

Business Access Curricula Library

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Business Access Curricula Library

Occupation-Specific Curricula

Administrative Service Managers – O*Net Occupation Code 11-3011.00

Plan, direct, or coordinate supportive services of an organization, such as recordkeeping, mail distribution, telephone operator/receptionist, and other office support services. Responsibilities may include setting goals and deadlines for departments, preparing operational reports, plan, administer and control budgets for contracts, equipment and supplies as well as overseeing facilities planning and maintenance and custodial operations.

Jobs in this area include: Administrative Assistant, Office Manager, Administrative Manager, Administrative Specialist, Administrator, Director of Operations, Administrative Coordinator, Administrative Director, Administrative Officer

Courses
Active Listening
Communication Essentials
Communication Skills
Reading Strategies 1
Reading Strategies 2
Skim or Scan for Relevant Information
Problem Solving
Math Problem Solving
Identifying and Solving Problems
Basic Math
Applied Math
Use Flowcharts to Make Decisions
Use Organizational Charts to Identify Members of Organizations
Synthesize Information to Solve Problems
How to Make a Decision and Justify it in a Report
Use Written Materials to Make a Decision
Social Skills in the Workplace (ALC)
Communication, Confidence, and Trust (ALC)
Setting Goals and Standards
Ways to Improve Customer Service
Breakthrough Customer Service
Conflict Resolution
Interpersonal Behavior Patterns 1
Interpersonal Behavior Patterns 2
Time Management in the Workplace
Time Management and Prioritizing
Motivational Skills
Giving Clear Information
Effective Feedback
Apply Common Rules of Grammar
Clear Writing
Introduction to Report Writing
Report Writing
Microsoft Word 2007 Fundamentals
Microsoft Excel 2007 Fundamentals
Microsoft Excel 2007 Intermediate

Microsoft Outlook 2007 Fundamentals
Microsoft Outlook 2007 Intermediate
Microsoft Access 2007 Fundamentals
Microsoft Access 2007 Intermediate
Microsoft Windows Vista
Motivating Others Through Adaptive Leadership
Communicate on Purpose in the Workplace
Encouraging Teamwork
Training, Coaching and Delegating
Planning and Scheduling Work
Counseling and Disciplining
Evaluating Performance
Appraising People and Performance
Effective Negotiation
Fire Safety (ALC)
First Aid (ALC)
Fire Prevention and Protection (ALC)
Diversity (ALC)
Equal Opportunity (ALC)
Attendance (ALC)

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 11-3011.00. This curriculum also matches portions of the Equipped for the Future Work Readiness Credential.

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Bookkeeping, Accounting & Auditing Clerks – O*Net Occupation Code 43-3031.0

Interest and skills required for bookkeeping, accounting and auditing clerks involve detailed and accurate calculation, analysis, and organization. One is responsible for computing, classifying and recording numerical data to keep financial records complete. Tasks to perform include routine calculations, posting, checking the accuracy of figures and recording of business transactions recorded by other workers. Jobs in this area include: Accounting Clerk, Accounts Payable Clerk, Accounting Assistant, Bookkeeper, Accounts Receivable Clerk, Accounting Associate, Fiscal Technician, Accounting Representative, Accounting Technician and Accounting Analyst.

Courses
Microsoft Access 2007 Fundamentals
Microsoft Access 2007 Intermediate
Microsoft Access 2007 Advanced
Microsoft Access 2007 Expert
Microsoft Excel 2007 Fundamentals
Microsoft Excel 2007 Intermediate
Microsoft Excel 2007 Advanced
Microsoft Excel 2007 Expert
Goldmine 5.0 Introduction
Goldmine 5.0 Intermediate
Goldmine 5.0 Advanced
Time Management
Time Management in the Workplace
Listening and Organizing
Active Listening
Communication Essentials

Communication Skills
Reading Strategies 1
Ready Strategies 2
Basic Writing Skills
Spell Frequently Used Words Correctly
Recognize the Meaning of Common Words
Better Business Writing
Social Skills in the Workplace
Interpersonal Behavior Patterns 1
Interpersonal Behavior Patterns 2
Ways to Improve Customer Service
Customer Service Success
Synthesize Information to Solve a Problem
Problem Solving
Identifying and Solving Problems
Algebraic Equations
Integers and Algebraic Expressions
Percentages
Decimals and Fractions
Decimals
Using a Calculator
Number Sense
Math Problem Solving
Fundamentals of Math
Applied Math
Fill in Information on a Form
Fill in Numbers on a Form
Locate and Compare Facts on a Form
Estimate a Product or Quotient
Estimate a Sum or Difference
Derive Equivalent Algebraic Equations
Solve Simple Algebraic Equations
Solve Problems Involving Ration and Proportion
Multiple and Divide Fractions
Divide Whole Numbers with Decimals
Solve Conversion Problems
Convert Decimals, Percents and Fractions
Add and Subtract Decimals
Count Forward or Backward by a Given Number and Determine the Next Number in the Series

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 43-3031.0.

Certificate: These courses supports a path to the American Institute of Professional Bookkeepers Certified Bookkeeper Designation www.aipb.org/certification; Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software; and Business Access Certificate of Completion.

Child Care Worker 1 – O*Net Occupation Code 39-9011.00 

Child Care Workers attend to children at schools, businesses, private households and child care institutions. These positions require a variety skills including the ability to give full attention to what others are saying, the ability to listen and understand information and ideas as well as assist and care for others.

Courses
Basic First Aid (ALC)
Hand Washing Techniques (ALC)
Communication Skills
Motivational Skills
Breakthrough Customer Service
Active Listening
Basic Writing Skills
Giving Clear Information
Interpersonal Behavior Patterns 1
Effective Feedback
Attitude Matters Quiz
Time Management and Prioritizing
Nutrition and Physical Fitness (ALC)
Fire Safety (ALC)

Course Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 39-3011.00.

Certificate: Child Care certifications vary from state to state. This curriculum results in a Business Access Certificate of Completion

Child Care Worker 2 – O*Net Occupation Code 39-9011.00

Child Care Workers attend to children at schools, businesses, private households and child care institutions. These positions require a variety skills including reading to children, teaching others, disciplining and recommending or initiating measures to control behavior, caring for the health and safety of children as well as managing one own time and the time of others.

Courses
Communication Essentials
Coaching and Counseling Practice
Listening and Organizing
Training, Coaching and Delegating
Conflict Resolution
Workshop in Conflict Solutions
Problem Solving
Identifying and Solving Problems
Being a Team Player
Appraising People and Performance
Organizing Information from Multiple Sources
Interpersonal Behavior 2
Thinking Clearly and Analytically
How to make a Decision and Justify it in a Report

Course Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 39-3011.00.

Certificate: Child Care certifications vary from state to state. This curriculum results in a Business Access Certificate of Completion.

Combined Food Preparation and Serving Workers – O*Net Occ. Code 35-3021.00

An instructional program that prepares students for employment related to institutional, commercial or self-owned food establishments or other food industry occupations. Instruction is

related to planning, selecting, preparing and serving of quantity food and food products; nutritive values; use and care of commercial equipment; safety; and sanitation precautions. Instructional skills are provided to individuals desiring to become employed in all areas of the food service industry at the entry level.

Courses
A Clean and Sanitary Food Processor (ALC)
Back Injury Prevention (ALC)
Basic Facts About Microorganisms (ALC)
Basic Food Facility Security (ALC)
Blood Borne Pathogens (ALC)
Facts About Microorganisms
Fire Prevention and Protection (ALC)
Food Safety (ALC)
Hand Washing Techniques (ALC)
Lock Out/Tag Out Procedures (ALC)
Nutrition and Physical Fitness (ALC)
Overview of HACCP (ALC)
Personal Protective Equipment (ALC)
Active Listening
Communication Essentials
Communication Skills
Reading Strategies 1
Social Skills in the Workplace (ALC)
Anger Management (ALC)
Ways to Improve Customer Service
Interpersonal Behavior Patterns 1
Hand Washing Techniques (ALC)
Fire Safety (ALC)
First Aid (ALC)
Fire Prevention and Protection (ALC)
Electrical Safety (ALC)
Food Safety
Food Safety (ALC)
Back Injury Prevention (ALC)
Walking and Working Surfaces (ALC)
Basic Math
Fundamentals of Math
Problem Solving with Math
Solve Problems Using Units of Measurement
Identify Measures of Volume and Capacity
Fractions, Ratios, and Proportions
Fill in Information on a Form
Being a Team Player
Listening and Organizing
Identify Defects of Damage to Equipment
Fill in Numbers of a Form
Locate and Compare Facts on a Form
Table, Charts and Graphs
Time Management

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 35-3021.00. Courseware was developed by vendor Alchemy Training Systems in conjunction with industry employers.

Certificate: Business Access Certificate of Completion.

Computer Support Specialist O*Net Occupation Code 15.1041.00 

This curriculum provides fundamental computer skills needed to pursue entry-level service support careers in the computer industry and prepare one to take the CompTIA A+ Certificate exam. Entry-level computer service careers include Information Technology Specialist, Electronic Data Processing Auditor, Help Desk Analyst, Computer Technician, Desktop Support Technician and Office Systems Coordinator.

Earning a CompTIA A+ Certification means that the individual possesses the knowledge and skills, essential for a successful entry-level (6 month experience) computer support professional as defined by experts from companies across the industry.

Courses
CompTIA® A+® Certification 2006 / Part 1: Fundamentals
CompTIA® A+® Certification 2006 / Part 2: Hardware Installation
CompTIA® A+® Certification 2006 / Part 3: Hardware Troubleshooting
CompTIA® A+® Certification 2006 / Part 4: Operating Systems
CompTIA® A+® Certification 2006 / Part 5: Networks
CompTIA® A+® Certification 2006 / Part 6: Laptops and Printers
CompTIA® A+® Certification: A Comprehensive Approach for all 2006 Exam Objectives

Curriculum Validation: This curriculum maps to the CompTIA A+ Certification exam.

Certificate: CompTIA A+ Certification exam is targeted for technicians with 6 months experience in the IT Industry. Also results in a Business Access Certificate of Completion.

Customer Service Representatives 1 – O*Net Occupation Code 43-4051.00

Customer Service Representatives interact with customers to answer questions about products and services. They also handle and resolve customer complaints. Some Customer Service Representatives help people open accounts for services such as electricity, gas, cable, television, or telephone. Jobs in this area include Customer Service Representatives, New Account Clerks, and Customer Support Representatives. Jobs in this area may have any number of different titles. Overall employment of customer service representatives is expected to increase faster than the average for all occupations through the year 2010.

The Customer Service Representatives 1 & 2 curricula provide a baseline for the Customer Service Representatives NRF curriculum which prepares the student to pass the National Retail Federation's (NRF) customer service exam.

Courses
Active Listening
Being a Team Player, Version 2
Breakthrough Customer Service
Building Better Customer Relationships
Calming Upset Customers
Communications Essentials
Communication Skills
Reading Strategies 1
Giving Clear Information
Convert Decimals, Percents, and Fractions
Motivational Skills
Customer Service Success
Effective Negotiation
Find Information in Complex Tables
Find Parts on a Form
Interpersonal Behavior Patterns 1
Basic Math
Locate and Compare Facts on a Form

Locate Information From a Table of Contents, Index, Appendix, or Glossary
Locate Information to Perform a Task Using Cross-References
Multiply and Divide Decimal Numbers
Multiply and Divide Fractions
Multiply and Divide Negative and Positive Numbers
Write Descriptive Information on a Form
Microsoft Outlook 2007 Fundamentals
Microsoft Outlook 2007 Intermediate

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 43-4051.00. It is also aligned with the industry credential offered by the National Retail Federation.

Certificate: Leads to National Professional Certification in Customer Service, National Retail Federation and Business Access Certificate of Completion.

Customer Service Representatives 2 – O*Net Occupation Code 43-4051.00 

Customer Service Representatives interact with customers to answer questions about products and services. They also handle and resolve customer complaints. Some Customer Service Representatives help people open accounts for services such as electricity, gas, cable, television, or telephone. Jobs in this area include Customer Service Representatives, New Account Clerks, and Customer Support Representatives. Jobs in this area may have any number of different titles. Overall employment of customer service representatives is expected to increase faster than the average for all occupations through the year 2010.

The Customer Service Representatives 1 & 2 curricula provide a baseline for the Customer Service Representatives NRF curriculum which prepares the student to pass the National Retail Federation’s (NRF) customer service exam.

Courses
Social Skills in the Workplace (ALC)
Communication, Confidence, and Trust (ALC)
Interpersonal Behavior Patterns
Reading Strategies 2
Anger Management (ALC)
Conflict Resolution
Listening and Organizing
Call Center Leadership Concepts
Locate and File Information Alphabetically
Use a Sequence of Instructions to Follow a Procedure
Apply Common Rules of Grammar
Basic Writing
Formatting Letters and Reports
Basics of Note Taking
Fill in Information on a Form
Record Information Using Sentences
Write Descriptive Information on a Form
Introduction to Report Writing
Time Management
Time Management in the Workplace
Fundamentals of Math
Math Problem Solving
Decimals and Fractions
Word Problems
Solve Simple Algebraic Equations
Synthesize Information to Solve Problems
Use Written Materials to Make a Decision

Microsoft Word 2007 Fundamentals
Microsoft Word 2007 Intermediate

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 43-4051.00. It is also aligned with the industry credential offered by the National Retail Federation.

Certificate: Leads to the National Professional Certification in Customer Service, National Retail Federation and a Business Access Certificate of Completion.

Customer Service Representatives NRF – O*Net Occupation Code 43-4051.00 

This ten-course curriculum will prepare and inspire entry-level learners to achieve the National Retail Federation (NRF) customer service exam. These courses provide the specialized knowledge and skills needed to serve retail customers. The courses target four critical work functions for customer service as identified by the NRF.

Courses
Introduction to Customer Service (ALC)
Using Math at Work (ALC)
Communicating With Your Customers (ALC)
Getting to Know Your Company and Products (ALC)
Working With Customers (ALC)
Assisting Customers with Disabilities (ALC)
Dealing With Difficult Customers (ALC)
Providing Customer Support (ALC)
Solving Problems for Customers (ALC)
Working With Multiple Customers (ALC)

Curriculum Validation: Courses designed by courseware vendor Alchemy Training Systems in conjunction with industry employers to include the learning elements required to pass the National Retail Federation’s National Professional Certification exam in Customer Service.

Certificate: Leads to National Professional Certification in Customer Service, National Retail Federation and Business Access Certificate of Completion.

Door to Door Sales Worker, News and Street Vendors, and Related Workers – O*Net Occupation Code 41-9091.00 

Individuals interested in a Sales career enjoy working directly with the public and have the skills and knowledge to convenience others to purchase good and/or services. A salesperson is employed to represent a business or is self-employed. Jobs include independent sales representative (self-employed) for sales operations like Avon and Amway, sales representatives for many different industries as well as demonstrators and vendors.

Courses
Active Listening
Communication Essentials
Communication Skills
Reading Strategies 1
Social Skills in the Workplace (ALC)
Anger Management (ALC)
Appropriate Behavior in the Workplace
Ways to Improve Customer Service
Breakthrough Customer Service

Customer Service Success
Interpersonal Behavior Patterns 1
Interpersonal Behavior Patterns 2
Gather Information, Get Organized
Time Management
Time Management and Prioritizing
Listening and Organizing
Motivational Skills
Spell Frequently-Used Words Correctly
Basic Writing Skills
Calming Upset Customers
Effective Feedback
Percentages
Using a Calculator
Decimals and Fractions
Estimate a Sum or Difference
Problem Solving
Use a Key, Legend, or Parts List
Find Parts on a Form
Asking Questions, Winning Sales
Play by Play Selling
Partner Selling – Approaching with Confidence

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 41-9091.00.

Certificate: Business Access Certificate of Completion

First Line Supervisor/Managers of Food Preparation and Serving Workers – O*Net Occupation Code 35-1012.00 [In Demand](#)

First Line Supervisors/Managers of Food Preparation and Serving Workers have a broad range of duties. A First Line Supervisor should be able to coordinate several activities as once, and quickly analyze and resolve problems. A Manager should have good communication skills and be analytical, detail-oriented, flexible and decisive. Also, it is important to establish effective working relationships with many different people.

Specifically, a Food Service Manager is required to compile and balance cash receipts, resolve customer complaints and train employees in food preparation, service, and sanitation and safety procedures. Jobs in the this area include: Food Service Supervisor, Kitchen Manager, Executive Chef, Dietary Manager, Food Service Manager, and Restaurant Manager to name a few.

Courses
Active Listening
Communication Essentials
Communication Skills
Time Management in the Workplace
Time Management and Prioritizing
Reading Strategies 1
Reading Strategies 2
Problem Solving
Math Problem Solving
Identifying and Solving Problems
Synthesize Information to Solve Problems
How to Make a Decision and Justify it in a Report
Use Written Materials to Make a Decision
Social Skills in the Workplace (ALC)
Communication, Confidence, and Trust (ALC)

Anger Management (ALC)
Ways to Improve Customer Service
Breakthrough Customer Service
Conflict Resolution
Interpersonal Behavior Patterns 1
Interpersonal Behavior Patterns 2
Motivational Skills
Giving Clear Information
Effective Feedback
Microsoft Word 2007 Fundamentals
Microsoft Excel 2007 Fundamentals
Microsoft Excel 2007 Intermediate
Microsoft Outlook 2007 Fundamentals
Microsoft Outlook 2007 Intermediate
Microsoft Access 2007 Fundamentals
Microsoft Access 2007 Intermediate
Microsoft Windows Vista
Motivating Others Through Adaptive Leadership
Communicate on Purpose in the Workplace
Encouraging Teamwork
Training, Coaching and Delegating
Planning and Scheduling Work
Counseling and Disciplining
Evaluation Performance
Appraising People and Performance
Effective Negotiating
Overview of HACCP (ALC) – Hazard Analysis and Critical Control Points
Fire Safety (ALC)
First Aid (ALC)
Fire Prevention and Protection (ALC)
Food Safety
Food Safety (ALC)
Assisting Customers with Disabilities (ALC)
Diversity (ALC)
Equal Opportunity (ALC)
Attendance (ALC)
Back Injury Prevention (ALC)
Walking and Working Surfaces (ALC)
Personal Protective Equipment (ALC)
Electrical Safety (ALC)
Blood Borne Pathogens (ALC)
Basic Food Facility Security (ALC)
Safety and Security in Food Operations (ALC)
Hand Washing Techniques (ALC)
A Clean and Sanitary Food Processor (ALC)
Basic Facts about Microorganisms
Preventing Food Borne Illness (ALC)
Hazard Communication (ALC)

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 35-1012.00.

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

First-Line Supervisors/Managers of Personal Service Workers Code 41-1011.00 InDemand

Supervise and coordinate activities of personal service workers, such as supervisors of flight attendants, hairdressers, or caddies. Responsibilities include assign work schedules, inspecting work areas, report to managers and supervisors and resolve customer complaints. Jobs include Hair Salon Manager, Recreation Coordinator, Direct Care Supervisor, Resident Care Supervisor, Salon Manager, Spa Director, Adult Family Home Program Manager and Community Life Director.

Courses
Active Listening
Communication Essentials
Communication Skills
Time Management in the Workplace
Time Management and Prioritizing
Reading Strategies 1
Reading Strategies 2
Problem Solving
Math Problem Solving
Identifying and Solving Problems
Synthesize Information to Solve Problems
How to Make a Decision and Justify it in a Report
Use Written Materials to Make a Decision
Social Skills in the Workplace (ALC)
Communication, Confidence, and Trust (ALC)
Anger Management (ALC)
Ways to Improve Customer Service
Breakthrough Customer Service
Conflict Resolution
Interpersonal Behavior Patterns 1
Interpersonal Behavior Patterns 2
Motivational Skills
Giving Clear Information
Effective Feedback
Microsoft Word 2007 Fundamentals
Microsoft Excel 2007 Fundamentals
Microsoft Excel 2007 Intermediate
Microsoft Outlook 2007 Fundamentals
Microsoft Outlook 2007 Intermediate
Microsoft Access 2007 Fundamentals
Microsoft Access 2007 Intermediate
Microsoft Windows Vista
Motivating Others Through Adaptive Leadership
Communicate on Purpose in the Workplace
Encouraging Teamwork
Training, Coaching and Delegating
Planning and Scheduling Work
Counseling and Disciplining
Evaluation Performance
Appraising People and Performance
Effective Negotiating
Overview of HACCP (ALC) – Hazard Analysis and Critical Control Points
Fire Safety (ALC)
First Aid (ALC)
Fire Prevention and Protection (ALC)
Food Safety
Food Safety (ALC)
Assisting Customers with Disabilities (ALC)
Diversity (ALC)
Equal Opportunity (ALC)

Attendance (ALC)
Back Injury Prevention (ALC)
Walking and Working Surfaces (ALC)
Personal Protective Equipment (ALC)
Electrical Safety (ALC)
Blood Borne Pathogens (ALC)
Basic Food Facility Security (ALC)
Safety and Security in Food Operations (ALC)
Hand Washing Techniques (ALC)
A Clean and Sanitary Food Processor (ALC)
Basic Facts about Microorganisms
Preventing Food Borne Illness (ALC)
Hazard Communication (ALC)

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 41-1011.00.

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Graphic Designers – O*Net # 27-11024.0 (Desktop Publishers 43-9031.00) InDemand

This curriculum will introduce you to desktop publishing and graphic design, which can be used to prepare marketing brochures and presentations. These skills will also be valuable in basic web design.

Courses
Active Listening
Listening and Organizing
Communication Essentials
Communication Skills
Reading Strategies 1
Reading Strategies 2
Reading for Information
Spell Frequently Used Words Correctly
Determine the Meaning of Figurative Language
Better Business Writing
Effective Writing
Clear Writing
Social Skills in the Workplace (ALC)
Customer Service Success
Breakthrough Customer Service
Play by Play Selling
Asking Questions, Winning Sales
Delivering Winning Presentation
Effective Negotiation
Identify and Solve Problems
Problem Solving
Problem Solving – the 4 C’s
Microsoft Outlook 2007 Fundamentals
Microsoft Outlook 2007 Intermediate
Microsoft Word 2007 Fundamentals
Microsoft Word 2007 Intermediate
Microsoft Publisher 2003 Fundamentals
Microsoft PowerPoint 2007 Fundamentals
Microsoft PowerPoint 2007 Intermediate
Adobe Photoshop CS Fundamentals
Adobe Photoshop CS Intermediate

Photoshop 5.5 Introduction
Photoshop 5.5 Intermediate
Photoshop 5.5 Advanced
Photoshop 5.5 Web Graphics
FrontPage 2002 Introduction
FrontPage 2002 Intermediate
FrontPage 2002 Advanced
FrontPage 2002 Fundamentals

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 43-9031.00 and 27-11024.0

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Hospitality, Waiters and Waitresses 1 – O*Net Occupation Code 35-3031.00 [In Demand!](#)

Traits most important for success in hospitality-related jobs include good communication skills, the ability to get along with people in stressful situations, a neat, clean appearance, and a pleasant manner. One must often work quickly, accurately, and cordially to help large numbers of sometimes impatient and irate guests. The responsibilities of a waiter and waitress are to take orders and serve food and beverages to patrons at tables in dining establishments. Jobs in this industry include: Hotel Desk Clerks, Travel Agents, Waiters and Waitresses, Restaurant and Hotel Managers, Restaurant Hosts, Bartenders, Flight Attendants.

Courses
Active Listening
Communication Essentials
Communication Skills
Reading Strategies 1
Time Management
Social Skills in the Workplace (ALC)
Anger Management (ALC)
Ways to Improve Customer Service
Interpersonal Behavior Patterns 1
Hand Washing Techniques (ALC)
Fire Safety (ALC)
First Aid (ALC)
Fire Prevention and Protection (ALC)
Food Safety
Food Safety (ALC)
Back Injury Prevention (ALC)
Walking and Working Surfaces (ALC)
Fill in Information on a Form

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 35-3031.00.

Certificate: Business Access Certificate of Completion.

Hospitality, Waiters and Waitresses 2 – O*Net # 35-3031.00

Traits most important for success in hospitality related jobs include good communication skills, the ability to get along with people in stressful situations, a neat, clean appearance, and a pleasant manner. One must often work quickly, accurately, and cordially to help large numbers of sometimes impatient and irate guests. The responsibilities of a waiter and waitress are to take orders and serve food and beverages to patrons at tables in dining establishments. Jobs in this area include: Hotel Desk Clerks, Travel Agents, Waiters and Waitresses, Restaurant and Hotel Managers, Restaurant Hosts, Bartenders, Flight Attendants.

Courses
Anger Management (ALC)
Basic First Aid (ALC)
Basics of Note Taking
Breakthrough Customer Service
Building Better Customer Relationships
Appropriate Behavior on the Workplace
Customer Service Success
Calming Upset Customers
Giving Clear Information
Interpersonal Behavior Patterns 2
Being a Team Player
Asking Questions, Winning Sales
Positive Attitude and Motivation (ALC)

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 35-3031.00.

Certificate: Business Access Certificate of Completion.

Hospitality, Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop 1 – O*Net Occupation Code 35-9031.00

Traits most important for success in hospitality related jobs include good communication skills, the ability to get along with people in stressful situations, a neat, clean appearance, and a pleasant manner. One must often work quickly, accurately, and cordially to help large numbers of sometimes impatient and irate guests. Jobs in this area include: Hotel Desk Clerks, Travel Agents, Waiters and Waitresses, Restaurant and Hotel Managers, Restaurant Hosts, Bartenders, Flight Attendants.

Courses
Active Listening
Communication Essentials
Communication Skills
Reading Strategies 1
Time Management
Social Skills in the Workplace (ALC)
Anger Management (ALC)
Ways to Improve Customer Service
Interpersonal Behavior Patterns 1
Fire Safety (ALC)
Food Safety (ALC)
Walking and Working Surfaces (ALC)

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 35-9031.00.

Certificate: Business Access Certificate of Completion.

**Human Resources Assistant, Except Payroll and Timekeeping –
O*Net Occupation Code 43-4161.00 [InDemand](#)**

The jobs and tasks within the Human Resources field vary widely, as do the skills and training required. Human Resources, Training, and Labor Relations managers and specialists try to attract the most-qualified employees and match them to the jobs for which they are best-suited in their organization. Human Resources clerks maintain the personnel records of an organization's employees. Jobs in this area include: Recruiters, Placement Managers, Human Resource Assistant, Human Resources Clerks, Personnel Clerks, Compensation Specialists, and Training Specialists.

Courses
Active Listening
Listening and Organizing
Communication Essentials
Communication Skills
Reading Strategies 1
Reading Strategies 2
Reading for Information
Skim or Scan for Relevant Information
Time Management
Time Management in the Workplace
Problem Solving
Identifying and Solving Problems
Synthesize Information to Solve Problems
How to Make a Decision and Justify it in a Report
Use a Written Materials to Make a Decision
Locate and Compare Facts on a Form
Formatting Letters and Reports
Basics of Note Taking
Fill in Information on a Form
Introduction to Report Writing
Basic Math
Fundamentals of Math
Math Problem Solving
Decimals and Fractions
Word Problems
Solve Simple Algebraic Equations
Social Skills in the Workplace (ALC)
Communication, Confidence and Trust (ALC)
Anger Management (ALC)
Ways to Improve Customer Service
Breakthrough Customer Service
Conflict Resolution
Interpersonal Behavior Patterns 1
Interpersonal Behavior Patterns 2
Use Organizational Charts to Identify Members of Organizations
Follow and Develop Written Instructions
Motivational Skills
Giving Clear Information
Effective Feedback
Microsoft Word 2007 Fundamentals
Microsoft Excel 2007 Fundamentals

Microsoft Outlook 2007 Fundamentals
Microsoft Access 2007 Fundamentals
Microsoft Access 2007 Intermediate
Microsoft Windows Vista
Fire Safety
Basic First Aid
Fire Prevention and Protection
Patience, Consistency and Getting the Job Done (ALC)
Appropriate Behavior in the Workplace (ALC)
Preventing Violence in the Workplace (ALC)
FMLA (ALC)
ADA (ALC)
Sexual Harassment (ALC)

Curriculum Validation: This curriculum maps to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 43-4161.00.

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Introduction – Network and Computer Systems Administrators O*Net Occupation Code 15.1071.00 InDemand

This curriculum is an introductory course for anyone interested in pursuing career in Network Administration. This curriculum offers courses in configuring and installing network components. Introduction to Network Administration includes understanding of network hardware, installation and troubleshooting.

Courses
Network+ Certification Fourth Edition (Part 1)
Network Communications Theory
Network+ Certification Fourth Edition (Part 2)
Network Connectivity and Implementation
Network+ Certification Fourth Edition (Part 3)
Network Protocols
Network+ Certification Fourth Edition (Part 4)
Network Infrastructure
Network+ Certification Fourth Edition (Part 5)
Network Security and Remote Networking
Network+ Certification Fourth Edition (Part 6)
Disaster Recovery and Data Storage
Network+ Certification Fourth Edition (Part 7)
Network Operating Systems and Troubleshooting

Curriculum Validation: This curriculum maps to the Network+ Certification exam.

Certificate: The Network+ Certification is targeted for technicians with 18 – 24 months experience in the IT industry. Also results in a Business Access Certificate of Completion.

Certificate: **Certificate:** Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Introduction - Web Developer O*Net Occupation Code 15-1099.04


This curriculum provides an introduction to a career as a Web Developer. Web Developers develop and design web applications and web sites. They create and specify architectural and technical parameters. They direct web site content creation, enhancement and maintenance.

Jobs in this area require a variety of high-level technological skills in computer graphics and programming, though writing and verbal communication skills are also important. At a minimum web designers must be familiar with Hyper Text Markup Language (HTML). Jobs in this area include: Web Page Designers, Web Developers, Web Masters. There will be an ever-increasing demand by employers for web page designers and developers and those who are technically proficient in computer graphics. These jobs are some of the fastest-growing in the U.S. job market.

Courses
Basics of HTML
Advanced Features of HTML
HTML Fundamentals
HTML Fundamentals for Certification
Programming in HTML 4 - Volume 1
Programming in HTML 4 - Volume 2
Programming in HTML 4 - Volume 3
Programming in HTML 4 - Volume 4
Programming in HTML 4 - Volume 5
Programming in HTML 4 - Volume 6
HTML 4--Volume 1
HTML 4--Volume 2
Dynamic HTML--Volume 1
Dynamic HTML--Volume 2
Dynamic HTML--Volume 3
DHTML for Internet Explorer Vol 1
Active Listening
Listening and Organizing
Communication Essentials
Scheduling and Tracking Projects
MS Project 2000 - Introduction
Project Management

Curriculum Validation: This curriculum maps to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 15-1099.04. Web Developers need samples of web pages they have built before attempting to enter the employment market and they need to be prepared to learn and/or work in other languages and with other software.

Certificate: Business Access Certificate of Completion. Web Developers need samples of web pages they have built before attempting to enter the employment market.

Janitors & Cleaners, Except Maids and Housekeeping Cleaners 1 – O*Net Occupation Code 37-2011.00 

An instructional program that prepares individuals to apply technical knowledge and skills in the maintenance and repair of residential, office, apartment buildings and other commercial buildings.

Janitors and Cleaners keep buildings in clean and orderly condition. One is required to perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance

activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk. Jobs include Custodian, Janitor, Cleaner, Custodial Worker, Building Custodian, Heavy Duty Custodian, Environmental Specialist, Operational Service Worker (OSW), Floor Tech (Floor Technician) and Plant Custodian.

Courses
Add and Subtract Measurements
Align Parts and Equipment
Basic First Aid (ALC)
Active Listening
Communication Essentials
Communication Skills
Reading Strategies 1
Time Management in the Workplace
Social Skills in the Workplace (ALC)
Anger Management (ALC)
Ways to Improve Customer Service
Interpersonal Behavior Patterns 1
Fire Prevention and Protection (ALC)
Fire Safety (ALC)
Back Injury Protection (ALC)
Listening and Organizing
Follow Directions
Hazard Communications (ALC)
Add and Subtract Measurements
Use a Sequence of Illustrations to Follow a Procedure
Interpret and Use Symbols and Codes
Use a Key, Legend, or Parts List
Locate Information to Perform a Task Using Cross-References
Basic Writing Skills
Add and Subtract Measurements
Align Parts and Equipment
Basic First Aid (ALC)

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 37-2011.00.

Certificate: Business Access Certificate of Completion.

Janitors & Cleaners, Except Maids and Housekeeping Cleaners 2 – O*Net Occupation Code 37-2011.00

An instructional program that prepares individuals to apply technical knowledge and skills in the maintenance and repair of residential, office, apartment buildings and other commercial buildings.


Janitors and Cleaners keep buildings in clean and orderly condition. One is required to perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk. Jobs include Custodian, Janitor, Cleaner, Custodial Worker, Building Custodian, Heavy Duty Custodian, Environmental Specialist, Operational Service Worker (OSW), Floor Tech (Floor Technician) and Plant Custodian.

Courses
Identify Defects or Damage to Equipment
Electrical Safety (ALC)

Lock Out/Tag Out Procedures (ALC)
E-Z Business Writing
Follow and Develop Written Instructions
Record Information Using Sentences
Write Descriptive Information on a Form
Read and Interpret Gauges
Use Gauges with Digital Readouts
Gauges with Positive and Negative Measures
Adjust Gauges to Meet Specifications
Chemical Reactions
Identify Units of Measure and Classify According to Type of Measure
Solve Problems Using Units of Measurement
Planning and Scheduling Work
Making Decisions, Weighing Risks
Effective Feedback
Training, Coaching and Delegating
ADA (ALC)
Nutrition and Physical Fitness (ALC)
Personal Protective Equipment (ALC)

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 37-2011.00.

Certificate: Business Access Certificate of Completion.

**Laborers and Freight, Stock and Material Movers, Hand 1 –
O*Net Occupation Code 53-7062.00 **

This curriculum offers a good foundation for a non-office based career in an in-demand occupation. These courses explore the world of measurement, teach you to interpret symbols and codes as well as how to follow procedures. These courses provide basic knowledge for Material Handler, Warehouse Worker, Laborer, Loader, Receiving Associate, Shipping and Receiving Clerk, Materials Handler, Line Tender, and Stock Replenishment Clerk.

Courses
Add and Subtract Measurements
Align Parts and Equipment
Back Injury Prevention (ALC)
Basic First Aid (ALC)
Hand Washing Techniques (ALC)
Identify Angles
Identify Directions that Things may be Moved
Identify Measures of Volume and Capacity
Identify Parallel, Intersecting, and Other Lines
Identify Parts of Geometric Figures
Identify Perpendicular and Intersecting Lines
Identify Points, Lines, Line Segments, and Rays
Identify Units of Measure and Classify According to Type of Measure
Interpret and Use Symbols and Codes
Interpreting the Markings on a Linear Scale
Length and Distance Measurement
Match Geometric Figures to Their Names
Match Objects and Drawings Using Distinct Features
Move, Align, and Connect Objects
Read Illustrations
Recognize Solid Figure Shapes
Use a Key, Legend, or Parts list
Use a Sequence of Illustrations to Follow a Procedure

Using the Clock to Indicate Direction

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 53-7062.00.

Certificate: Business Access Certificate of Completion.

Laborers and Freight, Stock and Material Movers, Hand 2 – O*Net Occupation Code 53-7062.00 in Demand

The second curriculum for Laborers identifies parts of a schematic diagram and the meaning of flowchart symbols. This laborer skills curriculum teaches you to identify spatial orientation terms as well as how to use gauges with digital readouts and receive information on safety prevention and protection.

Courses
A Clean and Sanitary Food Processor (ALC)
Basic Food Facility Security (ALC)
Estimate Time
Estimating the Measure of Angles
Find Information in Tables with Rows and Columns
Find Information in Two-column Tables
Fire Prevention and Protection (ALC)
Food Safety (ALC)
Gauges with Positive and Negative Measures
Get Information from Number Lines, Graphs, Tables, and Scales
Identify Component Symbols
Identify Measures of Weight, Pressure, and Torque
Identify Objects by Their Characteristics
Identify Positions of Objects
Identify Shape and Position Terms
Identify Spatial Orientation Terms with Positions
Identify the Meaning of Flowchart Symbols
Identify Types of Angles
Identifying Parts of Schematic Diagrams
Increase and Decrease Values on Measuring Instruments
Label Angles
Measure with Non-numerical Calibrated Scales
Personal Protective Equipment (ALC)
Read and Interpret Gauges
Read and Interpret Unnumbered Gauges
Read and Use Cross-sectional Illustrations
Recognize Meanings of Radio and Topographical Terms
Relate Symbols to What They Represent
Safety and Security in Food Operations (ALC)
Select Text and Visual Materials
Use Block, Wiring, and Schematic Diagrams
Use Descriptors to Identify Objects
Use Gauges with Digital Readouts
Use Troubleshooting Tables and Schematic Diagrams
Walking and Working Surfaces (ALC)

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 53-7062.00.

Certificate: Business Access Certificate of Completion.

Office Clerks, General 1 – O*Net Occupation Code 43-9061.00 InDemand

Office Clerks perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring limited knowledge of office management systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing. Jobs include Administrative Assistant, Office Manager, Receptionist, Clerk, Secretary, Office Assistant, Office Clerk, Customer Service Representative, Office Coordinator and Court Clerk.

Courses
Active Listening
Communication Skills
Communication Essentials
Reading Strategies 1
Basic Writing Skills
Spell Frequently Used Words Correctly
Identify Words that Need to be Capitalized
Social Skills in the Workplace
Follow Directions
Ways to Improve Customer Service
Identify the Meaning of a Word from Context
Use a Reference Source to Correct Misspellings
Interpersonal Behaviors Patterns 1
Avoiding Destructive Behavior (ALC)
Microsoft Word 2007 Fundamentals
Microsoft Word 2007 Intermediate
Find Information in Two-Column Tables
Write Numbers in a Sequence
Round Numbers
Add and Subtract Positive and Negative Numbers
Locate and File Information Alphabetically
Identify the Greatest or Least Number from a set of Numbers
Fill in Numbers on a Form

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 43-9061.00.

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Office Clerk 2 – O*Net Occupation Code 43-9061.00 InDemand

Continuing your quest for office employment, learn to use troubleshooting tables, discover the parts of an outline, create instructions for others as well as solve mathematical equations.

Courses
Time Management
Listening and Organizing
Customer Service Success
Breakthrough Customer Service
Recognize the Meanings of Common Words
Microsoft Excel 2007 Fundamentals
PowerPoint 2007 Fundamentals
Find Information in Tables with Rows and Columns

Use Trouble Shooting Tables
Solve Simple Algebraic Equations
Multiply and Divide Whole Numbers
Compute Averages

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 43-9061.00.

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Receptionist and Information Clerk – O*Net Curriculum Code 43-4171.00 [InDemand](#)

This curriculum will present basic skills required to function in a job as a receptionist, secretary or administrative assistant. These skills will also be helpful as a basic office worker or assistant.

Courses
Active Listening
Listening and Organizing
Communication Essentials
Communication Skills
Patience, Consistency and Getting the Job Done (ALC)
Reading Strategies 1
Reading Strategies 2
Reading for Information
Skim or Scan for Relevant Information
Tools for Getting and Staying Organized
Time Management in the Workplace
Basic Writing Skills
Spell Frequently Used Words Correctly
Identify Words that Need to be Capitalized
Label Parts on an Outline
Improving Written Clarity
Apply Punctuation Rules
Rewrite Paragraphs
Better Business Writing
Proofreading and Editing Skills
Letter Writing
Formatting Letters and Reports
Word 2007 Fundamentals
Word 2007 Intermediate
Outlook 2007 Fundamentals
Outlook 2007 Intermediate
PowerPoint 2007 Fundamentals
Follow Directions
Giving Clear Information
Social Skills in the Workplace (ALC)
Appropriate Behavior in the Workplace (ALC)
Problem Solving
Synthesize Information to Solve a Problem
Use Written Materials to Make a Decision

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 43.4171.00.

Certificate: Business Access Certificate of Completion Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Retail Salespersons 1 – O*Net Occupation Code 41-2031.00 [In Demand](#)

Whether selling shoes, computer equipment, automobiles, real estate, ships, or airplanes, salespeople assist customers in finding what they are looking for and try to interest them in buying the merchandise. They describe a product's features and demonstrate its use. For some sales jobs, particularly those involving expensive and complex items, sales people need special knowledge or skills. People in sales usually have a neat appearance, and the ability to communicate clearly and effectively. Jobs in sales include: Retail Salespeople, Manufacturing Sales Representatives, Real Estate Brokers, Insurance Sales Agents, Commodities Brokers, Sales Engineers, and Cashiers.

Courses
Active Listening
Communication Essentials
Communication Skills
Reading Strategies 1
Social Skills in the Workplace (ALC)
Anger Management (ALC)
Appropriate Behavior in the Workplace
Breakthrough Customer Service
Building Better Customer Relationships
Interpersonal Behavior Patterns 1
Effective Feedback
Basic Math
Percentages
Using a Calculator
Problem Solving
Use a Key, Legend, or Parts List
Find Parts on a Form
Asking Questions, Winning Sales
Microsoft Word 2007 Fundamentals
Microsoft Word 2007 Intermediate

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 41-2031.00.

Certificate: Business Access Certificate of Completion. Leads to the National Professional Certification in Customer Service, National Retail Federation with additional customer service courseware.

Retail Salespersons 2 – O*Net Occupation Code 41-2031.00 [In Demand](#)

Whether selling shoes, computer equipment, automobiles, real estate, ships, or airplanes, salespeople assist customers in finding what they are looking for and try to interest them in buying the merchandise. They describe a product's features and demonstrate its use. For some sales jobs, particularly those involving expensive and complex items, sales people need special knowledge or skills. People in sales usually have a neat appearance, and the ability to communicate clearly and effectively. Jobs in sales include: Retail Salespeople, Manufacturing Sales Representatives, Real Estate Brokers, Insurance Sales Agents, Commodities Brokers, Sales Engineers, and Cashiers.

Courses
Attendance (ALC)
Listening and Organizing
Ways to Improve Customer Service
Calming Upset Customers
Customer Service Success
Interpersonal Behavior Patterns 2
Assisting Customers with Disabilities (ALC)
Decimals and Fractions
Estimate a Sum or Difference
Fill in Numbers on a Form
Effective Feedback
Being a Team Player
Training, Coaching, and Delegating
Basic Writing Skills
Spell Frequently-Used Words Correctly
Identify Words That Need to be Capitalized
Positive Attitude and Motivation (ALC)
Play by Play Selling
Partner Selling – Approaching with Confidence
Microsoft Excel 2007 Fundamentals
Microsoft Excel 2007 Intermediate

Curriculum Validation: This curriculum was designed to include learning elements that map to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 41-2031.00.

Certificate: Business Access Certificate of Completion. Leads to the National Professional Certification in Customer Service, National Retail Federation with additional customer service courseware.

Technical Support - Computer Support Specialist O*Net Occupation Code 15-1041.00

Technical Support Representatives provide technical assistance to computer system users. Answer questions or resolve computer problems for clients in person, via telephone or from remote location. Technical Support Representatives may provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Sample of reported job titles: Information Technology Specialist (IT Specialist), Electronic Data Processing Auditor (EDP Auditor), Help Desk Analyst, Computer Technician, Desktop Support Technician, Office Systems Coordinator

Courses
Active Listening
Being a Team Player, Version 2
Breakthrough Customer Service
Building Better Customer Relationships
Calming Upset Customers
Communications Essentials
Communication Skills
Reading Strategies 1
Giving Clear Information
Fill in Information on a Form
Record Information Using Sentences
Write Descriptive Information on a Form
Social Skills in the Workplace (ALC)
Communication, Confidence, and Trust (ALC)
Interpersonal Behavior Patterns

Conflict Resolution
Listening and Organizing
Core Computer Skills (Vista) - Personal Computers
Core Computers Skills (Vista) - The Mouse and the Keyboard
Core Compute Skills (Vista) - Windows Part A
Core Computer Skills (Vista) - Windows Part B
Microsoft Windows Vista Fundamentals
Core Computer Skills (Vista) - Using Software
Core Computer Skills (Vista) - Introduction to Microsoft Word
Core Computer Skills (Vista) - Windows Vista Internet
Core Computer Skills (Vista) - Internet
Microsoft Word 2007 Fundamentals
Microsoft Word 2007 Intermediate

Curriculum Validation: This curriculum maps to the Tasks, Knowledge, Skills, and Abilities identified by O*Net in the online summary report for occupation code 15-1041.00.

Certificate: Business Access Certificate of Completion.

Technical Curricula

First Steps to Computers 2007

First Steps to Computers 2007 provides the building-block courses required to learn, improve or update your computer skills. You'll learn about your computer and how to operate it, how to use the Windows Vista operating system and other software in a Windows environment, how to use Microsoft Word, and how to navigate the Internet using Internet Explorer.

<http://www.essex.edu/continuinged>

Courses
Core Computer Skills (Vista) Pre-Test
Core Computer Skills (Vista) – Personal Computers
Core Computers Skills (Vista) - The Mouse and the Keyboard
Core Compute Skills (Vista) – Windows Part A
Core Computer Skills (Vista) – Windows Part B
Microsoft Windows Vista Fundamentals
Core Computer Skills (Vista) – Using Software
Core Computer Skills (Vista) – Introduction to Microsoft Word
Core Computer Skills (Vista) – Windows Vista Internet
Core Computer Skills (Vista) – Internet
Microsoft Word 2007 Fundamentals
Microsoft Word 2007 Intermediate
Comprehensive Post Test

Curriculum Validation: The curriculum was developed and produced by Essex County Community College's Continuing Education Department of Technical Training.

Certificate: Continuing Education Unit (CEU) credit from Essex County (NJ) Community College. Business Access Certificate of Completion.

Core Computer Skills & Applications (Windows Vista)

The Core Computer Skills Curriculum will provide you with the building block courses required to learn, improve or update your computer skills. You'll learn about your computer and how to use it. You'll learn how to use Windows Vista, and the basics of using software in a Windows environment. Finally, you'll learn how to use Microsoft Word, and how to navigate the Internet using Internet Explorer.

Courses
Core Computer Skills Pre-Test
Core Computer Skills Module 1 - Laptop Computer
Core Computer Skills Module 2 - The Mouse and Keyboard
Core Computer Skills Module 3 - Windows Vista (Part A)
Core Computer Skills Module 4 - Windows Vista (Part B)
Core Computer Skills Module 5 - Using Software
Core Computer Skills Module 6 - Introduction to Microsoft Word
Core Computer Skills Module 7 - Windows Vista Internet
Core Computer Skills Post-Test

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Core Computer Skills & Applications (Windows XP)

The Core Computer Skills Curriculum will provide you with the building block courses required to learn, improve or update your computer skills. You'll learn about your computer and how to use it. You'll learn how to use Windows XP, and the basics of using software in a Windows environment. Finally, you'll learn how to use Microsoft Word, and how to navigate the Internet using Internet Explorer.

Courses

Core Computer Skills Introduction & Pre-Test
Core Computer Skills Module 1 - Laptop Computers
Core Computer Skills Module 2 - The Mouse and Keyboard
Core Computer Skills Module 3 - Windows XP (Part A)
Core Computer Skills Module 4 - Windows XP (Part B)
Core Computer Skills Module 5 - Using Software
Core Computer Skills Module 6 - Introduction to Microsoft Word
Core Computer Skills Module 7 - Windows XP Internet
Core Computer Skills Post-Test

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Introduction to Programming – Visual C++

Introduction course for anyone with 2 – 3 years of computer industry experience interested in pursuing a career in Programming. Microsoft Visual C++ (often abbreviated as **MSVC**) is a commercial integrated development environment (IDE) product engineered by Microsoft for the C, C++, and C++/CLI programming languages. It has tools for developing and debugging C++ code, especially code written for the Microsoft Windows API, the DirectX API, and the Microsoft .NET Framework.

Courses

Visual C++
Visual C++ Secrets & Timesavers
Visual C++ Volume 1
Visual C++ Volume 2
Visual C++ Volume 3
Visual C++ Volume 4

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Introduction to Web Design - HTML

This curriculum will provide an introduction to the skills required for HTML programming.

Courses

Basics of HTML
Advanced Features of HTML
HTML Fundamentals
HTML Fundamentals for Certification
Programming in HTML 4 - Volume 1

Programming in HTML 4 - Volume 2
Programming in HTML 4 - Volume 3
Programming in HTML 4 - Volume 4
Programming in HTML 4 - Volume 5
Programming in HTML 4 - Volume 6
HTML 4--Volume 1
HTML 4--Volume 2
Dynamic HTML--Volume 1
Dynamic HTML--Volume 2
Dynamic HTML--Volume 3
DHTML for Internet Explorer Vol 1

Certificate: Business Access Certificate of Completion. Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional training (Advanced) and practice time on software.

Microsoft Access 2007

It's easy to stay on top of your contact list with Access. Access is a database software program that tracks and manages information, sorts records, and creates reports.

Courses

Microsoft Office Access 2007 Expert
Microsoft Office Access 2007 Advanced
Microsoft Office Access 2007 Intermediate
Microsoft Office Access 2007 Fundamentals

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft Access XP

It's easy to stay on top of your contact list with Access. Access is a software database program that tracks and manages information, sorts records and creates reports.

Courses

Access 2002 -- Introduction
Access 2002 -- Intermediate
Access 2002 -- Advanced

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft Excel 2007

Looking for a way to manage business information more efficiently? Excel is the software package that meets your needs. You can create spreadsheets, organize and import data as well as develop and present charts and graphs.

Courses

Excel 2007 Fundamentals
Excel 2007 Advanced
Excel 2007 Intermediate

Excel 2007 Expert

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft Excel XP

Looking for a way to manage business information more efficiently? Excel is the software package that meets your needs. You can create spreadsheets, organize and import data as well as develop and present charts and graphs.

Courses

Excel 2002--Introduction

Excel 2002--Intermediate

Excel 2002--Advanced

Excel 2003--Fundamentals

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft Office 2007

Want to learn to format a letter, develop a telephone log, create a budget, and make a presentation or email friends and co-workers? This is the course for you!

Courses

Microsoft Office Word 2007 Intermediate

Microsoft Office Word 2007 Fundamentals

Microsoft Office PowerPoint 2007 Fundamentals

Microsoft Office Outlook 2007 Fundamentals
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Microsoft Office Excel 2007 Fundamentals
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Microsoft Office Access 2007 Fundamentals

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft FrontPage XP

Want to create and manage a web site? FrontPage has the tools to help create, manage and secure your Web site.

Courses

FrontPage 2002 -- Introduction

FrontPage 2002 -- Intermediate

FrontPage 2002 -- Advanced

FrontPage 2003 -- Introduction

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft Outlook 2007

Outlook is a great communication and organization tool. This software provides emailing capabilities as well as contact and calendar features to keep you organized.

Courses

Microsoft Office Outlook 2007 Expert
Microsoft Office Outlook 2007 Advanced
Microsoft Office Outlook 2007 Intermediate
Microsoft Office Outlook 2007 Fundamentals

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft Outlook XP

Outlook is a great communication and organization tool. This software provides emailing capabilities as well as contact and calendar features to keep you organized.

Courses

Outlook 2002 -- Scheduling
Outlook 2002 -- Emailing
Outlook 2000--Advanced

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional advanced training and practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft PowerPoint 2007

Create high impact presentations with PowerPoint. This software package allows you to import into your presentation different kinds of media from clipart to digital pictures.

Courses

PowerPoint 2007 Expert
PowerPoint 2007 Advanced
PowerPoint 2007 Intermediate
PowerPoint 2007 Fundamentals

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft PowerPoint XP

Create high impact presentations with PowerPoint. This software package allows you to import into your presentation different kinds of media from clipart to digital pictures.

Courses

PowerPoint 2002 -- Introduction
PowerPoint 2002 -- Intermediate

PowerPoint 2002 -- Advanced

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft Windows XP

Windows is designed to efficiently operate your computer. It is the operating system that manages the hardware and software resources and allows the software to interact with the hardware.

Courses

Windows XP--Introduction

Windows XP--Internet

Windows XP--Intermediate

Windows XP--Advanced

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft Windows Vista

Windows is designed to efficiently operate your computer. It is the operating system that manages the hardware and software resources and allows the software to interact with the hardware.

Courses

Microsoft Windows Vista Internet Expert

Microsoft Windows Vista Advanced

Microsoft Windows Vista Intermediate

Microsoft Windows Vista Internet Fundamentals

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft Word 2007

Create many types of documents with Microsoft Word. This word processor creates documents such as letters, memos and reports as well as providing formatting and editing functions.

Courses

Word 2007 Expert

Word 2007 Advanced

Word 2007 Intermediate

Word 2007 Fundamentals

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Microsoft Word XP

Create many types of documents with Microsoft Word. This word processor creates documents such as letters, memos and reports as well as providing formatting and editing functions.

Courses

Word 2002 -- Introduction

Word 2002 -- Intermediate

Word 2002 -- Advanced

Word 2003 - Fundamentals

Certificate: Microsoft courseware leads to Microsoft Certified Application Specialists (MCAS) with additional practice time on software. Also results in a Business Access Certificate of Completion.

Employment Curricula

Basic Employment

Effective workers adapt to change and actively participate in meeting the demands of a changing workplace requiring the fundamentals skills of reading and understanding information presented in written form, to follow established procedures, to identify actual or potential problems related to one's own work and to accept new or changed work responsibilities with a positive attitude.

Courses
Appropriate Behavior in the Workplace (ALC)
Communication Skills (ALC)
Basic Writing Skills
Recognize Meanings of Common Words
Spell Frequently Used Words Correctly
Locate and File Information Alphabetically
Locate Information from a Table of Contents, Index, Appendix and Glossary
Patience, Consistency and Getting the Job Done (ALC)
Follow Directions
Avoiding Destructive Behavior (ALC)

Curriculum Validation: This curriculum was created by Essex County Division of Employment and Training.

Certificate: Business Access Certificate of Completion.

Basic Employment 2

Effective workers adapt to change and actively participate in meeting the demands of a changing workplace requiring the use of basic math, to adjust to unexpected problems or situations, demonstrate flexibility, take responsibility for completing one's own work assignments on time, manage time effectively and cope with work situations or tasks that change frequently.

Courses
Reading Strategies Part 1
Write Numbers in Sequence
Time Management
Basic Math
Communication Essentials
Identifying and Solving Problems
Anger Management (ALC)
Social Skills in the Workplace (ALC)
Preventing Violence in the Workplace (ALC)
Sexual Harassment (ALC)

Curriculum Validation: This curriculum was created by Essex County Division of Employment and Training.

Certificate: Business Access Certificate of Completion.

Basic Employment Skills - Soft Skills

This curriculum provides an introduction to some basic skills that will be needed in most jobs.

Courses
Anger Management (ALC)
Apply Common Rules of Grammar
Apply Punctuation Rules
Appropriate Behavior in the Workplace (ALC)
Avoiding Destructive Behavior (ALC)
Communication Skills (ALC)
Decimals
Fill in Numbers on a Form
Find Information in Tables with Rows and Columns
Find Information in Two-Column Tables
Integrate Visual Information to Select a Course of Action
Locate and Compare Facts on a Form
Locate and File Information Alphabetically
Locate Information from a Table of Contents, Index, Appendix, and Glossary
Motivational Skills
Preventing Violence in the Workplace (ALC)
Recognize Meanings of Common Words
Sexual Harassment (ALC)
Skim or Scan for Relevant Information
Social Skills in the Workplace
Time Management
Use your Senses to Determine a Course of Action

Curriculum Validation: This curriculum focuses on employment soft skills that are listed in many occupations as outlined in O*net.

Certificate: Business Access Certificate of Completion.

Basic Employment Skills - Basic Education

This curriculum will present some basic skills that will be required for most jobs.

Courses
Active Listening
Basic Math
Basic Writing Skills
Effective Writing
E-Z E-Mail
Fundamentals of Math
Planning and Scheduling Work
Reading for Information
Reading One
Reading Two
Time Management in the Workplace

Curriculum Validation: This curriculum focuses on employment basic education skills that are listed in many occupations as outlined in O*net.

Certificate: Business Access Certificate of Completion.

Entrepreneur/Self-Employed

Not everyone is cut out to own their own business or work for themselves. It takes special talents, including self-discipline, persistence, risk-taking, knowledge in a particular field, and

persistence. People who own their own business often work far more hours than people who are employed. They have little guarantee that their efforts will pay off. Jobs in this area include: Business Owners, Self-Employed Persons. Opportunities to start a business or become self-employed are readily available. Success or failure is often related to one's skills, knowledge and persistence. Factors including the general condition of the economy, and the unemployment rate may play a part in one's success or failure.

Courses
Active Listening
Articulating a Vision
Communication Skills
Communication Essentials
Launching a Business on the 'Net
Delivering Winning Presentations
Microsoft PowerPoint 2007 -- Fundamentals
Microsoft PowerPoint 2007 -- Intermediate
Report Writing
Setting Goals and Standards
Time Management
Time Management and Priorities
Microsoft Word 2007 – Fundamentals
Microsoft Word 2007 – Intermediate
Microsoft Excel 2007 – Fundamentals
Microsoft Outlook 2007 – Fundamentals
Goldmine 5.0 Introduction
Goldmine 5.0 Intermediate
Reading Strategies 1
Reading Strategies 2
Skim or Scan for Relevant Information
Problem Solving
Math Problem Solving
Identifying and Solving Problems
Synthesize Information to Solve Problems
How to Make a Decision and Justify It in a Report
Use Written Materials to Make a Decision
Interpersonal Behavior Patterns 1
Interpersonal Behavior Patterns 2

Curriculum Validation: This curriculum maps to skills outlined in the U.S. Small Business Administration (SBA) Small Business Planner <http://www.sba.gov/smallbusinessplanner/plan/getready/index.html> .

Certificate: Business Access Certificate of Completion

Industry Safety

Safety Skills training is crucial to maintaining a workplace free of injuries and accidents. Documenting your safety training helps reduce liability and supports regulatory compliance. Fire and electrical safety, personal protective equipment, injury prevention and basic first aid are all covered in an engaging format designed for workers at all levels of workplace literacy.

Courses
Back Injury Prevention (ALC)
Basic Food Facility Security (ALC)
Blood Borne Pathogens (ALC)
Electrical Safety (ALC)
Fire Prevention and Protection (ALC)
Lock Out/Tag Out Procedures (ALC)
Personal Protective Equipment (ALC)
Walking and Working Surfaces (ALC)

Curriculum Validation: This courseware was developed by vendor Alchemy Training Systems using U.S. Occupational Safety and Health Administration (OSHA) standards in conjunction with employers. These courses meet OSHA training compliance requirements.

Certificate: Business Access Certificate of Completion.

Job Success Training (Workforce Readiness Credential – Self- Management and Work with Others)

Job Success Training courses cover a wide range of essential topics that affect an employee's success or failure in the workplace. Our courses cover job retention skills, job advancement, and personal financial responsibility.

Courses
Anger Management (ALC)
Appropriate Behavior in the Workplace (ALC)
Avoiding Destructive Behavior (ALC)
Budgeting (ALC)
Communication Skills (ALC)
Housing (ALC)
Leadership (ALC)
Money Management (ALC)
Nutrition and Physical Fitness (ALC)
Problem Solving (ALC)
Problems With Credit (ALC)
Social Skills in the Workplace (ALC)
Transportation (ALC)

Curriculum Validation: This curriculum maps to the Equipped for the Future Work Readiness Credential: <http://eff.cls.utk.edu/PDF/WRCProfileLink092005.pdf>

Certificate: Work Readiness Credential; prepares students to take this portion of the Work Readiness Credential, a test which must be taken in a proctored classroom setting. Also results in a Business Access Certificate of Completion.

Workforce Readiness Credential – Communication Skills

This curriculum presents the communication skills as specified in the Workforce Readiness Credential. Topics include: Read With Understanding, Convey Ideas in Writing, Speak So Others Can Understand, Listen Actively, and Observe Critically.

Courses
Estimating Lengths and Distances
Use Formulas to Solve Problems Involving Geometric Figures
Compute the Area and Volume of Rectangular Solids
Compute the Area and Circumstances of a Circle
Compute the Area and Perimeter of a Rectangle
Estimate Fractional Length, Area, Volume, and Distance
Estimate Fractional Parts Using Common Fractions
Estimate a Product of Quotient
Estimate a Sum or Difference
Express Time Using Decimals
Estimate Time
Label Angles
Draw Bisectors and Altitudes
Estimating the Measure of Angles

Using Trigonometric Tables

Curriculum Validation: This curriculum maps to the Equipped for the Future Work Readiness Credential: <http://eff.cls.utk.edu/PDF/WRCProfileLink092005.pdf>

Certificate: Work Readiness Credential; prepares students to take this portion of the Work Readiness Credential, a test which must be taken in a proctored classroom setting. Also results in a Business Access Certificate of Completion.

Workforce Readiness Credential – Cooperation Skills
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The ability to work well and cooperate with others is essential skills in the workplace. This curriculum will teach you some of the basics required to pass the Workforce Readiness Credential Test and be successful in a work environment. Specifically you will learn about: Communicating with others inside and outside the organization, Using workplace customer service protocols at all times, Giving assistance, motivation, and direction, Valuing people different from yourself, Acknowledging that there is a conflict, Identifying areas of agreement and disagreement, Generating options for resolving conflict that have a "win-win" potential. You will also spend valuable time refining your interpersonal skills.

Courses
Calming Upset Customers
Conflict Resolution
Effective Negotiation
Workshop in Conflict Solutions Ver. 2

Curriculum Validation: This curriculum maps to the Equipped for the Future Work Readiness Credential: <http://eff.cls.utk.edu/PDF/WRCProfileLink092005.pdf>

Certificate: Work Readiness Credential; prepares students to take this portion of the Work Readiness Credential, a test which must be taken in a proctored classroom setting. Also results in a Business Access Certificate of Completion.

Workforce Readiness Credential – Decision Making Skills
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This curriculum presents the decision making skills as specified in the Workforce Readiness Credential. Topics include: Solve Problems & Make Decisions, Plan, Use Math to Solve Problems and Communicate.

Courses
Applied Math
Basic Math
Fundamentals of Math
Identifying and Solving Problems
Making Decisions, Weighing Risk
Math Problem Solving
Planning and Scheduling Work

Curriculum Validation: This curriculum maps to the Equipped for the Future Work Readiness Credential: <http://eff.cls.utk.edu/PDF/WRCProfileLink092005.pdf>

Certificate: Work Readiness Credential; prepares students to take this portion of the Work Readiness Credential, a test which must be taken in a proctored classroom setting. Also results in a Business Access Certificate of Completion.

Self-Sufficiency Curricula

Peak Workforce – Job Search Success

PEAK WORKFORCE guides you through preparing for a job search and success on the job. The course stresses the importance of planning and motivation in winning a job offer. You'll explore how to prepare job applications, resumes, and cover letters and how to use them. You will learn all the key aspects of job interviewing and can practice interviewing with a partner. Then you learn about success on the job, teamwork, communication, and how to avoid the main reasons people lose jobs. Plus, you'll discover advanced skills in getting and staying organized, communicating effectively and intentionally, and developing further critical teamwork skills.

Courses

Successful Job Search
Essential Workplace Skills
Excelling in the Workplace

Certificate: Business Access Certificate of Completion.

Peak Workforce – Essential Workplace Skills

PEAK WORKFORCE guides you through preparing for a job search and success on the job. The Course stresses the importance of planning and motivation in winning a job offer. You'll explore how to prepare job applications, resumes, and cover letters and how to use them. You will learn all the key aspects of job interviewing and can practice interviewing with a partner. Then you learn about success on the job, teamwork, communication, and how to avoid the main reasons people lose jobs. Plus, you'll discover advanced skills in getting and staying organized, communicating effectively and intentionally, and developing further critical teamwork skills.

Courses

Communicate On Purpose in the Workplace
Self Confidence in the Workplace
The Four Cornerstones of Good Teamwork
The Five P's in Problem Solving on the Job
Getting and Staying Organized on the Job

Certificate: Business Access Certificate of Completion.

Peak Workforce – Excelling in the Workplace

PEAK WORKFORCE guides you through preparing for a job search and success on the job. The Course stresses the importance of planning and motivation in winning a job offer. You'll explore how to prepare job applications, resumes, and cover letters and how to use them. You will learn all the key aspects of job interviewing and can practice interviewing with a partner. Then you learn about success on the job, teamwork, communication, and how to avoid the main reasons people lose jobs. Plus, you'll discover advanced skills in getting and staying organized, communicating effectively and intentionally, and developing further critical teamwork skills.

Courses

Finding Excellence in Your Work - It's YOUR Choice
Keeping and Succeeding in Your Job
Success with Coworkers, Bosses, and Customers

Learn about Paychecks and Deductions

Certificate: Business Access Certificate of Completion.

Peak Readiness 1 – Getting Started

The Achievers will set personal goals. Goal setting provides the achiever a better understanding of their relationship to the "real" world. By working through these interactive exercises, the Achiever will discover the connection between their chosen lifestyle and their education.

Courses
Peak Readiness Pre-Assessment
Peak Readiness Getting Started

Certificate: Business Access Certificate of Completion.

Peak Readiness 2 – Introduction to Independent Life

This basic course helps the Achiever plan an independent lifestyle. The True Life Chart graphically demonstrates how education, money, career and lifestyle are linked.

Courses
Introduction to Independent Life - Part 1
Introduction to Independent Life - Part 2
Introduction to Independent Life - Part 3

Certificate: Business Access Certificate of Completion.

Peak Readiness 3 – Create Your Life, Learn the Costs

You want to move to your own place? Do you really know the cost of having your own place? This basic curriculum teaches you about the hidden costs of living on your own. The achiever develops a budget and learns about preparing for hidden expenses. Now, you have your own place, what about a car? This course covers purchasing and maintaining a car as well as the cost of car insurance and other helpful information.

Courses
Your Total Yearly Budget, Expenses, and Income Needed
Move-Out Costs and Apartment Budget
Savings, Investing, Credit, and Financial Emergencies
Purchase, Own, and Maintain Your Car
Find a Real Apartment
Explore Car Insurance and Health Insurance
Create your Budget for your Utilities, Food, and Clothing
Create Your Budget for your Living Room
Create Your Budget for your Kitchen
Create Your Budget for your Bedroom
Create Your Budget for your Bathroom
Calculate your Leisure and Entertainment Costs

Certificate: Business Access Certificate of Completion.

Peak Readiness 4 – Jobs, Income & Education

Do you want to wear designer clothes? Live in a big home? Drive a fancy convertible? Learn what type of job it takes to lead the life you would like for yourself and your family. How much education will you need? Get started on this curriculum to find out.

Courses

Peak Readiness Job Research Interview
Find Colleges, Compare College Costs
Identify a Job and the Education Needed for Your Lifestyle

Certificate: Business Access Certificate of Completion.

Peak Readiness 5 – Discover the Business World

Dream of being your own boss? Learn what it takes to start a business, create a business plan and lead the life of an entrepreneur.

Courses

Write a simple Business Plan
Interview an Entrepreneur
Business Introduction and Self Assessment

Certificate: Business Access Certificate of Completion.

Peak Readiness 6 – Volunteering & Service

Giving back to the community is essential! Volunteering is a great way to build a network and gain new skills. This short curriculum will help you explore ways to give back to the community through volunteer and service opportunities.

Courses

What is Service and Volunteering?
Service and Volunteering Self Assessment
Interview a Volunteer or Service Worker

Certificate: Business Access Certificate of Completion.

Peak Readiness 7 – Goals & Commitments

You've created a picture of the future you want! Now, how do you make progress and stayed focused? What are the steps you need to take to move towards the life and rewards you want? This course will help you define what a balanced life means to you. Also, you will determine what actions can be taken now and set supporting goals.

Courses

Peak Readiness Post-Assessment
GOALS and COMMITMENTS: Decide what to do today

Certificate: Business Access Certificate of Completion.

Peak Financial 1 – Getting Started

Goal setting is essential to successful financial planning and achieving your dreams. These basic courses will assist you in setting attainable financial goals that support your dreams.

Courses
Your Net Worth
Set Some Goals for Your Financial Life
Financial Pre-Survey

Certificate: Business Access Certificate of Completion.

Peak Financial 2 – Get Focused, Get Organized

This short curriculum allows the student an opportunity to look at their expenses and categorize them into wants and needs. Exploring ways to save for your wants will be discussed. Knowing how to organize your finances and to stay organized is the primary focus of this curriculum.

Courses
Tools for Getting and Staying Organized
Gather Information, Get Organized
Calculate What to Spend on Needs, Wants, and Saving
Living Within Your Means

Certificate: Business Access Certificate of Completion.

Peak Financial 3 – Basic Banking & Checking

Bouncing checks, does it affect my credit? I don't have a checking account, will that hurt me? Answers to these questions and others will be found in this Basic Banking and Checking curriculum. This course provides a practical and hands on approach to personal finances.

Courses
Checking Account Exercises
READ: Personal Checks & How They Affect Your Credit and Your Life
READ: Checking Accounts & How They Effect Your Credit and Your Life
READ: Bank Statements & How They Affect Your Credit and Your Life

Certificate: Business Access Certificate of Completion.

Peak Financial 4 – Basic Budgeting & Cash Flow

Working, but can't pay all your bills? Help is found in this basic curriculum where you learn to create a working budget as well as manage a budget. Discover tools for forecasting your expenses and controlling your cash flow.

Courses
How to Forecast and Stay Organized
Create, View, and Manage Your Budget
About Forecasting and Cash Flow

Certificate: Business Access Certificate of Completion.

Peak Financial 5 – Basic Interests & Loans

How can having good credit save you money? What is revolving credit? Why are credit reports important? This basic curriculum teaches you about credit, loans and interest rates. Explore your loan options and learn how to build your credit.

Courses
Intro to Credit and Types of Credit
Explore Various Loan and Credit Options
Discover Interest Basics
Credit Reports and Credit Reporting Agencies
READ: Underwriting and What It Means to You

Certificate: Business Access Certificate of Completion.

Peak Financial 6 – Repair & Build Your Credit

Do you have some "bumps" on your credit? Learn how to repair and build your credit. Bad credit is costly! Creditors will demand higher interest rates. High interest rates may keep you from having things you would like. These courses will teach you it's never too early or too late to repair and build your credit!

Courses
Underwriting and The Whole Picture
READ: Bad Accounts
READ: Other People and Your Credit
How Bad Credit Ages
Credit Scoring Basics
Credit Repair and Your Problem Accounts

Certificate: Business Access Certificate of Completion.

Peak Financial 7 – Timeline for Success

Do you dream about someday owning a home? For generations, buying a new home has been part of the American dream. You too can participate in this dream if you follow some of the advice laid out in the courses available in this curriculum. With time, determination and a plan you can create your own timeline for purchasing a home. Begin this curriculum to learn how.

Courses
Your Overall Approach to Fixing Your Credit
Climbing Out of Debt
Step-by-Step Credit Recovery and Timeline to Buy a Home
Preparing to Buy a Home: Organize Documents
About Down Payment Assistance

Certificate: Business Access Certificate of Completion.

GED/TABE – Basic Education

GED Mathematics

The GED is the equivalent of a high school diploma for people who did not finish high school. The letters "GED" stand for General Education Development or Graduate Equivalency Diploma. In order to get a GED, you have to take and pass all sections of the GED test.

Courses
Word Problems
Using a Calculator
Triangles and Quadrilaterals
Tables, Charts, and Graphs
Pythagorean Relationship
Percentages
Operations
Number Sense
Measures of Central Tendency and Probability
Logical Reasoning in Basic Geometric Problems
Lines and Angles
Irregular Figures
Integers and Algebraic Expressions
Geometric Proportion or Scale
Geometric Formulas
Geometric Conversions
Fractions, Ratios, and Proportions
Figure Measurement
Factoring and Inequalities
Exponents, Roots, and Mathematical Patterns
Decimals and Fractions
Decimals
Coordinate Planes
Combining Operations in Multi-Step Problems
Algebraic Equations

Curriculum Validation: Courses specifically designed to enable the student to pass the Mathematics section of the nationally-recognized GED exam.

Certificate: GED

GED Science

The GED is the equivalent of a high school diploma for people who did not finish high school. The letters "GED" stand for General Education Development or Graduate Equivalency Diploma. In order to get a GED, you have to take and pass the GED test.

Courses
The Laws of Motion
The Human Body
The Earth's Atmosphere
The Biosphere
Sound and Light
Physical Matter
Health Issues

Genetics
Evolution and Diversity
Energy and Momentum
Electricity and Magnetism
Ecology and Ecosystems
Chemical Reactions
Cells
Atoms and Molecules
Astronomy

Curriculum Validation: Courses specifically designed to enable the student to pass the Science section of the nationally-recognized GED exam.

Certificate: GED

GED Social Studies

The GED is the equivalent of a high school diploma for people who did not finish high school. The letters "GED" stand for General Education Development or Graduate Equivalency Diploma. In order to get a GED, you have to take and pass the GED test.

Courses
World Resources
World Regions
United States Government
United States Geography
The New Republic
The Modern World Leader
Societal Evolutions and Revolutions 400 - 1932
Modern World History
Modern Governments
Growth and Revolution
Economic Principles
Early Civilization to 1000 BC
Early American Society
Ancient Empires and Cultures 1000 BC to 400 AD

Curriculum Validation: Courses specifically designed to enable the student to pass the Social Studies section of the nationally-recognized GED exam.

Certificate: GED

GED Essay

The GED is the equivalent of a high school diploma for people who did not finish high school. The letters "GED" stand for General Education Development or Graduate Equivalency Diploma. In order to get a GED, you have to take and pass the GED test.

Courses
Writing Your Essay
Before You Write Your Essay
After You Write Your Essay

Curriculum Validation: Courses specifically designed to enable the student to pass the Essay section of the nationally-recognized GED exam.

Certificate: GED

GED Reading

The GED is the equivalent of a high school diploma for people who did not finish high school. The letters "GED" stand for General Education Development or Graduate Equivalency Diploma. In order to get a GED, you have to take and pass the GED test.

Courses
Poetry
Non-Fiction
Fiction - Prose
Fiction - Drama

Curriculum Validation: Courses specifically designed to enable the student to pass the Reading section of the nationally-recognized GED exam.

Certificate: GED

GED Writing

The GED is the equivalent of a high school diploma for people who did not finish high school. The letters "GED" stand for General Education Development or Graduate Equivalency Diploma. In order to get a GED, you have to take and pass the GED test.

Courses
Usage
Sentence Structure
Organization
Mechanics

Curriculum Validation: Courses specifically designed to enable the student to pass the Writing section of the nationally-recognized GED exam.

Certificate: GED

TABE – Language 490 and below

These classes are designed as additional training for students scoring 490 and below on the TABE (7/8 and 9/10) language assessment.

Courses
Apply Common Rules of Grammar
Apply Punctuation Rules
Introduction to Note Taking
Identify Meanings of Contractions and Abbreviations

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Language 491-523

These classes are designed as additional training for students scoring 491 - 523 on the TABE (7/8 and 9/10) language assessment.

Courses
Use a reference Source to Correct Misspellings
Identify Words that Need to Be Capitalized
Spell Frequently Used Words Correctly
Select Appropriate Details for Main Ideas
Write Titles Using Main Ideas
Record Information Using Sentences
Basics of Note Taking

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Language 524-559

These classes are designed as additional training for students scoring 524 - 559 on the TABE (7/8 and 9/10) language assessment.

Courses
Follow and Develop Written Instructions
Four Steps for Report Writing
Spell Frequently Used Words Correctly
Select Appropriate Details for Main Ideas
Introduction to Report Writing

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Language 560 and above

These classes are designed as additional training for students scoring 560 and above on the TABE (7/8 and 9/10) language assessment.

Courses
How to Make a Decision and Justify it in a Report
Improving Written Clarity
Rewrite Paragraphs
Report Organization

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Math 313 and below

These classes are designed as additional training for students scoring 313 and below on the TABE (7/8 and 9/10) math assessment.

Courses
Add and Subtract Whole Numbers without Carrying or Borrowing
Recognize Solid Figure Shapes
Place Values
Identify Ordinal Numbers
Identify the Greatest or Least Number from a Set of Numbers
Write Numbers in Sequence
Match Numbers with Word Names and Models

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Math 314-441

These classes are designed as additional training for students scoring 314 - 441 on the TABE (7/8 and 9/10) math assessment.

Courses
Count Forward or Backward by a Given Number and Determine the Next Number in a Series
Order Numbers in a Specific Sequence
Calculate with a Pocket Calculator
Round Numbers
Identify Degrees as Units
Add and Subtract Whole Numbers with Carrying or Borrowing
Identify Parts of Geometric Figures
Identify Characteristics of Plane Shapes
Identify Geometric Shapes
Match Positive or Negative Numbers or Points with Tick Marks on a Number line

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Math 442-505

These classes are designed as additional training for students scoring 442 - 505 on the TABE (7/8 and 9/10) math assessment.

Courses
Identify Types of Triangles
Identify Types of Angles
Identify Angles
Superimpose Lines
Identify Perpendicular and Intersecting Lines
Identify Parallel, Intersecting, and Other Lines
Identify Points, Lines, Line Segments, and Rays

Identify Measures of Weight, Pressure, and Torque
Length and Distance Measurement
Identify Use of Measure and Classify According to Type of Measure
Interpreting the Markings on a Linear Scale
Multiply and Divide Whole Numbers
Add and Subtract Positive and Negative Numbers

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Math 506-565

These classes are designed as additional training for students scoring 506 - 565 on the TABE (7/8 and 9/10) math assessment.

Courses
Add and Subtract Measurements
Multiply and Divide Negative and Positive Numbers
Use Word Problems
Solve Conversion Problems
Get Information from Number Lines, Graphs, Tables and Scales
Solve Problems Using Units of Measurement
Solve Problems Combining all Processes, Using Whole Numbers, Mixed Numbers, and Fractions
Compute Averages
Add and Subtract Fractions
Convert Decimals, Percents, and Fractions
Use a Conversion Table to Convert Decimals and Fractions
Reduce Fractions to Lowest Terms
Add and Subtract Decimals

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Math 566-594

These classes are designed as additional training for students scoring 566 - 594 on the TABE (7/8 and 9/10) math assessment.

Courses
Derive Equivalent Algebraic Equations
Solve Simple Algebraic Equations
Solve Problems Involving Ratio and Proportion
Multiply and Divide Fractions
Divide Numbers with Decimals
Multiply and Divide Decimal Numbers

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Math 595 and above

These classes are designed as additional training for students scoring 595 and above on the TABE (7/8 and 9/10) math assessment.

Courses
Estimating Lengths and Distances
Use Formulas to Solve Problems Involving Geometric Figures
Compute the Area and Volume of Rectangular Solids
Compute the Area and Circumstances of a Circle
Compute the Area and Perimeter of a Rectangle
Estimate Fractional Length, Area, Volume, and Distance
Estimate Fractional Parts Using Common Fractions
Estimate a Product of Quotient
Estimate a Sum or Difference
Express Time Using Decimals
Estimate Time
Label Angles
Draw Bisectors and Altitudes
Estimating the Measure of Angles
Using Trigonometric Tables

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Reading 367 and below

These classes are designed as additional training for students scoring 367 and below on the TABE (7/8 and 9/10) reading assessment.

Courses
Reading Strategies - Part 2
Reading Strategies - Part 1

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Reading 368-460

These classes are designed as additional training for students scoring 368 - 460 on the TABE (7/8 and 9/10) reading assessment.

Courses
Read Illustrations
Find Parts on a Form

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Reading 461-517

These classes are designed as additional training for students scoring 461 - 517 on the TABE (7/8 and 9/10) reading assessment.

Courses
Skim or Scan for Relevant Information
Use a Key, Legend, or Parts List
Find Information in Tables with Rows and Columns
Find Information in Two-Column Tables
Label the Parts of an Outline
Identify Major and Subordinate Topics
Determine the Meaning of Figurative Language
Identify the Meaning of a Word from Context

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score

TABE – Reading 518-566

These classes are designed as additional training for students scoring 518 - 566 on the TABE (7/8 and 9/10) reading assessment.

Courses
Recognize Meanings and Commons Words
Locate and Compare Facts on a Form
Find Information in Complex Tables
Follow Directions
Select Text and Visual Materials
Locate Title, Page, Paragraph, Figure, or Chart

Curriculum Validation: Courses designed for students with demonstrated proficiency to enable them to increase their skill level.

Certificate: TABE Test Score