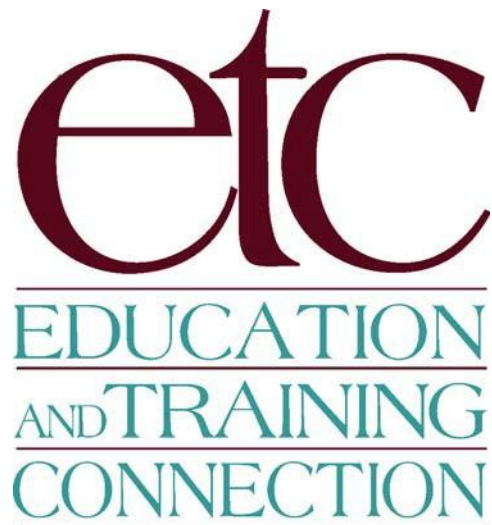


# ETC Career Proprietary School

Licensed through the State of Michigan



884 E. Isabella Road, Midland, MI 48640  
260 W. Genesee, Saginaw, MI 48602

1.888.3U.LEARN  
[www.etc-1.com](http://www.etc-1.com)

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## **EDUCATION AND TRAINING CONNECTION (ETC) BOARD OF DIRECTORS**

Chief Executive Officer..... Lyn Knapp  
President..... Kevin Heye  
Vice President..... Linda Hammer  
Secretary/Treasurer..... Bridget  
Sadenwater  
Trustee..... Jimmy Greene  
Jim Mitrano

## **ADMINISTRATION, DIRECTORS, MANAGERS & INSTRUCTIONAL SUPERVISORS**

Lyn Knapp	CEO Instructional Supervisor
Scott Marble	Business Development and Training Director
Ruth Fahlsing	Training Coordinator

## **MISSION STATEMENT**

Education and Training Connection's (ETC) mission is to provide communities with needed education and training opportunities. This is accomplished through the integration of existing services with new ideas, techniques, technology, and partners.

## STATUS

ETC is a 501C3 corporation in the State of Michigan. ETC has been declared tax-exempt by the Internal Revenue Service of the United States Treasury Department. December 2002, ETC was licensed as a Proprietary School through the State of Michigan and continues to hold that license.

## TRAINING CONTACT INFORMATION

**Midland Contact:**

**989.631.5202**

**Ruth Fahlsing**

989.631.5202 x 0 or 1.888.3U.LEARN

Website: [www.etc-1.com](http://www.etc-1.com)

Email: [training@etc-1.com](mailto:training@etc-1.com)

**Saginaw Contact:**

**989.755.7347**

Jeff Newton

### ADMINISTRATIVE OFFICE HOURS:

Monday – Thursday: 8:00 a.m. to 6:00 p.m.

Friday: 8:00 a.m. to 4:00 p.m.

Summer hours may vary

## CLASS CANCELLATION POLICY

Every attempt to hold classes will be made. However, it may be necessary to cancel classes due to inclement weather. In the event of class cancellations, the following stations will provide up-to-date information:

**RADIO:**

WMPX 1490AM

WKQZ 93.5FM

WUGN 99.7FM

WHNN 96FM

**TV:**

WNEM-TV5

WEYI-TV25

**WEBSITE:**

[www.etc-1.com](http://www.etc-1.com)

# ETC Enrollment Application

Name \_\_\_\_\_ Age \_\_\_\_\_  
Last First M

Address \_\_\_\_\_  
Street City Zip

Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

E-mail \_\_\_\_\_

## Class Registration

Class #	Class Title	Begin/Time	Fee
---------	-------------	------------	-----

Payment: Charge to: \_\_\_\_\_ Master Card \_\_\_\_\_ Visa Card

Name as it appears on front of card: \_\_\_\_\_

# \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature: \_\_\_\_\_

Cash \_\_\_\_\_ Check \_\_\_\_\_

**Make Checks Payable to: Education and Training Connection  
Mail to: 884 E. Isabella Road, Midland, MI 48640**

All tuition and fees paid by the applicant shall be refunded if the applicant is rejected by the school before enrollment. An applicant fee of not more than \$25.00 may be retained by the school if the applicant is denied. All tuition and fees paid by the applicant shall be refunded if requested within three (3) business days after signing a contract with the school. All refunds shall be returned within 30 days.

\_\_\_\_\_  
Learner Signature Date

## **ADMISSIONS**

Learners may apply for admission by completing the ETC Enrollment Application on-line at <http://www.etc-1.com/training/emailform.php> or by contacting:

Midland Program (989) 631-5202

Saginaw Program (989) 755-7347

## **FEES, EXPENSES and REFUNDS**

Course fees and expenses are listed within the catalog.

All tuition and fees paid by the applicant shall be refunded if the applicant is rejected by the school before enrollment. An applicant fee of not more than \$25.00 may be retained by the school if the applicant is denied. All tuition and fees paid by the applicant shall be refunded if requested within three (3) business days after signing a contract with the school. All refunds shall be returned within 30 days.

## **TRANSFER CREDIT**

Does not apply.

## **PLACEMENT SERVICES**

ETC can provide a list of placement service providers to learners that request assistance.

## **CERTIFICATES**

Certificates are awarded to the learner after successful completion of all requirements of the course or training program.

## **REGISTRATION**

Course tuition must be paid in full prior to first course meeting. The tuition rate is published in the Catalog and is subject to change without prior notice.

## **TEXTBOOKS AND MATERIALS**

Textbooks and materials are included in the cost of tuition and provided by ETC, unless otherwise stated.

## **GRIEVANCE PROCEDURES FOR ACADEMICS**

ETC makes every effort to fairly and equitably resolve learners concerns in a timely manner. In the event a learner feels he or she has been treated unfairly, ETC provides a complaint and grievance process.

## **ENTRANCE REQUIREMENTS**

ETC has an open enrollment policy.

## **GRADING SYSTEM**

ETC operates with a Pass/Fail grading system.

## **RULES of LEARNER CONDUCT**

Individuals are fully expected to respect and value the rights of others, support the learning environment, and adhere to the proper use of ETC's facilities. All individuals are fully expected to observe federal, state, and local laws, as well as all ETC's rules, regulations, and policies.

Individuals have the responsibility to:

- Not harass or intimidate any learner or staff member, physically or otherwise.
- Be informed of and adhere to reasonable rules and regulations established.
- Study diligently and maintain the best possible level of academic achievement.
- Be punctual and present in the school program.
- Refrain from using or possessing alcohol or drugs on or near the class sites,  
or to attend class under the influence of drugs or alcohol.
- Not inflict bodily harm upon another individual.
- Not possess a firearm or other weapon on school property.
- Abide by ETC's attendance policy per classroom schedule.
- Refrain from smoking.

Not adhering to these responsibilities may result in a learner facing disciplinary action or being expelled from the class or program.

## **NON-DISCRIMINATION POLICY**

ETC is an equal opportunity/affirmative action institution. In compliance with the Title VI of the Civil Rights act of 1964, Title IX of the Education Amendments of 1972, Title II of the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the State of Michigan's Elliot-Larsen Civil Rights Act of 1977, it is the policy of ETC that no



person on the basis of race, color, religion, national origin or ancestry, age, sex, marital status, sexual orientation or disabilities shall be discriminated against, excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination in employment or in any program or activity for which the Board is responsible or for which it receives financial assistance from the United States Department of Education.

### **PROBATION and DISMISSAL**

1. A learner may be suspended or expelled from a course when “rules of learner conduct” are being violated.
2. An instructor may not suspend or expel a learner but may ask a learner to leave class if that learner is creating a disturbing classroom climate or is posing a threat to a person's property.
3. The instructor must give oral notification to the learner as to why he/she is being dismissed from class at that time.
4. The instructor must verbally notify ETC’s administrative office immediately of the infraction. A written statement of specific charges with grounds must be submitted along with evidence noted within 24 hours of the infraction.
5. The learner should make an appointment with the instructor within 72 hours of the incident.
6. A learner wishing to appeal the decision may within 24 hours of dismissal submit in writing reasons for disagreement to the Director of ETC.
7. The learner will be notified in writing of procedures, charges, hearings, and any other such information as required by law.
8. The Director will reach a decision, after reviewing the learner and instructor comments to retain or dismiss the learner.
9. In some cases, the learner will remain in class until this decision is reached unless the learner poses a continuing danger to persons, property, or an on-going threat of disrupting the academic process.

### **HARASSMENT PROCEDURE**

The accused will have an opportunity to hear and respond to the complaint brought against him/her. Judgments are not made or action taken until the investigation is complete. Whether a specific act violates the policy, will be determined on a case-by-case basis, with proper regard for all circumstances. Due consideration will be given to the protection of individual rights, freedom of speech, religious and moral convictions, and academic freedom.

## **SANCTIONS**

Any person who violates the Education and Training Connection's (ETC) Anti-Harassment Policy may be subject to a range of sanctions which could include, but is not limited to, dismissal, according to due process, from the Education and Training Connection (ETC) and/or termination of employment.

Violators may also be subject to civil action or criminal prosecution because harassment and other discriminatory behavior may violate state and/or federal laws.

## **RETALIATION**

Any attempt to retaliate against an individual who files a complaint is prohibited by this policy and by law. Any attempt of retaliation is subject to the above sanctions and legal charges.

## **EMERGENCY and EVACUATION PLAN**

The emergency and evacuation plan is reviewed at the beginning of each course. Emergency exits are clearly marked above the doors and each room contains a map of emergency evacuation procedures.

## **DRIVING AND PARKING**

ETC will not be responsible for any damage to vehicles while on ETC property or at ETC functions.

## **SECURITY**

ETC strives to keep its facilities safe for learners, staff, and the community-at-large. ETC is equipped with surveillance cameras. Any security incident should be immediately reported to ETC by calling:

Midland (989) 631-5202

Saginaw (989) 755-7347

## **SCHOOL CALENDAR**

Courses are scheduled on a quarterly basis.

## **ASSESSMENTS**

Assessments such as WorkKeys® and Career Cruising are available for an additional fee if requested. They can assist in guiding the learner toward suitable training programs.

## Instructional Staff

<b>Lyn Knapp</b>	Specialist in Educational Administration, Central Michigan University Masters in Industrial Management Central Michigan University BBA, Northwood University
<b>Scott Marble</b>	MBA, Michigan State University BA, Central Michigan University
<b>Robert Loiselle</b>	BA and MA, Spring Arbor University AAS – Healthcare Services, Delta College Certified Paramedic and Paramedic Instructor, State of MI ACLS and EMT Certified CPR and BCLS Instructor, American Heart Association PHTLS and PEPP Certified Certified Firefighter Level I & II/Fire Inspector, State of MI
<b>Darcy Andrews</b>	CNA Certification Coursework in Business, Delta College, Baker College Pursuing Elementary Education degree
<b>Alisha Baur</b>	Computer/Business Skills Training Certificate in Microsoft Software and Accounting, Mott Community College ICDL (International Computer Driving License) Certification
<b>Lauralean Beatty</b>	Child Care Certification, MSU Extension Associates Degree in Business, Delta College Pursuing Bachelor of Arts at SVSU Licensed through the CCEP
<b>Brian White</b>	Certified Paramedic and Paramedic Instructor, State of MI EMS Paramedic, Bay Regional Medical Center ACLS and PEPP Certified BLS Instructor, American Heart Association
<b>Chad Erndt</b>	Certified Paramedic and Paramedic Instructor, State of MI EMS Paramedic, Bay Regional Medical Center Firefighter, Hampton Fire Department BLS Instructor, American Heart Association ACLS and PEPP Certified

## Instructional Staff

<b>Ken Chase</b>	Certified Secondary Teacher SVSU BBA, Northwood University Tile and Terrazzo Finisher
<b>Angela Duby</b>	Medical Assistant Certification, Ross Medical Center CENA Certification, Saginaw Career Complex Basic Life Support Certification, American Heart Association
<b>Frieda McNair</b>	
<b>Christopher Loiselle</b>	CAN Program Coordinator Registered Nurse AAS Paramedic BBA Northwood University ACLS, TNCC, BLS/AED instructor Current Train-the-Trainer Certification expires 12/31/16
<b>Jeff Newton</b>	Associates Degree, Accounting, Delta College Additional Experience: Small Business Owner
<b>Hillary Mellema</b>	BA in Performing Arts , Saginaw Valley University MBA in Business Administration, Saginaw Valley State University
<b>Lissa Mignin</b>	AA in Early Childhood Development, Ohio University
<b>Dana McCann</b>	PhD, Higher Educational Leadership, Central Michigan University BA, Information Technology and Business, Argosy University MBA, Management Information Systems, Central Michigan University BSBA, Management and Marketing, Saginaw Valley State University

## Instructional Staff

<b>Vicki Southern</b>	<p>MSN BSN, Chamberlain University Organizational change expert</p>
<b>Todd Miller</b>	<p>Associates in Automotive Technology, Mott Community College Michigan State Certified in Engine Repair, Automatic Transmission, Brakes, Braking Systems, and Electrical Annual Vocational Authorization in Automotive Welding</p>
<b>Jeff Cole</b>	<p>Associates Degree in Computer Information Systems, Mid-Michigan Community College. Ten + years' experience with MS Office Suite.</p>
<b>Mark Newvine</b>	<p>EMS Paramedic, McLaren Hospital-Bay Region Fire Fighter, Bay City Fire Department AAS in Fire Science, Delta College AAS in Nursing, Delta College Certified Instructor for Michigan Fire Fighters Training Council EMS Instructor and Coordinator for State of Michigan</p>
<b>Carrie Cross</b>	<p>Paramedic, McLaren Bay Region BSN, SVSU MI Paramedic License MI EMT-PI/C</p>

# PROGRAMS

## Computer Applications Program

The Computer Applications Program consists of four (4) levels of certification: 1) *Beginning*, 2) *Intermediate*, 3) *Advanced Programs* or 4) *Computer Workplace Applications*. ETC will award a certificate upon completion of each course and level. Currently being offered is software Version 2007 and 2010. Upgraded software will be offered as it becomes available.

<b>Instructional Hours:</b>	<b>330 clock hours</b>
<b>Tuition (all inclusive):</b>	<b>\$2015.00</b>

## Child Development Program

### Child Care Aide Certificate

The Child Care Aide Certificate course provides learners with the relevant skills and knowledge needed to obtain entry-level position.

<b>Instructional Hours:</b>	<b>270 clock hours</b>
<b>Tuition (all inclusive):</b>	<b>\$780.00</b>

## **Emergency Medical Service (EMS) Program**

EMS Provides learners with the skills, knowledge and abilities to work in the field of emergency medicine at various levels.

\*Courses held at Lincoln Center, 820 S Lincoln St., Bay City, MI 48708 (unless otherwise noted or requested)

### **First Responder**

Pre-Requisites:	None Required
Certificate:	Course Competition
Instructional Hours:	110 Clock Hours
Tuition:	\$550.00

### **Emergency Medical Technician**

Pre-Requisites:	First Responder
Certificate:	Course Competition
Instructional Hours:	236 Clock Hours
Tuition:	\$1,125.00

### **EMS Paramedic**

Pre-Requisites:	EMT License
Certificate:	Course Competition
Instructional Hours:	1,360 Clock Hours
Tuition:	\$5,200.00

## Food and Nutrition Program

The Food and Nutrition Program provides food handlers/employees with the current information on food safety basics:

Certificate: **Food Service Professional**

- Sanitation and food safety
- Working Safe
- Nutrition
- Customer Service
- Basic culinary skills
- Food service math

**Instructional Hours:** 270 clock hours  
**Tuition (all inclusive):** \$780.00

## Business and Career Development Program

Certificates: **Entrepreneurial, Skill Trades, Building Maintenance and Landscaping, Professional Retail Operations, Microsoft Individual Courses and Adobe Individual Courses**

The Career Development Program is a certificate program that consists of several individual programs specializing in a particular area of interest.

This broad-based program will provide learners with entry level, hands-on learning skills that align with industry practices.

**Instructional Hours:** 1180 Clock Hours  
**Tuition (all inclusive):** \$4,959.00

## Occupational Specialist Program

Certificates: **Contact Center Operations, Home Help/Personal Assistant, Administrative Assistant and Executive Assistant**

The Occupational Specialist Program is a certificate program that consists of several individual programs specializing in a particular area of interest.



This broad-based program will provide learners with entry level, hands-on learning skills that align with industry practices.

**Instructional Hours:** 750 Clock Hours  
**Tuition (all inclusive):** \$2,120.00

## **CERTIFICATE OPTIONS AND CONTENT**

### **Computer Applications Certificate**

The Computer Applications Program consists of four (4) levels of expertise: 1) Beginning, 2) Intermediate, 3) Advanced or 4) a more intensive Computer Workplace Applications. ETC will award a certificate upon completion of each course and level.

Instructional Hours: 330 clock hours  
Tuition (all inclusive): \$2,015.00

#### Computer Applications **Beginning** Level:

Microsoft Word Fundamentals	4 Hours
Microsoft Excel Fundamentals	4 Hours
Microsoft Access Fundamentals	4 Hours
Microsoft PowerPoint Fundamentals	4 Hours
Microsoft Outlook Fundamentals	4 Hours
Social Networking	4 Hours

**Total Instructional Hours: 24 Hours**  
**Tuition (all inclusive): \$534.00**

#### Computer Applications **Intermediate** Level:

Microsoft Word Intermediate	4 Hours
Microsoft Excel Intermediate	4 Hours
Microsoft Access Intermediate	4 Hours
Microsoft PowerPoint Intermediate	4 Hours
Microsoft Outlook Intermediate	4 Hours

**Total Instructional Hours: 20 Hours**  
**Tuition (all inclusive): \$445.00**

Computer Applications **Advanced** Level:

Microsoft Word Advanced	4 Hours
Microsoft Excel Advanced	4 Hours
Microsoft Excel Macros	4 Hours
Microsoft Access Advanced	4 Hours

**Total Instructional Hours: 16 Hours**  
**Tuition (all inclusive): \$356.00**

Computer **Workplace Applications**

**Course Description:** This course is an intensive nine-week course that meets thirty hours per week. The course will focus on developing work place skills and abilities by exploring and developing proficiencies using the Microsoft Office Suite applications found in most work environments today. Participants will demonstrate proficiency developing/ using spreadsheets with Excel, creating and refining various document types using Word, developing and applying internet research skills, as well as the efficient use of email and calendar systems through project based learning activities.

**Total Instructional Hours: 270 Hours**  
**Tuition (all inclusive): \$780.00**

**Child Care Aide Certificate**

The Child Care Aide Certificate course covers the following topics:

- Working in a daycare setting
- How children learn and grow
- Healthy and Safe Environments including CPR
- Developing relationships with families
- Complete a library of age appropriate activities

The Child Care Aide Certificate course provides learners with the relevant skills and knowledge needed to obtain entry-level position. This program includes both instructor led classroom activities and hands-on learner skill demonstration in a collaborative group setting.

**Course Description:** This course is an intensive nine-week course that meets thirty hours per week. The Child Care Aide Certificate program provides learners with the relevant skills and knowledge needed to obtain entry-level position. The course will focus on developing work place skills and abilities and

includes both instructor led classroom activities and hands-on learner skill demonstration in a collaborative group setting. This practical, hands on approach will allow direct application of learned skills on the job.

<b>Pre-Requisites:</b>	<b>None Required</b>
<b>Certificate:</b>	<b>Program completion</b>
<b>Instructional Hours:</b>	<b>270 Hours</b>
<b>Tuition (all inclusive):</b>	<b>\$780.00</b>

## **Emergency Medical Service (EMS) Certificates**

EMS Provides learners with the skills, knowledge and abilities to work in the field of emergency medicine at various levels.

\*Courses held at Lincoln Center, 820 S Lincoln St., Bay City, MI 48708 (unless otherwise noted or requested)

### **First Responder**

Courses emphasize emergency skill such as responding to trauma and/or emergencies such as cardiac or respiratory failure. During training, candidates learn how to handle many types of emergencies including emergency childbirth, fractures and bleeding.

<b>Pre-Requisites:</b>	<b>None Required</b>
<b>Certificate:</b>	<b>Course Competition</b>
<b>Instructional Hours:</b>	<b>110 Clock Hours</b>
<b>Tuition:</b>	<b>\$550.00</b>

### **Emergency Medical Technician**

Candidates learn advanced skills such as using defibrillators, administering intravenous fluids and clearing the airway with the use of sophisticated equipment.

<b>Pre-Requisites:</b>	<b>First Responder</b>
<b>Certificate:</b>	<b>Course Competition</b>
<b>Instructional Hours:</b>	<b>236 Clock Hours</b>
<b>Tuition:</b>	<b>\$1,125.00</b>

### **EMS Paramedic**

Candidates receive advanced training in medical skills and formal instruction in anatomy and physiology. The curriculum features classroom instruction and skills laboratory work. Graduates also learn how to administer medications, evaluate cardiac conditions and perform other lifesaving procedures.

<b>Pre-Requisites:</b>	<b>EMT License</b>
<b>Certificate:</b>	<b>Course Competition</b>
<b>Instructional Hours:</b>	<b>1,360 Clock Hours</b>
<b>Tuition:</b>	<b>\$5,200.00</b>

### **Food and Nutrition Certificate:** Food Service Professional

**Course Description:** This course is an intensive nine-week course that meets thirty hours per week. The course will focus on developing work place skills and abilities related to working in a variety of food service operations and roles. A practical, hands on approach will allow direct application of learned skills on the job.

<b>Pre-Requisites:</b>	<b>None Required</b>
<b>Certificate:</b>	<b>Program completion</b>
<b>Instructional Hours:</b>	<b>270 Hours</b>
<b>Tuition (all inclusive):</b>	<b>\$780.00</b>

### **Business and Career Development Certificates**

The Career Development Program is a certificate program that consists of several individual programs specializing in a particular area of interest.

This broad-based program will provide learners with entry level, hands-on learning skills that align with industry practices.

<b>Instructional Hours:</b>	<b>1,180 Clock Hours</b>
<b>Tuition (all inclusive):</b>	<b>\$4,959.00</b>

## Entrepreneurial Certificate

- Developing a Business/Marketing Plan
- QuickBooks
- Business Fundamentals
- Human Resources Functions
- Business Transformation Skills
- Principles of Marketing

**Total Instructional Hours:** 270 Hours  
**Tuition (all inclusive):** \$780.00

## Skilled Trades Core Certificate

### Introductory Craft Skills

- Basic Safety
- Introduction to Construction Math
- Introduction to Hand and Power Tools
- Introduction to Construction Drawing
- Basic Rigging
- Basic Communication Skills
- Basic Employability Skills
- Introduction to Materials

**Total Instructional Hours:** 270 Hours  
**Tuition (all inclusive):** \$810.00

## Building Maintenance and Landscaping Certificate

- General safety in the workplace
- Working safely in the residential maintenance and landscaping industry
- Math for residential maintenance workers
- Tools and equipment
- Residential plumbing basics
- Electrical basics
- Residential insulation and weatherizing
- Drywall repair
- Interior and exterior painting
- Lawn care basics
- Trees and shrubs
- Planting and maintaining beds, terraces, patios, walkways and decks

**Total Instructional Hours:** 270 Hours  
**Tuition (all inclusive):** \$780.00

## **Professional Retail Operations Certificate:**

**Course Description:** This course is an intensive seven-week course that meets thirty hours per week. The course will focus on developing work place skills and abilities in multiple areas of retail operations, including work place safety; sales; merchandising and promotion; inventory management; purchasing; money handling; customer service. Participants will apply their knowledge and practice new skills in actual retail operations while preparing work positions in the world of retail.

<b>Total Instructional Hours:</b>	<b>270 Hours</b>
<b>Tuition (all inclusive):</b>	<b>\$780.00</b>

## **Microsoft Applications** (certificates awarded for each course completed)

Access Fundamentals	4 Hours
Access Intermediate	4 Hours
Access Advanced	4 Hours
Excel Fundamentals	4 Hours
Excel Intermediate	4 Hours
Excel Advanced	4 Hours
Outlook Fundamentals	4 Hours
Outlook Intermediate	4 Hours
Powerpoint Fundamentals	4 Hours
Powerpoint Intermediate	4 Hours
Microsoft Project	4 Hours
Microsoft Publisher	4 Hours
Visual Basics	4 Hours
Visio	4 Hours
Word Fundamentals	4 Hours
Word Intermediate	4 Hours
Word Advanced	4 Hours

<b>Total Instructional Hours:</b>	<b>68 Hours</b>
<b>Tuition (all inclusive):</b>	<b>\$1,513.00</b>

## **Adobe Applications** (certificates awarded for each course completed)

Dreamweaver	4 Hours
Fireworks	4 Hours
InDesign	4 Hours
Photoshop	4 Hours

<b>Total Instructional Hours:</b>	<b>16 Hours</b>
<b>Tuition (all inclusive):</b>	<b>\$ 356.00</b>

## **Business Transformation Skills Certificate**

Major issue in the workplace today is not change...but **how** to change...this course is designed to educate responsible business/organization key staff on the "how".

Topics covered: communication, how to prepare for change, principles of effective change in 2013 and beyond, accountability (who and what), role alignment for team success, 24/7 employer strategy and understanding the role of technology...especially "new" technology. **(16 hours/\$240)**

## **Occupational Specialist Certificates**

The Occupational Specialist Program is a certificate program that consists of several individual programs specializing in a particular area of interest. This broad-based program will provide learners with entry level, hands-on learning skills that align with industry practices.

Pre-Requisites:	Work Keys assessment may be required
Certificate:	Course and Level completion
<b>Instructional Hours:</b>	<b>750 Clock Hours</b>
<b>Tuition (all inclusive):</b>	<b>\$2,120.00</b>

### **Contact Center Operations:**

**Course Description:** This course is an intensive four-week course that meets 160 hours (forty hours per week). The course will focus on developing work place skills and abilities by exploring and developing proficiencies needed for success in a professional call center and/or office environment. Students demonstrating mastery of the core concepts will earn an Administrative Assistant Certificate and can earn an Executive Assistant Certificate with mastery of additional concepts.

<b>Total Instructional Hours:</b>	<b>160 Hours</b>
<b>Tuition (all inclusive):</b>	<b>\$780.00</b>

## Certified Nursing Assistant (C.N.A.)

- 33 hours classroom
- 16 hours lab
- 16 hours clinical

Total Instructional Hours 75  
Tuition \$975.00

Required for participation:

- Hepatitis B. Vaccination/waiver
- TB Test showing negative result
- Mumps, measles and rubella vaccinations
- Current flu shot
- Uniforms (scrubs-any color)
- Watch with second hand
- Current CPR card/or will be required to attend in addition to the first day of class

This course will prepare students to work in a long-term care facility. The schedules will vary in order to accommodate the lab and clinical hours. Please check with the main offices for an up to date listing of required times and days.

## Home Help/Personal Assistant Certificate

**Course Description:** This course is an intensive nine week course that meets thirty hours per week. The course will focus on developing work place skills and abilities related to providing personal and household assistance to elderly and/or disabled individuals. A practical, hands on approach will allow direct application of learned skills on the job.

- Customer service: listening, responding, & resolving
- Working in a team
- Personal appearance
- Conflict Resolution
- CPR and First Aide
- Communication Skills
- Food & Nutrition
- Budgeting 101
- Medical Terminology I & II

Total Instructional Hours: 270 Hours  
Tuition (all inclusive): \$780.00



# COURSE DESCRIPTIONS

*Courses subject to revision/change as needed.*

## **ADOBE DREAMWEAVER**

Learners will learn Dreamweaver software and how to utilize the software to create professional websites. (4 Hours/\$89.00)

## **ADOBE FIREWORKS**

Learners will learn how to design and refine graphics for the Web. They will learn how to create and manipulate vector shapes, apply colors and styles, create and modify text, and optimize and export graphics. Learners will get the most out of this course if they are familiar with basic Web concepts but have no prior experience with Fireworks. (4 Hours/\$89.00)

## **ADOBE IN DESIGN**

Learners learn about Adobe InDesign environment. Areas covered include basic documents, item position, multi-page documents, master pages, text frame and paragraph threading and formatting, styles, graphics, grouped items, layers, outputting documents, commercial printing preparation, and document settings. (4 Hours/\$89.00)

## **ADOBE PHOTOSHOP**

Adobe PhotoShop is the premiere image manipulation tool for both print and the web. Learners planning on working with images in any way, need to know Photoshop. Learn the basics of PhotoShop. Learners will learn how to select, enhance, distort color, scale and manipulate scanned images and artwork — or create them from scratch. (4 Hours/\$89.00)

## **ADMINISTRATIVE ASSISTANT**

The Administrative Assistant program will assist individuals in becoming a professional and efficient assistant in the corporate world. (160 hours/\$480.00)

## **BUILDING MAINTENANCE AND LANDSCAPING**

Learners will be introduced to the following: general safety in the workplace; working safely in the residential maintenance AND landscaping industries; math for workers; tools and equipment; residential plumbing basics; electrical basics; residential insulation and weatherizing; drywall repair; and interior and exterior painting; lawn care basics; trees and shrubs, planting beds, terraces, patios, walkways and decks. (270 Hours/\$780.00)

### **BUSINESS TRANSFORMATION SKILLS**

Major issue in the workplace today is not change...but **how** to change...this course is designed to educate responsible business/organization key staff on the "how".

Topics covered: communication, how to prepare for change, principles of effective change in 2013 and beyond, accountability (who and what), role alignment for team success, 24/7 employer strategy and understanding the role of technology...especially "new" technology. (16 hours/\$240)

### **CHILD CARE AIDE**

This course covers working in a daycare setting, how children learn and grow, healthy and safe environments, developing relationships with families, CPR, first aid, and complete a library of age appropriate activities. (270 hours/\$780.00)

### **COMMUNICATION SKILLS**

Communication is a basic skill that affects all aspects of business life. Our words, gestures, appearance, and body language all "speak" volumes as to our intent, state of mind, and attitude. Learning to recognize these conscious and unconscious cues, as well as paying attention to others' signals, make us better communicators and leaders. Communication skills for supervisors/Managers can be learned by giving you the tools you need to effectively handle yourself. You will learn about the nine behavioral skills for effective communication, and ways you can improve in each area. With practice, you can raise your communication skill into an art form. (6 Hours/\$178.00)

### **CREATING EYE CATCHING PUBLICATIONS**

Learners will learn creative techniques to design and develop eye catching designs to be used in business initiatives; such as, advertising, marketing, newsletters, publications, and more. Learners will learn how to select and use graphics, fonts, and colors to add 'pop' to their printed materials. (8 Hours/\$178.00)

### **CERTIFIED NURSING ASSISTANT**

Successful completion of the course (classroom, lab and clinical) is required to be eligible to take the State Competency Evaluation Exam. (75 hours \$975.00)

### **CUSTOMER SERVICE: LISTENING, RESPONDING & RESOLVING**

Learners will learn how to really listen to customers, responding accordingly to keep the relationship, and resolve issues that many arise. Learners will also learn how to gauge the three types of customer conflict personalities and how to troubleshoot issues based upon that knowledge. (8 Hours/\$178.00)

### **DEVELOPING A BUSINESS/MARKETING PLAN**

Learners will learn the elements of a business plan and how to write a good marketing plan and the methods to implement the plans. The learner will learn the art of outlining and developing plans that works. Since business and marketing plans are used for many purposes--as a development tool, a management and planning guide, a mission statement, a sales document, the learner will learn the usefulness of maximizing upon their organization's business and marketing plans to get results! (8 Hours/\$178.00)

### **EMS: Paramedic**

Students will acquire skills and knowledge to work as an EMS Paramedic providing emergency medical care to the critically ill and injured, assisting hospital emergency medical staff with life saving care. (1,360 hours/\$5,200)

### **EMS: Emergency Medical Technician**

Students will acquire skills and knowledge to work as an EMT. EMT will teach the skills necessary to respond to emergency calls where immediate care to the critically ill and injured is required, and to transport patients to a medical facility. (236 hours/\$975)

### **EMS: First Responder**

Students will acquire skills and knowledge to respond to fires and other emergencies in metropolitan, rural and wilderness areas. First Responder will teach the skills and abilities to quickly and efficiently assess emergency situations and choose appropriate actions. (110 hours/\$400)

### **EXECUTIVE ASSISTANT**

The Executive Assistant program will provide individuals with the skills needed to be an effective assistant in to a corporate professional. (56 Hours/\$699.00)

### **FILEMAKER PRO**

Business database software for managing contacts, inventory, projects and more. (4 hours/\$89.00)

## **FILE MANAGEMENT**

Learn to organize and manage files making them easily accessible and categorized in an easy to understand format. (4 hours/\$89.00)

## **FOOD and NUTRITION**

Learners will be taught food safety basics including: sanitation and food safety, working safe, nutrition, customer service, basic culinary skills, and food service math. (270 Hours/\$780.00)

## **GRANT WRITING**

Grant writing I is an invigorating and informative class specially created for executive directors, organizers, board members, community volunteers, development officers, and individuals who want to learn a 'bird's eye' view of the grant writing process. Learners learn how to: research and develop mutually beneficial relationships with potential funding sources, organize a grant writing campaign and keep track of all funding sources, requests and donations. Learners learn to attract the dollars needed for programs. This class teaches learners the basics of a successful grant proposal and highlight steps for creating winning proposals for your organization. Learners will also learn how to identify funding sources for projects. (7 Hours/\$149.00)

## **Home Help/Personal Assistant Certificate**

**Course Description:** This course is an intensive nine week course that meets thirty hours per week. The course will focus on developing work place skills and abilities related to providing personal and household assistance to elderly and/or disabled individuals. A practical, hands on approach will allow direct application of learned skills on the job such as; Customer service: listening, responding, & resolving, Working in a team, Personal appearance, Conflict Resolution ,CPR and First Aide, Communication Skills, Food & Nutrition, Budgeting 101,Medical Terminology I & II, ( Hours 270/Tuition (all inclusive/\$680.00)

## **HUMAN RESOURCES FUNCTIONS**

Learners will learn the basics of human resources functions; including, recruitment, interviewing, assessing, hiring, and firing employees; legalities and compliance issues; benefits and incentives; training and development. (7 Hours/\$149.00)

## **MEDICAL TERMINOLOGY**

Learner will learn the fundamentals of Medical Terminology and how to recognize and define suffixes, pre-fixes and root words to understand medical terminology. (27 Hours/\$189.00)

## **MICROSOFT ACCESS FUNDAMENTALS**

This course will teach learners how to quickly and efficiently add, edit, sort and format large volumes of data. When this course is completed the learner will have a clear understanding of basic database concepts and terminology. Additionally, learners will learn to add and remove records in a table, pull up select information using the query function, and print data in report format. (4 hours/\$89.00)

## **MICROSOFT ACCESS INTERMEDIATE**

In this mid-level Microsoft Access course, learners will learn how to enhance database designs by using the principles of data normalization, table relationships, and referential integrity; by querying multiple tables for data used in customized forms, reports, and sub-reports; and by creating data access pages. (4 Hours/\$89.00)

## **MICROSOFT ACCESS ADVANCED**

In this final level course learners will learn how to use a variety of complex query techniques, create more efficient forms and reports, and create and use macros to automate your forms. In addition, learners will gain experience with Internet-related features, including hyperlinks and the Web toolbar. (4 Hours /\$89.00)

## **MICROSOFT EXCEL FUNDAMENTALS**

Excel Fundamental teaches learners the basics of creating, editing, and saving worksheets. The learners will learn how to work with formulas and functions to calculate and return values, format data, turn data into visual charts and work with worksheets in a workbook. (4 Hours/\$89.00)

## **MICROSOFT EXCEL INTERMEDIATE**

Excel intermediate teaches learners the skills and concepts necessary to create advanced charts. The learner will be introduced to the powerful list management capabilities of Excel. This function teaches learners how to manage a list of data using the sort and filter commands to locate information quickly. (4 Hours/\$89.00)

## **MICROSOFT EXCEL ADVANCED**

The advanced Excel class teaches learners how to personalize the look of screens and worksheets by creating customized toolbars and creating styles and templates. Work with advanced functions, create pivot tables to analyze worksheet data, outline and consolidate worksheets, and protect worksheets by locking cells. Learners learn how to create and modify macros by using the Visual Basic Editor. (4 Hours/\$89.00)

## **MICROSOFT OUTLOOK FUNDAMENTALS**

Learners will learn the basics of Outlook. (4Hours/\$89.00)

## **MICROSOFT OUTLOOK INTERMEDIATE**

Learners will learn advanced features of Outlook. (4 Hours/\$89.00)

## **MICROSOFT POWERPOINT FUNDAMENTALS**

Learners will learn to convey ideas visually to create exciting presentations. They will learn to format text, insert art, create charts, change color schemes and templates, to develop professional slide show. (4 Hours/\$89.00)

## **MICROSOFT POWERPOINT INTERMEDIATE**

Upon successful completion of this course, learners will be able to: explore, design and create template presentations. Work with clip art, animate your slide shows, and add movies and sound. Learn how to insert office objects, create slides from an outline, and send slides to Microsoft Word. Explore customization options and automate slide production. Create hyperlinks to the World Wide Web, interactive objects and work with slide show options. (4 Hours/\$89.00)

## **MICROSOFT PROJECT**

Learners will learn the fundamentals of Project including characteristics of a project, implementation of a project, time management, and cost approximation. (4 Hours/89.00, 8 hours \$178.00)

## **MICROSOFT PUBLISHER FUNDAMENTALS**

This course will give learners the tools to create letterhead, business cards, posters, invitations, etc. Learners will also learn how to create newsletters, brochures, and flyers. They will discover how to use graphics, fonts and layout features useful to enhance any project. This course will use Microsoft Publisher. (4 Hours/\$89.00)

## **MICROSOFT VISUAL BASIC**

Visual Basic is the most popular development tool in the world and is probably the easiest to learn. Learners will learn the basics of window design and how to add various controls to your user interfaces. They will also learn about databases and Structured Query Language (SQL) and how to use these powerful tools in applications. (4 Hours/\$89.00)

## **MICROSOFT VISIO**

Learners will learn how to create a variety of charts and graphs used in the business arena. (4 Hours/\$89.00)

## **MICROSOFT WORD FUNDAMENTALS**

Learner will learn the basics of Microsoft Word. They will learn how to create, save, open, and print professional looking documents. Other areas developed will be editing and formatting text, working with tables, and using productivity tools. (4 Hours/\$89.00)

## **MICROSOFT WORD INTERMEDIATE**

This class takes learners to the next level of Microsoft Word. They will learn intermediate document formatting & mail merge capabilities. Mail merge allows learners to import data (names addresses etc.) from a data base and automatically create form letters and envelopes for mass mailing. The intermediate document formatting portion of the class will allow the learner to create and use templates and styles that can be used over and over again. Additionally, learning how to format newspaper columns and work with headers and footers. (4 Hours/\$89.00)

## **MICROSOFT WORD ADVANCED**

This class is advanced Microsoft Word. In this class learners learn advanced skills for creating and using advanced styles, templates, and forms. They will learn how to import graphics to create powerful documents. The learners will experience working with large documents; determining document layout; and sharing documents online. This course meets the Microsoft Proficiency Guidelines for Word at the Expert level. (4 Hours/\$89.00)

## **PRINCIPLES OF MARKETING**

Learners will learn the basics of marketing; marketing research; consumer and business buying behavior; understanding customers, products, distribution, promotion, and price; and, marketing management. (7 Hours/\$149.00)

## **QUICKBOOKS**

This class will provide learners with the skills of working with QuickBooks, an accounting application for small businesses. Learn to create invoices, enter purchases, pay employees, and manage your checking account. Learners will learn how to customize forms; work with credit card transactions, work with Asset, Liability and Equity accounts; create and customize reports and graphs; track and pay sales tax; manage payroll, complete job estimates, time tracking and costing; and create customized letters and forms.

(4 Hours/\$89.00; 8 hours \$178.00)

## **SKILL TRADES CORE CERTIFICATE**

Introductory Craft Skills to include:

- Basic safety
- Introduction to construction math
- Introduction to Hand and Power Tools
- Introduction to Construction Drawing
- Basic Rigging
- Basic Communication Skills
- Basic Employability Skills
- Introduction to Materials

This curriculum from the National Center for Construction and Research has been developed to ensure that the student has a clear understanding of the basics before he/she progresses to the next component of their training if they desire to enter into the skilled trades as a career. (270 Hours/\$810.00)

## **SOCIAL NETWORKING**

This class will assist students in setting up their social networking profiles on a number of current social networking sites; Facebook, Twitter, Linked-In and others (4 Hours/\$89.00)

## **WEB DESIGN WITH FREE TOOLS**

Learners will learn how to design professional looking websites utilizing free tools on the internet. (4 Hours/\$89.00)