMA	HOURS
1 TRIMESTER	GENERAL OFFICE ASSISTANT CERTIFICATE	432
2 TRIMESTERS	ADMINISTRATIVE SUPPORT SPECIALIST CERTIFICATE	864
3 TRIMESTERS	FINANCIAL SERVICES DIPLOMA	1296
3 TRIMESTERS	ADMINISTRATIVE ASSISTANT DIPLOMA	1296
3 TRIMESTERS	MEDICAL ADMINISTRATIVE ASSISTANT DIPLOMA	1296
3 TRIMESTERS	LEGAL ADMINISTRATIVE ASSISTANT DIPLOMA	1296
3 TRIMESTERS	MEDICAL CODING SPECIALIST DIPLOMA	1296
3 TRIMESTERS	ADMIN/MARKETING ASSISTANT DIPLOMA	1296
1ST TRIMESTER-GENERAL OFFICE ASSISTANT CERTIFICATE **(MEDICAL ADMINISTRATIVE ASSISTANT, LEGAL ADMINISTRATIVE ASSISTANT, ACCOUNTING ASSISTANT, OR ADMINSTRATIVE ASSISTANT)**		
COURSE NUMBER	COURSE TITLE	HOURS
AOT-0001	WORKER CHARACTERISTICS	6
AOT-1005	SUCCESS STRATEGIES	60
AOT-1010	ORIENTATION AND SAFETY	6
AOT-1021	TECHNOLOGY FOUNDATIONS	30
AOT-1031	KEYBOARDING AND DOCUMENT PROCESSING	120
AOT-1040	OFFICE PROCEDURES I	120
AOT-1051	COMPUTER AND CALCULATOR ESSENTIALS	60
AOT-1060	EMAIL ESSENTIALS	30
	TOTAL HOURS	432
2ND TRIMESTER-ADMINISTRATIVE SUPPORT SPECIALIST CERTIFICATE **(MEDICAL ADMINISTRATIVE ASSISTANT, LEGAL ADMINISTRATIVE ASSISTANT, ACCOUNTING ASSISTANT, OR ADMINISTRATIVE ASSISTANT)**		
COURSE NUMBER	COURSE TITLE	HOURS
AOT-0002	WORKER CHARACTERISTICS	6
AOT-2015	WORD PROCESSING APPLICATIONS	114
AOT-2025	SPREADSHEET APPLICATIONS	114
AOT-2031	OFFICE PROCEDURES II	60
AOT-2045	EMPLOYABILITY SKILLS	78
AOT-2026	BUSINESS PRESENTATIONS	60
	TOTAL HOURS	432

3RD TRIMESTER (CHOICE ONE) FINANCIAL SERVICES DIPLOMA		
COURSE NUMBER	COURSE TITLE	HOURS
AOT-0003	WORKER CHARACTERISTICS	6
AOT-3010	BUSINESS COMMUNICATIONS	108
AOT-3013	CUSTOMER SERVICE	70
AOT-3032	FINANCIAL FUNCTIONS	100
AOT-3181	TELLER BASICS	90
AOT-3170	UNDERSTANDING BANK PRODUCTS	58
	TOTAL HOURS	432
3RD TRIMESTER (CHOICE TWO) ADMINISTRATIVE ASSISTANT DIPLOMA		
COURSE NUMBER	COURSE TITLE	HOURS
AOT-0003	WORKER CHARACTERISTICS	6
AOT-3010	BUSINESS COMMUNICATIONS	108
AOT-3013	CUSTOMER SERVICE	70
AOT-3032	FINANCIAL FUNCTIONS	100
AOT-3042	PRACTICUM /SIMULATION	148
	TOTAL HOURS	432
3RD TRIMESTER (CHOICE THREE) MEDICAL ADMINISTRATIVE ASSISTANT DIPLOMA		
COURSE NUMBER	COURSE TITLE	HOURS
AOT-0003	WORKER CHARACTERISTICS	6
AOT-3080	MEDICAL TERMINOLOGY	70
AOT-3090	MEDICAL ETHICS AND OFFICE MANAGEMENT	88
AOT-3101	INTRO TO MEDICAL INSURANCE	150
AOT-3110	ELECTRONIC HEALTH RECORDS	78
AOT-3121	MEDICAL PRACTICUM/SIMULATION	40
	TOTAL HOURS	432
3RD TRIMESTER (CHOICE FOUR) LEGAL ADMINISTRATIVE ASSISTANT DIPLOMA		
COURSE NUMBER	COURSE TITLE	HOURS
AOT-0003	WORKER CHARACTERISTICS	6
AOT-3130	LEGAL TERMINOLOGY	96
AOT-3140	LEGAL OFFICE TECHNOLOGY	120
AOT-3150	LEGAL OFFICE ETHICS AND PROCEDURES	120
AOT-3160	LEGAL OFFICE PRACTICUM	90
	TOTAL HOURS	432
3RD TRIMESTER (CHOICE FIVE) ADMIN/MARKETING ASSISTANT DIPLOMA		
COURSE NUMBER	COURSE TITLE	HOURS
AOT-0003	WORKER CHARACTERISTICS	6
AOT-3010	BUSINESS COMMUNICATIONS	108
AOT-3022	DIGITAL CUSTOMER SERVICE	70
AOT-3032	FINANCIAL FUNCTIONS	100
AOT-3057	DIGITAL MEDIA DESIGN AND PUBLISHING	74
AOT-3058	SOCIAL MEDIA AND MARKETING	74
	TOTAL HOURS	432

Medical Coding Specialist		
1ST TRIMESTER-GENERAL OFFICE ASSISTANT CERTIFICATE		
COURSE NUMBER	**COURSE TITLE**	**HOURS**
	Same as 1st Trimester- General Office Assistant Certificate	
2ND TRIMESTER (No award for 2nd Trimester)		
COURSE NUMBER	**COURSE TITLE**	**HOURS**
AOT-0002	**WORKER CHARACTERISTICS**	6
AOT-7005	**PRODUCTIVITY PROGRAMS**	84
AOT-7011	**MEDICAL TERMINOLOGY**	80
AOT-7012	**ANATOMY AND PATHOPHYSIOLOGY**	110
AOT-7009	**ELECTRONIC HEALTH RECORDS**	80
AOT-7010	**EMPLOYABILITY SKILLS**	72
	TOTAL HOURS	432
3RD TRIMESTER-MEDICAL CODING SPECIALIST DIPLOMA		
COURSE NUMBER	**COURSE TITLE**	**HOURS**
AOT-0003	**WORKER CHARACTERISTICS**	6
AOT-8005	**MEDICAL INSURANCE AND BILLING**	100
AOT-8006	**MEDICAL CODING I**	84
AOT-8007	**MEDICAL CODING II**	84
AOT-8008	**CPT CODING**	84
AOT-8009	**PRACTICUM**	74
	TOTAL HOURS	432

Mission Statement

The primary mission of the Administrative Office Technology Program at the Tennessee College of Applied Technology at Livingston 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.

Program Objectives
The overall program objectives are as follows:
1.   To provide a learning environment in which learners may develop cognitive skills necessary for successful employment in a business office.
2.   To provide learners an opportunity for developing interpersonal skills with an emphasis on the value of teamwork and professionalism.
3.   To provide learners the opportunity for exposure to equipment, supplies, and procedures actually used in the business office of today.
4.   To provide learners the opportunity to get on-the-job training by participating in "live-work" projects and participating in the co-op program.
5.   To provide actual computer experience with hardware and software in the areas of word processing, database management, and spreadsheet applications.
6.   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. All students will not be working on the same subjects at the same time. Each unit of instruction will be divided into theory and skill with the exception of only a few subject areas. To progress at a satisfactory rate a student must maintain a 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.

AOT GENERAL 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 and computers are to be locked. When leaving workstation, push chair up to desk.
2. Students will return from breaks and lunch PROMPTLY. Students not returning on time will be counted tardy, which will count toward their allowed tardies.
   > 7:45 a.m. - Class begins
   > 9:20 - 9:30 a.m. - Morning break
   > 11:30 a.m. - 12:15 p.m. - Lunch
   > 2:30 p.m. - Class ends
3. Internet is to be used for class work only.
4. Students are expected to work the entire class time.
5. Students should remain at their assigned workstations during the scheduled times.

Food will be allowed in the AOT classroom **before** class starts, **during break**, and **during lunch** and must be finished before class is in session or put away completely. Drinks will be allowed in the AOT lab at all times, but students need to be very cautious around the computers and equipment. I prefer students have drink containers with lids that can close as a safety measure to protect the computer equipment. Students should be sure to dispose of all food and drink containers appropriately.

Students will not be allowed to have cell phones in the classroom during class time and are required to put cell phones in the cell phone holder in the classroom if they choose to bring them into the classroom. Many employers in today's workforce have no cell phone policies, and students must learn to separate their cell phone usage from their "work" time. Students are also not permitted to have earbuds in during class time. Class time should be a time to focus on study and learning, and earbuds tend to cause distraction and take away focus from their work.

Students will be allowed smartwatches, unless they too become an issue and they will be asked to not wear them.

Students will email the instructor with their daily hours by 1:30 P.M. each day. Not doing so will reflect on the worker characteristics grade. To submit your daily hours, you will send your instructor an email with the courses listed that you worked in, and the time spent in those courses. The total time spent should equal 6 hours of coursework every day.

Each student will be responsible for needed supplies.

Students should not leave class for any reason without informing the instructor. If a student is signing out, the instructor should be informed, and the student must be signed out on the DAILY TIME SHEET by your instructor. A student should never leave campus without signing out. If a student is unable to return after lunch for any reason, the student needs to contact the instructor to notify them that they are unable to return to class and to be signed out.

If a student is to be absent, they must notify the instructor **before** class that day, either by email or by a telephone call (if you get the voicemail, please leave a message).

Computer settings do not need to be changed. Computers are to be used only for classroom use. It is against campus computer usage policy to visit any website that is not associated with schoolwork, this includes no personal email, Facebook, Pandora or other streaming music, shopping sites, etc. All computer usage is monitored, and students not following usage policy can face disciplinary action. The classroom printer is to be used to print assignments that are for a grade for the instructor only. Students should not print out study materials, etc., those items should be saved on the student flash drive.

Books and personal items need to be either returned to the locker at the end of the day or arranged neatly on your desk area. Please be aware that others may use our classroom, and the school and instructor is not responsible for personal items left on the student's desk. If a student terminates due to attendance, progress, etc., and does not take personal items when leaving, the school and instructors will not be responsible for these items.

TRANSCRIPT GRADES

Upon completion of all required courses in a unit of instruction, the instructor will average the unit grade. The overall unit grade will be recorded on the transcript upon completion/termination from the program. The transcript will reflect the unit grade and the total number of hours spent on that unit of instruction.

TESTING

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.

When you are ready to take a test, please notify the instructor so he/she can open the test. You will notify the instructor by submitting your request in the Test Request dropbox by 1:30 P.M. the day *before* you want to test. ***YOU WILL COMPLETE A TEST REQUEST FOR ALL TESTS REGARDLESS OF THE FORMAT OF THE TEST.*** You must sign up in advance for your test to be opened. The instructor will only open tests that have been requested to her the previous day by 1:30 p.m., therefore students need to plan ahead accordingly and sign up for the tests they wish to take. If a student decides not to take a test they have signed up for, it will automatically close out at the end of the day, and they must request that test be reopened when they decide are ready to take it.

Testing Procedure When Testing Computers Are Available:
The sign-up procedure previously mentioned will be followed, but students will not take tests at their desks. They will sit at one of the designated testing computers and log in to that computer to take their tests, at any time during the day, but the students need to use their time management skills, as mentioned previously. Before sitting down to take a test, please check and see the time to make sure that you have plenty of time to allow for you to finish your test before break, lunch, or end of the day. All tests must be submitted by break time/lunch time/end of day, even if all items have not been completed. This is part of your time management skills- please check the time before sitting down to take a test to ensure that you have adequate time to take your test, as you will be required to submit your test if it is time for break, lunch, or end of class. The student is not allowed to have any materials with them as they are testing (except for coding manuals), and all items must be cleared from your desk. No notes, books, study materials etc. are to be used on tests. The instructor provides scratch paper if needed at the end of the testing computer row in front of the instructor desk, please feel free to pick up when needed for your test. When taking a computerized test, you are not to have any other windows open on your computer. Students caught breaking these guidelines will be sent to student services for disciplinary actions.

- **When computerized testing is given**:

    - Student will log into D2L (learning management system) or Cengage.com and begin testing when instructed
    - It is the students' responsibility to remember log in username and password
    - It is recommended you save answer after each question
    - If a technical problem arises during the exam, student should raise their hand and wait for instructor's assistance
    - Upon completion, students will remain quietly in their seat

- **STUDENTS WILL NOT BE ALLOWED TO LEAVE THEIR WORKSTATION/TESTING STATION DURING A TEST UNLESS IT IS AN**

EMERGENCY AND AUTHORIZED BY THE INSTRUCTOR (THIS INCLUDES BATHROOM BREAKS- STUDENTS SHOULD BE PREPARED TO SIT FOR THEIR EXAM DURING THE TOTAL TIME IT TAKES TO COMPLETE THEIR TEST WITHOUT LEAVING THEIR STATION.)

Testing Procedure When Test is Password Protected:

If you are taking a test that is password protected, please log into the Cengage website, navigate to the test you wish to take, and click on that test to bring up the password box. You will then raise your password flag that is on the side of your testing computer cubicle to notify the instructor you are ready for the password. Your instructor will then enter the password for that specific test from the instructor computer.

Testing Procedure When All Seats in Class are filled:

You will need to use your time management skills to plan your day accordingly. Once you begin your test, it must be completed before break times/lunch time/end of class. All tests must be submitted by break time/lunch time/end of day, even if all items have not been completed. This is part of your time management skills. When you are ready to start your test at the designated time, please indicate this to the instructor by raising your testing notifier. The student is not allowed to have any materials with them as they are testing (except for coding manuals), and all items must be cleared from your desk. No notes, books, study materials etc. are to be used on tests. When taking a computerized test, you are not to have any other windows open on your computer. Students caught breaking these guidelines will receive a zero for that test, will not be available to retake that test, and will be sent to student services for disciplinary actions. If you are taking a test that is password protected, please log into the Cengage website, navigate to the test you wish to take, and click on that test to bring up the password box. You will then raise your password flag that is on the side of your testing computer cubicle to notify the instructor you are ready for the password. Your instructor will then enter the password for that specific test from the instructor computer and you test will open for you to complete it.

CLEANUP DUTIES

It is the responsibility of all students to help maintain the AOT lab. Each student should clean the area in which he/she has worked at the end of the day. Students will take turns completing their cleaning assignments on Mondays, Wednesdays, and Fridays.

Food and drinks should not be left on desks overnight. All food, food wrappers, drink containers, etc. should be disposed of properly or taken with the student at the end of the day.

With the cooperation of all students, the AOT lab will be a safe and clean environment in which to study and work.

PROFESSIONAL DAY

Wednesdays of each week will be designated as Professional Day. Each student will be expected to dress in appropriate office attire on this day (including scrubs for the Medical Administrative Assistant or Medical Coding Specialist students). NO blue jeans, flip flops, tank tops, or jogging pants will be allowed.

DRESS CODE

The students may wear whatever they choose if it follows campus policy. Students who do not follow these guidelines can be asked to sign out to change clothing and return to class. AOT classroom guidelines will include - shorts/capris may be worn if they are knee length, sleeveless tops are permitted as long as the straps are at least two inches wide, and dresses must reach a student's knees. Shorts, skirts and dresses must be knee length (**leggings require a mid-thigh length top**). No short skirts/dresses/shorts will be permitted in the classroom. Students will be required to dress appropriately when going on field trips/internships. Students choosing to dress in professional attire every day, will receive the highest score for attire on Worker Characteristics. Students in the medical administrative assistant program and the medical coding specialist program may wear scrubs every day for the maximum worker characteristics. Jeans, jeggings, and hats of any kind are not considered professional attire. Students dressing in professional attire to obtain the maximum score will also be allowed to wear a TCAT T-shirt on Friday, as long as they are in dress pants, khakis, or scrubs.

Whether or not the student dresses appropriately for Professional Day will also be considered in determining the individual worker characteristics grade. Students who choose to dress professionally only on Wednesday will meet satisfactory dress code for Worker Characteristics.

Students will be required to wear their name badges **_at all times_** while school is in session.

MEDIA
A media and reference section is located in the AOT Lab/classroom. The material available consists of videotapes/DVDs, computer software, magazines, dictionaries, and related material and information. Media is available to students between 7:45 a.m. and 2:30 p.m.

ATTENDANCE
Students must inform the instructor either by telephone or email when they will not be in class before class starts at 7:45.

If a student is tardy or leaves early, he/she should inform the instructor. The instructor will then sign them in/out on the DAILY TIME SHEET. Student attendance hours and absences are entered daily into the system by each instructor.

Students who come into the classroom after class begins at 7:45, 9:30, and 12:15 will need to sign into the class. If a student cannot return to class after lunch, they must call and notify the instructor that they will not return.

When a full-time student enrolls for a full term (72 days) and has absences exceeding **9.7% (42 hours)** of the scheduled hours enrolled, that student will be suspended (Academic retention and readmission at Tennessee Colleges of Applied Technology: 2:03:01:05). 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 (see clinical attendance for its specific policy):

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.

*When a student misses three (3) consecutive days without contacting the college, that student will be presumed to have withdrawn from the college. (Academic retention and readmission at Tennessee College of Applied Technology: 2:03:01:05).

ASSIGNMENTS

When you complete an assignment on paper, place all assignments completed that day in the proper tray "to be graded." The trays are located appropriately within each lab. Review your graded papers when the instructor returns them to you, and then place them in the file with your name at the end of the isle. **All papers which receive grades must be returned after reviewing.** Your instructor will keep these papers on file.

Every assignment, whether it is a test or a daily assignment, should have the student's name, assignment, and date in the top right-hand corner. All assignment, which require more than one sheet of paper, should be stapled correctly in the upper left corner.

Most assignments are completed in the Elearn website, located at elearn.ttcworkforce.org. This is where you will find all your grade sheets, assignment sheets, and syllabi. This is also where you will turn in most of your classwork. Dropboxes are for homework assignments, and your quizzes/tests will be found on the assessments tab in Elearn. Some of the books will also use websites provided by the publisher. Those will be indicated on the syllabi and course assignment sheets.

OFFICE SAFETY AND SECURITY

An important consideration for the office environment is safety and security. The most important point to remember is that nearly all office accidents can be avoided. This is also true within the Administrative Office Technology classroom. Due to the realistic nature of the environment and equipment, the following rules apply in either situation. The same degree of caution should be exercised in the Administrative Office Technology department as in any other shop in this school.

SAFETY

INTRODUCTION

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.

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.

EMERGENCY RESPONSE

INTRODUCTION

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.

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 Livingston Academy (or any other site) is to be evacuated to the TCAT campus as their "safe site", there will be a PA announcement indicating "LA Secure":
- Students will evacuate the comprehensive building and proceed to the main building into the Cosmetology classroom located beside the bathrooms in the adjacent hallway across from the AOT hallway.
- 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 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 beside the stairway.

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 that 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 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 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 instruction from the alarms. Students should immediately stop work, come to attention, and listen for 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 work, come to attention, and listen for special directions from Instructor. The usual procedure will be to go into the stairwell located in the back of the classroom 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.

INCLEMENT WEATHER POLICY (from TCAT-Livingston Handbook)

Please refer to the TCAT-Livingston Handbook for the inclement weather policy.

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.
- 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.

- 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.
- Entryway steps should be marked with contrasting colors.
- 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.
- 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.

Emergency evacuation plan is posted in each classroom. Please notice the exit routes.

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
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 sparkling 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.

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.

This handbook can be changed as deemed appropriate by the instructor, and students will be notified of the change in a timely manner.

Handbook Acknowledgment/Agreement

STUDENT AGREEMENT

I hereby state that I have read and understand the TCAT-Livingston's Administrative Office Technology program guidelines and will abide by these rules of conduct. Failure to comply with TCAT-Livingston's AOT handbook advisements may result in disciplinary action, that may include student evaluation notations, worker characteristic grade reductions, suspension, and/or possible termination from the program. Furthermore, I understand that because my training requires time spent in affiliating health care facilities, I am subject to all the rules and regulations of that agency.

Date: _____Signature (legible, please): _____

Note: This must be signed and returned as instructed.

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