

Workforce CATALOG



**SUNY
CORNING**
COMMUNITY COLLEGE
WORKFORCE

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WELCOME

Workforce Education and Academic Pathways at SUNY Corning Community College is excited to work with you to meet your personal and professional training needs!

Our robust design and development processes will ensure your learning objectives and performance goals are met on your schedule, within your budget, and with the ideal blend of custom and standard training solutions. We have a suite of programs ready to present, and we work with professional trainers who prepare custom education to keep our training programs on the leading edge. Not sure you have the funding available? That's okay! We work closely with local and NYS workforce funding partners.

Our Program Coordinators are sector specific to make sure your needs are constantly in focus. We work with business, industry, and agencies throughout the tri-county area of Chemung, Schuyler and Steuben (and beyond), from the Transportation, Manufacturing, Public Safety, Education, Nonprofit, Hospitality, Healthcare, Information Technology, Human Resources and Financial sectors.

We would love the opportunity to share more of what SUNY CCC can offer and how we can work together to develop your team's skills. Reach out to schedule a visit, call or zoom meeting to explore your training options!



Thank you from Workforce Education and Academic Pathways!

For more information, and to see course descriptions for every option offered, please visit www.corning-cc.edu/community-business/index.php

SUNY CORNING
COMMUNITY COLLEGE
WORKFORCE

Contact Us!
607.936.5501 (T)
607.962.9276 (T)
ilearn@corning-cc.edu
www.corning-cc.edu

Elmira & Corning, NY
318 Madison Ave & 1 Academic Dr.
Convenient Locations!

POLICIES & FUNDING OPTIONS

NON-CREDIT CERTIFICATION PROGRAM POLICIES

GRADED COURSES:

Most non-credit courses are not graded; however, certification program courses are graded on a Pass/No Grade (P/N) system. To earn a Pass (P) grade, all coursework must be completed at a 70% or higher level. While each non-credit certification program will vary, course grades will be earned based on quizzes, exams, lab proficiency and class participation. Evaluations will be done periodically throughout the course, but at no more than 25% increments. If the student is not passing at any one of these intervals, they will be referred for tutoring, extra lab time, etc. to improve performance.

Attendance and on-time arrivals must be maintained at 80% or the student will be dropped from the course. Details for specific courses will be on the course syllabus and in the course/program descriptions later in this catalog. Some courses may require students to make-up all missed time.

At the end of the course, grades will be entered by the course instructor and will appear on the student transcript. In many cases, a transcript must be submitted as proof of course completion to be eligible for a career certification exam. To be eligible for certification, all program courses must be complete with a Pass (P) grade.

Pass grades must be maintained to remain in good academic standing. Some programs will be eligible to receive non-credit NYS Tuition Assistance Program (TAP) funds (see Non-Credit Funding section below). To receive college credit for these programs upon matriculation, a P grade must be earned.

PROBATION:

At the 25% evaluation period; students who do not have a 70% passing grade or who have not maintained 80% attendance will be placed on probation. The instructor will work with the students on a plan to improve their performance.

SUSPENSION:

Any student not meeting standards of academic progress or attendance requirements at the completion of any probationary period will be suspended from enrollment in the program. Suspension means that the student is no longer in the program, loses all financial aid, and is not eligible to return to CCC for the equivalent of one full academic semester. A student will remain on suspension until a Progress Appeal has been submitted and reviewed by the Workforce Education and Academic Pathways (WEAP) Progress Committee. (See Reinstatement below).

REINSTATEMENT:

A student who has been placed on suspension may appeal this action if extenuating circumstances have led to the lack of progress toward the completion of the program. As part of the appeal process, students must submit a plan for success that identifies the causes of their poor performance and demonstrates that they have taken actions to avoid or eliminate these causes.

To begin the appeal process students must meet with their instructor or the Senior Director of WEAP to create a plan for success and to complete the Progress Appeal. The Progress Appeal is then submitted to the WEAP Progress Committee where it will be reviewed. Progress Appeal forms are available by emailing ilearn@corning-cc.edu. When an appeal is granted, the student will be reinstated with probationary status in the

next available program offering.

MILITARY LEAVE OF ABSENCE:

Students shall not be penalized for course absences due to unavoidable or legitimate required military obligations not to exceed two (2) weeks or 15% of the course, or unless special permission is granted by the instructor. Instructors must also consider the student's overall attendance and progress when determining if sufficient attendance/work completed warrants a passing (P) grade. Students are responsible for notifying their instructor(s) of such circumstances as far in advance as possible, and for providing documentation to verify the absence to the Senior Director of WEAP. The Senior Director of WEAP will confirm receipt of official documentation to the instructor.

Instructor(s) are responsible for providing reasonable accommodations or opportunities to make up exams or other course assignments.

CANCELLATION AND REFUND POLICIES:

Cancellations will be determined 3 days prior to the course start date. Should SUNY Corning Community College's Office of Workforce Education and Academic Pathways cancel a course, refunds are automatically generated. Students may cancel and request a full tuition refund anytime up to 48 hours prior to the start of class. Last minute cancellations by a student or failure to attend will NOT qualify for a refund. Students should make a cancellation request in writing, by email to ilearn@corning-cc.edu, or by phone call to (607) 936-5501 and should also request confirmation of their cancellation. In the event of inclement weather, please check the College website at www.corning-cc.edu or local media and social media for cancellations.

SECURITY GUARD COURSES:

(Cancellations/Refunds)

Students will receive a 100% refund prior to the start of instruction. SUNY Corning Community College does not charge any non-refundable deposits or fees. If the course is divided between two days, student will receive a 50% refund if requested before start of second day. Cancellations will be determined 3 days prior to the start date. Should SUNY Corning Community College's Office of Workforce Education and Academic Pathways cancel a course, refunds will be automatically generated. Students may cancel and request a full tuition refund prior to the start of class. Students should make a cancellation request in writing, by email to ilearn@corning-cc.edu, or by phone call to (607) 936-5501 and should also request confirmation of their cancellation. In the event of inclement weather, please check the College website at www.corning-cc.edu or local media and social media for cancellations.

PAYMENT(S):

Students will receive a bill upon registration with payment instructions. Students may pay by personal check, credit card or through a third-party payment agreement.



POLICIES & FUNDING OPTIONS

NON-CREDIT FUNDING

SEE WHAT'S OUT THERE:

SUNY Corning Community College students may be eligible for a variety of funding opportunities. Please consider the following options.

VETERANS BENEFITS:

For more information regarding accessing your veteran or military benefits - please contact Tara Bauman in the Financial Aid Office at bauman@corning-cc.edu or call 607-962-9433.

SALLIE-MAE LOANS:

Career Training Smart Option Student Loans® are available for professional training and trade certificate courses in non-degree-granting programs. To determine your eligibility; please contact: www.salliemae.com/student-loans/career-training-smart-option-student-loan/.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA):

WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market. It also aims to match employers with the skilled workers they need to compete in the global economy. Extra funding is available if you are 18 to 24 (years old) and not in school. To determine your eligibility, please contact CSS Workforce NY at 607-733-7131 or online at www.csswfn.com.

TRADE ADJUSTMENT ASSISTANCE (TAA):

TAA is a federal program of the United States government to act to reduce the damaging impact of imports felt by certain sectors of the U.S. economy. The current structure features four components of Trade Adjustment Assistance for workers, firms, farmers, and communities. The program for workers is the largest and is administered by the Department of Labor. To determine your eligibility, please contact CSS Workforce NY at 607-733-7313 or online at www.csswfn.com.

ACCES-VR:

ACCES-VR assists individuals with disabilities to achieve and maintain employment and to support independent living through training, education, rehabilitation, and career development. To determine your eligibility; please contact Access-VR via phone at 607-734-5294 or online at www.access.nysed.gov/vr.

PART-TIME TAP:

New York State Tuition Assistance Program (TAP) will be available for some non-credit programs. For more information, please contact SUNY Corning Community College's Financial Aid Office at 607-962-9428 or finaid@corning-cc.edu.

CSEA/AFSCME SCHOLARSHIPS:

CSEA annually awards eighteen \$1,000 scholarships to eligible members or dependents of CSEA members along with two \$2,500 scholarships. AFSCME annually awards one \$5,000 scholarship along with ten \$2,000 scholarships to eligible dependents of CSEA members. Other scholarships are available through Union Plus, many CSEA Regions, locals and units as well as many AFSCME affiliates. For more information, please visit online at www.cseany.org/scholarships.

COMMUNITY FOUNDATION SCHOLARSHIPS FOR ADULT STUDENTS:

The Community Foundation provides access for consideration for a number of scholarships that can be utilized for a number of our non-credit career options. For more information contact Katie McConville at 607-739-3900 or at cmm@communityfund.org/students. Applicants can apply online at: www.comunityfund.org/students. (Applications are typically due by February 17th each year unless otherwise noted.



CREDIT FOR PRIOR LEARNING

YOUR EXPERIENCE COUNTS:

SUNY Corning Community College understands that adults have gained valuable knowledge and skills from experiences outside the classroom: from their work, their volunteer experiences or their hobbies. The learning experience must be at the college level. There are several methods by which credit is granted.

TRANSFER CREDIT:

Credit-bearing transfer courses (at C level or above) may be accepted from any regionally accredited, candidate, or correspondent institution of a higher education or New York State Education Department chartered degree-granting institution.

Credit for military or other training programs may be earned through any of the following means: military course work, non-collegiate institution sponsored courses / workshops as recommended for credit by the American Council on Education, course work approved by the New York State Education Department (National College Credit Recommendation Service [NCCRS]) or a SUNY Corning Community College Associate Dean and an approved training programs offered through industry.

An applicant who has attended other colleges, post-secondary schools, or the military and wishes to receive transfer credit for work completed must provide the Office of Recruitment and Admissions with an official transcript from each school and / or organization.

VETERANS, MILITARY SERVICE:

For consideration of credit for military training, submit an official military transcript to the Office of Recruitment and Admissions.



ARTICULATED CREDIT:

Articulated credit is earned via industry licensures, credentials, and certification. Students are encouraged to present any credentials they've earned to the appropriate Associate Dean of Instruction. If determined eligible, credit will be awarded to the student's SUNY Corning Community College transcript as CR. Credentials will be evaluated based on the college's transfer policies. Contact the Office of Recruitment and Admissions or an enrollment advisor at 607-962-9151 or admissions@corning-cc.edu for more information.

CREDIT BY EXAM:

Credit may be awarded to students who earn an appropriate grade in any of the following exams: SUNY Corning Community College challenge exams, Excelsior College exams, Advanced Placement exams offered through the College Board, International Baccalaureate Exams, College Level Examination Program (CLEP), DANTES/ DSST exams and other exams reviewed for college credit by the American Council of Education (ACE). SUNY Corning Community College has a Testing Center where students may take many of these exams.

PORTFOLIO ASSESSMENT:

Credit through portfolio assessment is granted by an academic division. Persons who have gained college-level learning through work or other experiences may demonstrate that knowledge through various methods (performance, oral, or written).

To demonstrate learning done out of the classroom, students have the option of creating a portfolio targeting the specific course outcomes of a needed class. SUNY Corning Community College follows the Council for Adult and Experiential Learning (CAEL) guidelines for individual portfolio development. Students who plan to complete a portfolio must have college credit for ENGL1010, College Composition I.

Students should discuss this option with the Associate Dean of Instruction for the appropriate academic division. Not all colleges will accept credit for portfolios, so students who plan to transfer should check with their prospective transfer college(s). Contact the Office of Recruitment and Admissions or an enrollment advisor at 607-962-9151 or admissions@corning-cc.edu for more information.



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CERTIFICATIONS

Healthcare

NASM Certified Personal Fitness Trainer (50 hours)

The NASM Personal Trainer certification course will help students build a firm foundation to create an effective personal training business that's unique to their goals and their story.

The NASM Personal Training course is specifically designed to meet the needs of today's clients who are searching for a trustworthy and tested approach to fitness and their future personal trainer job as a whole. NASM has been the top choice with fitness pros around the world for more than 30 years. Plus, employers agree that NASM Certified Personal Trainers (NASM-CPTs) are better prepared to actively start their fitness career.

This course provides students with a voucher for certification testing (and one retest if needed), and online educational materials.

Certification Requirements:

- Hold a current CPR/AED certification with a live skills check;
- Be at least 18 years old and have completed high school (or the equivalent).

Certified Clinical Medical Assistant (Online) (483 hours) (100 hours' externship)

When you train with SUNY Corning Community College you can be prepared for a successful career as a Certified Clinical Medical Assistant in just under 4 months.

Our online Certified Clinical Medical Assistant program is developed by industry professionals with decades of real-world experience. An over-achieving curriculum ensures that you're the best of the best. It thoroughly trains you in both routine patient care and clinical office procedures. But it's way more than just training. Thanks to our vast network of partners,

you'll get 100 hours of experience working in a clinical setting—empowering you with the knowledge to earn the Certified Clinical

Medical Assistant (CCMA), Certified Phlebotomy Technician (CPT), and Certified EKG Technician (CET), Certified Medical Administrative Assistant (CMAA), Certified Electronic Health Records Specialist (CEHRS) credentials.

The Certified Clinical Medical Assistant program includes lots of rich, visual course materials. You'll learn intuitively through videos and images, training games, and highly interactive instructional simulations.

The content is designed to help you "get it" quickly. Complete your online training, then pair your newfound knowledge with priceless experience through clinical training. It'll give you the needed practice with patient care, phlebotomy, EKG, and medical office administration.

Certification Requirements:

- at least 18 years of age;
- a high school diploma or equivalency.

Medical Billing and Coding (Online) (370 hours)

CPC Medical Billing and Coding is an ideal program for students new to a medical career. If you're seeking entry into the healthcare industry, this comprehensive program will provide you with all the information you need to earn a certification in medical billing and coding. You will build a foundation of medical vocabulary, to help you better understand the contents of a patient's medical record, as well as notes from practicing physicians. In addition, you'll learn current medical coding standards, so you can be successful within the industry.

CPC Medical Billing and Coding (Voucher Included) will train you in the legal, ethical, and regulatory concepts central to a career

in the medical billing and coding field. You will gain hands-on, practical experience in medical billing and coding and work with the main coding manuals: ICD-10-CM, ICD-10-PCS, CPT, and HCPCS Level II. You will also have the option to complete a Career Roadmap lesson to help you find, land, and keep a job in your new field.

Upon completion of this program, you will be prepared to sit for the Certified Professional Coder (CPC) exam, offered by the American Academy of Professional Coders (AAPC). The registration fee for this exam is included in this program. You will complete PractiCode lessons, practice exams, and work from the official CPC Certification guide. This course includes a 1-year AAPC membership and voucher for the CPC exam cost and one free retake.

Certified Peer Recovery Advocacy and Coaching (46 hours)

This course helps to develop non-clinical, peer-based recovery advocacy and coaching skills which are designed to engage peers beyond initial contact through stabilization and into recovery maintenance within the community.

Participants will learn how to identify multiple pathways to recovery, build recovery capital and individualized recovery wellness plans, assist in self-monitored progress, integrate personal experience, facilitate peer support groups, identify community supports, individual support services and practice effective coping skills. The program includes 30-hours of peer recovery coaching and the required 16-hours of ethics training.

This 46-hour program is ideal for those who have personal experience with addiction, whether having lived through it themselves or having helped a friend or family member live through it.

Certification Requirements:

- Be at least 18 years of age;
- Possess a HS diploma or equivalent;
- Provide proof of the 46 hours of required training;
- Complete 500 hours of required work /volunteer experience (these hours can be completed at SUNY Corning Community College's Recovery Support Centers in Elmira or Corning);
- Complete at least 25 hours of supervision by qualified supervisory staff.



Pharmacy Technician (Online) (2 Options)

Pharmacy Technicians are an integral part of any pharmacy team. You've probably already seen these allied healthcare professionals working alongside pharmacists in retail locations, but they can also be found in hospitals and long-term care facility pharmacies. These vital team members earn a great income and are responsible for filling prescriptions, organizing inventory, processing insurance claims / payments, and working with customers to ensure they understand their medications and the instructions for use.

Our Pharmacy Technician online programs prepares students for the Pharmacy Technician Certification Board (PTCB) Exam. Students will complete a work experience with a local pharmacy such as Walgreens or CVS to fulfill

graduation requirements. In addition to one-on-one instructor support, students receive a laboratory kit, e-books, and an exam voucher. With full-time study, either program can be completed in as little as 4 months!

Certification Requirements:

- At least 18 years of age;
- Have a high school diploma or a General Education Development Certificate (GED).

There are no specific skills or experience that are considered prerequisites for entry into our training program.

Option 1:

www.careerstep.com/lp/partner/ap/pharmacy-technician-ashp/corningcc/

Option 2:

www.careertraining.ed2go.com/corning/training-programs/pharmacy-technician/

Certified Phlebotomy Technician (Online) (2 Options)

When you train with SUNY Corning Community College you can be prepared for a successful career as a phlebotomy technician in less than a month. The phlebotomy technician career path offers several benefits:

- **Helping People** — You can work in a field that focuses on helping people and making a difference with their health every day;
- **Competitive salaries and benefits** — Phlebotomy technicians enjoy competitive salaries as well as the potential for traditional employment benefits.

To qualify for exam registration, you will also need to perform a minimum of 30 venipunctures and 10 capillary sticks.

Check with your local LabCorp, Quest, or hospital to set up your live experience.

Comprehensive support – We offer you the flexibility of online training in addition to the assurance of live, experienced, one-on-one instructor support whenever you need it. With our online Phlebotomy Technician training

you'll have the specialized training you need to excel in your new field.

Option 1: www.careertraining.ed2go.com/corning/training-programs/certified-phlebotomy-technician-voucher-lab-included/

Option 2: www.careerstep.com/lp/partner/ap/phlebotomy-technician/corningcc/

RN Refresher (Independent Study)

The RN Refresher - Transitioning Back to Practice is a course to update and enhance the nursing knowledge and clinical skills of registered nurses seeking to transition from a non-acute care environment (long-term care, school nursing, occupational health, home care, etc.) and seek employment at an acute care facility. The course is also designed for nurses who have been out of the nursing workforce, perhaps to raise a family, who would like to review necessary information in order to return to work as an RN. Content will afford the non-working RN up-to-date information on health problems, new technology, and the current role expectation of the registered professional nurse. The course will provide a current review of fundamental competencies for medical-surgical nursing in the increasingly complex healthcare practice settings. Participants will experience both skills-practice and hands-on clinical care in an acute care facility.

Certification Requirements:

- NCLEX-RN;
- U.S. licensed RN, U.S. hospital experience;
- Health Insurance (can be purchased separately);
- Current CPR certification;
- Current PPD immunization;
- PA Child Abuse and Criminal Background clearances (if working in PA).

Certified Dementia Practitioner (8 hours)

This course places students on the path to become a Certified Dementia Practitioner (CDP). This is the required seminar for those working in the healthcare industry or human services field

who are interested in learning more about working with individuals with dementia or Alzheimer's disease and their caregivers, especially health care/human services professionals and front-line staff working with aging individuals. The CDP application will be provided in class and students will have 30 days to submit the application to the National Council of Certified Dementia Practitioners (NCCDP).

The modules of the course include:

- Introduction to Dementia; Diagnosis, Prognosis and Treatment;
- Communication and Feelings;
- Depression and Repetitive Behaviors;
- Paranoia, Hallucinations, Wandering and Hoarding;
- Aggressive Behaviors and Catastrophic Reactions;
- Intimacy and Sexuality;
- Personal Care;
- Pain;
- Nutrition;
- Activities;
- Environment;
- Staff and Family Support.

Spiritual Care and End of Life Certification Requirements:

- GED or High School Diploma;
- Must have current license or certification in a health care field.

Must have completed, at minimum, a 7-hour seminar that has been approved by NCCDP on Alzheimer's Disease and Dementia. The SUNY Corning Community College course meets this requirement.

Mental Health Technician (Online) (366 hours)

Mental Health Technicians are on the frontlines of a battle very few know how to win. They provide valuable guidance in an area of healthcare that was dismissed and ignored for a long time. And now, after years and years of neglect, Mental Health Technicians are

picking up the pieces.

Here's a breakdown of their responsibilities:

- Leading patients in therapeutic and recreational activities;
- Observing behavior;
- Listening to patient concerns;
- Assisting with daily activities like eating and bathing.

Our 366-hour Mental Health Technician program is divided into 14 courses, which cover a number of topics including suicide awareness, developmental influences, infection control, patient care, coordination, education, and various communication methods. This online program is structured in such a fashion that you will be able to complete your training within 4 months.

The Mental Health Technician online program prepares students for the Mental Health Technician Certification exam that designates Mental Health Technicians qualified to participate in both the planning and implementing of individual patient treatment plans – certified by the American Certification Association (AMCA). As well as for the Certified Electronic Health Records Specialist certification exam. This certification demonstrates that you have the Electronic Health Records skills employers seek with the CEHRS from the National Health Career Association.



Central Service Technician (CST) (60 hours) (400 hours On-Site Experience)

The Central Service Technician (Sterile Processing Technician) is responsible for decontaminating, sterilizing, assembling, storing and distributing medical devices and equipment needed for patient care, especially during surgery.

This program focuses on requirements of the International Association of Healthcare Central Service Material Management. Successful completion of the course allows students to take the Certified Registered Central Service Technician certification exam and earns a certificate of completion from SUNY Corning Community College.

Students will learn to:

- Clean, decontaminate, disinfect, and sterilize equipment based on industry standard using steam and sterrad sterilizers;
- Properly prepare and package both contaminated and sterilized surgical sets into individualized packages;
- Use proper procedures and the sterilizer functions;
- Proper handling techniques and inventory management in sterile storage along with proper documentation and recording-keeping;
- Properly handle and disinfect Patient Care Equipment;
- Demonstrate the importance of customer relations with patients and hospital staff.

A Virtual Reality component of the course makes for an even more in-depth experience to practice what you learn!

The IAHCSSM Certified Registered Central Service Technician Certification is composed of the exam and successfully completing 400 hours of onsite, hands-on experience. SUNY Corning Community College will coordinate a clinical site but students are responsible for completing the 400 hours and getting appropriate signatures.

Certified Nurse's Aide Program (120 hours)

The Certified Nurse's Aide Program is a dual certification program that prepares students for the Nurse's Aide certification examination and job opportunities.

The students in the CNA Program will learn to function as members of the healthcare team. Upon completion, students are given the opportunity to take the Prometric NYS certification exam. This program meets the NYS CNA requirements of 120 hours; 90 classroom and lab hours with 30 clinical hours. The CNA Program is a 5-week course.

The responsibilities of this program include assisting the client with meeting the daily need for hygiene, ambulation, nutrition, elimination, comfort, psychosocial and spiritual needs.

Students will need scrubs, healthcare appropriate shoes, and a watch with a second hand for this program.



CERTIFICATIONS

Welding

Career Welding (450 hours)

SUNY Corning Community College welders are able to apply the necessary skills and competencies required to handle welding equipment associated with the various methods of welding, cutting, and fabricating metals; as well as interpreting blueprints, drawings, weld symbols, and written work orders. The curriculum was designed to meet regional employer needs and meets the minimum skill standards established by the American Welding Society (AWS) for entry-level welders and allows students to obtain their SENSE certification. Students will be able to execute, fillet and groove welds in the flat and vertical positions in accordance with AWS D 1.1, D1.2, D1.3 and D1.6 standards. The Welding Program is 450 hours including classroom instruction and an internship.

Our program offers instruction in:

- SMAW, GMAW, GTAW, and Flux Core Welding on Carbon Steel, Stainless Steel, and Aluminum;
- Thermal Cutting—Plasma and Oxy-Propylene;
- Math for Welders, Blueprint Reading, Welding Symbols;
- Welding Safety (OSHA);
- Weld Discontinuities;
- Non-destructive Testing;
- Metal Fabrication;
- Internships.

Enrollment Requirements:

- High School Diploma or GED;
- Attend an Information Session
- Attend an Interview. (Please email ilearn@corning-cc.edu or call (607) 936-5501 to sign up!);
- Pass a Basic Industry Math Test;
- Commit to attend all program sessions—daily attendance in this program is mandatory.



CERTIFICATIONS

Technical

Cisco Certified Network Administrator (CCNA) Boot Camp (50 hours)

This Certified Cisco Network Administrator (CCNA) training is an intense training that will prepare students for the new CCNA exam, which now includes security and automation and programmability. This course will incorporate instructor-led lectures and hands-on activities. The boot camp will be broken up into 3 different units. Students may elect to complete unit exams, which can lead to earning college credits. *(It is 50 non-credit hours)

CCNA certification covers a breadth of topics, including: Network fundamentals, Network access, IP connectivity, IP services, Security fundamentals, and Automation and programmability.

Prerequisites: There are no formal prerequisites for CCNA certification, but you should have an understanding of the exam topics before taking the exam.

CCNA candidates often also have:

- One or more years of experience implementing and administering Cisco solutions;
- Knowledge of basic IP addressing;
- A good understanding of network fundamentals.

Introduction to Drones for Commercial Users (8 hours)

Small Unmanned Aircraft Systems, otherwise known as drones, are a dynamic, emerging technology that will literally transform how industries function. This 8-hour course is a comprehensive overview of the information your organization needs to start using drones safely and legally. In this course, we cover the types of flight systems available, their capabilities, and how to pick the one that would be best for your organization. We discuss how drones can be used in specific business applications, and how to apply drone technology to bring efficiency to your business.

Topics covered in the course include multi-rotor and fixed-wing drone flight systems, maintenance, registration, certification requirements, safety, insurance, industry applications, featured systems (DJI, Yuneec, etc.), emerging technologies, and the latest FAA policies.

Students interested in pursuing an FAA remote pilot certification should follow this course with the Hands-On Drone Flight Training - Basic Quadcopter Flight Skills and Part 107 Test Prep courses. These courses prepare operators to successfully pass the FAA certification test and bolster their piloting skills using our unique indoor flight training methodology.

Part 107 Test Prep (8 hours)

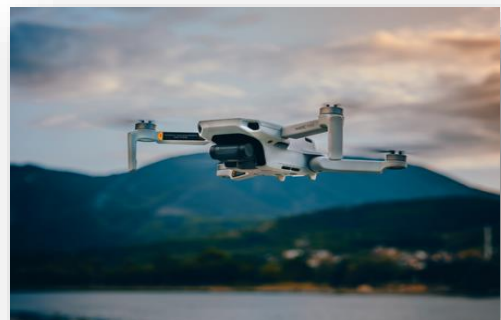
Keep up with changing Federal Aviation Administration (FAA) requirements to remain ahead of the curve among commercial drone pilots. Anyone operating a drone for any commercial or business purpose must obtain an FAA remote pilot certification. This highly focused course prepares you for the test to receive this certification.

Beyond drone-specific material, students will gain an understanding of much of the ground

school information covered in the FAA's knowledge test. Topics covered include regulations relating to small Unmanned Aircraft Systems (sUAS); airspace classification, interpretation of sectional navigation charts, operating requirements, and flight restrictions, aviation weather sources and effects, small, unmanned aircraft loading and performance, emergency procedures, aeronautical decision making and crew resource management, radio communication procedures, physiological effects of drugs and alcohol, airport operations, and maintenance and preflight inspection procedures.

The remote pilot knowledge test Unmanned Aircraft – General includes 60 questions and requires a passing score of 70%. The test cost is paid separately to the Knowledge Testing Center. With successful completion of the test, you can apply for a remote pilot certificate for FAA Title 14 Code of Federal Regulations part 107. The course fee includes a workbook, a sectional chart, an FAA test supplement, 50 FAA sample test questions, and 8-hours of instruction. Actual FAA testing must be administered at an authorized Knowledge Testing Center and is NOT included in the course fee.

Students new to drone piloting should also take our Intro to Drones for Commercial Users course, along with our Hands-On Drone Flight Training - Basic Quadcopter Flight Skills course. These courses provide a comprehensive overview of the information your organization needs to start using drones safely and legally and bolster piloting skills using our unique indoor flight training methodology. A bundle discount is available to students that register to take all three courses.



Hands-on Drone Flight Training - Basic Quadcopter Flight Skills (8 hours)

Our unique indoor flight training methodology uses model quadcopters (currently the Syma X5C without FPV) flying indoors. By flying indoors, students do not need to contend with wind or other weather conditions and allows them to focus solely on controlling the aircraft. Our course will bring students through a series of increasingly difficult exercises and having them flying through an obstacle course by the end of the day.

This approach develops three primary skill proficiencies:

- Identifying flight system orientation;
- Accounting for issues related to depth perception;
- Flying without dependency on GPS.

We've found these are the essential skills needed to create the safest, most proficient remote pilots anywhere! We've recognized that these basic skills are easily transferred into (and prepare students for) more advanced drone flight systems. This course creates much safer, more capable pilots who can confidently fly the aircraft in the event of a mission or situational requirement for manual flight control. The cost of this course includes a training quad-copter with a radio controller.

Students interested in pursuing an FAA remote pilot certification should supplement this course with the Part 107 Test Prep course. This course is designed to prepare operators to successfully pass the FAA certification test and achieve remote pilot certification.



CERTIFICATIONS Public Safety

Security Guard – Pre-Assignment Training (8 hours)

This 8-hour course is required by New York State as the first step in obtaining a security guard registration card from the New York State Department of State. The course provides the student with a general overview of the duties and responsibilities of a security guard.

Topics covered in this course include:

- The role of the security guard;
- Legal powers and limitations;
- Emergency situations;
- Communications and public relations;
- Access control;
- Ethics and conduct.

The passing of an examination is required for successful completion of this course.

Security Guard

New York State law requires registration and training of security guards in the state. The Division of Criminal Justice Services (DCJS) Office of Public Safety provides administrative oversight for mandated security training and approves security guard training schools. The New York State Department of State Division of Licensing Services has oversight responsibility for the registration of all security guards. SUNY Corning Community College will provide the mandatory courses for security guard training, including the 8-hour Pre-Assignment Training course, the 16-hour On-the-Job Training course and the 8-hour In-service Training Course.

Certification Requirements:

- Applicants must be 18 years of age;
- Successfully completed an 8-hour pre-assignment training course;
- No convictions of a serious criminal offense;
- Must be a citizen or resident alien of the United States.

For registration as a security guard, applicants must include the following:

- the completed, signed application;
- copy of certificate showing completion of an 8-hour pre- assignment course;
- signed DMV consent form;
- receipt that provides proof of fingerprint completion;
- \$36.00 fee payable to the NYS Department of State;
- any additional documentation requested in response to specific questions on the application form; and if employment will commence with filing of the application, the Notice of Employment section must be completed by your employer.

Security Guard – On-the-Job Training (16 hours)

This 16-hour course must be completed within 90 days of employment as a security guard. The course provides the student with detailed information on the duties and responsibilities of a security guard.

Topics covered in this course include:

- The role of the security guard;
- Legal powers and limitations;
- Emergency situations;
- Communications and public relations;
- Access control;
- Ethics and conduct;
- Incident command system;
- Terrorism.

The passing of an examination is required for successful completion of this course.



Security Guard – Annual In-Service Training (8 hours)

This 8-hour course must be completed within 12 calendar months from completion of the 16-hour On-the-Job Training Course for Security Guards, and annually thereafter. The course is structured to provide the student with updated and enhanced information on the duties and responsibilities of a security guard. Topics include the role of the security guard, legal powers and limitations, emergency situations, communications and public relations, access control, and ethics and conduct.

NYS Local Police Officer Basic Training

Basic training is often considered to be the most important learning experience that a police officer completes during his or her career. To be eligible for this course, police officers are appointed and attend the Basic Course for Police Officers (BCPO) at our regional Southern Tier Law Enforcement Academy (STLEA). This course consists of a mix of police officers from a variety of police departments and sheriff's offices in Zone 12 and surrounding areas. It's also common for large agencies to operate their own academy.

The current BCPO consists of a minimum standard of over 700 hours established by the Municipal Police Training Council (MPCT). Staff routinely reviews the content of the Basic Course for Police Officers to ensure that the material remains relevant to criminal justice issues and best prepares officers to serve their communities. Today's Basic Course for Police Officers covers a wide range of topics including but not limited to, Ethics & Professionalism, Cultural Diversity, Bias Related Incidents, Professional Communication, Persons with Disabilities, Crisis Intervention, Use of Physical Force & Deadly Force, Active Shooter Response and Decision Making. Today's police recruits are also mandated to complete numerous Reality Based Training Scenarios to better prepare them for the situations they will



encounter on the job.

Entry Requirements:

- Age: not less than 20 at the time of appointment nor more than 35 as of date of written examination. It is recommended that candidates be not less than 19 on the date of the examination;
- Graduation from high school or possession of a high school equivalency diploma;
- Medical and physical fitness requirements are set by the New York -State Municipal Police Training Council and must be met prior to appointment;
- Appointment by a regional police agency or sheriff's department.

***Phase I of the program which is 587.5 hours, meets/ exceeds the minimum required by NYS. The areas of Instruction for the Police Basic Academy are:*

1. Administration of Justice;
2. Intro to LE;
3. Laws of New York;
4. LE Skills;
5. Community Interaction;
6. Mass Casualties;
7. Law Enforcement Medical Training and
8. Investigations.

***Also included in this program is Physical Training (65 hours).*

Police officers who successfully complete this training will complete their certification with Phase II, including Supervised Field Training delivered by the hiring department.

Registration for the non-credit academy must come from the hiring department.

CERTIFICATIONS

Process Improvement

Green Belt (80 hours)

Six Sigma Green candidates are practitioners of Six Sigma who have developed proficiency in Six Sigma and Lean philosophies, concepts and tools. They are the "doers" of Six Sigma projects who might lead or manage the improvement projects. Becoming a Six Sigma Green Belt is an outstanding investment in your personal and professional development.

Topics Covered:

- History and background of Lean and Six Sigma;
- Integration of Six Sigma and Lean Enterprise;
- Define, Measure, Analyze, Improve, Control (DMAIC;)
- Project Leadership and Launching;
- Project Selection;
- Project charter preparation;
- Understanding Voice of the Customer (VOC);
- Cost of Poor Quality (COPQ);
- Process Mapping – SIPOC, flow charts, value stream mapping;
- Basic and Inferential statistics;
- Histograms and Pareto Charts;
- Lean and Six Sigma metrics;
- Cause and Effect diagram;
- Multi-Variable Charting;
- Process Failure Mode Effect Analysis (FMEA);
- Statistical Process Control (SPC);
- Control Plans;
- Mistake Proof / Fail Safe;
- Benchmarking;
- Theory of Constraints (TOC);
- Design for Six Sigma (DFSS);
- Value-added Analysis;
- Kaizen Techniques 5S.

The program consists of 80 hours of classroom training, followed by periods of time to work on your real-world project and use your newly acquired skills and knowledge. Green Belt students will receive support in their work-related projects from the program instructors. SUNY Corning Community College's knowledge transfer and valuation process provide constant

monitoring of improvement during the training period – not months later!

Lean Six Sigma Certification Prep (16 hours)

This course is designed to close the gap between the SUNY Corning Community College LSS Green Belt Foundations course, where the principles and manual tools of Lean Six Sigma (LSS) are taught, and readiness for LSS Green Belt (GB) certification testing. The course is also a practical refresher for those who have had LSS GB training and need reinforcement of fundamental principles and practice using statistical tools and software before certification testing. Based on the American Society for Quality (ASQ) LSS Green Belt Body of Knowledge, the course utilizes statistical software to perform the more sophisticated GB-level statistical analyses of LSS. The course emphasizes practical application of the LSS DMAIC method, through classroom exercises and a simulated LSS DMAIC project focused on statistical tools and methods



Black Belt (140 hours)

Six Sigma Black Belt candidates are change agents and leaders who have developed a high proficiency in Six Sigma and Lean philosophies, concepts and tools, and understand how these two powerful methodologies augment each other. They are the leaders in implementing Six Sigma strategies who lead and manage all aspects of the improvement projects.

Becoming a Six Sigma Black Belt is an outstanding investment in your personal and professional development. Instructors, both during and after the course, will be required to follow-up, coach and mentor the class attendees through their assigned projects and six sigma tools. This will require additional time outside the allotted classroom time to be arranged between the student and the instructor.

By the end of the course you will...

Understand the DMAIC logic for process improvement;

- Have the foundation knowledge you will need for the ASQ Black Belt test;
- Understand the tools and techniques to help you target opportunities for improvement;
- Have the skills to lead the process improvement project;
- Learn the history and background of Lean and Six Sigma, Integration of Six Sigma and Lean Enterprise, Define, Measure, Analyze, Improve, Control (DMAIC);
- Engage in Classroom Project Simulation - Catapult Project Selection, Leadership and Launching, Project charter preparation, Understanding Voice of the Customer (VOC) and Critical to Quality (CTQ) characteristics;
- Understand Process Mapping – SIPOC, flow charts, value stream mapping, Statistics and Sampling, Histograms and Pareto Charts, Measurement Systems Analysis (MSA), Normal Theory, Lean and Six Sigma metrics;
- Understand cause and effect diagram, hypothesis testing:
 - ANOVA, t-tests, Chi Squared, F-tests, Multi-Variable Charting, Process FMEA and Potential Problem Analysis, Design of

Experiments (DOE), Full factorial designs, Taguchi methods and robust design, Statistical Process Control (SPC), Control Plans, Mistake Proof / Fail Safe, Value-added Analysis, 5S, Plus-Safety Benchmarking Regression analysis, DESGN/Design for Six Sigma (DFSS), Kaizen Techniques, Post Project Management.

Format:

The program consists of 140 hours of classroom training with project simulation, followed by periods of real-world application of newly acquired skills and knowledge. Black Belt students will receive support in their work-related projects from the program instructors. SUNY Corning Community College's knowledge transfer and valuation process provide constant monitoring of improvement during the training period – not months later!

The Classroom Project:

Six Sigma success is achieved through process improvement projects that yield higher quality, efficiency and customer satisfaction. For this reason, SUNY Corning Community College has chosen an approach with a classroom simulation to delivering and reinforcing Six Sigma Black Belt skills. Rather than try to immerse candidates in intense statistical training, our program requires candidates to work through a simulated improvement project during their classroom time. This results in a deeper level of learning. In addition, the classroom project incorporates hands-on experience with MINITAB® to support statistical calculations and analysis.

The Certification Project:

It is expected that the candidate will come to the program with a project in mind. The participant will work with the program instructors to formalize the content and the anticipated deliverables through coaching. If a candidate is not employed and meets the program admission standards, then SUNY

Corning Community College will work the prospective participant to place him/her in a project. Because of the complexity and importance of these projects, SUNY Corning Community College cannot guarantee placement.

Our program, at this time, highly encourages candidates to work through a work-related certification improvement project while training and coaching are provided over a specific time. This results in a deeper level of learning and immediate payback for the organization. Personal review and coaching on your individual Lean Six Sigma project will be arranged during the course. In addition, the classroom tools, including hands-on experience with MINITAB® to support statistical calculations and analysis, will be available to the participant.

A Black Belt Six Sigma project should: Provide a significant, measurable return to the organization. Be within the candidate's authority to conduct and lead the project team.

Have one or more of these objectives:

- Improve customer satisfaction;
- Optimize the supply chain;
- Reduce defects;
- Reduce cycle time;
- Improve first-pass yield;
- Shorten lead time;
- Reduce variability;
- Optimize product performance;
- Optimize process performance;
- Cut costs;
- Reduce the cost of quality;
- Improve delivery performance.



CERTIFICATIONS

Manufacturing

Manufacturing Supervision (40 hours)

This certificate program is divided into two parts:

- New Supervisor 101 (20 hours):
 - This training is designed to give new supervisors basic theory in: the role of the supervisor, including legal obligations, effective communication, developing and motivating people, getting the work done and performance management.
- Supervision for Manufacturers (20 hours):
 - This training includes topics on leadership and is specifically designed to address issues with supervision in a manufacturing setting. Topics include: Leadership, Supervising in a Manufacturing Setting, Introduction to Project Management and Introduction to Lean Manufacturing.



CERTIFICATIONS

Human Resources

Notary Preparation (4 hours)

This class instructs you on all the legalese of law topics including executive, election, public officers, real property, judiciary, county law, banking rules, civil practice law, and domestic relations law. You will be prepared with the fundamentals to take the NYS Notary Exam.

CERTIFICATIONS

Hospitality and Retail

NRF Retail Industry Fundamentals (9 Hours)

Learners who earn this certificate will develop basic customer service skills, math skills to conduct sales transactions and an understanding of the retail industry, its impact on the economy and the diverse jobs available. Best practices for interviewing and exploring career paths are also covered.

NRF Customer Sales and Service (36 Hours)

Learners who earn this certification will master customer service and sales skills, including understanding the customer life cycle, developing effective strategies to engage customers, assessing customer needs and closing sales. Best practices for building resumes and navigating job searches are also covered.

NRF Business of Retail: Operations and Profit (28 Hours)

Learners who earn this certification will understand merchandising, marketing, store operations, loss prevention and workplace safety. Learners will master math concepts, including determining pricing strategies and calculating profit and discounts. Best practices for planning and advancing one's career is also covered.



SHORT-TERM TRAINING

Communication

ASL for Beginners Part A (7.5 hours)

In this beginner American Sign Language (ASL) course, students will gain a basic understanding of ASL. They will be able to recognize the alphabet and numbers, describe some basic differences between deaf and hearing cultures, and utilize sign to hold basic everyday conversations.

ASL for Beginners Part B (7.5 hours)

In this second American Sign Language (ASL) course, students will review numbers, and simple signs that were covered in ASL for Beginners Part I. Each week, they will learn new topics such as food, technology, nature, descriptions, animals, and more. At the end of the course, students will be able to carry on conversations with each other.

Better Business Writing (4 hours)

The Better Business Writing class focuses on fundamental skills that are critical for successful writing. In this class you will learn the following:

- Identify the different business writing formats/types and how to use them;
- Learn how to identify your target audience;
- Learn how to use the right tone and style your audience;
- Review the most common grammatical errors, and learn how to fix them;
- Discover some quick tips for editing and proofreading.

Building Powerful Teams (4 hours)

In this session participants will learn about team functionality and individual preferences with the goal of gaining a deeper understanding of individual and team style preferences. These preferences will then be examined to set goals and leverage them to increase team relationships and effectiveness. In this course participants will learn:

- The 4 Stages of Team Building (Forming, Storming, Norming, Performing);
- Individual Preferences (Review and discussion of *pre-work assessment);
- Individual Preferences Activity;
- Team Demographics (Combining individual preferences for team preferences);
- Develop Objectives for Individual and Team Development.

*Pre-Work Required:

- Assessment prior to workshop of Myers
- Briggs Type Indicator;
- Jung based quick, free online assessment (it takes 10 minutes to complete).



Business Writing Essentials (6 hours)

Improve your everyday professional writing abilities with this one-day Business Writing Essentials course. Refresh skills used in basic business documentation and electronic email communication. Topics addressed include: identifying various documents and their purpose, writing to one's audience, tone, organizing documents, importance of proper grammar, punctuation, spelling, proofreading, editing and revision. Participants are encouraged to bring samples of their own documents for individual critique. Grant writing, technical writing, and writing company policies are not addressed.

Competitive Intelligence (4 hours)

This four-hour course is for those who are new to the field of strategy development but possess basic skills in general business and competitor analysis. The course is also intended for managers and strategic planners who want to refine their skills for developing and implementing competitive marketing strategies. This will be an interactive course.

Module A: Competitive Marketing Strategies: Analyzing Competitors (interactive learning and reinforcement testing of content) - 1.5 hrs. (estimate)

Module B: Competitive Marketing Strategies: Selecting and Implementing Strategies – including an introduction to Blue Ocean Strategy (interactive learning and reinforcement testing of content) - 1.5 hrs. (estimate)

The remainder of the course will involve, but is not limited to networking, personal industrial experiences, and feedback.

Digital Media Marketing (14 hours)

This hands-on, two-day, 14-hour course will cover Search Engine Marketing, Search Engine Optimization, Social Media advertising and organic posting platforms, including Facebook, Twitter, Linked In, YouTube, and Instagram; website best practices, Google Analytics, Creative and Directive Digital Advertising, as well as Blogging for your business.

Effective Communications (8 hours)

Much of life's conflicts and misunderstandings between people can be traced back to lack of effective communication. Through experiential learning, this session conveys the key elements of listening and how to communicate with others to accomplish work and personal goals while maintaining the

mutual relationship. The participants will understand their own communication style and how that can impact working with others.

Innovative Problem Solving (4 hours)

This course is, above all, practical. A clear framework and a wide range of clearly introduced and usable techniques ensures that individuals and teams will be able to work more creatively in the future.

Innovative problem solving is not a chance process and neither is the generation of new ideas. Participants will learn to:

- Understand problems thoroughly with practical techniques;
- Generate and develop new ideas and solutions;
- Compare and evaluate solutions;
- Communicate those ideas effectively.

Interpersonal Skills - Developing Effective Relationships (8 hours)

In this course, you will begin to develop your interpersonal skills to increase your self-awareness and to aid you in understanding others better. You will gain an understanding of different communication styles, and your style, to help you effectively communicate with others. You will then learn how to use this knowledge to help you build and develop effective relationships. The goal is to have participants leave with tools that can be practiced beyond the session to grow their communication and relationship building skills.

Pre-Work Required:

- Assessment prior to workshop of Myers Briggs Type Indicator;
- Jung based quick, free online assessment (it takes 10 minutes to complete).

Visual Process Management (7 hours)

Documenting processes has many advantages but is far from common practice. Many organizations resist documenting their processes because traditional methods are time consuming and complicated. VPM is the quickest and easiest method to document, share, and apply knowledge. It brings process management into the 21st century, yet less than 3% of businesses communicate visually. VPM uses a visual processor to produce a hyperlinked collection of consistently formatted flowcharts, visually depicting a complete model of an organization, which is intuitive and easy to navigate. VPM is six (6) times more effective than words alone, increases productivity 25%, and reduces education time as much as 80%.

WordPress for the People (4 hours)

Have you ever wanted to build your own website? Have you considered writing and sharing your articles online but aren't sure where to start? Do you currently have a WordPress site but feel lost in how to update, alter, improve, and utilize the platform successfully? If yes, then this is for you! This 4-hour course will guide individuals and businesses interested in building successful online presences, either as a standard website or in blogging format. Those with a business website to build and/or manage, individuals interested in writing and editing as a career, and individuals looking to build themselves as an expert in their field or business area will benefit from this workshop.

Websites and Blogs are two crucial parts of what Google and other search engines look for when determining your website or business's rating and using this course can improve your digital presence both as an individual and as a business.

Leave this workshop with a plan for a successful website and/or blog presence, personalized for your needs and your upcoming months' content planned. We will also discuss best practices for promoting your website and blog online and ways to incorporate social media into your digital footprint. This course is designed for anyone, business or individual, who wants to learn about how WordPress sites and blogs work and the best practices for online success.

In order to successfully participate in this course, each individual will need a laptop computer or tablet that is internet accessible (which they can bring to the course), as well as a functional, personal Gmail account (not associated with another organization, such as an .edu). There will be no required text for this course; all necessary review materials will be provided.



SHORT-TERM TRAINING Hospitality and Retail

Customer Service, Aiming for Excellence (8 hours)

Customer Service, Aiming for Excellence is a fast-paced, humorous, and fresh approach to customer service that will benefit both first-time employees and seasoned professionals. Organizations today need a realistic and highly effective approach to customer service, one that allows for varying levels of employee skill and illustrates a respect for BOTH the employee AND the critically important customer.

This course will maximize employee performance by identifying the type of customers they face every day, by investigating the genesis of many customer challenges, and by discussing realistic and effective strategies for excellent customer interaction. In addition, we will cover customer's expectations and needs, definitions of customer service, and what causes customer defection.

Participants will also receive the book "Customer Service: Aiming for Excellence," which presents a unique perspective blending theoretical and experiential concepts in a very simplified and easy-to-read format.

*For More on Hospitality and Retail,
See Page 21*



SHORT-TERM TRAINING Human Resources

Professional Development Lunch & Learn Series – Managing Employee Conflicts (1 hour)

In this one-hour training participants will learn the 5 types of conflict reaction and how ignoring conflicts can be detrimental to their organizational culture, employee retention and recruitment. Participants will also learn how to clarify the underlying source of conflicts, identify and evaluate conflict resolution options and learn how to improve their active listening skills and employee coaching skills. Participants will learn how to properly monitor results and how using resolved conflicts to improve their organizational culture. Lastly, participants will learn how to conduct investigations that comply with labor laws



Professional Development Lunch & Learn Series – Leading Virtual Teams (1 hour)

Working from home is no longer a thing of the past for many companies, therefore it is essential for employers to learn how to lead teams virtually. In this training, each participant will gain the understanding on how to set up virtual teams for success. They will learn the importance of the increased communication in a virtual workplace. They will also learn to utilize the correct project management tools for maximum productivity as well as helping their employees through balancing work and life while working virtually.

Professional Development Lunch & Learn Series – Leading Across Cultures & Generations (1 hour)

In this one-hour training participants will learn about embracing diversity in their workplace. They will get to know the strengths of each generation for their organization as well as how to become a more agile, flexible and curious leader. Most importantly, participants will learn to celebrate all cultures to promote inclusion and belonging.

Professional Development Lunch & Learn Series – Managing Employee Burnout (1 hour)

Employee burnout can affect the entire productivity of your organization and have your best employees just not be effective. In this training participants will gain understanding of the root cause for employee burnout and how to support employees through the burnout cycle. You will learn the resources that you have within your organization as well as how to keep Management and Organizational Alignment to get ahead of future employee burnout.

Professional Development Lunch & Learn Series – Effective Delegation Skills (1 hour)

All successful leaders delegate and participants will learn why this is an essential leadership skill. In this training, participants will learn when should you delegate – identifying the right project and the right person to take the task, trust and letting go of the “how”. Participants will learn how to effectively communicate the responsibilities and the desired results while establishing adequate controls. They will learn how to monitor progress, learn tips and best practices. As well as learn how effective delegation promotes a culture of success.

Professional Development Lunch & Learn Series – Balancing Priorities: How to Successfully Manage Tasks, Deadlines and Expectations (1 hour)

Participants will understand why it's important to manage their priorities and typical obstacles within the workplace. Participants will learn techniques for prioritizing tasks, activities and responsibilities. They will learn strategies to make the best use of their time and how to use technology to stay on track.

Conducting Legal Workplace Investigations (4 hours)

A poorly conducted internal investigation can damage a company's reputation and hold them financially liable with fines, penalties and settlements. For professionals in Human Resources, Security, Small Business Owners, and other positions tasked with conducting these investigations, training is critical.

This course is designed to train managers and supervisors on the legal and proper techniques in conducting an internal workplace investigation. Learn the basics of how to gather a statement of complaint, identify witnesses, conduct witness interviews, gather evidence and fact-find. Also covered in this course: documentation, report generation and communicating appropriate follow-up.

Topics include:

- Common types of internal investigations;
- Legal obligations related to internal investigations;
- Information gathering and physical evidence prior to witness interviewing;
- Question prep for witness interviews and selecting appropriate interviewing locations;
- Standard format and procedures for documenting investigative findings;
- Disciplinary action best practices.

Creating Exceptional Organizational Skills (4 hours)

This course will teach participants how to use a simple 5-step process developed for the automotive industry in an unusual way...to simplify and organize anything from their junk drawer, to their office, to their life. Imagine how productive you could be if everything you needed was where you needed it to be when you needed it and in exactly the correct amount and perfect working order. No searching or Fetching anything. Ever! Content includes "The Process" (and adapting the process to ANYTHING).



Effective Interviewing Techniques (4 hours)

How important is selecting the right employee for your organization? How often do you ask managers and/or supervisors to conduct interviews? This 4-hour training will cover the essential interview skills all supervisors and managers need to know to legally and effectively interview applicants at any level in the organization. We cover the laws and regulations that impact interviewing applicants, build job profiles, practice mock interviews, and work through the dos and don'ts of interviewing. As the employment landscape continues to change, legal and effective interviewing is a critical skill all managers and supervisors need in this changing environment.

Employee Relations (4 hours)

The Employee Relations course will work through all aspects of employee relations, laws,

regulations, progressive discipline, workplace communication, delivering feedback, and, coaching and counseling. The training will consist of defining employee relations, "what-if" scenarios and small group exercises.

Family Medical Leave Act (FMLA) (4 hours)

During this training we will focus on a thorough understanding of FMLA, Paid Family Leave and the laws and regulations that impact all organizations. We will also explore communication, accountability, legal risks, policies and potential changes.

HR Law for Supervisors (4 hours)

The legal environment continues to change and grow in complexity. Managers and supervisors are asked to understand in much greater detail the intricate workings of labor and employment law. This 4-hour course is designed with your managers and supervisors in mind. The training contains lecture, breakout group discussions, questions and answer, and "what-if" scenarios. As the legal landscape changes the environment in which we work, so should the knowledge and training we provide our leaders.

HR Toolkit for Small Business Owners (16 hours)

You have a small business because you're passionate about it - not because you're passionate about the field of human resource management. But, not having a solid understanding of HR can be a liability due to the impact even one employee can have on your business. The HR Tool Kit for Small Business Owners will teach you techniques, strategies and legal responsibilities you need to be aware of to effectively manage your human resources.

Topics include:

- Employee Relations;
- Compensation and Benefits;
- HR Laws;
- Talent Management.

Managing Conflict (8-12 hours)

In any setting where public interaction is a large part of the work, conflict can erupt at any time and for any reason! Managing conflict on the front lines explores how we can support people who often show-up angry and defensive, while also taking care of ourselves. Appropriate for public service providers and customer service specialists.

Mediation 101 ~ An introduction to Mediation (8 hours)

This one-day workshop presents an overview of Transformative Mediation theory and practice. This training includes transformative conflict theory and the basic skills of the mediator.

Performance Management (16 hours)

Everyone is overwhelmed, overcommitted, and overworked. This course will teach participants how to distinguish the critical from the trivial and to demonstrate success where it matters, as a leader, as a team, or as an individual. This course will include: Identify True North, Select Guiding Lights, Chart a Path, Set Milestones, Overcome Obstacles, Make Course Corrections, Aim Higher.

Practical Change Management (8-12 hours)

Organizations today are balancing an increasing number of variables in an attempt to stay competitive in a global market. The only thing that remains constant is change, and yet many times desired results are not achieved because of the human aspect of change (resistance and denial). Your ability to help people overcome their reactions and focus with new initiatives is critical to your success.

In this three-part workshop, participants learn how to assess, plan and implement changes. Working with the latest change management principles, a systematic framework, and tools

for effective change, participants learn to develop and implement effective criteria and guidelines that will manage change as it affects your people, technology and the organization.

Sexual Harassment Prevention Training (1-1.5 hours)

This course is designed to comply with all NYS Sexual Harassment policies. We will review and discuss all aspects of sexual harassment including what constitutes sexual harassment, how to prevent it, examples of sexual harassment, and what an employee's rights and responsibilities are if they experience an incident - including how to file a complaint.

We offer Sexual Harassment Prevention training that covers Employees, Supervisors and Boards of Directors.

Social Media Recruiting (3 hours)

Are you in charge of recruitment? Want to learn how to leverage social media to attract top talent? Our Social Media Recruiting course will teach you the tools to achieve those goals! The new online format will allow you the convenience of practicing these techniques using your own technology at your own desk!

Attend one or both sessions designed to actively work through the different platforms, understand the importance of target marketing, review of industry best practices and much more! See the full descriptions below.

Part 1 explores how Facebook, Instagram and Twitter are used to effectively source candidates and the importance of targeted social media advertising in finding, retaining, and recognizing great talent. The course will also talk about marketing our organizations online and how to build an online presence on these medias.

Part 2 dives into LinkedIn, Pinterest, and YouTube as organic and paid platforms. This section goes

into paid LinkedIn Jobs, as well as organic tools on all the medias covered during part 2 that can be used for branding, content creation, and engagement. Also discussed will be the best industry practices for text messaging with candidates as a means of communication during the hiring and interview process.

Supervisory Conflict Resolution Preparation (4 hours)

This 4-hour session will assist supervisors in understanding workplace conflict, how to resolve conflict, and how to prepare for 3rd party resolution. Our training will focus on defining workplace conflict, tactics to resolve conflict in both the union and non-union environment and how to prepare for resolution. The training will consist of hands-on “what if” role playing scenarios and group discussions.



Time Management (4 hours)

Leaders are continually bombarded with demands for their time. Managing time effectively is directly related to your leadership effectiveness. Time management in the workplace is one of those things that can make your life so much easier. Take control of your workday and explore strategies and best practices used by some of the most effective and influential leaders today. With only twenty-four hours to complete responsibilities at work and home, we need ways to help beat the challenges and roadblocks. By using time

management, you will achieve this.

This interactive session is designed to help participants meet their goals by managing their time effectively through time management techniques and appropriate delegation.



Train-the-Trainer (12 hours)

This course is intended for anyone who has a part in training and teaching adults in professional or volunteer roles, from soft skills to technical training, to annual compliance offerings. No matter the situation, training adults is a unique and challenging opportunity to improve and connect with learners at their level. This 12-hour course will focus on adult education best practices, including identifying learning styles, developing content and strategies for effective and efficient training programs. This course will also offer insight in how to assess whether training met its outcomes and how to gain buy-in from adult learners.

Learners should try to come prepared with questions and an idea of what training or teaching opportunities they will be providing to adult learners in the near future, but this is not required. There will be no required text for this course; all necessary review materials will be provided.

*For More on Notary Preparation,
See Page 21*

SHORT-TERM TRAINING

Manufacturing

Introduction to ASME Y 14.5-1994 – Geometric Dimensioning and Tolerancing (GD&T) Concepts (8 hours)

This one-day workshop is intended as an introduction to the concepts of GD&T for a wide audience of people with little or no prior exposure to GD&T. The focus of this training is to introduce important basic concepts at a pace the attendees are comfortable with. Training content is reinforced with team-based activities applying these concepts.

Topics covered include:

- Drawing;
- What is GD&T;
- Feature of Size (FOS);
- Modifiers, Symbols;
- Rule #1 & #2;
- Concepts;
- Datums (Planar);
- Datums (FOS – Axis and Centerplane);
- Tolerance of Position (TOP);
- Runout;
- Concentricity.

Geometric Dimensioning and Tolerancing (GD&T) Quality Standards Transition (12 or 20 hours)

This is an advanced session of GD&T. The basics will be briefly reviewed, followed by covering datums (planar, features of size) and location methods. The schedule is dependent upon attendee need and may include different topics as requested.

Topics include:

- Review Chapters 1-3;
- What is an engineering drawing?;
- The advantages of Geometric Dimensioning and Tolerancing over Coordinate Tolerancing;
- Basic concepts: features, feature of sizes (FOS), material conditions (MMC, LMC, RFS), Rule # 1 and 2;

- Datums: planar, axis, centerplane;
- Datum feature simulators;
- Tolerance of Position (TOP) applications;
- Runout vs Concentricity, (include demonstrations) – what should I use?;
- Observe a variety of inspection tools (Vernier's, micrometers, calipers, CMM, electronic height gauges, optical comparator) to measure FOS dimensions.

Introduction to SolidWorks (35 hours)

SolidWorks® Introduction provides an understanding of 3D parametric CAD and teaches the necessary skills to create part assemblies and drawings. Participants incorporate design intent into models, use sketching and modeling tools, and gain an understanding of geometric relationships and dimensioning geometry. They create 3D & 2D modeling and 3D assembly models, both static and with motion. Hands-on projects are completed after each module.

New Supervisor 101 (20 hours)

This training is designed to give new supervisors basic theory in: the role of the supervisor, including legal obligations, effective communication, developing and motivating people, getting the work done and performance management.

Supervision for Manufacturers (20 hours)

This training includes topics on leadership and is specifically designed to address issues with supervision in a manufacturing setting. Topics include: Leadership, Supervising in a Manufacturing Setting, Introduction to Project Management and Introduction to Lean Manufacturing.

Math for Front Line Manufacturing (15 hours)

This course introduces the basic mathematic principles that are used by the front-line workers in manufacturing. Topics include place value, simplification, estimation, measurement and the

addition, subtraction, multiplication and division of whole numbers, fractions, decimals and mixed numbers.

OSHA 10 Construction (10 hours)

The OSHA 10 Training Program for Construction provides training for workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces in the construction industry. The program provides information regarding workers' rights, employer responsibilities, and how to file a complaint. Specifics covered: "Focus Four" (falls, struck-by, caught in or between, electrocution), Personal Protective Equipment, Lifesaving Equipment, Health Hazards in Construction, Cranes, Derricks, Hoists, Elevators, Conveyors, Excavations, Scaffolds, Stairways, Ladders, Tool-hand & Power. A DOL certification card will be given after full completion of course.

OSHA 30 Construction (30 hours)

The Occupational Safety and Health Administration (OSHA) 30-Hour Construction Industry training course is a comprehensive safety program designed for anyone involved in the construction industry. The course provides students with an in-depth study of hazard identification, avoidance, control and prevention. Students learn to integrate workable and OSHA compliant safety solutions in the workplace. Students successfully completing the OSHA 30-Hour Construction Industry course will receive a DOL OSHA course completion card.



OSHA 10 General Industry (10 hours)

This training program is intended to provide entry-level general industry workers information about their rights, employer responsibilities, and how to identify, abate, avoid, and prevent job-related hazards on a job site. The training covers a variety of general industry safety and health hazards which a worker may encounter.

Topics included but not limited to:

- Introduction to OSHA;
- Walking and Working Surfaces;
- Fall Protection;
- Exit Routes and Emergency Action Plans;
- Electrical Safety;
- Personal Protective Equipment;
- Hazard Communication;
- Machine Guarding;
- Materials Handling and Storage.

Upon successful completion of the program, you will receive a valid U.S. Department of Labor OSHA 10 Card (cards typically arrive in 6 to 8 weeks).



OSHA 30 General Industry (30 hours)

The OSHA 30-hour training course for general industry was created by OSHA and is based on the federal industry regulations. This course will provide workers with information on how to identify, abate, avoid, and prevent job-related hazards on a job site. We will cover a variety of safety and health hazards which a worker may encounter.

The OSHA 30-Hour General Industry classroom course will cover the following topics:

- Introduction to OSHA;
- Managing Safety and Health;
- Walking and Working Surfaces;
- Fall Protection;
- Exit Routes;
- Emergency Action Plans;
- Fire Prevention Plans;
- Fire Protection;
- Identifying Electrical Hazards;
- Electrical Grounding and Protection Standards;
- Personal Protective Equipment (PPE);
- Respiratory Protection;
- Hazard Communication;
- Hazardous Materials;
- Machine Guarding;
- OSHA Safety and Health Programs;
- Materials Handling;
- Introduction to Industrial Hygiene;
- Permit-Required Confined Spaces;
- Lockout/Tagout;
- Ergonomics;
- Bloodborne Pathogens;
- Welding, Cutting, and Brazing;
- Powered Industrial Vehicles.

Upon successful completion of the course, participants will receive their DOL/OSHA 30-Hour General Industry card (4-6 weeks).

SHORT-TERM TRAINING

Non-Profit

Introduction to Grant Writing (9 hours)

The ability to secure grants and other funding opportunities is critical to the success of organizations across many industries. With the right planning and processes, ideas can grow into successful programs, and projects can turn into organizations, but it all starts with an application or proposal. To many, the process of writing grants or proposals is a daunting mystery. Missed opportunities and/or poorly executed proposals lead to continued frustration or rejection. In other cases, well-crafted proposals end up with the wrong

“funder” and go nowhere.

In this three-part workshop series participants will:

- Develop an understanding of grants and other funding opportunities;
- Develop applications and proposals that will meet the funding priorities and guidelines, thus increasing their chances of getting funded;
- Develop a step-by-step approach to identifying and evaluating funding opportunities;
- Prepare for, plan, and develop a proposal that is consistent with each funder's goals;
- Examine each component of the proposal;
- Learn how to write and plan strategies that will help each proposal to be competitive.

An interactive format will be used, and some optional assignments will be utilized to help reinforce the strategies covered. When possible, participants are encouraged to bring funding ideas or projects on which they are currently working, as some opportunity for feedback may be available.

Grant Writing & Fund Development (45 hours)

Grant funding and the requirements of funders have changed over the years. Beyond just a request for money, a grant becomes both an appeal and a plan for how the applicant will use the money to benefit the community at large. This course focuses on preparation methods, research of funding sources and strategies for meeting application requirements, writing tips, project planning and budgeting, submission of successful, competitive health, human services, educational, government and non-profit grant applications, and follow up evaluation and reporting methods. In addition to grant writing, this course explores alternative funding sources, fundraising and fundraising projects.

After the skills and expertise of the program staff, funding can be the next critical piece needed to develop and maintain a successful program or agency. This course will provide students with an

understanding of the important skills needed for successful grant writing and fundraising campaigns. Class participants will learn the skills necessary to turn an idea into a funding proposal. A variety of fundraising strategies will be covered, including a class applied learning activity with a local agency.



Level-I/Non-Profit Management (30 hours)

The Non-Profit Management program is designed for those staff seeking to transition into a managerial capacity, new supervisors, and supervisors seeking to improve their effectiveness. This program addresses fundamental skills, knowledge, supervisory effectiveness, covers essential management skills, with a focus on non-profit management. Students will focus on areas such as:

- Introduction to Non-Profit Organizations;
- Leadership Styles - New Supervisor;
- Supervisor Diversity;
- Communication and Listening Skills;
- Effective Business; Writing/Presentation Skills;
- Job Roles/Descriptions/Recruitment;
- Personnel Policies/Volunteers;
- Evaluations/Performance Plans/Career Paths;
- Harassment/Corrective Action/Termination;
- Budgeting 101.

Level-II/Non-Profit Leadership Certificate (30 hours)

The Non-Profit Leadership program is designed for mid- managers who aspire to become CEOs and addresses higher level issues more relevant to non-profit governance including boards, finances, strategic planning, branding, fundraising and sustainability.

- Leadership Strengths/CEO;
- Strategic Planning;
- Operational Implementation;
- Public Relations;
- Non-Profit Governance;
- Budgeting & Financial Leadership;
- Risk Management/Cybersecurity;
- Fund-raising;
- Program Development and Evaluation;
- Decision Making for Change



SHORT-TERM TRAINING Process Improvement

Introduction to Lean (4-24 hours)

This course will provide an understanding of the principles and values, terms, leadership roles, strategies, goals and the culture needed to implement lean into an organization. Upon completion of this course, participants will understand Lean principles and tools and will possess the foundational knowledge necessary to implement Lean practices within their own

respective organizations.

Participants will learn the foundation knowledge in seven key Lean tools:

- Workplace Organization - 5S (Sort, Set, Shine, Standardize and Sustain);
- Lean Metrics;
- Visual Management;
- Standardized Work;
- Error Proofing (prevent, eliminate and reduce work errors);
- Value Stream Mapping (Lean process mapping tool);
- Kaizen (Continuous Improvement) Training Event.

Implementing Lean (24 hours)

This course will help you understand Lean principles and values – terms, leadership roles, strategy, goals and Lean culture. You will have the foundational knowledge in seven key Lean tools: Workplace Organization - 5S (Sort, Set, Shine, Standardize and Sustain), Lean Metrics, Visual Management, Standardized Work, Error Proofing (prevent, eliminate and reduce work errors), Value Stream Mapping (Lean process mapping tool), and Kaizen (Continuous Improvement) Training Event. This course is designed to help businesses implement Lean tools and methods within their organization or anyone wishing to learn Lean tools and methods.

Yellow Belt (8 hours)

This 8-hour course is designed for all employees in an organization seeking to deploy or utilize Six Sigma improvement processes in a business or persons seeking to begin their journey towards becoming green or black belt certified. This course will help participants understand the Six Sigma DMAIC process and the tools and logic behind each improvement step. DMAIC: Define, Measure, Analyze, Improve, Control. Participants will gain the basic skills needed to participate in a Six Sigma process improvement project which is managed by the

Six Sigma Green and Black Belt employees within the organization.

Kaizen and Value Stream Mapping (VSM) (6 hours)

This Kaizen and Value Stream Mapping workshop shows you how to plan and lead a Kaizen event and how to use a fundamental Lean tool, Value Stream Mapping, to identify and then eliminate waste. This combination of Lean tools allows you to streamline work processes, reduce costs, increase quality and cut lead times. Value Stream Mapping captures and documents the end-to-end processes, including material and informational flow. VSM differs from process mapping or work cell layout diagrams because it includes material flow as well as information flow.

Root Cause Analysis & Corrective Action (4-8 hours)

The Root Cause Analysis and Corrective Action training course teaches valuable root cause analysis tools essential to problem solving, as well as the methodology to address corrective actions. The course provides a firm understanding of the process by which employees can find the underlying causes of problems that impact many organizations' operations and profitability.

Based on a deeper understanding of the Lean principles behind Standard Work and the practical approach that we will teach you, you will be able to lead or implement 5S and Standard Work in your own work environment. Participants understand the Training Within Industry (TWI) method for teaching standard work methods and are able to apply this method in their own environment.

- Learn to identify the root causes of a problem;
- Learn root cause analysis tools such as "The 5 Whys" and "Cause & Effect Analysis";
- Understand the components of a corrective or preventive action;
- Learn to implement effective corrective and

- preventive actions;
- Learn the overall problem-solving lifecycle.

This course is intended for anyone who is interested in improving the permanence and quality of their organization's problem-solving methods.

Topics include:

- Introduction;
- Basic Quality Concepts;
- Problem Solving and Root Cause Analysis;
- Stage 1: Containment;
- Stage 2: Investigation;
- Gather Facts;
- Analyze;
- Design;
- Stage 3: Action;
- The 5 Whys;
- Cause and Effect Analysis;
- Correction and Preventive Action;
- Various workshops throughout the course.



5S and Standard Work (8 hours)

5S is a step-by-step approach of the fundamental Lean toolset. It creates a visual workplace, where the status of work is obvious. People learn to see work differently. Invisible waste becomes visible. Wrong looks wrong and right looks right. There is a place for everything, and everything is in place so that whatever is needed to complete work is where it is supposed to be when it is supposed to be there. Simple, effective tools are used to

eliminate waste at the source, streamlining and simplifying processes and maximizing value. 5S is a step-by-step approach that is applicable to any work environment, from the factory to the office and the hospital to the college campus. As a first step toward a total Lean transformation or as an effective and inexpensive means of reducing waste, clutter, and stress in the workplace, 5S is a firm foundation for process improvement.

Topics include:

- How to identify waste;
- The 5S Strategy: Sort, Straighten, Sweep or Shine, Standardize, Sustain;
- How to plan and lead a 5S event;
- How to measure the success and return on investment for 5S activities;
- How to grow 5S organically, from a single event to a culture of efficiency.

Introduction to Project Management (4-8 hours)

Project management is a proven method to meet cost, resource and scheduling variables in all industries and roles. A successful project requires understanding and implementing a mix of skill sets and tools. In this two-day training course, you are provided with an introduction to the principles of the project management process from planning to execution, as well as learning how to apply these principles to real projects within your organization.



SHORT-TERM TRAINING

Technical

Applied Statistical Analysis (16 hours)

This application course is designed for technicians to learn basic statistical concepts and apply them to the data generated through their lab work.

Topics include: Exploratory Data Analysis, Normal and Other Probability Distributions, Confidence Interval for a Population Mean, Control Charts and Meeting Specifications, Testing Means and Standard Deviations Using One Sample, Testing Means and Standard Deviations Using Two or More Samples, Comparing SDs Using Two Samples, and Linear Regression.

Applied Statistical Analysis II (16 hours)

This application course is designed for technicians to learn intermediate statistical concepts and apply them to the data generated through their lab work.

Topics include: Basic Statistical Inference, Statistical Power and Equivalence Tests, Regression, Analysis of Variance, Gage R&R Studies, Reliability/Survival Analysis, Intro to DOE: Full Factorial Designs, and Fractional Factorial Designs.

Google Apps (4 hours)

Google Applications allow users access to nearly unlimited online storage space, document, editing, and spreadsheet programs, and much more with the click of their mouse. This 4-hour course will cover each part of the Google Application program and how to effectively integrate its use into your personal and professional life.

Starting with the most commonly used applications for business settings, such as Drive, Docs, Sheets, Calendar, and Hangouts, we will

then delve into the use of other programs that are part of the Google Apps family, including Blogger and YouTube, Photos, Play, Travel, Translate, and Wallet. We will also touch on the other applications available through Google during this course.

MS Excel I (7 hours)

This course will focus on basic skills for Microsoft Excel. Students will learn common spreadsheet vocabulary, how to navigate a file system, and how to use Office Help for Excel. Via hands-on training, students will be taught essential skills, such as entering data into a worksheet, entering, and editing formulas, working with pictures and saving and updating a workbook. Students will also learn to format data in cells, rows, columns, use AutoSum, and other common functions, including creating simple charts with Excel and the basics

of formatting charts. They will also obtain additional skills in manipulating large spreadsheets for easier navigation.



MS Excel II (7 hours)

This course will provide the Excel user with more advanced Microsoft skills. Students will learn to create and manipulate data, to display data using graphs and charts, to consolidate data, and to create advanced pivot tables and charts.

Some other topics covered include:

- Creating cell ranges;
- Tracking changes;
- Workbook sharing;
- Formatting;
- Auditing;
- Migrating Word with Excel;
- Using hyperlinks and web pages;
- Using templates.

MS Excel III (7 hours)

This advanced-level course is designed for users to build upon their foundational and intermediate knowledge and to become even more productive and efficient in working with large amounts of data. Students will be shown how to expand their knowledge of Excel data analysis tools, consolidation tools, advanced functions, and PivotTables. They will also be introduced to high-end features, such as collaborating with others and automating complex or repetitive tasks.

Other topics covered include:

- Importing & exporting data;
- Formatting numbers;
- Working with ranges;
- Working with macros;
- Using data analysis tools;
- Summarizing data;
- Analyzing data;
- Workgroup collaboration.

MS PowerPoint I (7 hours)

In your role, you need to grab and maintain your audience's focus when you're asked to present important information. You can achieve this by being clear, organized and engaging. In this course you will use Microsoft PowerPoint to create your presentations. You

will learn how to use some of the vast array of features and functionality contained within Microsoft PowerPoint. You will gain the ability to organize your content, enhance it with high-impact visuals, and deliver dynamic multimedia presentations.

Course Objectives:

- Modify the PowerPoint environment;
- Customize design templates;
- Add SmartArt and math equations to a presentation;
- Work with media and animations;
- Collaborate on a presentation;
- Customize a slide show;
- Secure and distribute a presentation.

MS PowerPoint II (7 hours)

Microsoft PowerPoint - Level II is designed for users who are ready to extend their understanding and knowledge of the software beyond creating basic presentations.

Course Objectives are:

- Identify the basic features and functions of PowerPoint;
- Develop a PowerPoint presentation;
- Perform advanced text editing operations;
- Add graphical elements;
- Modify objects;
- Add tables and charts;
- Prepare to deliver presentation.

MS Word II (7 hours)

MS Word: Level II training class focuses on more advanced features of Word, enabling the user to create professional, complex documents with proficiency. This class is essential training especially for those who are involved in drafting high-level documents.

Course Objectives are:

- Identify how to simplify and manage long documents easily;
- Understand how to control the flow of a document;
- Learn to organize tables and charts;
- Explore customizing the document using themes and styles;
- Learn how to insert content using Quick Parts;

- Understand how to use templates for automating document formatting and how to use mail merge with envelopes, letters, and labels.

MS Word III (7 hours)

The Word: Level III training class covers tools other than word processing, like manipulation tools, cross-referencing and linking tools, security features, entry forms and data collection, and document production automation tools. Candidates explore how to create lengthy documents in an easy manner, and how to collaborate with others through this Word: Level III training.

Course Objectives are:

- Learn how to use images in a document;
- Learn how to create custom graphic elements, add reference marks and notes;
- Learn to collaborate on documents;
- Learn to generate and manipulate forms;
- Learn how to create macros to automate tasks;
- Understand securing a document.

SHORT-TERM TRAINING **Welding**

*For More on Career Welding,
See Page 14*

MIG Welding (8 hours)

This welding workshop is an excellent way for beginners to learn MIG welding. We designed this 2-half day "crash-course" to give students the knowledge and confidence needed to start working with this fun metal joining process. Our knowledgeable instructor is combining lecture with hands-on training in our modern facility. All equipment is well-maintained, state of the art, and easy to operate.

Anyone who is a hobbyist, automotive enthusiast, interested in general metal repair or just looking to hone their welding skills / understanding of this process.

MIG, which stands for (Metal Inert Gas), or GMAW (GAS Metal Arc Welding) - - this is an auto feed process. With that being said, as it being an auto feed process, it makes the task that much easier to understand and utilize. It's similar to a hot glue gun, but with metal. The process is fairly inexpensive and can be run off your basic household outlets – 120v. This process gives the ability to weld a range of different sized material and compositions, ranging from thin sheet metal (20 gauge, all the way up to 1/4") on steel, stainless steel, and aluminum. Making it perfect for anyone to learn who's never welded before.

Topics covered include the following:

- Welder Safety;
- The MIG welding process;
- MIG Equipment: Component descriptions;
- Setting up the MIG system;
- Setting the controls for the metal to be welded;
- MIG filler metal and shielding gases.

Safety equipment included:

- Students will use studio-owned welding jacket, gloves, safety glasses and auto-darkening helmet during the class;
- Students must wear boots / closed toe shoes (excluding cloth shoes, crocs or sneakers);
- Students must wear jeans (no sweatpants, leggings, or shorts permitted).



MIG Extended (60 hours)

GMAW, commonly known as MIG welding, is an extremely versatile process for joining metal. For those looking for a comprehensive training program in MIG welding, this 10-session course runs twice a week, for 3-hours each session. Classes feature a combination of lecture and hands-on practice.

This class is designed for beginners and those who want to take their skills to the next level. Upon completion, students will be familiar with safety, equipment, equipment set up and proper welding techniques.

Topics covered include the following:

- Safety for Welders;
- The GMAW process;
- Types of GMAW equipment;
- Assembling a GMAW system;
- Welding steel in the Flat, Horizontal, Vertical, & Overhead positions;
- Proper techniques for welding "tee", "lap", "corner", "butt", and "edge" joints;
- Welding defects: causes and cures;
- Choosing proper filler, metal alloy and sizes for the job;
- Techniques for MIG welding thin sheet metal;
- Aluminum MIG welding equipment and proper welding techniques;
- Plasma cutting equipment and proper cutting techniques (one-night overview);
- GTAW (TIG) Equipment and proper technique (one-night overview);
- Abrasives and metal finishing applications: products and safety.

Safety equipment included:

- Students will use studio-owned welding jacket, gloves, safety glasses and auto-darkening helmet during the class;
- Students must wear boots / closed toe shoes (excluding cloth shoes, crocs or sneakers);
- Students must wear jeans (no sweatpants, leggings, or shorts permitted).

TIG Welding (16 hours)

This workshop is designed to introduce newcomers to the process of TIG welding. It's enough to give you the knowledge, and confidence needed to start working with this fun, but challenging metal joining process. Our top-notch instructor uses a proven combination of lecture, and hands-on training during this course.

Topics covered included the following:

Welder safety;

- The TIG welding process on steel, stainless & aluminum;
- TIG Equipment: Component descriptions, and their variables;
- Machine set-up;
- TIG Torch set-up, tungsten types, filler material, cup options, and their variables – Butt, Edge, Lap, Tee, and Corner joint configurations in the flat / horizontal positions;
- Proper technique, live demonstrations, and one-on-one training;
- Weld discontinuities, and their remedies;
- Brief demonstration of MIG and Stick welding.

Safety equipment included:

- Students will use studio-owned welding jacket, gloves, safety glasses and auto-darkening helmet during the class;
- Students must wear boots / closed toe shoes (excluding cloth shoes, crocs or sneakers);
- Students must wear jeans (no sweatpants, leggings, or shorts permitted).



Advanced TIG Welding (50 hours)

Students will be trained and evaluated on TIG welding file and groove welds with and without filler metal on 16-gauge, 18-gauge, 20-gauge and 22 gauge 304L UNS S30403 Stainless Steel per requested joints which are as follows:

- Butt weld with and without filler metal;
- Lap weld without filler metal;
- T-Joint with and without filler metal;
- Seam weld on supplied rolled cylinder;
- Intro to silver solder with supplied materials.

Art Welding (4 hours)

Learn Art Welding! This beginner-level course will teach you safety and techniques to create your own abstract project! Our instructor is trained in art education as well as welding and is bring both talents together for you. Like Heavy Metal?

Have fun creating your own heavy metal art. No need to be intimidated if you have never welded before.

Topics included the following:

- Welder safety;
- Basic welding techniques;
- Project layout and design;
- Creation of an abstract piece of art.

Details:

- Must be 18 years or older;
- Experience required – None;
- All materials and safety equipment included.

Safety equipment included:

- Students will use studio-owned welding jacket, gloves, safety glasses and auto-darkening helmet during the class;
- Students must wear boots / closed toe shoes (excluding cloth shoes, crocs or sneakers);
- Students must wear jeans (no sweatpants, leggings, or shorts permitted).

Blueprint Reading for Welders and Machine Trades (24 hours)

This course introduces the knowledge and skills necessary for reading welding blueprints and sketches. Terminology, symbols, dimensioning, lines, sketches and prints, systems of measurement, and bill of materials will be covered.

Customized Corporate Training

Keep your top talent. Uncover new leaders. Increase productivity. The strongest organizations invest in their workforce, which ultimately strengthens their bottom line. Invite us in to discuss your corporate training needs. Our robust design and development processes will ensure your learning objectives and performance goals are met on-time, on-budget, and with the ideal blend of custom and standard training solutions. Whether you need training customized to your situation or your business or are interested in trainings we provide on a regular basis – we can help. And, we work closely with local and NYS workforce funding partners. We can develop customized training to fully develop your team.

Let's Talk!

Please email ilearn@corning-cc.edu or call (607)-936-5501.



Online Career Training Options

Online:

<https://careertraining.ed2go.com/corning/training-programs/>

Arts and Design

Adobe Certified Associate
Certified Residential Interior Designer
Digital Arts Certificate
Graphic Design with Photoshop
Graphic Design with Photoshop
Marketing Design Certificate
Multimedia Arts Certificate
Video Game Design and Development
Web Design Professional

Business

Business Operations Specialist
Certified Administrative Professional
Certified Administrative Professional with
Microsoft Office Master
Certified Bookkeeper
Certified Bookkeeper with Microsoft Excel
Certified Credit Counselor
Certified Credit Counselor and Certified
Financial Health Counselor
Certified Financial Health Counselor
Certified Global Business Professional
Certified Green Supply Chain Professional
Certified Internal Auditor
Certified Quality Auditor
Certified Quality Engineer
Certified Quality Improvement Associate-CQIA
Certified Six Sigma Black Belt
Certified Six Sigma Green Belt / Black Belt
Chartered Tax Professional
Court Interpreter -Spanish/English
Entrepreneurship: Start-Up and Business Owner
Management
Financial and Career Coach
Freight Broker/Agent Training
Grant Writing
Grant Writing and Non-Profit Management
Human Resources Professional
Human Resources Professional with Payroll
Practice and Management
Human Resources Professional with Workplace
Mediation
Lean Six Sigma Green Belt / Black Belt with 1-
on-1 Project Coaching

Lean Six Sigma Yellow Belt / Green Belt / Black
Belt
Lean Training Exam Management Training
Mastering Project Management with Microsoft
Project
Mastering Project Management with PMP Prep
Non-Profit Management
OMCA Content Marketing Associate
OMCA Conversion Optimization Associate
OMCA Display Advertising Associate
OMCA Email Marketing Associate
OMCA Mobile Marketing Associate
OMCA PPC Associate
OMCA SEO Associate
OMCA Social Media Associate
OMCA Web Analytics Associate
OMCP Digital Analytics and Conversion
Professional
OMCP Email Marketing and Automation
Professional
OMCP Paid Search Professional
OMCP Search Marketing Professional
OMCP Social and Mobile Marketing Professional
Optical Manager
Payroll Practice and Management
PMI Risk Management Professional
PRINCE2 Foundation and Practitioner
Certification Training
Professional Interpreter
Project Management Essentials with *CAPM
Prep
Purchasing and Supply Chain Management +
Freight Broker Agent Training
Records Management Certificate
Salesforce: Power User
Senior Certified Sustainability Professional
Senior Professional in Human Resources
Senior Professional in Human Resources with
Payroll and Practice Management
Senior Professional in Human Resources with
Workplace Mediation
Six Sigma Yellow Belt
Student Loan Counselor
The Complete Project Manager with *CAPM
and PMP Prep
The Complete Project Manager with Microsoft
Project

Computer Applications

Android App Developer
AutoCAD Certified User
AutoCAD with AutoCAD 3D

AutoCAD 3D
Autodesk Inventor
Autodesk Revit Architecture
AWS System Operations Certificate Bundle
Crystal Reports
Microsoft Access Certification Training
Microsoft Excel Certification Training
Microsoft Office Master
Microsoft Office Master Certification Training
Microsoft Office Specialist Certification Training
Microsoft Office Specialist
Microsoft Office Specialist Certification Training
Microsoft Outlook Certification Training
Microsoft PowerPoint Certification Training
Microsoft Project
Microsoft SharePoint Certification Training
Microsoft SharePoint
Microsoft Word Certification Training
Professional Bookkeeping with QuickBooks
Professional Bookkeeping with QuickBooks with
Payroll Practice and Management
Salesforce Administrator

Computer Programming

C++ Programmer
Full Stack Software Developer
Java Programmer
Java Programmer + Python Developer
Mobile and Desktop Web
Developer/Responsive
Web Design
Oracle SQL and PL/SQL + Python Developer
Oracle SQL and PL/SQL + Python Development
+ Java Programmer
Oracle SQL and PL/SQL Developer
Oracle SQL and PL/SQL Developer with Crystal
Reports
Oracle SQL and PL/SQL Developer + Java
Programmer
Professional Certificate in Tech Fundamentals
Python Developer
UNIX Administration Basics
Web Applications Developer

Construction and Trades

Biofuel Production Operations
Certified Indoor Air Quality Manager
Certified Indoor Environmental Prep
Chemical Plant Operations
CNC Machinist
Composites Technician
Die Setter

Electrical Technician
Engineering Technician
Foundations of Plumbing
HVAC/R Certified Technician
HVAC/R Simulations for Field Technicians HVAC/R
Technician
HVAC/R Controls/Building Automation Systems
Leadership in Energy and Environmental Design
(LEED) Maintenance Technician
Manual Machinist Mechatronics
Natural Gas Plant Operations Oil Refinery
Operations Power Plant Operations
Press Operator: Cold Stamping
Press Operator: Hot Stamping
Process Technician
Quality Inspector
Residential Electrician
Robotics Technician
Tool and Die Maker Toolmaker
Welder Technician
Wind Energy Professional

Health and Fitness

Activity Director
Administrative Dental Assistant
Advanced Coding for the Physician's Office
Advanced Hospital Coding and CCS Prep
Advanced Medical Interpreter
AFAA Group Fitness Instructor
CBCS Certified Medical Administrative Assistant with
Medical Billing and Coding
CCA Certified Medical Administrative Assistant with
Medical Billing and Coding
Certified Clinical Medical Assistant (CCMA) +
Certified Electronic Records Specialist (CEHRS)
Certified Clinical Medical Assistant for the
Experienced CMAA
Certified Electronic Health Records Specialist and
Medical Terminology
Certified Health Unit Coordinator
Certified Inpatient Coder
Certified Medical Transcriptionist
Certified Outpatient Coder
Certified Pharmaceutical Sales Representative
Certified Physical Therapy Aide
Certified Professional Life Coach
Certified Professional Medical Auditor
Certified Risk Adjustment Coder
Clinical Dental Assistant
CPC Certified Medical Administrative Assistant with
Medical Billing and Coding
CPC Medical Billing and Coding

Dental Office Manager
Fitness Business Management
Horse Care Management
ICD - 10 Medical Coding
Medical Interpreter (Spanish/English)
Medical Office Manager (CPPM)
Medical Terminology
NASM Certified Nutrition Coach
NASM Certified Personal Trainer + AFAA Group
Fitness Instructor
NASM Certified Personal Trainer + Corrective
Exercise
NASM Certified Personal Trainer + Performance
Enhancement
NASM Certified Personal Trainer and Exam
Preparation
NASM Corrective Exercise Specialist
NASM Performance Enhancement Specialist (PES)
NCSF Certified Strength Coach
NCSF Sports Nutrition Specialist
Nutrition for Optimal Health, Wellness, and Sports
Optician Certification Training
Patient Care Technician Peer Support Specialist
Personal Training and Group Exercise Training for
Older Adults
Pharmacy Technician
Physical Therapy Aid
Professional Recovery Coach
Social Service Assistant
Veterinary Assistant
Veterinary Assistant with Horse Care Management
Veterinary Office Manager

Hospitality

Basic Housekeeping
Catering Professional
Certified Master Wedding and Event Planner
Certified Protection Officer
Certified Wedding Planner
Corporate Event Planner
Event Management and Design
Executive Housekeeper
Food and Customer Service Skills Training
Hotel Management with Executive
Housekeeper
Household Manager
Household Manager with Executive
Housekeeper
Preston Bailey's Fundamentals & Intermediate
of Floral Design
Preston Bailey's Signature Wedding and Event

Design
Restaurant Management
Retail Customer Service Skills Training
Travel Agent Training

Information Technology

AWS System Operations Certificate Bundle
CCNA: Security
Certified Ethical Hacker
Certified Information Security Manager (CISM)
Certified Information Systems Auditor (CISA)
Certified Information Systems Security
Professional (CISSP)
Cisco Certified Network Professional (CCNP)
COBIT 5 Certification Training
CompTIA Advanced Security Practitioner
(CASP)
CompTIA A+ Certification Training
CompTIA Certification Training: ITF+ and A+
CompTIA Certification Training: ITF+, A+,
Network+, Security+
CompTIA A+ with ITIL Foundation
CompTIA Certification Training: A+, Network+,
Security+
CompTIA Cloud+ Certification Training
CompTIA IT Fundamentals
CompTIA Network+ Certification Training
CompTIA Project+
CompTIA Security+ Certification Training
CompTIA Certification Training: A+, Network+,
Security+
Digital Game Artist Certificate
EXIN Cloud Computing
Forensic Computer Examiner
Help Desk Analyst: Tier 1 Support Specialist
Information Security Training
IT Foundations Bundle
ITIL Capability Expert
ITIL Foundation
ITIL Lifecycle Expert
Management for IT Professionals
Microsoft Certified Solutions Associate (MCSA)
SSCP Systems Security Certified Practitioner
VMware Certified Associate

Language

Professional Translator

Legal

Certificate in Healthcare and Eldercare
Certificate in Mediation and Restorative Justice
Certificate in Workplace Mediation

Certification in Family Mediation
Certification in Mediation and Arbitration
Federal Court Interpreter
Paralegal

Teacher Professional Development

Child Development Associate Training
Child Development Associate Training Renewal

Writing

Technical Writing



Online Self-Paced Courses

Online:

<https://www.ed2go.com/coming/SearchResults.aspx?Sort=Relevance&MaxResultCount=10&ProductType=2&Price=6&Price=7&Price=8&Hours=2&Hours=3>

Arts and Design

Creating Web Pages
Creating WordPress Websites
Discover Digital Photography
Intermediate WordPress Websites
Introduction to Illustrator CS6
Introduction to InDesign
Introduction to Photoshop CC
Mastering your Digital SLR Camera
Secrets of Better Photography

Business

A to Z Grant Writing II - Beyond the Basics
Accounting Fundamentals I & II
Achieving Success with Difficult People

Administrative Assistant Fundamentals
Building Teams That Work
Business Finance for Non-Finance
Personnel Computer Skills for the Workplace
Creating a Successful Business Plan
Fundamentals of Supervision and Management
Get Assertive!
Individual Excellence
Interpersonal Communication
Keys to Effective Communication
Leadership
Personal Finance
Project Management Applications
Project Management Fundamentals I & II
Project Management Professional (PMP) Prep I & II
Real Estate Investing
Start Your Own Small Business
Stocks, Bonds, and Investing: Oh, my!
Twelve Steps to a Successful Job Search
Understanding the Human Resources Function
Using Social Media in Business
Writing Effective Grant Proposals

Computer Applications

Advanced Microsoft Excel
Intermediate Microsoft Excel
Intermediate Microsoft Office
Intermediate QuickBooks 2017
Introduction to Microsoft Access
Introduction to Microsoft Excel
Introduction to Microsoft Word
Introduction to PC Security
Introduction to QuickBooks
Introduction to Windows Keyboarding

Computer Science

Blogging and Podcasting for Beginners
Creating Mobile Apps with HTML5
Introduction to C# Programming
Introduction to CSS3 and HTML5
Introduction to Java Programming
Introduction to Python 3 Programming

Health and Fitness

Become a Veterinary Assistant
Certificate in Food, Nutrition and Health
Certificate in Gerontology
Explore a Career as an Administrative Medical Assistant
Explore a Career in Medical Coding

Explore a Career in Medical Transcription
Grammar and Writing Skills for the Health
Professional

Human Anatomy and Physiology
Introduction to Natural Health and Healing
Medical Math
Medical Terminology I & II
Spanish for Medical Professionals

Information Technology

CompTIA Security+ Certification Prep
Intermediate CompTIA A+ Certification Prep
Introduction to Cryptography
Introduction to Mobile Security
Introduction to Networking

Language

Beginning Conversational French
Discover Sign Language
Spanish in the Classroom
Speed Spanish I & II

Legal

Explore a Career as a Paralegal

Math and Science

Introduction to Algebra
Introduction to Statistics
Math Refresher

Teaching Professional Development

Integrating Technology in the Classroom
Creating Classroom Centers
Differentiated Instruction in the Classroom
Empowering Students with Disabilities
Guided Reading and Writing: Strategies for
Maximum Student Achievement
Guided Reading: Strategies for Differentiated
Classroom
Ready, Set, Read!
Response to Intervention
Singapore Math Strategies: Model Drawing for
Grades 1 – 6
Singapore Math: Number Sense and Computational
Strategies
Solving Classroom Discipline Problems
Teaching Adult Learners
Teaching Preschool: A Year of Inspiring Lessons
Teaching Smarter with SMART Boards
Teaching Students with ADHA
Teaching Students with Autism
Teaching Students with Learning Disabilities

Teaching Writing: Grades K-3
Understanding Adolescents

Test Prep

ASE Technician Test Preparation (TTP) Truck Series:

- T1 Gasoline Engines
- T2 Diesel Engines
- T3 Drive Train
- T4 Brakes
- T5 Suspension/Steering
- T6 Electrical and Electronic Systems
- T7 Heating, Ventilation, and Air Conditioning
- T8 Preventative Maintenance

ASE Technician Test Preparation 2.0 (TTP2):

- Automotive Engine Repair (A1)
- Automotive Automatic Transmissions and
Transaxles (A2)
- Automotive Manual Drive Trains and Axles (A3)
- Automotive Suspension and Steering (A4)
- Automotive Brakes (A5)
- Automotive Electrical /Electronic Systems (A6)
- Automotive Heating and Air Conditioning (A7)
- Automotive Engine Performance (A8)
- Automotive Light Vehicle Diesel Engines (A9)

ASE Technician Test Preparation 2.0 (TTP2):

- Automotive Service Consultant (C1)
- Automotive Maintenance and Light Repair
(G1)

ASE Technician Test Preparation:

- (H1) Compressed Natural Gas Engines
- (H2) Diesel Engines
- (H3) Drive Train
- (H4) Brakes
- (H5) Suspension and Steering
- (H6) Electrical / Electronic Systems
- (H7) Heating, Ventilation and Air Conditioning
- (H8) Preventative Maintenance

ASE Technician Test Preparation 2.0 (TTP2):

- Automotive Advanced Engine Performance
(L1)
- Medium/Heavy Duty Truck Electronic Diesel
Diagnostics (L2)

ASE Technician Test Preparation 2.0 (TTP2):

- Automotive Parts Specialist (P2)
- Automotive Exhaust Systems (X1)

GRE Preparation

- Part 1 (Verbal and Analytical)
- Part 2 (Quantitative)

Basic CompTIA A+ Certification Prep

Praxis Core Preparation

Prepare for the GED Test

SAT/ACT Prep Course - Part 1

Writing

Grammar Refresher I & II
Fundamentals of Technical Writing
The Keys to Effective Editing
Write Fiction like a Pro

Online Self-Paced Courses

Online:

<https://www.ed2go.com/corning/SearchResults.aspx?Sort=Relevance&MaxResultCount=10&ProductType=2&Price=7&Price=8&Price=9&Hours=2&Hours=3&Hours=4>

Arts and Design

Creating Web Pages
Creating WordPress Websites
Designing Effective Websites
Discover Digital Photography
Drawing for the Absolute Beginner
How to Get Started in Game Development
Intermediate CSS3 and HTML5
Intermediate InDesign CC
Intermediate Photoshop CC, CS5, CS6
Intermediate WordPress Websites
Introduction to CSS3 and HTML5
Introduction to Digital Scrapbooking
Introduction to Guitar
Introduction to Illustrator CS6
Introduction to InDesign CC, CS6
Introduction to Interior Design
Introduction to JavaScript
Introduction to Lightroom Classic CC
Introduction to Photoshop CC, CS5, CS6
Mastering Your Digital SLR Camera
Music Made Easy
Photographing Nature with Your Digital Camera
Photographing People with Your Digital Camera
Photoshop for the Digital Photographer I & II
Photoshop Elements for the Digital Photographer
Secrets of Better Photography
Travel Photography for the Digital Photographer

Business

A to Z Grant Writing I & II
Accounting Fundamentals I & II
Achieving Success with Difficult People
Achieving Top Search Engine Positions
Administrative Assistant Applications
Administrative Assistant Fundamentals

Advanced Grant Proposal Writing
Becoming a Grant Writing Consultant
Building Teams That Work
Business and Marketing Writing
Business Finance for Non-Finance Personnel
Computer Skills for the Workplace
Creating a Successful Business Plan
Distribution and Logistics Management
Effective Business Writing
Effective Selling
Fundamentals of Supervision and Management I & II
Get Assertive!
Get Grants!
Growing Plants for Fun and Profit
High Performance Organization
High Speed Project Management
Individual Excellence
Interpersonal Communication
Introduction to Business Analysis
Introduction to Google Analytics
Introduction to Non-Profit Management
Introduction to Stock Options
Keys to Effective Communication
Keys to Successful Money Management
Leadership
Learn to Buy and Sell on eBay
Listen to your Heart, and Success Will Follow
Managing Customer Service
Marketing your Business on the Internet
Marketing Your Non-Profit
Mastering Public Speaking
Mastery of Business Fundamentals
New Career Suite
New Manager Suite
Non-Profit Fundraising Essentials
Personal Finance
Professional Sales Skills
Project Management Applications
Project Management Fundamentals I & II
Project Management Professional (PMP) Prep I & II
Purchasing Fundamentals
Real Estate Investing Resume Writing Workshop
Six Sigma: Total Quality Applications
Skills for Making Great Decisions
Small Business Marketing on a Shoestring
Start and Operate Your Own Home-Based Business
Start your Own Arts and Crafts Business
Start your Own Edible Garden
Start Your Own Gift Basket Business
Start Your Own Online Business
Start Your Own Small Business

Starting a Consulting Practice
Starting a Non-Profit
Stocks, Bonds, and Investing: Oh, my!
Supervisor Suite
Supply Chain Management Fundamentals
Talent and Performance Management
The Analysis and Valuation of Stocks
Total Quality Fundamentals
Twelve Steps to a Successful Job Search
Understanding the Human Resources Function
Using Social Media in Business
Where Does All My Money Go?
Writing Effective Grant Proposals
Self-Improvement Suite

Computer Applications

Advanced Microsoft Excel
Intermediate Microsoft Access
Intermediate Microsoft Excel
Intermediate Microsoft Word
Intermediate Oracle
Intermediate QuickBooks
Introduction to Adobe Acrobat X
Introduction to Crystal Reports
Introduction to Microsoft Access
Introduction to Microsoft Outlook
Introduction to Microsoft PowerPoint
Introduction to Microsoft Project
Introduction to Microsoft Publisher
Introduction to Microsoft Word
Introduction to Oracle
Introduction to PC Troubleshooting
Introduction to QuickBooks
Introduction to Windows Keyboarding
Performing Payroll in QuickBooks
QuickBooks for Contractors

Computer Science

Advanced CSS3 and HTML5
Advanced Web Pages
Blogging and Podcasting for Beginners
Creating Mobile Apps with HTML5
Intermediate C# Programming
Intermediate Java Programming
Intermediate PHP and MySQL
Intermediate SQL
Intermediate Visual Basic
Introduction to C#, C++ Programming
Introduction to Database Development
Introduction to Java Programming
Introduction to PHP and MySQL
Introduction to Programming

Introduction to Python Programming
Introduction to SQL
Introduction to Visual Basic
Introduction to XML Responsive Web Design

Health and Fitness

Become a Veterinary Assistant I, II & III
Become an Optical Assistant
Certificate in Brain Health
Certificate in Complementary and Integrative Health
Certificate in End of Life Care
Certificate in Energy Medicine Certificate in Food, Nutrition and Health
Certificate in Gerontology
Certificate in Global Healing Systems
Certificate in Healing Environments for Body, Mind and Spirit
Certificate in Healthy Aging
Certificate in Holistic and Integrative Health
Certificate in Holistic and Integrative Health: Foundations 1, 2 & 3
Certificate in Infectious Diseases and Infection Control
Certificate in Integrative Mental Health
Certificate in Legal and Ethical Issues in Healthcare
Certificate in Meditation
Certificate in Mindfulness
Certificate in Music Therapy and Sound Healing
Certificate in Nutrition, Chronic Disease and Health
Certificate in Pain Assessment and Management
Certificate in Perinatal Issues
Certificate in Spirituality, Health and Healing
Certificate in Starting Your Own Business in Health and Healing
Certificate in Stress Management
Certificate in Violence Prevention and Awareness
Certificate in Wellness and the Environment
Certificate in Women's Health Issues
Explore a Career as a Pharmacy Technician
Explore a Career as an Administrative Medical Assistant
Explore a Career in Medical Coding
Explore a Career in Medical Transcription
Explore a Career in Medical Writing
Explore a Career in Nursing
Genealogy Basics
Handling Medical Emergencies
Happy and Healthy Pregnancy

Healthy Living Suite
Healthy Relationships Suite
Helping Elderly Parents
HIPAA Compliance
Human Anatomy and Physiology I & II
Introduction to Natural Health and Healing
Lose Weight and Keep It Off
Luscious, Low-Fat, Lightning Quick Meals
Marriage and Relationships: Keys to Success
Medical Math
Medical Office Basics Suite
Medical Terminology I & II
Spanish for Medical Professionals I & II

Hospitality

Secrets of the Caterer
Start a Pet-Sitting Business
Wow, What a Great Event
Information Technology
Advanced CompTIA A+ Certification Prep
Advanced PC Security
Basic CompTIA A+ Certification Prep
CompTIA Network+ Certification Prep
CompTIA Security+ Certification Prep 1 & 2
Intermediate CompTIA A+ Certification Prep
Intermediate Networking
Introduction to Networking
Introduction to PC Security
Understanding the Cloud
Wireless Networking

Language

Beginning Conversational French
Conversational Japanese
Discover Sign Language
Get Funny!
Grammar of ESL
Instant Italian
Spanish for Law Enforcement
Spanish in the Classroom
Speed Spanish I, II & III
Writing for ESL

Legal

Employment Law Fundamentals
Explore a Career as a Paralegal
Introduction to Criminal Law
Introduction to Law Suite
Legal Nurse Consulting
Paralegal Suite
Real Estate Law
Workers' Compensation

Math and Science

Introduction to Algebra
Introduction to Biology
Introduction to Chemistry
Introduction to Statistics
Math Refresher

Teacher Professional Development

Integrating Technology in the Classroom
Common Core Standards for English Language Arts K-5
Content Literacy: Grades 6-12
Creating a Classroom Website
Creating Classroom Centers
Creating the Inclusive Classroom: Strategies for Success
Differentiated Instruction in the Classroom
Differentiating K-12 Assessments
Empowering Students with Disabilities
Enhancing Language Development in Childhood
Guided Reading and Writing: Strategies for Maximum Student Achievement
Guided Reading: Strategies for the Differentiated Classroom
Homeschool with Success
Merrill Ream Speed Reading Ready, Set, Read!
Response to Intervention: Reading Strategies That Work
Singapore Math Strategies: Advanced Model Drawing for Grades 6-9
Singapore Math Strategies: Model Drawing for Grades 1-6
Singapore Math: Number Sense and Computational Strategies
Solving Classroom Discipline Problems I & II
Survival Kit for New Teachers
Teaching Adult Learners
Teaching High School Students
Teaching Math: Grades 4-6
Teaching Preschool: A Year of Inspiring Lessons
Teaching Science: Grades 4-6
Teaching Smarter with SMART Boards
Teaching Students with ADHD
Teaching Students with Autism: Strategies for Success
Teaching Students with Learning Disabilities
Teaching Writing: Grades K-3
Teaching Writing: Grades 4-6
The Creative Classroom
The Differentiated Instruction and Response to Intervention Connection

Understanding Adolescents
Using the Internet in the Classroom

Test Prep

GMAT Preparation

GRE Preparation:

- Part 1 (Verbal and Analytical)
- Part 2 (Quantitative)

LPI Linux Essentials Exam Prep

LSAT Preparation - Part 1 & Part 2

Praxis Core Preparation

Prepare for the GED Math Test

Prepare for the GED Test

SAT/ACT Prep Course - Part 1 & Part 2

TEAS Prep I & Prep 2

Writing

Advanced Fiction Writing

Beginner's Guide to Getting Published

Fundamentals of Technical Writing

Grammar Refresher I & II

How to Make Money from Your Writing

Introduction to Internet Writing Markets

Introduction to Journaling

Introduction to Screenwriting

Mystery Writing

Publish and Sell Your E-Books Research

Methods for Writers Romance Writing

The Craft of Magazine Writing

The Keys to Effective Editing

Travel Writing

Write and Publish Your Nonfiction Book

Write Effective Web Content

Write Fiction Like a Pro

Write Your Life Story

Writeriffic: Creativity Training for Writers

Writing Essentials

Writing for Children

Writing the Fantasy Novel

Writing Young Adult Fiction

ABBREVIATION DEFINITIONS

ACT - American College Testing

ADHD - Attention Deficit Hyperactivity Disorder

AFAA - Athletics and Fitness Association of America

ASE - Automotive Service Excellence

AWS - Amazon Web Services

CAD - Computer-Aided Design

CAPM - Certified Associate in Project
Management

CBCS - Certified Billing and Coding Specialist

CC - Creative Cloud

CCA - Certified Coding Associate

CCNA - Cisco Certified Networking Associate

CCS - Certified Coding Specialist

CS - Creative Suite

CSS3 - Cascading Style Sheets Level 3

CNC - Computer Numerical Control

CPC - Certified Professional Coder

CPPM - Certified Physician Practice Manager

ESL - English as a Second Language

GED - General Educational Development /
Graduate Equivalency Diploma or Degree

GMAT - Graduate Management Admissions Test

GRE - Graduate Record Examinations

HIPAA - Health Insurance Portability and
Accountability Act

HVAC/R - Heating, Ventilation, Air Conditioning
and Refrigeration

HTML - Hypertext Markup Language

ICD - International Classification of Diseases

ITIL - Information Technology Infrastructure Library

LPI - Linux Professional Institute

LSAT - Law School Admissions Test

NASM - National Academy of Sports Medicine

NCSF - National Council on Strength and Fitness

NRF - National Retail Federation

OMCA - Online Marketing Certified Associate

OMCA PPC - Online Marketing Certified
Associate Pay Per Click

OMCA SEO - Online Marketing Certified
Associate Search Engine Optimization

OMCP - Online Marketing Certified Professional

PHP - Personal Home Page

PL - Procedural Language

PMI - Project Management Institute

PMP - Project Management Professional

SAT - Scholastic Aptitude Test

SLR - Single Lens Reflex

SQL - Structured Query Language

SSCP - Systems Security Certified Practitioner

TEAS - Test of Essential Academic Skills

XML - Extensible Markup Language