



NORTHERN
PENNSYLVANIA
REGIONAL COLLEGE

Workforce Development
Course Catalog
2020-2021

Welcome!

Thank you for considering the Northern Pennsylvania Regional College for your education and training needs. The College has developed many programs of study to meet the various needs of business and industry in northern Pennsylvania. There are opportunities for you to acquire the skills you need for your existing job or skills you would like to acquire for a new career. Browse our catalog.

Companies can also use this catalog as a guide to customized training. See a topic you would like your staff to be trained on? Give us a call and we will work with you to customize the course content to meet your needs.

If you need more information, feel free to call the Workforce Development office at (814) 651-0691 or email us at workforcedev@rrcnpa.org.

How to Register

Please visit <https://regionalcollegepa.org/workforce-dev/>.

Methods of Payment

Payment of tuition is expected at the time of registration. The registration website will accept credit or debit cards. Workforce Development students may be eligible for an installment payment plan in some courses. If an employer is paying for the training, a purchase order is also acceptable as means of payment.

Some classes are eligible for individual training accounts through the CareerLink system. Look for a '+' next to the tuition and talk with a CareerLink counselor about your eligibility.

Textbooks and Supplies

Some courses require textbooks, workbooks, and supplies. Students are responsible for any cost associated with any of these items. Efforts are made to minimize the expense to the student for these items. The faculty can make recommendations on the best cost-to-value for required items.

Personal Safety Equipment

If your class requires it, you must provide your own personal safety equipment. This generally involves safety glasses and proper footwear.

Calendar of Classes

Classes are offered on the following calendar. Some classes may have end dates that go beyond the eight-week term.

Term I

Registration for Term I	July 27 - August 14, 2020
Term I Classes in Session	August 26 - October 20, 2020

Term II

Registration of Term II	October 5 - October 23, 2020
Term II Classes in Session	October 28 - December 22, 2020

Term III

Registration for Term III	January 4 – January 22, 2021
Term III Classes in Session	February 1 - March 26, 2021

Term IV

Registration for Term IV	March 8 - March 26, 2021
Term IV Classes in Session	April 5 - May 28, 2021

Term V

Registration for Term V	May 17 – June 4, 2021
Term V Classes in Session	June 14 – August 6, 2021

Refund & Withdrawal Fee

1. If the College cancels the course, you will receive a full refund.
 2. If you drop a class at least ten (10) business days before the start of the first class, you will receive a full refund. Otherwise, a withdrawal fee of \$50.00 will be deducted from the refundable amount.
 3. No refunds will be issued if you withdraw after the third class session.
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- The refund will be issued as a credit to the card you used to make the registration payment and are limited to the amount paid directly by the student.

Sites and Class Delivery

Most classes are delivered through our live, interactive video conferencing system called StarLeaf. For Fall Term I and II, classes will be delivered via the internet directly to the student. Students will be required to have a computer with a camera, microphone, and internet access. Classes in the catalog noted as being offered at a site will meet in person while following current masking, social distancing, and other virus avoidance guidelines.

Certificate of Completion Certificates will be issued to students who complete 80% or more of scheduled class hours and obtain a satisfactory performance rating.

Right to Cancel Notice

The College reserves the right to cancel classes for insufficient enrollment or for other reasons beyond our control. If we cancel a class, registrants will receive a full refund.

Accommodations

The College encourages qualified persons with disabilities to participate in its programs and activities. If you anticipate needing any type of accommodation, please contact the Workforce Development office to initiate the process.

Emergency Closing

Weather or other emergencies may require the College to close and cancel classes. When this occurs, local radio and television stations are notified and the College website home page is updated with the closure.

Need More Information?

Feel free to call the Workforce Development office at (814) 651-0691 or email us at workforcedev@rrcnpa.org.

Equal Opportunity Educational Institution

It is the policy of Northern Pennsylvania Regional College not to discriminate on the basis of race, color, national origin, sex, disability, age (employment), sexual orientation, gender identity, creed, religion, and actual or potential parental, family, or marital status in its programs, activities, student selection process, pre-testing requirements or employment practices as required by the Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d and 2000e), the Equal Pay Act of 1973 (29U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C §§ 1681 – 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and Title II of the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.).

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Applied Academics

1. Industrial Mathematics	WACA 101	40	TR	4:00 – 6:30 p.m.	8	1, 3	StarLeaf	\$600
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In this course, students will participate in classroom activities to test and strengthen their mathematics skills. Classwork includes lab sheets, a mid-term exam, a final exam, demonstrations, textbook readings, workbook assignments, homework assignments, and student presentations. Students will review and practice addition, subtraction, multiplication, and division of whole numbers, decimals, fractions, and word problems. Students will calculate series and parallel circuits using Ohm’s Law. They will also calculate force, pressure, and area using Pascal’s Law. Students will develop an understanding of National Electrical Code concepts directly related to the electrical engineering field, the Pythagorean Theorem, and proper NEC codes of electrical calculations.

2. Technical Writing	WACA 121	40	TR	4:00 – 6:30 p.m.	8	2, 4	StarLeaf	\$600
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This course presents students with practical information about communicating in different kinds of technical writing workplace environments and professional/technical discourse communities. Throughout the semester students will produce and analyze common technical writing genres, including emails, letters, resumes, memos, reports, proposals, technical descriptions, technical definitions, technical manuals, and proposals. Students will work toward understanding how to analyze and react to rhetorical situations that each genre and writing situation presents, including issues of audience, organization, visual design, style, and the material production of documents.

Child Development Associate

3. Child Development Associate #1	WCDA 111	40	TR	6:30 – 9:00 p.m.	8	1, 3	StarLeaf	\$600
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This course focuses on the CDA Essentials textbook and portfolio preparation and is offered over an eight-week schedule with a combination of remote class participation and independent study. The CDA credential requires 120 hours of instruction. An additional 20 hours of independent study during this class are required to complete the projects. Students who successfully complete this course will be well prepared to take the CDA exam and complete their verification visit. The hours completed in this course will be earned and recorded in the Pennsylvania Professional Development Registry (the statewide Early Childhood Education Workforce Registry).

4. Child Development Associate #2	WCDA 112	40	TR	6:30 – 9:00 p.m.	8	2, 4	StarLeaf	\$600
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This course focuses on the CDA Essentials textbook and portfolio preparation and is offered over an eight-week schedule with a combination of remote class participation and independent study. The CDA credential requires 120 hours of instruction. An additional 20 hours of independent study during this class are required to complete the projects. Students who successfully complete this course will be well prepared to take the CDA exam and complete their verification visit. The hours completed in this course will be earned and recorded in the Pennsylvania Professional Development Registry (the statewide Early Childhood Education Workforce Registry).

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5. CDL Class A	WCDL 160	160	M-F	8:00 a.m. – 4:00 p.m.	4	1, 2, 3, 4	E, SM, W	\$5,500*+

Commercial Truck Driver

This program is a four-week training program comprehensively designed to teach the necessary skills for safe operation of a commercial vehicle. It is broken down into two sections – 40 hours of classroom training and 120 hours of road, range, and skills training. The first 40 hours will teach the skills needed to pass the Class A permit test. The second part of the training will cover training on the road and range, while learning supplemental skills necessary to operate a commercial vehicle safely and be able to take the Class A CDL test. After completing the program, the necessary assistance will be provided to take the license examination. This program will provide individuals with the knowledge and skills to obtain employment with local, regional, and national companies. Each student is responsible for covering the cost of permits, endorsements, and Department of Transportation drug screens and physicals.

6. CDL Class A Tanker and Hazmat	WCDL 200	200	M-F	8:00 a.m. – 4:00 p.m.	5	1, 2, 3, 4	E, SM, W	\$6,500*+
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This program is a five-week training program comprehensively designed to teach the necessary skills for safe operation of a commercial vehicle and acquire a Tanker and Hazmat endorsement. It is broken down into two sections – 60 hours of classroom training and 140 hours of road and range training. The first 60 hours in the classroom will teach the skills necessary to pass the Class A permit, Tanker, Hazmat, Doubles, and Triples endorsement testing. The second part of the training will focus on road and range skills, such as execution of braking techniques, safely couple and uncouple a trailer, and properly execute 100 feet of straight-line backing. Individuals who complete this program will be able to identify cab instruments and cargo handling safety, and understand how to execute air brake checks, basic shifting and gear selection, proper speed and space management, right and left-hand turning procedures, proper lane changes, use of on and off ramps, the crossing of railroad tracks, and parallel parking. Additional skills will be covered. After completion of the program, individuals will have the skills needed to operate a commercial vehicle safely and take their Class A CDL test.

7. CDL Class A Oil and Gas Safety	WCDL 240	240	M-F	8:00 a.m. – 4:00 p.m.	6	1, 2, 3, 4	E, SM, W	\$7,500*+
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This program is a six-week program comprehensively designed to teach the necessary skills for safe operation of a commercial vehicle and have an understanding working safely in the Oil and Gas Industry. This training is broken down into four sections – 40 classroom hours to pass the Class A permit test, 140 hours of road and range training, 20 classroom hours for Hazmat, Tankers, Doubles, and Triples Endorsement tests, and 40 hours of online Oil and Gas safety. The Oil and Gas Safety is led by an instructor and contains 26 modules. Each module is completed with a test. The topics covered by these modules include hours of service, fluid truck accident and rollover prevention, introduction to oilfield drilling operations and equipment, introduction to oilfield worksites, and other safety modules. After completing the program, the necessary assistance will be provided to take the license examination. This program will provide individuals with the knowledge and skills to obtain employment with local, regional, and national companies.

Communication Linework

8. Communication Linework Program	WCML 100	300	M-F	8:00 a.m. – 4:00 p.m.	10	1, 2, 3, 4	E	\$8,400*+
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Students will be participating in a combination of classroom work and hands-on field training weekly, Monday through Friday, with 70% of the communication lineworker program being hands-on. The telecommunication lineworker program has various program date options throughout the year. The program does not accommodate a part-time schedule; however, the courses with online content allow some flexibility.

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<p>The 10-week, 300-hour program covers personal protective equipment, flagger training, job hazards and safety, underground utilities, commercial driver's license Class A permit preparation, defensive driving, pole setting, pole climbing, confined space training, rigging, outside plant construction aerial and buried, telecommunication cables and hardware, workprint reading, CPR/First Aid, and OSHA regulations.</p>								
9. Communication Line Technician	WCML 110	140	M-F	8:00 a.m. – 4:00 p.m.	4	1, 2, 3, 4	Online	\$5,500+
<p>The 140-hour, 4 week program covers personal protective equipment, flagger training, job hazards and safety, underground utilities, commercial driver's license Class A permit preparation, confined space training, rigging, telecommunication tools and hardware, work print reading, CPR/First Aid and OSHA regulations, and fiber optics. Students who successfully complete this program can transfer to a communication lineworker apprenticeship program with credits earned going to related technical instruction.</p>								
<p><u>Emergency Medical Services</u></p>								
10. Emergency Medical Responder	WEMS 101	68	MW	5:00 – 9:00 p.m.	8	1, 2, 3, 4	E, O, K, C	\$550
<p>The 68-hour program presents the technical knowledge and skills necessary for certification as a Basic Emergency Medical Responder. Students are introduced to various lifesaving skills including CPR, airway management, patient assessment, basic medical and trauma care, and more. The course meets the recommendations of the United States Department of Transportation, National Traffic Safety Administration, National Emergency Medical Services Core Content, Scope of Practice Model, National Education Standards. Successful completion of this course is required for individuals to be eligible to take the National Registry exam for Emergency Medical Responder. The exam is not part of the course.</p>								
11. Emergency Medical Technician	WEMS 110	184	TR	5:00 – 9:00 p.m.	23	1, 3	E, O, K, C	\$1,350+
<p>This 184-hour course will provide basic training in all aspects of emergency medical care that an Emergency Medical Technician (EMT) is permitted to provide throughout the Commonwealth of Pennsylvania. This course will follow the current National Education Standard for the Emergency Medical Technician. The course meets the recommendations of the United States Department of Transportation, National Traffic Safety Administration, National Emergency Medical Services Core Content, Scope of Practice Model, National Education Standards. Successful completion of this course is required for individuals to be eligible to take the National Registry exam for Emergency Medical Technician. The exam is not part of the course.</p>								
12. EMS Continuing Education	WEMS 300	Varies	R	6:30 – 9:00 p.m.	8	1, 2, 3, 4	StarLeaf	Varies
<p>A variety of topics will be presented in short schedules to allow practicing pre-hospital emergency medical personnel to acquire continuing education and training to maintain their professional certification. Check our EMS web page for the current schedule of continuing education courses.</p>								

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Industrial Maintenance

13. Math for Electricians	WELI 101	40	MW	6:30 – 9:00 p.m.	8	1	StarLeaf	\$610
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In this course, students will participate in classroom activities to test and strengthen their mathematics skills. Classwork includes lab sheets, a mid-term exam, a final exam, demonstrations, textbook readings, workbook assignments, homework assignments, and student presentations. Students will review and practice addition, subtraction, multiplication, and division of whole numbers, decimals, fractions, and word problems. Students will calculate series and parallel circuits using Ohm’s Law. They will also calculate force, pressure, and area using Pascal’s Law. Students will develop an understanding of National Electrical Code concepts directly related to the electrical engineering field, the Pythagorean Theorem, and proper NEC codes of electrical calculations.

14. Blueprint Reading – Electricians	WELI 102	40	MW	6:30 – 9:00 p.m.	8	2, 4	StarLeaf	\$610
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This course covers fundamental concepts of blueprint reading for electricians. Topics include construction-related blueprints (residential, commercial, and industrial plans), machinery, automation, electronics, and other associated systems like hydraulic and pneumatic. Emphasis is placed on interpreting orthographic projection and tolerance application.

15. Industrial Electricity	WELI 131	40	TR	6:30 – 9:00 p.m.	8	1, 3	E, O, K, PA	\$700
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In this course, students will participate in classroom activities to learn industrial electrical field wiring. Class work includes lab sheets, quizzes, a mid-term exam, a final exam, demonstrations, student reading of text, workbook assignments, and homework assignments. Students will learn motor control components, ladder diagram, and the application of control components to the industrial settings. The ladder diagrams will progress into the programmable logic, control and automation type with students learning code, programming basics, Boolean logic, and troubleshooting to accompany programmable logic controller (PLC) installations. Study of motors, controls, and how they integrate into the PLC automation process will be understood by the end of this course.

16. Commercial & Industrial Electricity	WELI 141	40	TR	6:30 – 9:00 p.m.	8	2, 4	E, O, K, PA	\$700
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In this course, students will participate in classroom activities to learn field wiring. Class work includes lab sheets, quizzes, a mid-term exam, a final exam, demonstrations, student reading of text, workbook assignments, and homework assignments. This course introduces the trainee to basic skills and proper NEC codes of commercial and industrial wiring. Students will study the use of raceways, including all types of conduit, and learn proper bends and techniques of installations. Students will also use math formulas to determine conduit bends, learn to cut, ream, and thread conduit. Students will study transformers, delta, wye, proper grounding for the commercial and industrial installations, and the use of MC/AC wiring in the field. Lastly, students will learn the proper uses of all types of meters in the electrical field.

17. Motor Control I	WELI 151	40	TR	6:30 – 9:00 p.m.	8	1, 3	StarLeaf	\$700
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The course proceeds from a thorough overview of motor basics to replacement procedures and fundamental motor maintenance techniques. Students will learn about both basic and specialized motor control circuits. The course is designed to help reduce downtime and expenses caused by motor failure and increase the overall efficiency of their facility. This course gives the background to all types of motors and their parts with troubleshooting of each type included. You will learn the parts of each and the different ways to connect each type of motor to their respective voltage. This includes AC/DC, and

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single- and three-phase motors. This course tackles the common problem of electric motor failure, with the goal of helping technicians identify types of motors, the true cause of motor failure, and prevent future incidents. Instruction will be provided in the installation of motors, motor drives, and the NEC codes for the installations. Also, the troubleshooting of different motor issues is brought together in the laboratory setting.

18. Motor Control II	WELI 152	40	TR	6:30 – 9:00 p.m.	8	2, 4	E, O, K, PA	\$700
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This course tackles electric motor failure, with the goal of helping technicians identify types of motors, the true cause of motor failure, and prevent future incidents. The course proceeds from a review of motor basics to replacement procedures and motor maintenance techniques. Students will use prior knowledge of facility components to work with the motor design automations, working toward programmable logic control and automation of real-life scenarios. Students will learn troubleshooting, braking and starting methods, WYE and DELTA connections, and all pilot and control devices available in the automation of motors. The student will conclude this course ready to enter the field of motor and motor control devices.

19. Programable Logic Controllers I	WELI 161	40	TR	6:30 – 9:00 p.m.	8	1, 3	StarLeaf	\$700
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This course covers basic to intermediate theory & applications of programmable logic controllers (PLC). PLCs are used in many industrial and commercial processes. It is expected that technicians will be required to install, troubleshoot, program and modify PLCs and PLC controlled systems. The intent of this course is to have students develop the basic technician level skills required by industry. The first half of this course takes students through the basics of PLCs starting with the theory of motor control and how it progressed into PLCs. Taking ladder diagrams and converting them into basic PLC programs using number systems and codes, and the understanding of the parts and process of the PLC. The second half of this course pushes into the relay logic diagrams and input/output devices, leading to the actual programming of the processor. Also covered are beginning troubleshooting of basic circuits with use of pilot and control devices. Students will finish this course with the understanding of logic gate functions and a great start toward their career in PLCs.

20. Programable Logic Controllers II	WELI 162	40	TR	6:30 – 9:00 p.m.	8	2, 4	StarLeaf	\$700
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This course covers basic to intermediate theory & applications of programmable logic controllers (PLC). PLCs are used in many industrial and commercial processes. It is expected that technicians will be required to install, troubleshoot, program and modify PLCs and PLC controlled systems. The intent of this course is to have students develop the basic technician level skills required by industry. The first half of this course moves through the basic functions of the programming side of PLCs. Instruction also includes using timers and counters to automate the circuits for continuous action. Additional topics include number systems and Boolean gates. The second half of this course takes the automation process into deeper programming of PLCs. The students will become familiar with the programming techniques used in the field and start to understand the reprogramming and troubleshooting needed in industry.

21. Hydraulics	WIMT 171	40	TR	6:30 – 9:00 p.m.	8	1, 3	StarLeaf	\$700
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This program covers Basic Hydraulic Systems: safety, fluid power schematics, actuator speed using flow control valves, hydraulic filters, hydraulic fluids, hydraulic conductors, basic hydraulic circuits, and hydraulic circuit troubleshooting. Students will be able to maintain, calibrate, and troubleshoot equipment most used in high-tech manufacturing facilities. Students will be ready to earn nationally recognized National Institute for Metalworking Skills (NIMS) credentials for Industrial Maintenance Technicians.

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22. Pneumatics	WIMT 172	40	TR	6:30 – 9:00 p.m.	8	2, 4	StarLeaf	\$700

In this course, students will participate in lab and classroom activities. Class work includes lab sheets, quizzes, a mid-term exam, a final exam, demonstrations, student reading of text, workbook assignments, and homework assignments. This course introduces the trainee to basic skills and proper National Fluid Power Association (NFPA) standards and practices. Students will study the use of schematic drawings to build and develop understanding of the concepts related to system components and circuits. Students will also use math formulas to determine force multiplication and learn the theory of operation in valves, cylinders, motors, compressors, and accumulators. Students will study and build pneumatic circuits from open and closed pneumatic systems. Lastly, students will learn the proper uses of all types of meters, gauges, tools, and heat sensing equipment used in the pneumatic service field.

Medical

23. Medical Terminology I	WMED 121	40	MW	4:00 – 6:30 p.m.	8	1, 3	StarLeaf	\$600
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Medical Terminology I is the first of two courses designed to help the student develop the extensive medical vocabulary used in healthcare occupations. Students receive thorough instruction in basic medical terminology through a study of root words, prefixes, and suffixes. The study focuses on correct pronunciation, spelling, and use of medical terms. Anatomy, physiology, and pathology of disease are discussed, yet no previous knowledge of these topics is necessary. The first half of this course introduces how medical terms are formed by using prefixes, suffixes, and root words. The course then moves into terms related to the human body and disease in general. The skeletal system is the first body system introduced in which the students will learn the terms related to the anatomy and physiology of the system as well as diseases, diagnostic tests, and specialists. The second half of the course will continue focusing on the body systems introducing the medical terms for the anatomy and physiology, diseases, diagnostic test, and specialists of each system. The systems included in the second half of the course are muscular and cardiovascular.

24. Medical Terminology II	WMED 122	40	MW	4:00 – 6:30 p.m.	8	2, 4	StarLeaf	\$600
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Medical Terminology II is the second of two courses designed to help the student develop the extensive medical vocabulary used in health care occupations. Students receive thorough instruction through a study of root words, prefixes, and suffixes. The study focuses on correct pronunciation, spelling, and use of medical terms. Anatomy, physiology, and pathology of disease are discussed, yet no previous knowledge of these topics is necessary. The first half of the course will discuss the medical terminology related to the respiratory, digestive, and nervous systems. The students will learn medical terms related to the anatomy and physiology, diseases, diagnostic tests, and specialists of each system. The second half of the course will discuss the medical terminology related to the integumentary system and special sense organs.

25. Anatomy & Physiology I	WMED 123	40	TR	4:00 – 6:30 p.m.	8	1, 3	StarLeaf	\$600
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This course is designed to teach the structure and function of the human body. The first half of this course will introduce human body orientation, the structure and function of cells and tissues, the integumentary system, and the cardiovascular system. The structure and function of cells and tissues will provide the students a basic introduction into the physiology of the human body systems. Students will learn the anatomy and physiology of the integumentary system and how it plays a role in maintaining temperature, water balance, and protection. During the cardiovascular system, the students will learn how the heart pumps blood to the lungs to obtain oxygen and then to the organs of the body. The second half of this course will focus on the respiratory and digestive

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systems. Students will learn how the digestive system provides nourishment to the body by means of mechanical and chemical digestion and how the waste products of digestion are expelled from the body. The students will also learn how the accessory organs aide in the process of digestion.

26. Anatomy & Physiology II	WMED 124	40	TR	4:00 – 6:30 p.m.	8	2, 4	StarLeaf	\$600
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Anatomy and Physiology II is designed to teach the structure and function of the human body. In the first half of the course, students will learn the anatomy and physiology of the skeletal system and muscular systems. The students will learn the names and locations of the bones of the axial and appendicular skeleton. The names and locations of the major muscles in the body, as well as the origin and insertion of the muscles and their functions are key concepts in this course. Students will learn how the body obtains and uses energy to produce muscle movements. In the second half of the course, students will learn the anatomy and physiology of the nervous system. Students will investigate the central nervous system and the peripheral nervous system, including the cranial and spinal nerves. They will be able to distinguish the differences between sympathetic and parasympathetic nervous systems.

27. Medical Law and Ethics	WMCA 210	40	MW	4:00 – 6:30 p.m.	8	1	StarLeaf	\$600
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This course is designed to provide the student with the essential foundations of law and ethics within a medical office setting. They will be introduced to professional and career responsibilities, courts, contracts and defenses, professional liability, medical malpractice, privacy law and HIPAA, and workplace legalities.

28. Medical Administrative Practices I	WMCA 211	40	MW	4:00 – 6:30 p.m.	8	2	StarLeaf	\$600
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This course is designed to provide the student with the essential skills for professional personal attributes and administrative management of a medical office. They will be introduced to professional and career responsibilities, cultural diversity, stress management, communication techniques, records management, administrative responsibilities, and daily financial, billing, accounting, and collection practices. Students will have to demonstrate competency in telephone triage on an entry level basis as well as develop a procedure manual.

29. Medical Administrative Practices II	WMCA 212	40	MW	4:00 – 6:30 p.m.	8	3	StarLeaf	\$600
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This course will allow students to have a unique, hands-on learning approach within a simulated medical office setting to experience the basic workflow within a provider practice. The student will have a complete understanding of electronic health record (EHR) documentation as well as how a medical office functions. This class will provide students with a realistic practice of all the tasks they will encounter in a professional medical office.

30. Medical Assistant Laboratory Skills	WMCA 231	40	MW	4:00 – 6:30 p.m.	8	4	StarLeaf	\$700
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This course explores the principles and methodologies for providing patient care specific to a Medical Assistant. A special focus will be on pharmacology including dosage calculations and administration of medication, proper procedure for electrocardiography, phlebotomy, and the performance of diagnostic testing within the physician's office laboratory and/or the hospital laboratory. In addition, the student will prepare and implement appropriate patient educational tools.

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31. Medical Assistant Clinical Skills I	WMCA 221	40	TR	4:00 – 6:30 p.m.	8	1	StarLeaf	\$700

This course is designed to provide the student with the essential skills for professional personal attributes and administrative management of a medical office. They will be introduced to professional and career responsibilities; cultural diversity; stress management; communication techniques, records management; administrative responsibilities; and daily financial, billing, accounting, and collection practices. Students will have to demonstrate competency in telephone triage on an entry level basis as well as develop a procedure manual.

32. Medical Assistant Clinical Skills II	WMCA 222	40	TR	4:00 – 6:30 p.m.	8	2	StarLeaf	\$700
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Student learning will be focused on infection control procedure, types and uses of personal protective equipment (PPE), and emergency protective practices. There will be an introduction to the medical assistant's role in obtaining patient histories and documentation within an electronic medical record assisting in physical exams for all the medical specialties, and obtaining vital signs. In addition, the student will evaluate safe work environments, and prepare and implement emergency preparedness plans.

33. Pathophysiology & Pharmacology	WMCA 251	40	MW	4:00 – 6:30 p.m.	8	3	StarLeaf	\$700
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This course will examine the fundamentals of pathophysiology as it is manifested within each body system. It will include pathogenesis, etiology, clinical manifestations, current diagnostics, pharmacology, and other treatment modalities. The student will gain an in-depth review of the effect of aging for each body system. In addition, students will identify current medications and mode of action for specific diseases.

34. Medical Assistant Externship	WMCA 260	190	MW	Per Schedule	8	4	Onsite	\$200
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This course allows the student to gain practical experience in providing clinical care to patients and performing administrative tasks that occur in a medical practice. Students will be placed in a primary site, a provider practice, or rural health clinic for 190 hours of their training.

35. Nurse Aide	WNAT 101.1	120TBD	3:00 – 6:30 p.m.	12	TBD	E, O, K	\$1,360
	WNAT 101.2	120	TBD	3:00 – 6:30 p.m.	12	TBD	E, O, K

The course is designed to provide classroom theory, laboratory exercises, and a supervised clinical experience for participants who desire to work as nursing assistants within a long-term care setting. Basic bedside nursing procedures are taught along with concepts of the aging process, diseases of the elderly, communication techniques, environment/staff/resident safety, infection control, promotion of resident independence, emergency procedures, behavior intervention techniques, and abuse prevention. There is emphasis on resident's rights. The trainee is given an understanding of the importance of the health care team attitudes which affect job performance and satisfaction, as well as interpersonal relationships.

<u>Course Title</u>	<u>Course Code</u>	<u>Hours</u>	<u>Days of Week</u>	<u>Meeting Times</u>	<u>No. of Weeks</u>	<u>Terms</u>	<u>Meeting Sites</u>	<u>Cost</u>
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Powder Metal

36. Powder Metal Manufacturing I	WPWM 101	40	MW	6:30 – 9:00 p.m.	8	1, 3	StarLeaf	\$700
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The first module will focus on the uses of raw materials in powder metal manufacturing. The basis of raw materials of metal powder and the structure properties will be examined. Phase 1 presents an overview of the production cycle with lectures that focus on the design and molding of metal powder. Students will expand their knowledge with lectures on sintering and secondary operations, including repressing, heat treating, and other surface treatments.

37. Powder Metal Manufacturing II	WPWM 102	40	MW	6:30 – 9:00 p.m.	8	2, 4	StarLeaf	\$700
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This is the second module in the series that addresses the critical nature of the inspection process, testing procedures, and quality documentation. Properties of dimensioning and tolerancing to assess strength and density will be featured. Enhanced secondary operations will be emphasized along with elements of automation and robotics. Career positions in powdered metal will round out the course. Part 1 and Part 2 are independent and non-sequential courses that can be completed in any order.

38. Advanced Processes I	WPWM 103	40	MW	6:30 – 9:00 p.m.	8	3	StarLeaf	\$700
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Advanced coursework that is designed to address a specific element of production, such as compaction, sintering, and tooling, will be featured. Completion of at least one introductory course is required before registration will be permitted for this course. This module will emphasize training in powder metal compacting press operations, including power transfer systems and press designs. The participants will examine the theory and application of the sintering process. Troubleshooting equipment and furnace designs may be presented. Field trips and independent learning activities will be encouraged. Previous topics presented in Parts 1 and 2, such as tooling and powder characteristics, may be presented to allow for a more in-depth learning experience.

39. Advanced Processes II	WPWM 104	40	MW	6:30 – 9:00 p.m.	8	4	StarLeaf	\$700
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Designed to expand participants knowledge into more advanced features and elements of production, this module will require completion of at least one introductory unit before registration is permitted. Coursework will feature continuous improvement and problem-solving practices that are relevant to advanced powder metal manufacturing. This course will enable the participant to apply techniques for customization, volume, and cost concerns in the production of powder metal, and anticipate the pitfalls that can occur. Additive manufacturing and other cutting-edge technologies will be featured. Independent learning activities will be encouraged.

Precision Machining

40. Blueprint Reading I	WPMT 161	40	MW	4:00 – 6:30 p.m.	8	1, 3	StarLeaf	\$600
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In this course, students will participate in classroom activities to learn electrical blueprints. Class work includes lab sheets, quizzes, a mid-term exam, a final exam, demonstrations, student reading of text, workbook assignments, and homework assignments. This course introduces the trainee to electrical blueprints, drawing types, reading of blueprints, and basic blueprint terms and components. It presents different types of construction drawings commonly found on job sites and describes why each type of drawing is important. The course covers standardized information contained on blueprints such as

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identification, revision status, project titles, dimension, and scale. Commercial and industrial drawing will be covered in their entirety with electrical light packages and lighting types.

41. Blueprint Reading II	WPMT 162	40	MW	4:00 – 6:30 p.m.	8	2, 4	StarLeaf	\$600
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This course is designed to provide the student with the skills and confidence to interpret more complex shop drawings with the latest standards including ANSI Y14.5M-982. Emphasis is placed on interpreting orthographic projection, section views, surface texture, geometric tolerances, threads, forms, finishes, coatings, and fasteners.

42. Machine Shop I	WPMT 141	40	TR	4:00 – 6:30 p.m.	8	1, 3	E, PA	\$700
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This course is designed to introduce the student to the history and evolution of machining and machine tools, along with general shop safety. Classroom and lab activities include basic measurement, precision layout, metal cutting saws, and drilling machines. This course will utilize lecture along with lab demonstrations. There will be individual projects the student must complete. The emphasis will be on hands-on work.

43. Machine Shop II	WPMT 142	40	TR	4:00 – 6:30 p.m.	8	2, 4	E, PA	\$700
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This course is designed to introduce the student to the operation of manual machining equipment, along with shop safety. Classroom and lab activities include the related theory and hands-on performance for the Drill Press, Manual Milling Machine, Manual Lathe, and the Surface Grinder. This course will utilize lecture along with lab demonstrations. There will be individual projects that the student must complete. The emphasis will be on hands-on work.

44. Precision Milling	WPMT 143	40	TR	4:00 – 6:30 p.m.	8	3	E, PA	\$700
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This course is designed to introduce the student to manual milling machine and machine tools, along with general shop safety. Classroom and laboratory activities include basic measurement, precision layout, trimming a mill, aligning a vise, milling a block square, milling slots, milling steps, milling angles, milling radii, drilling, reaming, boring, and tapping. This course will utilize lecture along with lab demonstrations. There will be individual projects the student must complete. The emphasis will be on hands-on work.

45. Precision Turning	WPMT 144	40	TR	4:00 – 6:30 p.m.	8	4	E, PA	\$700
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This course is designed to introduce the student to manual lathe and machine tools, along with general shop safety. Classroom and laboratory activities include basic measurement, work holding for the lathe, machining operations, threading, and taper turning. This course will utilize lecture along with lab demonstrations. There will be individual projects the student must complete. The emphasis will be on hands-on work.

46. G- and M-Code CNC Programming	WPMT 181	20	M	4:00 – 6:30 p.m.	8	1	StarLeaf	\$300
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This course is designed to provide the student with the basic skills to create and write a CNC Mill and a CNC Lathe program. The student will write a program and produce a part for the NIMS CNC Milling and the NIMS CNC Turning Certificate. This course will utilize lecture along with lab demonstrations. There will be individual projects the student must complete to obtain their NIMS Certification. The emphasis will be on writing a program, hands-on work, and NIMS Certification.

Site Codes: E-Erie, C-Coudersport, K-Kane, O-Oil City, PA-Port Allegany, S-St. Marys, and W-Warren

Meeting Day Codes: M – Monday, T – Tuesday, W – Wednesday, R – Thursday, F – Friday

***Other fees are associated with this program.**

<u>Course Title</u>	<u>Course Code</u>	<u>Hours</u>	<u>Days of Week</u>	<u>Meeting Times</u>	<u>No. of Weeks</u>	<u>Terms</u>	<u>Meeting Sites</u>	<u>Cost</u>
47. CNC Mill Programming	WPMT 182	40	MW	4:00 – 6:30 p.m.	8	2	StarLeaf	\$600

This course covers the development of computer numerical control (CNC) programs for three axis milling machines, including spindle controls, tool changes, linear and circular interpolation, drilling and tapping, subroutines, and G&M codes. Also presented in the class is setup and operation of milling machines and adjusting tool and work offsets to hold part tolerance.

48. CNC Lathe Programming	WPMT 183	40	MW	4:00 – 6:30 p.m.	8	3	StarLeaf	\$600
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This course is designed to develop computer numerical control (CNC) programs for two axis CNC lathes, including linear and circular interpolation; turning, grooving, and threading cycles; drilling and tapping; and G & M codes. Course content also includes a review of setup and operation of CNC lathe and adjusting tool offsets to hold part tolerance.

49. Metallurgy	WPMT 191	40	MW	4:00 – 6:30 p.m.	8	4	StarLeaf	\$600
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This course covers the manufacture, types, heat treatment, testing, machinability, properties and the physics of materials, and material removal of ferrous and non-ferrous materials. The course also covers the processing of materials to obtain the desired changes in its physical properties, the non-destructive and destructive testing of materials, the machinability of materials, and the required knowledge of the metal to be cut. Students will study how the cutting tool material and its shape will perform under various machining conditions.

Supervision and Leadership, Quality Systems, and Operational Excellence

Supervision and Leadership Series

50. Supervision & Leadership	WSUL 121	40	TR	4:00 – 6:30 p.m.	8	1, 3	StarLeaf	\$400
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This series features modules covering supervision basics, communication and listening, team development, strategic planning, continuous improvement, and financial management. The program will assist front-line or mid-level supervisors in developing best practices for maximizing their role. Participants will examine the attitudes most relevant for today's managers. Case studies of work situations and problem-solving applications for small groups will be presented. Each module may be completed as a stand-alone course. Participants are encouraged to complete each module in sequence to build on key learning points and reinforcing on-the-job applications. Single or multiple modules are available for purchase at \$50.00 for each four-hour module.

Module 1 Basics of Supervision	Delve into the basics and origin of supervision and the types of successful leaders.
Module 2 Communication	Develop the skills of active listening, practical communication, and conflict resolution for leaders.
Module 3 Understanding Self	Learn to focus on understanding personality preferences and differences of yourself and your team.
Module 4 Team Development	Learn about the stages of team development and strategies for identifying and navigating each stage.
Module 5 Goal Setting & Time Management	Understand the purpose of goals and setting effective goals according to Leadership Standard Work.
Module 6 Strategic Planning	Build skills to set expectations and accountability measures for employees.
Module 7 Continuous Improvement	Discover the tools for coaching and managing change within the organization and employees.
Module 8 Financial Management	Build your awareness of business basics, profit/loss statements, and cash flow.

<u>Course Title</u>	<u>Course Code</u>	<u>Hours</u>	<u>Days of Week</u>	<u>Meeting Times</u>	<u>No. of Weeks</u>	<u>Terms</u>	<u>Meeting Sites</u>	<u>Cost</u>
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Quality Management Systems Series

51. Creating a Quality Culture	WQMS 101	20	W	6:30 – 9:00 p.m.	8	1	StarLeaf	\$400
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The focus of this course is to give participants an understanding of how to create and sustain a ‘Zero Defects’ culture. Participants will gain an understanding of how quality can be achieved through the development of processes which are defined, tested, and managed by designing quality into the process, along with a toolset to collect data and provide a closed-loop feedback mechanism. The course will define the necessary conditions to create a quality culture to achieve a predictive quality system versus traditional inspection-based quality. Participants will learn how to build accountability into a process to establish the correct behaviors in support of a zero defects mentality. This course is designed around project-based learning and will incorporate instruction and application of content in the participant’s workplace, as well as coaching to reinforce content and strengthen competency. Overarching competencies consist of content application, effective data analysis, presentation techniques, and effective communication.

52. Problem Solving & Root Cause Analysis	WQMS 102	20	W	6:30 – 9:00 p.m.	8	2	StarLeaf	\$400
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The focus of this course is to review and give participants the basic concepts of problem solving and root cause analysis. The course is designed to help participants understand the problem-solving process and how it is used to define the problem, analyze the problem, develop a plan to fix the problem, implement the solution, and conduct proper follow-up. This course is designed around project-based learning and will incorporate instruction and application of content in the participant’s workplace, as well as coaching to reinforce content and strengthen competency. Overarching competencies consist of content application, effective data analysis, presentation techniques, and effective communication.

53. Basic Statistics and Process Control	WQMS 103	20	W	6:30 – 9:00 p.m.	8	3	StarLeaf	\$400
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The focus of this course is to give participants an understanding of the concepts of statistics and the use of statistical techniques to manage, control, and improve processes. Participants will learn the different sources of variation and techniques to identify and reduce process variation. Individuals will also learn how to develop and interpret a control chart and to identify out of control condition. Additionally, participants will learn the concepts for assessing, measuring, and improving the reliability of the measurement system, including measurement bias, measurement linearity, and measurement repeatability and reproducibility. This course is designed around project-based learning and will incorporate instruction and application of content in the participant’s workplace, as well as coaching to reinforce content and strengthen competency. Overarching competencies consist of content application, effective data analysis, presentation techniques, and effective communication.

54. Process Auditing	WQMS 104	20	W	6:30 – 9:00 p.m.	8	4	StarLeaf	\$400
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This course will prepare auditors to conduct an effective process audit in accordance with the ISO 19011 requirements, which is the basis for auditing ISO 9001, IATF 16949, AS 9100, and ISO 13485. Individuals attending this course will be able to conduct an effective audit by understanding the audit requirements and being able to properly prepare, conduct, report, and close out an audit. This course is designed around project-based learning and will incorporate instruction and application of content in the participant’s workplace, as well as coaching to reinforce content and strengthen competency. Overarching competencies consist of content application, effective data analysis, presentation techniques, and effective communication.

<u>Course Title</u>	<u>Course Code</u>	<u>Hours</u>	<u>Days of Week</u>	<u>Meeting Times</u>	<u>No. of Weeks</u>	<u>Terms</u>	<u>Meeting Sites</u>	<u>Cost</u>
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Operational Excellence Series

55. Operational Excellence Foundation	WOPE 101	40	TR	6:30 – 9:00 p.m.	8	1	StarLeaf	\$800
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The focus of this course is to give participants the basic understanding of operational excellence and the conditions necessary to create a high-performing organization. Topics covered include: Introduction to operational excellence, organizational culture, the roles of leadership and customer focus, understanding the customer, how to define value from the perspective of the customer, measurement and key performance indicators (KPIs), how to create a stable and capable delivery system, building accountability into the process, achieving buy-in through the Socratic approach, improving flow, being productive vs. busywork, and employee skills matrix, as well as how to identify initiatives that could achieve a 20-25% productivity improvement with the current workforce. This course is designed around project-based learning and will incorporate instruction and application of content in the participant’s workplace, as well as coaching to reinforce content and strengthen competency. Overarching competencies consist of content application, effective data analysis, presentation techniques, and effective communication.

56. Value Stream Management	WOPE 102	40	TR	6:30 – 9:00 p.m.	8	2	StarLeaf	\$800
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The focus of this course is to give participants the basic understanding of value streams and how to define and identify improvement initiatives that will increase the overall performance of the company. The participants will gain an understanding of how value is defined from the perspective of the customer, how value is currently created, how to define product families, and what changes can be made to improve value from the customer perspective. Participants will receive an introduction to value stream mapping techniques used to document and communicate the current state and to identify future improvements. Additionally, this course will give participants an understanding of the different types of waste in an organization and the methods to identify and eliminate waste. This course is designed around project-based learning and will incorporate instruction and application of content in the participant’s workplace, as well as coaching to reinforce content and strengthen competency. Overarching competencies consist of content application, effective data analysis, presentation techniques, and effective communication.

57. Kata: A Continuous Improvement Process	WOPE 103	40	TR	6:30 – 9:00 p.m.	8	3	StarLeaf	\$800
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The focus of this course is to give participants an understanding of how to achieve challenging continuous improvement goals by applying a scientific thinking approach. Participants will learn effective continuous improvement practice routines, or “kata”, for both an improvement process (“hard” skills), as well as coaching process (“soft” skills). Participants will learn the Plan, Do, Study, Act cycle through the practice of low-cost rapid experimentation. Ideally, this course should be taken immediately following value stream mapping when clear challenges are defined, however, it can also be taken as a stand-alone module. This course is designed around project-based learning and will incorporate instruction and application of content in the participant’s workplace. Overarching competencies consist of content application, effective data analysis, presentation techniques, and effective communication.

58. Process Mapping & Improvement	WOPE 104	40	TR	6:30 – 9:00 p.m.	8	4	StarLeaf	\$800
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The focus of this course is to give participants knowledge of how to develop a process map by understanding the process and its associated inputs and outputs. Participants will gain an understanding of how to analyze a process, break the process down and create a work breakdown structure, create a Yamazumi chart, identify potential process improvements, and convert the information into standard work. This course is designed around project-based

<u>Course Title</u>	<u>Course Code</u>	<u>Hours</u>	<u>Days of Week</u>	<u>Meeting Times</u>	<u>No. of Weeks</u>	<u>Terms</u>	<u>Meeting Sites</u>	<u>Cost</u>
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learning and will incorporate instruction and application of content in the participant’s workplace, as well as coaching to reinforce content and strengthen competency. Overarching competencies consist of content application, effective data analysis, presentation techniques, and effective communication.

Tourism & Hospitality Management

59. Guest Service Gold	WTHM 101	20	W	4:00 – 6:30 p.m.	8	1, 2, 3, 4	StarLeaf	\$200
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Just as one bad apple can spoil the bunch, one negative online review can spoil your business's chances of attracting new guests. For tourism destinations, it can be even worse-negative feedback can impact an entire city or region. The reputations of hotels and museums, taxi companies and restaurants, all contribute to a destination's profile. This American Hotel and Lodging Educational Institute's best-selling hospitality training program has now been expanded to address the guest service needs of tourism businesses, so all employees can deliver superior service that keeps guests raving about your destination. The Guest Service Gold® Tourism program features seven elements: a) Recovery: Turn It Around, b) Personalization: Provide an Individualized Experience, c) Knowledge: Be in the Know, d) Passion: Inspire Others, e) Commitment: Be All In, f) Inclusion: Include Everyone, and g) Personality: Be Yourself. Participants view video segments of real tourism employees who model the traits and engage in interactive exercises.

60. Front Desk Representative	WTHM 111	20	R	4:00 – 6:30 p.m.	8	1	StarLeaf	\$200
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Front desk representatives play a key role in giving guests an excellent experience. They greet guests, check them in, and make payment arrangements. They answer guest questions and make sure guests can get the services that they need while at the property. The program presents general hospitality knowledge and soft skills needed in the hospitality industry, along with concise instructions for training new or prospective employees on how to perform 16 key tasks correctly. These include: a) identifying equipment and systems used by front desk staff; b) understanding the importance of key control; c) identifying the steps and tasks involved in pre-arrival, check in, and departure; and d) demonstrating effective sales and upselling techniques used by the front desk.

61. Restaurant Server	WTHM 121	20	R	4:00 – 6:30 p.m.	8	2	StarLeaf	\$200
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When it comes to an outstanding dining experience, guests rely on restaurant servers. They are the ones who make them feel welcome, can explain the menu, serve food, and provide all-around great service from the time guests arrive until they are ready to leave. The program presents general hospitality knowledge and soft skills needed in the hospitality industry, along with concise instructions for training new or prospective employees on how to perform 22 key tasks correctly. These include a) demonstrating how to greet and seat guests and anticipate guest needs; b) explaining how to serve beverages, serve the meal, and check back to the table; c) listing basic kitchen safety and sanitation guidelines servers should follow; and d) explaining how to present guest checks and settle bills.

62. Guestroom Attendant	WTHM 131	20	R	4:00 – 6:30 p.m.	8	3	StarLeaf	\$200
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Guestroom attendants bring the shine to each guestroom, ensuring that the very reason guests come to the property--the guestroom, is kept to the highest standards of cleanliness. Certification recognizes those guestroom attendants who are skilled in every cleaning task and who greet guests warmly and respond to their guestroom needs. The program presents general hospitality knowledge and soft skills needed in the hospitality industry, along with concise instructions for training new or prospective employees on how to perform 19 key tasks correctly. These include a) defining common room status codes, b)

<u>Course Title</u>	<u>Course Code</u>	<u>Hours</u>	<u>Days of Week</u>	<u>Meeting Times</u>	<u>No. of Weeks</u>	<u>Terms</u>	<u>Meeting Sites</u>	<u>Cost</u>
understanding safety and security issues for housekeepers, c) demonstrating how to use cleaning supplies and chemicals correctly and safely, and d) discussing ways to organize carts and work areas for maximum efficiency.								

63. Hospitality Supervisory Skills	WTHM 141	30	TR	4:00 – 6:30 p.m.	6	4	StarLeaf	\$300
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The supervisory skills program provides an entertaining approach to building supervisory skills through a series of nine modules. These modules are loaded with information supervisors need to carry out their responsibilities to management and employees. The series helps supervisors: Meet management objectives for productivity and quality guest service; solve everyday workplace challenges; and gain respect, trust, and support from the people who work for them. The nine online modules are 1) You as a Supervisor, 2) Effective Communication, 3) Conducting Orientation and Training, 4) Staffing and Scheduling, 5) Improving Employee Performance, 6) Handling Problems and Conflict, 7) Motivation and Team Building, 8) Leadership, and 9) Time Management.

Wastewater Treatment

64. Wastewater Treatment I	WWWT 111	90	MW	6:30 – 9:30 p.m.	15	1	StarLeaf	\$1,350
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This first course in the wastewater treatment program will focus on a) an introduction to wastewater treatment, b) collection systems, c) core basics, d) laboratory and maintenance, and e) miscellaneous topics. Successful completion of this course will help the participant prepare to become a certified wastewater treatment operator. This course, and components within the course, can also serve as a refresher course for practitioners seeking continuing education credits.

65. Wastewater Treatment II	WWWT 112	90	MW	6:30 – 9:30 p.m.	15	3	StarLeaf	\$1,350
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The second course in the wastewater treatment program will focus on a) treatment types, b) land application and solids, c) activated sludge, d) activated sludge nitrification and denitrification, e) advanced topics. Successful completion of this course will help the participant prepare to become a certified wastewater treatment operator. This course, and components within the course, can also serve as a refresher course for practitioners seeking continuing education credits.

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**Northern Pennsylvania Regional College
Workforce Development Division
300 2nd Avenue, Suite 500
Warren, PA 16365
(814) 230-9010 (main office)
workforcedev@rrcnpa.org
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