



# **LIFE SKILLS & CAREER TRAINING PROGRAM GUIDE 2016-17**





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*Welcome to World Services for the Blind—where the path to sustainable independence begins!*

The clients who come to WSB are unique. They are newly blind and in need of essential daily living skills that will help them live independently. They are adults who are in search of a career that will offer stability and independence. They are young people who are entering the workforce for the first time. They are high schoolers preparing for college. And they are all here to improve their lives and take control of their futures.

In order to ensure each client who attends WSB can access their goals, our programs can be tailored to their individual needs. By offering programs on an “a la carte” basis, clients can focus on their specific goals. Whether they want to improve assistive technology skills before entering an IT program or need to master

advanced mobility techniques before moving to a big city for a new job, we believe a personalized learning plan will streamline the process, allowing clients to reach their goals efficiently. I am very fortunate to lead an organization where every instructor, case manager and administrative staff member is committed to this philosophy.

The WSB experience is unlike any other. Our combination of life skills and career training—as well as our ever-expanding youth programs—makes WSB the most comprehensive rehabilitation center for people who are blind or visually impaired. As a residential center, clients are surrounded by their peers in a supportive environment. A recent graduate said it best: “Before I came to WSB, I was the only blind person I knew. Being around other people with blindness and visual impairments taught me that I’m not going through this alone, that there are others just like me. We really are in this together.”

I hope you enjoy learning more about our extensive program offerings. WSB is a special place where great things happen, and I look forward to welcoming you to our campus.

Sincerely,

Sharon Giovinazzo  
President & Chief Executive Officer



## About World Services for the Blind

World Services for the Blind (WSB) was founded by Roy Kumpe in 1947 to serve people who are blind or visually impaired who needed to learn independent living skills or job training skills tailored to the requirements of their individual visual impairments.

The goal of WSB then, and today, is to empower people who are blind or visually impaired to achieve sustainable independence.

Since 1947, WSB has served more than 13,000 people from all 50 states and 58 countries. Over the years, WSB has expanded its services to become the most comprehensive adult rehabilitation center in the world.

WSB is accredited by the National Accreditation Council for Blind and Low Vision Services.

WSB is financed through gifts from groups and individuals, by the tuition paid by state rehabilitation agencies that purchase training services from WSB for their clients, and through grants.

The campus is located on a full city block in the University District, a residential area near the University of Arkansas at Little Rock, and is comprised of six two-story buildings surrounding a tree-shaded courtyard.

The training capacity at WSB is approximately 100 clients. On-campus housing is available for 91 people in co-ed dorms and two independent-living apartments. The length of training varies with the progress of the individual and with their chosen programs, but the average period of training is six months.

Whether you are a person who is blind or visually impaired, a professional worker in the blindness field, a Lions Club member or someone interested in blindness, we cordially invite you to visit our center and meet our professional and capable staff.

We think you will find that WSB is committed to serving people who are blind or visually impaired from all around the world, and that you will agree with Helen Keller—“Alone, we can do so little. Together, we can do so much.”



## Life Skills

The foundation of a healthy personal adjustment to blindness is comprehensive training and counseling provided on an individualized basis. Drawing from the comprehensive array of life skills services offered at WSB, a personalized training schedule is designed to ensure each person achieves a well-rounded and healthy personal adjustment to visual disability.

Our philosophy maintains that effective and total rehabilitation can only be achieved in the therapeutic, multi-disciplinary environment of a comprehensive residential rehabilitation center.

### Comprehensive Life Skills Services

- Techniques of Daily Living
- Assistive Technology
- Basic Communication/Adult Education
- Braille
- Low Vision
- Keyboarding
- Orientation & Mobility
- IT Fundamentals
- Small Business Training

## TECHNIQUES OF DAILY LIVING

Techniques of Daily Living (TDL) is a rehabilitation-style course designed to acquaint clients with the ins and outs of daily life, such as identifying different types of household items, food and clothing, and learning to use them effectively and efficiently. Clients will complete a variety of tasks that will impart essential skills like setting a table, laundry, hanging and folding clothes, ironing, sewing, making a bed, organizing a dresser drawer, sweeping and mopping.

In the kitchen, clients will learn to wash dishes, use different kitchen appliances, center a pot on the cooktop and in the oven, apply seasonings to food, chop vegetables and much more.

Each client at WSB must complete the TDL course. The amount of time a client spends in the course depends upon their performance. Clients must pass a proficiency test in this area before they are allowed to enter another subject area for the class period.

## **ASSISTIVE TECHNOLOGY**

The Assistive Technology (AT) pre-vocational program requires new clients to undergo an evaluation in which an AT instructor works with the client to assess their current abilities with handling and using technology. The client must demonstrate basic skills using his/her preferred assistive technology to complete basic tasks with Microsoft Office 2013 and Internet navigation with focus on talking about the vocational programs offered by WSB. WSB's career training programs have specific AT requirements as well as deadlines in order for clients to be accepted into them.

Clients who attend WSB for life skills training are allowed to attend AT classes to get help with devices such as iPhones, computers and Dolphin Guide, or simply to learn how to send emails. The goal of AT class is to build the clients' knowledge of basic technology, and how to make technology not only accessible, but to encourage WSB clientele to use technology to become more self-sufficient in a wide array of areas throughout their daily lives.

## **BASIC COMMUNICATION & ADULT EDUCATION**

In Basic Communication, clients must demonstrate capabilities that are, for the most part, used on a daily basis in society. Clients are introduced to or reacquainted with how to make calls, using both land-line and cellular telephones; how to set an alarm; composing notes or producing signatures for sighted people when required; what the different identifiers are on currency and how to properly identify them in the proper setting; the difference between a debit and credit card and how to use each; how to access and/or set up a bank account; and many more life skills.

A written summary of an article is asked of the client in order to gauge their reading comprehension, grammar, spelling, punctuation and word usage skills. If a written summary is not possible, an oral summary will suffice. Basic Communication intends to prepare WSB clients for daily life interactions in public as well as provide them with the skills and abilities they need to gain more independence.

Only clients who have demonstrated a deficiency in academic areas are scheduled into Adult Education to help strengthen their skills in math, spelling, vocabulary, writing issues or reading comprehension, and to get their GED.

In Calculator classes, which are an aspect of Adult Education, clients are expected to pass a basic math test using a calculator of their choice. Clients are asked if they are comfortable with the calculator processes as well as addition, subtraction, multiplication and division of whole numbers, decimals and percentiles before testing. If they are not, Braille and large-print study materials are available for as long as it takes them to gain an understanding.

Clients also have the option to have the material explained to them orally in the classroom. Tests for Calculator are offered in large print, Braille and on tape, and practice tests are also available. Clients are expected to make a 90% or better on a 10-point test until they pass and test out of the class.

## **BRAILLE**

The goal of the Braille course at WSB is to introduce or reacquaint incoming clients with Braille for use in daily life to fulfill their needs. Clients are taught to read the alphabet, numbers, punctuation and some abbreviations. Typically, Grade 1 and Grade 2 Braille are taught at WSB. Clients are also taught to use a Perkins Brailier, which allows them to write in Braille.

Not all clients are required to take Braille classes. Those with some usable vision may be placed in Low Vision classes rather than Braille. However, use of Braille displays and e-Braille are covered in WSB's Braille class for those who want to use them. WSB is current with Unified English Braille standards.

## **LOW VISION**

The mission of Low Vision is to determine what type of low vision aids will be most beneficial to the client in assisting them to read print, and how to acquire the proper aids for use. Testing the client's reading comprehension, speed and accuracy while they use the aid determines whether or not they test out of low vision classes.

Career track clients have a goal of at least 100 words per minute with at least 75% comprehension. Multiple attempts may be made until the client achieves a satisfactory speed. The goal for life skill clients is to find out what and where clients want to read, and finding the one aid to recommend for client use in order to allow them to practice and achieve their goals.

## **KEYBOARDING**

Keyboarding uses a program called Typability in conjunction with JAWS software to teach clients the layout and proper technique for typing. Typability uses a non-typist approach for teaching typing, and clients learn where to position their hands, which fingers to use for certain keys and how to make proper key strokes. The lessons begin with basic letters, and progresses to making words and sentences, using function keys, and incorporating numbers and symbols. The goal of keyboarding is for clients to attain the desired speed and accuracy they need to enter into the career training program of their choice, all of which have different standards for typing speed and accuracy.

## **ORIENTATION & MOBILITY**

The goal of Orientation & Mobility is to allow clients to gain independence while traveling in a variety of settings and through differing modes of transportation.

Upon arrival to WSB, clients are oriented to the campus in order to be able to navigate using proper cane techniques around their rooms, the cafeteria, the courtyard and where to go during emergency situations.

After mastery of the campus is attained, lessons involving the surrounding area are implemented, with clients learning how to navigate residential and small business areas on foot, learning proper methods for traveling safely using cross walks, intersections and sidewalks that contain stop signs and traffic lights.

After a certain level of competency is met in foot travel, bus travel is taught, which consists of where bus stops are located, how to plan bus routes, which buses should be taken, how to set up Links bus pickups and drop offs, and how to obtain bus passes.

Mobility lessons to the downtown area as well as the nearby shopping mall are also given. The downtown trip helps clients learn to navigate more heavily trafficked areas, using the techniques learned in the residential and small business lessons immediately surrounding campus. The mall trip teaches how to use escalators, elevators and how to ask people for help if needed.

Throughout all the lessons, cane technique and orientation are evaluated to ensure the client is on track to become more independent regarding their mobility.

The course is tailored to each client and their specific goals upon entry. Guide dogs will be incorporated into training for any client who uses them.

## **IT FUNDAMENTALS**

The IT Fundamentals class is based around the CompTIA certification of the same name. It is designed to be a stepping stone to more advanced certifications such as the A+, and covers software, hardware, networking and security basics, as well as fundamental IT literacy. Preparing for the IT Fundamentals exam is a great activity for anyone who wants to gain a better understanding of how computing technology works—information that is beneficial to every modern PC or mobile device user.

## **SMALL BUSINESS TRAINING**

Our Small Business Training program shows clients how to successfully structure and run a small business. From hiring competent employees to managing cash flow, clients will gain the knowledge to start and grow a new business. Participants will build essential trade insight on how to function successfully as an entrepreneur. Whether you want to be a BEP vendor, private contractor or sell your product, there are certain skills that are a must, which include: how to write a business plan, understanding your customer, hiring competent employees, sales, competitive advantage, introduction to starting your own business, financing options for small businesses, managing cash flow, market research, introduction to accounting, introduction to pricing, and more.



## Transitional-Age Youth Programs

### ACT PREP

The ACT is a nationally recognized college admissions test accepted by all four-year colleges and universities in the United States. Taught by experts in the field of blindness and low vision, the ACT Prep program provides live instruction, homework review and customized recommendations based on practice test performance—all aimed at helping students who are blind or visually impaired score higher on the ACT. Pre-reading materials are sent so that prep starts the minute a client is signed up, and post-evaluation support continues for one week following the on-campus course.

The on-campus portion of the class is held at WSB, where clients receive two weeks of intensive training to prepare for or improve their ACT score.

#### FEATURED BENEFITS

- Personalized support tailored to an individual's needs and goals
- Specific support in the areas of test-taking strategies
- Understanding accommodations for those with disabilities
- 4+ full-length practice tests included

### COLLEGE PREP I

WSB offers a College Prep I (CP I) program for high school juniors and seniors who are blind or visually impaired, as well as older clients who wish to enter or return to college. The summer program is designed to evaluate the client's basic skills and to provide the training needed for a successful college career.

An introduction to college life, the CP I program curriculum includes a two-week skills evaluation period, academic skills development, assistive technology and computer literacy, psychological and social adjustment, daily living skills, and orientation and mobility. Clients will also participate in recreational activities.

Clients are encouraged to enroll in a three-credit course at the University of Arkansas at Little Rock (UALR), if they meet the admissions criteria. The course is offered to College Prep clients at the Arkansas in-state tuition rate.

WSB will provide instruction for utilizing on-campus disability resources available to students, which will make the transition to college life a little easier.





Components of the College Prep I program include:

**Academic Skills Development:** Clients are taught note-taking skills, good study habits, effective skills for writing, editing and revising research papers, stress and time management, library utilization, instructor/client relationships, Internet access for informational and educational content, acquisition of accessible textbooks and classroom materials, selection of a college campus, completion of college applications for admission and course registration.

**Assistive Technology & Computer Literacy:** All clients can utilize training available in the state-of-the-art assistive technology center, including JAWS screen-reading software, ZoomText magnification software and keyboarding. Using iPhones and iPads to maximize communication and learning is also included. The instruction and technology are adapted to each client's needs.

**Psychological & Social Adjustment:** Group sessions are available as needed for adjustment purposes. Skills for coping with the transition to college, handling

difficult instructors, getting involved in social and recreational activities on campus (clubs, sports, etc.), and developing relationships are common topics.

**Daily Living Skills:** Following an assessment of their current skill level, clients receive training in areas such as communication skills, clothing care, home management, food preparation and other college survival skills. Because many, if not most, college students live on campus in dorms, special attention will be given to how daily living skills relate to dorm life. Participants will live on campus in the WSB dorms.

**Orientation & Mobility:** Following an assessment of their current skill level, clients receive instruction as needed with attention given to the skills required to navigate a college campus, including orientation to the environment, accessing transportation routes and use of public transportation. Clients will also learn how to ask for special needs equipment and other accommodations, as well as how to utilize campus disability services.

## **COLLEGE PREP II**

World Services for the Blind's College Prep II (CP II) program is now being offered year-round to clients of all ages who have completed high school or achieved their GED and wish to enter or return to college. CP II will focus on both the technical and practical aspects of college life, including assistive technology training in JAWS or ZoomText, Microsoft Word and Outlook, training in Blackboard, academic skills development and the opportunity to enroll in a three-credit course at UALR, if they meet the university criteria. WSB will also provide instruction on how to navigate the UALR campus and locate the on-campus disability resources available to college students, which will make the transition to college life easier.

## **ESSENTIAL WORK PLACE SKILLS SERIES**

The Essential Work Place Skills (EWPS) Series is intended for transitional youth and young adults who are about to enter the workforce or for adults with little to no real work history. This program was designed specifically to address the guidelines laid out for in the Workforce Innovation Opportunity Act (WIOA) for the Pre-Employment Transition Services (PETS).

The EWPS Series is designed to meet a client where they are and prepare them for a real work environment. The program will cover areas such as assessments, how to look for work, build a resume by capturing work experience, career exploration and job shadowing. Clients will also have the chance to develop or improve upon their independent living skills through WSB's pre-vocational department.

In addition to the traditional qualifications and technical skills usually considered, employers are also concentrating on new areas such as communication, teamwork and problem solving skills. In addition to employability skills, there are also several personal attributes that appear consistent across the board, including enthusiasm, commitment, common sense and positive self-esteem.

The EWPS Series addresses the soft skills that employers are seeking while taking the client through the process of finding and securing the job that they desire and are qualified for. Our goal at WSB is to provide consumers with a customized employment program that will allow them to achieve their goals.

## **GED PREP**

WSB's new GED Prep program offers training and preparatory work to assist clients in obtaining a GED. Course work covers the five GED test core subject areas: Mathematics, social studies, science, reading and writing. Clients will also receive training in assistive technology, including JAWS or ZoomText, and Microsoft Word and Outlook. By earning their GED, clients may opt to continue their education by enrolling in WSB's College Prep II program, or a WSB vocational program.

### **FEATURED BENEFITS**

- One-on-one instruction with relevant AT accommodation through the current GED study guide, published by Kaplan Test Prep, Inc.
- Accessible GED practice testing
- Individualized and focused hands-on support in the areas of mathematics, social studies, science, reading and writing
- Customized assignments designed to meet a client's current skill level and focus attention to specific areas of need
- 24-hour access to a fully accessible computer lab
- After-hours tutoring available when necessary



## Career Training Programs

### **ASSISTIVE TECHNOLOGY INSTRUCTOR**

The nine-month Assistive Technology Instructor (ATI) program is designed to prepare a graduate to work as an academic instructor of assistive technology qualified to instruct customers in learning the proper use of assistive technology, Microsoft Office, Windows operating systems and Apple iOS at a rehabilitation facility; as a sales representative for an assistive technology vendor; or to develop his/her own independent consultant company for assistive technology analysis, instruction, training and equipment recommendations, or long distance/in-house problem solving or tech support assistance.

The curriculum includes instruction in all types of adaptive equipment, installation of hardware and software, and development of problem-solving strategies through instruction and on-the-job practical situations. Participants will concurrently supervise a fast-paced AT lab in order to experience the importance of quickly surveying a technology problem and locating a solution.

ATI graduates will gain professional teaching skills with focus on lesson plan development, classroom/ time management and instructional interaction with individuals ranging in age from 18 to 80. ATI graduates will receive experience teaching one-on-one, in small groups of two to four students, and in groups of eight or more in 45- to 90-minute instructional sessions. Graduates will also possess the ability to produce training manuals in accessible formats.

The ATI candidate will complete a minimum of six to eight weeks of intense study of the Microsoft Office Suite (Word, Outlook, Excel and PowerPoint) and Windows operating systems, learning to use the instructional information which comes as part of the product to develop instructional units with lesson plans. Participants will use the help menus, the training exercises developed as part of the help menus, and the instructional manuals designed to assist an instructor while learning to teach Microsoft Office applications using JAWS or ZoomText, as well as Internet research techniques which will be used to locate additional educational material for teaching Office applications.

An ATI candidate must complete a WSB certification exam developed by the academic staff, scoring a minimum of 80 percent on each of the following exams: Word, Outlook, Excel, Power Point and the Internet. Participants will learn how to use the Apple iOS, as well as the accessibility features of the Mac OSX operating system.

A candidate who earns the ATI certificate must complete all of the required assignments, classroom projects and practical use through student teaching credits/classroom work in the major areas listed in job descriptions including screen readers, magnification software, Braille displays, Apple iOS devices, low-vision equipment, and personal/professional development through soft skills taught and used while earning the 250 student-teaching credits. A candidate petitioning for graduation from the ATI program must score a minimum of 80 percent or average score on all requirements of the program and a minimum of 85 percent on the Microsoft Office exams before being considered for graduation.

Participants must obtain the most recent JAWS certification, as well as any certifications developed in the future or which become relevant to obtaining employment.

The assistive technology available in the classroom includes screen magnification, speech output systems, refreshable Braille displays, portable note-taking devices, Braille printers, scanners, closed-circuit televisions for print magnification and accessible Internet.

### **PREREQUISITES**

- High school diploma or GED
- Four-year degree is recommended
- Successful completion of the ATI proficiency test
- Basic working knowledge of Microsoft Office using the client's preferred assistive technology devices
- Print reading speed of 100 wpm, with 75% comprehension
- Braille reading speed of 30 wpm (if primary Braille user), or 10 wpm (if non-Braille user)
- Keyboarding speed of 30 wpm
- 12th-grade spelling and grammar level
- Good independent living and travel skills
- Strong logical reasoning ability and emotional maturity
- Ability to learn and retain information
- Good interpersonal relationship qualities
- Ability to work in a high-tech environment
- Ability to adapt to constant change

## **CALL CENTER SPECIALIST**

Offering impeccable customer service is critical for any organization or company hoping to create and maintain a loyal customer base. World Services for the Blind's eight-week Call Center Specialist training program imparts a vast skill set upon its participants so that, upon graduation, they are prepared to take on the role of call center representative with confidence.

Organized into 11 components, the eight-week program covers the following topics: customer service, soft skills, communication, relationship building, sales and marketing, difficult customers, operations, human resources, and Microsoft Outlook, Word and Excel programs.

The bulk of instruction will focus on sharpening clients' skills in the three Microsoft programs that will be essential to their career development. Clients will spend two weeks studying Outlook, two weeks studying Word and two weeks studying Excel. Each module will provide an in-depth look at each program, and how to use them to their fullest potential.

### **PREREQUISITES**

- High school diploma or GED
- Keyboarding speed of 35 wpm (45 wpm preferred)
- 12th-grade spelling level
- Print reading speed of 100 wpm with 75% comprehension
- Excellent ZoomText or JAWS skills
- Good independent living and travel skills
- *This program does not require a minimum Braille reading speed*

## **CREDIT COUNSELING**

Credit counseling is a huge industry with significant opportunities for employment. With the proper training and instruction in a classroom setting at WSB, clients will learn the ins and outs of becoming credit counselors. During their time in the classroom, clients will gain a better understanding about the importance of credit and debt settlement. The training and instruction will provide them with the tools to educate and guide others looking to improve their credit and financial situations.

Clients will earn three certifications, with the opportunity to earn two additional certifications, for a total of five certifications upon completion of

the program. The first three certifications will take approximately 12 weeks to earn, and include credit counseling, financial counseling and debt settlement certifications. The additional two certifications are housing counseling and student loan counseling, which will add 12 additional weeks of classroom training.

During the credit counseling class, clients will study how to prepare for certifications. This begins by establishing what credit counselors do—they counsel people. Clients, therefore, learn the skills that are essential to all counseling. With these skills in place, credit counselors are better able to empower their clients toward positive change. Subsequent sections explore credit cards, debt collection, mortgage and small business lending, housing issues, retirement income options, student financial aid, the psychology of spending and options for resolving debt.

### **PREREQUISITES**

- Pass background, tax and fingerprint checks, plus a telephone skills assessment
- The ability to read print at 100 wpm with 75% comprehension when reading technical materials, if print is primary reading method
- The ability to read Braille at 30 wpm with 75% comprehension, if Braille is primary reading method
- Fill out forms with a keyboarding speed of at least 30 wpm
- 90% accuracy on a math test (using a calculator)
- Excellent skill using a web browser and assistive technology
- Intermediate knowledge of Microsoft Outlook (sending/receiving email, forwarding attachments, setting up rules, calendar and contacts)
- Intermediate skill with Microsoft Word and Microsoft Excel
- 12th-grade spelling level
- Functional independent living and travel skills
- Strong logical reasoning ability
- Emotional maturity

## **DESKTOP SUPPORT TECHNICIAN I**

The Desktop Support Technician (DST) I Program prepares clients for the CompTIA A+ certification. This certification consists of two exams, and is the first step in obtaining an entry level desktop support, help desk or tech support position. The program is divided up into three distinct portions, each focusing on a different aspect of training:

### **Section 1: IT Fundamentals**

The IT fundamentals portion of the class is based around the CompTIA certification of the same name. It is designed to be a stepping stone to more advanced certifications such as A+, and covers software, hardware, networking and security basics, as well as fundamental IT literacy. Preparing for the IT Fundamentals exam is a great activity for anyone looking to gain a better understanding of how computing technology works, something that every modern PC or mobile device user can benefit from having.

### **Section 2: CompTIA A+ Certification Part 1**

The second portion of the course focuses on the CompTIA A+ certification's first exam, the 220-901. This exam measures a candidate's knowledge of computer hardware, networking and mobile devices, as well as network and hardware troubleshooting skills. This portion of the class is primarily self-paced, with regular instructional time, hands-on activities, and practical exercises such as PC component replacement, lab-based network troubleshooting simulations and common mobile device support tasks.

### **Section 3: CompTIA A+ Certification Part 2**

Just like the second portion, the third and final portion is primarily self-paced, with regular instructional activities. However, the 220-902 exam focuses on a different set of objectives including security, operational procedures, operating systems and software. Just like the 220-901, the 220-902 tests for the ability to properly troubleshoot in the subject areas outlined in the objectives.

### **PREREQUISITES**

- High school diploma
- Keyboarding speed of 45 WPM
- Print reading speed of 100 wpm with 75% comprehension
- Advanced skills with ZoomText and/or JAWS, NVDA
- 12th-grade proficiency in business math and algebraic problem solving
- Problem solving and critical thinking skills
- Ability to multitask
- Time and stress management skills
- Ability to adhere to a working or training schedule
- Ability to interact well with others and convey information in a clear manner
- Approval of the admissions committee
- Basic computer literacy (Navigating windows, basic concepts and terms, etc.)

While the majority of the course is self-paced, there are periodical tests and assignments to ensure that clients are progressing at a satisfactory rate. There is no limit to how quickly a client can proceed through the program, however there is a maximum time period of six months allowed for the course.

## **DESKTOP SUPPORT TECHNICIAN II**

The Desktop Support Technician II (DST II) program picks up where the DST I program leaves off. It prepares a client for the next two levels of certification from CompTIA: Network+ and Security+. These two certifications validate a client has more advanced knowledge in the two respective subject areas. The exams are more difficult and the passing scores are higher, but clients who are able to perform at this level can look forward to more advanced job opportunities such as Tier II help desk technician or network administrator.

The program is broken up into two sections:

### **Section 1: Network+ Certification**

Expanding upon the networking knowledge obtained in the A+, the Network+ goes into greater detail on topics such as TCP/IP networking, wireless, network-based security, protocols, setting up small office or home office networks, troubleshooting connectivity problems, network topologies, network services, routing and switching, and industry best practices.

### **Section 2: Security+ Certification**

In today's world, information security and online privacy are on everyone's minds, not just CIOs and project managers. Security+ aims to equip IT professionals with a more in-depth skill set in the areas of antivirus, firewalls, user authentication, access controls, backup procedures, disaster response and recovery, risk management, attack vectors, vulnerabilities and exploits, and best practices in the field.

The DST II program is open to those who have successfully completed the DST I course, or who possess equivalent or greater credentials, work experience, or a combination thereof. Approval by the instructor is required, and a client's training goals should be discussed with the instructor before entering into the program.

## **MICROSOFT OFFICE SPECIALIST**

The Microsoft Office Specialist (MOS) program is designed to effectively prepare adults who are blind or visually impaired to successfully earn certifications for the Microsoft Office applications. The program prepares a client to function in an office environment or as a first-level application support specialist. The program includes training in Microsoft Windows with Microsoft Office products.

Computer training is accomplished with the use of assistive technology such as screen-reading programs and magnification programs, depending on the individual's needs.

In the computer training module, the individual learns how to use the Microsoft Office 2013 suite of programs and to ultimately obtain certifications in Word, Excel, Outlook and PowerPoint. The program is primarily self-paced with scheduled instructional times and group activities. Assignments integrate the knowledge of multiple applications to demonstrate proficiency.

### **PREREQUISITES**

- High school diploma or GED
- Keyboarding speed of 35 wpm (45 wpm preferred)
- 12th-grade spelling level
- Print reading speed of 100 wpm with 75% comprehension
- Excellent ZoomText or JAWS skills
- Good independent living and travel skills
- *This program does not require a minimum Braille reading speed*

## **CERTIFIED ADMINISTRATIVE ASSISTANT**

The administrative assistant certification holds its own as a standalone certification or can be paired with some of our other programs such as Microsoft Office Specialist or our customer service/call center training.

The Certified Administrative Assistants (CAA) certification exam prepares individuals for a career as an administrative assistant/secretary across a wide range of professional companies. Attaining national certification displays that individuals have studied and mastered the necessary skills to be a recognized professional in the field of administrative assistants.

Certified Administrative Assistants performs organizational, administrative and clerical duties in a multitude of settings. Nearly every industry employs administrative assistants to organize files, schedule appointments, serve as information and communication managers, and support other staff members, all necessary functions in a business or office that keep an organization running efficiently.

The purpose for becoming certified as an administrative assistant is a benefit to our clients for some of the following reasons:

- Certification demonstrates that you have achieved the entry level of professional knowledge in your specific field.
- Certification gives you a mark of distinction which sets you apart and shows that you have achieved expertise in your field of study.
- Certification increases your marketability as it provides external validation of your entry-level knowledge and your abilities in your profession.
- Certification demonstrates your commitment to your own personal growth and to that of the profession you've chosen. These factors can greatly affect your career advancement.
- Certification may encourage your employer to underwrite further education for you in the future. By showing them how supporting your professional development is a worthwhile pursuit for the company's continuous improvement efforts, this could lead to further educational opportunities, a win-win for all parties involved.

## **VOICEOVER @ WORK**

World Services for the Blind's newest vocational program, VoiceOver @ Work (VOW), offers clients the opportunity to master VoiceOver—Apple's integrated screen reader technology—and its robust suite of features in order to prepare them to work for a company that requires applicants possess extensive knowledge of the application.

Whether a client has no experience with VoiceOver or is an experienced user of the utility, the program curriculum is designed to be flexible and meet a client where they are and help them achieve their goal of becoming a successful and productive VoiceOver user both with iOS devices and desktop Mac environments.

The VOW program has four phases, each of which is flexible and can be customized to a client's current skill levels:

**Introductory Unit** (2 weeks)

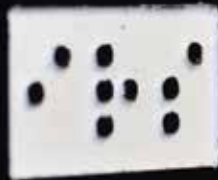
**Mac OS with VoiceOver** (8 weeks)

**iOS Unit** (4 weeks)

**VoiceOver @ Work Customer Service** (2 weeks)

Upon completion of the VOW program, a client will possess the knowledge and skills necessary to be a competitive employee in this fast-growing industry.

The VOW program is independent of Apple, Inc., and does not offer a guarantee of employment upon completion.

The image shows the letters "IRS" in a large, white, sans-serif font on a dark background. Below the letters is a white rectangular box containing a Braille symbol, which consists of a 3x3 grid of dots.

## IRS Programs

Since 1967, WSB and the Internal Revenue Service have partnered to offer a unique suite of career training programs for adults who are blind or visually impaired. Upon successful completion of one of the three programs, graduates are guaranteed a job at one of several IRS offices around the country. The only partnership of its kind, the program has placed more than 1,300 individuals in jobs since it began.

Candidates must be a U.S. citizen, pass background, tax and fingerprint checks, as well as a computer skills assessment. A high school diploma or GED with four years of college, or equivalent job-related experience, or a combination of the two, is required for GS-5 positions.

### IRS CONTACT COLLECTION REPRESENTATIVE

The 13-week Contact Collection Representative (CCR) program is designed to qualify an individual as a collection tax examiner for the IRS. The curriculum includes lectures and textbook study of technical information about tax law, regulations

and IRS procedures. The client is taught how to obtain information on the taxpayer's financial status, potential levy sources and taxpayer whereabouts, in order to encourage voluntary compliance with federal tax laws, and initiate corrective action to prevent future delinquencies. The client also receives practical experience on how to conduct telephone interviews with taxpayers, their representatives and/or third parties to demand full payment of delinquent taxes and immediate filing of delinquent returns.

The client learns to use a personal computer to input and retrieve information in the IRS database while assisting the taxpayer on the telephone. The computer equipment and assistive technology used in the classroom includes state-of-the-art adaptive systems utilizing JAWS and ZoomText, as well as refreshable Braille displays.

#### PREREQUISITES

- Print reading speed of 100 wpm with 75% comprehension and proficiency with ZoomText, or Braille reading speed of 60 wpm with 75% comprehension and proficiency with JAWS and



- the Focus 80 Blue Braille display
- 90% accuracy on math exam (using a calculator)
- 12th-grade spelling level, and good written communication skills
- Keyboarding speed of 30 wpm
- Ability to work well under pressure
- Strong logical reasoning ability
- Emotional maturity
- Good independent living, and orientation and mobility skills
- Ability to work well with others

## IRS SERVICE CENTER COLLECTION REPRESENTATIVE

The 10-week Service Center Collection Representative (SCCR) program is designed to produce an individual qualified to work as a tax examining technician for the IRS. The curriculum includes instruction in basic tax law, how to handle taxpayer correspondence, payment tracers, credit transfers and telephone skills. The client learns to use a personal computer to quickly and effectively access taxpayer information. The computer equipment and assistive technology used in the classroom includes personal computers with ZoomText large-print screen-magnification system and closed-circuit televisions (CCTV) for print magnification. Telephone work is also involved. ***Usable vision is required in order to review handwritten correspondence from a diverse group of taxpayers.***

### PREREQUISITES

- The ability to read print at 100 wpm with 75% comprehension when reading technical materials
- 90% accuracy on a math test (using a calculator)
- 12th-grade spelling level, and good written communication skills
- Keyboarding speed of 30 wpm
- Ability to work well under pressure
- Strong logical reasoning ability
- Emotional maturity
- Good independent living and orientation and mobility skills
- Ability to work well with others

## IRS TAXPAYER SERVICE REPRESENTATIVE

The 13-week Taxpayer Service Representative (TSR) program is designed to prepare a person to assist taxpayers with filing information at the Taxpayer

Service Division of the IRS. The curriculum includes instruction in IRS tax law, accounts, procedures and forms. The client learns to use a personal computer to quickly and effectively access taxpayer information in the IRS database while assisting the taxpayer on the telephone. The client is also taught telephone etiquette to assist taxpayers with questions over the telephone. The computer equipment and assistive technology used in the classroom includes state-of-the-art adaptive systems utilizing JAWS and ZoomText, as well as refreshable Braille displays.

### PREREQUISITES

- Print reading speed of 100 wpm with 75% comprehension and proficiency with ZoomText, or Braille reading speed of 60 wpm with 75% comprehension and proficiency with JAWS and the Focus 80 Blue Braille display
- 90% accuracy on a math test (using a calculator)
- 12th-grade spelling level, and good written communication skills
- Keyboarding speed of 30 wpm
- Ability to work well under pressure
- Strong logical reasoning ability
- Emotional maturity
- Good independent living and orientation and mobility skills
- Ability to work well with others



## Admissions Process

To refer a client for services at World Services for the Blind, please submit the following information and documentation at least one week before the anticipated date of arrival:

1. A completed WSB admissions application
2. Authorization in the amount of \$5,225.00 for 30-day evaluation
3. Vision report signed by client's physician (dated no earlier than one year prior to admission date)
4. Most recent medical information and current insurance card (reflecting the current health status of the client)
5. Special dietary plan or listing of special medical needs
6. Recent psychological evaluation if client has a history of psychiatric or psychological problems
7. Copies of reports of evaluation or training activities, if applicable

Once this information/documentation has been received, it will be reviewed by WSB staff and, upon approval, an admission date will be confirmed.

If you have questions or need additional information, please contact [training@wsblind.org](mailto:training@wsblind.org).

Please visit [wsblind.org/admissions](http://wsblind.org/admissions) to download an application and other forms.



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**[wsblind.org](http://wsblind.org)**

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*Empowering people who are blind or visually impaired in the United States and around the world to achieve sustainable independence.*