Visit cc.udc.edu/wd or call the training campus near you (see page 5)
Workforce Development and Lifelong Learning

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The University of the District of Columbia Community College

The University of the District of Columbia Community College (UDC-CC) serves the City’s residents by integrating workforce preparation, employability skill development, quality education and remediation, economic development and employer linkages, school-to-career training—providing a seamless transition from K-12 to adult education and literacy to college prep—and continuous lifelong learning. This institution provides opportunities to DC citizens, employers, the University, and the District of Columbia.
UDC-CC currently offers 22 Associate’s degree programs. Since the Workforce Development programs offer seamless pathways for students to continue their studies, all of the certificate-based Workforce Development programs have degree equivalents that will allow you to further your education and propel your career. Take a look below and discover how YOU can craft your personal journey.

Administrative Office Management
Architectural Engineering Technology
Automotive Technology
Aviation Maintenance Technology
Business Technology
Construction Management
Computer Accounting Technology
Computer Science Technology
Corrections Administration
Education
  • Infant / Toddler Education
  • Early Childhood/School Age (Pre-K – Grade 3)
  • General Education (Elementary and Secondary)

Fashion Merchandising
Fire Science Technology
Graphic Communication Technology
Graphic Design
Hospitality Management & Tourism
Law Enforcement
Legal Assistant
Liberal Studies
Mortuary Science
Music
Nursing
Respiratory Therapy
The Continuing Education (CE) programs at UDC-CC provide people with opportunities for personal, professional and civic growth. Our courses are designed to provide people with the skills they need for current and emerging job markets as well as for exploring personal interests. Currently, there are few affordable adult education options for District residents that offer comprehensive certificate and Continuing Education Unit (CEU) credits for participation and attendance in approved classes and workshops. Continuing Education Units validate the successful completion of studies by learners who participate in approved courses and workshops. The UDC-CC CEU protocol, outlined on our website http://cc.udc.edu/continuing_education/what_are_ceus, is set in accordance with requirements of national standard organizations including the International Association for Continuing Education and Training.

Learning options: We will offer online and live, lecture-based courses specializing in health services, education, business, engineering, legal studies, automotive, technology, creative/design, writing and language and professional development. New courses and areas of study will be added as we identify interest. Learners can choose more comprehensive certificate-driven courses lasting from 6-12 months or shorter courses lasting from 6-8 weeks.
Continuing Education offers online courses through different services tailored to meet your specific needs. Summaries of each program of study are listed below. Please visit [www.cc.udc.edu](http://cc.udc.edu) for links to the specific classes that make up each program of study.

• **Ed2Go** - Short courses usually lasting from 6-9 weeks.
• **Gatlin Education** - Long courses usually lasting from 6-12 months.
• **The Knowledgebase** - Short and long classes lasting from 4 weeks to 12 months with an emphasis on "green" and sustainable living courses.
• **Legal Studies** - Short courses usually lasting from 6-9 weeks.

UDC-CC offers a selection of traditional classroom-based continuing education classes.

- Dale Carnegie Course: Effective Communications & Human Relations
- Emergency Medical Technician Basic (EMT-B) Certification Course
- Basic / Intermediate Photography
- Arabic Language Course
- Jewelry Design
- Aviation

Anyone can sign up for an online class, no matter what your educational background is. [Simply visit our website](http://cc.udc.edu/ce) or contact Continuing Education via telephone at (202) 274-5536.
The mission of the Workforce Development and Lifelong Learning Division is to reduce unemployment and under-employment in the District of Columbia by enhancing the skills of its residents. The program provides training to DC residents aimed at helping them earn jobs, get promoted, and train for careers in new industries. The University of the District of Columbia Community College, Workforce Development and Lifelong Learning Division offers residents of Washington, DC training programs in five career clusters: hospitality, allied health, construction, transportation and administrative/technology. These career clusters represent high-wage, high-demand industries in the Washington Metropolitan Region.

Where is training offered?
Training is offered at six (6) locations:

**WARD 5**
Bertie Backus Campus
5171 South Dakota Avenue, NE
Washington, DC 20017
(202) 274-7209

**WARD 6**
UDC-CC Campus
801 North Capitol St. NE
(3rd Floor, Suite 328)
Washington, DC 20002
(202) 274-7181

**WARD 7**
Marion Shadd Campus
5617 East Capitol St., SE
Washington, DC 20019
(202) 274-5617

**WARD 8**
PR Harris Campus
4600 Livingston Road, SE
Washington, DC 20032
(202) 274-6999

United Medical Center (2nd Floor)
1310 Southern Ave., SE
Washington, DC 20032
(202) 574-6854

St. Elizabeths
R.I.S.E. Demonstration Center
2730 Martin Luther King, Jr. Ave., SE
Washington, D.C. 20032
How do I sign up?

1. Call the training center where you are interested in pursuing training. The numbers to call are on the previous page.

2. Determine when the Information Session and Comprehensive Adult Student Assessments (CASAS) assessment will be offered at the site you have identified.

3. Go in person to the training center you have chosen with a **Valid DC ID** at the time that the Intake Activities (see #2) will be offered to complete the first step towards registration in a program/course.

4. After completing the first step towards registration, you will be offered an opportunity to make a registration appointment **(if during a registration period)**. When you return for your registration appointment, please bring with you each of the following requirements.

<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>ACCEPTABLE DOCUMENT(S)</th>
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</thead>
<tbody>
<tr>
<td>Proof of Residency</td>
<td>Valid DC Driver’s or DC Non-Driver’s ID Card</td>
</tr>
<tr>
<td>Educational Status</td>
<td>High School Diploma; GED; School Transcript (sealed); College Degree</td>
</tr>
<tr>
<td>Proof of Income</td>
<td>Pay Stub (current) or IRS Form 1040</td>
</tr>
<tr>
<td>Citizenship</td>
<td>Birth Certificate; US Passport; foreign passport stamped Eligible to Work; INS Form; original Naturalization Certification</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>Birth Certificate</td>
</tr>
<tr>
<td>Social Security Number</td>
<td>Social Security Card; Letter from Social Security Administration</td>
</tr>
<tr>
<td>Military Status</td>
<td>(If Applicable) DD-214</td>
</tr>
<tr>
<td>Employment Status</td>
<td>(If Applicable) Layoff Notice; Termination Notice. (Applies to dislocated workers.)</td>
</tr>
<tr>
<td>Selective Service Registration</td>
<td>(If Applicable) Selective Service Card</td>
</tr>
<tr>
<td>Family Size</td>
<td>Birth certificate or SS card for each dependent 18 and under <strong>and</strong> IRS Form 1040</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>Health Insurance Card</td>
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</tbody>
</table>

Please note that if you don’t have ALL required documents, you will not be registered at the time of your appointment.
5. During your registration appointment with a Student Success Specialist or Intake Advisor, you will discuss and create an individualized goal plan that is purposed to help you achieve your dreams.

6. Prior to completion of your successful registration appointment you will complete a Goal Form, have an Enrollment Letter and Class Schedule printed and have a School ID Photo taken.

7. Return for your New Student Orientation. Please note that the date for New Student Orientation will be on your Enrollment Letter. Returning students are not required to attend unless you have not taken a class for more than ONE year.

What Should I bring on my first day of class?
Bring with you on the first day of class your Class Schedule and Enrollment Letter which demonstrates that you have completed all of the requirements for entry into the training program/course that you have chosen.

We look forward to serving you and to making your experience with us as pleasant as possible. Thank you for your interest in the University of the District of Columbia-Community College’s Division of Workforce Development and Lifelong Learning!
CASAS, Comprehensive Adult Student Assessment Systems, is the most widely used competency-based assessment system in the United States designed to assess the relevant real-world basic skills of adult learners. CASAS measures the basic skills and the English language and literacy skills needed to function effectively at work and in life.

For more than three decades, CASAS, a nonprofit organization, has strengthened the efforts of education and business and industry to transition people age 16 and over to postsecondary education and workplace success. CASAS is used nationally and internationally and is validated by the U.S. Department of Education and the U.S. Department of Labor. The primary focus of CASAS is adult education and workforce development — identifying the needs and providing the solutions.

Note: The minimum score for most of the programs and courses is:
Reading=231  Math=221

Please note that some courses or programs require a higher level CASAS score. This is done because these courses require individuals who enter to have a higher baseline ability in English and Math.
Career Pathways is a workforce development strategy used in the United States to support workers’ transitions from education into and through the workforce. This strategy has been adopted at the federal, state and local levels in order to increase education, training and learning opportunities for America’s current and emerging workforce. UDC-CC offers career pathways in healthcare, transportation, hospitality, construction and IT & Office Administration.

Career pathways are an integrated collection of programs and services intended to develop students’ core academic, technical and employability skills; provide them with continuous education and training; and place them in high-demand, high-opportunity jobs.

Here at UDC-CC Workforce Development all of the career pathways have a corresponding degree that you can pursue. Though optional, furthering your education with a degree will open more career options and increase your earning ability. Here are a few examples of pursuable career pathways at UDC-CC:

All Courses require a CASAS score of Reading=231 Math=221 unless otherwise noted. Other pre-requisite information is provided throughout the catalog.
Electronic Health Records

Prerequisite:
CASAS Reading = 247; CASAS Math=231. Microsoft Office course or experience working in the healthcare field; Medical Terminology and Anatomy. Note: Students can concurrently enroll in Medical Terminology and Anatomy and Electronic Health Records

Course Description
The Electronic Health Records (EHR) course prepares students for skills and competencies required as a certified EHR specialist, including auditing patient records for compliance with legal and regulatory requirements, extract clinical information for inclusion in reports such as quality improvement studies, billing and coding for insurance claim reimbursements, process release of information (ROI) requests for medical records, review patient records, and collect patient demographic and insurance information. Total Contact Hours – 144

Certification: National Healthcareer Association (NHA)

A+

Prerequisite:
CASAS Reading = 247; CASAS Math=231

Course Description
In this course, students will install, upgrade, repair, configure, optimize, troubleshoot, and perform preventative maintenance on basic personal computer hardware and operating systems. This course is designed for students with basic computer skills who are interested in obtaining a job as an IT help desk assistant or technician. Possible job environments include mobile or corporate settings with a high level of face-to-face client interaction, remote-based work environment where client interaction, client training,
operating systems, and connectivity issues are emphasized, or settings with limited customer interaction where hardware activities are emphasized. Students who complete this course will be able to describe the internal components of a computer; disassemble and reassemble a computer system; install an operating system; and troubleshoot using system tools and diagnostic software. Students will also be able to connect to the Internet and share resources in a network environment. Additional topics covered include laptops and portable devices, wireless connectivity, security, safety and environmental issues, applied network configuration and troubleshooting skills, and communication skills. This course is taught by a certified instructor. **Total Contact Hours – 144**

**Certification:** CompTIA A+

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**Network+**

**Prerequisite:**
CASAS Reading = 247; CASAS Math = 231, CompTIA A+ certification course or work experience

**Course Description**
The Network+ course teaches the fundamentals of network support administration and addresses the latest skills needed by technicians, such as basic principles on how to secure a network. The exam covers network technologies, media and topologies, devices, management, tools and security. The course will prepare students for competency in managing, maintaining, troubleshooting, installing and configuring basic network infrastructure. Network+ Certification is suited for computer technicians who are searching for a challenging career in the administration and support of complex internetworking environments. **Total Contact Hours – 50**

**Certification:** CompTIA Network+

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**Security+**

**Prerequisite:**
CASAS Reading = 247; CASAS Math=231

**Course Description**
The Security+ course helps students build knowledge and professional experience with computer hardware, operating systems, and networks as they acquire the specific
skills required to implement basic security services on any type of computer network. Participants in this course will understand the field of network security and how it relates to other areas of information technology. This course also provides the broad-based knowledge necessary to prepare for further study in specialized security fields. This course will prepare students for job responsibilities that include securing network services, network devices, and network traffic. This course will prepare students for the CompTIA Security+ certification exam. **Total Contact Hours – 72**

**Certification:** CompTIA Network+

**Project Management**

**Prerequisite:**
CASAS Reading = 247; CASAS Math = 231. 1-2 years of work experience in project management assistance preferred

**Course Description**
The project management course offers recognition to practitioners who are starting a career in project management as well as project team members who wish to demonstrate their project management knowledge. The course illustrates the use of key Project Management Body of Knowledge (PMBOK) Guide tools and techniques through performing numerous actual in-class exercises such as (financial evaluation, project selection, charter development, CPM scheduling, earned value, etc.) This course provides you the opportunity to learn the basics of project management- how to plan, execute, control and complete projects. You will learn how to prepare project schedules, develop project measures and approaches to project control; and how to develop, lead and motivate project teams. Individuals who contribute specialized skills to a project team can benefit from this certification by allowing them to align their work with that of project managers. **Total Contact Hours – 24**

**Certification:** Project Management Institute (PMI) Certified Associate in Project Management (CAPM)

**Introduction to Computers**
The Introduction to Computers course is intended for students wishing to gain useful knowledge about the computer hardware, software, network connectivity and Internet functions. Gain basic understanding of Windows 7, work with files, folders and
disk, and personalize Windows while dealing with common problems and protecting the computer against common nuisances such as viruses and spam. Learn how to use search engine to research information on the web; download, modify and save pictures to local and external devices; play, rip or burn CDs; setup, send and receive email; play and DVD and make a movie; and interface on social media sites such as Facebook or Twitter. **Total Contact Hours – 144**

**Certification:** Internet and Computing Core Certification (IC3)

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**Microsoft Office Specialist - Word**

**Prerequisite:**
Passing score on Northstar Digital Literacy Modules 1, 2, and 3

In the Microsoft Office Specialist- Word program, students will prepare for Microsoft Office Word certification, as they learn how to create, format, and secure professional and creative documents using Microsoft Word 2010. MOS certification is the globally recognized standard for validating expertise with the Microsoft Office 2010 Suite. Learners will be required to create and customize documents, format content and control pagination, work with illustrations, graphics, text, and text boxes, organize content, modify tables, and merge documents, insert, modify, and delete comments, share and secure documents. **Total Contact Hours – 120**

**Certification:** Microsoft Office Specialist – Word

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**Microsoft Office Specialist - Excel**

**Prerequisite:**
Passing score on Northstar Digital Literacy Modules 1, 2, and 3

The program is designed for students to learn spreadsheet construction and application to create documents. The following topics will be covered: navigate within Excel, create a basic spreadsheet; resize and format a spreadsheet; move, copy, and edit cells, use borders and colors, apply styles and auto-format options, modify, arrange, and compare spreadsheets, apply page setup and print spreadsheets, create and apply basic mathematical functions to spreadsheet data. Students will learn importing and exporting data to and from multiple sources, using conditional formatting, creating and applying templates, creating charts and graphs from spreadsheet data, work with graphic objects.
and diagrams within a spreadsheet, begin applying advanced mathematical functions to spreadsheet data. **Total Contact Hours – 120**

**Certification:** Microsoft Office Specialist - Excel

**Administrative Technology**

Administrative Technology involves a great deal of examination into the technological concepts, tools, and practices within the Administrative Technology field. The course prepares students for careers in areas to include Office Management, Administrative Assistant, Executive Assistant, and Administrative Technology Management. Emphasis is placed on learning technology within the office setting. Learners will be required to demonstrate competencies in Basic Computer logistics, keyboarding with a minimum goal of 40 words per minute, Business Communications, Customer Service, Microsoft Office, Microsoft PowerPoint, and more. This course will provide the competencies to work in a professional office setting. **Total Contact Hours – 120**

**Construction Career Pathway**

**NCCER Craft Skills - Core Instruction**

The National Center for Construction Education and Research (NCCER) Core Curriculum is a prerequisite to all other Level 1 craft curriculum. Its modules cover topics such as Basic Safety, Communication Skills and Introduction to Construction Drawings. Completing this curriculum gives the trainee the basic skills needed to continue education in any craft area he or she chooses. This course serves as a prerequisite for all of our construction trades such as carpentry, electrical, plumbing, and HVAC. **Total Contact Hours – 120**

**Certification:** NCCER Craft Skills Construction Core
Carpentry Level I
Prerequisite:
NCCER Craft Skills Core Instruction

The National Center for Construction Education and Research (NCCER) Carpentry Level I program serves as the first level curriculum for carpentry students. Topics will include: an orientation to the trade; basic safety, building materials, fasteners, and adhesives, hand and power tool usage; and blueprint reading. Text, basic tools, and calculator required. **Total Contact Hours – 144**

**Certification:** NCCER Carpentry - Level I

Carpentry Level II
Prerequisite:
Carpentry I

The National Center for Construction Education and Research (NCCER) Carpentry Level II is a class that introduces key content such as commercial drawings, roofing applications, thermal and moisture protection, exterior finishing, cold-formed steel framing, drywall installation, doors and door hardware, suspended ceilings, window, door, floor, and ceiling trim, cabinet installation, and cabinet fabrication. **Total Contact Hours – 144**

**Certification:** NCCER Carpentry - Level II

Carpentry III
Prerequisite:
Carpentry II

The National Center for Construction Education and Research (NCCER) Carpentry Level III class is a class that introduces key content such as properties of concrete, rigging equipment, rigging practices, trenching and excavating, reinforcing concrete, foundations and slab-on-grade, vertical formwork, horizontal formwork, handling and placing concrete and tilt-up wall panels. **Total Contact Hours – 144**

**Certification:** NCCER Carpentry- Level III
Carpentry IV
Prerequisite:
Carpentry III

The National Center for Construction Education and Research (NCCER) Carpentry Level IV class is a class that introduces key content such as differential leveling, angular and distance measurement, advanced roof systems, advanced wall systems, advanced stair systems, introduction to construction equipment, introduction to oxyfuel cutting and arc welding and site preparation. **Total Contact Hours – 144**

**Certification:** NCCER Carpentry- Level IV

Electrical I
Prerequisite:
NCCER Craft Skills Core Instruction

The National Center for Construction Education and Research (NCCER) Electrical I course outlines a set of best practices for students pursuing a career in the electrical field. Topics include education in basic safety, electrical theory, tool use and electrical skills building the foundation to pursue a career in the electrical industry. This course provides the foundation for persons looking to understand the true basic electrical workings and contractor assistance. **Total Contact Hours – 144**

**Certification:** NCCER Electrical – Level I

Electrical II
Prerequisite:
Electrical Level I

The National Center for Construction Education and Research (NCCER) Electrical II course serves as the first course in the National Center for Construction Education and Research (NCCER) Level 2 electrical curriculum. Topics will include: alternating current, grounding and bonding, circuit breakers and fuses, electric lighting. Hands-on lab included. Textbook and calculator required. **Total Contact Hours – 144**

**Certification:** NCCER Electrical Level – II
Electrical III
Prerequisite:
Electrical Level II

The National Center for Construction Education and Research (NCCER) Electrical III course introduces numerous modules including load calculations, branch and feeder circuits, conductor selection and calculations, practical application of lighting, hazardous locations, overcurrent protection, distribution equipment, transformers, commercial electrical services, motor calculations, voice, data, and video, and motor controls. **Total Contact Hours – 144**

Certification: NCCER Electrical Level – III

Electrical IV
Prerequisite:
Electrical Level III

The National Center for Construction Education and Research (NCCER) Electrical IV course introduces numerous modules including load calculations, healthcare facilities, standby and emergency systems, basic electronic theory, fire alarm systems, specialty transformers, advanced controls, HVAC controls, heat tracing and freeze protection, motor operation and maintenance, medium-voltage terminations and splices, and special locations. **Total Contact Hours – 144**

Certification: NCCER Electrical Level – IV

Heating, Ventilation, and Air Conditioning (HVAC) Theory

The HVAC Theory course is a one hundred twenty (120) hour program that presents the concepts of Heating and Air Condition including air and refrigerant distribution systems. It begins with a review of the formulas and concepts necessary for HVAC calculations and then explores the natural sciences behind the manipulation of HVAC systems to restore proper and balanced temperatures. Participants will master the operation of a basic air conditioning circuit and follow the flow of refrigerant from the point that it first extracts the heat from indoor air until it releases it into the outside air. Training then moves to deeper study of electrical circuits and troubleshooting, the operation of gas furnaces, and their troubleshooting, repair, and replacement. Upon successful
completion of the program, participants are prepared to take the HEAT exam, a nation-
ally recognized certification in basic Heating, Electrical, and Air Conditioning Technol-
yogy. **Total Contact Hours – 144**

**Certification:** ESCO Institute H.E.A.T

**Heating, Ventilation, and Air Conditioning (HVAC) Installation**

**Prerequisite:**
HVAC Theory and score of 70 or higher on the ESCO Institute H.E.A.T exam

The HVAC Installation Program curriculum is designed to equip the student technician
with skills necessary to design and install human comfort air conditioning systems in
residential and light commercial applications. The course begins with a review of the
information learned in the HVAC Theory Program. Afterwards students review the
needs of the prospective air conditioned space and design a system to meet heating
and cooling needs. Processes conclude students turn to and perform all the processes
involved in installation, start-up, and routine maintenance. **Total Contact Hours – 144**

**Certification:** ESCO Institute H.E.A.T. Performance

**Plumbing I**

**Prerequisite:**
NCCER Craft Skills Core Instruction

The Plumbing I course introduces the student to the plumbing trade, providing them
with the opportunity to learn basic skills needed to work in the plumbing industry. The
course includes work in the classroom and shop. Students will work with plastic, copp-
er, steel and cast iron pipe. Students will be able to identify and apply common DWV,
copper and threaded fittings. Job safety and introduction to isometric drawing are also
included in this course. **Total Contact Hours – 144**

**Certification:** NCCER Plumbing Level – I
Electronics I

The Electronics I, a five month long course, will help students understand the concepts and terminology of electronics. It is aimed at providing students with an understanding of the basic principles associated with electrical theory and applications, without the assumption of any prior knowledge of the topic. The course begins with understanding of some basic electrical theory principles such as; the simple DC circuit, Ohm's Law and the calculation of power and consumption requirements. Areas of study include: Electronic Components, Soldering/De-Soldering, Electrical Block Diagrams & Schematics, Power Supplies, Test Equipment & Measures, Series and Parallel Circuits, Technician Work Procedures, etc. At the end, students will sit for the “ETA Student Electronics Technician” credential. **Total Contact Hours – 135**

**Certification:** ETA Student Electronics Technician

Heating, Ventilation, and Air Conditioning (HVAC) 608 – Universal

**Prerequisite:**
HVAC Theory

The HVAC 608 course is a 16-hour class designed to help facilitate students’ prior knowledge of HVAC systems and apply that knowledge in the topic of refrigerant recovery. This course will review the rules and regulations regarding refrigerant recovery, recycling and reclaiming, and the effects of refrigerants on the environment. In addition to the text, students will utilize Blackboard, handouts, and other resources identified by the instructor to assist with the completion of the course. At the end, students will have the opportunity to take the EPA certification test online with a proctor for an additional fee of $25.00 which must be purchased by the student with a valid credit card. **Total Contact Hours – 16**

**Certification:** EPA Section 608 Universal HVAC Technician

**Note:** Students must pay a fee of $25.00 for the online test using their personal credit card
Heating, Ventilation, and Air Conditioning (HVAC) 609 – Automotive

Prerequisite:
HVAC CFC (608)

The HVAC 609 course is a two day long class designed to help facilitate students' prior knowledge of HVAC systems and apply that knowledge in the topic of refrigerant recovery specifically for Motor Vehicle Air Conditioners. This course will review the rules and regulations regarding refrigerant recovery, recycling and reclaiming, and the effects of refrigerants on the environment. In addition to the text, students will utilize handouts, and other resources identified by the instructor to assist with the completion of the course. At the end, students will sit for the EPA Section 609 MVAC certification.

Total Contact Hours – 16

Certification: EPA Section 609 MVAC Technician
Note: Students must pay a fee of $20.00 for the online test using their personal credit card

Automotive Technician

The Automobile Tech I, an 8 month long course, meets the National Automotive Technicians Education Foundation (NATEF) requirements. The Automobile Tech I consists of NATEF’s Maintenance and Light Duty Repair (MLR), Basic Electronics, Technical Writing, and ASE G1 Test Review. Classes are held in the evening hours (5pm – 9pm, Monday thru Friday). The course is a combination of classroom and workshop instruction as outlined by NATEF’s accreditation model. At the end, students will sit for the “ASE Certification in Maintenance and Light Repair” (G1) credential. Total Contact Hours – 608

Certification: ASE Certification in Maintenance and Light Repair (G1)
Customer Service -Retail

The Customer Service Training-Retail curriculum is a 100-hour program that prepares students for entry-level sales and service associate positions at hundreds of stores in the District and nationwide. In addition to learning customer service and sales techniques, students will learn to research product features and match specific products with customers when appropriate. Key skills taught include: how to establish credibility, reliability, and responsiveness, how to develop a repeatable telephone process, how to create repeat customers, how to gather accurate information, how to build trust in the first 15 seconds, how to overcome objections; building ironclad/strong rebuttal in advance, how to know when to stop talking. The program is aligned with industry standards as determined and validated by retail companies from across the US. It prepares students to sit for the Professional Certifications in Customer Service and in Sales issued by the National Retail Foundation. **Total Contact Hours – 100**

**Certification:** National Retail Foundation- Customer Service and Sales

Customer Service -Hospitality

The Hospitality Customer Service class combines a competency-based forty (40) hour curriculum with the American Hotel & Lodging Association’s “Guest Service Gold” curriculum and credential. The course uses interactive, multimodal instructional methods including: instructor-led sessions, group work, role play, pair work and various media. Units include real life scenarios taken from actual hospitality settings. At the end of the course, students will sit for the “Guest Service Gold” credential. **Total Contact Hours – 50**

**Certification:** American Hotel and Lodging Educational Institute (AHLEI) Guest Service Gold
Front Desk Representative (TRAC)
Prerequisite:
Customer Service Hospitality

The Front Desk Representative TRAC program presents front desk tips on telephone skills; check-in procedures— from preparation to follow-up; how to service guests during their stay; proper check-out procedures that leave a lasting, and favorable impression. This program helps prepare candidates for the hospitality skills exam for Front Desk Representative certification. The TRAC (Train, Retain, Assess, Certify) program combines knowledge and skills sections into single tasks so that all of the information needed to perform a particular task can be found in one place. Total Contact Hours – 50

Certification: American Hotel and Lodging Educational Institute (AHLEI) Front Desk Representative

Certified Nursing Assistant

The CNA training is a 120-hour program that provides the theory and clinical practice to prepare students to learn how to care for residents in long-term care facilities. The Certified Nursing Assistant assists residents with activities of daily living (ADL) under the supervision of a registered nurse. Department of Health (DOH) final rulemaking, 29-3201 Training Requirements for Nurse Aide, requires a minimum of 120-clock hours (45-classroom, 30-laboratory and 45-clinical practicum that may require travel) to the complete the required training. Total Contact Hours – 120

Certification: Nursing Assistant Certification
Note: Additional registration documents required. Please attend an information session to learn more.
**Workforce Development Course Catalog 2014-2015**

**Dialysis Technician (DT)**

**Prerequisite:**
CASAS Reading = 236; CASAS Math = 226. Applicants must present their current District of Columbia Nursing Assistant (CNA)

The Dialysis Technician training is a 120-hour (65-theory and 55-clinical practicum) program intended for those interested in a career in renal dialysis. The program prepares learners for employment in a hemodialysis unit. This program will cover patient care principles, normal and abnormal renal anatomy and physiology, principles of dialysis, water treatment, hemodialysis procedures under the supervision of a registered nurse. This program prepares student for the national certification examination through the Board of Nephrology Examiners Nursing and Technology (BONENT). The DC Department of Health (DOH) proposed rulemaking, 8816 Training Requirements for Dialysis Technician, requires a minimum of 65-clock hours to complete the training. **Total Contact Hours – 120**

**Certification:** Certified Hemodialysis Technologist/Technician (CHT)
**Note:** Additional registration documents required. Please attend an information session to learn more.

**Direct Support Professional (DSP)**

The Direct Support Professional training is an 80.5-hour program (64.5-theory and 16-practicum) that trains individuals to become Direct Support Professionals (DSP). DSP’s work directly with people who have developmental disabilities with the aim of assisting the individual to become integrated into his/her community or the least restrictive environment and serve as an advocate for the individual in communicating their needs, self-expression and goals. A DSP may provide support to a person with a disability at home, work, school, church, and other community places. We teach the required District of Columbia Developmental Disabilities Administration (DDA) and Department on Disability Services (DDS) training programs curriculum. **Total Contact Hours – 80.5**

**Certification:** Industry Standard
**Note:** Additional registration documents required. Please attend an information session to learn more.
**Home Health Aide (HHA)**

The Home Health Aide training is a 125-hour (65-theory, 20-laboratory, 40-clinical practicum) program that provides theory and clinical practice to prepare students to learn how to care for clients in their homes. Students are trained to provide such non-custodial care, such as, helping with dressing, getting in and out of bed, using the toilet and preparing meals. In addition to non-custodial care, Home Health Aides are trained to perform nursing delegated functions such as: basic restorative skills, including transfers, ambulation, range of motion and positioning that are appropriate for the home setting; assisting with self-administration of medication, administering an enema; care of ostomy including skin and changing the appliance; administering of oxygen therapy. The DC Department of Health (DOH) final rulemaking, 9327 Training Requirements for Health Aide, requires a minimum of 125-clock hours (65-classroom, 20-laboratory and 40-clinical practicum) to complete the required training. **Total Contact Hours – 125**

**Certification:** Home Health Aide Certification  
**Note:** Additional registration documents required. Please attend an information session to learn more.

**Patient Care Technician (PCT)**

**Prerequisite:**  
CASAS Reading = 236; CASAS Math = 226  
Applicants must present their current District of Columbia Nursing Assistant (CNA)

The Patient Care Technician is a 170-clock hour (65-theory, 85-clinical practicum and 20-mental/behavioral health) program that prepares students for employment as a Patient Care Technician (PCT). PCT’s job description includes assisting patients with many tasks they cannot do for themselves while they are in hospitals, rehabilitation clinics and/or ambulatory care centers. PCT’s perform routine tasks and this program provides the theory and skills necessary to care for complex patients in various health care settings under the supervision of a registered nurse. The DC Department of Health (DOH) proposed rulemaking, 8814 Training Requirement for Patient Care Technician, requires a minimum of 128-clock hours (44-theory and 84-clinical practicum that will require travel to complete the program. **Total Contact Hours – 170**

**Certification:** Industry Standard  
**Note:** Additional registration documents required. Please attend an information session to learn more.
Pharmacy Technician

Prerequisite:
CASAS Reading = 236; CASAS Math = 236

Pharmacy Technicians help licensed pharmacists dispense prescription medication. They work under the supervision of the pharmacist, who must review all prescriptions before they are given to patients. They work in retail pharmacies and hospitals. Pharmacy Technicians typically perform the following tasks: Take from customers or health professionals the information needed to fill a prescription; Count tablets and measure amounts of other medications for prescriptions, compound or mix medications, such as preparing ointments, package and label prescriptions, accept payment for prescriptions and process insurance claims, do routine pharmacy tasks, such as answering phone calls from customers. **Total Contact Hours – 95** (50 hours theory and 45 hours laboratory)

**Certification:** Certified Pharmacy Technician (CPhT)

**Note:** Additional registration documents required. Please attend an information session to learn more.

Phlebotomy Technician

Prerequisite:
CASAS Reading = 236; CASAS Math = 226

The Phlebotomy Technician is a 178.5-hour (105-theory/laboratory, 13.5-final activities, and 60-hours of EKG theory) program that prepares students for employment in a laboratory environment as a phlebotomist or EKG Technician. Phlebotomy is the act of drawing blood either for testing or transfusion. It is a skill employed by many clinics and/or ambulatory care centers. PCT’s perform routine tasks and this program provides the theory and skills necessary to care for complex patients in various health care settings under the supervision of a registered nurse. The DC Department of Health (DOH) proposed rulemaking, 8814 Training Requirement for Patient Care Technician, requires a minimum of 128-clock hours (44-theory and 84-clinical practicum that will require travel to complete the program.

**Certification:** Certified Phlebotomy Technician (CPT)

**Note:** Additional registration documents required. Please attend an information session to learn more.
### EKG Technician

**Prerequisite:**
CASAS Reading = 236; CASAS Math = 226

As a Certified EKG Technician, participants will learn to operate machines that record electrical activity of a patient’s heart. EKG rhythms provide important data for the diagnosis of heart conditions. CET’s may perform some or all of the following tasks: set-up and administer EKG’s and stress tests; prepare students for Holter monitor or ambulatory monitoring; edit and deliver final test results to physicians for analysis; schedule appointments; transcribe physician’s interpretations. Total program hours: 72 (includes Theory and Lab). Credential: CET Certification through National Healthcareers Association after successfully completing the program.

**Certification:** Certified EKG Technician (CET)

**Note:** Additional registration documents required. Please attend an information session to learn more.

### Medical Office Administrative Program (MOAP)

**Prerequisite / Corequisite:**
Medical Terminology and Anatomy

The Medical Office Administrative Assistant Program (MOAP) is a 120 hour program that prepares individuals for employment in medical and other health-care related offices. Course work includes medical terminology; information systems; office management; medical coding; billing and insurance; legal and ethical issues; and formatting and word processing. Students will learn administrative and support functions and develop skills applicable in medical environments. Employment opportunities are available in medical and dental offices, hospitals, insurance companies, laboratories, medical supply companies, and other health related industries.

**Certification:** Certified Medical Administrative Assistant (CMAA)

**Note:** Students can concurrently enroll in Medical Terminology and Anatomy and Medical Office Administrative Program (MOAP)
Medical Billing and Coding

Prerequisite / Corequisite:
Medical Terminology and Anatomy

The Medical Billing and Coding is a 144-hour curriculum that prepares students for entry-level employment as medical coders and billers, in a medical setting. Common skills taught; registering and recording patient information, verifying patient insurance, referrals and pre-authorizations, recording transactions, processing payments, managing patient records, billing coding and reporting insurance claims, and collecting payments from patients and insurance companies, patient insurance, referrals and pre-authorizations, recording transactions, processing payments, managing patient records, billing coding and reporting insurance claims, and collecting payments from patients and insurance companies.

Certification: Certified Billing and Coding Specialist (CBCS)
Note: Students can concurrently enroll in Medical Terminology and Anatomy and Medical Billing and Coding

Medical Terminology & Anatomy

Upon completion of Medical Terminology & Anatomy course, participants will have a basic knowledge of the bone structures and the main systems of the human body. They will also have mastered the most useful, high-level medical terms which will form the basis for their further education in Applied Health. The course will use a hybrid model, including on-line resources wherever possible to allow participants to practice their new knowledge at any time. Students wishing to take the Medical Assistant, Medical Office Administrative Assistant or Medical Billing and Coding program must complete this training as a pre-requisite. Total Contact Hours – 50

Medical Assistant

Prerequisite / Corequisite:
Medical Terminology and Anatomy

This curricula gives participants the skills they need to perform the clinical aspect of Medical Assisting. It covers the fundamental principles of communications, both with other medical professionals and with patients; legal concepts of working in the health care industry; vital signs, recording patient histories, preparing for and assisting with
patient examinations, and providing patient instructions. Pharmacological principles as they apply to the office of the medical practitioner will also be covered as well as insurance issues. Professionalism in the workplace is emphasized. Issues of patient care, collection of specimens in the medical doctor’s office, diagnostic testing, and the role the Medical Assistant plays in scheduling appointments will also be addressed. Laboratory work will include urinalysis, EKGs, administration of medications (injections), phlebotomy, and appropriate handling of lab specimens. The role of the Medical Assistant in following up of test results, HIPAA guidelines, and OSHA regulations as they apply to the medical office will also be addressed. CPR must be completed before this course is finished. The responsibility that the Medical Assistant has with regard to billing and coding will also be addressed. **Total Contact Hours – 120**

**Certification:** Certified Clinical Medical Assistant (CCMA)

**Note:** Students can concurrently enroll in Medical Terminology and Anatomy and Medical Office Administrative Program (MOAP)

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**Child Development Associate**

**Prerequisite:**
DC police clearance, a receipt for a FBI Fingerprint Clearance, and a medical exam with a TB test are required. CPR Certification may be completed during the course. 480 hours of Early Childhood experience is also required. Prior childcare experience is counted and volunteer worksites are available for those without experience.

The Child Development Associate Training program requires a minimum of one hundred twenty (120) clock hours demonstrating competency in the CDA Competency Goals, completion of the CDA Professional Resource File, and preparation for the CDA assessment by the Council of Early Childhood Professional Recognition. This course provides the required theory and skills necessary for individuals to care for children in Family Day Care, Infant/Toddler and Preschool classrooms. Upon completion of the 120 hour course, verification of 480 of early childhood experience, and passing the CDA Councils oral and written exam, a CDA license will be issued. **Total Contact Hours – 120**

**Additional Consideration:** At entry, need to be working (volunteer or employed) in
daycare setting - 100 hours minimum. 480 hours of experience in a daycare need to be completed by the end of the program (certification requirement). Prior experience can be counted if hours can be verified by employer.

**Certification:** CDA-Council for Professional Recognition

### Leasing Skills for Property Management

**Prerequisite / Corequisite:**
Customer Service – Retail or comparable sales/service experience/Concurrent Enrollment

This course is designed to prepare students for entry level positions in the residential property management field. Students will learn how to lease apartments in conventional, tax credit and section 8 properties as well as time management, marketing, resident relations, customer service and administrative skills. Also discussed will be Fair Housing and other legal aspects of rental housing. Leasing Skills for Property Management will prepare students for entry level positions at apartment communities as Leasing Professionals. Successful students will work toward their NALP (National Apartment Leasing Professional) certification. Students must be available for internship placement to complete coursework. **Total Contact Hours – 50**

**Certification:** National Apartment Leasing Professional certification – National Apartment Association

**Note:** Students can concurrently enroll in Customer Service – Retail and Leasing Skills for Property Management

### Spanish in the Workplace

The Spanish in the Workplace course helps participants bridge the conversation gap between speakers of English and Spanish in the workplace. The course introduces grammatical structures, vocabulary, and information in an interactive manner focusing on interactions that might regularly be encountered at work.
**English in the Workplace**

The English in the Workplace course helps participants bridge the conversation gap between speakers of languages other than English in the workplace. The course introduces grammatical structures, vocabulary, and information in an interactive manner focusing on interaction that might regularly be encountered at work.

**Basic Driver’s Education**

The basic driver education class is provided for beginning drivers who wish to obtain a learner’s permit and move on to obtain a driver’s license. This course DOES NOT give participant’s learner’s permit; upon completion nor does it offer on the road student driving. Participants will learn basic understanding of signs, signals, parking, and basic rules for driving. This course is designed to serve as a catalyst for persons interested in obtaining driver – related careers.

**IT For Seniors (Beginning)**

The IT for Seniors course introduces the participant to the basic concepts of computer utilization. It includes using computer hardware; sending and receiving email; email attachments; using Microsoft Word; and performing Internet information searches. Participants have access to web-based training which gives them 24/7 access to courseware from any computer with high-speed Internet service.

**IT For Seniors (Advanced)**

**Prerequisite:**
IT For Seniors (Beginning)

The IT for Seniors (Advance) course builds on the basic knowledge gained in IT for Seniors (Basic). It includes using functions in email programs; using Microsoft Word; performing detailed internet searches; and social media applications. Participants have access to web-based training which gives them 24/7 access to courseware from any computer with high-speed Internet service.
ACCUPLACER Preparation

The ACCUPLACER is a computer-adaptive placement test that assesses the participant’s reading, writing, and mathematics skills in order to predict the participant’s probable success in college level courses. Those who do not demonstrate college level competencies must enroll in reading, mathematics, and writing training to prepare to retake the ACCUPLACER. Only students who have passed the ACCUPLACER may enroll in courses which grant college credit.

Language Arts Skills Development

The Language Arts Skills Development course is designed to help improve participants’ reading performance so that they meet the pre-requisites for those WDP course offerings which have higher level reading requirements. This course is required for any participant whose Reading Level Set score is at a grade level below 9.0.

Note: Minimum 6 hours required per week. Additional hours may be required based on testing or successful completion of course/program. Maximum hours – 72

Mathematics Skills Development

The Math Skills Development course is designed to help improve participants’ mathematics performance so that they meet the pre-requisites for certain WDP course offerings which have higher level mathematics requirements. This course is required for any participant whose Mathematics Level Set score is at a grade level below 9.0.

Note: Minimum 6 hours required per week. Additional hours may be required based on testing or successful completion of course/program. Maximum hours – 72