



**TALENT MARKETPLACE  
COURSE GUIDE**



PATHWAY

**PROFESSIONAL  
DEVELOPMENT**

CENTER FOR PEOPLE

When entering a professional environment, it can be difficult to find your footing without having the general knowledge that you will use on an everyday basis. The courses offered in our Professional Development pathway are designed to give you the essentials you need. You can earn your high school diploma, sharpen your professional image, and develop a variety of crucial skills needed to thrive in a professional environment.

Whether you choose to sharpen your understanding of modern economics, learn to effectively communicate as a team leader, or dive into the complex world of digital file management, these courses will prepare you to enter the professional world confident that you have the knowledge needed to thrive in your desired industry.



Your online high school diploma program consists of 17 core courses. You get to choose five elective courses, ranging from academic electives like American Literature to career pathway electives like healthcare courses. The core curriculum is made up of English, math, social studies, science, arts and humanities, and health and physical education classes.

### Startup Courses

#### ***Personal Wellness and Self-Care***

This course immerses you in health and wellness concepts, focusing on factors that impact overall well-being. Engage in practical strategies to boost physical wellness through nutrition, physical activity, and practices for drug and alcohol awareness, chronic disease prevention, and personal hygiene. Explore the traits of good mental health and develop skills for enhancing mental well-being, including stress management and resilience-building techniques. Additionally, discover the significance of social wellness and learn effective strategies for fostering healthy relationships to improve your overall quality of life.

#### ***Introduction to Personality Types: Your Own Genius***

This course provides a deep dive into personality and its effects on various aspects of life. Define personality and explore its significant impact on your relationships, career, and overall life path. Examine three key theories that shape personality development, gaining insight into how genetics, environment, and personal experiences interplay. Reflect on your own personality type, strengths, and preferences to foster self-awareness and growth. Additionally, analyze how personality traits influence learning styles, leadership approaches, and career success, equipping you to harness your unique characteristics for personal and professional advancement.

### Humanities

#### ***Digital Literacy***

This course focuses on the ethical and effective use of digital technology to obtain information. You'll learn to protect digital data, understand the importance of technology in communication and task performance, safely use technology for commerce, develop communication and research skill applicable in education, interpret visual information, and conduct research on personal, local, and global issues.

### English

#### ***English I: Introduction to Language Arts***

This course provides essential skills for comprehending various types of written material. Learn close reading strategies to grasp informational text passages effectively. Analyze diverse writing types, including historical, informational, fact, and opinion pieces. Develop proficiency in workplace writing by applying basic grammar and punctuation rules. Master the conventions of standard English grammar, usage, and mechanics for narrative writing. Explore the elements of poetry and short stories, identifying main points, key details, and literary devices. Finally, delve into plays, summarizing central themes and supporting evidence.

#### ***English II: Foundations of Reading and Writing***

This course equips learners with essential skills for comprehending and analyzing nonfiction texts. Apply close reading strategies to infer meaning effectively and utilize basic English language conventions. Learn to



support positions on topics using evidence from informational texts. Recognize and interpret figurative, literal, and non-literal language in poetry and short stories. Explore character development and interactions in novels by restating details and examples from the text. Finally, apply theories and styles of nonfiction writing to craft compelling personal and professional written pieces.

### ***English III: Analyzing Texts and Building Compositions***

In this course, you'll develop the skills to analyze a range of texts and graphics effectively. Use evidence to support your analysis of historical, scientific, technology-related and social studies materials. Delve into word choice, tone, and figurative language in plays, evaluating their impact on readers. Practice identifying central ideas or themes in complex literary narratives and summarize key details, events, and characteristics in intricate novels to enhance your comprehension. Finally, master constructing structured arguments with relevant evidence to support your claims convincingly.

### ***English IV: Detailed Reading and Research Writing***

In this course, you'll leverage multimedia tools to enhance your academic presentations and writing. Learn to draw clear and reasoned conclusions from complex world literature passages, and explore how authors use word choice and structure to shape meaning, style, and tone of voice in literary works. Utilize close reading strategies to analyze Shakespearean acts, uncovering character dynamics and thematic elements. Engage in analyzing primary and secondary texts across history, science, and technology to refine your analytical skills. Finally, apply your content area literacy expertise to create a well-researched and structured research paper.

## **Math**

### ***General Math I***

This course is designed to help you gain practical math skills for tackling real-world problems involving whole numbers, fractions, and decimals. It features in-depth exploration of both the English and metric systems of measurement, with a focus on making effective comparisons. The course also covers the fundamentals of ratios, proportions, and percents, culminating in practical exercises to build your confidence and efficiency in solving everyday challenges.

### ***General Math II***

This course is designed to enhance your problem-solving skills and mathematical understanding. It covers mastering the order of operations for multi-step problems and solving word problems with equations. You'll explore operations with positive and negative numbers, delve into monomials and polynomials, and learn to simplify equations efficiently. In geometry, identify and name various components, calculate areas and volumes of shapes like squares, rectangles, triangles, and circles using the appropriate formulas, and apply the Pythagorean theorem to solve right triangles. The course is structured to build your confidence in applying geometric principles to solve equations effectively.

### ***Consumer Math***

This course provides practical insights into financial literacy, equipping you with essential skills for effective financial management. Learn to estimate results quickly and accurately calculate discounts based on percentages. Develop the ability to make informed consumer decisions and calculate yearly interest rates. Understand the importance of budgeting, explore considerations for purchasing a new or used car, and review options for personal insurance. Determine when you've saved enough to begin investing, clarify the differences between common and preferred stock, and grasp the significance of retirement planning. By the end, you'll be empowered to navigate financial decisions with confidence and foresight.



## Science

### ***Earth Science***

This course is designed to provide a thorough understanding of Earth Science fundamentals. It features an in-depth exploration of surface processes that shape our planet, key characteristics of Earth's atmosphere and oceans, and the causes behind geologic activity. The course also examines the impact of human activity on natural resources, with a focus on sustainability. Additionally, you will expand your knowledge of the universe by studying the formation and properties of the solar system and beyond. By the end, you'll gain a deeper appreciation for the complexities of Earth and the cosmos.

### ***Biology***

This course focuses on the essential aspects of life sciences, guiding you through the characteristics, chemistry, and ecology of living things. You'll delve into cellular processes for energy and reproduction, and understand how traits are passed from one generation to the next. The course covers the unique characteristics and behavior of plants and animals, and provides a detailed look at the anatomy and physiology of the human body's major systems. By the end, you'll gain a solid foundation in both basic biological principles and the complexities of living organisms.

### ***Physical Science***

This course focuses on the fundamental principles governing the physical world. You will explore how objects respond to forces and the intricacies of energy transformation in everyday life. The course covers the measurement and manipulation of changes in matter and examines the diverse applications of chemistry. You'll investigate the properties of waves and radiation, and their real-world implications. By applying these principles to scenarios such as chemical reactions and the interplay of electricity and magnetism, you will gain a deeper understanding of the forces shaping our environment.

## Social Studies

### ***American History***

This course focuses on key periods in American history, from early colonial settlement to the present day. You will explore the establishment of the colonies and the pivotal events leading to the ratification of the U.S. Constitution. Delve into the expansion and industrialization of the nation from 1790 to the 1850s, and understand their impact on America's growth. Examine the causes and consequences of the American Civil War, and analyze how events before World War I influenced the country's trajectory. Study the effects of the Great Depression and World War II on American society, and explore the societal changes from the 1960s to today. By the end, you'll gain a comprehensive understanding of the events and forces that have shaped the American experience.

### ***Civics***

This course provides a thorough overview of the American government and its key components. You will describe the different types of government systems with examples, and summarize the process of ratifying the Constitution. The course covers the three main parts of the Constitution, including their contents, and explains the process for amending it. You'll learn about the powers and responsibilities of the three federal branches, and outline how laws are made. The course also reviews landmark Supreme Court cases and describes the operation of state and local governments. Additionally, you'll explore the rights and responsibilities of citizens in a democratic nation and summarize the process for electing a U.S. president. By the end, you'll gain a comprehensive understanding of the structure and function of American government.



### ***World History***

This course offers a comprehensive exploration of key historical periods and transformations from ancient civilizations through the modern era. Students will delve into the achievements and characteristics of early societies, including the Byzantine Empire, and trace their impact through the Middle Ages to the Renaissance and the Age of Exploration. The curriculum will focus on comparative analysis of societal and political structures from 1500-1800, and investigate the causes and effects of revolutions, industrialization, and global empire-building between 1750-1914. Additionally, the course examines the repercussions of the Great War, the Great Depression, and rising nationalism, and explores the influences of World War II, the Cold War, and economic globalization on contemporary world regions.

## **Health and Physical Education**

### ***Fitness and Nutrition***

This course is designed to empower individuals with the knowledge and skills to enhance their overall well-being. Explore techniques for managing stress and cultivating healthy habits to promote mental and physical wellness. Gain an understanding of healthy nutrition and digestive processes, equipping you with the tools to make informed dietary choices. Identify principles of weight management and learn strategies for achieving and maintaining a healthy weight. Explore the components of a comprehensive cardiorespiratory fitness routine, designed to improve cardiovascular health and endurance. Discover the elements and benefits of resistance training, essential for building strength and muscle tone. Finally, develop personalized fitness and nutritional goals tailored to your individual needs and aspirations. Through this course, you'll embark on a journey toward a healthier and more fulfilling lifestyle.

## **Electives: Vocational**

### ***Auto Repair Technician***

In this course, you'll explore the fundamentals of automobile repair, including engine parts, operation, and various engine types. By the end, you'll have a solid understanding of automotive engines and their functions.

### ***Child Care Professional***

This course immerses you in the collaborative environment of the healthcare field, allowing you to work alongside doctors and gain firsthand experience. You will learn essential techniques for managing time and stress in this fast-paced setting. The course emphasizes developing strong interpersonal communication skills crucial for effective patient care and teamwork. Additionally, you will explore principles of law and medical ethics to ensure compliance with ethical and legal standards in your practice.

### ***Small Business Management***

This course focuses on the essential principles of small business management, guiding you through key strategies for success. You will explore effective market research, business planning, financial management, networking, and marketing. The structured modules equip you with the foundational knowledge and practical skills needed to manage and grow a small business.

### ***Medical Administrative Assistant***

This course provides an immersive introduction to the healthcare field, offering students a unique opportunity to experience working alongside medical professionals. Topics covered include effective learning strategies, time and stress management, and essential interpersonal communication skills, alongside crucial elements of law and medical ethics. Supplementary modules focus on enhancing speaking and communication skills, equipping students with the tools needed to navigate and succeed in the dynamic and rewarding healthcare environment.



## Electives: Academic and College Preparation

### ***Algebra***

This course explores the essential principles of algebraic operations, including signed numbers, polynomials, and more. You'll cover formulas, equations, inequalities, graphing, exponents, roots, quadratic equations, and algebraic fractions. The course provides both theoretical insights and practical exercises to help you develop fundamental skills for solving mathematical problems effectively, laying a strong foundation for advanced concepts and applications.

### ***Algebra II***

This course focuses on applying fundamental mathematical skills to solve equations, inequalities, and probability problems. Students will learn techniques for manipulating and solving various types of equations, including linear, quadratic, exponential, polynomial, radical, rational, and logarithmic equations. Through practical exercises, students will develop proficiency in mathematical problem-solving for real-world applications. Suitable for students aiming to enhance their quantitative reasoning abilities.

### ***American Literature***

This course examines the influential works that have shaped American culture and thought. You'll explore key texts, speeches, poems, and prose through critical analysis and discussion, understanding their role in the development of American literature. The course highlights how these works reflect their social, political, and cultural contexts and their ongoing influence on contemporary literature and popular culture. By connecting past and present, you'll gain insights into the evolution of American writing and its lasting impact on society.

### ***Art Appreciation***

This course provides an overview of artistic media, historical periods, and movements, emphasizing hands-on exploration and critical discussion. Learners will delve into the roles of artists and viewers while acquiring principles of art criticism. Perfect for those eager to understand art's context and analyze its impact.

### ***Chemistry***

This course provides an exploration of the structure and reactions of matter through interactive discussions and conceptual analysis. Learners will delve into elemental symbols, chemical reactions, and the role of energy. Topics such as organic and nuclear energy will be covered, offering a foundational understanding of essential chemistry principles.

### ***Computer Applications***

This course provides essential skills for creating documents, spreadsheets, presentations, and databases using Microsoft Office. Through hands-on tutorials and practical exercises, you'll learn to navigate and utilize Word, Excel, and PowerPoint. You'll master document creation and editing, figure and table insertion, and formatting in Word; data organization, chart creation, and formula application in Excel; and effective slide presentation development in PowerPoint. This course is perfect for anyone looking to enhance their proficiency in Microsoft Office for academic, professional, or personal use.

### ***Economics I***

This course provides a comprehensive overview of macroeconomics and its relevance in today's market economy. You will explore the foundational principles of supply and demand, gaining insights into their pivotal roles. Through critical examination, we will discuss key aspects such as the cost of living, monetary systems, international influences, and short-term economic functions. By course completion, you will have a solid understanding of macroeconomic concepts and their practical applications in real-world economic contexts.



### **English Composition**

This course teaches skills and techniques for developing, drafting, and revising college-level essays tailored to specific purposes and audiences. Topics include active reading, pre-writing strategies, paragraph and thesis structure, varied patterns of development, critical reading for revision, editing for conventions, and proper source documentation. Learners will submit three essays covering process analysis, comparison and contrast, and argumentation. This course is ideal for those aiming to excel in academic writing.

### **Essentials of Psychology**

This course provides an overview of the psychology of biology, behavior, consciousness, memory, thought and language, intelligence, personality and gender, stress, and community influences. Through lectures, discussions, and case studies, you will explore the interplay between biological factors and psychological processes, as well as the impact of social and environmental influences on human behavior. This course is ideal for those interested in gaining insight into the multifaceted aspects of human psychology.

### **Foundation Skills in Math**

This course offers a review of basic math functions using trades-based examples. Topics include the metric system, formulas, introductory algebra, applied geometry, financial mathematics, and statistics. Through practical exercises and real-world applications, you will strengthen your mathematical skills that are essential for success in various trade professions. This class is ideal for individuals seeking to enhance their math proficiency within a trades context.

### **Geometry**

This course focuses on studying the properties of geometric figures, including points, lines, planes, angles, polygons, triangles, circles, and solids. Through interactive lessons and problem-solving exercises, you will explore the characteristics and relationships of these fundamental geometric elements.

### **Music Appreciation**

This course explores the roles of composers and listeners in music, covering principles of music theory, instrumentation, historical periods, and varying styles. This class is ideal for those seeking a comprehensive understanding of music's evolution and impact.

*The music text contains references to various aspects of the personal lives of composers; this material may be offensive to some students.*

### **Psychology**

This course offers an introductory exploration of the roots and development of modern psychology. Topics include states of consciousness, theories of intelligence, development, and personality. Additionally, the course examines gender roles, stress, psychological disorders, and social factors impacting individuals within groups.

### **Spanish**

This course combines articulate speaking, active reading, and comprehensive listening to develop proficiency in Spanish. You'll delve into Spanish vocabulary and grammar, improving fluency through story creation and listening exercises. The course also covers practical applications in business and everyday communication. It's ideal for those seeking a thorough understanding of Spanish for both practical and professional use.

## **Electives: General**

### **Art Appreciation**

This course serves as an introduction to various forms of art spanning from prehistoric times to the modern era.





Discussions will focus on the elements of design and symbolism inherent in artistic creations. Through guided study, you will learn to discern the purpose of art and develop skills to evaluate the meaning and quality of individual works. Additionally, the course will highlight the most significant artists of each era, exploring the cultural influences that shaped their approaches to painting, sculpture, or architecture.

*Reproductions of painting in the text and online supplements include nudes; these pictures may be offensive to some students.*

### **Business Math**

This course provides a comprehensive review of basic math skills and principles essential for success in business contexts. Topics include income calculation, maintaining a checking account, understanding interest, installment buying, discounts, and markups. Through practical examples and exercises, you will develop proficiency in applying mathematical concepts to real-world business scenarios. This course is ideal for individuals seeking to strengthen their math skills for business-related purposes.

### **Economics**

This course examines different economic systems used globally, focusing on comparisons and contrasts. Topics include the functions of money, the law of supply and demand, and the roles of banks and government in capitalist economies. Designed for those seeking a foundational understanding of how economies function.

### **English Communications**

This course provides strategies for avoiding grammatical errors when composing sentences and paragraphs. Through practical exercises, learners will enhance their writing skills and develop techniques to maintain a professional image by effectively utilizing vocabulary and syntax. This course is ideal for individuals aiming to refine their written communication for professional settings.

### **General Science**

This course offers an introduction to various branches of science and engineering, including environmental science, agricultural science, oceanography, human anatomy and physiology, biotechnology, and engineering design. Through discussions and reviews, learners will explore the fundamental principles and applications of each field.

### **Microsoft Word and Excel**

This course provides a thorough exploration of Microsoft Word 2019 and Excel. You will learn to create and edit documents in Word, including adding illustrations and formatting text. In Excel, you'll master numerical calculations, chart creation, and task automation. Through practical exercises, you'll boost your productivity and efficiency in managing digital tasks and data.

## **Personal Development | Certificate | 12 Hours**

### **Trades Math | 2 Hours**

This course hones essential mathematical skills for practical use. Covering fraction conversion, measurement, problem-solving with percentages, ratios, and proportions, and calculations for perimeter, area, and volume, it equips you for real-world applications.

### **Maintaining a Professional Image | 1 Hour**

This course unveils the essentials of cultivating a professional image. You will explore dress codes, personal grooming, and presentation techniques crucial for success. Learn to maintain a tidy workspace and tools, and



develop strategies for building positive client relationships with a professional attitude. Enhance your professionalism and career prospects through practical, transformative training.

### ***Working on a Team | 1 Hour***

This course focuses on optimizing collaborative efforts across various trades. You will explore your roles and responsibilities for effective teamwork, enhance your skills through ongoing training, and master communication techniques for successful interactions. Learn to adapt to changing circumstances and solve complex problems efficiently. Prepare to elevate your collaborative skills and excel in diverse work environments.

### ***Managing a Successful Team | 2 Hours***

This course covers the key elements of effective team management. You will learn to define and assign roles to streamline task delegation, understand safety procedures for a secure work environment, and implement training and development strategies. The course also emphasizes adaptability and managing change in the workplace. Enhance your leadership abilities and empower your team to succeed.

### ***Practical Measurements for the Trades | 4 Hours***

This course focuses on mastering precise measurement techniques. You will explore different types of measurements, select appropriate tools, and perform accurate measurements with confidence. Learn to interpret and communicate measurement readings clearly, ensuring effective application in various contexts.

### ***Job Site Supervision | 2 Hours***

This course delves into the essential principles of job site supervision. You will learn to oversee projects effectively, ensuring alignment with plans and specifications. Discover techniques for managing resources, materials, and tools, and ensure timely task completion while tracking progress. Gain expertise in safety regulations and protocols to maintain a secure work environment. Enhance your communication skills to engage effectively with all stakeholders. Equip yourself with the skills needed to excel in job site supervision.

## **Body Language | Certificate | 4 Hours**

This course covers the fundamentals of effective communication. You'll learn to utilize body language effectively, craft compelling speeches, and handle media interviews confidently. The course also addresses common myths about communication, providing practical strategies for professionals, leaders, and public speakers to make a strong impression in every interaction.

## **Public Speaking | Certificate | 9 Hours**

This course focuses on enhancing your presentation skills. You will learn to craft and deliver engaging speeches, manage presentation anxiety, and effectively use PowerPoint. The course offers practical strategies for creating impactful presentations and engaging your audience, ensuring you leave a memorable impression.

## **Deliver Effective Criticism | Certificate | 1 Hour**

This course focuses on advancing your leadership skills and cultivating a collaborative work environment. You will learn to balance praise with constructive feedback, offering actionable advice that drives team progress. The course provides practical exercises and real-world scenarios to develop your ability to deliver impactful critiques and empower your team.



### **Listening Skills | Certificate | 3 Hours**

This course focuses on effective listening skills. You will learn to engage in timely conversations, develop active listening habits, and interpret nonverbal cues for enhanced understanding. The course provides practical techniques to elevate your interactions with colleagues, ensuring more meaningful and impactful conversations.

### **How to Prepare for a Job Interview | Certificate | 2 Hours**

This course is designed to boost your interview success with essential strategies and techniques. Learn to conduct thorough research to prepare effectively before your interview. Master the art of creating a positive first impression and refining your verbal skills through impactful small talk and insightful questions. Receive expert guidance on ensuring seamless online interviews by optimizing visuals and sound quality. Finally, harness the power of storytelling to present your qualifications compellingly and distinguish yourself as the ideal candidate.

### **Business Writing Skills | Certificate | 10 Hours**

This course focuses on mastering professional written communication. You'll learn to apply essential skills in style, tone, and grammar to create effective letters, emails, and sales pitches. The course includes hands-on practice in internal communications, social media writing, customer support responses, and website copywriting, equipping you with the tools to excel in diverse business communication scenarios.

### **Remote Work Communication Skills | Certificate | 8 Hours**

This course focuses on refining your virtual communication skills for today's professional landscape. You'll learn strategies for conducting effective virtual meetings and presentations, ensuring smooth collaboration and engagement. The course covers techniques to enhance your on-camera presence, helping you present yourself effectively during video interactions. Additionally, you'll explore how to optimize your phone for business use, improving communication and productivity. With expert insights on avoiding common pitfalls, you'll gain the confidence and skills needed to excel in virtual environments.

### **Communication Skills Basics | Certificate | 9 Hours**

This course focuses on refining your professional presence to make a strong impact. You will learn the art of delivering memorable self-introductions, ensuring your first impression is impactful. Explore techniques to enhance voice clarity and eliminate verbal tics, boosting your confidence and authority in communication. The course also covers strategies to elevate your presentation skills, enabling you to captivate and engage your audience effectively in any setting.

### **Conflict Resolution for Professionals | Certificate | 4 Hours**

This course focuses on mastering conflict resolution with practical techniques for effective negotiation and problem-solving. Learn strategies for managing team conflicts, including those in virtual environments, to enhance cohesion and productivity. Gain insights into handling difficult personalities with diplomacy and tact, turning



challenges into growth opportunities. Develop cultural sensitivity to navigate diverse settings with respect and understanding. Finally, discover methods to rebuild trust and strengthen relationships after conflicts, ensuring long-term harmony and success.

### **Goal Setting for Personal and Professional Success | Certificate | 4 Hours**

This course focuses on effective goal setting with practical insights and strategies. Learn to avoid common pitfalls in goal setting to ensure clarity and focus. Discover methods for eliminating distractions and prioritizing tasks to boost productivity. Explore the seven spheres of life and how to categorize goals within each sphere accurately. Cultivate habits that drive success and develop techniques for tackling goals effectively, maximizing your chances of achieving success across all areas of life.

### **Team Leadership | Certificate | 13 Hours**

This course focuses on mastering business group and team dynamics, helping you understand the distinctions between the two and the roles of each team member. Learn to plan and execute effective team-building activities, oversee goal setting, and manage performance, accountability, and time. Develop skills for leading team meetings, negotiations, and decision-making processes. Gain practical techniques for problem-solving, resolving conflicts, and addressing team dysfunction, ensuring productivity and cohesion.

### **Leadership Training | Certificate | 10 Hours**

This course focuses on the fundamentals of exceptional leadership, exploring various leadership styles and their impact. Learn how to influence and lead individuals with different personality types, enhancing team cohesion and productivity. Develop the skills to set and achieve purpose-driven goals, navigating challenges effectively. Master strategies to motivate individuals and teams, using techniques of consequence, reward, and reinforcement to drive behavior change. Leverage your team's strengths to achieve successful outcomes and foster cohesive teamwork.

### **Mentoring Essentials | Certificate | 6 Hours**

This course delves into the intricacies of effective mentorship, covering diverse approaches such as remote and group mentoring. Learn how to identify and connect with the ideal mentor or mentee to align with your goals, ensuring a productive relationship. Master techniques for setting and achieving goals, empowering mentees, and providing constructive feedback. Explore strategies for establishing and managing robust mentoring programs within organizations to foster growth and development. Gain confidence in handling challenging situations with grace and respect, strengthening your mentoring connections and achieving successful outcomes.

### **Speaking Skills for Leaders | Certificate | 3 Hours**

This course focuses on enhancing your communication skills to ensure your messages are clear and persuasive. Learn how to captivate your audience by creating genuine connections and delivering key points with confidence, regardless of the topic.



## How to Conduct a Job Interview | Certificate | 2 Hours

This course focuses on mastering conducting the interview process to ensure success. You will learn to establish clear, specific goals for each interview, setting up productive discussions. Gain techniques for creating a welcoming atmosphere that encourages open dialogue. Identify key questions to ask while steering clear of irrelevant or inappropriate ones. Emphasize finding the right cultural fit for your team, prioritizing alignment with company values. Learn to conduct interviews efficiently, respecting both your time and the candidate's. Finally, get equipped with strategies for conducting smooth and effective online interviews.

## Time Management and Productivity | Certificate | 4 Hours

This course focuses on unlocking your full potential and maximizing productivity. You will learn to set clear, achievable goals and effectively prioritize tasks using strategies like time-blocking and the Pomodoro Technique. Master delegation techniques, improve workspace efficiency, and utilize various task and project management tools. Enhance your communication skills, streamline meeting management, and balance work and personal growth to ensure sustained success.

## Essential Productivity Training | Certificate | 17 Hours

This course focuses on navigating and optimizing productivity tools for maximum efficiency. You will learn to select the right applications and decide on premium features wisely. Master advanced techniques in Evernote for comprehensive note-taking and design effective kanban boards on Trello. Plan events and manage projects on Todoist with ease, track time effectively with Hours, and enhance Google Calendar capabilities. Finally, optimize team communication through Slack to streamline your workflows.

## Google Drive and Apps | Certificate | 21 Hours

This course offers practical skills for mastering file management and boosting productivity using Google Drive and its suite of tools. Learn to efficiently upload, download, delete, and restore files on Google Drive, and use the offline client for seamless synchronization. Master file sharing with specific permissions for viewing, editing, and commenting, and explore accessing Google Drive on iOS devices. Gain hands-on experience with Google Docs, Slides, Sheets, Forms, and Drawings, including inserting images, links, comments, footnotes, and tracking changes in Docs. Discover advanced features like themes, slide formatting, animations, and transitions in Slides, and learn to sort data, create Pivot Tables, and charts in Sheets. Explore quiz creation, response management, and various question types in Forms. Finally, learn to create infographics and manipulate shapes in Drawings, and enhance your Google applications with third-party add-ons.

## Trello | Certificate | 18 Hours

This course focuses on mastering Trello for efficient task and project management. Learn to effectively utilize boards, lists, and cards, including creating, editing, moving, and copying cards. Discover how to add due dates, labels, checklists, and attachments to streamline your workflow. Explore advanced features like searching, filtering, and archiving cards, and enhance collaboration by adding members to cards and boards. Manage subscriptions and notifications, and integrate Trello with calendars and cloud storage solutions like Dropbox or Google Drive. Additionally, harness Trello's Power-Ups for extended functionality, such as card repeaters, custom fields,



and voting buttons. Gain practical insights through example Trello boards designed for sales funnels, personal to-do lists, and new hire onboarding to optimize your project management approach.

### **Todoist | Certificate | 15 Hours**

This course dives deep into Todoist, empowering you to efficiently manage tasks and projects. Learn to create and organize tasks, set due dates, and utilize reminders effectively. Master project organization with features like labels, filters, and project sharing. Explore Todoist's versatility for students, professionals, and small businesses, and discover how to create and use templates for streamlined productivity across different workflows.

### **Keynote for Mac | Certificate | 15 Hours**

This course covers a comprehensive range of skills to create dynamic presentations. Learn to enhance your slides with text, shapes, tables, charts, and images, and master inserting and modifying audio and video clips for multimedia impact. Explore advanced features such as builds, actions, and transitions to animate your presentations effectively. Develop your presenting skills using keyboard shortcuts, presenter notes, and the presenter display feature. Integrate Keynote seamlessly with GoToMeeting for online presentations, and utilize your iPhone or Apple Watch for remote presenting. Discover various sharing options including iCloud, Dropbox, and other cloud-based systems, and learn to export your slideshows for print, web, and self-playing kiosks. Gain design insights with tips on fonts, alignment, and colors, and create personalized Keynote themes for both personal and corporate use to elevate your presentation style.

### **Press Releases | Certificate | 16 Hours**

This course on press release writing provides essential skills for crafting impactful communications. Learn to create effective press releases with practical templates and examples, and gain insights into content, format, and audience targeting. Discover how to utilize press releases as powerful marketing tools, build relationships with journalists, and enhance promotion through social media. Additionally, master techniques for managing crisis communications effectively.

### **Customer Service Training | Certificate | 11 Hours**

This course delves into crucial aspects that impact business success. Understand the importance of customer service training and its profound effects on business outcomes. Explore the role of psychology in delivering exceptional service, focusing on creating positive interactions and taking responsibility for customer experiences. Learn to engage effectively with customers, listening actively to verbal and non-verbal cues, and build loyal relationships through empathy and rapport. Gain skills in identifying and resolving customer issues by addressing their needs promptly. Discover strategies to provide solutions that go beyond expectations, aiming to "wow" customers with outstanding service delivery.

### **Safety and Compliance | Certificate | 10 Hours**

#### ***Driving Safety | 10 Hours***

This course covers essential topics for drivers in trade skills, focusing on critical areas including aggressive driving, speed management, avoiding distractions, conducting thorough pre-trip inspections, and safe towing



practices. Technicians will acquire the necessary knowledge and skills to drive safely under various conditions, ensuring competence and confidence on the road.

### **Intro to Lean Six Sigma | Certificate | 3 Hours**

This course provides an in-depth exploration of quality improvement programs, focusing on the history and development of Six Sigma and Lean manufacturing. You will learn how these methodologies work together to enhance operational efficiency. The course covers the Lean Six Sigma project structure, detailing each of the five phases and the key activities and deliverables required for successful project outcomes.

### **Lean Six Sigma: Yellow Belt | Certificate | 21 Hours**

This Yellow Belt course offers a thorough pathway to Lean Six Sigma certification accredited by IASSC. Learn the core principles of Lean Six Sigma and how Lean and Six Sigma methods work together to improve process efficiency. Gain a solid understanding of the roles, phases, and deliverables in Lean Six Sigma projects, and master key concepts such as Critical to Quality (CTQ), variation management, and process optimization. Build skills in the Define, Measure, and Control phases, and develop fundamental statistical expertise, including basic Six Sigma statistics and process stability analysis. This course adheres to the IASSC Yellow Belt Body of Knowledge and provides 17 PDUs or contact hours toward PMI certification.

*The only method to earn an IASSC Certification is to successfully sit for and pass an official IASSC Certification™ exam, which can be taken through IASSC. We do not provide access to IASSC Certification exams.*

### **Lean Six Sigma Principles: Green Belt | Certificate | 31 Hours**

This course prepares you for the IASSC Green Belt exam and complements it with additional courses on Statistical Process Control, Measurement Systems Analysis, and Hypothesis Testing, forming part of our comprehensive Lean Six Sigma Green Belt program. Gain a solid understanding of Lean Six Sigma principles, how Lean and Six Sigma methodologies complement each other, and your role as a Green Belt project leader. Master essential concepts like Critical to Quality (CTQ), variation management, and process optimization, as well as advanced techniques such as hypothesis testing and statistical process control. Earn 26 PDUs or contact hours applicable toward Project Management Institute (PMI) certification.

*The only method to earn an IASSC Certification is to successfully sit for and pass an official IASSC Certification™ exam, which can be taken through IASSC. We do not provide access to IASSC Certification exams.*

### **Measurement System Analyst | Certificate | 7 Hours**

This course is designed to prepare you for the IASSC Green Belt exam, focusing on understanding data measurement systems and measurement error, mastering Gage Repeatability and Reproducibility (Gage R&R), and performing Excel and Minitab-based analyses for Variable Data and Attribute Data. Aligned with the IASSC Lean Six Sigma Green Belt Body of Knowledge, this course also earns you 2 PDUs/contact hours for PMI certification preparation. For full exam readiness, complement this course with our Lean Six Sigma Principles, Statistical Process Control, and Hypothesis Testing courses in our four-course program.



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## **Statistical Process Control | Certificate | 14 Hours**

This course is tailored to prepare you for the IASSC Green Belt exam, focusing on statistical control principles, variation analysis, and chart creation using Excel's Data Analysis add-in. You will gain proficiency in Minitab for calculating descriptive statistics and discerning special cause from common cause variation. Understanding process capability for both variable and attribute data is emphasized, along with the strategic use and limits of control charts, including X Bar-R, X Bar-S, and various Variable and Attribute Data charts. Aligned with the IASSC Lean Six Sigma Green Belt Body of Knowledge, this course also awards 4 PDUs/contact hours for PMI certification. To fully prepare, complement this course with our Lean Six Sigma Principles, Measurement Systems Analysis, and Hypothesis Testing courses as part of our four-course Lean Six Sigma Green Belt program.

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## **Hypothesis Testing | Certificate | 14 Hours**

This course is designed to partially prepare you for the IASSC Green Belt exam, focusing on essential concepts like hypotheses in problem-solving and the systematic process of hypothesis testing. You'll learn best practices and decision factors for selecting appropriate hypothesis tests, along with applying inferential statistics and interpreting residual graphs in regression analysis. This course covers a range of statistical hypothesis tests including T Tests, F Tests, ANOVA, and more, aligning closely with the IASSC Lean Six Sigma Green Belt Body of Knowledge. Additionally, you can earn 3 PDUs/contact hours toward your PMI certification. To fully prepare, complement this course with our Lean Six Sigma Principles, Statistical Process Control, and Measurement Systems Analysis courses as part of our comprehensive four-course Lean Six Sigma Green Belt program.

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## **Lean Six Sigma Advanced Principles: Black Belt | Certificate | 38 Hours**

This course focuses on preparing you for Lean Six Sigma Black Belt certification with IASSC. You will learn to lead projects by mastering Lean Six Sigma roles, phases, and deliverables. Gain expertise in the DMAIC methodology—Define, Measure, Analyze, Improve, and Control—and develop skills in Critical to Quality (CTQ), variation management, and process improvement. The course also covers coaching techniques, delivering feedback, and preparing Stage Gate Review deliverables. It aligns with the IASSC Black Belt Body of Knowledge and includes seven additional courses in our program. Earn 30 PDUs/contact hours toward Project Management education for PMI certification.

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## Failure Mode and Effects Analysis | Certificate | 16 Hours

This course focuses on advanced Failure Mode and Effects Analysis (FMEA) skills for Lean Six Sigma Black Belt certification. Learn to apply both Design FMEA (DFMEA) and Process FMEA (PFMEA) methodologies effectively. The course covers the full FMEA process, including preparation, risk assessment, mitigation strategies, and action planning. Practical exercises, case studies, and downloadable tools will help you apply FMEA principles confidently in quality management and process improvement. Through this course, you will earn 4.5 PDUs/contact hours toward PMI certification.

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## Design of Experiments | Certificate | 13 Hours

This specialized training program focuses on Design of Experiments (DoE) essential for Lean Six Sigma Black Belt certification preparation. Participants will gain expertise in identifying optimal conditions for process improvement through structured experimentation. The course covers when and why to utilize DoE, distinguishing between full factorial and fractional factorial approaches, including their respective advantages and limitations. Participants will also learn to apply Plackett-Burman and Taguchi DoE methodologies, and perform DoE analysis using statistical software like Minitab. Practical insights into applying DoE results for informed decision-making in technology deployment, product and process development, and Lean Six Sigma teams are emphasized. Completion of the course earns 7 PDUs or contact hours applicable toward Project Management Institute (PMI) certification requirements.

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PATHWAY

**BUSINESS**

CENTER FOR PEOPLE

Are you a budding entrepreneur with a unique set of skills and aspirations? If you're looking to start your own business but are unsure about the first steps, if your analytical skills are strong but marketing is a challenge, if you're comfortable with financial management but crave a more strategic mindset, then our Business Pathway, with its tailored learning modules, is designed to transform you into a standout among your peers.

Whether you seek a Specialization, a Career Certificate, or a Professional Certificate, our 35 training modules are designed to introduce you to new skills or sharpen skills you already have.

Our modules are designed to cater to your learning style and schedule. Whether you prefer lessons, tutorials, or self-paced learning, our program offers the flexibility you need to succeed.



## **Financial Analysis Skills for Success | Specialization | 44 Hours**

### ***Introduction to Financial Analysis | 12 Hours***

This course delves into foundational financial analysis techniques within the broader scope of financial management. You will learn to interpret financial statements, calculate key financial ratios, and assess financial performance indicators. The course includes hands-on exercises for analyzing real-world financial data, ensuring you develop practical skills for informed decision-making and enhancing organizational performance.

### ***Financial Analysis of Organizations | 16 Hours***

This course explores the essentials of developing and applying a financially analytic mindset to assess organizational activities, position, and performance. You will gain practical skills in interpreting financial data, including analyzing financial statements and calculating key financial ratios. The course provides hands-on experience to help you leverage these techniques for informed decision-making, strategic planning, and improving overall organizational performance.

### ***Financial Analysis of Organizations | 16 Hours***

This course emphasizes adopting and implementing a financially analytic mindset specifically tailored for scenario analysis. You will learn practical methodologies to analyze financial data critically, assess various scenarios, and make informed decisions. Key topics include financial modeling techniques, risk assessment through financial analysis, and applying financial insights to optimize strategic outcomes. By the end of the course, you will be equipped with the skills necessary to navigate complex financial landscapes and drive impactful decisions within your organizations.

## **Entrepreneurship: Launching an Innovative Business | Specialization | 47 Hours**

### ***Developing Innovative Ideas for New Companies: The First Step in Entrepreneurship | 8 Hours***

This course explores the process of transforming innovative ideas into successful business ventures. You will learn to identify and evaluate business opportunities, develop effective business models, and implement strategies for successful execution. The course offers practical guidance on idea generation, market analysis, and key aspects of launching a business, ensuring you are equipped to bring your entrepreneurial vision to life.

### ***Innovation for Entrepreneurs: From Idea to Marketplace | 10 Hours***

This course is designed to guide you through the journey of turning innovative ideas into successful market-ready products. You will learn to conduct thorough market analysis, develop effective product positioning, and implement go-to-market strategies. Key topics include building an innovation portfolio, crafting a tailored business model canvas, and evaluating scalability and market potential, ensuring you have the tools to bring your innovations to fruition.

### ***New Venture Finance: Startup Funding for Entrepreneurs | 20 Hours***

This course demystifies key financing concepts to equip aspiring and active entrepreneurs with the knowledge needed to secure funding for their ventures. You will explore essential financing strategies, including equity financing, debt financing, and alternative funding sources. Practical insights cover preparing compelling investment pitches, understanding investor expectations, and effectively navigating the funding landscape.

### ***Entrepreneurship Capstone | 9 Hours***

This capstone course integrates tools and concepts from specialized courses to guide participants in crafting a comprehensive business plan. You will have the opportunity to either refine a new venture concept previously



explored or develop a new concept for this project. Key components include creating a customer-validated business model canvas, performing in-depth market analysis, and designing an investor pitch tailored to your chosen concept.

## **IBM AI Foundations for Business Specialization | Specialization | 21 Hours**

### ***Introduction to Artificial Intelligence | 8 Hours***

This introductory course provides a foundational overview of Artificial Intelligence (AI), examining its wide-ranging applications, societal impact, and core concepts such as Machine Learning, Deep Learning, and Neural Networks. You will explore the ethical implications and societal consequences of AI, gaining a comprehensive understanding of current issues and ethical considerations. The course also offers expert guidance on career pathways and educational resources in AI, equipping you with the knowledge to start a career in this dynamic field. By the end of the course, you will have a solid grasp of AI's potential, challenges, and career opportunities, preparing you to engage effectively with the AI landscape.

### ***What is Data Science? | 11 Hours***

This course provides a comprehensive overview of Data Science and its pivotal role in today's data-driven world. You will explore the importance of Data Science across industries, understanding its applications in extracting meaningful insights from large datasets. The course outlines various career paths within Data Science, offering insights into educational backgrounds, skill sets, and professional trajectories. Advice from seasoned Data Science professionals will be shared, providing valuable guidance for newcomers entering the field. You will gain an understanding of why Data Science is considered one of the fastest growing career fields in the 21st century, highlighting its impact, opportunities, and future trends.

### ***The AI Ladder: A Framework for Deploying AI in Your Enterprise | 2 Hours***

This course focuses on integrating AI into enterprise operations for business and technical professionals involved in strategic decision-making. You will learn to apply "The AI Ladder" model, gaining a clear understanding of the essential prerequisites, terminology, and concepts for developing and deploying AI solutions. The course offers a structured approach to guide you through each step necessary for successful AI implementation within your organization.

## **Business Statistics and Analytics | Specialization | 102 Hours**

### ***Introduction to Data Analysis Using Excel | 24 Hours***

This course is designed to accommodate individuals of all proficiency levels in Excel, from beginners to those seeking to refine their skills. You will start by learning essential operations, including importing data in various formats and effectively organizing and manipulating data sets. The course then advances to cover more sophisticated Excel functions, such as data analysis tools, formulas, and automation techniques. By the end of the course, you will have practical insights and hands-on experience to confidently use Excel, streamline data management tasks, and utilize advanced features to boost productivity.

### ***Basic Data Descriptors, Statistical Distributions, and Application to Business Decisions | 20 Hours***

This course in descriptive statistics equips participants with the skills needed to summarize data effectively using fundamental statistical measures. You will explore key categories of descriptive statistics, including central tendency (mean, median, mode) and dispersion (range, variance, standard deviation). The course provides detailed instruction on using Excel functions to calculate these measures, ensuring you can analyze data efficiently.



### ***Business Applications of Hypothesis Testing and Confidence Interval Estimation | 24 Hours***

This course offers a comprehensive understanding of Hypothesis Testing and Confidence Intervals, highlighting their practical use in business environments. You will learn how to construct and interpret Confidence Intervals, including the relevant calculations. The course also covers various types of Hypothesis Tests, providing straightforward applications in business scenarios. With hands-on examples and Excel functions, you will gain the confidence to apply these statistical methods effectively to analyze data and make informed decisions.

### ***Linear Regression for Business Statistics | 27 Hours***

This course emphasizes applying advanced statistical procedures in Microsoft Excel, such as dummy variable regressions, variable transformations, and interaction effects. You will learn to create and interpret dummy variables, transform variables for better model fit, and analyze interaction effects between variables. The course uses clear examples and practical applications to demonstrate these techniques. Excel functions and tools will be employed throughout, ensuring you can effectively perform statistical analysis and modeling using Excel.

### ***Business Statistics and Analysis Capstone | 7 Hours***

This capstone course emphasizes applying data analysis skills to real-world scenarios. You will engage with publicly available "Housing Data" to address common client queries encountered by data analysts. The course covers practical aspects of data analysis, including data cleaning, exploration, and visualization. You will receive hands-on experience in managing large datasets, performing statistical analyses, and effectively presenting your findings, all within the context of industry-relevant projects.

## **Salesforce Fundamentals Specialization | Career Certificate | 65 Hours**

### ***Salesforce Basics | 23 Hours***

This course provides comprehensive training on Salesforce administration, focusing on accessing, navigating, and seamlessly transitioning between Lightning and Classic interfaces. You will learn to customize Salesforce functionalities to align with specific team requirements, including customizing objects, fields, and workflows. Additionally, the course covers the creation of customer, partner, and employee communities, enabling you to leverage Salesforce's community-building capabilities effectively.

### ***Salesforce Reporting | 23 Hours***

This comprehensive course focuses on utilizing Salesforce Einstein Analytics and Lightning Experience to improve enterprise data management and customer service. You will learn to create and customize Einstein Analytics Apps and Home Pages, enhancing data visualization and analysis specific to your organization's needs. The course covers user management and access control, including creating users, managing permissions, and tailoring the Lightning Experience user interface for better usability. Additionally, you will gain skills in setting up customer entitlements and defining entitlement processes with milestones, ensuring efficient customer service management. By the end of the course, you will be adept at deploying Einstein Analytics, managing user access, and streamlining customer entitlements to achieve organizational objectives.

### ***Salesforce Integration | 12 Hours***

This course provides in-depth training in Salesforce administration and customization, concentrating on developing effective processes and flows suited to your organization's requirements. You will learn to design and customize automation processes with Salesforce Process Builder and Flow Builder, streamlining workflow management and automation. The course also includes techniques for assessing data quality, creating reports, and visualizing data with dashboards to generate actionable insights. Additionally, you will gain expertise in establishing various types of object relationships, such as master-detail and lookup relationships, to ensure data integrity and enhance data management practices.



### ***Salesforce Capstone: Organization Integration | 7 Hours***

This course focuses on deploying Salesforce effectively within organizational environments. You will learn to develop deployment strategies, configure Salesforce to meet organizational needs, and implement best practices for user training and change management. The course covers defining deployment plans, aligning Salesforce with business processes, and ensuring successful adoption through structured implementation and support.

## **Fundraising and Development Specialization | Career Certificate | 59 Hours**

### ***Fundraising and Development Foundations | 16 Hours***

This course provides a foundational understanding of essential terminology and concepts in donor management. You will explore the life-cycle stages of donor engagement, including initial identification, cultivation, stewardship, and recognition. The course emphasizes key strategies for nurturing donor relationships and maximizing engagement throughout each stage.

### ***Annual Campaigns: Building a Case for Support | 16 Hours***

This course offers a comprehensive overview of annual giving programs, covering essential terminology, concepts, solicitation channels, and donor types. You will gain insight into the fundamentals of annual giving strategies, including donor acquisition, retention, and stewardship. The course introduces various solicitation methods and donor segmentation approaches tailored to maximize fundraising outcomes.

### ***Major and Principal Gifts | 14 Hours***

This course offers a comprehensive overview of major and principal gift development, ideal for those who have built a foundation in introductory fundraising concepts. You will explore advanced strategies for cultivating major and principal gifts, focusing on deepening donor engagement, building lasting relationships, and employing effective solicitation techniques. The course covers critical areas including donor prospecting, stewardship strategies, and crafting impactful communications to enhance donor interactions and maximize contributions.

### ***Planned Giving | 13 Hours***

This course provides an introduction to essential terminology and concepts in planned giving. You will gain an understanding of various planned giving vehicles, including bequests, charitable gift annuities, and trusts. The course offers an overview of each vehicle's structure, benefits, and considerations for donors and organizations.

## **Construction Management Specialization | Career Certificate | 98 Hours**

### ***Construction Project Management | 29 Hours***

This course focuses on the essentials of construction management, highlighting the role of the project manager, various contract types, and project delivery methods. You will learn critical skills for managing lean projects and incorporating sustainability throughout the construction process. The course also examines current technology trends and their influence on project planning and execution, equipping you to use technological advancements for better project outcomes. By the end of the course, you will have a thorough understanding of construction management principles, lean methodologies, sustainability practices, and emerging technologies in the field.

### ***Construction Scheduling | 24 Hours***

This course focuses on key project scheduling techniques and procedures crucial for effective construction management. You will learn to develop and manage project schedules using tools such as bar charts, Activity on Arrow (AOA), and Activity on Nodes (AON). The course emphasizes the relationships between construction.



activities, highlighting the importance of identifying and managing the critical path within project networks. Additionally, you will gain insights into project float and its effects on project timelines and resource allocation

### **Construction Cost Estimating and Cost Control | 19 Hours**

This course covers the fundamentals of cost estimation throughout the entire project lifecycle, from design inception to deployment. You will learn essential techniques for accurate cost estimation, including cost planning, budget development, and ongoing monitoring. The course examines the closeout phase of a project, focusing on punch lists, final approvals, and turnover processes to clients to ensure project completion and client satisfaction. Additionally, you will explore cost control methods, with a particular emphasis on the Earned Value Method for assessing project performance against budgets and schedules.

### **Construction Finance | 18 Hours**

This course provides an understanding of the fundamental economics underlying construction projects. You will explore essential components impacting project economics, such as costs, revenues, and profitability metrics. The course covers the definition and calculation of various types of interest rates, crucial for financial analysis and decision-making in construction management. Additionally, you will delve into the significance of Cash Flow Diagrams for analyzing and predicting project cash flows over time.

### **The Construction Industry: The Way Forward | 8 Hours**

This course provides a comprehensive overview of the construction industry, highlighting critical areas such as sustainability, building information modeling (BIM), and emerging technology trends. You will gain insights into sustainable practices and initiatives, focusing on environmental stewardship and resource efficiency within the sector. The course delves into the role of BIM in improving project efficiency and collaboration through advanced digital modeling and data integration. Additionally, you will explore current technology trends shaping the industry, including robotics, automation, and smart technologies.

## **Risk Management Specialization | Career Certificate | 37 Hours**

### **Introduction to Risk Management | 16 Hours**

This course focuses on understanding financial and business risks within the broader context of risk management. You will learn to differentiate between financial and business risks and explore key concepts such as risk measurement, assessment techniques, and quantitative models. The course provides hands-on instruction in applying risk modeling methodologies to effectively assess and mitigate these risks. Additionally, you will gain practical insights into the principles and strategies of risk management, including risk identification, analysis, and response planning.

### **Credit Risk Management: Frameworks and Strategies | 8 Hours**

This course focuses on utilizing business and industry analysis to develop robust projects, business models, and financial proposals. You will learn to perform in-depth business and industry analyses, using data-driven insights to guide strategic decisions. The course covers qualitative risk analysis techniques customized for specific companies, offering a solid foundation for financial analysis, project evaluation, and effective risk management. Additionally, you will gain insights into credit risk principles, including risk categories, exposure types, credit products, and methods for evaluating both expected and unexpected credit losses.

### **Market Risk Management: Frameworks and Strategies | 7 Hours**

This course explores best-practice frameworks for assessing market risk, focusing on identifying and implementing effective risk assessment methodologies. You will learn to estimate Value at Risk (VaR) and incorporate it into comprehensive risk management strategies to address market uncertainties. The course covers modeling



techniques for key market factors such as interest rates, equity prices, and commodity prices, enabling you to analyze and predict market fluctuations effectively.

### ***Operational Risk Management: Frameworks and Strategies | 6 Hours***

This course focuses on operational risk management within organizational settings. You will learn to identify and apply risk frameworks, report and investigate risk events, and use Known Risk Indicators (KRI) for trend analysis. The course provides hands-on instruction on implementing operational risk appetite frameworks to manage risk exposure and develop effective risk assessment programs. Emphasis is placed on practical strategies for identifying, assessing, and mitigating operational risks across various organizational functions.

## **Business and Marketing Strategies Specialization | Career Certificate | 70 Hours**

### ***Fundamentals of Marketing Strategies | 16 Hours***

This interactive course provides a dynamic platform for you to explore and discuss marketing strategies collaboratively with fellow students. Through interactive sessions, case studies, and group activities, you will analyze and evaluate various marketing approaches, trends, and challenges. The course emphasizes active participation, encouraging learners to share ideas, exchange perspectives, and engage in meaningful discussions on effective marketing strategies.

### ***Fundamentals of International Business | 19 Hours***

This course focuses on understanding the international business environment. You will learn to identify the main features and motivations driving cross-border business activities. The course provides hands-on insights into globalization trends, international trade frameworks, and multinational business strategies. By exploring contemporary business contexts, you will gain practical skills to navigate the complexities of global markets effectively.

### ***Operations Systems Excellence | 18 Hours***

This course focuses on delivering customer-centric services and products through effective design, manufacturing, and delivery processes. You will learn strategies for understanding customer needs, designing tailored services, and developing products aligned with market demand. The course covers essential topics such as customer requirements analysis, product design methodologies, manufacturing best practices, and logistics for efficient product delivery.

### ***Consumption, Marketing, and Culture | 17 Hours***

This course encourages learners to approach marketing by focusing on its strategic outcomes and impacts, rather than just the tactical methods employed. You will explore how marketing functions to create value, influence consumer behavior, and achieve organizational objectives. You will understand the broader role of marketing in driving business success, fostering customer relationships, and creating competitive advantage.

## **Trading Strategies in Emerging Markets Specialization | Career Certificate | 61 Hours**

### ***Trading Basics | 8 Hours***

This course focuses on developing skills to analyze and interpret company financial statements. You will learn to assess financial health and performance through detailed examination of balance sheets, income statements, and cash flow statements. The course provides hands-on experience with analyzing stock market transactions and replicating strategies identified in academic literature, ensuring participants can apply theoretical insights to practical financial analysis.





### ***Trading Algorithms | 12 Hours***

This course explores effective trading strategies tailored for emerging markets, focusing on two proven approaches. You will delve into advanced strategies grounded in momentum, momentum crashes, price reversal, earnings persistence and quality, business growth indicators, behavioral biases, and textual analysis of company reports. The course provides a comprehensive examination of each strategy's principles and applications in emerging market contexts.

### ***Advanced Trading Algorithms | 11 Hours***

This course offers comprehensive backtest results for trading strategies in both developed and emerging markets. You will learn scientifically rigorous methods for backtesting strategies, avoiding pitfalls such as look-ahead bias and survival bias. The course provides practical insights into analyzing historical data to assess strategy effectiveness objectively.

### ***Creating a Portfolio | 9 Hours***

This advanced course integrates knowledge from previous modules, guiding learners on synthesizing and applying strategies learned. You will consolidate learning from foundational courses, focusing on building and managing a portfolio of trading strategies. Explore effective methods for integrating strategies into a hedge fund framework, emphasizing portfolio diversification, risk management, and performance optimization.

### ***Design Your Own Trading Strategy – Culminating Project | 21 Hours***

In this course, participants will develop and evaluate new trading strategies using tools and methodologies learned throughout the program. Emphasis will be placed on integrating these strategies into an existing portfolio and developing a comprehensive plan to launch a hedge fund. Participants will gain hands-on experience in strategy development, backtesting, risk assessment, and portfolio management techniques.

## **Negotiation, Mediation, and Conflict Resolution | Career Certificate | 51 Hours**

### ***Negotiation Fundamentals | 7 Hours***

This course focuses on practical tools and best practices in negotiation, curated by Professor Aurélien Colson. You will explore insights from assignments across over 70 countries and various sectors, including services, industry, high tech, and public organizations. The course provides hands-on instruction in negotiation strategies, techniques, and case studies, tailored to diverse and global business environments.

### ***International and Cross-Cultural Negotiations | 11 Hours***

This course explores the significance of cultural differences in shaping interpersonal interactions in both business and leisure contexts. You will gain an understanding of culture and its impact on negotiation processes. The course delves into the definition of culture, examining how cultural values, norms, and communication styles influence negotiation dynamics and outcomes. Through case studies and practical examples, you will learn strategies for navigating cultural differences effectively in negotiation settings.

### ***Mediation and Conflict Resolution | 14 Hours***

This course focuses on achieving peaceful and mutually agreed-upon solutions in contemporary global contexts, spanning international, political, industrial, peacekeeping, and social arenas. You will explore strategies and frameworks for conflict resolution and negotiation, emphasizing collaborative approaches to address complex challenges. The course covers case studies and practical examples from diverse sectors, highlighting successful methods for achieving consensus and fostering cooperation among stakeholders. By the end of the course, you will have developed skills in negotiation, mediation, and conflict resolution, enabling you to contribute effectively to peaceful resolutions and sustainable agreements in various global settings.



### ***Negotiation, Mediation, and Conflict Resolution: Capstone Project | 19 Hours***

This course enables you to apply advanced knowledge, skills, and expertise in negotiation and mediation acquired through practical experience and previous coursework. You will engage in hands-on exercises and case studies to further refine their negotiation and mediation techniques. Emphasis is placed on integrating theoretical insights with practical application, allowing you to navigate complex negotiation scenarios and mediate disputes effectively.

## **Accounting: Principles of Financial Accounting | Career Certificate | 11 Hours**

### ***The Balance Sheet | 3 Hours***

This course provides an essential overview of accounting fundamentals, emphasizing the importance of basic proficiency in understanding financial information. You will be introduced to the balance sheet through practical, real-world case studies that apply theoretical concepts to practical scenarios. The course aims to deepen understanding the balance sheet's purpose and significance in financial reporting.

### ***The Income Statement | 2 Hours***

This course provides comprehensive training on accounting principles, focusing on the practical application of transactional accounting. You will learn how to account for a variety of transactions, gaining hands-on experience in recording financial activities accurately. The course introduces the income statement, offering insights into its structure and components. You will expand your knowledge to recognize a broader range of transactions on the balance sheet and become familiar with interpreting income statements.

### ***The Cash Flow Statement | 2 Hours***

This course focuses on mastering the recognition and recording of various accounting transactions. You will enhance your skills through practical exercises and case studies, with a particular emphasis on the cash flow statement and liquidity management. The course covers the distinction between liquidity and profitability metrics, highlighting their roles in financial analysis. Additionally, you'll explore T-accounts to understand how transactions are recorded and summarized. By the end of the course, you'll be proficient in transaction recognition, knowledgeable about liquidity and profitability metrics, and capable of preparing and interpreting the cash flow statement.

### ***Accrual Accounting | 4 Hours***

This course provides comprehensive training in measuring performance through financial transactions, including non-cash transactions. You will discuss the differences between accrual and cash accounting methods, emphasizing the advantages of accrual accounting for financial reporting. The course covers reading and interpreting financial statements of real enterprises, enabling you to analyze performance indicators effectively. You will gain practical experience in handling numerous transactions for financial reporting purposes, enhancing your proficiency in financial statement preparation.

## **Advanced Business Analytics Specialization | Career Certificate | 45 Hours**

### ***Introduction to Data Analytics for Business | 11 Hours***

This course provides a comprehensive overview of the information life-cycle, from real-world events to business actions, emphasizing the role of data in business analytics. You will learn to recognize various types of events and their characteristics critical for analytics applications. The course covers data capture processes by source systems, utilizing both traditional and emerging technologies for storage. You will gain familiarity with relational



databases and acquire practical skills in using SQL (Structured Query Language) to extract and manipulate analytical datasets effectively.

### ***Business Analytics for Decision Making | 8 Hours***

This course explores the significance of optimization in addressing complex business problems by identifying optimal solutions. You will learn to implement various optimization techniques to evaluate and select the best course of action from multiple alternatives. The course emphasizes practical application, enabling you to judge the appropriateness of optimization methods in solving real-world business challenges effectively.

### ***Communicating Business Analytics Results | 7 Hours***

This course examines the challenges associated with presenting analytics to decision-makers and explores effective communication methods for conveying analytics results to nontechnical audiences. You will identify common challenges in presenting complex analytics findings, such as data interpretation and relevance to business objectives. The course evaluates the strengths and weaknesses of various communication methods, including visualizations, storytelling, and tailored reports, emphasizing their effectiveness in translating analytics insights into actionable business decisions.

### ***Advanced Business Analytics Capstone | 19 Hours***

This course focuses on developing skills to create compelling presentations that effectively showcase insights from analytics projects. You will learn to structure presentations to highlight relevant and impactful findings, utilizing data visualization and storytelling techniques. The course also covers designing and customizing predictive analytics models for loan classification and loss prediction, equipping you with practical knowledge and tools for risk assessment and management in financial contexts. Additionally, you will devise investment fund allocation recommendations using simulation-based optimization techniques, enhancing your ability to optimize investment strategies based on data-driven simulations.

## **Music Business Specialization | Career Certificate | 35 Hours**

### ***Music Business Foundations | 11 Hours***

This course provides an in-depth exploration of recording contract provisions and copyright law specific to the music industry. You will analyze the components of the copyright bundle of rights, including reproduction, distribution, and performance rights. The course examines the roles and responsibilities of key industry professionals such as personal managers, business managers, road managers, agents, road crew, and attorneys, highlighting their impact on artist management and career development. Emphasis is placed on drafting written agreements to clearly define the duties and obligations of all parties involved in music industry contracts.

### ***Building Your Career in Music: Developing a Brand and Funding Your Music | 8 Hours***

This course is designed for aspiring musicians aiming to build and manage their careers in the music industry. You will explore essential aspects of band management and music creation, focusing on harmonizing artistic vision with practical management strategies. The course covers creating a strong musical brand, networking with industry professionals, and leveraging brand partnerships for strategic benefits. You will learn how to clearly articulate your vision for recording projects and engage in productive discussions with producers to meet both creative and technical goals. Additionally, the course provides guidance on planning, designing, and launching a crowdfunding campaign to effectively finance your music projects.

### ***Copyright Law in the Music Business | 9 Hours***

This course focuses on understanding copyright law as it applies to the music industry. You will learn to identify the six exclusive rights granted by copyright law and the concept of Fair Use, including its applications and



limitations. The course covers the distinctions between composition copyright and sound recording copyright, detailing their respective protections and legal implications. Through practical examples and case studies, you'll gain a comprehensive understanding of how copyright laws impact music creation, distribution, and protection.

### ***Creativity and Entrepreneurship | 7 Hours***

This course provides essential skills and strategies for entrepreneurial success. You will explore the role of observation in generating ideas and understanding markets, focusing on its impact on innovation. The course covers techniques for simplifying complex problems and defining a strong brand identity. Hands-on instruction will guide you in brainstorming creative strategies to establish and differentiate your brand. Additionally, you will learn to identify and connect with key network contacts vital for supporting business growth and development.

## **Business Foundations Specialization | Career Certificate | 62 Hours**

### ***Introduction to Marketing | 10 Hours***

This course explores three foundational topics in customer loyalty: branding, customer centricity, and practical market strategies. You will examine the importance of branding in cultivating customer loyalty, strategies for placing customers at the center of business operations, and practical market tactics to enhance customer retention and satisfaction. Through case studies and interactive discussions, you will gain valuable insights and skills to effectively build and maintain strong customer relationships in competitive markets.

### ***Introduction to Financial Accounting | 13 Hours***

This course focuses on mastering technical skills essential for analyzing financial statements and disclosures in financial analysis. You will delve into the intricacies of accounting standards and managerial incentives, gaining insights into their impact on the financial reporting process. Through practical exercises and case studies, you will develop proficiency in interpreting financial data, evaluating company performance, and making informed financial decisions.

### ***Managing Social and Human Capital | 7 Hours***

This course addresses the complexities of managing people, emphasizing their critical role as the most valuable yet unpredictable asset in any organization. You will explore essential strategies and frameworks for effective people management, including recruitment, motivation, performance evaluation, and conflict resolution. By understanding the pivotal impact of effective people management on organizational health and success, you will gain practical skills to foster a productive and harmonious work environment.

### ***Introduction to Corporate Finance | 7 Hours***

This course offers practical application across personal finance, corporate decision-making, and financial intermediation contexts. You will explore key concepts such as financial markets, risk management, valuation techniques, and investment strategies. Through case studies and discussions, you will develop foundational skills to analyze financial situations and make informed decisions in diverse real-world scenarios.

### ***Introduction to Operations Management | 14 Hours***

This course focuses on developing the skills needed to analyze processes, optimize flow, and manage variability in operations management. You will explore theoretical foundations and practical applications, learning to identify inefficiencies, streamline workflows, and implement strategies that drive continuous improvement and achieve operational excellence.

### ***Wharton Business Foundations Capstone | 11 Hours***

This course focuses on applying analytic skills to real-world business challenges. You will work on evaluating



and addressing real situations or opportunities from companies such as Shazam and SnapDeal. The course provides hands-on experience, helping you develop practical insights and strategic decision-making abilities to navigate complex business environments effectively.

## **Human Resource Manager: HR for People Management Specialization Career Certificate | 81 Hours**

### ***Preparing to Manage Human Resources | 17 Hours***

This course equips you with practical skills to effectively manage employees across different organizational settings. Topics include leadership, communication, performance management, conflict resolution, and employee development. You will learn strategies to foster a positive work environment and enhance team productivity.

### ***Recruiting, Hiring, and On-boarding Employees | 20 Hours***

This course focuses on strategies for identifying and hiring talented individuals who align with organizational strategic goals. You will learn effective recruitment techniques, including sourcing, screening, and interviewing processes. The course emphasizes understanding the critical components of the People Manager Value Position, which includes fostering a positive workplace culture, promoting employee engagement, and aligning talent with organizational objectives.

### ***Managing Employee Performance | 15 Hours***

This course focuses on maximizing employee potential and mastering performance management techniques to achieve managerial goals. You will learn strategies for setting clear expectations, delivering effective feedback, and fostering continuous development. Gain insights into aligning individual performance with organizational objectives and equipping managers to evaluate, motivate, and cultivate high-performance teams. Through practical exercises and case studies, you will develop the skills needed to enhance employee engagement and drive organizational success.

### ***Managing Employee Compensation | 15 Hours***

This course provides a concise overview of payroll essentials, covering payroll processing, paycheck composition, legal compliance, and the role of payroll in organizational finance. You will gain practical skills in payroll management to ensure accuracy and transparency in employee compensation processes.

### ***Human Resource Management Capstone: HR for People Managers | 14 Hours***

This course offers a comprehensive introduction to human resource management (HRM), focusing on foundational principles, policies, and practices. You will learn about managerial decision-making processes and constraints, and gain insights into effective talent acquisition and onboarding strategies. The course also covers essential techniques for managing employee performance and administering rewards, providing practical skills to enhance organizational success through effective HRM practices.

## **International Business Essentials Specialization | Career Certificate | 69 Hours**

### ***Professional Skills for International Business | 19 Hours***

This course provides essential insights into the key professional skills necessary for managers across all levels of an organization. You will learn strategies to make a positive first impression, cultivate a reputation as a role model



in the workplace, and develop effective time and resource management techniques. Additionally, the course covers networking strategies that enabling you to build valuable professional connections and enhance their career development.

### ***Management Skills for International Business | 18 Hours***

This course focuses on essential management techniques for effective leadership. You will explore core skills and competencies that define successful leaders, understanding the differences between management and leadership roles. The course covers key topics such as team dynamics, strategies for building effective relationships, motivation theories, and optimizing communication for impactful leadership. Through practical examples and theoretical frameworks, you will develop the knowledge and abilities needed to excel as a leader in various organizational settings.

### ***Statistics for International Business | 10 Hours***

This course serves as an introduction to statistical concepts essential for various MBA modules. You will explore key areas including methods for data presentation, principles of probability, and techniques for statistical estimation. Through practical applications and theoretical foundations, you will develop proficiency in analyzing data effectively, making informed decisions, and applying statistical tools to solve business challenges.

### ***International Business Environment | 11 Hours***

This course delves into the dynamic international business environment where organizations operate. You will gain insights into essential analysis methods, such as PESTLE, SWOT, Boston Box Matrices, and Porter's Five Forces, and their practical applications. Through interactive discussion forums and case studies, you will deepen your understanding of global business strategies, enhance your analytical skills, and learn to navigate challenges and opportunities in diverse international markets effectively.

### ***International Business Capstone | 11 Hours***

This course applies previously gained knowledge to real-world scenarios, focusing on learning new skills and leveraging existing knowledge effectively. Through practical exercises, case studies, and simulations, you refine your abilities to analyze complex situations, make informed decisions, and implement strategies for business success in dynamic environments.

## **Scrum Master Specialization | Career Certificate | 41 Hours**

### ***Introduction to Scrum Master Profession | 9 Hours***

This course focuses on the pivotal role of the Scrum Master in Agile project management. You will learn about the responsibilities, benefits, and key skills required for success in this role. The course contrasts the Scrum Master's Agile approach with traditional project management methods, emphasizing Agile principles, iterative development, and team empowerment. Additionally, you will explore current employment opportunities for Scrum Masters, including job requirements and salary ranges across various industries. The course also covers certification paths like Scrum Alliance CSM, PMI-ACP, and PMI-DASM, providing essential insights for validating Agile expertise and advancing your career in dynamic work environments.

### ***Working as a Scrum Master | 17 Hours***

This course delves deeply into the Scrum framework, focusing on its process flow, essential artifacts, and the development of Scrum personas. You will learn to create collaborative working agreements to boost team cohesion, applying Agile principles for iterative improvement. The curriculum includes techniques for conducting retrospectives to address team challenges using coaching methods. Additionally, you will gain practical experience in crafting product visions, setting goals, and refining backlogs in collaboration with product owners. By the



end of the course, you will be equipped to manage Agile projects effectively and drive continuous improvement in various organizational settings.

### **Scrum Master Capstone | 13 Hours**

This course empowers you to apply advanced Scrum skills in real-world scenarios. You will create project charters, conduct Stakeholder analysis, and optimize stakeholder engagement strategies. The course guides you in developing essential Agile artifacts, such as working agreements, user stories, product backlogs, and sprint backlogs. You will also learn to analyze risks and build agile risk registers. Key topics include relative estimation techniques for story points, calculating team velocity, developing Kanban boards, and generating burndown charts for tracking project progress. Additionally, you will explore best practices for daily Scrum meetings, prepare effective demos, conduct retrospectives for continuous improvement, and evaluate Scrum certification opportunities to advance your Agile expertise and career prospects.

### **Practice Exam for Certified Scrum Master (CSM) Certification | 2 Hours**

This course offers a complete guide to obtaining the Certified ScrumMaster (CSM) certification. You will learn about the eligibility requirements and details of the testing process. The course covers the prerequisites needed to qualify for the CSM exam, and provides a summary of the exam content and format, outlining what to expect on test day. You will receive practical tips for preparing for the CSM exam, including recommended study resources, effective preparation strategies, and success tips. Additionally, the course includes a CSM practice test to help reinforce your understanding and ensure you are ready for the certification exam.

## **Financial Reporting Specialization | Career Certificate | 162 Hours**

### **Accounting Analysis I: The Role of Accounting as an Information System | 28 Hours**

This course provides a comprehensive examination of the collection, processing, and communication of accounting information pertaining to economic entities. It emphasizes the role of accounting in meeting the needs of various stakeholders, including managers, shareholders, and creditors. You will gain insights into how accounting data facilitates informed decision-making and enhances transparency in financial reporting practices within organizations.

### **Accounting Analysis I: Measurement and Disclosure of Assets | 21 Hours**

This course thoroughly covers the processes involved in collecting, processing, and effectively communicating accounting information concerning economic entities to diverse stakeholders. You will examine how this information serves the needs of managers, as well as external stakeholders like shareholders and creditors. The curriculum emphasizes the critical role of accounting in providing reliable data for decision-making and ensuring transparency in financial reporting across various organizational contexts.

### **Accounting Analysis II: Measurement and Disclosure of Liabilities | 33 Hours**

This course discusses the pertinent accounting standards and principles essential for measuring and disclosing items in financial statements. You will explore how these standards and principles guide the accurate representation of financial data, ensuring consistency and transparency in reporting practices.

### **Accounting Analysis II: Accounting for Liabilities and Equity | 47 Hours**

This course centers on the recognition, measurement, and accounting procedures for equity, pensions, share-based compensation, and cash flows, guided by the FASB Accounting Standards Codification and other pertinent resources. You will explore how these standards dictate the accurate handling of equity transactions, pension obligations, stock option compensation, and cash flow reporting. The course emphasizes the application of these principles to ensure precise financial reporting and adherence to regulatory standards.



### ***Accounting Analysis II: Measurement and Disclosure of Liabilities | 33 Hours***

This three-week course integrates concepts and techniques from throughout the specialization, applying them to a real-world accounting project. You will synthesize knowledge acquired across all courses to tackle practical challenges in accounting. The course emphasizes hands-on application, encouraging you to demonstrate proficiency in financial analysis, reporting, and decision-making within a simulated or actual business context.

## **How to Start Your Own Business Specialization | Career Certificate | 94 Hours**

### ***Developing An Entrepreneurial Mindset: First Step Towards Success | 14 Hours***

This course focuses on cultivating the right mindset for achieving business success. You will explore cognitive strategies and problem-solving techniques to reframe your thinking and boost your chances of success. The course emphasizes innovative approaches to overcoming challenges and seizing opportunities, equipping you with the mindset necessary to drive sustainable business growth.

### ***The Search for Great Ideas: Harnessing Creativity to Empower Innovation | 6 Hours***

This course focuses on the effective use of observational tools and techniques for generating and evaluating business ideas. You will learn methods to distinguish between promising and less viable concepts, exploring strategies for assessing ideas based on market potential and feasibility. Through practical exercises and discussions, you will identify a business idea that aligns with your passion and demonstrates practical application and market demand, setting a solid foundation for entrepreneurial success.

### ***Planning: Principled, Proposing, Proofing, and Practicing to a Success Plan | 22 Hours***

This course views a business startup as a prototype, guiding you through the iterative process of refining your business concept into a scalable and repeatable product. Emphasizing practical strategies and methodologies, you will learn to validate ideas, iterate on business models, and optimize operations for sustainable growth. Through case studies and interactive exercises, you will gain essential skills to navigate the challenges of startup development, fostering adaptability and resilience for long-term success.

### ***Structure: Building the Frame for Business Growth | 9 Hours***

This course addresses critical challenges faced by business owners when constructing the foundational framework for their enterprises. You will explore key considerations such as business planning, legal structures, financial management, and market analysis. Through practical insights and case studies, you will develop the skills and knowledge necessary to navigate these complexities effectively, ensuring a solid foundation for sustainable business growth and success.

### ***Launch Strategy: Five Steps to Capstone Experience | 24 Hours***

This course focuses on the final preparations for the Capstone project, where you will prepare to launch your business. It provides a comprehensive document outlining actionable steps and considerations, equipped with instructions on implementation and strategic thinking. You will consolidate their business plans, refine operational strategies, and address logistical and strategic challenges. Through structured guidance and practical exercises, learners will be well-prepared to execute their business launch with confidence and clarity.

### ***Capstone: Launch Your Own Business! | 19 Hours***

In this capstone course, you will apply the concepts and skills acquired throughout the specialization to launch an actual business. Through practical application and hands-on experience, you will integrate knowledge from previous courses to develop and execute a comprehensive business plan. Emphasizing real-world application, the course guides you in navigating challenges, making informed decisions, and leveraging strategic opportunities to successfully launch and establish your business ventures.





## **Corporate Communications Specialization | Career Certificate | 20 Hours**

### ***Introduction to Corporate Communications | 7 Hours***

This course explores the benefits of transparency and storytelling in corporate communication, focusing on their roles in building trust and engagement. You will learn to choose the right collaboration tools and communication channels for different audiences to enhance message effectiveness. The course also covers key personality traits and skills necessary for various communication roles, preparing you to effectively engage stakeholders and manage organizational dynamics with strategic and persuasive communication techniques.

### ***Introduction to Corporate Communications | 6 Hours***

This course covers essential tools and strategies to enhance internal communications, aimed at boosting employee engagement and managing crisis situations effectively. You will learn how to utilize mission statements, organizational values, and DEIB (Diversity, Equity, Inclusion, and Belonging) initiatives to build strong corporate cultures. The course also addresses the need for transparency in executive-level communications, ensuring clarity and trust in leadership. Through practical examples and case studies, you will gain insights into fostering effective communication practices that strengthen organizational resilience and cohesion.

### ***External Communications Channels | 7 Hours***

This course explores strategies for effective external communications, emphasizing corporate branding, media relations, and investor communications. Participants will differentiate between the functions of internal and external communications, understanding their distinct roles in organizational messaging and stakeholder engagement. The curriculum also highlights the significant impact of leveraging social media for two-way communication with customers, fostering engagement and brand advocacy. Through case studies and practical exercises, learners will develop skills in crafting compelling external messages, managing media relations, and leveraging digital platforms to enhance organizational visibility and reputation.

## **Hotel Management: Distribution, Revenue, and Demand Management Specialization Career Certificate | 44 Hours**

### ***The Fundamentals of Hotel Distribution | 15 Hours***

This course provides a comprehensive overview of the fundamentals of hotel distribution, focusing on effective web distribution strategies and maximizing the potential of online travel agents. You will learn essential principles for optimizing hotel websites to attract and retain visitors. Through industry insights and best practices, you will gain the knowledge necessary to navigate the complexities of hotel distribution channels and enhance your career readiness in the hospitality industry.

### ***The Fundamentals of Revenue Management: The Cornerstone of Revenue Strategy | 11 Hours***

This course introduces you to revenue management principles, emphasizing analytics-driven techniques that predict consumer behavior at the hotel's market level. You will learn strategies to optimize pricing and maximize revenue by selling each room at the best possible price every night. Through practical applications and case studies, you will gain insights into the fundamental concepts and tools used in revenue management, equipping you to make informed pricing decisions and enhance profitability.

### ***Demand Management: Breaking Down Today's Commercial Silos | 13 Hours***

This course addresses the critical challenge of integrating key commercial disciplines within the hospitality industry. You will learn to identify and overcome the issues caused by disconnected sales, revenue, distribution,



and finance functions, which can negatively affect asset value and profitability. The course provides hands-on instruction on strategies and best practices for achieving cohesive alignment across these areas. Through practical examples and case studies, you will explore how effective integration can enhance operational efficiency, drive sustainable growth, and maximize profitability in the competitive hospitality market.

### ***Hôtel "De l'étoile:" A Hotel in Crisis? | 5 Hours***

This course provides you with a hands-on, case study-based exercise to apply the knowledge acquired from previous courses to a real-world scenario. Through practical application and analysis, you will explore strategies and solutions to manage and navigate through hotel crises effectively. By examining this real-world case, you will develop critical thinking skills and practical insights into crisis management, preparing you to address challenges and implement effective solutions in dynamic and unpredictable environments.

## **Business English for Non-Native Speakers Specialization | Career Certificate | 110 Hours**

### ***Business English: Basics | 20 Hours***

This course equips participants with essential language skills for effective business communication. You will learn to clearly describe events and concepts, make well-structured requests, and present arguments using precise and professional business English. The course emphasizes adopting the appropriate tone and style for business contexts, helping you tailor your communication to meet professional standards. Additionally, you will gain skills in conducting audience analyses, selecting the right communication mediums for different audiences and purposes, and analyzing and summarizing business data. By the end of the course, you will be prepared to communicate complex information effectively across various professional settings.

### ***English for Effective Business Writing | 25 Hours***

This course focuses on developing essential business writing skills in English. You will learn to craft effective business emails and executive summaries, emphasizing clarity, professionalism, and conciseness. Through practical exercises, you will develop persuasive writing techniques tailored to various business contexts and target audiences. The course also covers how to adapt content for specific purposes and contexts, and the importance of using an appropriate style and tone in business communication. By the end of the course, you will be equipped to produce impactful messages that meet professional standards.

### ***English for Effective Business Speaking | 23 Hours***

This course equips you with essential skills for effective communication in professional settings. You will learn to conduct successful job interviews, deliver persuasive and informative business pitches, and speak persuasively in English. Emphasis will be placed on adapting content to suit specific purposes, contexts, and audiences, ensuring clarity and impact. Additionally, you will develop proficiency in using appropriate style and tone in business communication, enhancing your ability to convey ideas effectively and professionally. Through practical exercises and feedback, you will gain confidence and mastery in verbal and written communication skills crucial for career advancement.

### ***Business English for Cross-Cultural Communication | 22 Hours***

This course is dedicated to helping you navigate cross-cultural communication challenges effectively in business settings. You will identify potential cross-cultural issues and misunderstandings and apply strategies to overcome them. Through practical exercises, you will create documents and deliver speeches tailored for business communication in diverse cultural contexts. The course will emphasize adapting your communication styles, tones, and approaches to ensure clarity, respect cultural nuances, and foster effective cross-cultural interactions. By mastering these skills, you will enhance your ability to communicate confidently and successfully in global business environments.



### ***Business Case Analysis | 20 Hours***

This course is focused on applying your written and spoken communication skills to real-world business scenarios. You will choose a business case from HKUST's collection or your own work experience. You'll prepare an online video presentation analyzing the selected case and offering recommendations. Additionally, you will create a comprehensive business recommendation report to accompany the presentation, which will include an executive summary, detailed case analyses, and actionable recommendations. Through practical application and feedback, you will refine your ability to communicate effectively in professional settings, showcasing proficiency in both oral presentations and written reports according to business standards.

## **Administrative Assistance | Career Diploma | 6 Months**

### ***Starting Your Program***

In this course designed for administrative assistance, you will explore the intricacies of identifying all unit components and materials essential to your educational path. You will learn to utilize the diverse range of resources and services offered by the institution to enhance your learning experience effectively. The course emphasizes understanding and adhering to academic and behavioral policies set by the educational provider, ensuring a disciplined and respectful learning environment. Additionally, you will be equipped with valuable study techniques and time management strategies, empowering you to excel both academically and professionally.

### ***Introduction to Administrative Assistance***

This course provides a comprehensive overview of career pathways for administrative professionals, emphasizing the critical role of lifelong learning in securing and sustaining employment in this dynamic field. You will explore the significance of cultivating a positive and professional workplace image, understanding how it impacts your career trajectory. Additionally, the course delves into effective time management strategies, equipping you with the skills to prioritize tasks and enhance productivity. By the end, you will be prepared to navigate the administrative landscape with confidence and professionalism.

### ***Workplace Communication Skills***

This course focuses on equipping you with the skills needed to thrive in the global workplace. You will learn how to prepare for employment opportunities across diverse cultural contexts, emphasizing the importance of adaptability and cultural awareness. Additionally, the course covers effective communication strategies to engage with colleagues and clients from various backgrounds, fostering collaboration and understanding.

### ***Administrative Office Procedures***

This course offers a deep dive into the essential functions of office administration, focusing on how to professionally manage communications and procedures. You will learn best practices for streamlining office operations, ensuring efficient information flow, and enhancing overall productivity. Additionally, the course examines the vital role of an administrative assistant in coordinating travel arrangements and planning meetings, equipping you with the skills to organize logistics effectively. By the end, you will be adept at handling the critical tasks that keep an office running smoothly and support organizational success.

### ***Filing and Records Management***

This course provides practical training in establishing and maintaining effective filing systems, both paper-based and electronic. You will learn how to organize, arrange, and manage records efficiently to enhance accessibility and compliance in the office environment. The course also covers essential techniques for record management, ensuring that information is stored securely and retrieved easily. Additionally, you will apply basic math skills to real-world business scenarios, reinforcing your ability to handle financial documents and data with confidence.



### ***Technologies in the Workplace***

This course explores essential electronic communication systems and technologies utilized in the workplace, including phone systems, computer applications, and both multifunction and single-function machines. You will gain insights into how these tools enhance productivity and facilitate effective communication within organizations. Additionally, the course identifies valuable resources and references for information retrieval, empowering you to find the knowledge needed to excel in your role.

### ***Business English***

This course provides a comprehensive foundation in effective writing skills essential for professional success. You will learn the writing process and explore the parts of speech, understanding their functions and applications. The course covers various punctuation types, capitalization rules, spelling conventions, and the importance of documenting sources in research. You will practice constructing complete, correct sentences and well-organized, coherent paragraphs. Additionally, you will gain insights into planning, developing, revising, and presenting your work effectively. By the end, you will be equipped to tackle the diverse writing tasks most commonly required in the workplace, enhancing your communication proficiency.

### ***Computer Applications***

This course focuses on developing a comprehensive skill set essential for today's professionals. You will enhance your inquiry, analytical, and problem-solving abilities, along with effective quantitative skills for data interpretation. The course emphasizes computer and information literacy, providing hands-on experience with job-specific technical skills. You will learn to create various documents in Microsoft Word, including crafting a well-structured letter, as well as developing comprehensive spreadsheets in Microsoft Excel. Additionally, the course covers the basics of Microsoft PowerPoint, equipping you to create effective presentations. By the end, you will be proficient in producing polished memos, spreadsheets, and presentations, all while demonstrating strong written and interpersonal communication skills.

## **Meta Social Media Marketing | Professional Certificate | 71 Hours**

### ***Introduction to Social Media Marketing | 18 Hours***

This course offers a thorough understanding of marketing across traditional and digital platforms. You will explore the roles and functions of major social media platforms within marketing strategies. You'll learn to set SMART goals, identify key performance indicators (KPIs), and define target audiences and customer journeys. The course will also cover how to select the right social media platforms and develop effective social media policies. Through practical exercises and case studies, you will build the skills needed to leverage various marketing channels effectively, ensuring alignment with business objectives and maximizing audience engagement.

### ***Social Media Management | 13 Hours***

This course focuses on building and maintaining an effective social media presence. You will learn strategies for establishing and managing a social media presence, including creating a cohesive brand identity, tone, and voice. The course also covers the development and management of a content calendar to ensure consistent and engaging posts. You will gain insights into evaluating the performance of social media content using analytics tools and iterating based on data-driven insights.

### ***Fundamentals of Social Media Advertising | 11 Hours***

This course provides practical insights into running effective social media ad campaigns. You will learn how to evaluate platforms suitable for ad campaigns and criteria for effective ads. You will gain skills in crafting compelling visuals and copy tailored for social media ads. Through hands-on exercises, you will build ads directly from their Facebook and Instagram business accounts. The course also covers writing creative briefs and executing



social media ads, ensuring alignment with campaign objectives and audience engagement goals. By mastering these skills, you will be equipped to create impactful and results-driven social media advertising campaigns.

### ***Advertising with Meta | 13 Hours***

This course focuses on practical skills for structuring and managing advertising campaigns using Meta Ads Manager. You will learn how to organize campaigns effectively within Meta Ad Manager, aligning ads with specific marketing objectives. You will gain hands-on experience in building ads tailored to target audiences, setting budgets, placements, and schedules to optimize campaign performance. Through step-by-step guidance and practical exercises, you will develop proficiency in leveraging Meta Ads Manager to create targeted and impactful advertising campaigns that align with business goals and maximize return on investment.

### ***Measure and Optimize Social Media Marketing Campaigns | 10 Hours***

This course covers advanced techniques for optimizing marketing campaigns effectively. You will gain insight into various optimization methods, such as attribution models and marketing mix models. You'll learn to implement A/B tests to refine your campaign strategies and boost their effectiveness. The course also provides hands-on experience analyzing dashboards to assess return on investment (ROI) from social media marketing efforts. You will develop skills in presenting and communicating campaign results to your team, ensuring clarity and actionable insights. Through practical exercises and case studies, you will achieve proficiency in optimizing marketing campaigns and maximizing their impact in competitive markets.

### ***Meta Social Media Marketing Capstone | 6 Hours***

This course focuses on developing skills to effectively present and communicate campaign results to a team. You will learn strategies for conveying findings, insights, and recommendations clearly and persuasively to stakeholders. Additionally, the course prepares you for certification as a Meta Digital Marketing Associate. Through practical exercises and simulations, you will refine your presentation skills and demonstrate mastery of digital marketing concepts and strategies. By completing the course and certification, you will enhance your credibility and readiness to contribute effectively to marketing teams and initiatives.

## **Financial Basics for Small Businesses | Certificate | 6 Hours**

This course introduces you to key financial statements—income statements, balance sheets, and cash flow statements—and their significance in business operations. You will explore relevant corporate structures for small businesses and gain insights into common US tax forms and filing options. The course covers essential topics such as Costs of Goods Sold (COGS), expense identification, and the differences between cash basis and accrual accounting methods. By the end of the course, you will have a solid foundation in financial reporting and accounting principles, crucial for managing small business finances effectively.

## **Financial Modeling Basics | Certificate | 27 Hours**

This course focuses on building effective financial models using Excel. You will gain comprehensive training in the four key attributes of a good financial model and learn useful Excel keyboard shortcuts to streamline the modeling process. The course provides guidance on layout strategies to improve model navigation and comprehension, such as separating inputs and calculations. You will explore the distinction between formats and styles, including how to import styles into workbooks and use number formatting and custom formats effectively. Additionally, you will learn to apply conditional formatting appropriately and utilize features like range names, hyperlinks, and data validation to enhance model functionality. Emphasis will be placed on conducting checks to ensure model accuracy and implementing best practices for printing, viewing, linking, and securing your



models. Through practical exercises and examples, you will develop proficiency in creating reliable and user-friendly financial models with Excel.

### **Finance for Non-Financial Professionals | Certificate | 8 Hours**

This course offers a comprehensive overview of fundamental finance concepts crucial for effective business decision-making. You will solidify your understanding of finance fundamentals, including amount, timing, revenues, and profits. You will learn to interpret financial reports and understand their interrelations, gaining insights into how various cost accounts affect budgeting and spending tracking. The course covers techniques for making strong estimates, capitalizing assets, and appropriately depreciating them. You will also explore the use of ratios and measures to evaluate profitability and performance and develop business cases to justify project undertakings. Additionally, the course provides insights into cost behavior and variance reporting, and earns you 8 contact hours or PDUs toward project management certification with PMI. Through practical examples and case studies, you will acquire essential financial skills to enhance your decision-making capabilities and contribute effectively to organizational success.

### **Finance for Operations Directors | Certificate | 23 Hours**

This course provides a comprehensive understanding of fundamental financial concepts essential for business management. You will learn to interpret and analyze financial reports, understanding their interrelations and impacts. You will explore how to use budgets and estimates for effective cost planning and control. The course covers cost behavior analysis, tracking operational expenses, reporting on cost variances, and forecasting expenses. You will gain proficiency in using ratios and measures to assess profitability and performance. Additionally, you will delve into operations finance principles such as product cost and inventory management decisions (make versus buy). You will employ Earned Value analysis and forecasting techniques for planning, scheduling, and resource management. By completing the course, you will earn 18.5 contact hours or PDUs toward project management certification with PMI, enhancing your skills in financial management and project oversight.

### **Finance for Operations Managers | Certificate | 17 Hours**

This course offers a comprehensive exploration of fundamental financial concepts crucial for business management. You will learn to interpret financial reports and understand their interdependencies and impacts. You'll gain insights into using budgets and estimates for effective cost planning and control. The course covers techniques for analyzing cost behavior, tracking operational expenses, reporting on cost variances, and forecasting expenses. You will utilize ratios and measures to evaluate profitability and performance effectively. Additionally, the course delves into operations finance principles, including product cost, inventory management, and make-versus-buy decisions. By completing the course, you will earn 14 contact hours or PDUs toward project management certification with PMI, enhancing your financial management skills and project oversight capabilities.

### **Finance for Project Managers | Certificate | 18 Hours**

This course offers a comprehensive understanding of essential financial concepts in business. You will learn to interpret financial reports, understand their interrelations, and recognize their impact on decision-making. The course covers the use of budgets and estimates for effective cost planning and control, with a focus on their role in project management. You will explore forecasting techniques and the importance of tracking project expenses as indicators of project success. Additionally, you will utilize ratios and measures to analyze profitability and



performance metrics effectively. The course includes Earned Value analysis and forecasting methods for efficient planning, scheduling, and resource management in projects. By completing the course, you will earn 18.5 contact hours or PDUs toward project management certification with PMI, enhancing your financial management skills and project oversight capabilities.

### **Financial Modeling Techniques | Certificate | 29 Hours**

This course covers essential skills in financial modeling, focusing on various aspects of financial statements and their integration. You will gain an understanding of different types of financial statements and key line items, learning how to link them within a model. The course emphasizes the importance of control accounts for maintaining balance and incorporates checks to ensure model accuracy. You will learn to model revenue and make working capital adjustments, effectively distinguishing between different input methods. Proficiency in inputting COGS, OPEX, and CAPEX into financial statements and calculating control accounts for debt and interest payable will be developed. Additionally, the course covers tax calculations, including tax expense, depreciation, and losses, and guides you through calculating Net Operating Cashflow using the Indirect Cashflow method. Through practical exercises and examples, you will develop the skills needed to build accurate and comprehensive financial models for business analysis and decision-making.

### **QuickBooks Online | Certificate | 18 Hours**

This course covers practical skills in using QuickBooks for efficient financial management. You will learn to locate, customize, and modify reports to meet your business needs. You'll gain proficiency in adding and managing vendor and customer information, recording expenses accurately, and creating sales receipts and invoices. The course also includes instruction on depositing combined payments, setting up banking features, and troubleshooting common errors in QuickBooks. Through hands-on exercises and practical guidance, you will develop the skills needed to manage financial transactions effectively and streamline accounting processes using QuickBooks.

### **Introduction to Sales | Certificate | 15 Hours**

This course provides comprehensive training in sales techniques through practical examples and script outlines. You will learn to build credibility as an industry expert and master the attitudes, beliefs, and emotional management necessary for sales success. The course includes strategies for identifying and researching your ideal clients, understanding their motivations and preferences. You will gain insights into recognizing and connecting with different personality types among prospects. Additionally, you will develop skills to create persuasive presentations that effectively showcase products or services. The course also covers techniques for solidifying relationships with prospects and navigating the process of securing new clients. You will learn best practices for following up with prospects and closing deals successfully. Through hands-on activities and case studies, you will enhance your sales skills and confidence, achieving measurable success in your sales endeavors.

### **Excel for Business Analysis | Certificate | 22 Hours**

This course focuses on enhancing spreadsheet proficiency through advanced Excel techniques. You will learn to create robust spreadsheets using data validation, cell linking, and various levels of protection for worksheets, workbooks, and cells. You will utilize lookups and lists for data cleanup and advanced analysis, gaining skills in importing and preparing data from diverse sources, including online and hard copies. The course covers



building pivot tables with Power Pivot from multiple data sources, enabling participants to perform comprehensive data analysis. You will also learn to create visually appealing charts and diagrams for effective data presentation and utilize dashboards to share data efficiently. Additionally, the course includes techniques for forecasting and using Excel's What-If function to predict outcomes, equipping learners with tools for data-driven decision-making and strategic planning. Through hands-on exercises and practical examples, you will develop proficiency in leveraging Excel's advanced features for enhanced data management and analysis capabilities.

### **Decision-Making with 1000minds | Certificate | 4 Hours**

This course provides a comprehensive introduction to effective decision-making using the 1000minds software. You will learn established methods to enhance decision-making processes and organize projects, decisions, and surveys for team collaboration. The course covers how to navigate and configure the 1000minds software, helping you understand and apply multi-criteria decision-making principles. You will identify relevant criteria and considerations to prioritize decision factors, analyze preferences thoroughly, and compare alternatives in depth to assess their advantages and areas for improvement. The course also emphasizes determining the best value for money among choices and making optimal decisions considering various factors. Through practical exercises and application-oriented learning, you will develop the skills needed to use 1000minds effectively for informed and strategic decision-making.

### **Introduction to Marketing | Certificate | 10 Hours**

This course is designed to equip you with essential skills in marketing and customer engagement. You will learn to identify your ideal client and develop strategies to connect with them effectively. You will create a simple yet impactful marketing plan and craft compelling messages to build rapport with your target audience. The course covers techniques to convert prospects into customers and advocates, focusing on creating valuable marketing content. You will gain insights into advertising frameworks across various mediums and learn to leverage social media, blogs, and websites to attract more customers to your brand. Additionally, you will explore strategies for promoting products or services through email campaigns, print, and online advertising. You will also learn how to track and measure marketing efforts to assess effectiveness and refine your strategies for optimal results. Through practical exercises and real-world examples, you will develop the skills necessary to drive business growth through effective marketing and customer engagement strategies.







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A Career Diploma, recognized by healthcare organizations nationwide, is the only thing standing between you and a stable, satisfying career as a health professional.



### ***Introduction to Allied Health***

This course focuses on equipping you with essential skills for confident and independent online learning. You will identify key competencies necessary to thrive in an online learning environment, such as time management, self-discipline, and effective communication. Additionally, the course covers foundational knowledge and skills required for careers in healthcare. You will gain insights into fundamental principles of healthcare practice, including medical terminology, ethical considerations, and patient care protocols. By the end of the course, you will be prepared to excel as an online learner and understand the core requirements for pursuing a successful career in healthcare.

### ***Body Systems and Medical Terminology I***

This course provides a comprehensive exploration of medical terminology and anatomical structures. You will learn to define medical terms by analyzing their components and understand the structures of the body. The course covers the anatomy, physiology, diseases, and treatments of the cardiovascular and hematologic systems, offering insights into their functions and common medical conditions. You will also study the respiratory and endocrine systems, gaining knowledge of their anatomy, functions, diseases, and therapeutic approaches. Additionally, the course examines the gastrointestinal, urinary, and reproductive systems, focusing on their anatomy, physiology, common disorders, and treatment modalities. Through detailed study and practical examples, you will build a solid understanding of these essential aspects of human biology and healthcare practice.

### ***Body Systems and Medical Terminology II***

This course provides a focused study on key body systems and their medical aspects. You will learn about the anatomy, physiology, common diseases, and treatments related to the integumentary and musculoskeletal systems. The course also covers the sensory and nervous systems, helping you understand their functions, disorders, and treatment approaches. Additionally, you will explore the immune system, including its components, diseases such as autoimmune disorders, and treatments like immunotherapy. Through this exploration, you will gain essential knowledge applicable to healthcare and medical professions.

### ***Pathology and Pharmacology***

This course covers essential topics in pharmacology and disease prevention. You will explore four key subdivisions of pharmacology: pharmacodynamics, pharmacokinetics, pharmacotherapeutics, and toxicology, gaining insight into how drugs interact within the body and their therapeutic applications. You will also learn about various drug classifications, including vitamins and minerals used to treat various health conditions. The course further examines the causes of infections and diseases and techniques to prevent their spread. You will gain insight into the basic etiology of common diseases and conditions, enhancing your knowledge of healthcare and medical practices.

### ***Electronic Medical Records***

This course provides comprehensive training in Electronic Health Records (EHR) and medical office operations. You will learn about the contents of EHRs, with a focus on security, privacy, and confidentiality practices related to medical records. You will explore both administrative and clinical roles within a medical office, emphasizing the routine functions performed using EHR systems. The course covers the billing and reimbursement process in healthcare settings, offering insights into financial management practices. You will gain practical experience by completing simulated health records using practice EHR software, preparing you for real-world applications in healthcare administration.

### ***Law, Ethics, and Confidentiality in Allied Health***

This course delves into the complexities of healthcare reimbursement methodologies and payment systems. You will explore various approaches used to reimburse healthcare providers, including fee-for-service,



capitation, and bundled payments, among others. You will also gain an understanding of health insurance fundamentals, including the types of insurance plans, coverage options, and the role of insurance in healthcare financing. Through comprehensive discussions and practical examples, you will develop a solid understanding of these critical aspects of healthcare administration and finance.

### ***Clinical Procedures I***

This course covers essential skills and responsibilities for medical assistants in healthcare settings. You will learn about professionalism, customer service expectations, and emergency response procedures, emphasizing your critical role in patient care. The course will also address your responsibilities as a patient care coordinator, focusing on coordinating patient services and managing healthcare appointments. You will identify and implement necessary precautions to maintain an infection-free workplace, with an emphasis on hygiene and safety protocols. Additionally, you will learn how to conduct thorough patient assessments, including measuring vital signs, to ensure comprehensive healthcare support and quality patient care.

### ***Clinical Procedures II***

This course focuses on essential diagnostic procedures and skills necessary for medical assistants. You will compare and contrast various diagnostic procedures, emphasizing their roles and techniques. You will categorize procedures for handling urine and other specimens, ensuring proper collection and testing protocols. The course covers diagnostic procedures related to blood, providing instruction on their execution and interpretation. You will also learn how to calculate accurate drug dosages and administer medications safely, with a focus on precision and adherence to healthcare protocols. Through practical demonstrations and theoretical knowledge, you will develop essential competencies in clinical procedures crucial to medical assistant roles.

## **Medical Coding and Billing | Career Diploma | 10 Months**

### ***Introduction to Allied Health***

This course focuses on equipping you with essential skills for confident and independent online learning. You will identify key competencies necessary to thrive in an online learning environment, such as time management, self-discipline, and effective communication. Additionally, the course covers foundational knowledge and skills required for careers in healthcare. You will gain insights into fundamental principles of healthcare practice, including medical terminology, ethical considerations, and patient care protocols. By the end of the course, you will be prepared to excel as an online learner and understand the core requirements for pursuing a successful career in healthcare.

### ***Body Systems and Medical Terminology I***

This course provides a comprehensive exploration of medical terminology and anatomical structures. You will learn to define medical terms by analyzing their components and understand the structures of the body. The course covers the anatomy, physiology, diseases, and treatments of the cardiovascular and hematologic systems, offering insights into their functions and common medical conditions. You will also study the respiratory and endocrine systems, gaining knowledge of their anatomy, functions, diseases, and therapeutic approaches. Additionally, the course examines the gastrointestinal, urinary, and reproductive systems, focusing on their anatomy, physiology, common disorders, and treatment modalities. Through detailed study and practical examples, you will build a solid understanding of these essential aspects of human biology and healthcare practice.

### ***Body Systems and Medical Terminology II***

This course provides a focused study on key body systems and their medical aspects. You will learn about the anatomy, physiology, common diseases, and treatments related to the integumentary and musculoskeletal systems. The course also covers the sensory and nervous systems, helping you understand their functions,



disorders, and treatment approaches. Additionally, you will explore the immune system, including its components, diseases such as autoimmune disorders, and treatments like immunotherapy. Through this exploration, you will gain essential knowledge applicable to healthcare and medical professions.

### ***Pathology and Pharmacology***

This course covers essential topics in pharmacology and disease prevention. You will explore four key subdivisions of pharmacology: pharmacodynamics, pharmacokinetics, pharmacotherapeutics, and toxicology, gaining insight into how drugs interact within the body and their therapeutic applications. You will also learn about various drug classifications, including vitamins and minerals used to treat various health conditions. The course further examines the causes of infections and diseases and techniques to prevent their spread. You will gain insight into the basic etiology of common diseases and conditions, enhancing your knowledge of healthcare and medical practices.

### ***Electronic Medical Records***

This course provides comprehensive training in Electronic Health Records (EHR) and medical office operations. You will learn about the contents of EHRs, with a focus on security, privacy, and confidentiality practices related to medical records. You will explore both administrative and clinical roles within a medical office, emphasizing the routine functions performed using EHR systems. The course covers the billing and reimbursement process in healthcare settings, offering insights into financial management practices. You will gain practical experience by completing simulated health records using practice EHR software, preparing you for real-world applications in healthcare administration.

### ***Medical Billing and Health Insurance***

This course explores the fundamentals of healthcare reimbursement methodologies and payment systems, providing an overview of their impact on healthcare delivery. You will examine various reimbursement models and payment structures, gaining insights into their complexities and implications for healthcare providers and patients alike. Additionally, the course defines the concept of health insurance, examining its role in financing healthcare services and the evolving landscape of insurance coverage in contemporary healthcare systems.

### ***Law, Ethics, and Confidentiality in Allied Health***

This course delves into the complexities of healthcare reimbursement methodologies and payment systems. You will explore various approaches used to reimburse healthcare providers, including fee-for-service, capitation, and bundled payments, among others. You will also gain an understanding of health insurance fundamentals, including the types of insurance plans, coverage options, and the role of insurance in healthcare financing. Through comprehensive discussions and practical examples, you will develop a solid understanding of these critical aspects of healthcare administration and finance.

### ***Basic Medical Coding***

This course provides a comprehensive exploration of the ICD-10-CM and ICD-10-PCS coding manuals, essential tools for healthcare professionals in accurately documenting and coding medical diagnoses and procedures. You will delve into the layout and purpose of the ICD-10-CM manual, understanding its structure and systematic approach to assigning codes for medical diagnoses. The course will also detail guidelines for coding physiological conditions across various organ systems, equipping you with the knowledge to accurately classify diagnoses. Additionally, it will cover the purpose and application of the ICD-10-PCS manual, focusing on its role in coding medical procedures. Through practical exercises, you will gain proficiency in assigning both diagnosis and procedure codes using these critical coding references.

### ***Intermediate Medical Coding***

This course provides a detailed exploration of medical coding using the CPT and HCPCS Level II coding systems. You will learn to assign codes accurately for services and procedures, gaining proficiency in navigating both coding manuals. Special focus will be placed on assigning Evaluation and Management (E/M) and



Anesthesia section codes within the CPT framework. Additionally, the course covers the diverse range of services and procedures outlined in CPT, including the hemic, lymphatic, digestive, reproductive, and urogenital systems. You will also delve into procedures coded in the endocrine, nervous, ocular, auditory, radiology, pathology, and medicine sections of CPT, developing a comprehensive understanding of each category. Practical exercises will enhance your skills in assigning CPT and HCPCS codes for physician procedures and services, preparing you for proficient practice in medical coding and billing.

### ***Billing and Coding Professional Certification Exam Review***

This course covers essential aspects of healthcare administration and medical coding. You will explore the anatomy, terminology, and pathophysiology of body systems, which are crucial for accurate diagnosis coding. The course addresses challenges in medical billing and reimbursement, with a focus on prevention strategies. You will develop practical skills in using the ICD-10-CM for diagnoses, understanding HCPCS codes for services, and coding procedures with the CPT manual. The course is designed to prepare you for certification exams, ensuring your readiness for careers in medical coding and healthcare administration.

## **Sterile Processing | Career Diploma | 3 Months**

### ***Starting Your Program***

In this course designed for sterile processing, you will explore the intricacies of identifying all unit components and materials essential to your educational path. You will learn to utilize the diverse range of resources and services offered by the institution to enhance your learning experience effectively. The course emphasizes understanding and adhering to academic and behavioral policies set by the educational provider, ensuring a disciplined and respectful learning environment. Additionally, you will be equipped with valuable study techniques and time management strategies, empowering you to excel both academically and professionally.

### ***Allied Health Careers***

This course provides a comprehensive exploration of allied health careers, tracing their historical development and examining their pivotal roles in the future of medicine. It discusses the evolving landscape of the American healthcare system, highlighting significant changes and their impact on patient care and healthcare delivery. You will identify essential personal characteristics necessary for success in allied health professions and gain an understanding of the principles of medical ethics, including the four pillars guiding ethical decision-making in healthcare. The course also examines the implications of HIPAA legislation on medical practices, as well as the effects of ARRA and HITECH policies on modern medicine, emphasizing the importance of medical record interoperability. You will explore the influence of PPACA legislation on healthcare practices and the future of health insurance purchasing in the United States. Additionally, the course clarifies the distinctions between Accountable Care Organizations (ACOs) and medical homes. It defines professionalism in healthcare and delineates the roles of federal and state agencies responsible for regulating various aspects of the healthcare marketplace, ensuring you will grasp the complex regulatory framework governing healthcare.

### ***Building Blocks of Sterile Processing***

This course provides a thorough overview of essential topics in medical terminology, anatomy, microbiology, and basic computer skills for healthcare settings. You will define medical terminology, including its origins and relevance to surgical procedures and service quality. The course covers the roles of cells, tissues, and organs in the human body, along with body planes and major body systems. You will also explore microbiology principles and their applications in central services departments, including methods for microorganism identification and characteristics of bacteria, viruses, protozoa, fungi, and prions. Additionally, you will learn about OSHA's Bloodborne Pathogens Standard, common workplace pathogens, temperature calculation and conversion, basic arithmetic



operations, computer components, and software applications such as Microsoft Word and Excel. Through these topics, you will develop a solid foundation essential for roles in healthcare and administration.

### ***Sterile Processing Technology I***

This course offers a detailed overview of sterile processing and its vital role in healthcare facilities. You will study the standards, ethics, guidelines, and safety regulations governing the profession to ensure adherence to best practices. The course covers the specific roles, knowledge, skills, and functions of sterile processing technicians, along with the workflow within the department. You will examine federal and state regulatory agencies relevant to sterile processing, including their regulations, standards, and recommended practices. HIPAA privacy and security rules will also be explored, focusing on distinguishing between privacy and security, identifying types of protected health information (PHI), and understanding essential components of PHI policies and protocols. You will learn about Spaulding's Classifications for medical device reprocessing, basic aseptic techniques, and the principles of aseptic practice. The course includes an examination of the chain of infection, methods to break it, and the role of personal protective equipment in disease prevention. Additionally, you will cover procedures for cleaning and decontaminating instruments, water quality, detergents, equipment used in decontamination, types of disinfection, instrument design and reprocessing guidelines, and the use of surgical instruments in specific procedures and specialties.

### ***Sterile Processing Technology II***

This course provides an in-depth exploration of sterile processing, crucial for professionals in healthcare environments. You will learn procedures for packaging and assembling medical devices, along with protocols for transporting sterile equipment. The course covers various sterilization techniques, including immediate-use steam sterilization and differences between low and high temperature methods, as well as procedures for loading devices into sterilizers. You will examine the components and phases of steam sterilizers, and learn about monitoring procedures such as physical, mechanical, chemical, and biological monitoring. The course also addresses inventory replenishment systems, ancillary services supporting sterile processing, and the distribution process. Key topics include preventative maintenance, systems for tracking medical equipment, and procedures for receiving and requisitioning supplies. Safety aspects are covered, including OSHA compliance standards, guidelines for handling hazardous materials, and awareness of internal and external workplace hazards. Additionally, the course emphasizes communication types, diversity considerations, and characteristics that foster teamwork and professional development in sterile processing.

## **Dental Assistance | Career Diploma | 3 Months**

### ***Starting Your Program***

This course prepares you to thrive as confident online learners in dental assistance. Emphasizing self-direction and effective virtual communication, you will master time management and organizational skills. You'll navigate digital resources to learn dental procedures and terminology. You will develop critical thinking and problem-solving abilities tailored to dental assisting. By harnessing digital platforms effectively, you will be equipped to excel in their education and future dental assistant careers.

### ***Introduction to Dental Assistant***

This course provides an introduction to the pioneers of modern dentistry and explores various career opportunities within the field. You will learn about key figures who shaped modern dental practices and innovations. Additionally, the course familiarizes you with the diverse members of the dental health team and their roles within dental offices. By understanding the contributions of these professionals, you will gain insights into collaborative healthcare settings and potential career paths in dentistry.



### ***Dental Terminology, Anatomy, and Charting***

This course delves into essential terminology and anatomy in dentistry, providing you with foundational knowledge crucial for understanding dental procedures and patient care. You will study the structure and function of teeth, the oral cavity, and surrounding tissues, enabling effective communication within dental settings. Additionally, you will learn to analyze cavities and develop proficiency in dental charting techniques. Through practical exercises, you will acquire skills in accurately documenting dental conditions and treatment plans, preparing you for hands-on practice in dental assisting.

### ***Preventative Dentistry and Ethics***

This course explores the significance of preventive dentistry and its relationship with nutrition, emphasizing strategies to maintain oral health and prevent dental issues. You will examine how dietary habits impact oral hygiene and overall dental health, gaining insights into promoting preventive care in dental practices. Additionally, the course analyzes dental law and ethics within the dental office, focusing on professional responsibilities, patient rights, and regulatory compliance. By understanding legal and ethical considerations, you will develop a framework for ethical decision-making and practice management in the dental field.

### ***Infection Control and Dental Emergencies***

This course provides a comprehensive overview of the dental operation, covering its essential components and their functions within a dental setting. You will learn about the layout and equipment crucial for dental procedures and patient care, ensuring familiarity with the operational environment. Additionally, the course will analyze disease transmission, dental pathology, and protocols for handling dental emergencies. You will gain insights into recognizing common dental conditions and responding effectively in urgent situations. Moreover, infection control in dentistry will be explored, focusing on practices and protocols to prevent the spread of infections in clinical settings. By understanding these aspects, you will be prepared to maintain a safe and hygienic environment for both patients and dental healthcare providers.

### ***OSHA and Radiology***

This course covers essential topics in dental office management and radiology. You will learn about OSHA regulations and their application in ensuring workplace safety within the dental office environment. The course also includes an in-depth exploration of radiology, focusing on the principles of dental film reading and interpretation. You will analyze the process of diagnosing conditions through radiographs and gain practical skills in processing exposed dental films. By mastering these skills, you will be equipped to contribute effectively to patient care and safety in dental settings.

### ***Dental Medications and Materials***

This course explores pharmacology and anesthesiology in relation to the dental assistant's role, focusing on their administration and safety in dental procedures. It also covers basic dental materials, including their uses and handling, and various impression materials used for accurate dental molds. You will gain practical skills essential for assisting in dental procedures and ensuring patient comfort and safety.

### ***Dental Specialties***

This course provides a comprehensive exploration of specialized fields in dentistry, focusing on key areas such as endodontics and periodontics. You will gain insights into common conditions, diagnostic approaches, specialized instruments, and treatment procedures essential in these fields. The course also covers pediatric dentistry and orthodontics, discussing procedures, conditions, and treatments specific to young patients and orthodontic care. Additionally, you will learn about prosthodontic procedures for dental restoration and the intricacies of oral and maxillofacial surgeries, including interventions for facial injuries and corrective procedures. This knowledge will prepare you to effectively support dental practices specializing in these areas.

### ***Dental Front Office***

This course emphasizes professional skills vital for dental assistants, including effective communication and



business administration within dental offices. You will enhance your communication abilities for patient interaction and team collaboration. Additionally, you will learn essential business skills like scheduling, record management, and regulatory compliance, preparing you to contribute effectively to dental office operations.

### ***Profession Opportunities and Management Software***

This course delves into the management of essential modules in dental office software systems, including appointments, accounts, charts, and imaging, as well as efficiently handling employee information. You will analyze these modules to streamline office operations and enhance patient care. Additionally, the course covers aspects of professional appearance and development crucial for dental assistants, preparing you to present yourself professionally, pursue ongoing education, and explore employment opportunities in the field.

## **Pharmacy Technician Professional | Career Diploma | 13 Months**

### ***Starting Your Program***

This course for aspiring pharmacy technicians provides a thorough exploration of essential components and materials integral to their training. You will learn to utilize a variety of resources and services offered by the institution to enhance your educational experience effectively. Emphasis will be placed on understanding and adhering to academic and behavioral policies, ensuring a disciplined and respectful learning environment. Additionally, the course equips you with valuable study techniques and time management strategies, empowering you to excel academically and professionally in pharmacy practice.

### ***Pharmacy Technician Orientation***

In this course, you will examine the evolving role and responsibilities of pharmacy technicians through various historical periods. From early pharmacy practices to current standards, you will analyze the effects of technological advancements, regulatory changes, and shifting healthcare needs on the profession. This exploration will offer a comprehensive understanding of how pharmacy technicians have adapted and broadened their scope of practice in today's healthcare environment.

### ***Career Readiness***

This course defines key personal qualities essential for effective work environments, such as integrity, dependability, and professionalism. You will explore critical interpersonal skills needed to thrive in professional settings, including respect, communication, and teamwork. The course also covers essential workplace skills and technology, focusing on proficiency with industry-specific software and adapting to technological advancements.

### ***Pharmacology, Drug Class, and Body Systems Part I***

This course summarizes the fundamental principles of pharmacology, including drug actions, classifications, and interactions. You will explore the anatomy, physiology, common diseases, and treatment approaches for the cardiovascular and hematologic systems, focusing on heart function, blood circulation, and conditions like hypertension and anemia. The course also covers the respiratory and endocrine systems, detailing their anatomy, physiology, diseases such as asthma and diabetes, and corresponding treatments. Additionally, you will examine the gastrointestinal, urinary, and reproductive systems, gaining a comprehensive understanding of digestive processes, renal function, and reproductive health issues.

### ***Pharmacology, Drug Class, and Body Systems Part II***

This course offers a detailed study of human anatomy, physiology, diseases, and treatments across key systems, including the integumentary, musculoskeletal, sensory, nervous, and immune systems. You will explore the structure, function, common ailments, and therapeutic interventions for each system. Additionally, the course covers the benefits, mechanisms of action, and roles of medications and dietary supplements in preventing and





treating diseases. This comprehensive approach equips you with essential knowledge for understanding human health and developing effective therapeutic strategies.

### ***Pharmacology Practice Law and Regulations***

This course covers the interpretation of civil and criminal laws relevant to pharmacy practice, helping students understand the legal frameworks that govern their profession. You will explore the ethical challenges faced by healthcare professionals in modern practice, promoting critical assessment and discussion. The course also emphasizes the application of confidentiality laws and regulations, ensuring you develop the skills necessary to protect patient information effectively. Through these components, you will gain a comprehensive understanding of the legal and ethical responsibilities essential to professional pharmacy practice.

### ***Math Calculations for Pharmacy Technicians***

This course focuses on essential math skills crucial for pharmacy technician practice, covering foundational concepts necessary for accurate calculations. You will learn to perform calculations specific to prescription orders, ensuring precision in dosage and preparation. The course also addresses advanced medical and business math calculations important for pharmacy operations, equipping you with the skills to manage complex scenarios effectively. Through both practical application and theoretical understanding, you will develop proficiency in math tailored to the demands of pharmacy environments.

### ***Pharmacy Sterile and Non-Sterile Compounding***

This course provides a comprehensive overview of sterile compounding for IV medications, focusing on the process, requirements, and stringent guidelines set by USP standards. You will gain a clear understanding of the pharmacy technician's crucial role in sterile compounding, ensuring accuracy and safety in medication preparation. The course emphasizes best practices in both sterile compounding and the handling of hazardous drugs, with a strong focus on USP guidelines for quality management and safety protocols. By mastering these principles, you will be well-prepared to contribute effectively to pharmaceutical operations while upholding the highest standards of patient care and safety.

### ***Pharmacy Management and Operations***

This course is designed to help you effectively utilize drug information references, mastering their proper use for accurate and informed decision-making in pharmacy practice. You will explore the diverse responsibilities of pharmacy technicians across various settings, emphasizing how roles differ and adapt to meet specific pharmacy needs. Additionally, you will understand the crucial importance of reporting medication errors and implementing preventive measures to mitigate risks and enhance patient safety. Through this comprehensive approach, you will develop the competencies necessary to excel in your role, ensuring optimal pharmaceutical care delivery.

### ***Pharmacy Billing and Reimbursement***

This course delves into reimbursement methodologies in pharmacy practice settings, outlining how pharmaceutical services are financially managed and reimbursed. You will explore pharmacy billing essentials for accurate documentation and claims submission, alongside best practices for inventory management to optimize operations. The course equips you with practical skills to navigate financial aspects and maintain efficient pharmacy workflows, ensuring effective management of both financial and operational elements in a pharmacy setting.

### ***Pharmacy Technician Certification Review***

This course focuses on preparing you for success in the Pharmacy Technician Certification Exam (PTCE). You will engage in comprehensive study and practice to acquire the knowledge and skills necessary to confidently demonstrate your readiness for the exam. Key topics covered include pharmaceutical calculations, drug information references, pharmacy laws and regulations, and medication safety protocols. By mastering these areas, you will be well-prepared to achieve certification and excel in your role as a pharmacy technician.



### ***Pharmacy Technician Externship***

In this course, you will demonstrate essential pharmacy technician skills acquired during the program, including accurate medication dispensing, pharmaceutical calculations, adherence to laws and regulations, use of drug information references, and effective communication with healthcare professionals and patients.

## **Medical Administrative Assistant | Career Diploma | 3 Months**

### ***Introduction to Allied Health***

This course focuses on equipping you with essential skills for confident and independent online learning. You will identify key competencies necessary to thrive in an online learning environment, such as time management, self-discipline, and effective communication. Additionally, the course covers foundational knowledge and skills required for careers in healthcare. You will gain insights into fundamental principles of healthcare practice, including medical terminology, ethical considerations, and patient care protocols. By the end of the course, you will be prepared to excel as an online learner and understand the core requirements for pursuing a successful career in healthcare.

### ***Career Readiness***

This course defines key personal qualities essential for effective work environments, such as integrity, dependability, and professionalism. You will explore critical interpersonal skills needed to thrive in professional settings, including respect, communication, and teamwork. The course also covers essential workplace skills and technology, focusing on proficiency with industry-specific software and adapting to technological advancements.

### ***Body Systems and Medical Terminology I***

This course provides a comprehensive exploration of medical terminology and anatomical structures. You will learn to define medical terms by analyzing their components and understand the structures of the body. The course covers the anatomy, physiology, diseases, and treatments of the cardiovascular and hematologic systems, offering insights into their functions and common medical conditions. You will also study the respiratory and endocrine systems, gaining knowledge of their anatomy, functions, diseases, and therapeutic approaches. Additionally, the course examines the gastrointestinal, urinary, and reproductive systems, focusing on their anatomy, physiology, common disorders, and treatment modalities. Through detailed study and practical examples, you will build a solid understanding of these essential aspects of human biology and healthcare practice.

### ***Body Systems and Medical Terminology II***

This course provides a focused study on key body systems and their medical aspects. You will learn about the anatomy, physiology, common diseases, and treatments related to the integumentary and musculoskeletal systems. The course also covers the sensory and nervous systems, helping you understand their functions, disorders, and treatment approaches. Additionally, you will explore the immune system, including its components, diseases such as autoimmune disorders, and treatments like immunotherapy. Through this exploration, you will gain essential knowledge applicable to healthcare and medical professions.

### ***Pathology and Pharmacology***

This course covers essential topics in pharmacology and disease prevention. You will explore four key subdivisions of pharmacology: pharmacodynamics, pharmacokinetics, pharmacotherapeutics, and toxicology, gaining insight into how drugs interact within the body and their therapeutic applications. You will also learn about various drug classifications, including vitamins and minerals used to treat various health conditions. The course further examines the causes of infections and diseases and techniques to prevent their spread. You will gain insight into the basic etiology of common diseases and conditions, enhancing your knowledge of healthcare and medical practices.



### ***Electronic Medical Records***

This course provides comprehensive training in Electronic Health Records (EHR) and medical office operations. You will learn about the contents of EHRs, with a focus on security, privacy, and confidentiality practices related to medical records. You will explore both administrative and clinical roles within a medical office, emphasizing the routine functions performed using EHR systems. The course covers the billing and reimbursement process in healthcare settings, offering insights into financial management practices. You will gain practical experience by completing simulated health records using practice EHR software, preparing you for real-world applications in healthcare administration.

### ***Medical Billing and Health Insurance***

This course explores the fundamentals of healthcare reimbursement methodologies and payment systems, providing an overview of their impact on healthcare delivery. You will examine various reimbursement models and payment structures, gaining insights into their complexities and implications for healthcare providers and patients alike. Additionally, the course defines the concept of health insurance, examining its role in financing healthcare services and the evolving landscape of insurance coverage in contemporary healthcare systems.

### ***Law, Ethics, and Confidentiality in Allied Health***

This course delves into the complexities of healthcare reimbursement methodologies and payment systems. You will explore various approaches used to reimburse healthcare providers, including fee-for-service, capitation, and bundled payments, among others. You will also gain an understanding of health insurance fundamentals, including the types of insurance plans, coverage options, and the role of insurance in healthcare financing. Through comprehensive discussions and practical examples, you will develop a solid understanding of these critical aspects of healthcare administration and finance.

## **Home Health Aide | Career Diploma | 9 Months**

### ***Starting Your Program***

This course provides a step-by-step guide to successfully starting your program with Penn Foster. You will learn how to effectively navigate your Student Portal, ensuring you can access important resources and manage your coursework. The course also introduces you to the Penn Foster Community, where you can find answers and support from peers and instructors. Additionally, you will discover how to connect with Penn Foster on various social media platforms, enhancing your engagement with the community. By the end, you will be equipped with the tools and knowledge needed to make the most of your educational experience.

### ***Introduction to the Home Health Aide Role***

This course is designed to empower you as a confident and independent online learner, focusing on the essential skills required for success in a virtual learning environment. You will explore effective study strategies, time management techniques, and self-motivation practices that enhance your learning experience. Additionally, the course delves into the opportunities, roles, and key skills of a home health aide, highlighting the importance of compassion, communication, and patient care. By the end, you will be well-prepared to navigate both your online education and the rewarding field of home health care.

### ***Therapeutic Communication Skills***

This course focuses on the foundational elements of interpersonal communication, emphasizing their importance in healthcare settings. You will learn best practices for effectively communicating with patients, ensuring clarity, empathy, and understanding in your interactions. Additionally, the course covers the essential medical terminology, helping you define and analyze terms related to various regions and structures of the body. By the



end, you will be equipped with the communication skills and medical knowledge necessary to foster positive patient relationships and enhance your effectiveness in a healthcare environment.

### ***Body Systems and Medication I***

This course provides a comprehensive exploration of medical terminology and anatomical structures. You will learn to define medical terms by analyzing their components and understand the structures of the body. The course covers the anatomy, physiology, diseases, and treatments of the cardiovascular and hematologic systems, offering insights into their functions and common medical conditions. You will also study the respiratory and endocrine systems, gaining knowledge of their anatomy, functions, diseases, and therapeutic approaches. Additionally, the course examines the gastrointestinal, urinary, and reproductive systems, focusing on their anatomy, physiology, common disorders, and treatment modalities. Through detailed study and practical examples, you will build a solid understanding of these essential aspects of human biology and healthcare practice.

### ***Body Systems and Medication II***

This course provides a focused study on key body systems and their medical aspects. You will learn about the anatomy, physiology, common diseases, and treatments related to the integumentary and musculoskeletal systems. The course also covers the sensory and nervous systems, helping you understand their functions, disorders, and treatment approaches. Additionally, you will explore the immune system, including its components, diseases such as autoimmune disorders, and treatments like immunotherapy. A critical component of the course is understanding how the Six Rights of Drug Administration dictate proper drug administration and storage.

### ***Home Care Procedures***

This course focuses on essential practices for maintaining a safe and healthy environment for both clients and caregivers. You will learn the procedures necessary to ensure safety and hygiene in various settings. The course also covers personal care tasks, detailing the steps involved in bedmaking and elimination care to promote comfort and dignity for clients. Additionally, you will explore specimen collection and assessment procedures, along with other special techniques required for comprehensive client care.

### ***Nutrition***

This course explores the vital role of nutrition in supporting overall wellness. You will discover how the body utilizes water, essential nutrients, and minerals to maintain health and vitality. The course emphasizes the importance of balanced diets and their impact on physical and mental well-being. Additionally, you will learn practical strategies for developing a healthy and safe lifestyle, including meal planning, hydration practices, and mindfulness techniques.

### ***Meeting Clients' Needs***

This course provides a comprehensive overview of human needs and the essential considerations for meeting those needs in client care. You will learn about the documentation required to accurately reflect client requirements and preferences. The course also explains effective caregiving strategies for clients at any stage of life, ensuring that you can provide appropriate support throughout their journeys. Additionally, you will explore various types of special client needs, including those arising in emergency situations, and familiarize yourself with established emergency procedures.

### ***Law, Ethics, and Confidentiality***

This course delves into the essential civil and criminal laws that govern the healthcare industry. You will learn to interpret these laws and understand their implications for healthcare practice. The course also assesses the ethical dilemmas that healthcare professionals encounter in today's complex landscape, providing you with the tools to navigate these challenges thoughtfully. Additionally, you will analyze confidentiality laws and regulations to ensure the protection of client information.



**Law, Ethics, and Confidentiality**

This course focuses on demonstrating the essential skills acquired throughout the home health aide program. You will have the opportunity to practice and showcase key competencies, including personal care techniques, mobility assistance, and effective communication with clients. Emphasis will be placed on real-world scenarios that highlight the importance of compassion and professionalism in caregiving. By the end of this course, you will be prepared to confidently apply your skills in diverse home health settings, ensuring high-quality support and care for your clients.

# People Obtaining Prosperity Scholarship

The Center for People partners with Southeast Community College to enable students to earn their Associates Degree tuition-free!



Requirements for POP Scholarships are simple!

You must submit a POP Scholarship application at [centerforpeople.org](http://centerforpeople.org)



You must be enrolled at Southeast Community College

You must have applied and been awarded the Pell Grant



## The Center for People offers wrap around services to help you be successful

The People's Pantry, computer labs, ELL classes, diaper assistance, volunteer opportunities and more!



**Center for People**

Questions? Contact [careerengagement@centerforpeople.org](mailto:careerengagement@centerforpeople.org) or call (402) 476-4357 Ext. 602





While computers may dominate our world, the demand for skilled trades remains high, underscoring their relevance in modern society. Career diplomas and certificates in skilled trades are available in 13 diverse courses, ranging from the traditional—auto repair, plumbing, electrical, and HVAC—to more contemporary fields such as clean energy services and solar energy.

These courses are among the most time-intensive, but the payoff is that you can immediately seek well-paid jobs nationwide once you are credentialed.



### ***Starting Your Program***

In this course, you'll develop core skills necessary for success, improve your study habits, and gain practical, hands-on experience to confidently tackle entry-level automotive challenges, setting a solid foundation for further career growth and certifications.

### ***Introduction to Auto Repair***

In this course, you'll connect your personal goals to the automotive repair profession while learning essential knowledge about vehicle systems. Delve into the specifics of lower-end and upper-end engine assemblies, exploring how each component functions and interacts. Gain practical insights and hands-on experience to build a strong foundation in automotive repair and set the stage for future career advancement.

### ***Automotive Repair Foundations***

In this course, you'll learn to analyze work safety and proper equipment use, apply essential preventive maintenance and service procedures, and understand how scientific principles and math play a crucial role in effective auto repair. Gain foundational knowledge and hands-on experience to build a solid base for a successful career in automotive repair.

### ***Engine Repair***

In this course, you'll gain a clear understanding of gasoline and diesel engine operations, including cooling, lubrication, intake, and exhaust systems. Learn to identify common engine complaints and diagnose engine smoke issues. Master the detailed process of removing, disassembling, measuring, repairing, assembling, and reinstalling internal combustion gasoline engines, equipping yourself with essential skills for successful engine repair and maintenance.

### ***Electrical and Electronic Systems***

In this course, you'll learn the basics of electricity, including circuits, Ohm's and Kirchoff's laws, and how to use testing equipment for diagnostics, service wiring repair, and understanding schematics. Delve into capacitance, electromagnetism, electronics, solid-state devices, and controller area networks. Understand battery operation, engine cranking, and electrical charging systems, and get acquainted with servicing and operating both interior and exterior safety and entertainment systems.

### ***Heating, Ventilation, and Air Conditioning***

In this course, you'll gain a solid understanding of heating, ventilation, and air conditioning (HVAC) fundamentals, including the operation of heating and automatic air conditioning systems. Learn industry procedures for diagnosing, servicing, and repairing HVAC issues, equipping yourself with essential skills to address customer concerns effectively and efficiently.

### ***Engine Performance***

In this course, you'll explore the fundamentals of gasoline, alternative fuels, and diesel fuels, along with engine ignition systems' diagnosis and service. Understand fuel systems, including computer operation, input sensors, fuel supply and delivery systems, and diagnostic techniques. Learn about various engine emission control systems and gain insights into onboard diagnostics generation II (OBD-II) and strategy-based diagnosis to effectively troubleshoot and repair modern vehicles.

### ***Alternate Vehicles***

In this course, you'll learn essential service procedures for maintaining hybrid electric vehicles (HEVs), including



specific techniques and protocols to ensure their optimal performance and longevity. Gain foundational skills to effectively care for these advanced vehicles and build a strong base for a career in automotive repair.

### ***Automotive Brakes***

In this course, you'll learn about hydraulic brakes, including their components, functions, and servicing techniques. Understand drum and disc brakes, their operation, and how to maintain them. Explore anti-lock braking systems and electronic stability control, gaining insights into their functions and servicing requirements to ensure comprehensive brake system knowledge and effective vehicle maintenance.

### ***Suspension Steering***

In this course, you'll explore the operation of wheels and tires, including their diagnosis and repair. Gain a comprehensive understanding of suspension systems, learning their operation, diagnosis, and repair techniques. Additionally, identify various steering systems and master the skills needed to perform precise alignments, setting a solid foundation for effective vehicle maintenance and repair.

### ***Manual Drive Train***

In this course, you'll delve into the operation, diagnosis, and repair of clutch systems, manual transmissions, and transaxles. Learn about axles, differentials, and the functions of four-wheel and all-wheel drive systems, equipping yourself with essential skills for comprehensive drivetrain maintenance and repair.

### ***Automatic Transmission and Transaxles***

Understand the operation of automatic transmissions and transaxles, and gain the skills to diagnose, service, and repair these systems. Build a solid foundation in handling automatic transmission issues and ensure efficient, effective vehicle maintenance.

## **Construction Trades | Career Diploma | 3 Months**

### ***Starting Your Program***

In this course, you'll develop core skills necessary for success, improve your study habits, and gain practical, hands-on experience to confidently tackle entry-level construction challenges, setting a solid foundation for further career growth and certifications.

### ***Introduction to Construction and Building Trades***

In this course, you'll analyze the structure of work within the industry, focusing on essential safety measures and the fundamentals of various building trades. Gain a comprehensive understanding of construction practices and safety protocols to lay a solid foundation for a successful career in the field.

### ***Math for Construction Trades***

In this course, you'll enhance your mathematical skills with practical math for trades course. Identify the parts of a fraction and master the conversion process, solve fraction operations along with ratio and proportion problems, and learn to convert numbers between decimals, fractions, and percentages. Gain proficiency in using various tools for linear and angular measurements, and understand common formulas and their applications in real-world scenarios.

### ***Framing***

In this course, you'll identify the complexities of floor framing systems, understand the elements and methods for framing walls and stairways, and explore the different styles, assembly techniques, and processes used in roofing. This course provides essential knowledge for effective structural framing and roofing.





### ***Interior Finishes***

In this course, you'll identify different types of drywall panels and learn the methods for their application, classify various residential doors and frames, understand the techniques and plans for installing floors and ceilings.

### ***Tools, Foundations, and Concrete Work***

In this course, you'll learn about the various uses of power tools and the crucial safety procedures associated with them. Additionally, gain an understanding of the characteristics and components of concrete, including its properties and applications. This course provides foundational knowledge for safe and effective tool use and concrete handling in construction projects.

### ***Insulation and Exterior Finishes***

In this course, you'll identify different types of windows, and learn the methods for selecting and installing them. Explore various insulation materials and understand the importance of proper ventilation. Learn about the significance of siding and the techniques for its installation. Finally, summarize the key steps in designing and constructing decks and porches.

### ***Construction Drawing and Building Materials***

In this course, you'll categorize construction codes, plan types, and the tools involved, and analyze the steps required for a building's layout. Additionally, explore the importance and uses of different types of lumber and fasteners in completing building plans. This course provides a solid foundation in interpreting plans and selecting materials for successful construction projects.

## **Diesel Mechanic/Heavy Truck Maintenance | Career Diploma | 5 Months**

### ***Starting Your Program***

In this course, you'll develop core skills necessary for success, improve your study habits, and gain practical, hands-on experience to confidently tackle entry-level construction challenges, setting a solid foundation for further career growth and certifications.

### ***Orientation Diesel Mechanics/Heavy Maintenance***

This course delves into diesel truck maintenance, focusing on the various job roles, components, and mechanics essential for effective upkeep. Students will analyze the responsibilities and tasks associated with diesel truck maintenance, gaining a thorough understanding of the systems and parts that ensure optimal vehicle performance. Through detailed study and practical insights, participants will develop the skills needed to troubleshoot, repair, and maintain diesel trucks, preparing them for a successful career in this critical field.

### ***Diesel Truck Operation, Safety, and Technology***

This course provides a detailed examination of diesel engines, focusing on their principles, components, and classifications. You will gain a deep understanding of how diesel engines operate and the various types used in different applications. Additionally, the course emphasizes essential safety practices, including the proper use of protective gear and tools required by diesel technicians. By integrating theoretical knowledge with practical safety training, students will be well-prepared to work effectively and safely in the diesel maintenance field.

### ***Diesel Engine Fundamentals***

This course offers an in-depth study of diesel engine components, focusing on the identification and functionality of engine blocks, crankshafts, and piston assemblies. Students will learn to categorize and analyze the various parts of cylinder heads and camshafts, including their specific servicing processes. Through detailed



exploration of these critical engine elements, participants will develop the skills necessary for accurate diagnosis, maintenance, and repair of diesel engines, ensuring optimal performance and longevity.

### ***Truck Engine Lubrication, Cooling, and Exhaust Systems***

This course explores the essential functions of lubrication and cooling systems in trucks, highlighting their roles in maintaining engine efficiency and longevity. Students will gain insights into how these systems prevent overheating and reduce friction. Additionally, the course covers the various components of truck engine air intake and exhaust systems, detailing their functions and the importance of each part in optimizing engine performance and emissions control. By understanding these systems, students will be equipped to ensure proper maintenance and effective operation of diesel truck engines.

### ***Truck Fuel Systems***

This course provides a comprehensive overview of the diesel engine fuel system, focusing on the major components essential for its operation. Students will learn to identify key elements of the fuel system, including the various components of the fuel injection system. The course also covers the major parts of distributor injection pumps and mechanical fuel injector systems, emphasizing their roles in fuel delivery and engine performance. Through detailed study, participants will acquire the knowledge needed to diagnose, maintain, and repair these critical systems effectively.

### ***Truck Electronics and Engine Controls***

This course covers the fundamental electrical principles and troubleshooting methods essential for understanding truck electrical systems, with a focus on starter-system functions. You will categorize and analyze the various electrical components and their roles in ensuring reliable operation. Additionally, the course delves into the main operational and functional components of electronic engine controls, providing insights into how these systems manage engine performance and efficiency. By integrating electrical theory with practical application, you will develop the skills necessary to effectively maintain and troubleshoot truck electrical and control systems.

### ***Truck and Trailer Maintenance***

This course explores the core principles of truck maintenance and the integral components of the trucking industry. Students will analyze essential maintenance practices required for keeping trucks in optimal condition, alongside a comprehensive examination of industry components such as regulatory standards, operational procedures, and technological advancements. By understanding both the technical and logistical aspects of truck maintenance, participants will gain a holistic view of the trucking industry, preparing them for roles that require both hands-on skills and industry knowledge.

### ***Truck Electrical Systems***

This course provides an in-depth look at truck electrical systems, categorizing the theories, components, and elements essential for their operation. Students will explore the functionality of lighting and starting systems, understanding their critical roles in vehicle performance and safety. Additionally, the course covers the purpose of truck computer systems, including their maintenance requirements and the significance of system monitoring programs. By gaining a thorough understanding of these systems, participants will be equipped to effectively manage, troubleshoot, and maintain modern truck electrical and computer technologies.

### ***Truck HVAC Systems***

This course offers a detailed analysis of truck HVAC (Heating, Ventilation, and Air Conditioning) systems, focusing on their key components and maintenance practices. Students will learn about the essential parts of HVAC systems, including how they function to regulate climate and ensure driver comfort. The course also covers best practices for maintaining and troubleshooting these systems, providing participants with the knowledge needed to keep truck HVAC systems operating efficiently and effectively.



### ***Tires, Suspension, and Steering***

This course delves into the different types of tires and wheels used in trucks, categorizing their features and the methods required for proper maintenance. Students will explore various tire and wheel types, understanding their specific functions and care techniques. Additionally, the course covers the purposes of suspension and steering systems, examining how these components contribute to vehicle stability, handling, and overall performance. Through this comprehensive study, participants will gain the skills necessary to maintain and service essential truck systems effectively.

### ***Tires Break Systems***

This course provides a thorough examination of hydraulic and air brake systems used in trucks, categorizing their different types and maintenance methods. Students will learn to identify and understand the various components of air-brake systems and anti-lock brake systems, including their specific functions and the best practices for upkeep. The course emphasizes effective maintenance techniques to ensure optimal performance and safety of these crucial braking systems.

### ***Drivelines and Transmissions***

This course offers a comprehensive overview of key truck drivetrain components, including the driveshaft, clutch, and axles. Students will identify their functions, components, and maintenance methods to ensure reliable operation. The course also covers the intricate details of truck transmissions, focusing on their components, functionality, and maintenance requirements. Additionally, students will explore the operational aspects and efficiency of automatic transmissions, gaining insights into their design and performance considerations. By understanding these elements, participants will be equipped to maintain and troubleshoot critical drivetrain systems effectively.

### ***Troubleshooting and Repair***

This course provides an exploration of diesel engine operation and maintenance, focusing on categorizing various operating principles and diagnosing common operational problems. You will compare diagnostic methods for fuel-injection, lubrication, valve, and air-filtering systems, understanding how to pinpoint and address issues effectively. The course also covers the functions of electrical, starting, and cooling systems, emphasizing their roles in overall engine performance. Additionally, you will analyze the requirements for a preventive maintenance program and learn testing procedures for oil analysis to ensure optimal engine health and longevity.

## **Heating, Ventilation, Air Conditioning (HVAC) | Certificate | 788 Hours**

### ***HVAC Fundamentals I | 9 Hours***

This course provides a solid foundation for launching a successful career in HVAC, equipping you with essential skills and knowledge to stand out in the industry. Designed to prepare you for the NATE Ready-to-Work exam, it offers practical insights and hands-on experience that will give you a competitive edge over your peers. Take your initial, formal steps into the HVAC field with confidence, backed by the comprehensive training and support provided in this course.

### ***HVAC Fundamentals II | 14 Hours***

This course delves into the intricacies of HVAC system components, exploring how they interact and function cohesively. It also provides a fundamental understanding of trade math, applying it to essential contexts such as pressure, temperature, ratios, and proportions. By integrating detailed component knowledge with practical mathematical skills, you'll gain a comprehensive grasp of HVAC systems, enhancing your ability to analyze and troubleshoot effectively in the field.



### ***Ductwork & Airflow | 10 Hours***

This course focuses on the fundamental principles of ductwork and airflow, providing you with a solid understanding of how these concepts apply to practical installation and testing procedures. You will learn to effectively implement and test ductwork systems, ensuring optimal performance and efficiency in real-world scenarios.

### ***Electrical & Controls | 16 Hours***

This course offers a thorough exploration of the electrical concepts fundamental to HVAC systems, including the types of circuits commonly used in the field. You will become acquainted with various electrical devices, their functions, and their representations in wiring diagrams. Additionally, the course covers the identification and use of essential electrical tools in HVAC work and provides hands-on training in multimeter usage, equipping you with practical skills to diagnose and manage electrical components effectively.

### ***Advanced: Heating Diagnostics | 16 Hours***

This course focuses on acclimating you to the maintenance and troubleshooting of heating equipment. Through seasonal maintenance checks, you'll gain practical experience in servicing heating systems, while immersive simulations will enhance your ability to diagnose and resolve issues with various types of heating equipment. By combining hands-on practice with simulated scenarios, you'll develop the skills necessary to efficiently manage and troubleshoot heating systems in real-world settings.

### ***EPA 608 Certification Prep | 10 Hours***

This course is designed to thoroughly prepare you for the EPA 608 Certification Exam, a crucial credential for technicians who handle, maintain, service, repair, or dispose of appliances containing regulated refrigerants under the Federal Clean Air Act. It covers key topics and regulations, ensuring you understand the necessary procedures and requirements for managing refrigerants responsibly and in compliance with federal standards.

### ***Safety | 12 Hours***

This course emphasizes essential safety procedures and awareness for operating effectively in the HVAC field, focusing on best practices to ensure a safe working environment. Tailored for newer apprentices and technicians beginning their careers, it provides crucial insights and practical guidance to navigate common challenges and maintain safety standards while gaining hands-on experience in the field.

### ***HVAC Technician/Installer Year 1 Apprentice | 82 Hours***

This course is meticulously designed to align with the Interplay Apprenticeship Program, offering targeted instruction that supports apprentices in their on-the-job learning. It provides a solid foundation in key competencies, preparing you for a successful start in Year 1 as an HVAC Technician/Installer. With a focus on practical skills and industry-relevant knowledge, this course ensures you are well-equipped to excel in your apprenticeship and beyond.

### ***HVAC Technician/Installer Year 2 Apprentice | 60 Hours***

This course is specifically crafted to align with the Interplay Apprenticeship Program, focusing on competencies that bolster on-the-job learning for apprentices. It offers a comprehensive foundation to advance into Year 2 as an HVAC Technician/Installer, equipping you with the essential skills and knowledge needed to build on your initial training and excel in your continued professional development.

### ***HVAC Technician/Installer Year 3 Apprentice | 65 Hours***

This course is expertly designed to align with the Interplay Apprenticeship Program, focusing on competencies that enhance apprentices' on-the-job learning. It offers a comprehensive foundation for Year 3 HVAC Technician/Installer, equipping you with advanced skills and knowledge to build upon previous training and excel in your continuing professional development.



### ***HVAC Technician/Installer Year 4 Apprentice | 64 Hours***

This course is meticulously tailored to align with the Interplay Apprenticeship Program, focusing on advanced competencies that enhance on-the-job learning for apprentices. It offers a robust foundation for Year 4 HVAC Technician/Installer, equipping you with the critical skills and knowledge needed to excel in the final stages of your apprenticeship and advance your career in HVAC.

### ***Jump Start: Circuit Labs | 8 Hours***

This course provides hands-on experience with simple circuits and electrical devices in a lab setting, allowing you to apply theoretical knowledge in a practical environment. It focuses on consolidating your understanding of electrical circuits, their representation in wiring diagrams, and effective troubleshooting techniques, ensuring you gain a comprehensive grasp of how to manage and resolve electrical issues in HVAC systems.

### ***NATE CHP-5: Comfort & Airflow | 17 Hours***

This course is designed to thoroughly prepare you for the NATE Certified HVACR Professional-5 (CHP-5) Exam, with a specific focus on the Comfort and Airflow CHP-5 Exam. It provides in-depth training on the key concepts and practical skills needed to excel in these certification exams, ensuring you are well-equipped to demonstrate your expertise and advance your career in HVACR.

### ***NATE CHP-5: Installation | 11 Hours***

This course is tailored to prepare you for the NATE Certified HVACR Professional-5 (CHP-5) Exam, with a specific focus on the Installation CHP-5 Exam. It provides in-depth training on essential installation concepts and practical skills, ensuring you are well-prepared to achieve certification and advance your career in HVACR.

### ***NATE CHP-5: Service | 19 Hours***

This course is designed to thoroughly prepare you for the NATE Certified HVACR Professional-5 (CHP-5) Exam, with a specific emphasis on the Service CHP-5 Exam. It offers targeted training in key service-related concepts and skills, ensuring you are equipped with the knowledge needed to excel in the certification process and advance your career in HVACR.

### ***NATE CHP-5: Electrical & Controls | 28 Hours***

This course is specifically designed to prepare you for the NATE Certified HVACR Professional-5 (CHP-5) Exam, with a focus on the Electrical and Controls CHP-5 Exam. It provides comprehensive training on electrical systems and control mechanisms, equipping you with the expertise needed to excel in this certification and advance your career in HVACR.

### ***NATE CHP-5: HVAC Fundamentals | 22 Hours***

This course is designed to prepare you for various NATE certification exams, including those for HVAC Training Academy, the NATE Certified HVACR Professional-5 (CHP-5) Exam, and the HVAC Fundamentals CHP-5 Exam. With a focus on essential knowledge and skills, it equips you with the expertise needed to approach and succeed in these certification assessments, advancing your career in HVAC with recognized credentials.

### ***Basic Refrigeration and Charging Procedures | 43 Hours***

This course is specifically designed to prepare you for the Basic Refrigeration and Charging Procedures employment-ready exam, making it ideal for learners aiming to take the exam and enter the workforce. It offers targeted instruction to help you master essential refrigeration and charging skills, providing you with an Employment Ready Certification that offers employers a standardized measure of your knowledge and job readiness, regardless of your training background.

### ***Air Conditioning | 66 Hours***

This course is tailored to prepare you for the Air Conditioning employment-ready exam, making it perfect for learners looking to take the exam and enter the workforce. It provides focused training on essential air



conditioning concepts and skills, ensuring you are well-prepared to achieve your Employment Ready Certification. This certification offers employers a standardized assessment of your knowledge and job readiness, regardless of your training background.

### ***Electrical | 86 Hours***

This course is designed to prepare you for the Electrical employment-ready exam, ideal for learners aiming to take the exam and enter the workforce. It offers comprehensive training on essential electrical concepts and practices, ensuring you are well-equipped for certification. The Employment Ready Certification provides employers with a standardized measure of knowledge and job readiness, regardless of your training background.

### ***Electric Heat | 59 Hours***

This course is designed specifically to prepare you for the Electric Heat employment-ready exam, making it ideal for learners looking to take the exam and start their careers. It offers targeted training on key concepts and skills related to electric heat systems, ensuring you are well-prepared for certification. The Employment Ready Certification provides employers with a standardized measure of your expertise and job readiness, regardless of your training background.

### ***Heat Pumps | 71 Hours***

This course is specifically designed to prepare you for the Heat Pumps employment-ready exam, making it perfect for learners aiming to take the exam and enter the workforce. It delivers focused instruction on essential heat pump concepts and practices, ensuring you are well-prepared for certification. The Employment Ready Certification provides employers with a standardized assessment of your knowledge and job readiness, regardless of your training background.

## **Commercial HVAC | Certificate | 91+ Hours**

### ***Chillers | 5-8 Hours***

This course provides a detailed focus on the components and operation of chiller systems. You will learn to identify each part of a chiller, understand its function, and diagnose common faults that may arise. Through practical instruction, you will gain the skills needed to effectively manage and troubleshoot chiller systems, ensuring efficient and reliable operation.

### ***Safety | 13 Hours***

This course covers essential safety procedures and awareness needed for fieldwork in the HVAC industry. It is tailored for newer apprentices and technicians just starting their careers, providing crucial insights into maintaining a safe working environment while navigating common challenges. By focusing on best practices and safety protocols, this course helps you build a solid foundation for a successful and safe career in HVAC.

### ***Centrifugal Pumps | 10 Hours***

This course provides an in-depth examination of the components and operation of pumps, with a specific focus on centrifugal pumps. You will learn to identify each part of a centrifugal pump, understand its operational mechanics, and diagnose common faults. This training ensures you gain the practical skills needed to effectively manage and troubleshoot pump systems.

### ***EPA 608 Certification Prep | 10 Hours***

This course is designed to thoroughly prepare you for the EPA 608 Certification Exam, a crucial credential for technicians who handle, maintain, service, repair, or dispose of appliances containing regulated refrigerants



under the Federal Clean Air Act. It covers key topics and regulations, ensuring you understand the necessary procedures and requirements for managing refrigerants responsibly and in compliance with federal standards.

### ***HVAC Fundamentals I | 11 Hours***

This course provides a strong foundation for gaining a competitive edge in your HVAC career, preparing you thoroughly for the NATE Ready-to-Work exam. It offers the essential knowledge and skills needed to take your first formal steps into the HVAC field, ensuring you are well-prepared to excel and stand out among your peers.

### ***HVAC Fundamentals II | 14 Hours***

This course offers an in-depth understanding of HVAC system components and their interactions, providing detailed insights into how they work together. Additionally, it lays the groundwork for applying trade math in practical contexts, such as pressure, temperature, ratios, and proportions, equipping you with the essential skills to effectively analyze and manage HVAC systems.

### ***Rooftops | 12 Hours***

This course is dedicated to detecting and troubleshooting common faults in rooftop units (RTUs). You will learn to identify and resolve prevalent mechanical, electrical, and refrigerant issues that arise in RTUs, equipping you with practical skills to effectively diagnose and address problems, ensuring optimal performance and reliability of these systems.

### ***Electrical & Controls | 16 Hours***

This course provides a comprehensive understanding of the electrical concepts crucial to HVAC systems, including the types of circuits used and their functions. You will become familiar with various electrical devices, their operations, and their representations in wiring diagrams. Additionally, the course covers the most common electrical tools used in HVAC and offers hands-on training with a multimeter, equipping you with practical skills to effectively diagnose and manage electrical components in HVAC systems.

## **Plumbing | Certificate | 537 Hours**

### ***Plumbing Safety | 25 Hours***

This course covers comprehensive safety topics essential for working in plumbing, addressing universal safety practices and protocols. It provides in-depth training on best practices for maintaining a safe work environment, ensuring you are well-prepared to handle common hazards and comply with industry safety standards.

### ***Residential Service Tech I | 39 Hours***

This course offers advanced troubleshooting skills for complex plumbing issues, providing a detailed overview of installation, repair, and maintenance. You will gain comprehensive knowledge of pipes, valves, fittings, drainage systems, and fixtures, applicable to both commercial and residential spaces. This training ensures you are well-prepared to handle a wide range of plumbing challenges with expertise and precision.

### ***Residential Service Tech II | 39 Hours***

This course delves into the maintenance and installation tasks associated with plumbing fixtures, providing a deeper understanding of these critical functions. It also covers essential electrical skills needed for success in the plumbing field and introduces key professional practices to help learners maintain a polished and professional image in their work.

### ***Residential Service Tech III | 36 Hours***

This course focuses primarily on troubleshooting tasks for electric, gas, and tankless water heaters, offering



in-depth training on diagnosing and resolving common issues. It also includes additional instruction on pipe repair procedures and electrical safety, ensuring you have a comprehensive understanding of both the technical and safety aspects necessary for effective water heater maintenance and repair.

### ***Residential Service Tech IV | 34 Hours***

This course ensures that learners are proficient in performing the essential plumbing tasks encountered by new residential service technicians. It also emphasizes the development of effective communication skills, enabling you to interact successfully with a diverse range of customers and colleagues.

### ***Next Level: Pipe Repair Professional | 14 Hours***

This course equips you with the essential knowledge and skills needed to repair leaks in various types of pipes and fittings. It covers key topics including water supply and sanitary piping, as well as the different piping materials you are likely to encounter in the field, ensuring you are prepared to handle a wide range of repair scenarios.

### ***Drain Clearing Tech I | 27 Hours***

This course provides a foundational understanding of Drainage, Waste, and Vent (DWV) systems and the essential plumbing tools needed for drain clearing, fixture identification, and safety practices. It equips you with the knowledge and skills to effectively maintain, clean, and repair drain issues, setting you up for success in addressing common plumbing challenges.

### ***Drain Clearing Tech II | 26 Hours***

This course is designed to equip you with the skills necessary to excel as a Drain Clearing Technician. It covers essential topics such as general plumbing maintenance, the operation of power drain cleaning equipment, and pipe repair. You will also learn effective troubleshooting techniques for drain-related problems. Additionally, the course emphasizes soft skills, including teamwork and customer communication, ensuring you are well-prepared to work efficiently with others and provide excellent service to clients.

### ***Faucet & Fixture | 29 Hours***

This course provides a comprehensive overview of plumbing faucets and fixtures, including the materials required and relevant code requirements. It also covers a range of troubleshooting tasks specifically related to toilets, sinks, and garbage disposals, equipping you with the skills to effectively address and resolve common issues with these essential components.

### ***Advanced Residential Service Tech I | 35 Hours***

This course ensures learners gain a thorough understanding of the systems and skills needed to excel in specialized tasks such as combustion analysis, hydronic heating systems, boilers, wiring, and circuitry. It provides the foundational knowledge and technical expertise required to advance in these complex areas, supporting your growth in the field.

### ***Water Heater | 32 Hours***

This course offers a detailed overview of the functions and operations of gas, electric, and tankless water heaters. It provides learners with the opportunity to demonstrate their troubleshooting skills for each type of water heater, ensuring proficiency in diagnosing and resolving issues across different systems.

### ***Auxiliary Apprenticeship Plumber Year 1 | 56 Hours***

This course teaches essential competencies that support on-the-job training for Year 1 Plumber Apprentices. It provides supplemental coursework designed to enhance your practical skills and knowledge. Approved by the Department of Labor, it meets the requirements for Related Instruction in Registered Apprenticeship Programs, ensuring alignment with industry standards and apprenticeship guidelines.





### ***Auxiliary Apprenticeship Plumber Year 2 | 63 Hours***

This course focuses on teaching critical competencies that support on-the-job training for Year 2 Plumber Apprentices. It offers supplemental coursework to build on your existing skills and knowledge. Approved by the Department of Labor, it fulfills the requirements for Related Instruction in Registered Apprenticeship Programs, ensuring it aligns with industry standards and supports your continued professional development.

### ***Auxiliary Apprenticeship Plumber Year 3 | 64 Hours***

This course is designed to teach competencies that enhance on-the-job training for Year 3 Plumber Apprentices. It provides essential supplemental coursework to advance your skills and knowledge, preparing you for more complex tasks. Approved by the Department of Labor, it meets the standards for Related Instruction in Registered Apprenticeship Programs, ensuring it supports your progression in the plumbing field.

### ***Auxiliary Apprenticeship Plumber Year 4 | 18 Hours***

This course is designed to teach advanced competencies that bolster on-the-job training for Year 4 Plumber Apprentices. It offers supplemental coursework to enhance your skills and knowledge as you approach the final stages of your apprenticeship. Approved by the Department of Labor, it fulfills the requirements for Related Instruction in Registered Apprenticeship Programs, supporting your continued professional development and preparation for a successful career in plumbing.

## **Electrical | Certificate | 191 Hours**

### ***Electrical & Controls | 19 Hours***

This course provides a thorough exploration of essential safety topics applicable to all plumbing companies. It covers key safety practices and protocols, ensuring you understand and can implement the necessary measures to maintain a safe working environment in various plumbing settings.

### ***Electrical Installation Prep | 16 Hours***

This course teaches you how to make a strong start in electrical installation, covering everything from the fundamentals of how electrical service is supplied to a property to a detailed understanding of the electrical code. It provides the essential knowledge and skills needed to ensure proper installation practices and compliance with industry standards.

### ***Advanced: Electrical Maintenance and Troubleshooting | 7 Hours***

This course helps you identify common issues encountered when maintaining and troubleshooting electrical systems in residential properties. You will practice analytical thinking and fault-fixing through realistic simulated scenarios. Additionally, the course introduces concepts relevant to commercial settings and includes practical exercises for diagnosing and repairing faults in apartment buildings, bridging the gap between residential and commercial electrical work.

### ***Circuit Labs | 8 Hours***

This course provides hands-on experience with simple circuits and electrical devices in a lab setting, enhancing your practical skills. It helps consolidate your understanding of circuit principles, their relationship to wiring diagrams, and troubleshooting techniques, ensuring you can apply your knowledge to real-world scenarios.

### ***Electrician Year 1 Apprentice | 35 Hours***

This course is designed to align with the Interplay Apprenticeship Program, teaching essential competencies that support on-the-job learning for apprentices. It provides a solid foundation for Year 1 Electricians, equipping you with the fundamental skills and knowledge needed to excel in the early stages of your electrical career.



### ***Electrician Year 2 Apprentice | 47 Hours***

This course is tailored to align with the Interplay Apprenticeship Program, focusing on teaching competencies that enhance on-the-job learning for apprentices. It provides a robust foundation for Year 2 Electricians, building on your initial training and preparing you with the advanced skills and knowledge needed for continued success in your electrical career.

### ***Electrician Year 3 Apprentice | 33 Hours***

This course is expertly designed to align with the Interplay Apprenticeship Program, focusing on essential competencies that support on-the-job learning for apprentices. It offers a solid foundation for Year 3 Electricians, equipping you with advanced skills and knowledge to build on previous training and excel in the later stages of your electrical career.

### ***Electrician Year 4 Apprentice | 26 Hours***

This course is specifically crafted to align with the Interplay Apprenticeship Program, focusing on teaching advanced competencies that support on-the-job learning for apprentices. It provides a comprehensive foundation for Year 4 Electricians, preparing you with the expertise and skills needed to excel in the final stages of your apprenticeship and advance your career in the electrical field.

## **Solar | Certificate | 13 Hours**

### ***Solar Sales Professional Level 1 | 6 Hours***

This course equips aspiring solar sales professionals with foundational skills to succeed in the industry. It covers key topics including solar technology, customer benefits, and the sales process from initial contact to closing. Learners will gain insights into market trends, customer needs assessment, and effective communication strategies, preparing them to confidently engage with clients and drive solar energy sales.

### ***Solar Installer Level 1 - Jumpstart Into Solar | 4 Hours***

This course is tailored for individuals beginning their solar careers or those seeking a refresher on foundational concepts. It provides an overview of the background and history of the solar industry, combined with extensive 3D and VR simulations to enhance learning and practical understanding. Participants will gain a solid grounding in solar technology and industry evolution, supported by immersive, interactive simulations.

### ***Solar Maintenance and Diagnostics Level 1 | 3 Hours***

This course provides foundational knowledge in solar maintenance and diagnostics, focusing on essential skills for effective system upkeep and troubleshooting. Participants will learn to perform routine maintenance, diagnose common issues, and ensure optimal performance of solar energy systems. By the end of the course, learners will be equipped with the practical skills needed to maintain and troubleshoot solar installations efficiently.

## **Clean Energy | Certificate | 16 Hours**

### ***Electrical Installation | 2 Hours***

This course covers key aspects of electrical safety and installation, including OSHA guidelines for electrical safety and how to navigate the relevant codes. You will learn the general installation process and understand the theory behind electrical installations in metal-framed and concrete structures, equipping you with the knowledge needed for safe and effective electrical work in various environments.



### ***SEER Rating and AHRI Matchups | 2 Hours***

This course provides an in-depth understanding of critical HVAC concepts, including SEER (Seasonal Energy Efficiency Ratio) and HSPF (Heating Seasonal Performance Factor) ratings, essential for evaluating system efficiency. You will also learn about BTU (British Thermal Unit) measurements for assessing heating and cooling capacity and explore AHRI (Air-Conditioning, Heating, and Refrigeration Institute) matchups to ensure proper equipment compatibility and performance.

### ***Introduction to Water Heaters | 3 Hours***

This course covers the anatomy of different types of water heaters, including how each component functions. You will gain hands-on experience installing various water heater models and learn to identify the purpose of key components such as relief valves, expansion tanks, dip tubes, and anode rods, ensuring proper installation and maintenance practices.

### ***Electric Water Heater Operation | 1 Hour***

This course focuses on identifying the major components of electric water heaters and understanding their sequence of operation. You will learn to recognize key parts, such as heating elements and thermostats, and grasp how these components work together to heat and maintain water temperature efficiently.

### ***EPA Section 608 Prep Course | 2 Hours***

This course covers essential knowledge for certification in refrigeration, including the exams required for various certifications and a review of the refrigeration cycle. You will learn about the ozone layer's role, the environmental impact of refrigerant release, and which refrigerants have the highest Ozone Depletion Potential (ODP) and Global Warming Potential (GWP). The course also covers the Clean Air Act and Montreal Protocol laws, regulations, and violations, as well as the properties of refrigerant blends. Additionally, you will understand leak detection methods, recovery techniques, the types of refrigerant cylinders and their safe handling, and general safety considerations when working with refrigerants.

### ***Tankless Retrofit | 6 Hours***

This course covers the installation and maintenance of tankless water heaters, including water piping, gas piping, venting, and condensate piping. You will learn to identify the burner and heating capacity of tankless water heaters and understand the benefits of using a valve kit, including how to activate and measure the pressure and firing rate of the relief valve. The course also addresses the requirements for installing a condensate drain and teaches you to measure and manage the length of exhaust pipes and venting systems, including minimum lengths for various vent terminations.

## **Hospitality | Certificate | 101 Hours**

### ***Plumbing | 23 Hours***

This course covers foundational concepts and skills essential for the plumbing field, focusing on demolition, installation, safety, and tool-specific techniques. It is ideal for newer apprentices and technicians beginning their plumbing careers, providing them with the basic knowledge and practical skills needed to start working effectively in the industry.

### ***Electrical | 32 Hours***

This course covers foundational concepts and skills essential for the electrical field, focusing on the use of electrical tools, key skills, and safety procedures. It is ideal for newer apprentices and technicians starting their careers in electrical work, providing them with the fundamental knowledge and practical skills needed to work safely and effectively in the industry.



**HVAC | 22 Hours**

This course introduces the basic principles of the HVAC industry and applies that foundational knowledge to practical examples, including real-world troubleshooting scenarios. It is designed to help learners understand core HVAC concepts and effectively address common issues encountered in the field.

**EPA 608 Certification Prep | 10 Hours**

This course is designed to thoroughly prepare you for the EPA 608 Certification Exam, a crucial credential for technicians who handle, maintain, service, repair, or dispose of appliances containing regulated refrigerants under the Federal Clean Air Act. It covers key topics and regulations, ensuring you understand the necessary procedures and requirements for managing refrigerants responsibly and in compliance with federal standards.

**Safety | 14 Hours**

This course covers essential safety procedures and awareness needed for operating in the field, providing foundational knowledge crucial for safe and effective work practices. It is ideal for newer apprentices and technicians beginning their careers, ensuring they start with a strong understanding of safety protocols and best practices.

**Multi-Family Facility Maintenance | Certificate | 697 Hours****Core Tech Part 1 | 13 Hours**

This course is designed to provide a solid foundation for technicians early in their careers, covering essential topics in plumbing, multimeter use, and safety. It equips you with the fundamental skills and knowledge necessary for handling common tasks and challenges in the field, ensuring a thorough understanding of basic procedures and best practices to start your technical career with confidence.

**Core Tech Part 2 | 16 Hours**

This course is designed to deepen the foundational knowledge for technicians in the early phases of their careers, focusing on essential skills such as pipe repair, the use of electrical tools, and basic troubleshooting techniques. It provides a thorough understanding of these critical areas, enabling you to enhance your expertise and tackle practical challenges with increased confidence and competence.

**Core Tech Part 3 | 11 Hours**

This course is designed to deepen the foundational knowledge for technicians in the early phases of their careers, with a focus on advanced applications in troubleshooting plumbing scenarios. It builds on basic concepts to provide a more in-depth understanding of common issues and solutions, enhancing your ability to effectively diagnose and resolve complex plumbing problems with greater proficiency.

**Core Tech Part 4 | 14 Hours**

This course is designed to deepen the foundational knowledge for technicians at the beginning of their careers, focusing on the advanced application of common plumbing troubleshooting scenarios. It builds upon basic skills to enhance your ability to diagnose and address more complex plumbing issues, equipping you with practical insights and techniques for effective problem resolution.

**Advanced Tech Part 1 | 27 Hours**

This course is tailored for more experienced technicians seeking to advance their skills and knowledge. It includes foundational refreshers in HVAC and appliance repair, continued education in plumbing, and introduces entry to mid-level concepts in electrical work and safety practices. The curriculum is designed to build upon existing expertise, integrating advanced techniques and comprehensive safety standards to enhance overall proficiency in these critical areas.



### ***Advanced Tech Part 2 | 28 Hours***

This course is designed for experienced technicians aiming to expand their expertise across multiple disciplines. It includes comprehensive refreshers on HVAC and appliance repair, advanced studies in plumbing, and an introduction to entry and mid-level electrical concepts and safety practices. The curriculum is crafted to enhance your existing knowledge, integrating foundational principles with practical applications to elevate your proficiency in both plumbing and electrical work.

### ***Advanced Tech Part 3 | 27 Hours***

This course is tailored for more experienced technicians, offering advanced training that builds on existing skills. It includes foundational courses in HVAC and appliance repair, ongoing education in plumbing, and introduces entry to mid-level electrical concepts and safety practices. The curriculum is designed to deepen your expertise, providing a comprehensive approach to enhancing proficiency in both plumbing and electrical systems.

### ***Advanced Tech Part 4 | 22 Hours***

This course is designed for seasoned technicians seeking to broaden their expertise. It offers foundational courses in HVAC and appliance repair, advanced studies in plumbing, and an introduction to entry and mid-level electrical concepts and safety practices. The program aims to enhance your existing skills with comprehensive training across these critical areas, supporting continued professional development and specialization.

### ***Supervisor Part 1 | 38 Hours***

This course focuses on advanced HVAC systems and deeper electrical knowledge, providing specialized training for experienced technicians. It also covers appliance repair and emphasizes safety protocols within both plumbing and electrical work. The curriculum is designed to enhance your expertise in these areas, equipping you with advanced skills and best practices for more complex technical challenges.

### ***Supervisor Part 2 | 40 Hours***

This course focuses on advanced HVAC systems and in-depth electrical knowledge, designed to elevate the skills of experienced technicians. It also includes training in appliance repair and emphasizes critical safety practices within both plumbing and electrical domains. The curriculum aims to refine your expertise and address complex technical challenges with a thorough understanding of advanced concepts and safety standards.

### ***Supervisor Part 3 | 29 Hours***

This course delves into advanced HVAC systems and sophisticated electrical knowledge, tailored for technicians seeking to elevate their expertise. It also covers appliance repair, including diagnosis and troubleshooting techniques, ensuring a comprehensive understanding of complex systems and the ability to effectively address intricate issues.

### ***Supervisor Part 4 | 32 Hours***

This course provides in-depth training in advanced HVAC and electrical systems for experienced technicians. It covers comprehensive aspects of appliance repair, including installation, diagnosis, and troubleshooting, equipping you with the skills needed to tackle complex issues and enhance your proficiency in both fields.

### ***Plumbing Practitioner Essentials I | 12 Hours***

This course covers common troubleshooting, installation, and replacement tasks you'll encounter on the job, making it ideal for intermediate technicians. It provides practical training to enhance your ability to manage typical field challenges efficiently and effectively.

### ***Plumbing Practitioner Essentials II | 11 Hours***

This course enhances your plumbing expertise by introducing plumbing codes, ensuring that your work meets safety and health standards for your customers. It covers various types of water heaters and provides detailed



instruction on different drain cleaning procedures, equipping you with essential skills for maintaining and improving plumbing systems effectively.

### ***Mid/High Rise Part 1 | 17 Hours***

This course is tailored for technicians working in communities utilizing chillers, rooftop units, and fluid coolers. It includes specialized training related to the maintenance and operation of systems in mid and high-rise buildings, providing the expertise needed to manage and optimize HVAC solutions in these complex environments.

### ***Mid/High Rise Part 2 | 17 Hours***

This course offers specialized training that includes advanced topics related to the maintenance and operation of HVAC systems in mid- and high-rise buildings, with some content tailored for commercial applications. Participants will deepen their expertise, ensuring they are well-equipped to tackle the complexities of HVAC management in diverse environments.

### ***Mid/High Rise Part 3 | 16 Hours***

This course is specifically tailored for communities that use chillers, rooftop units, and fluid coolers, offering specialized training in these systems. It also includes courses focused on the unique HVAC needs of mid and high-rise buildings, equipping technicians with the skills necessary to efficiently manage and maintain advanced equipment in complex urban environments.

### ***Mid/High Rise Part 4 | 14 Hours***

This course is specifically tailored for communities using chillers, rooftop units, and fluid coolers, with a focus on advanced combustion analysis and boiler troubleshooting. It provides specialized training to enhance your skills in diagnosing and resolving issues related to these critical HVAC systems, ensuring efficient and reliable operation in various settings.

### ***Advanced: Heating Diagnostics | 16 Hours***

This course is designed for experienced technicians and focuses on assessing your skills in diagnosing and troubleshooting motors, gas and electric furnaces, and rooftop units. It provides advanced training to enhance your expertise in managing these critical components, ensuring you can efficiently resolve complex HVAC issues.

### ***Water Heater Operation and Repair | 17 Hours***

This equipment-based course focuses on the specifics of gas and electric water heater operation, maintenance, and troubleshooting. It provides hands-on training to develop your skills in managing these systems, ensuring you can effectively address issues and maintain optimal performance for both types of water heaters.

### ***HVAC Theory | 65 Hours***

This course provides comprehensive coverage of both foundational and detailed aspects of HVAC systems. It serves as an excellent complement to the Advanced Tech or Supervisor path, equipping you with essential knowledge and skills that enhance your proficiency and support advanced career progression in the HVAC field.

### ***HVAC Fundamentals I | 11 Hours***

This course helps you grasp the basic principles of the HVAC industry and apply that understanding to practical examples involving common troubleshooting scenarios. It provides a solid foundation in HVAC concepts, enabling you to effectively diagnose and address typical issues encountered in the field.

### ***HVAC Fundamentals II | 14 Hours***

This course helps you master advanced principles of the HVAC industry and apply that knowledge to practical examples involving common troubleshooting scenarios. It is designed to deepen your understanding of complex HVAC systems, enhancing your ability to diagnose and resolve more challenging issues effectively.



### ***Appliance Repair | 47 Hours***

This course introduces you to a variety of appliances across different categories, covering their available feature sets and basic operating principles. You will gain insight into the functions and characteristics of appliances commonly encountered in the field, enhancing your ability to understand and service a broad range of equipment effectively.

### ***Advanced: Cooling Diagnostics | 22 Hours***

This course is designed for more experienced technicians, focusing on the advanced assessment of skills in diagnosing compressors, air conditioning systems, and heat pumps. It provides in-depth training to refine your expertise in troubleshooting and repairing these critical components, enhancing your ability to manage complex HVAC issues efficiently.

### ***Pipe Repair | 12 Hours***

This course covers all skills required for joining and repairing various types of piping in the plumbing industry. It provides comprehensive training on techniques and best practices for handling different piping materials and systems, ensuring you can effectively address a wide range of plumbing tasks.

### ***Drains, Sinks, and Toilet Repair | 14 Hours***

This course covers a range of plumbing faults and prepares you for independent work in the field. It provides detailed training on diagnosing and resolving common issues, equipping you with the skills needed to handle plumbing problems effectively and confidently on your own.

### ***Ductwork & Airflow | 10 Hours***

This course helps you grasp the basic principles of ductwork and airflow, and apply that knowledge to practical examples involving installation and testing procedures. It provides a foundational understanding of how duct systems function, enabling you to effectively implement and evaluate ductwork in real-world scenarios.

### ***Appliances | 14 Hours***

This course covers basic appliances and their functions that you might encounter in Multi-Family Facilities Maintenance. It provides essential knowledge on the operation and upkeep of common appliances, preparing you to effectively manage and maintain these systems in multi-family settings.

### ***Safety | 12 Hours***

This course covers the foundational knowledge, safety procedures, and awareness necessary for operating effectively in the field. It is perfect for newer apprentices and technicians who are just starting their careers, providing essential training to build a strong base and ensure safe, competent work practices.

### ***Electrical Maintenance and Troubleshooting High Rise | 20 Hours***

This course introduces you to the types of issues you might encounter when maintaining and troubleshooting electrical systems in residential properties. It offers practical exercises in analytical thinking and fault resolution through realistic simulated scenarios. Additionally, it provides exposure to a commercial setting, allowing you to identify and address electrical faults commonly found in apartment buildings.

### ***Electrical & Controls | 19 Hours***

This course provides an excellent foundation in electrical theory, safety, and the tools of the trade. It equips you with essential knowledge and skills, ensuring a solid understanding of core concepts and practices critical for effective and safe electrical work.

### ***Plumbing | 11 Hours***

This course provides basic knowledge of the industry, preparing you for a safe and successful career. It covers



fundamental concepts and practices, ensuring you have the essential understanding needed to navigate and excel in your professional journey.

### ***Plumbing Installation | 10 Hours***

This course equips you with the skills and knowledge needed to begin plumbing installation, focusing on fixtures and piping. You will also learn to use trim and caulk effectively, providing a comprehensive foundation for successful plumbing projects and ensuring professional-quality results.

### ***HVAC Electrical and Control | 16 Hours***

This course helps you grasp the basic principles of electrical systems and controls within the HVAC industry and apply that understanding to practical examples involving common troubleshooting scenarios. It provides foundational knowledge and hands-on experience to effectively diagnose and resolve typical issues encountered in the field.

## **Appliances | Certificate | 27 Hours**

### ***Electrical & Controls | 19 Hours***

This course provides an excellent foundation in electrical theory, safety practices, and the tools of the trade. It equips you with essential knowledge and skills, ensuring a solid understanding of core concepts and best practices necessary for effective and safe electrical work.

### ***Circuit Labs | 8 Hours***

This course offers hands-on experience with simple circuits and electrical devices in a lab setting. It helps consolidate your understanding of circuit principles, their relationship to wiring diagrams, and troubleshooting techniques for addressing issues when they arise.

## **Facilities Maintenance | Certificate | 97 Hours**

### ***Safety | 14 Hours***

This course covers foundational knowledge of safety procedures and awareness essential for operating in the field. It is perfect for newer apprentices and technicians just starting their careers, providing the critical understanding needed to ensure safe and effective work practices from the outset.

### ***Electrical | 28 Hours***

This course covers the foundational concepts and skills required to function effectively in the field, focusing on electrical tools, essential skills, and safety procedures. It is perfect for newer apprentices and technicians just starting their careers, providing the core knowledge needed to ensure competence and safety in electrical work.

### ***EPA 608 Certification Prep | 10 Hours***

This course is designed to thoroughly prepare you for the EPA 608 Certification Exam, a crucial credential for technicians who handle, maintain, service, repair, or dispose of appliances containing regulated refrigerants under the Federal Clean Air Act. It covers key topics and regulations, ensuring you understand the necessary procedures and requirements for managing refrigerants responsibly and in compliance with federal standards.





### **Plumbing | 23 Hours**

This course covers the basic, foundational concepts and skills required for plumbing work, including demolition, installation, safety, and tool-specific techniques. It is perfect for newer apprentices and technicians who are just starting out in the plumbing field, providing essential knowledge and hands-on experience to ensure a solid start in their careers.

### **HVAC | 22 Hours**

This course helps you grasp the basic principles of the HVAC industry and apply that understanding to practical examples of common troubleshooting scenarios. It provides foundational knowledge and hands-on practice to effectively diagnose and resolve typical issues encountered in HVAC systems.

## **Warehouse Logistics | Certificate | 48 Hours**

### **Warehouse Lab Introduction | 12 Hours**

This course includes orientation, team building activities to foster connections, and a comprehensive safety tour of the facilities. It features a warehouse safety video presentation to ensure all participants are well-versed in safety protocols and procedures.

### **Mastering Pallet Jack Operations | 12 Hours**

This course covers the basics of pallet jacks, including the differences between manual and electric models. It provides hands-on training for operating both manual and electric pallet jacks, and includes practical applications where you will maneuver through an obstacle course to develop your skills.

### **Forklift Fundamentals and Safety | 12 Hours**

This course covers safe and proper forklift maintenance practices, including essential safety guidelines and protocols. It includes hands-on training in forklift safety techniques, operational training to master driving skills, and practical application of moving pallets effectively with forklifts.

### **Advanced Warehouse Equipment Operations | 12 Hours**

This course is designed to help you become proficient in pallet and merchandise movement, featuring advanced obstacle course challenges to test your skills. It includes final preparations with a comprehensive review of equipment operations and concludes with a forklift proficiency test to assess your readiness.

## **Residential Construction | Certificate | 37 Hours**

### **OSHA 30-Hour Construction Industry | 30 Hours**

This video-based training course from CareerSafe® offers 24/7 online access and includes complimentary study guides tailored to each topic. Successful completion of the course results in an OSHA 10-Hour Construction Industry wallet card from the OSHA Training Institute (OTI).

### **Interior Finish and Trim | 3 Hours**

This course covers key aspects of installing interior trim within the overall construction process. You will learn to identify safety considerations, materials, and tools required for trim installation, as well as the appropriate angles based on trim location. The course also teaches methods for cutting trim, measuring material lengths for door casings and baseboards, and installing the interior finish for doors, windows, and walls.



***Exterior Finishing Walls: Vinyl Siding | 2 Hours***

This course focuses on finishing exterior walls within the overall construction process. You will learn to identify safety requirements and techniques for installing and finishing exterior walls, including the materials and tools needed for vinyl siding. The course provides hands-on instruction on installing vinyl siding horizontally on the exterior wall of a house, ensuring a professional-quality finish.

***Exterior Finishing Roof: Asphalt Shingles | 2 Hours***

This course covers the role of finishing a roof within the overall construction process, emphasizing safety requirements and techniques. You will identify the tools and materials needed for installing asphalt shingles and become familiar with roofing terms and techniques. The course also provides practical instruction on how to install asphalt shingles effectively on a roof.





## TECHNOLOGY

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The rapidly advancing computer technology industry offers abundant opportunities for career-seekers passionate about using and designing technology. Certificates and Professional Certificates issued by Google demonstrate that the holder is poised for entry-level positions with promising prospects for career advancement.

Whether you're interested in learning and teaching others to use software programs like Microsoft Word, Excel, PowerPoint, Outlook, SharePoint, etc., or you have a knack for building data management programs or marketing and e-commerce programs and measuring the user experience, a Google Certificate may be the way to start your career in a field that is growing.



## Google Business Intelligence | Professional Certificate | 6 Months

### ***Foundations of Business Intelligence | 24 Hours***

This course provides an in-depth exploration of business intelligence (BI), focusing on the careers and industries that utilize BI tools and techniques for strategic decision-making. You will investigate how data impacts business decisions, shaping organizational strategies and outcomes. The course highlights the crucial role BI professionals play in interpreting data, generating insights, and enhancing business performance. Additionally, you will learn to develop a comprehensive business intelligence project plan, gaining practical skills to effectively initiate and manage BI initiatives within your organization.

### ***The Path to Insights: Data Models and Pipelines | 23 Hours***

This course focuses on practical skills in data modeling to address business inquiries effectively. You will learn to apply the Extract, Transform, Load (ETL) process in various workplace scenarios, using ETL tools to manipulate and integrate data from multiple sources. The course explores different ETL tools available in the market to enhance data processing efficiency. Additionally, you will gain hands-on experience in constructing data pipelines, ensuring timely and accurate delivery of essential data to stakeholders. This training prepares you to streamline information flow and support informed decision-making within organizations.

### ***Decisions, Decisions: Dashboards and Reports | 27 Hours***

This course focuses on developing skills in designing impactful business intelligence visualizations to effectively communicate data-driven insights. You will gain practical experience using reporting and dashboard tools within business intelligence frameworks to create compelling visual representations of complex data sets. The course also emphasizes crafting presentations that succinctly convey key business intelligence findings to stakeholders, enhancing your ability to influence strategic decision-making. Additionally, you will receive guidance on developing professional materials tailored for job searches, equipping you with the tools to showcase your expertise and credentials in the competitive business intelligence field.

## Google Data Analytics | Professional Certificate | 6 Months

### ***Foundations: Data, Data, Everywhere | 18 Hours***

This course provides an introduction to data analytics, defining essential concepts such as data, data analysis, and data ecosystems. You will engage in a self-assessment to enhance your analytical thinking skills and apply these skills through practical examples. The course covers the pivotal role of spreadsheets, query languages like SQL, and data visualization tools such as Tableau in the data analytics process, highlighting their use in data manipulation, querying, and presenting insights. Additionally, you will explore the responsibilities and functions of a data analyst, including job roles that involve gathering, cleaning, analyzing, and interpreting data to support decision-making and strategy formulation within organizations.

### ***Ask Questions to Make Data-Driven Decisions | 21 Hours***

This course guides learners in applying a problem-solving roadmap to typical analysis scenarios, outlining systematic approaches for effectively identifying, analyzing, and resolving challenges. It explores the integral role of data in decision-making processes, emphasizing how data-driven insights can inform strategic choices and operational decisions. You will gain hands-on experience using spreadsheets for essential data analyst tasks, including data entry, organization, and visualization, thereby enhancing your proficiency in data manipulation. Additionally, the course covers principles of structured thinking, highlighting the importance of logical frameworks and systematic approaches in problem-solving and decision-making within data analytics contexts.



### ***Prepare Data for Exploration | 25 Hours***

In this course, you will explore factors influencing decisions on data collection, considering aspects such as relevance, reliability, and ethical considerations. You will discuss the distinction between biased and unbiased data, highlighting methods to mitigate bias and ensure data integrity. You will gain insight into databases, including their functions (storage, retrieval, manipulation) and components (tables, queries, relationships), essential for managing structured data effectively. Best practices for organizing data are stressed, covering normalization, indexing, and data modeling to optimize storage efficiency and facilitate accurate analysis and retrieval.

### ***Process Data from Dirty to Clean | 26 Hours***

This course covers essential topics in data integrity, including defining various types and identifying potential risks to maintaining data accuracy and reliability. Participants learn to apply basic SQL functions to cleanse string variables within databases, ensuring data quality and consistency. They also develop proficiency in crafting fundamental SQL queries to retrieve and manipulate data effectively. Additionally, learners explore the process of verifying data cleaning outcomes, emphasizing techniques and strategies to validate the accuracy and completeness of data after cleaning procedures are applied.

### ***Analyze Data to Answer Questions | 32 Hours***

This course emphasizes the importance of organizing data for analysis through sorting and filtering techniques, ensuring data sets are structured and relevant for meaningful insights. Participants learn to convert and format data effectively, optimizing its usability and clarity for analysis purposes. They also gain practical skills in using SQL functions and syntax to merge data from multiple database tables, enabling comprehensive data retrieval and analysis. Additionally, learners explore the application of spreadsheet functions to perform basic calculations on data, enhancing their ability to derive insights and support decision-making processes with accurate numerical analysis.

### ***Share Data Through the Art of Visualization | 32 Hours***

In this course, learners explore the role of data visualizations in effectively communicating data and analysis results, emphasizing their ability to convey complex information clearly and intuitively. The focus is on Tableau as a prominent data visualization tool, understanding its capabilities and applications in creating interactive and insightful visual representations of data. Participants also delve into the concept of data-driven stories, understanding their significance in storytelling with data, and discussing attributes such as narrative structure, relevance, and impact. Additionally, the course covers principles and best practices for delivering effective presentations, including techniques for structuring content, engaging audiences, and using visual aids to enhance clarity and memorability of key messages.

### ***Data Analysis with R Programming | 36 Hours***

This course provides a comprehensive introduction to the R programming language and its environment, highlighting its versatility and application in statistical computing and data analysis. Participants gain an understanding of fundamental programming concepts in R, including functions, variables, data types, pipes, and vectors, essential for manipulating and analyzing data efficiently. The course explores various options for generating visualizations in R, covering popular packages such as ggplot2 for creating plots and charts to visualize data effectively. Additionally, learners develop proficiency in using R Markdown for basic formatting, enabling them to structure documents and emphasize content through headers, lists, and formatting features, enhancing their ability to document and present analyses professionally.

### ***Google Data Analytics Capstone: Complete a Case Study | 11 Hours***

This course you will learn to identify and develop key attributes of a completed case study, emphasizing thorough research and effective presentation of findings. Practical application of data analysis processes to real datasets is covered, including data collection, cleaning, analysis, and interpretation. The course also discusses how case studies and portfolios can effectively showcase skills and accomplishments to recruiters and potential employers, enhancing career readiness and competitiveness in the job market.



### ***Crash Course on Python | 32 Hours***

This course provides a foundational understanding of Python programming, highlighting its relevance in automation processes. Participants learn to write Python scripts for automating various tasks efficiently. They gain proficiency in using fundamental Python data structures such as strings, lists, and dictionaries to manipulate and organize data effectively. Additionally, learners explore object-oriented programming concepts and create their own Python objects, equipping them with essential skills to develop modular and scalable automation solutions.

### ***Using Python to Interact with the Operating Systems | 41 Hours***

This course guides participants through setting up and configuring a personalized Python developer environment, enabling them to effectively write and execute Python code. You will acquire skills in manipulating files and managing processes within the operating system using Python, facilitating automation and system administration tasks. The course covers the usage of regular expressions (regex), empowering you to efficiently process and manipulate text files. Additionally, learners gain insights into choosing between Bash and Python for scripting purposes, and they develop proficiency in creating small Bash scripts to automate routine tasks effectively.

### ***Introduction to Git and GitHub | 27 Hours***

This course provides a comprehensive introduction to version control using Git and GitHub, essential tools for modern coding and collaboration. Participants will first grasp the fundamental importance of version control in managing code evolution and facilitating seamless collaboration. Practical skills include installing and configuring Git on local machines, mastering essential Git commands for version tracking and project management, and effectively interacting with GitHub for remote repository hosting and collaboration workflows.

### ***Troubleshooting and Debugging Techniques | 24 Hours***

This course provides essential skills for analyzing and solving real-world IT problems effectively. Participants will learn techniques to swiftly identify and address root causes of issues in IT infrastructure, such as speed problems, crashes, and resource depletion. Additionally, the curriculum covers common pitfalls in coding and practical methods to mitigate errors, ensuring robust and efficient code. By course completion, students will be proficient in troubleshooting IT challenges and improving system performance and reliability.

### ***Configuration Management and the Cloud | 32 Hours***

This course introduces essential concepts and practices in modern IT infrastructure management. Participants will explore the benefits of configuration management and infrastructure as code, understanding their pivotal role in scalability and consistency across environments. Hands-on experience will include creating and managing containers using Docker and Kubernetes for efficient and secure application deployment. Students will also learn automated deployment techniques for virtual machines in cloud environments, ensuring agility and scalability. Emphasis will be placed on deploying changes safely, adhering to Continuous Integration/Continuous Deployment (CI/CD) principles to maintain stability and reliability in production environments.

### ***Automating Real-World Tasks with Python | 21 Hours***

This course equips participants with practical skills in Python for versatile application development. Students will learn to leverage external libraries to create and manipulate documents, images, and messages effectively. They will gain proficiency in utilizing Application Programming Interfaces (APIs) to interact with various web services, enabling seamless integration of external functionalities into their applications. The course also covers data serialization techniques for efficient message passing between programs, enhancing communication and interoperability. Through hands-on projects, participants will consolidate their learning by building solutions that showcase their acquired skills in Python programming and application development.



### ***Foundations of User Experience (UX) Design | 19 Hours***

This course provides a foundational understanding of UX design, preparing participants for entry-level roles in the field. Students will explore the typical responsibilities of UX designers and their collaboration with other teams, gaining insights into cross-functional dynamics. Key concepts covered include user-centered design principles, the iterative design process, accessibility considerations, and the importance of equity-focused design in creating inclusive experiences. Additionally, the course emphasizes the significance of design sprints as a valuable method for rapid prototyping and problem-solving in UX design, equipping learners with practical skills for effective and efficient design iterations.

### ***Start the UX Design Process: Empathize, Define, and Ideate | 21 Hours***

This course focuses on foundational skills essential for effective UX design. Participants will learn to empathize with users, gaining insights into their needs and pain points to inform design decisions. They will develop skills in crafting clear problem statements that articulate user needs, setting the stage for targeted design solutions. The course also emphasizes ideation techniques to generate diverse and innovative solutions that address identified user problems effectively. By mastering these skills, learners will be equipped to approach UX design with a user-centric mindset, ensuring meaningful and impactful solutions.

### ***Build Wireframes and Low-Fidelity Prototypes | 17 Hours***

This course guides participants through essential UX design processes and tools. Students will learn to create storyboards to visualize and refine ideas for addressing user needs effectively. They will develop proficiency in creating both paper and digital wireframes using the design tool Figma, facilitating the translation of concepts into structured layouts. Additionally, learners will build and iterate paper prototypes to simulate interactive user experiences, refining designs based on user feedback. Finally, the course covers designing low-fidelity prototypes in Figma, enabling the creation of preliminary designs that can be iteratively tested and refined. By mastering these skills, participants will be well-prepared to craft intuitive and user-friendly interfaces that meet user needs and expectations.

### ***Conduct UX Research and Test Early Concepts | 20 Hours***

This course focuses on advanced UX research and synthesis skills essential for creating impactful user experiences. Participants will learn to plan and conduct moderated and unmoderated usability studies, synthesizing observations to derive actionable insights. They will develop persuasive presentation skills to effectively communicate research methodologies and findings to stakeholders. Additionally, the course covers refining low-fidelity designs based on research insights, ensuring iterative improvement aligned with user needs and preferences. These skills equip learners to drive user-centered design processes that enhance usability and satisfaction in digital products and services.

### ***Create High-Fidelity Designs and Prototypes in Figma | 29 Hours***

This course focuses on practical UX design skills using Figma and beyond. Participants will learn to create mockups and high-fidelity prototypes, leveraging Figma for detailed design iterations. They will define and apply fundamental visual design elements and principles to enhance usability and aesthetics. The course covers the implementation of design systems to standardize and streamline design processes effectively. Participants will also gain insights into the role of design critique sessions in gathering feedback and refining designs iteratively. By mastering these skills, learners will be equipped to create cohesive and visually appealing digital experiences that meet user needs and industry standards.

### ***Build Dynamic User Interfaces (UI) for Websites | 22 Hours***

This course provides a comprehensive approach to UX design using the design thinking framework tailored for dynamic websites. Participants will learn to apply each step—empathize, define, ideate, prototype, and test—to



craft user-centered digital experiences. They will gain skills in planning information architecture and creating sitemaps to organize content effectively. The course covers applying standard web page layouts to ensure usability and accessibility. Additionally, participants will complete a design project suitable for inclusion in their professional UX portfolio, showcasing their proficiency in designing intuitive and engaging websites that meet user needs and business objectives.

### ***Design a User Experience for Social Good and Prepare for Jobs | 24 Hours***

This course guides participants through applying the UX design thinking framework to create impactful projects focused on social good. Students will learn to empathize with users, define project goals, ideate innovative solutions, prototype both low-fidelity and high-fidelity designs for a dedicated mobile app and responsive website, and rigorously test their prototypes to refine the user experience. Additionally, the curriculum prepares learners for entry-level UX design job interviews by honing their portfolio and interview skills. Finally, participants will evaluate whether freelance design work aligns with their career aspirations and skills, ensuring they make informed career decisions in the UX design field.

## **Google Advanced Data Analytics | Professional Certificate | 6 Months**

### ***Foundations of Data Science | 25 Hours***

This course explores advanced data analytics careers and their applications across various industries. You will gain insights into the profound impact of data analysis on decision-making processes, equipping them to articulate these benefits effectively. You will also delve into the ethical considerations and practices data professionals employ to safeguard data privacy and uphold ethical standards. Moreover, the course focuses on developing project plans that account for the roles and responsibilities of team members, ensuring effective collaboration and project management in data analytics initiatives. By mastering these skills, learners will be prepared to contribute effectively to data-driven strategies while upholding ethical standards in their professional practice.

### ***Get Started with Python | 30 Hours***

This course introduces Python as a foundational tool for data professionals. Participants will learn how Python is utilized in data analysis, including its applications in data manipulation, visualization, and statistical analysis. They will explore fundamental Python building blocks, covering syntax and semantics essential for programming proficiency. The course emphasizes the use of loops, control statements, and string manipulation techniques to process and manage data effectively. Additionally, learners will master various data structures such as lists, dictionaries, and tuples to organize and manipulate datasets efficiently. By the course's conclusion, participants will be equipped with practical Python skills tailored for data analysis tasks, enabling them to leverage Python effectively in their professional endeavors.

### ***Go Beyond the Numbers: Translate Data into Insights | 32 Hours***

This course focuses on essential data analysis skills. Participants will learn to apply exploratory data analysis (EDA) using Python, explore data structuring and cleaning benefits, investigate raw data with Python tools like Pandas and NumPy, and create effective data visualizations using Tableau. These skills enable participants to uncover insights, ensure data accuracy, and communicate findings visually for informed decision-making.

### ***The Power of Statistics | 37 Hours***

This course covers fundamental statistical analysis techniques using Python. Participants will learn to explore and summarize datasets, applying probability distributions to model data and conducting hypothesis tests to extract insights. The curriculum enables learners to perform robust statistical tests and analyses effectively. By mastering these skills, participants will be equipped to interpret data, make informed decisions, and communicate statistical findings accurately in various domains.





### ***Regression Analysis: Simplify Complex Data Relationships | 32 Hours***

This course focuses on advanced data analysis techniques using Python. Participants will learn to investigate relationships within datasets, identify assumptions for regression models, and perform both linear and logistic regressions. By mastering these skills, learners will be able to analyze data effectively, build predictive models, and interpret results accurately, enhancing their ability to derive meaningful insights and make informed decisions in various analytical contexts.

### ***The Nuts and Bolts of Machine Learning | 36 Hours***

This course covers essential topics in machine learning using Python. Participants will learn to identify characteristics of different types of machine learning—supervised and unsupervised—and prepare data accordingly. They will gain practical experience in building and evaluating both supervised and unsupervised learning models using Python libraries such as scikit-learn. The curriculum emphasizes proper selection of models and metrics to ensure effective algorithm performance and interpretation of results. By mastering these skills, participants will be equipped to apply machine learning techniques confidently, analyze data, and make informed decisions across various domains.

### ***Google Advanced Data Analytics Capstone | 9 Hours***

This course focuses on practical skills in data analysis and machine learning. Participants will learn to examine data to uncover patterns and trends, using various techniques to build predictive models. They will gain proficiency in creating informative data visualizations to communicate insights effectively. Additionally, the course provides resources for exploring career opportunities in data science and machine learning, equipping learners with the knowledge to navigate and succeed in these fields. By mastering these skills, participants will be prepared to analyze data, build models, visualize results, and pursue careers in data-driven industries.

## **Google Digital Marketing and E-Commerce | Professional Certificate | 6 Months**

### ***Foundations of Digital Marketing and E-Commerce | 18 Hours***

This course provides a foundational understanding of digital marketing and e-commerce. Participants will define these fields, exploring their key components and how they intersect. They will learn about the job responsibilities of entry-level digital marketers and e-commerce specialists, gaining insight into roles such as campaign management, content creation, and customer engagement. The course covers the concept of a marketing funnel, detailing its stages from awareness to conversion, and its role in guiding customer journeys. Additionally, participants will understand the essential elements and goals of digital marketing and e-commerce strategies, preparing them to develop effective plans to reach target audiences and achieve business objectives.

### ***Attract and Engage Customers with Digital Marketing | 21 Hours***

This course focuses on practical strategies and techniques in digital marketing. Participants will learn effective strategies to build brand awareness among potential customers, emphasizing tactics like social media marketing, content marketing, and influencer partnerships. They will gain an understanding of SEO (search engine optimization), its purpose, and essential terms such as keywords, backlinks, and SERP (search engine results page) rankings. The curriculum covers optimizing website content for SEO, including best practices for on-page and off-page SEO strategies. Participants will also explore search engine marketing (SEM) and its benefits to businesses, including paid advertising campaigns through platforms like Google Ads. By mastering these skills, learners will be equipped to enhance brand visibility, drive organic traffic to websites, and leverage paid advertising effectively to achieve marketing goals.



### ***From Likes to Leads: Interact with Customers Online | 28 Hours***

This course covers essential aspects of social media marketing. Participants will learn its purpose in brand building and engagement, explore key pillars including strategy, content planning, engagement, analytics, and advertising. They'll define campaign goals and gain skills in creating, designing, and repurposing engaging social media content. These skills empower learners to execute effective strategies that drive engagement and achieve marketing objectives.

### ***Think Outside the Inbox: Email Marketing | 25 Hours***

This course focuses on email marketing essentials. Participants will understand its role within a digital marketing strategy, learning to craft compelling email copy, subject lines, and preview text that maximize engagement. They'll gain practical experience in testing, executing, and optimizing email campaigns for effectiveness. The course also covers measuring and analyzing campaign results to refine strategies and improve outcomes. By mastering these skills, learners will be prepared to leverage email marketing as a powerful tool for audience engagement and conversion in digital marketing campaigns.

### ***Assess for Success: Marketing Analytics and Measurement | 26 Hours***

This course provides a comprehensive understanding of media planning and strategies within marketing. Participants will delve into the fundamentals of media planning, exploring how to strategically allocate resources across different channels to maximize campaign effectiveness and reach. They will learn to evaluate key metrics against campaign objectives, enabling them to adjust marketing budgets and strategies based on data-driven insights. Additionally, the curriculum emphasizes developing proficiency in crafting detailed presentations and reports to effectively communicate campaign progress, successes, and strategic insights to stakeholders. By mastering these skills, learners will be equipped to plan, execute, evaluate, and communicate the success of marketing campaigns with clarity and impact.

### ***Make the Sale: Build, Launch, and Manage E-Commerce Stores | 23 Hours***

This course covers essential e-commerce strategies and practices, emphasizing how to create engaging customer experiences online. Participants will gain an understanding of e-commerce stores and platforms, learning how they operate to facilitate online transactions and customer interactions. The curriculum includes practical guidance on implementing best practices to enhance user experience and drive sales in e-commerce environments. Participants will also learn to set up a mock e-commerce store using Shopify, gaining hands-on experience in configuring products, payment gateways, and storefront customization. By mastering these skills, learners will be prepared to optimize online shopping experiences and effectively manage e-commerce operations using modern platforms like Shopify.

### ***Satisfaction Guaranteed: Develop Customer Loyalty Online | 29 Hours***

This course covers strategies for building customer loyalty in e-commerce, including loyalty programs and personalized customer service. Participants will learn to manage client relationships effectively, measure satisfaction, and foster long-term retention. The curriculum also provides guidance on job search techniques, preparing for interviews, and crafting resumes and portfolios tailored for e-commerce roles. These skills prepare learners to excel in customer relations and pursue opportunities in the dynamic e-commerce sector.

## **Google Project Management | Professional Certificate | 6 Months**

### ***Foundations of Project Management | 18 Hours***

This course provides an in-depth exploration of project management skills applicable across diverse industries. You will learn about the roles and responsibilities integral to project management, emphasizing their relevance in achieving project goals efficiently. The curriculum covers the project management life cycle, comparing



various methodologies, to managing programs effectively. Additionally, you will define organizational structure and culture, understanding their impact on project management dynamics and outcomes.

### ***Project Initiation: Starting a Successful Project | 23 Hours***

This course focuses on essential aspects of project initiation and management. Participants will learn the significance of the initiation phase in the project life cycle, emphasizing its role in setting project goals and defining scope. They will gain skills in developing project charters, which outline objectives, deliverables, and initial project plans. The curriculum covers stakeholder analysis techniques and the use of RACI charts to clarify team roles and responsibilities effectively. Additionally, participants will evaluate various project management tools to support planning, tracking progress, and managing resources throughout the project lifecycle. By mastering these skills, learners will be prepared to initiate projects effectively, engage stakeholders, and leverage tools to ensure successful project execution and delivery.

### ***Project Planning: Putting it All Together | 33 Hours***

This course covers essential project planning and management skills. You will learn about the components and significance of the project planning phase, including setting objectives and defining scope. They'll explore tools and best practices for creating project and risk management plans, as well as techniques for budget estimation, tracking, and maintenance. The curriculum also includes drafting communication plans and strategies for effective management throughout the project lifecycle. These skills prepare learners to plan and execute projects efficiently, manage risks, control budgets, and maintain clear communication for successful project outcomes.

### ***Project Execution: Running the Project | 30 Hours***

This course focuses on key project management concepts and skills. Participants will implement quality management principles such as quality standards, planning, assurance, and control to ensure project success and compliance. They will learn how to prioritize and analyze data effectively, using it to communicate compelling project insights and progress. The curriculum covers stages of team development and strategies for managing team dynamics to enhance collaboration and productivity. Additionally, participants will understand the steps involved in the project closing process, including creating comprehensive documentation to formalize project completion and outcomes.

### ***Agile Project Management | 28 Hours***

This course covers Agile project management and Scrum methodology essentials. Participants will understand Agile's values and principles, emphasizing flexibility and collaboration. They'll learn about Scrum's pillars—transparency, inspection, and adaptation—and how they support core values. The curriculum includes the five key Scrum events—Sprint planning, Daily Scrum, Sprint Review, Sprint Retrospective, and the Sprint itself—teaching participants how to set up and manage each event effectively. Additionally, learners will acquire coaching skills to help Agile teams overcome challenges and optimize performance.

### ***Capstone: Applying Project Management in the Real World | 45 Hours***

This course focuses on practical project management skills. Participants will learn to complete a project charter, detailing essential elements such as project summary, SMART goals, scope, benefits, and cost. They will examine project documentation and conduct research to identify and organize tasks and milestones in a project plan. The curriculum covers determining quality standards and assessing project performance against these standards to ensure desired outcomes. Additionally, participants will develop effective stakeholder reports using storytelling techniques to communicate project data clearly and persuasively. By mastering these skills, learners will be equipped to initiate, plan, execute, and report on projects effectively, ensuring alignment with objectives and stakeholder expectations.



## **Excel in an Hour | Certificate | 1 Hour**

This course provides comprehensive training in Microsoft Excel fundamentals. Participants will learn the distinction between formulas and functions, and how to utilize essential functions like Average, Sum, Countif, and Today to calculate and simplify data effectively. They will gain proficiency in applying cell formatting techniques to enhance data presentation and readability. The curriculum includes dynamic conditional formatting to highlight critical information dynamically. Participants will also learn workbook management tasks such as renaming, adding, deleting, moving, and copying sheets, along with organizing data through grouping, sorting, and filtering functions. Additionally, the course covers transforming numerical data into visual charts and graphs to facilitate data analysis and presentation. By mastering these skills, learners will be equipped to utilize Excel efficiently for data management, analysis, and visualization tasks.

## **Microsoft Excel 365: Basic and Advanced | Certificate | 26 Hours**

This Excel course covers essential to advanced skills for efficient data management and analysis. Participants will navigate the interface, boost productivity with formulas and shortcuts, and prepare data through organization and filtering. They'll master various functions—math, statistical, logic, and text—to maintain data integrity, and use sorting and filtering for quick insights. The course includes creating charts, formatting Pivot Tables, and automating tasks. Participants will explore advanced features like XLOOKUP, Dynamic Arrays, and LET functions, apply data validation for accuracy, and customize print settings. By mastering these skills, learners will effectively leverage Excel for data manipulation, analysis, and professional reporting.

## **Microsoft Excel 365: Basic | Certificate | 12 Hours**

This Excel course focuses on fundamental skills for efficient data management and presentation. Participants will navigate the Excel interface confidently, mastering essential formulas and shortcuts to enhance productivity. They will learn to organize data effectively through sorting and filtering techniques. The course also covers presenting data efficiently using various chart formats to communicate insights effectively. By mastering these foundational skills, learners will be equipped to navigate Excel proficiently, manage data efficiently, and present information clearly using visualizations.

## **Microsoft Excel 365: Advanced | Certificate | 14 Hours**

This Excel course covers essential and advanced skills for efficient data manipulation and reporting. You will learn to use functions like VLOOKUP, HLOOKUP, Index, and Match to find values in spreadsheets. You'll explore newer features such as XLOOKUP, Dynamic Arrays, and LET functions for enhanced functionality. The course includes creating, formatting, and customizing Pivot Tables to summarize and analyze data effectively. You will also learn to automate repetitive tasks by recording basic Macros, implement data validation to control input accuracy, and customize page setup options for professional printing.

## **Microsoft Excel 2019: Basic and Advanced | Certificate | 26 Hours**

In this Excel course, participants will effortlessly navigate the interface to boost productivity using efficient formulas and shortcuts. They will prepare data for analysis through organization and filtering, mastering math, statistical, logic, and text functions for data manipulation. Learners will sort and filter data to quickly locate



critical information and use charts and graphs to present insights effectively. The course covers creating and formatting Pivot Tables for summarizing large datasets and automating repetitive tasks. Participants will explore newly released features such as XLOOKUP and Dynamic Arrays, employ data validation to enhance accuracy, and customize page setup options for printing documents professionally.

### **Microsoft Excel 2019: Basic | Certificate | 12 Hours**

In this Excel course, participants will learn essential skills for data manipulation and presentation. They will explore math, statistical, logic, and text functions to perform calculations and data analysis tasks efficiently. Participants will also learn to organize data effectively through sorting and filtering techniques to manage and retrieve information. The course covers presenting data visually using various chart formats, enabling learners to communicate insights effectively. By mastering these skills, participants will enhance their ability to manipulate, analyze, and present data proficiently using Microsoft Excel.

### **Microsoft Excel 2019: Advanced | Certificate | 14 Hours**

In this Excel course, participants will learn essential skills for data management and automation. They will master how to use VLOOKUP to find specific values efficiently within spreadsheets. Participants will also gain proficiency in creating and formatting Pivot Tables, enabling them to summarize and analyze data effectively. Additionally, the course covers recording basic Macros to automate repetitive tasks and streamline workflows. By mastering these skills, learners will be equipped to manipulate data, perform advanced analysis, and automate tasks effectively using Microsoft Excel.

### **Microsoft Excel: Power Pivot | Certificate | 16 Hours**

This Excel course focuses on advanced data analysis and business intelligence skills. Participants will learn to enable and utilize Power Pivot and Power Query for enhanced data manipulation and integration. The curriculum includes an overview of the business intelligence process and a review of Pivot table skills. Participants will gain proficiency in retrieving data from databases, tables, and ranges, and learn data modeling techniques to optimize data structures. They will create Power Pivot tables, link tables effectively, and receive training in DAX (Data Analysis Expressions) for building measures and custom calculations. The course emphasizes design best practices for stability and is tailored for Microsoft Excel 2016 on PC, ensuring comprehensive learning and application of advanced Excel features for business intelligence and data analysis purposes.

### **Microsoft Excel: Pivot Tables | Certificate | 19 Hours**

This Excel course covers best practices for data preparation and management, including effective handling of source and database data. Participants will learn techniques for preserving data formats, creating custom styles, and utilizing sorting and filtering to enhance data organization and analysis within Microsoft Excel.

### **Microsoft Excel: Power Query | Certificate | 16 Hours**

This Excel course focuses on developing and updating modern business intelligence solutions. Participants will learn techniques to consolidate data from databases and external Excel files effectively. The curriculum covers Excel's key logic functions, which add dynamism to dashboards, and explores various methods to merge data



from different sources. Participants will gain proficiency in building conditional formulas, pivoting and unpivoting data to reshape it for analysis, and using auditing tools to review and optimize their Excel modules. By mastering these skills, learners will be equipped to enhance data integration, automate analysis, and create dynamic dashboards using Microsoft Excel.

### **Microsoft Excel: Macros and VBA | Certificate | 20 Hours**

This Excel VBA (Visual Basic for Applications) course covers essential skills for automation and customization. Participants will learn the distinction between macros and VBA, and how to execute macros via different methods. They will gain proficiency in VBA syntax and structure, understand the relationship between VBA objects and the object model, and use debugging techniques like step vs. run-in entry level debugging. Participants will also learn to create variables, implement logic tests, set up loops, and utilize message boxes and error handling. The course concludes with creating User Defined Functions (UDFs) to extend Excel's capabilities.

### **Microsoft Excel: Dashboards | Certificate | 21 Hours**

This Excel course focuses on mastering data visualization techniques and creating dynamic dashboards. You will understand the goals of data visualization and learn to enhance dashboards using conditional formatting techniques such as data bars and icon sets. The curriculum includes a review of Excel's logic functions for dynamic dashboards and explores the five rules for effective charting. Participants will build various chart types including bar charts, column charts, pie charts, and line charts to visualize data effectively. They will also learn to create more advanced charts like scatter plots and combination charts to tell compelling data stories. The course covers adding interactivity using functions like MATCH() and INDEX(), leveraging pivot tables for dynamic updates, and applying advanced dashboarding tricks such as using emojis and VLOOKUP to enhance data presentation.

### **Excel for Business Analysts | Certificate | 22 Hours**

This Excel course focuses on enhancing spreadsheet capabilities for efficient data management and analysis. Participants will learn to use features like data validation, cell linking, and protection to create robust spreadsheets. They will master lookup functions and data cleanup techniques, and learn to import and prepare data from various sources. The course covers building PivotTables with Power Pivot, creating compelling charts and diagrams, and sharing data through dashboards. Participants will also explore forecasting and What-If Analysis tools to predict outcomes and analyze scenarios effectively using Microsoft Excel.

### **Microsoft Excel: Básico y Avanzado | Certificate | 26 Hours**

Este curso de Excel está diseñado para mejorar tu habilidad y eficiencia en el uso de la herramienta. Aprenderás a aumentar tu productividad en Excel, navegando eficazmente su interfaz y utilizando funciones matemáticas, estadísticas, lógicas y de texto. Dominarás funciones de búsqueda y referencia como BUSCARV, BUSCARH, INDICE y COINCIDIR, y aprenderás a ordenar y filtrar datos para encontrar información específica. Además, crearás gráficos para visualizar datos claramente, formatearás Tablas Dinámicas, y automatizarás tareas repetitivas mediante la grabación de macros básicos. Utilizarás la validación de datos para mejorar la precisión de la entrada de datos y personalizarás la disposición de página para impresión. Al final del curso, estarás preparado para impresionar a tus colegas con tus habilidades avanzadas en Excel.



## **Microsoft Excel for Mac: Basic and Advanced | Certificate | 24 Hours**

In this Excel course, you will learn fundamental techniques to enhance your data management and analysis skills. You'll start by mastering basic functions such as math, statistical, logic, and text functions. Organizing data through sorting and filtering will be covered, as well as presenting data effectively using various chart formats. You'll also gain proficiency in creating and formatting Pivot Tables for data summarization and analysis. The course includes learning how to utilize VLOOKUP to find specific values within your spreadsheets and recording basic macros to automate repetitive tasks efficiently. By completing this course, you'll be equipped with essential Excel skills to streamline your workflow and improve data presentation and analysis.

## **Microsoft Excel for Mac: Basic | Certificate | 16 Hours**

This Excel course focuses on foundational skills essential for effective data management and analysis. Participants will learn how to utilize math, statistical, logic, and text functions to manipulate and analyze data efficiently. They will master techniques to organize data through sorting and filtering, enabling streamlined access to relevant information. Additionally, participants will gain proficiency in presenting data visually using various chart formats, enhancing their ability to communicate insights effectively. By mastering these fundamental Excel skills, learners will be equipped to handle data more efficiently, make informed decisions, and create compelling visualizations to support their analyses.

## **Microsoft Excel for Mac: Advanced | Certificate | 16 Hours**

In this Excel course, participants will learn essential skills to enhance data manipulation and automation capabilities. They will start by mastering VLOOKUP to efficiently find specific values within spreadsheets. The course covers creating and formatting Pivot Tables, enabling participants to summarize and analyze data effectively. Additionally, participants will learn to record basic macros, automating repetitive tasks to streamline workflows. By mastering these skills, learners will enhance their proficiency in Excel, making data analysis more efficient and enabling better decision-making through automated processes and structured data summaries.

## **Microsoft Word 365: Basic and Advanced | Certificate | 21 Hours**

This course covers essential skills for document creation and management in Microsoft Word. Participants will learn to create, save, and share documents efficiently. They'll apply pre-designed styles and format text using various fonts and colors, as well as work with bullets, indents, and line spacing for improved readability. The course includes inserting pictures and screenshots, setting up page layouts with margins and columns, and preparing documents for printing. Participants will also learn to create and update automated Table of Contents, perform mail merges for envelopes, labels, emails, and form letters, and utilize features like comments, track changes, and document comparison for collaborative editing and review.

## **Microsoft Word 365: Basic | Certificate | 21 Hours**

This Microsoft Word 365 course focuses on essential skills for efficient document management and collaboration. Participants will learn to navigate the Word 365 interface seamlessly, customize text formatting for both personal and professional documents, and adapt document layouts to suit different requirements. The course also covers various file-saving options and collaboration features, ensuring participants can effectively manage



and share documents with others. By mastering these skills, learners will enhance their productivity and proficiency in using Microsoft Word 365 for diverse document creation and editing tasks.

### **Microsoft Word 365: Advanced | Certificate | 11 Hours**

This Microsoft Word course will teach you essential skills for efficient document management and advanced formatting. You'll learn to create custom formatting styles to tailor documents precisely to your needs. Utilize Track Changes to monitor and manage edits collaboratively, ensuring clarity and accuracy throughout the document's development. Learn to craft personalized letters to multiple recipients using Mail Merge, streamlining communication tasks. You'll also master generating and updating an automated Table of Contents for easy document navigation. Finally, insert academic citations seamlessly using the References tab, enhancing the credibility and professionalism of your documents.

### **Microsoft Word 2019: Basic and Advanced | Certificate | 21 Hours**

In this Microsoft Word course, you'll learn essential document creation and collaboration skills. Topics include creating, saving, and sharing documents, applying pre-designed styles for text formatting, and working with bullets, indents, and line spacing. You'll also master inserting pictures and screenshots, setting up page layouts, creating automated Table of Contents, and performing mail merge for envelopes, labels, emails, and form letters. Additionally, the course covers advanced features like adding comments, using Track Changes, and comparing documents for effective collaboration.

### **Microsoft Word 2019: Basic | Certificate | 21 Hours**

In this Microsoft Word course, you'll gain practical skills in document formatting and customization. Learn to format text effectively using fonts and colors to enhance readability and visual appeal. Master using bullets and indents for organized content presentation. Customize the Quick Access Toolbar for quick access to frequently used tools and commands. You'll also learn to insert and manage pictures and screenshots to enrich your documents. Additionally, the course covers setting up page layouts with margins and printing settings.

### **Microsoft Word 2019: Advanced | Certificate | 21 Hours**

In this Microsoft Word course, you'll learn essential skills for advanced document management and customization. You'll create custom formatting styles to tailor documents precisely to your needs. Master Track Changes to monitor edits and manage collaborative document revisions effectively. Learn to craft personalized letters to multiple recipients using Mail Merge, streamlining communication tasks. You'll also discover how to generate and update an automated Table of Contents for easy document navigation. Finally, you'll insert academic citations seamlessly using the References tab, enhancing the credibility and professionalism of your documents.

### **Introduction to PowerPoint | Certificate | 8 Hours**

In this PowerPoint course, you will learn fundamental skills for creating impactful presentations. Topics include navigating the PowerPoint interface efficiently, using themes and layouts to enhance visual appeal and organization, and integrating audio and visual components to create engaging presentations.





## **Microsoft PowerPoint 365 | Certificate | 21 Hours**

This PowerPoint course covers essential skills and advanced techniques to enhance your presentations. You'll start by mastering themes and layouts to improve visual consistency and organization. Learn to incorporate visual components like images, charts, and videos to enrich your slides. Progress to intermediate and advanced techniques such as adding animations to increase engagement and effectiveness. Finally, discover how to efficiently print, reuse, and copy slides to streamline your presentation workflow.

## **Microsoft PowerPoint 2010–2019 | Certificate | 17 Hours**

In this PowerPoint course, you will master essential skills for creating dynamic presentations. You'll learn to use themes and layouts effectively to enhance the visual appeal and organization of your slides. The course covers adding visual components such as images, charts, and videos to make your presentations engaging. You'll progress to intermediate and advanced techniques, including adding animations to bring your slides to life. Additionally, you'll learn how to manage slides by printing, reusing, and copying them efficiently.

## **Microsoft Outlook 2019 | Certificate | 21 Hours**

In this Outlook management course, you will learn efficient office practices to enhance productivity and organization. Discover tips for managing inbox size, setting up auto-archive, and effectively searching for and organizing emails in folders and groups. Learn best practices for handling attachments when sending, receiving, and saving them securely. Customize your email experience by setting up signatures, exploring options like read receipts and delayed send. Stay organized using the calendar to schedule appointments, meetings, and events seamlessly. Manage contacts effectively by adding, grouping, creating tasks, and filtering them. Create Quick Steps to automate repetitive office tasks and save time. Utilize mail merge to send personalized emails to entire lists effortlessly. Lastly, ensure data security and accessibility by backing up your Outlook files, exporting contacts, and setting up additional email accounts as needed.

## **Microsoft Outlook 365 | Certificate | 22 Hours**

In this Outlook 365 course, you will learn essential skills to enhance email management and productivity. Master organizing and managing emails efficiently using labels and filters. Utilize the Calendar feature to stay organized and prioritize important meetings and events effectively. Create and manage both personal and professional contacts, including distribution lists for streamlined communication. Increase productivity by tracking tasks and notes within the Outlook app, ensuring nothing falls through the cracks. Learn to perform email merges seamlessly with contact lists, enhancing personalized communication. Lastly, explore how to integrate and extend Outlook's capabilities with other Microsoft 365 apps like OneNote to further boost productivity and collaboration.

## **Microsoft Teams Training | Certificate | 12 Hours**

In this Microsoft Teams course, you will learn essential skills for team collaboration and communication. Discover how to create, join, and manage teams effectively, ensuring seamless collaboration among members. Master the art of sending messages within team channels and engaging in one-on-one conversations with colleagues to foster effective communication. Learn to schedule and participate in video and audio calls, utilizing features like whiteboards, breakout rooms, and recordings to enhance virtual meetings. Explore real-time document



sharing and collaboration capabilities to boost team productivity. Additionally, integrate Teams with Outlook for streamlined communication and leverage Teams features directly from your inbox to maximize efficiency and collaboration across your organization.

### **Microsoft Access for Beginners | Certificate | 16 Hours**

In this Microsoft Access course, you will learn foundational skills to effectively navigate and utilize the Access interface. Gain proficiency in working with tables and datasheets, mastering tasks like data management, viewing, importing, and validating your datasets. Learn to create and customize forms for data input, queries to retrieve specific information, expressions for calculated fields, and reports for presenting data insights. This comprehensive training will equip you with essential tools and techniques to efficiently manage and manipulate data within Microsoft Access, enhancing your ability to organize and analyze information effectively.

### **Microsoft Access 2013 | Certificate | 20 Hours**

In this Microsoft Access course, you will gain comprehensive skills to manage and manipulate data effectively. Learn to design tables properly and establish relationships to organize data efficiently. Create customizable forms and reports, and modify their designs to suit specific needs. Master the creation of simple and complex queries to retrieve information and generate calculated fields for deeper data analysis. Discover how to import data seamlessly from external sources such as Excel to enhance your database. Additionally, you'll delve into using VBA (Visual Basic for Applications) to automate tasks, including creating command buttons to streamline navigation within forms and reports, setting properties, and tracking modification dates for enhanced data management and usability.

### **Microsoft Project Fundamental | Certificate | 19 Hours**

In this course, you will utilize instructional video tutorials to gain proficiency in project planning and execution. Learn to navigate various project views and tables effectively, enabling comprehensive management of tasks and schedules. Develop skills in analyzing and measuring project progress, budgets, and resource allocation to ensure optimal project performance. Explore customization options for reports to communicate project insights efficiently, facilitating informed decision-making and stakeholder engagement.

### **Microsoft Publisher | Certificate | 19 Hours**

This course covers essential skills in Microsoft Publisher, focusing on customizing pre-made templates efficiently and understanding their structure for creating personalized templates. You'll learn to establish consistent headers and footers across publications, manage media and text effectively, and utilize mail merge for personalized content. Additionally, you'll gain valuable shortcut techniques to streamline design processes and enhance productivity in Microsoft Publisher.

### **Microsoft Forms | Certificate | 10 Hours**

This course focuses on mastering form design and optimization to capture precise information. You'll learn to create targeted surveys and quizzes, ensuring proper grading methods. Collaborative form creation for team



projects will also be explored. Advanced data analysis techniques will help distill valuable insights, and integrating live polls into PowerPoint presentations will be covered to enhance engagement and interaction.

### **Microsoft Planner and Project for the Web | Certificate | 16 Hours**

This course teaches efficient project management through creating and importing projects into the interface for streamlined operations. Learn to manage groups and tasks effectively using attachments, notes, and checklists. Visualize project roadmaps to ensure smooth processes and improved project outcomes.

### **Microsoft OneNote Training | Certificate | 18 Hours**

In this comprehensive OneNote course, you will become proficient in navigating the interface, formatting notes, and leveraging advanced features. Learn to efficiently navigate the OneNote interface, including mastering the notebook navigation pane and utilizing the quick access toolbar. Organize your notes effectively with tags, note containers, page groups, and section groups. Enhance your notes with various elements such as handwriting, highlighting, tables, screen clippings, symbols, and images. Convert handwritten notes to text and create precision shapes and lines for clarity. Secure your notes with password protection and record audio and video directly into your notes. Additionally, learn to convert tables between OneNote and Excel, integrate with Outlook, and export notes for versatile usage and sharing.

### **Microsoft Visio Training | Certificate | 19 Hours**

In this course, you will master Microsoft Visio by learning essential skills to navigate with ease using shortcuts and advanced techniques. You'll work proficiently with shapes and stencils, utilize Visio layers to organize elements effectively, and create various diagrams such as flowcharts and organizational charts. Explore how to link Visio diagrams to external data sources for dynamic updates, establish links to Office documents, and connect different Visio diagrams to enhance information flow across projects and presentations. By the end, you'll be equipped to create, manage, and communicate complex visual information with confidence.

### **Microsoft Copilot | Certificate | 11 Hours**

In this Microsoft Copilot course, you will learn essential skills such as formatting data and creating Pivot tables directly within Excel. Discover how to leverage documents from other Office apps to create dynamic presentations in PowerPoint. Gain proficiency in drafting, editing, and summarizing documents efficiently using Word. Enhance your communication skills by composing new messages and summarizing email threads in Outlook. Additionally, explore advanced functionalities in Teams, OneNote, and Loop to boost collaboration and productivity across Microsoft Office tools.

### **Collaboration in Microsoft 365 | Certificate | 12 Hours**

In this comprehensive course, you will master essential Microsoft Office applications for seamless communication, collaboration, and productivity. Learn to use Outlook for efficient communication and scheduling, and integrate Word, Excel, and PowerPoint to collaborate effectively with colleagues on documents and presentations. Discover how Teams facilitates meetings and project collaboration, while SharePoint organizes and shares content across teams. Utilize OneDrive for secure cloud-based document storage and access, and explore Loop



for creating collaborative workspaces in real-time. Additionally, delve into additional apps like Forms, Lists, One-Note, and Viva Engage (formerly Yammer) to further enhance your productivity and collaboration capabilities within the Microsoft ecosystem.

## **Windows 11 for Beginners | Certificate | 12 Hours**

In this Windows 11 essentials course, you'll learn to seamlessly connect your devices and customize WiFi and other network settings. Manage and organize your desktop and files efficiently, and install and manage applications, including those from the Microsoft Store. Ensure the safety of your data by backing it up effectively, and explore exclusive features like Voice Search available in Windows 11. This course provides all you need to optimize your Windows 11 experience and maximize productivity across your devices.

## **SharePoint Online | Certificate | 12 Hours**

In this comprehensive SharePoint course, you will gain a solid understanding of what SharePoint is and its benefits. You'll learn how to access and navigate the SharePoint Online interface, understand the roles and permissions within SharePoint, and delve into creating, modifying, sorting, and filtering Lists. Importing data from Excel to SharePoint, creating Discussion Boards, and managing Custom Library Views will also be covered. Additionally, you'll gain proficiency in working with metadata, version control, and other advanced SharePoint features essential for effective collaboration and document management.

## **Power BI | Certificate | 19 Hours**

In this Power BI course, you will grasp the distinctions between dashboards and reports and learn how to incorporate data from sources like Excel, text files, or CSV files to generate reports using Power BI Desktop. You'll discover how to publish and maintain data through the Power BI cloud service, enabling effective collaboration by sharing Power BI dashboards. Essential concepts for data relationships and table linking will be covered, alongside creating dynamic calendar tables synchronized with your data. You'll also gain proficiency in using Data Analysis Expressions (DAX) for calculations and crafting diverse data visualizations, including charts, maps, tree views, and tables. Additionally, you'll explore designing custom visuals using tools like the Chiclet Slicer to enhance your data presentation.

## **Introduction to SQL | Certificate | 16 Hours**

In this SQL fundamentals course, you will delve into the foundational aspects of relational databases (RDBMS), mastering essential concepts. You'll begin by setting up Microsoft SQL Server and SQL Management Studio to facilitate database management. Learn to create and populate databases, ensuring data integrity through backup and restore procedures. Gain proficiency in retrieving data using Select statements, filtering records with Where, And, and Or clauses, and organizing results using Order By and Group By clauses. Explore advanced querying techniques such as searching within aggregate groups with the Having clause, and performing calculations with Count, Average, and Sum functions. You'll also acquire skills in updating and deleting data using Update and Delete statements, merging datasets with Join clauses, and understanding key SQL concepts like subqueries, indexing, and primary keys.



## Introduction to PHP | Certificate | 20 Hours

In this PHP fundamentals course, you'll gain a comprehensive understanding of PHP and its role in the client/server relationship. Start by setting up your development environment and implementing version control with GitHub for efficient code management. Learn about PHP's data types, including string, integer, float, and boolean, and master a variety of operators for arithmetic, assignment, comparison, increment, logic, and string manipulation. Explore conditional statements like If, Else, and Else If to handle different scenarios, and delve into arrays, including sorting techniques. Discover how to process HTML forms using both GET and POST methods, issue cookies to visitors, and manage data between pages with Sessions. Finally, apply your knowledge by building practical projects like a math flashcard app and creating templated websites to solidify your skills.

## Introduction to Python | Certificate | 20 Hours

In this Python fundamentals course, you'll start by installing Python on your operating system and understanding core data types such as strings, numbers, lists, tuples, variables, and dictionaries. Learn how to effectively use assignment operators and convert between data types. Dive into conditional statements like If, Else, and Else If for decision-making, and explore membership and identity operators for testing relationships between objects. Import existing modules and create your own to extend Python's functionality. Master loops including while and for loops, and understand loop control statements. Write reusable functions for modular programming, and manage files by opening, closing, renaming, and deleting them. Finally, learn object-oriented programming by creating and initializing classes, utilizing attributes, and implementing class inheritance for interaction between classes. This course provides a comprehensive foundation in Python for both beginners and those looking to solidify their understanding of key programming concepts.

## Python with Excel | Certificate | 20 Hours

In this hands-on Python course, you'll start by setting up your development environment, downloading and installing Python, Sublime Text, Git Bash, and Python Openpyxl for Excel manipulation. Learn to create your first Python program and use fundamental concepts like variables, print statements, lists, tuples, and loops. Dive into Excel automation by creating workbooks and worksheets using Python, and reading and opening Excel files. Discover how to utilize Excel formulas within the Python terminal, manipulate data and spreadsheets, and format and style them dynamically. You'll also explore creating both basic and advanced charts and graphs, manipulating tables, and adding images to Excel spreadsheets, equipping you with practical skills for data handling and visualization using Python.

## Introduction to Data Analysis with Python | Certificate | 22 Hours

In this course, you will embark on a journey through essential Python programming and data analysis skills. You'll start by installing Python on your operating system, followed by learning to import and utilize NumPy for its robust array operations and universal functions. With Pandas, you'll delve into working efficiently with Series and DataFrames, mastering techniques to clean and prepare data for analysis. Using Pandas DataFrames, you'll learn how to structure and preprocess data effectively. The course will also guide you in creating insightful data visualizations using Pandas, enabling you to visualize trends and patterns clearly. Moving forward, you'll install SciKit-Learn to delve into machine learning fundamentals, focusing on making predictions through linear regression models. By the end, you'll have the skills to implement, analyze, and interpret linear regression models,



empowering you to derive meaningful insights and predictions from datasets. This course is designed to equip you with practical tools for manipulating data and performing data-driven analysis in Python.

## **Django for Beginners | Certificate | 20 Hours**

In this Django course, you will gain hands-on experience with essential tools and techniques for web development and version control. You'll begin by installing Python on your operating system and setting up your development environment with the Sublime Text Editor and Git Bash Terminal. Mastering version control, you'll learn to set up version control with Git and manage code repositories efficiently. You'll explore web server setup and deployment using Heroku Toolbelt, along with configuring SSH keys for secure access. Throughout the course, you'll delve into customizing web applications using CSS and JavaScript, enabling you to create dynamic and visually appealing websites.

## **Introduction to HTML | Certificate | 19 Hours**

In this course, you'll embark on a journey into the world of HTML. You'll learn foundational tags and attributes, such as paragraphs, headings, and formatting options like bold and italic text. Enhancing your skills, you'll explore how to style HTML elements using inline CSS and incorporate images as clickable links. Delving deeper, you'll create HTML tables, lists, and forms, mastering essential coding practices like commenting. You'll also discover how to create navigational links between web pages and sites. Building practical experience, you'll develop a responsive resume website using Bootstrap's CSS framework and templates, ensuring your site looks great across all devices. Finally, you'll learn to manage and deploy your code using GitHub for version control and Heroku for live deployment, equipping you with the tools to confidently create and launch your own websites.

## **Introduction to CSS | Certificate | 19 Hours**

In this comprehensive course, you will master the art of styling web pages with CSS. Starting with basic skills like adding and changing colors, backgrounds, and borders, you'll progress to understanding crucial concepts like margins, padding, text formatting, and alignment. You'll learn to style links, lists, and manipulate fonts to achieve the desired look. Dive deeper into CSS with pseudo-classes, gradients, shadows, and rounded corners, enhancing your design skills further with buttons, pagination, and responsive techniques for mobile devices. You'll also explore Bootstrap for efficient web development and gain insights into how HTML, CSS, and JavaScript collaborate to create dynamic and visually appealing websites. By the end, you'll be equipped to create stylish and functional web designs tailored to modern standards and practices.

## **Introduction to JavaScript | Certificate | 20 Hours**

In this JavaScript course, you will delve into the fundamentals and beyond, starting with understanding syntax and output. You'll grasp JavaScript statements, learn to effectively comment code, and handle data using variables and operators. Explore data types such as strings, numbers, and Booleans, and leverage arrays for managing multiple items. Move into intermediate topics like objects, functions, and conditional statements, enabling you to manipulate HTML elements via the DOM and adjust CSS styles dynamically. Gain proficiency in handling Events and EventListeners, explore JQuery for efficient scripting, and understand AJAX for asynchronous requests and responses. Finally, apply your knowledge by constructing a math flashcard app, integrating JavaScript and AJAX to create a functional and interactive learning tool.



## **Intro to Ruby Programming | Certificate | 21 Hours**

In this comprehensive Ruby programming course, you'll cover foundational topics essential for building robust applications. Begin by mastering the fundamentals: storing data with variables and applying arithmetic, comparison, and assignment operators. Learn effective coding practices like commenting and error handling to streamline your development process. Explore the power of arrays, including multi-dimensional arrays, and gain proficiency in using loops such as while, until, for, and each loops for efficient data processing. Understand the versatility of hashes and their applications in organizing data. Dive into object-oriented programming by creating classes, implementing getters, and setters to manage class data effectively. Enhance your applications by learning different file handling modes for reading, writing, and appending data. Extend your program's functionality with third-party Gems and consolidate your learning by constructing a math flashcard app that integrates all these concepts seamlessly.

## **Ruby on Rails for Web Development | Certificate | 25 Hours**

In this comprehensive Ruby on Rails course, you will embark on a journey to master the essential skills needed to develop dynamic web applications. Begin by exploring various methods to download, install, and effectively utilize Ruby on Rails. Set up your development environment seamlessly integrating Github, BitBucket, and Heroku for version control and deployment. Enhance your applications by adding, installing, and managing Gems to incorporate third-party functionalities. Learn to create interactive web interfaces by embedding Ruby and HTML to establish links. Customize your application's visual appeal with CSS, Bootstrap components like Jumbotron and buttons, ensuring a sleek user experience. Implement user authentication and management functionalities using Devise, allowing users to sign up, log in, and log out securely. Integrate image handling capabilities with Paperclip and ImageMagick, and leverage Amazon AWS for efficient image hosting. Finally, optimize your application for mobile devices, ensuring accessibility and responsiveness across various screen sizes. This course equips you with the skills to build robust, user-friendly web applications using Ruby on Rails.

## **Intro to C# Programming | Certificate | 16 Hours**

In this introductory programming course, you'll delve into essential concepts such as variables, data types, string manipulation, and basic math operations in Python. Learn how to gather user input, manipulate arrays using methods, implement logical operations with loops, and effectively manage errors and exceptions. Gain an introduction to object-oriented programming with classes, enabling you to organize and structure your code more efficiently. By the end of the course, you'll be equipped to create your own simple yet functional programs, applying the principles and techniques learned throughout the modules.

## **Photoshop for Beginners | Certificate | 29 Hours**

In this Photoshop course, you will learn essential techniques to enhance your digital editing skills. Explore the fundamentals of layer masks and clipping masks to control and refine image compositions effectively. Master the art of removing backgrounds seamlessly to isolate subjects and enhance visual impact. Additionally, discover how to create custom shapes and apply a variety of effects to your designs, enabling you to add creativity and depth to your projects. Whether you're a novice looking to start your journey in digital design or seeking to refine your skills, this course provides practical, hands-on training to unleash your creativity in Photoshop.



## **Photoshop: Advanced | Certificate | 15 Hours**

In this course, delve into advanced Photoshop techniques aimed at expanding your creative repertoire. Discover how to create captivating animations to bring your designs to life, and master basic video editing and tool recording capabilities within the software. Explore a range of text effects to add depth and visual interest to your projects, from dynamic typography to elegant lettering. This course equips you with the skills to push the boundaries of visual storytelling using Photoshop

## **Illustrator: Basic | Certificate | 15 Hours**

In this Illustrator course, explore creating documents for print and web, mastering color modes like CMYK and RGB. Learn to manipulate shapes with tools like the Pen and Curvature tools, and add depth with gradients and custom brushes. Discover text formatting, perspective adjustments with the Free Transform tool, and smooth transitions using the Blend tool. Use Pathfinder and Shape Builder for complex shapes, and employ masks and opacity effects for enhanced designs. By the end, you'll adeptly create vector graphics for diverse design needs.

## **Illustrator: Advanced | Certificate | 15 Hours**

In this course, you'll dive into advanced Illustrator techniques. Begin by importing sketches to serve as your design framework, then master the intricacies of tracing outlines and refining shapes and details. Discover effective strategies for developing color schemes and saving palettes, and learn to apply flat colors, shadows, and highlights to add depth and dimension to your designs. Explore techniques for achieving color balance through adjustments and tweaks, employ tools like the Blend tool to create 3D text effects, and manipulate text with warping and distortion. Use the Pathfinder tool to merge elements and group colors seamlessly, craft custom textures, integrate them with logos, and finally, learn to save your designs in various formats for optimal output across different platforms.

