

Occupational Cluster	Customer Service Related Occupations											Maximum ITA Amount (includes all costs, fees, test fees, etc)	ITA Payment Plan	Comment
	<p>Note: ITAs are written on a term basis and all renewals of ITAs are based on satisfactory completion of training each term. ITAs cover the cost of books, all testing fees, physical, etc. Pell Grants: All participants are required to apply for the Pell Grant and if Pell eligible the Pell must be used first for all Pell eligible programs. Tuition Refunds: The school's tuition refund policy published in their catalogs will be followed. Notice: Case Managers need to advise participants that they may be required to obtain student loans and/or other grants to cover the cost of the program that they wish to enroll in if the ITA amount and the Pell Grant, if eligible for Pell, does not cover the full cost of the program. If the participant is not Pell eligible, they will be required to obtain student loans and/or other financial aid to cover the cost of the program not covered by the ITA amount. SFW will not be responsible for any debts that the participants incur.</p>													
	Program Offered	ITA Agent	Course Length	Institutional Cost				Books and Materials	Other Costs	Total Program Cost				
Tuition Cost	Application Fees	Special Course Fees	Student Support Fees	Total Institutional Cost										
Diploma/Certificate Programs														
Customer Assistance	Miami Dade College	450 hours (15 voc. Credits)	\$1,060.00		\$230.00	\$200.00	\$1,490.00	\$870.00		\$2,360.00	\$2,360.00 for total program	<p>ITAs are written on a term-by-term basis and each term is paid per credit up to 12 credits maximum at the in-state resident rate (approximately \$ 70.71 per vocational credit). Anything above 12 credits will need case-by-case approval.</p> <p><i>1st term will also include once per year assessment of Student Support Fee of \$200. Note: The \$200 Student Support Fee is charged once per year.</i></p> <p>Special Course Fees: These are charged only on specific courses at the time the course is taken. The total of these fees over the entire program is currently \$230.00</p> <p>Books are paid separately of institutional cost.</p>		
Customer Service Representative (OCPs)	MDCPS	600 hours	\$1,260.00	\$20.00		\$200.00	\$1,480.00	\$425.00	\$100 - Other Cost Optional Certifications: \$375	\$2,380.00	\$2,380.00 for total program	<p>1st Term ITA = \$850.00 2nd Term ITA = \$630.00</p> <p>Payment Structure: Total Institutional Cost \$1,480.00 - paid over 2 terms. 1st term includes once per yr. assessment of Student Support Fees and a \$15 application process fee and a \$5 ID fee.</p> <p>Books and other costs are paid separately of institutional cost.</p>		

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Customer Assistance Technology OCPs:	MDCPS	450 hours	\$945.00	\$20.00		\$200.00	\$1,165.00	\$425.00	\$100 - Other Cost Optional Certifications: \$375	\$2,065.00	\$2,065.00 for total program	<p>1st Term ITA = \$692.50 2nd Term ITA = \$472.50 Payment Structure: Total Institutional Cost \$1,165 - paid over 2 terms. 1st term includes once per yr. assessment of Student Support Fees and a \$15 application process fee and a \$5 ID fee. Books and other costs are paid separately of institutional cost.</p>		
Customer Service	Advanced Technical Centers	150 hours	\$770.00				\$770.00	\$30.00		\$800.00	\$800.00 for total program	<p>1st ITA = \$770.00 Payment Structure: Total Institutional Cost \$770.00 - paid at beginning of training. Books and other costs are paid separately of institutional cost.</p>		