



Top In-Classroom Corporate Classes

Target Audience:

Corporations, Medical Organizations, Workforce Investment Act (WIA) Organizations

All courses can be tailored to the availability of the students and the requirements of the organization. Hours needed to complete a course are estimates based on years of experience providing training to a wide variety of audiences and can be adjusted to the needs of an organization and its people.

Project Series Sampling:

Project Management Skills for Non-Project Managers

Estimated Hours to Complete: 7 hours

Course Description: Although you are not formally employed as a project manager, you may occasionally be called on to lead a small- to medium-sized project for your company. In this course, you will strategically plan a project so that you can achieve the desired results on time and on budget. You will identify its requirements and the resources you have to work with, monitor the project's progress, and mitigate the related obstacles so that you can lead a team in bringing the project to a successful completion. This course will give you the basics on the project management process and the tools needed to manage small- to medium-size projects. You will identify methods of effectively managing small- to medium-sized projects and achieving their stated objectives.

Prerequisites: There are no prerequisites for this course.

Target Audience: This course is intended for a wide range of managers and staff members who need to successfully manage small- to medium-sized projects.

Upon successful completion of this course, students will be able to:

- Plan the project and its parameters, including its scope, requirements, resources, and constraints.
- Implement the project plan, which includes putting the work of the project in motion and delegating tasks, and then monitoring the progress of the project and managing changes as they arise.

Topics Covered:

- Scope Definition
- Requirements Gathering
- Resources and Capacity
- Constraints
- Balancing resources, calendar & work loads

Project Management: Fundamentals

Estimated Hours to Complete: 7 hours

Course Description: Fundamentals overviews the basics of project management. It provides the theory and core methodology you will need to manage projects or participate on project teams. This course does not make use of any project management software application, but instead focuses on the conceptual underpinnings that students must know in order to use any project management software application effectively. Students will learn how to use project management techniques to plan, organize, control, document, and close out their projects successfully and with minimum risk. Students enrolling in this course should be planning to lead a project (primary audience) or serve on a project team (secondary audience).

Prerequisites: There are no prerequisites for the course.

Target Audience: This course is directed at people who currently are project leads, expect to become a project lead or expect to be part of a project team.

Upon successful completion of this course, students will be able to:

- Discuss the phases of the Project Management Life Cycle and a project manager's role in each phase.
- List and discuss basic project success criteria and common reasons for project failure.
- Discuss techniques for setting up a strong project team.
- List and discuss elements of a Risk Management Plan.
- Discuss techniques for planning and sequencing project activities, including the Work Breakdown Structure and the Network Logic Diagram.
- Identify the Critical Path for completing a project on schedule.
- List and discuss the cost elements that should be included in a project budget.
- Discuss techniques for controlling for deviation from budgets and schedules.
- Discuss key elements of project management communications and reporting tools.
- Discuss key activities of project close-out.

Project Management Professional (PMP®) Certification Preparation

Estimated Hours to Complete:40 hours

Course Description: Your ability as a project manager to demonstrate best practices in project management—both on the job and through professional certification—is becoming the standard to compete in today's fast-paced and highly technical workplace. This course expands upon the basic concepts of project management you discovered in the Project Management Fundamentals course, and offers a job-related approach to successful project management across application areas and industries. You will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI®) to successfully manage projects.

Prerequisites: Experience using MS Project and Word.

Target Audience: This course is recommended for experienced project managers who have a thorough understanding of Project Management Fundamentals.

Upon successful completion of this course, students will improve their mastery of:

- Initiating a project.
- Planning project work.
- Developing project schedules, cost estimates, and budgets.
- Planning project quality, staffing, and communications.
- Analyzing project risks.
- Planning project procurement.
- Executing project work.
- Monitoring and controlling project work.
- Monitoring and controlling project schedule and costs.
- Monitoring and controlling project quality, staffing, and communications.
- Monitoring and controlling project risks and contracts.
- Closing the project.

Project: Level 1

Estimated Hours to Complete: 7 hours

Course Description: One idea of what it is like to manage a project is that it is like herding cats. As fast as a manager has a handle on one element of a project it changes. The client has an idea of the work that needs to be done, an idea of the cost to perform the work, and a need for the people & resources needed to complete the project. It would be easy if these three elements remained unchanged through the life of the project. Most of the time things change and the three elements: work, resources and time are in tension throughout the life of the project. Microsoft® Project is a tool that lets you see how the task calendar and budget will be changed as the available resources and expected work change. In this course, you will create and modify a project plan. Using Project, you will create tasks, organize these tasks in a chart containing task relationships, create and assign resources, generate a task calendar, and finalize the project to implement the project plan.

Prerequisites: Knowledge of a Windows operating system, Project Management Fundamentals, MS Word and Excel.

Target Audience: This course is designed for a person who has an understanding of project management concepts, who is responsible for creating and modifying project plans, and who needs a tool to manage these project plans.

Upon successful completion of this course, students will improve their mastery of:

- The Microsoft Office Project environment and the various views in which you can verify project information.
- Creating a new project plan.
- Managing tasks by organizing them and setting task relationships.
- Managing resources in a project plan.
- Finalizing the project plan.

Project: Level 2

Estimated Hours to Complete: 7 hours

Course Description: This course builds upon skills taught in Level I and gives you the opportunity to work with a project plan once it reaches the project implementation phase. You will exchange project plan data with other applications, update project plans, create visual reports, and reuse project plan information.

Target Audience: This course is designed for a person who has an understanding of project management concepts, who is responsible for creating and modifying project plans, and who needs a tool to manage these project plans.

Prerequisites: Knowledge of a Windows operating system and skills learned in Level 1.

Upon successful completion of this course, students will be able to:

- Exchange project plan data with other applications.
- Update a project plan.
- Manage project costs.
- Report project data visually.
- Reuse project plan information.

Business Sampling:

Customer Service Professional

Estimated Hours to Complete: 7 hours

Course Description: In today's competitive customer support industry, the one day, entry-level customer service course is designed to help participants provide front line support while fully representing the entire organization. It is important that this professional offers the highest quality customer care with every contact. This course touches on the field's Best Practices, which includes High Impact Training, Total Contact Ownership, Follow-Up Techniques, and Troubleshooting. Professionals will learn innovative methodologies for effective customer care as well as the fundamentals of customer support structure and procedures. During the course, professionals will be given the foundation and knowledge necessary to provide an excellent customer support center. This course can be customized to the organizational needs. A pre- and post-assessment is encouraged, as well as pre-course discussions with the organization's leadership in order to gain an understanding of the organization's underlying needs.

Prerequisites: There are no prerequisites for this course.

Upon successful completion of this course, students will increase their mastery of:

- The Fundamentals of Effective Customer Care
- Total Contact Ownership
- Follow-Up Techniques
- Troubleshooting
- Interacting with the Customer
- Effective Communication Skills
- Managing Conflict, Stress, and Time

American Society for Quality Six Sigma Black Belt Certification

Estimated Hours to Complete: 60+ Hours and can be customized

Course Description: Six Sigma Black Belts generate an average of more than two hundred thousand dollars in savings and new net revenue per project. Six Sigma black belts are the heavyweights of process improvement. They are the direct managers of most Six Sigma projects. This course teaches all of the skills necessary for successful leadership of a Six Sigma project. Each Black Belt can lead 3-5 projects per year. Participants in this course are required to bring a real project from their company to the class (we can help with project selection). The students will apply the knowledge and tools developed each class to their chosen project. By the end of the course, the participants will have created a real Six Sigma solution for their organization. The real gains from this singular project are usually vastly greater than the cost of the course itself. Certification will be awarded upon completion of the course, final exam performance, and completion of a Six Sigma project.

Prerequisites: Individuals in management or about to be promoted to management

Target Audience: Candidates for Black Belt certification; managers/executives overseeing personnel involved in the implementation of Six Sigma in their organization; consultants involved in implementing a Six Sigma proposal; and organizations implementing a Six Sigma project.

Topics Covered:

Six Sigma and the Corporate Enterprise
Leadership in Six Sigma

Organizational Goals and Objectives
History of Organizational Improvement and the Foundations of Six Sigma
And much more!

Coaching

Estimated Hours to Complete: 7+ Hours and can be customized

Course Description: The organization has good employees and often these employees are promoted to the new role of manager or supervisor. Many times, these skilled and talented individuals have not had any formal training in managing the individuals to do the job that they used to do so well. What is the new manager to do? This course is designed to aid in coaching the newly appointed manager to take on new situations and to feel that they have the support system in order to do their new job well. Without proper coaching, the new manager may feel like they have received punishment instead of a promotion. A pre-assessment and a post-assessment is encouraged, as well as pre-course discussions with the organization's leadership in order to gain an understanding of the organization's underlying needs.

Prerequisites: There are no prerequisites for this course.

Topics Covered Include:

- Introduction to Coaching
- Coaching for Success
- Coaching for Improvement
- Effective Coaching Tools
- Coaching to Manage Performance Problems

Managing Today's IT and Technical Professionals

Estimated Hours to Complete: Approximately 7 Hours

Course Description: You have the experience and the technical skills. Now add the management know-how to lead your team of IT professionals and drive results! Managing information technology professionals demands a whole new set of skills. It requires a keen understanding of the characteristics and style of IT professionals—and the best approach to achieve successful communication, team building, coaching and career planning. In this course, you'll learn how to get your IT professionals working together more efficiently and productively on project teams, work groups and task forces.

Target Audience: This course is designed for IT and technical professionals who have been—or are about to be—promoted to a management position, or experienced managers who are new to the technical environment.

Benefits to the Student:

- Understand what drives or motivates IT professionals
- Develop a broader organizational perspective
- Learn which combination of best management approaches works best for your team of information technology professionals.
- Align the IT professionals' goals with the business' goals
- Analyze performance based on business requirements

Topics Covered:

- Understand your type and the working styles of those you manage

- How the characteristics of “typical” IT professionals affects your management action
- Planning—the foundation of managing technical professionals
- Making decisions with technical professionals
- Delegating, motivating and coaching
- Choosing talented technical professionals
- Managing progress and evaluating performance
- Managing effective communication in a changing world

Leadership Development

Estimated Hours to Complete: Call

Course Description: Today’s successful organizations respond quickly to external changes, communicate vital information, and keep focused on desired outcomes. They build high-performing teams through effective feedback, and aligning the team needs with the appropriate leadership style. These components accurately reflect the makeup of a modern-day elite military Special Forces team. Participants will learn the basic skills through simulations, case scenarios, reading excerpts highlighting key learning points and participate in small-group discussions. This course can be customized to the organizational needs. A pre- and post-assessment is encouraged, as well as pre-course discussions with the organization’s leadership in order to gain an understanding of the organization’s underlying needs.

Prerequisites: There are no prerequisites for this course.

This course is divided into three modules.

Module One--Leadership

Course Description: Using appropriate interaction skills and methods to guide individuals or groups to accomplish work.

Upon successful completion of this module, students will be able to:

- Identify the team member competencies needed to achieve a goal
- Assess competencies using the S.T.A.R. method
- Build leadership capacity and contracting with team members using Team Agreements
- Define the three basic leadership styles
- Understand the use of influence versus authority as it relates to leadership
- Assess situations that require the use of each of the three styles
- Define outcomes based upon goals

Module Two—Communication & Coaching

- (1) Communication: Clearly conveying verbal, non-verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message, listening and responding appropriately to messages from others;
- (2) Coaching: Providing positive models, guidance, and feedback to help others strengthen their knowledge and skills to accomplish a task or solve a problem to improve job performance.

Upon successful completion of this module, students will be able to:

- Learn the basic model for concise and outcome-based communication as described in the Interaction Process by Developmental Dimensions International®
- Define the conditions needed for a successful coaching environment

- Apply the communication model to a coaching environment

Module Three—Change Management

Course Description: Maintaining effectiveness when experiencing major changes in work tasks or the work environment, and adjusting effectively to work within new work structures, processes, requirements, or cultures.

Upon successful completion of this module, students will be able to:

- Identify the components of a change process
- Define the role of a leader in a change process
- Build an organizational structure to meet a change need
- Build a plan to implement a change process
- Identify strategies and build in contingencies to addressing resistance to change

Business Process Mapping

Estimated Hours to Complete:40 hours

Course Description: As businesses evolve to meet the ever-changing needs of a volatile world, it is incumbent on today's professionals to develop the skills necessary to keep their processes up to date. Business process mapping will enable you to take control of your business and bring about change that truly effects the bottom-line. Through extensive workshops presented by industry experts, you will see first-hand how you can utilize the tools of process mapping in your organization and finally master your business process improvement endeavors.

Prerequisites: Project management or business process analysis experience

Upon successful completion of this course, students will be able to:

- State the steps needed to successfully implement process improvements
- State the key things to consider in developing a process improvement team
- Understand the methods for capturing the essence of your business's core processes
- Understand how to implement process mapping to provide a full understanding of your business practices
- Successfully facilitate a mapping session
- State the important techniques and pitfalls of process mapping
- Utilize Visio to effectively communicate process structures
- Identify and eliminate inefficient or costly processes in order to gain tangible process improvements

Business Etiquette Series Sampling:

Communication and Business Etiquette

Estimated Hours to Completion: 7+ Hours and can be customized

Course Description: Ever ordered burgers for lunch, watched your companion carefully cut the lettuce & tomato, delicately eat it with a fork and started feeling like a brute as barbecue sauce falls across your chin and onto your \$100.00 silk tie? Do you know what to do with all that literature that is on your chair as you pull it away from the table to sit down to lunch at a conference? Ever wondered why after a business lunch with an important contact it begins to feel like somehow the relationship isn't what it once was?

Most business professionals assume their knowledge of business etiquette is pretty good. Unfortunately, “pretty good” is rarely good enough. Whether you realize it or not, how you carry and conduct yourself can have a major impact on your career, either positively or otherwise. Don’t let what you don’t know stand in your way (and remember, we often don’t know what we don’t know).

Prerequisites: There are no prerequisites for this course.

Topics Covered:

- First and Lasting Impressions:Handshakes, rapport-building, introductions, business card etiquette, small talk, The 30 Day Rule, professional dress and the importance of image
- Conducting Business During Social Occasions: Choreographing the business meal, being someone’s guest, conventions, business parties, networking
- Telephone Etiquette Every employee in an organization should have sterling telephone manners. Sadly, this is rarely the case. Learn how to communicate clearly and to project a positive, polished image.
- Dining Tutorial: Never wonder which fork to use again. American and Continental dining styles are covered.

Environmental Safety Sampling

OSHA 30 Hour

Estimated Hours to Complete: 30 Hours

The OSHA 30 Hour General Industry course is a comprehensive safety program designed for anyone involved in general industry. Specifically devised for safety directors, foremen, and field supervisors; the program provides complete information on OSHA compliance issues. OSHA recommends as an orientation to occupational safety and health for workers covered by OSHA 29 CFR 1910. General industry workers must receive additional training, when required by OSHA standards, on specific hazards of the job. In this course, meet all of your current OSHA 30 training needs

Upon successful completion of this course, students will have completed their 30 hour training requirements.

Topics Covered Include:

- Introduction to OSHA Standards
- Walking and Work Surfaces
- Exit Routes, Emergency Action Plans, Fire Prevention and Protection.
- Electrical Safety
- Flammable and Combustible Liquids
- Permit-Required Confined Spaces
- Lockout/Tagout
- Materials Handling
- Machine Guarding
- Industrial Hygiene & Blood borne Pathogens
- Ergonomics

Hazwoper 24 Hour

Estimated Hours to Complete: 24 Hours

This course meets the OSHA/EPA training requirements for workers performing hazardous waste site functions in accord with the provisions of 29 CFR 1910.120. The regulation stipulates that employers at hazardous waste sites, and at many other "sites" as further defined by the regulation, shall ensure that all workers with the potential of chemical exposure will receive a minimum of 24 hours of waste site health and safety training.

Upon successful completion of this course, students will have completed their 30 hour training requirements.

Topics Covered Include:

- Understand how hazardous materials are handled, identified, and human responses to exposure
- Learn the importance of the Health and Safety Plan (HSP)
- Incorporate the knowledge of what to do in case of site emergencies
- Use appropriate safety methods and work practice controls
- Recognize signs and labels that are used to alert personnel of danger involving hazardous material

Hazwoper 40 Hour

Estimated Hours to Complete: 40 Hours

This course is specifically designed for workers who are involved in clean-up operations, voluntary clean-up operations, emergency response operations, and storage, disposal, or treatment of hazardous substances or uncontrolled hazardous waste sites. Topics include protection against hazardous chemicals, elimination of hazardous chemicals, safety of workers and the environment, OSHA regulations. This course covers topics included in 29 CFR 1910.120. The course meets the standard requirement of 40 hrs of initial training.

Upon successful completion of this course, students will have completed their 30 hour training requirements.

Topics Covered Include:

- Video – HAZWOPER Orientation Introductions
- Video – Environmental Regulations of Chemical Materials
- Section 1: Legislation and Standards
- Video – Introduction to Industrial Toxicology
- Section 2: Toxicology and Chemistry
- Video – HAZWOPER Identifying Hazardous Materials
- Section 3: Informational Resources/Hazard Recognition
- Video – Chemical Safety
- Section 4: Containers and Labeling in Transportation of Hazardous Waste
- Video – Fire Prevention Responsibility
- Section 5: Compatibility of Hazardous Materials and Hazardous Wastes
- Video – Onsite Safety Considerations
- Section 6: Safety at HAZMAT Incidents
- Video – HAZWOPER Medical
- Section 6: Safety at HAZMAT Incidents continued
- Video – Bonding Grounding of Flammable Liquid Transportation
- Section 6: Safety at HAZMAT Incidents concluded
- Section 7: Confined Spaces
- Section 8: Incident Management Structure

Video – S.T.E.P. Safety Training and Emergency Preparedness
 Section 9: Survey the Incident
 Video – NFPA Hazardous Materials Labeling ID
 Section 9: Survey the Incident concluded
 Video – Chemical Protective Clothing
 Section 10: Personal Protective Equipment
 Video – Respiratory Protection Selection and Use
 Video – HAZWOPER Donning & Doffing Decontamination
 Section 10: Concluded
 Video – Life Saving through Air Monitoring
 Section 11: Metering
 Video – Hazardous Materials Spill Cleanup
 Section 12: HAZMAT Spill Control
 Section 13: Decontamination
 Section 14: Termination Procedure
 Hazardous Substance Incident Exercise #1
 Critique of Hazardous Substance Incident Exercise #1
 Hazardous Substance Incident Exercise #2
 Critique of Hazardous Substance Incident Exercise #2
 Final Exam

Information Technology Sampling:

Office Series Sampling:

MS Office (Word, Excel, PowerPoint, Outlook, Access)

Word

Estimated Hours to Complete: 7 to 21

Course Description: Word processing is the use of computers to create, revise, and save documents for printing and future retrieval. Learn the basic concepts required to produce basic business documents.

Prerequisites: Experience using the Microsoft Windows operating system.

Topics Covered:

- Create, edit, and enhance standard business documents using Word.
- Increase the complexity of your Word documents by adding components such as customized lists, tables, charts, graphics, and create personalized Word efficiency tools.
- Use Word to create, manage, revise, and distribute long documents, forms, and Web pages.

Excel

Estimated Hours to Complete: 7 to 28

Course Description: Use Excel to manage, edit, and print data.

Prerequisites: Experience with Microsoft Windows and Microsoft Word.

Topics Covered:

- Gain the skills necessary to create, edit, format, and print basic Excel worksheets.
- Streamline and enhance your spreadsheets with templates, charts, graphics, formulas and apply visual elements and advanced formulas to a worksheet to display data in various formats.
- Automate some common tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Excel data with other applications.

PowerPoint

Estimated Hours to Complete: 7 to 14

Course Description: Use PowerPoint to prepare visual aids for presentations.

Prerequisites: Experience with Microsoft Windows and Microsoft Word.

Topics Covered:

- Use PowerPoint to create electronic presentations.
- Explore the PowerPoint environment and create a new presentation.
- Format text on slides to enhance clarity. In order to enhance the visual appeal, you will add graphical objects to a presentation and modify them.
- Add tables and charts to a presentation to present data in a structured form.
- Finalize a presentation to deliver it.
- Enhance your presentation with features that will transform it into a powerful means of communication.
- Customize the PowerPoint interface to suit your requirements and use the new and enhanced features to create dynamic and visually appealing presentations.
- Finalize a presentation and secure it to authenticate its validity.

Outlook

Estimated Hours to Complete: 7 to 21

Course Description: In Outlook you will learn the skills you need to start sending and responding to email, as well as maintaining your Calendar, scheduling meetings, and working with tasks and notes.

Prerequisites: Experience with Microsoft Windows.

Topics Covered:

- Compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes.
- Learn to customize the calendar, task list, notes, contacts and e-mail messages so that they meet your specific needs.
- Learn how to track, share, assign, and quickly locate various Outlook items.

Access

Estimated Hours to Completion: 7 to 42+ Hours

Course Description: Using Access, information can be stored, linked, and managed using a single relational database and its associated tools. In this course, you will be introduced to the concept of the relational database by using Access relational database application and its information management tools.

Prerequisites: There are no prerequisites for this course.

Topics Covered:

- Design and create a new Access database;
- Create and optimize queries,
- Design forms, and reports;
- Integrate Access with other applications.

Certified Information Systems Security Professional (CISSP)

Estimated Hours to Complete: 40+ hours

Course Description: In this course, you will control access to data and information systems using common access control best practices. You will discover how networks are designed for security, and the components, protocols, and services that allow telecommunications to occur in a secure manner. Next, you will learn about the principles of security management and how to manage risk as part of a comprehensive information security management program. You will explore applications and systems development security controls. Then, you will learn how to perform cryptography and how to secure system architecture. You will be shown how to examine operations security and the appropriate controls and best practices to use to keep operations secure. You will learn how to perform business continuity planning and apply physical security to protect organizational assets and resources. Finally, you will explore law, investigations, and ethics with respect to information systems security and computer forensics.

Developed and maintained by the International Information Systems Security Certification Consortium (ISC)², CISSP is a premium, vendor-neutral certification that recognizes mastery of an international standard for information security and understanding of a Common Body of Knowledge (CBK). The CISSP course provides you with the knowledge and skills to pass the CISSP certification, after which you'll have the ability to manage, operate, develop and plan an effective network security infrastructure.

Prerequisites: Applicants must have a minimum of five years of direct full-time security professional work experience in one or more of the ten domains of the (ISC)² CISSP CBK. Applicable position titles for CISSP professional experience would include officer, director, manager, leader, supervisor, analyst, designer, cryptologist, cryptographer, cryptanalyst, architect, engineer, instructor, professor, investigator, consultant, salesman, representative, etc. Title may include programmer. It may include administrator, except where it applies to one who simply operates controls under the authority and supervision of others. Titles with the words "coder" or "operator" are likely excluded.

The applicant must meet the following requirements to qualify to sit for the examination: **A.** Subscribe to the (ISC)² Code of Ethics; and **B.** Have a **minimum** five years* of direct full-time security professional work experience in two or more of the ten domains of the information systems security CBK®. Waiver of Experience: If certain circumstances apply and with appropriate documentation, candidates are eligible to **waive a maximum of two years of professional experience*** as follows:

- One year waiver of the professional experience requirement for education. Candidates can substitute a maximum of one year of direct full-time security professional work experience described above if they have a four-year college degree OR Master's Degree in information security from a U.S. National Center of Academic Excellence in information Security (CAEIAE) or regional equivalent. If you hold both a four-year degree and a Master's degree, you may only apply for a one year waiver of experience.
- One-year waiver of the professional experience requirement for holding an additional credential on the (ISC)² approved list. Valid experience includes information systems (IS) security-related work per-

formed as a practitioner, auditor, consultant, investigator or instructor, that requires IS security knowledge and involves the direct application of that knowledge. The five years of experience must be the equivalent of actual fulltime IS security work (not just IS security responsibilities for a five year* period); this requirement is cumulative, however, and may have been accrued over a much longer period of time.

Topics Covered Include:

- Information Security and Risk Management
- Security Architecture and Design
- Access Control
- Application Security
- Operations Security
- Cryptography
- Physical (Environmental) Security
- Telecommunications and Network Security
- Business Continuity and Disaster Recovery Planning
- Legal, Regulations, Compliance and Investigations

ASP.Net

Estimated Hours to Complete:40 Hours

Course Description: The computer of the new millennium is the Internet. Join the revolution by gaining a solid understanding of ASP.NET and how to effectively integrate databases with their Web sites. The key to making information instantly available on the Web is integrating the Web site and the database to work as one piece.

Prerequisites: Experience designing & maintaining databases, basic web design skills, experience with a web site management tool like Front Page or Dreamweaver.

Topics Covered Include:

- Using ASP.NET, server-side controls, ADO+, XML, and SOAP.
- Manage data by using ASP.NET forms, exposing data through ASP+ Web Services, working with BLOBs, and using cookies and other features to secure data.
- Applying the advanced features of ASP.NET to web-based applications..

Oracle DBA

Estimated Hours to Complete:40+ Hours

Course Description: This course prepares the student for the OCA and OCP exams and a career administering, designing and modeling databases in Oracle.

Prerequisites: Before taking this course, students should be familiar with the basic functions of Windows, such as creating and navigating folders, opening programs, manipulating windows, copying and pasting objects, formatting text, and saving files. An understanding of database concepts and technologies is a plus.

Topics Covered:

- Database Design & Logic
- SQL Language

- PL-SQL Language
- Database Architecture
- Administration & Security
- Backup & Recovery
- Performance tuning of the database.

Five Certification Track

Estimated Hours to Complete:30-40+ Hours per course

Track Description: This track brings together a combination of CompTIA's A+, Net+, Security+, Cisco Certified Network Associate (CCNA) and Microsoft Certified Desktop Support Technician (MCDST) for a package of certifications that will put the successful student in a strong position to enjoy a great career in information technology support.

Prerequisites: There are no prerequisites for this track.

Topics Covered:

- CompTIA A+: The technology community identifies CompTIA A+ certification as the perfect entry into an IT career. Earning CompTIA A+ certification proves that a candidate has a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking. The exams cover a broad range of hardware and software technologies, but are not bound to any vendor-specific products. The skills and knowledge measured by the CompTIA A+ exams were derived from an industry-wide and worldwide job task analysis
- CompTIA Net+: The CompTIA Network+ certification is an international industry credential that validates the knowledge of networking professionals with at least nine months of experience in network support or administration or adequate academic training. A typical candidate would have CompTIA A+ certification or equivalent knowledge, but this is not a prerequisite. An accepted foundation-level, vendor-neutral certification for networking professionals, many IT certifications integrate CompTIA Network+ into their curriculums. The skills and knowledge measured by this examination were derived from an industry-wide job task analysis and validated through an industry-wide survey of more than 2,500 participants
- CompTIA Security+: This course provides students with the knowledge and skills to begin supporting network security within an organization. Students who complete this course will be able to identify security threats and vulnerabilities. This course will cover security concepts that are prerequisites for attending other courses for security specialists and help prepare students for the CompTIA Security+ exam. This course has been approved as CompTIA Authorized Quality Curriculum (CAQC) for the CompTIA Security+ certification. The CAQC program assures students that all test objectives for the CompTIA Security+ certification exam are covered in the course materials
- Microsoft Certified Desktop Support Technician (MCDST): The Microsoft Certified Desktop Support Technician (MCDST) credential proves that you have the skills to successfully support end users and to successfully troubleshoot desktop environments that are running the Microsoft Windows operating system. MCDST candidates are required to pass two core exams. Elective exams are not required. Earning a Microsoft certification acknowledges your expertise in working with Microsoft products and technologies. Microsoft certification demonstrates that you have the ability to successfully support Microsoft business solutions for your organization or client.

- **Cisco Certified Network Associate (CCNA):** The CCNA certification (Cisco Certified Network Associate) indicates a foundation and apprentice knowledge of networking. CCNA certified professionals can install, configure, and operate LAN, WAN, and dial access services for small networks (100 nodes or fewer), including but not limited to use of these protocols: IP, IGRP, Serial, Frame Relay, IP RIP, VLANs, RIP, Ethernet, and Access Lists. Through extensive hands-on exercises, students gain the fundamental knowledge and skills needed to install, configure and troubleshoot Cisco routers.

Microsoft Certified Systems Engineer (MCSE)

Estimated Hours to Complete: 180+ Hours

Course Description: MCSE is the most widely recognized technical certification in the IT industry. By earning this premier MCSE credential, IT professionals are demonstrating that they have the skills necessary to lead organizations in the successful design, implementation, and administration of the most advanced Windows operating system and Windows Server technologies.

To complete certification as an MCSE candidates must pass six of the following exams as well as one elective exam: Exam 70-290: Managing and Maintaining a Windows Server 2003 Environment, Exam 70-291: Implementing, Managing, and Maintaining a Server 2003 Network Infrastructure, Exam 70-293: Planning and Maintaining a Windows Server 2003 Network Infrastructure, Exam 70-294: Planning, Implementing, and Maintaining a Windows Server 2003 Active Directory Infrastructure, Exam 70-270: Installing, Configuring, and Administrating Microsoft Windows XP Professional, Exam 70-297: Designing a Microsoft Server 2003 Active Directory and Network Infrastructure, Exam 70-350: Implementing Microsoft Internet Security and Acceleration (ISA) Server 2004

Prerequisites: Network+ certification or the equivalent knowledge and skills; A+ certification or the equivalent knowledge and skills; a good working knowledge of networking components, services, and applications, including remote access, computer hardware components, and device management.

Exam Preparation Courses Offered:

- Managing and Maintaining a Windows Server 2003 Environment
- Implementing, Managing, and Maintaining a Server 2003 Network Infrastructure
- Planning and Maintaining a Windows Server 2003 Network Infrastructure
- Exam 70-294: Planning, Implementing, and Maintaining a Windows Server 2003 Active Directory Infrastructure
- Exam 70-270: Installing, Configuring, and Administrating Microsoft Windows XP Professional
- Exam 70-297: Designing a Microsoft Server 2003 Active Directory and Network Infrastructure
- Exam 70-350: Implementing Microsoft Internet Security and Acceleration (ISA) Server 2004

Applications Development Technology Overview for Managers

Estimated Hours to Complete: 14+ Hours and can be customized

Course Description: You will learn about how the new Web development standards drive efficiency, accessibility and cross-platform compatibility. On the enterprise level you will learn about Object Oriented architecture, and the role it plays in the enterprise frameworks J2EE and .NET. Finally, we will address Web Services, and how a Service Oriented Architecture supports distributed computing and allows you to integrate legacy applications into your enterprise framework.

Prerequisites: Experience supporting business processes with information technology. Especially application maintenance and support.

Target Audience: This course is designed for IT Managers, Systems Analysts, and those who need to understand the "big picture" of Web Applications Development.

Topics Covered:

- Object Oriented Architecture & Coding in the Enterprise
- J2EE and .NET
- Web Services & Service Oriented Architecture

Upon successful completion of this course, students will be able to:

- Understand the history and architecture of the Web, especially how browsers, Web servers, and databases combine to achieve powerful results
- Understand client-side technologies such as HTML, XHTML and Cascading Style Sheets (CSS), Web graphics, and JavaScript so that you will know what is and is not possible in a Web browser
- Be conversant with database technologies including which databases are appropriate for different applications
- Understand how to use XML in modern content and application development
- Review the fundamentals of object-oriented design
- Understand both J2EE and .NET fundamentals and how both frameworks handle security, transactions and resource management
- Learn the benefits and drawbacks of each framework in a head-to-head comparison
- Understand the basics of a Service Oriented Architecture model
- Learn what a service is, from both a business and an IT perspective
- Understand Service Oriented Analysis and Design (SOA/D), and how it compares and contrasts to OOA/D
- Learn about implementation strategies leveraging Web Services
- See examples of services in action
- Have insight into future trends such as those driven by the growth in broadband access combined with virtually universal Internet connectivity.

Web & Graphic Design Courses

Courses in Adobe Creative Suite Applications like Flash, ColdFusion, Dreamweaver, Illustrator, Photoshop, Acrobat, Fireworks, CIW and many more are available. Call for more information.

Medical Series (available online and in classroom):

Medical Billing and Coding

This is the one of the first steps to a rewarding new career. Completion of the MedPro Medical Billing and Coding program allows one to gain employment in an entry-level position.

Prerequisite: Basic Medical Terminology Webtutor - Completed by first day of class

Schedule: 4 days a week; 4 hours a day; 16 hours a week of training; approximately 340 hours for entire program

Medical Billing and Coding is composed of 4 key areas:

Medical Insurance Billing and Coding – approximately 110 hours

Medical Coding– approximately 110 hours
Hospital Billing– approximately 60 hours
Health Info Management– approximately 60 hours

Topic: Medical Insurance Billing and Coding

This course covers learning about health insurance claims processing and reimbursement issues. A step-by-step approach to successful completion of health insurance claims is used. Case studies and review exercises provide users with numerous opportunities to apply knowledge and develop skills in completing CMS-1500 claims accurately.

The objectives of this course are to:

- 1) Introduce information about major third party payers
- 2) Provide up-to-date information about federal health care regulations
- 3) Clarify coding guidelines and provide application exercises for each coding system
- 4) Introduce reimbursement issues
- 5) Emphasize the importance of coding for medical necessity, and
- 6) Help users develop the skill to complete claims accurately. Numerous examples help clarify key concepts.

Description of Medical Insurance Billing and Coding:

- o Health Insurance Specialist—Roles and Responsibilities
- o Introduction to Health Insurance
- o Managed Health Care
- o Life Cycle of an Insurance Claim
- o Legal & Regulatory Considerations
- o ICD-9-CM Coding
- o CPT Coding
- o HCPCS Coding (name change from HCPCS Coding System)
- o CMS Reimbursement Issues (name change from HCFA Reimbursement Issues)
- o Coding for Medical Necessity (name change from Coding from Source Documents)
- o Essential Claims Completion Guidelines (name change from Essential Claim Form Instructions)
- o Commercial Claims (name change from Filing Commercial Claims)
- o Blue Cross and Blue Shield Plans
- o Medicare
- o Medicaid
- o TRICARE
- o Workers' Compensation

Topic: Medical Coding

A variety of medical specialties including dermatology, cardiology, primary care, and orthopedics, and the common coding problems encountered in the real world are covered. Coding exercises provide practice for learners and enable them to test their knowledge. (comprehensive, insurance, coding, coding exercises, medical specialties) Interactive exercises focusing on condition and procedure statements, learners will expand their medical vocabulary and enhance their coding skills for the physician's office. Included in the course is the Centers for Medicare and Medicaid Services (CMS) guidelines for diagnosis coding and reporting by physicians.

Description of Medical Coding:

- ICD-9-CM
- CPT Coding: Evaluation and Management
- Primary Care
- Anesthesia/General Surgery
- Integumentary System
- Orthopedics
- Cardiology
- OB/GYN
- Radiology, Pathology, and Laboratory
- Billing and Collections
- Filing the Claim Form
- Reimbursement and Auditing/Appeals

Topic: Hospital Billing

This course provides a comprehensive learning tool for processing insurance claim forms for inpatient and outpatient services for acute, subacute, long-term care, specialty and clinic facilities using the Uniform Bill 92 or UP-92 (HCFA-1450 form).

Description of Hospital Billing:**The UB-92: Working With Form Locators**

- Introduction to the UB-92: Form Locators 1-31
- UB-92: Form Locators 32-41
- UB-92; Form Locators 42-49
- UB-92; Form Locators 50-86

The Acute Care Facility

- Services Rendered in the Hospital Setting; Inpatient Services, Ambulatory Surgery Center, Clinical Services, Outpatient Services
- The Internal Network of a Hospital, Pre-admission Functions, Admitting, Patient Accounts, Social Services, Health Information, Utilization Management and Quality Management, Computer Systems
- Exploring Covered Services and Rates, Medicare and Medicare Secondary Payer (MSP) Regulations, Medicaid Program Administration, Workers' Compensation, Liability, and Auto Accident Cases, Group Health Insurance, Managed Care, and HMO plans
- Coding and Reimbursement Systems, HCPCS Coding System, ICD-9-CM, Reimbursement Systems

Topic: Health Info Management

No other health information management book covers health care practice in such a wide variety of settings. From ambulatory care to long-term care, from dental practice to veterinary practice, from home health care to health care in correctional facilities, The second edition of Comparative Health Information Management provides a comprehensive survey of current health information practice. Each chapter includes didactic aids as well as opportunities for more in-depth analysis of subject matter to enhance learning.

Description of Health Info Management:

- Introduction
- Hospital based Ambulatory Care
- Free Standing Ambulatory Care

- Health Maintenance Organizations, Provider Networks And Reimbursement Issues
- Home Health Care
- Hospice
- Dialysis. Long Term Care
- Sub-Acute Care
- Rehabilitative
- Mental Health: Acute And Chronic
- Mental Retardation And Developmental Disabilities
- Substance Abuse
- Correctional Facilities
- Dental
- Veterinary
- Consulting

This curriculum follows the guidelines set forth by the certifying body of the American Medical Billers Association.