



DOVER

TRAINING INSTITUTE

*Statement of Capabilities*

*Bridging the Gap to a Successful Future*



## Company Overview

As DoverStaffing's corporate social responsibility initiative, **Dover Training Institute (DTI)** is a premier, Nonpublic Postsecondary Education Commission certified educational institution that provides customized training, continuing education and ongoing support services to youth and adults in underserved communities.

As the 501(c)(3) of the Dover family brand, the institute is designed to use a caring and holistic approach that not only provides basic office and computer training, but aims to address the more complex personal characteristics that enable an individual to successfully adapt to the world of work, family and community. Each program is structured to provide an intimate learning environment where each participant is able to attain specific industry knowledge and workplace skills at their own pace.

Additionally, **DTI** is an Eligible Provider under the Workforce Investment Act (WIA). Prospective participants may visit [www.gcic.edu](http://www.gcic.edu) to obtain further information.

*"Dover Training Institute is our way to give back to the community in a meaningful way. At our core, we care about people and want more than anything to see how empowerment and encouragement can help someone achieve their personal definition of success." ~ Sanquinetta Dover, Founder*



## Program Overview

Armed with a desire to proactively support Atlanta teens, Dover Training Institute launched the **CHOICES: Youth Leadership and Violence Prevention Program**. Supported in part by Fulton County and operating from Tri Cities High School, the primary goal of CHOICES is to strengthen teen's connection to their own identity, culture and community. Additionally, **CHOICES** aims to help adolescents better understand how school violence hurts both the individual and community.

Working alongside school administrators and volunteer counselors, Dover Training Institute created a curriculum that teaches students peer mediation strategies so they are better equipped to handle conflicts when they arise. They also engage in leadership activities that are designed to identify and enhance their leadership potential.

### **Program Results (to date):**

Since its launch in 2005, **CHOICES** has reached more than 200 Atlanta-area young adults. In 2010, the program expanded to include a summer leadership program.

### **Get Involved:**

The **CHOICES** program is a great way to get involved with students within the community. As a 501(c)(3) charitable organization, corporations and individuals can give tax deductible donations to the **CHOICES** program. Each donation is used to further the program by providing classroom materials and enhanced training initiatives.

For college students interested in serving as facilitators, course credits may be available. In addition, corporate groups and individual volunteers are also welcome.

For more information on the **CHOICES: Youth Leadership and Violence Prevention Program**, please visit [www.dovertraininginstitute.org](http://www.dovertraininginstitute.org) or call (770) 434-3040 ext. 613.



## Mission & Core Values

At Dover Training Institute, our primary goal is to strengthen underserved communities and equip our clients with the personal and professional tools necessary to achieve their goals. The following core values guide our organization:



**Integrity** – We believe in being honest and we demand of ourselves and others the highest ethical standards.



**Empowerment** – We believe that our customers should be equipped with the tools to set sound goals and achieve them.



**No Judgments** – We believe that all people are to be treated equally and with respect, regardless of their level of education, understanding or ability.



**Bridge Building** – We encourage and value partnerships with other organizations and agencies to provide high-quality, comprehensive and competitive training offerings and to share best practices.



Dover Training Institute courses are offered quarterly and are facilitated by certified professional instructors. Current course offerings include:

### **Microsoft Office Specialist**

Students enrolled in Dover Training Institute's Microsoft Office Specialist (MOS) certification program are trained to use the most recent on Microsoft Office programs and Windows operating systems. This certification features Web-based pretests, program-specific certification exams, a series of Microsoft Press step-by-step books and one-on-one classroom instructions that help students demonstrate expertise in accomplishing essential job tasks across multiple programs. After earning an MOS certification, students receive access to a member website where they can print transcripts to demonstrate proof of certification and receive a certificate that verifies successful completion of the exam. Additionally, professionals who earn this certification gain access to a certification logo students can display on their resumes and other business materials that is recognized world-wide.

### **Microsoft Certified Technology Specialist (MCTS)**

The Microsoft Certified Technology Specialist credential program allows candidates to successfully implement, build on, troubleshoot and debug a particular Microsoft technology, such as a Windows operating system, Microsoft Exchange Server, Microsoft SQL Server and Microsoft Visual Studio.

### **Microsoft Certified IT Professional (MCITP)**

The Microsoft Certified IT Professional (MCITP) credential validates that an individual has the comprehensive set of skills necessary to perform a particular job role, such as database administrator or enterprise messaging administrator. MCITP certifications build on the technical proficiency measured in the Microsoft Certified Technology Specialist (MCTS) certifications. Therefore, candidates will earn one or more MCTS certifications toward earning an MCITP credential.

### **Certified Customer Service Specialist Program**

The Certified Customer Service Specialist Program is a comprehensive entry-level program for adults with no prior office experience. Each participant will undergo an individual skills assessment and upon successful completion will have increased proficiencies in skills such as:

- Keyboarding / Typing
- Computer Software Packages
- Clerical Skills
- Telephone Etiquette and Diction

Individuals will also receive job readiness training including job application preparation, resume building, dressing for success and interviewing skills.



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