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CERTIFICATION
CATALOG

National Institute of
Continuing Education

National Institute of Continuing Education

CAREER SUCCESS
PROGRAMS

A COMPREHENSIVE APPROACH FOCUSED ON ONE GOAL:
A BETTER JOB FOR YOU.

One of the nation's largest skills assessment organizations serving thousands of people a year, the National Institute of Continuing Education provides unsurpassed value for those looking to re-enter the workforce, change jobs or simply upgrade their current skills for advancement. The Institute focuses its career success programs and job skill certifications on some of the most in-demand workplace skills to ensure you reach your goal: a better job. Branded by the Institute or your sponsoring organization, a certification earned on the Institute's workforce development system shows employers you're motivated and ready to make a contribution.

The Institute's customized competency-based approach to training is designed to address skill gaps and prepare you for the job you're looking for - in 12 weeks or less. Upon successfully completing the required coursework and assessments, you'll earn a certification that will be a valuable addition to your resume.

Your self-directed Institute system experience begins with the availability of a broad range of career planning tools - from self-assessments that provide career guidance to objective assessments designed to test proficiency in a variety of job specific skills. With the National Institute of Continuing Education, you don't just get training, you get the right training.

The Institute provides much more than job skills training and certifications. As a student, you'll also receive access to course learning on job search strategies, resume writing and even interviewing techniques. Life skills courses are also available. You'll even have access to the Institute's exclusive and simplified job search interface, allowing you to quickly locate local job postings with just a couple of clicks.

10 Reasons to Choose the Institute

WE HAVE HELPED THOUSANDS ACHIEVE CAREER SUCCESS

1. COMPREHENSIVE APPROACH

From assessment, training and certification to career planning services, our comprehensive approach keeps participants focused on their ultimate goal — finding a better job.

2. BRANDED CERTIFICATIONS

Branded by the Institute, your workforce development agency, or your sponsoring organization, a NICE certification tells employers you're motivated, skill-certified and ready to contribute.

3. THE CONVENIENCE OF ONLINE LEARNING

Life is complicated. That's why our career-focused training is available online 24/7, so that you can learn when it's convenient for you. There are over 550 courses to choose from.

4. START RIGHT AWAY

There's no waiting for the spring or fall semester. We're ready to help you get started now.

5. FINISH IN 12 WEEKS OR LESS

Our career success programs are designed for motivated individuals who want to enhance their job skills as fast as possible. In 12 weeks or less, you can be well on your way to a brighter future.

6. CARING, HELPFUL SUPPORT

The Institute's support representatives are available by phone or email to help ensure you get the most from your program — from start to finish.

7. EXCITING PROGRAM OPTIONS

You can select from over 40 exciting programs so you can prepare for a career you'll love.

8. TARGETED IN-DEMAND JOB TRAINING

The Institute's extensive labor market research helps to ensure your training is always focused on the most in-demand skills to prepare you for today's fastest-growing industries.

9. CAREER SUCCESS TRAINING

Getting the skills you need for your target job is just half the battle. You also need to know how to impress employers with a polished resumé and communicate effectively during job interviews. That's why three career success courses are also available on resumé writing, interviewing techniques and career success strategies.

10. JOB SEARCH TOOLS

You'll also have exclusive access to the Institute's efficient job search interface, allowing you to quickly locate local job opportunities through several well-known job search websites.

The Participant Experience

THERE'S NO WAITING…
YOUR FUTURE IS NOW

As soon as you're enrolled, we want you to make the most of your certification program. Below you'll find an overview of just what to expect during your enrollment period. Keep in mind that every participant's experience will be different based on their skills, abilities, commitment and goals.

ORIENTATION .

When you enroll and start using the website, you'll have the opportunity to view a self-directed orientation prior to starting. The orientation will introduce you to critical aspects of the Institute's training and our custom participant-learning platform.

JOB MATCH .

After reviewing the orientation and setting individual goals, you can self-assess and review your Job Match summary to ensure the program you've chosen will fulfill your employment goals.

GOAL SETTING .

Things get exciting as you set your sights on a program based on your employment goals, educational background and previous work experience if any. Click on a job role name right on the Dashboard or search for a job role of interest and then confirm if a certification is available for that job. Once on the Job Display Page, you will be able to review what core skill assessments are required to pass as part of the certification program and what online course learning is available to help you pass those assessments.

LEARNING PLAN .

Once you're ready, accessing training through our custom participant-learning platform should be easy. Courses to choose from are available throughout the user environment; via the "Courses" links on the Skill Inventory, Job Display Pages and via the "Resources" page. Simply click "Add to Learning Plan" or "Request Course Access" to build your Learning Plan.

ASSESSMENT TAKING .

An online, self-administered, timed assessment must be successfully completed for each core skill module of the program. Each timed, open-book, multiple choice test will include between 40 and 60 questions presented randomly from a large pool of topic questions. A minimum passing grade of 70% on each module assessment is required to successfully complete the program. In the event a participant does not achieve the minimum grade, an unlimited number of repeat opportunities will be permitted.

PLANNING AHEAD .

Each time you speak with your host agency support staff, you should update your personalized learning plan, review your previous training and assessment results if any as well as discuss the next assessment to work on passing. If applicable, discussions with your host agency contact person may also focus on: Internet research strategies, improving your resumé and job search tactics, as well as writing your cover letter — all things you'll need to do to ensure you're armed with the most powerful self-marketing tools for today's employment environment.

CAREER SUCCESS .

By the time you complete your program, you will have gained the knowledge, skills and confidence needed for career success and, through consultation with either our support team or the team at your host agency, you'll be fully versed in current job market expectations and trends.

Certification Program Overview

FLEXIBLE PROGRAMS
FOR TODAY'S BUSY PARTICIPANTS

Life is complicated. That's why we've designed a flexible learning program that lets you start any time and study at your own pace. Because our training is available online, you can learn when and where it's convenient for you. With more than 40 programs to choose from, we're very confident you'll find a program that meets your career goals.

With the Institute's Career Success Programs, learning is simple: just select the program, complete all the required core skill module assessments and, when appropriate, progress to related skill areas of concentration that interest you within your program, where you can receive more in-depth training on some of the specific core and related skills typically required for success in your chosen career.

A WORD ABOUT MODULES

The Institute's Career Success Programs are comprised of two components: the core set of skill assessments for your program which must be passed with a score of 70% or above and the related skill areas of concentration which are optional. The core program is made up of all the core skill assessments and available course learning for your target job. In contrast, the related skill areas of concentration component will allow you to focus your online course learning on some of the specific related skills within your target job or perhaps in another related job skill or interest area.

List of Available Certifications

Accounting Clerk

Accounting clerks classify, verify, record, and summarize numerical and financial data in order to compile and maintain accurate business transaction records. They often use computerized programs to calculate, prepare, and process invoices, budget documents and routine financial documents (e.g., purchase orders, credit slips, sales slips, banking statements, financial statements, and invoices).

Assessments	Available Courses
Accounting/Bookkeeping Fundamentals	• Bookkeeping Skills (NICE) • Accounting Fundamentals • Accrual Accounting Procedures • Accounting Systems and Closing Activities • Accounting for Cash Control • Accounting for Merchandising Businesses • Accounting Transactions and Books of Account • The Accounting Cycle and Accrual Accounting • The Accounting Equation and Financial Statements • The Balance Sheet, The Cash Flow Statement, The Income Statement • Trial Balance & Adjusting Entries • Business Math: Charts and Graphs
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
MS Excel	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003, Analyzing Data in Excel 2007 • Protecting and Sharing Excel 2007 Workbooks, Reviewing and Printing in Excel 2007 • Excel 2010 -Inserting Basic Charts in Excel 2010, Moving & Getting Around in Excel 2010, Saving, Sending, & Printing Excel 2010 Workbooks
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Administrative Assistant

Administrative assistants, often also referred to as secretaries or office administrators, perform and coordinate an office's administrative activities and provide daily support to individuals, groups, or teams. Those in this position may be responsible for a number of core duties, such as receiving visitors and managing telephone calls, handling information requests and correspondence, compiling meeting agendas and minutes, maintaining electronic and paper files, updating databases, scheduling travel activities and meetings, tracking finances, conducting small research assignments, and preparing budget/status or other types of project reports or documents using desktop publishing tools.

Assessments	Available Courses
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
MS Excel	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Data Analysis Excel 2003, Analyzing Data in Excel 2007 • Protecting and Sharing Excel 2007 Workbooks, Reviewing and Printing in Excel 2007 • Excel 2010 - Inserting Basic Charts in Excel 2010, Moving & Getting Around in Excel 2010, Saving, Sending, & Printing Excel 2010 Workbooks
MS Word	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text in Word 2010, Moving Around in Word 2010, Organizing and Arranging Text in Word 2010,Structuring Word 2010 Documents, Saving, Sharing, and Printing in Word 2010
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Administrative Supervisor

Administrative supervisors may oversee general office and administrative support functions, as well as directly supervise and coordinate temporary and permanent administrative and office support personnel. Common tasks can include recruiting, selecting, training, and monitoring administrative staff, assigning workloads and issuing deadlines, tracking employee attendance, leaves and expenses, providing performance assessments, feedback, and formal reviews, motivating and rewarding employees, and recommending additional training as needed. Other responsibilities might include implementing administrative policies and procedures, liaising with other departments, and resolving workplace conflicts.

Assessments	Available Courses
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series): Behavioral Interview Techniques, Conducting an Effective Interview, Preparing for Interviews, Screening Applicants for Interviews, Selecting the right candidate
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Assistant Retail Manager

Assistant retail managers support the manager in maintaining an effective, efficient, and profitable retail operation. At times, assistant retail managers may act on behalf of the manager to oversee customer concerns, staff, and processes. Specific duties typically include personnel training and supervision, customer service, inventory control, and the maintenance of policies and procedures.

Assessments	Available Courses
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Customer Interactions • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series): Behavioral Interview Techniques, Conducting an Effective Interview, Preparing for Interviews, Screening Applicants for Interviews, Selecting the right candidate
Retail Industry Knowledge	• The Retail Industry Overview – Version 2 • The Retail Industry Overview – Version 3
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

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Bookkeeper

Bookkeepers are employed by individuals, small and large businesses, and organizations to ensure that all financial transactions are properly recorded and that supporting documents are accurately updated and maintained. Typical responsibilities include entering financial data into manual or computerized bookkeeping systems, processing invoices and preparing purchase orders, receiving and paying out cash or credit payments, posting accounts payable and receivable, recording payroll, preparing and making bank deposits, balancing check books and bank statements, and compiling reports and financial statements.

Assessments	Available Courses
Accounting/Bookkeeping Fundamentals	• Bookkeeping Skills (NICE) • Accounting Fundamentals • Accrual Accounting Procedures • Accounting Systems and Closing Activities • Accounting for Cash Control & Merchandising Businesses, • Accounting Transactions and Books of Account • The Accounting Cycle and Accrual Accounting • The Accounting Equation and Financial Statements • Balance Sheet, Cash Flow and Income Statements
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
MS Excel	• MS Excel (NICE) • Getting Started with Excel 2003, 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003/2007 • Excel 2007 – Protecting, Sharing, Reviewing and Printing • Excel 2010 -Inserting Basic Charts, Moving & Getting Around, Saving, Sending, & Printing Workbooks
MS Word	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Word 2010 -Formatting and Working with Text in Word 2010, Moving Around, Organizing and Arranging Text, etc.
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Business Manager

Business managers may directly oversee all operations within their department or business area. Depending on their level of authority and type of business or industry, a business manager may be responsible for budgets and financial reporting, personnel management, customer relations, inventory or asset control, quality assurance and process improvements, and sales and marketing.

Assessments	Available Courses
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Employee Performance Management	• Performance Reviews • Problem Performance Identification • Problem Performance Improvement • Problem Performance Prevention
Finance for Non-financial Managers	• Cash Flow Management Essentials for Non-financial Professionals • Cash Management • Financial Statements • Financial Statements and Analysis • Financial Statements for Non-financial Professionals • Principles of Accounting and Finance for Non-financial Professionals • The Basics of Budgeting • The Principles of Financial Management
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series): Behavioral Interview Techniques, Conducting an Effective Interview, Preparing for Interviews, Screening Applicants for Interviews, Selecting the right candidate
Leadership and Motivation	• Coaching Performance • Energizing and Empowering Employees • Organizational Culture and Leadership • The Model Leader
Negotiation Skills	• Mastering Negotiation • Negotiating Inclusively • The Process of Negotiation • What to Do When the Going Gets Tough
Presentations and Public Speaking Skills	• Available Presentation Resources • Delivering the Message • Presenting Successfully
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation

Business Professional

Business professionals analyze and suggest solutions to business and management related problems in a wide variety of industries. The scope and nature of their responsibilities and assignments can vary with each client or employer and from project to project. The most typical tasks can include collecting, reviewing, and analyzing information, presenting findings and recommendations, and assisting in the implementation of their proposals.

Assessments	Available Courses
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Customer Interactions • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication and Teamwork Skills	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Presentations and Public Speaking Skills	• Available Presentation Resources • Delivering the Message • Presenting Successfully
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs
Workplace Telephone Skills	• Essential Telephone Skills (NICE)

Call Center Associate

Call center associates typically work in centralized call or contact centers responding to or initiating calls to targeted populations for potential sales opportunities. Call center associates must be very knowledgeable about the products, services, or organizations which they are promoting. They must also be proficient at using call center telephone systems and software applications.

Assessments	Available Courses
Call Center Skills	• The Call Center Industry • Call Center Communication Skills • Call Center Customer Service • Call Center Telephone Sales
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Interacting with the Customer • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Call Center Manager

Call center managers are generally responsible for the day-to-day operations of a call center, and for supporting all employees in providing quality customer service. This might include training call center representatives or supervisors, ensuring adherence to all policies and procedures, assisting representatives with customer problems that are out of the ordinary, managing sales programs, identifying, tracking and quantifying resource requirements, and ensuring target service or sales goals are met. Industry specific knowledge (e.g., banking), or product and service knowledge may be required, depending on the employer.

Assessments	Available Courses
Call Center Management	• The Inbound Call Center • Inbound Call Center Management: Leadership • Inbound Call Centers: People Management • Inbound Call Center Technology • Performance Metrics for an Inbound Call Center
Call Center Skills	• The Call Center Industry • Call Center Communication Skills • Call Center Customer Service • Call Center Telephone Sales
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series)
Leadership and Motivation	• Coaching Performance • Energizing and Empowering Employees • Organizational Culture and Leadership • The Model Leader
Negotiation Skills	• Mastering Negotiation • Negotiating Inclusively • The Process of Negotiation • What to Do When the Going Gets Tough
Presentations and Public Speaking Skills	• Available Presentation Resources • Delivering the Message • Presenting Successfully
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Call Center Representative

Call center representatives generally work in centralized call or contact centers responding to, or relaying incoming calls or inquires, or initiating outside calls to targeted populations for potential sales opportunities. Call center representatives must be very knowledgeable of the products, services, or organizations which they are promoting and supporting. They must also be proficient at using call center telephone systems and software applications.

Assessments	Available Courses
Basic Computer Skills	• Essential Computer Skills (NICE)
Basic Customer Service Skills	• Essential Customer Service Skills (NICE)
Basic Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Basic Math Skills	• Essential Math Skills (NICE)
Basic Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Basic Reasoning Skills	• Essential Reasoning Skills (NICE)
Basic Telephone Skills	• Essential Telephone Skills (NICE)
Call Center Skills	• The Call Center Industry • Call Center Communication Skills • Call Center Customer Service • Call Center Telephone Sales

Call Center Supervisor

Call center supervisors generally work in centralized call or contact centers, and often specialize in one industry. Those in this profession are responsible for the monitoring, coaching, development and training of both new and existing call center representatives. They may also handle non-routine calls, or callers that are proving too difficult for the representative to handle on their own. Analysis and performance reporting is often a key task in this role.

Assessments	Available Courses
Call Center Management	• The Inbound Call Center • Inbound Call Center Management: Leadership • Inbound Call Centers: People Management • Inbound Call Center Technology • Performance Metrics for an Inbound Call Center
Call Center Skills	• The Call Center Industry • Call Center Communication Skills • Call Center Customer Service • Call Center Telephone Sales
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Customer Interactions • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Employee Performance Management	• Performance Reviews • Problem Performance Identification • Problem Performance Improvement • Problem Performance Prevention
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series): Behavioral Interview Techniques, Conducting an Effective Interview, Preparing for Interviews, Screening Applicants
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Clerical Assistant

Clerical Assistants (sometimes called Administrative Assistants or Secretaries) carry out the tasks required to keep their organization functioning efficiently-such as sending out correspondence, scheduling meetings, organizing their bosses, and much more. They work in businesses of all types and sizes, as well as in hospitals, law firms, and government agencies. Some work for specific individuals, while others work as part of a team of other assistants providing assistance to a group of people. Their duties vary depending on their level of responsibility. Successful clerical assistants have strong customer service, reception, scheduling and administrative skills.

Assessments	Available Courses
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
MS Excel Fundamentals	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003/2007 • Excel 2007 – Protecting, Sharing, Reviewing and Printing • Excel 2010 - Inserting Basic Charts, Moving & Getting Around, Saving, Sending, & Printing
MS Word Fundamentals	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text, Moving Around, Organizing and Arranging Text, Structuring Documents, Saving, Sharing, and Printing
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Customer Service Coordinator

Customer service coordinators are typically responsible for developing, evaluating, organizing, and implementing effective customer service processes and policies. They often have some direct customer contact, especially in cases of a serious nature, or to resolve a specific dispute. They may also be expected to train or coach new or current customer service representatives on applying professional customer service practices and techniques, and in the efficient use of relevant tools and technology.

Assessments	Available Courses
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Interacting with the Customer • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
MS Word	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text in Word 2010, Moving Around in Word 2010, Organizing and Arranging Text in Word 2010,Structuring Word 2010 Documents, Saving, Sharing, and Printing in Word 2010
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Customer Service Manager

Customer service managers typically oversee the daily operations impacting customer relations and services. Specific responsibilities often include hiring, training, motivating, and supervising customer service personnel, and generally ensuring processes are running effectively. Customer service managers may also be expected to oversee relations related to significant or important accounts, address and resolve escalated customer complaints, monitor quality assurance related to customer service delivery, and compile relevant statistics and data for reports and service improvement initiatives.

Assessments	Available Courses
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Interacting with the Customer • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Employee Performance Management	• Performance Reviews • Problem Performance Identification • Problem Performance Improvement • Problem Performance Prevention
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series): Behavioral Interview Techniques, Conducting an Effective Interview, Preparing for Interviews, Screening Applicants for Interviews, Selecting the right candidate
Negotiation Skills	• Mastering Negotiation • Negotiating Inclusively • The Process of Negotiation • What to Do When the Going Gets Tough
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management

Customer Service Representative

Customer service representatives respond verbally or in written form to customer inquiries while maintaining efficiency and a high level of quality service. Often they will provide detailed product or service information, and must also address and resolve customer or product related problems.

Assessments	Available Courses
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Interacting with the Customer • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

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Customer Service Supervisor

Customer service supervisors directly oversee personnel and processes related to establishing and monitoring quality standards and practices which are intended to promote and enhance customer satisfaction. They may be employed in a range of industries including retail, wholesale, services, direct sales, or telemarketing. The duties of a customer service supervisor generally includes hiring, training, scheduling, and motivating sales representatives or other customer service personnel, setting and monitoring sales or service goals and targets, maintaining all necessary inventory and technology, authorizing payments and merchandise returns, and dealing with customer complaints or service problems.

Assessments	Available Courses
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Interacting with the Customer • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series): Behavioral Interview Techniques, Conducting an Effective Interview, Preparing for Interviews, Screening Applicants for Interviews, Selecting the right candidate
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Employment Counselor

Employment counselors provide information, advice, and assistance to individuals planning their careers or seeking employment. They will typically interview clients to collect and assess information related to educational background, previous employment experience, skills, interests, and personal goals and desires in order to determine the most suitable vocation or career path. They may also administer aptitude, skill, or personality assessments, help clients identify current job or training opportunities, prepare resumes, or provide guidance and encouragement throughout the job search process.

Assessments	Available Courses
Career and Employment Counseling	• Managing Your Career: Creating a plan • Managing Your Career: Getting on the Right Track • Managing Your Career: You and Your Boss • Managing Your Career: Leveraging the Performance Appraisal • Managing Your Career: Professional Networking Essentials • Making a Positive Impression in an Internal Interview • Preparing for an Internal Interview • Enhancing Listening Skills • Increasing Emotional Intelligence
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Human Resources Fundamentals	• Choosing the Best Applicant • Facilitating Effective Hiring • Interviewing and Hiring Practices • Interviewing Effectively • Offers, Contracts, and Exit from the Organization (HRCI/PHR) • Recruiting Successfully • What to Consider When Hiring • Workplace Diversity Awareness
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interview Fundamentals	• Interview Fundamentals (NICE)
Job Search Fundamentals	• Job Search Fundamentals (NICE)
Resume Fundamentals	• Resume Fundamentals (NICE)
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Essential Customer Service Skills

Assessments	Available Courses
Essential Computer Skills	• Essential Computer Skills (NICE)
Essential Customer Service Skills	• Essential Customer Service Skills (NICE)
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Reasoning Skills	• Essential Reasoning Skills (NICE)
Essential Telephone Skills	• Essential Telephone Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)

Related Jobs	
• Bicycle Courier	• Crossing Guard
• Hotel Front Desk Agent	• Collections Agent
• Market Research Interviewer	• Cloakroom Attendant
• License Clerk	• Lobby Attendant
• Model	• Loan Counselor
• Reservation/Ticket Agent	• Rental Clerk
• Retail Greeter	
• Telephone/Switchboard Operator	

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Essential Entry-level Work Skills

Assessments	Available Courses
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Reasoning Skills	• Essential Reasoning Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)

Related Jobs	
• Aircraft Cleaner	• Laundry Worker
• Amusement Park Attendant	• Maid/Housekeeper
• Animal Caretaker	• Mail Carrier
• Arcade Attendant	• Mail Processor
• Baggage Handler	• Merchandise Displayer
• Barista	• Nanny
• Bodyguard	• Outdoor Guide
• Busperson	• Packer
• Cafeteria Worker	• Parking Lot Attendant
• Car Wash/Auto Detailer	• Photographer Assistant
• Chauffeur	• Prep Cook
• Child Care Worker	• Production Worker
• Companion	• Public Safety Dispatcher
• Correctional Officer	• Ramp Agent
• Courier	• Recycling Driver
• Delivery Driver	• Room Service Server
• Dining Room Attendant	• School Bus Driver
• Dishwasher	• Sewing Machine Operator
• Fast Food Cook	• Sports Photographer
• Flagger	• Stock Clerk
• Food Service / Prep Worker	• Tour Guide
• Food Service Worker	• Tractor Trailer Driver
• Food Service Worker - Healthcare	• Transit Bus Driver
• Greenhouse/Nursery Worker	• TV and Movie Extra
• Groundskeeper	• Utility Meter Reader
• Home Daycare Provider	• Warehouse Worker
• Janitor	• Waste Collection Driver
• Kayaking/Canoeing Guide	

Essential Entry-level Workplace and Clerical Skills

Assessments	Available Courses
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Reasoning Skills	• Essential Reasoning Skills (NICE)
Essential Telephone Skills	• Essential Telephone Skills (NICE)
MS Excel Fundamentals	• MS Excel Fundamentals (NICE)
MS Word Fundamentals	• MS Word (NICE)

Related Jobs	
• Shipping and Receiving Clerk	

Essential Entry-level Workplace and Computer Skills

Assessments	Available Courses
Essential Computer Skills	• Essential Computer Skills (NICE)
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Reasoning Skills	• Essential Reasoning Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)

Related Jobs	
• Examination Proctor	• Seasonal Tax Preparer
• Inventory Control Clerk	• Security Officer
• Loss Prevention Specialist	
• Optical Technician	

Essential Medical Office Skills

Assessments	Available Courses
Essential Computer Skills	• Essential Computer Skills (NICE)
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Medical Office Skills	• Essential Medical Office Skills
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Reasoning Skills	• Essential Reasoning Skills (NICE)
Essential Telephone Skills	• Essential Telephone Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)

Related Jobs	
• Chiropractic Assistant	• Hospital Admitting Clerk
• Veterinary Assistant	

Essential Office and MS Word Skills

Assessments	Available Courses
Essential Computer Skills	• Essential Computer Skills (NICE)
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Office Skills	• Essential Office Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Telephone Skills	• Essential Telephone Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)
MS Word Fundamentals	• MS Word (NICE)

Related Jobs	
• Word Processor Operator	• Realtor Assistant
• Collections Agent	

Essential Office Clerical Skills

Assessments	Available Courses
Essential Computer Skills	• Essential Computer Skills (NICE)
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Office Skills	• Essential Office Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Telephone Skills	• Essential Telephone Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)
MS Excel Fundamentals	• MS Excel Fundamentals (NICE)
MS Word Fundamentals	• MS Word (NICE)

Related Jobs	
• Purchasing Clerk	

Essential Office Skills

Assessments	Available Courses
Essential Computer Skills	• Essential Computer Skills (NICE)
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Office Skills	• Essential Office Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Telephone Skills	• Essential Telephone Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)

Related Jobs	
• Billing Clerk	• Data Entry Operator
• Insurance Data Entry Processor	

Essential Retail and Service Skills

Assessments	Available Courses
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Reasoning Skills	• Essential Reasoning Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)

Related Jobs	
• Banquet Server	• Bartender
• Bell Attendant	• Cashier
• Concierge	• Flight Attendant
• Floral Clerk	• Parts Counter Person
• Merchandiser	• Postal/Mail Clerk
• Pet Store Associate	• Pet Groomer
• Retail Sales Clerk	• Service Station Attendant
• Table Games Dealer	• Waiter/Waitress

Essential Sales Skills

Assessments	Available Courses
Essential Computer Skills	• Essential Computer Skills (NICE)
Essential Customer Service Skills	• Essential Customer Service Skills (NICE)
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Sales Skills	• Essential Sales Skills (NICE)
Essential Telephone Skills	• Essential Telephone Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)

Related Jobs	
• Portrait Sales Representative	• Portrait Studio Assistant Manager
• Sales Representative – Advertising	• Sales Representative - Automotive
• Sales Representative - Inside	• Sales Representative - Security Systems
• Sales Representative - Wholesale	• Travel Agent
• Direct Sales Representative	• Door-To-Door Sales Worker

Essential Transferable Skills for Trades

Assessments	Available Courses
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Reasoning Skills	• Essential Reasoning Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)

Related Jobs	
• Alarm Installer	• Automotive Mechanic Helper
• Cable Installer	• Carpenter Helper
• Construction Laborer	• Custodian
• Dispatcher – Transportation	• Driver Helper
• Drywall Hanger	• Electrician Helper
• Electronics Assembler	• Forklift Operator
• Landscaper	• Machine Operator
• Mechanical Assembler	• Painter Helper
• Plumber Helper	• Roofer Helper
• Sheet Metal Helper	• Sign Maker
• Orders Handler	• Green Roof Installer
• Materials Handler	• Team Assembler
• Insulation Installer	

Essential Workplace Skills

Assessments	Available Courses
Essential Computer Skills	• Essential Computer Skills (NICE)
Essential Customer Service Skills	• Essential Customer Service Skills (NICE)
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Essential Math Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Reasoning Skills	• Essential Reasoning Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)

Related Jobs	
• Bank Teller	• Loan Officer
• Bicycle Technician	• Forest and Conservation Worker
• Merchandise Sorter	• Portrait Photographer
• Photographer Assistant	• Recycling Worker

Executive Assistant

Executive assistants coordinate and oversee the administrative functions and details necessary to support executive level officers and other personnel. Those in this profession are responsible for activities such as the scheduling, planning, and organizing of meetings, events, travel and offsite visits, preparing and editing documents, reports, and presentations, establishing and maintaining critical data, and ensuring the effective and professional handling of incoming and outgoing correspondence and telephone calls.

Assessments	Available Courses
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
MS Excel	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003, Analyzing Data in Excel 2007 • Protecting and Sharing Excel 2007 Workbooks, Reviewing and Printing in Excel 2007 • Excel 2010 -Inserting Basic Charts in Excel 2010, Moving & Getting Around in Excel 2010, Saving, Sending, & Printing Excel 2010 Workbooks
MS Word	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text in Word 2010, Moving Around in Word 2010, Organizing and Arranging Text in Word 2010,Structuring Word 2010 Documents, Saving, Sharing, and Printing in Word 2010
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Human Resources Assistant

Human resources assistants typically perform a wide range of administrative support duties while developing expertise and experience in human resources (HR) services and functions. Tasks and responsibilities can include responding to inquiries and providing information related to personnel practices, policies, and procedures, updating and maintaining confidential HR and personnel files, identifying and screening possible job candidates, conducting new employee orientations, tracking employee attendance, and performing basic payroll and benefits calculations.

Assessments	Available Courses
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Human Resources Fundamentals	• Choosing the Best Applicant • Facilitating Effective Hiring • Interviewing and Hiring Practices • Interviewing Effectively • Offers, Contracts, and Exit from the Organization (HRCI/PHR) • Recruiting Successfully • What to Consider When Hiring • Workplace Diversity Awareness
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
MS Excel	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003/2007 • Excel 2007 – Protecting, Sharing, Reviewing and Printing • Excel 2010 -Inserting Basic Charts, Moving & Getting Around, Saving, Sending, & Printing Workbooks
MS Word	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text, Moving Around, Organizing and Arranging Text, Structuring Documents, Saving, Sharing, and Printing
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Library Assistant

The duties of library assistants will vary depending on the library they work in, but they often include registering patrons to permit them to borrow books, periodicals, and other library materials; assisting library visitors to use library computers and find specific materials; checking materials in and out of the library; overseeing overdue materials; requesting interlibrary loans; performing journal database searches; processing new acquisitions; photocopying or scanning articles; and shelving books and journals.

Assessments	Available Courses
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Interacting with the Customer • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Essential Interpersonal and Teamwork Skills	• Essential Interpersonal and Teamwork Skills (NICE)
Essential Reading and Comprehension Skills	• Essential Reading and Comprehension Skills (NICE)
Essential Reasoning Skills	• Essential Reasoning Skills (NICE)
Essential Telephone Skills	• Essential Telephone Skills (NICE)
Essential Time Management Skills	• Essential Time Management Skills (NICE)
Library Assistant Fundamentals	• Library Assistant Fundamentals
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Marketing Assistant

Marketing assistants provide support and assistance to other members of a sales or marketing team, department, or firm. They may perform a variety of administrative duties, as well as marketing related activities such as writing or editing marketing copy, creating or maintaining web content, offering support with promotional projects and events, and providing marketing research and planning input.

Assessments	Available Courses
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Marketing Fundamentals	• Marketing Fundamentals (NICE) • Creating a Marketing Campaign • Principles of Marketing: Fundamentals of Marketing • The Marketing and Sales Plan • Writing a Marketing Plan: Phase 1
MS Excel	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003/2007 • Excel 2007 – Protecting, Sharing, Reviewing and Printing • Excel 2010 - Inserting Basic Charts, Moving & Getting Around, Saving, Sending, & Printing
MS Word	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text, Moving Around, Organizing and Arranging Text, Structuring Documents,
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Medical Administrative Assistant

Medical administrative assistants, also referred to as medical secretaries, provide clerical and administrative support in hospitals, medical clinics, and in the offices and private practices of physicians and other healthcare professionals. Their duties include overseeing daily administrative operations such as handing incoming calls, patient scheduling, preparing or transcribing medical records and reports, maintaining confidential medical files and records, ordering and organizing supplies and inventories, performing basic bookkeeping and medical billing functions, and completing or submitting insurance or other medical claim forms.

Assessments	Available Courses
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Medical Office Skills	• Essential Medical Office Skills (NICE)
MS Excel	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003, Analyzing Data in Excel 2007 • Protecting and Sharing Excel 2007 Workbooks, Reviewing and Printing in Excel 2007 • Excel 2010 -Inserting Basic Charts in Excel 2010, Moving & Getting Around in Excel 2010, Saving, Sending, & Printing Excel 2010 Workbooks
MS Word	• MS Word • Emotional Intelligence and Teamwork (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text in Word 2010, Moving Around in Word 2010, Organizing and Arranging Text in Word 2010,Structuring Word 2010 Documents, Saving, Sharing, and Printing in Word 2010
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Office/File Clerk

File clerks collect, organize and store documents, letters, forms and other types of information according to established filing procedures. Their responsibilities often include labeling, cross-referencing and updating files, locating missing files or pieces of information, storing and archiving files manually or electronically, and deleting or transferring outdated files. Duties may include managing and entering records into a company database and/or faxing and photocopying. File clerks are employed at large and small organizations including schools and universities, prisons, government agencies, and healthcare facilities.

Assessments	Available Courses
Essential Interpersonal Communication and Team Skills	• Interpersonal and Teamwork Skills (NICE)
Essential Math Skills	• Math Skills (NICE)
Essential Office Skills	• Essential Office Skills (NICE)
Essential Reading & Comprehension Skills	• Reading and Comprehension (NICE)
Essential Time Management	• Time Management Skills (NICE) • Developing Good Time Management Habits
MS Excel Fundamentals	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003, Analyzing Data in Excel 2007 • Protecting and Sharing Excel 2007 Workbooks, Reviewing and Printing in Excel 2007 • Excel 2010 -Inserting Basic Charts in Excel 2010, Moving & Getting Around in Excel 2010, Saving, Sending, & Printing Excel 2010 Workbooks
MS Word Fundamentals	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text in Word 2010, Moving Around in Word 2010, Organizing and Arranging Text in Word 2010,Structuring Word 2010 Documents, Saving, Sharing, and Printing in Word 2010
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

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Office Manager

Office managers, sometimes referred to as administrative services managers, typically oversee the planning, implementation, and management of office operations and administrative support processes. This may include hiring, training, and supervising support staff, formulating and monitoring administrative policies and procedures, coordinating meetings and office events, preparing documents and reports, ensuring paper and electronic correspondence and files are distributed and maintained efficiently, maintaining office supply inventory, and performing basic bookkeeping functions.

Assessments	Available Courses
Accounting/Bookkeeping Fundamentals	• Bookkeeping Skills (NICE) • Accounting Fundamentals • Accrual Accounting Procedures • Accounting Systems and Closing Activities • Accounting for Cash Control, Accounting for Merchandising Businesses, • Accounting Transactions and Books of Account • The Accounting Cycle and Accrual Accounting • The Accounting Equation and Financial Statements • The Balance Sheet, The Cash Flow Statement, The Income Statement • Trial Balance & Adjusting Entries
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series): Behavioral Interview Techniques, Conducting an Effective Interview, Preparing for Interviews, Screening Applicants
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Project Manager

Project managers are responsible for managing projects from inception through to successful completion. Their many responsibilities include project plan development, scope planning, project communications, managing project resources and personnel, time management, identifying risks, cost/budget management, quality assurance, performance reporting, and project evaluation.

Assessments	Available Courses
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Leadership and Motivation	• Coaching Performance • Energizing and Empowering Employees • Organizational Culture and Leadership • The Model Leader
Negotiation Skills	• Mastering Negotiation • Negotiating Inclusively • The Process of Negotiation • What to Do When the Going Gets Tough
Presentations and Public Speaking Skills	• Available Presentation Resources • Delivering the Message • Presenting Successfully
Project Management Fundamentals	• Initiating and Planning a Project • Managing a Project • Project Management Fundamentals • Transitioning into a Project Management Role • Troubleshooting and Closing the Project
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Receptionist

Receptionists greet and attend to clients, guests, or service personnel entering offices, hospitals and other establishments. They provide information, answer questions, and direct visitors to the appropriate people or services. They are often responsible for answering and forwarding telephone calls, taking accurate and detailed messages, scheduling appointments or meetings, performing basic filing or word processing functions, handling incoming and outgoing mail, and receiving packages.

Assessments	Available Courses
Essential Customer Service Skills	• Customer Service Skills (NICE)
Essential Interpersonal and Team Skills	• Interpersonal and Teamwork Skills (NICE)
Essential Office Skills	• Essential Office Skills (NICE)
Essential Reading & Comprehension Skills	• Reading and Comprehension (NICE)
Essential Telephone Skills	• Telephone Skills (NICE)
Essential Time Management	• Time Management Skills (NICE) • Developing Good Time Management Habits
MS Word Fundamentals	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text in Word 2010, Moving Around in Word 2010, Organizing and Arranging Text in Word 2010,Structuring Word 2010 Documents, Saving, Sharing, and Printing in Word 2010
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Retail Manager

Retail managers plan, organize, direct, and control a retail outlet or business which sells merchandise and services to the public. Retail managers operate within a wide range of industries and settings, including department stores, supermarkets, car dealerships, and specialty boutiques. Their primary responsibility is to run an effective, efficient, and profitable retail operation.

Assessments	Available Courses
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Customer Interactions • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series): Behavioral Interview Techniques, Conducting an Effective Interview, Preparing for Interviews, Screening Applicants for Interviews, Selecting the right candidate
Leadership and Motivation	• Coaching Performance • Energizing and Empowering Employees • Organizational Culture and Leadership • The Model Leader
Negotiation Skills	• Mastering Negotiation • Negotiating Inclusively • The Process of Negotiation • What to Do When the Going Gets Tough
Retail Industry Knowledge	• The Retail Industry Overview – Version 2 • The Retail Industry Overview – Version 3
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Sales Assistant

Sales assistants typically engage in a variety of activities in support of sales and management teams, which may include handling customer inquiries, processing payments, tracking sales progress, preparing documents and reports, maintaining records, troubleshooting minor problems, and performing any other general administrative or sales support duties as assigned.

Assessments	Available Courses
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
MS Excel	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003, Analyzing Data in Excel 2007 • Protecting and Sharing Excel 2007 Workbooks, Reviewing and Printing in Excel 2007 • Excel 2010 -Inserting Basic Charts in Excel 2010, Moving & Getting Around in Excel 2010, Saving, Sending, & Printing Excel 2010 Workbooks
MS Word	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text in Word 2010, Moving Around in Word 2010, Organizing and Arranging Text in Word 2010,Structuring Word 2010 Documents, Saving, Sharing, and Printing in Word 2010
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Selling Techniques	• Selling Techniques (NICE) • The Territorial Account Sales Approach
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Sales Manager

Sales managers work in both the retail and non-retail fields. They are responsible for day-to-day tasks that may include directly managing sales workers, accounting, purchasing, and budgeting. They also engage in activities such as interviewing, hiring, and training of workers, and are responsible for the efficiency and performance of their department or sales team.

Assessments	Available Courses
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series): Behavioral Interview Techniques, Conducting an Effective Interview, Preparing for Interviews, Screening Applicants for Interviews, Selecting the right candidate
Leadership and Motivation	• Coaching Performance • Energizing and Empowering Employees • Organizational Culture and Leadership • The Model Leader
Negotiation Skills	• Mastering Negotiation • Negotiating Inclusively • The Process of Negotiation • What to Do When the Going Gets Tough
Presentations and Public Speaking Skills	• Available Presentation Resources • Delivering the Message • Presenting Successfully
Sales Management	• Building a Winning Sales Team • Communicating in Sales Teams • Motivating a Winning Sales Team • The Marketing and Sales Plan • Using Business Tools to Manage Sales Teams
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Sales Representative

Sales representatives can be employed in almost any industry, and are responsible for selling a variety of products or services. To be successful, sales representatives must establish their customers' requirements or needs, and then effectively describe or demonstrate the features and benefits of the service or product they are selling.

Assessments	Available Courses
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Interacting with the Customer • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Presentations and Public Speaking Skills	• Available Presentation Resources • Delivering the Message • Presenting Successfully
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Selling Techniques	• Selling Techniques (NICE) • The Territorial Account Sales Approach
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Secretary

Secretaries (sometimes called administrative assistants) carry out the tasks required to keep their organization functioning efficiently-such as sending out correspondence, scheduling meetings, organizing their bosses, and much more. They work in businesses of all types and sizes, as well as in hospitals, law firms, and government agencies. Some work for specific individuals, while others work as part of a "secretarial pool," providing assistance to a group of people. Their duties vary depending on their level of responsibility. Successful secretaries have strong customer service, reception, scheduling and administrative skills.

Assessments	Available Courses
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
MS Excel	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003/2007 • Excel 2007 – Protecting, Sharing, Reviewing and Printing • Excel 2010 - Inserting Basic Charts, Moving & Getting Around, Saving, Sending, & Printing
MS Word	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text, Moving Around, Organizing and Arranging Text, Structuring Documents, Saving, Sharing, and Printing
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Senior Administrative Assistant

Senior administrative assistants, sometimes referred to as a senior secretaries, exhibit strong work experience and expertise in their field as they perform office and administrative support functions for upper level managers and other senior professionals. Their duties may include tasks such as preparing and editing correspondence, documents, presentations and reports, organizing and maintaining electronic or paper based files and databases, coordinating and organizing meetings and events, recording and distributing information such as meeting minutes and financial data, ordering and maintaining inventory and supplies, and recommending and implementing processes and procedures to improve organizational efficiency. As well, senior administrative assistants are often responsible for the hiring, training, and supervision of other clerical support personnel.

Assessments	Available Courses
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
MS Excel	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003/2007 • Excel 2007 – Protecting, Sharing, Reviewing and Printing • Excel 2010 - Inserting Basic Charts, Moving & Getting Around, Saving, Sending, & Printing
MS Word	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text, Moving Around, Organizing and Arranging Text, Structuring Documents, Saving, Sharing, and Printing
Presentations and Public Speaking Skills	• Available Presentation Resources • Delivering the Message • Presenting Successfully
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Senior Executive Assistant

Senior executive assistants provide a very high level of complex administrative support to senior executives, and also may exercise direct supervision over lower level clerical support personnel. Typical duties include scheduling, planning, and organizing meetings, events, travel, and off-site visits, researching, preparing, and editing documents, reports, and presentations, ensuring the effective and professional handling of incoming and outgoing correspondence and telephone calls, participating in the evaluation of processes, staff, and resource allocation, implementing policies and procedures for effective administrative support functions, and assuming full responsibility for special projects as assigned.

Assessments	Available Courses
Clerical Office Skills	• Essential Office Skills (NICE) • Advancing Your Administrative Career • Getting Started--Administrative Support
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
MS Excel	• MS Excel (NICE) • Basic Features of Excel 2003 • Getting Started with Excel 2007, 2010 • Excel 2003 & 2007 Formulas and Functions • Advanced Data Analysis in Excel 2003/2007 • Excel 2007 – Protecting, Sharing, Reviewing and Printing • Excel 2010 - Inserting Basic Charts, Moving & Getting Around, Saving, Sending, & Printing
MS Word	• MS Word (NICE) • Getting Started with Word 2003, 2007, 2010 • Advanced Document Features in Word 2003 • Printing, Help, & Automated Formatting in Word 2003, 2007 • Structuring, editing, saving in Word 2003, 2007 • Working with Documents in Word 2002, 2003, 2007 • Working with Tables and Media Features in Word 2003 • Word 2010 -Formatting and Working with Text, Moving Around, Organizing and Arranging Text, Structuring Documents, Saving, Sharing, and Printing
Presentations and Public Speaking Skills	• Available Presentation Resources • Delivering the Message • Presenting Successfully
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

Supervisor/Manager

Supervisors and managers are generally responsible for the planning, implementation, and management of office or facility operations and personnel. While specific responsibilities may vary depending on the industry and size of the organization, typical duties may include supervising employees, setting goals and objectives, developing policies and procedures, negotiating with clients or business partners, and performing basic financial and human resource functions.

Assessments	Available Courses
Effective Business Communications	• Effective Business Communications (NICE) • Overview to Effective Business Communication • Using Effective Business Communication
Employee Performance Management	• Performance Reviews • Problem Performance Identification • Problem Performance Improvement • Problem Performance Prevention
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Interviewing and Hiring	• Building a Firm Foundation • Choosing the Best Applicant • Interviewing and Hiring Practices • Interviewing Effectively • What to Consider When Hiring • Essentials of Interviewing and Hiring (series): Behavioral Interview Techniques, Conducting an Effective Interview, Preparing for Interviews, Screening Applicants for Interviews, Selecting the right candidate
Leadership and Motivation	• Coaching Performance • Energizing and Empowering Employees • Organizational Culture and Leadership • The Model Leader
Negotiation Skills	• Mastering Negotiation • Negotiating Inclusively • The Process of Negotiation • What to Do When the Going Gets Tough
Supervision and Management	• A New Manager and the Company's Future • Managing as Coach and Counselor • Taking on a Management Role • The Basics of Delegation
Workplace Math	• Decimals and Percents • Ratios and Averages • Whole Numbers, Fractions, and Equations • Basic Business Math: Charts and Graphs

Telemarketing/Telephone Sales Representative

Telemarketing sales representatives, sometimes referred to as telephone sales representatives or telemarketers, sell or promote products or services by contacting potential customers directly over the telephone.

Assessments	Available Courses
Customer Service Skills	• Essential Customer Service Skills (NICE) • Advancing Service Expertise • Interacting with the Customer • Customers, Confrontation and Conflict • The Fundamentals of Exceptional Customer Service
Interpersonal Communication	• Interpersonal and Teamwork Skills (NICE) • Building Relationships to Get Results • Communication Skills for the Workplace
Professional Telephone Skills	• Essential Telephone Skills (NICE)
Selling Techniques	• Selling Techniques (NICE) • The Territorial Account Sales Approach
Time and Priority Management	• Time and Priority Management (NICE) • Developing Good Time Management Habits • Techniques for Better Time Management
Workplace Computer Skills	• Essential Computer Skills (NICE) • Common Features in Microsoft Office XP • Getting Started with Microsoft Windows XP & Windows 7 • Introduction to information security • The New Office 2010 Interface, Word 2010, & Excel 2010 • Using the Computer and Managing Files

GENERAL INFORMATION

ELIGIBILITY .

Suitable for participants of varying ages and educational backgrounds, all our certification programs are enrollment upon demand. Your affiliation with a university or school is not required. Completion of a high school diploma or GED is recommended but not required for all programs. Please contact our Support Team for program-specific requirements.

HOW TO APPLY .

Sponsored participants will be enrolled by their sponsoring agency. Self-funded or financed participants may enroll by telephone. Please contact our Support Team for further assistance at support@nationalice.org

PREREQUISITES .

Our Support Team will help participants determine if they meet the program prerequisites. If for some reason a participant does not meet the requirements, our Support Team will help them identify a program that is a better fit.

ENROLLMENT FEES .

For a current schedule of course and certification fees, please speak with our Support Team. Course and Certification program fees are due in full at time of registration. Exceptions may apply.

CANCELLATIONS .

See the Cancellations, Withdrawals and Refunds section on the Graduation and Post-Program Considerations page.

TRANSFER CREDITS .

Our certification programs are uniquely focused on specific job roles and careers and are not designed with credit transferability in mind. In this regard, credits earned from other institutions cannot be applied to certification programs for advanced standing. Instead, if a participant feels he or she is already proficient in a specific module, the participant may choose to move directly to the assessment portion of their program.
Please speak with our Support Team for further details. Additionally, we cannot make transfer credits to another institution. Modules are designed to be part of a comprehensive program and are not intended to stand-alone.

PARTICIPANT ORIENTATION .
Our self-directed orientation is designed to prepare participants for their program and should be completed prior to using the website. During orientation, participants will be introduced to the learning environment, job search tools, program expectations and training platform, as well as the process for self-assessment.
Orientations are self-directed by having participants review an orientation tutorial in a course like format. Please speak with our Support Team for details about your certification program requirements or email us at
support@nationalice.org

PROGRAM DETAILS

PROGRAM DURATION   .

Program Timelines: A participant's previous experience, education and personal motivation will generally determine the pace of their learning. Participants who commit to their studies full time should expect to spend approximately 20 hours per week in their program and to complete their studies in as little as four weeks. The enrollment period in any certification program should not exceed 12 weeks.

Schedules and Deadlines: If applicable, a schedule for certification program completion, along with specific deadlines, will be created for each participant at the host agency in consultation with their Information Navigator, Employment & Training Coordinator or Participant Assistant. The schedule will be set to accommodate each participant's specific needs as much as possible. However, once set, the participant will be expected to meet all deadlines. If deadlines are missed, participants may find it difficult to complete the program within the allotted time frame.

Fast-Tracking Your Program: Participants who feel they can demonstrate proficiency in one or more assessment modules of their core certification, without training, may move directly to testing on that particular assessment. Speak with our Support Team or someone at your host agency for further details. Participants who score 70% or higher on an assessment will be given credit for the module and no training will be administered.

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PROGRAM SERVICES   .

Training Advisor Support: The Institute's Training Advisors are all professionals with experience in adult education, career development and/or social services. Training Advisors are dedicated to ensuring participants get the most from their certification programs and can be contacted by email at support@nationalice.org.

Instruction: To augment our self-paced/self-directed programs, a Training Advisor can be assigned to mentor and coach each participant week to week through their program. For more information on additional Training Advisor services provided by the Institute, please contact our support team via the contact information found above.

Additional Support: The Institute's Support Team is available as needed to assist participants with technical questions or urgent concerns. They can be reached at support@nationalice.org.

PROGRAM EXPECTATIONS .

Certification Requirements: Certifications are based on a series of modules and will validate your competency in the skills typically required for a job or job area. To successfully earn a certification, participants must complete all of the assessments with a score of at least 70%.

Prior Learning Credit: who complete more than one certification program will be required to complete common assessment modules only once. For example, a participant who completes the Customer Service Representative program will complete the module on Interpersonal Communication and Teamwork Skills. Should this participant choose to further their education and take the Customer Service Supervision program (which also includes this module), the participant will receive credit for this module and no further training or testing in this module will be required. Tuition reductions are not available for prior learning credit earned. While we cannot grant prior learning credit for course work completed outside of our programs, participants can choose to challenge Core Skill Assessments. Please speak with our Support Team for further details.

Satisfactory Academic Progress: It is very important that participants complete their course work in accordance with their personalized learning plans. Some sponsoring agencies may require confirmation of participant progress. In those cases, reporting will be provided to the sponsoring agency directly. Participants failing to complete course work in a timely fashion may receive an advisement from their host agency up to and including dismissal from study.

Program Changes: We understand that participant goals or objectives might need to be modified upon occasion. To accommodate each individual's specific needs, a change of program is available to all participants upon their discretion and at no charge. Please speak with our Support Team for more information.

Incomplete Status: Participants who do not complete all program requirements will be identified as "Incomplete" and will not receive a certification.
Under extenuating circumstances, the Institute or the host agency may grant a participant permission to re-enter their program of study to complete outstanding assessment modules. Requests for re-admittance must be made in writing by email to our Support Team at support@nationalice.org.

Evaluation and Grading: An online, self-administered, timed test must be successfully completed for each core skill module of the program. Each timed, open-book test will include between 40 and 60 questions presented randomly from a large pool of topic questions. A minimum passing grade of 70% on each module test is required to successfully complete the program. In the event a participant fails a module test, an unlimited number of repeat opportunities will be permitted. Please speak with our Support Team for further details.

Technical Requirements: This program is designed to run in a Personal Computer (PC) environment. Please speak with our Support Team for further details.

POST-PROGRAM CONSIDERATIONS

CERTIFICATIONS .

Depending on your program, for the most part, the Institute and employer branded certifications are not mailed and are *only* provided electronically via an email and a link provided in that email.

GRADUATION REQUIREMENTS .

An online, self-administered, timed test must be successfully completed for each core skill module of the program. Each timed, open-book test will include between 40 and 60 questions presented randomly from a large pool of topic questions. A minimum passing grade of 70% on each module test is required to successfully complete the program. In the event a participant fails a module test, an unlimited number of repeat opportunities will be permitted. Please speak with our Support Team for further details.

EMPLOYMENT SERVICES .

One of the primary goals of the Institute's certification programs is to see graduates successfully employed. This can only be achieved if the participant takes an active role in their job search and employment process. With the support of their host agency support team, participants will work towards gaining employment or improving employment standings. While the Institute cannot guarantee employment after you achieve your certification, every reasonable effort will be made to help certification program graduates secure suitable employment. During and after their training period, participants can receive additional support in resumé writing, job search techniques and career success strategies by taking additional online course learning available in our system. Additional resources may be sent by NICE Support Team personnel to participants upon certification program completion. Participants should contact the NICE Support Team for additional information.

PROGRAM EXPECTATIONS (Cont'd) .

Materials: All required materials are provided online, although participants are expected to undertake independent research in select areas. Additional learning resources, including online and print materials may be recommended by your host agency or the Institute and are not included in the certification program fees.

FINANCIAL CONSIDERATIONS .

Cancellations, Withdrawals and Refunds: We're dedicated to doing everything it takes to help you realize your brighter future. We also realize that unforeseen circumstances can arise that might require you to interrupt your education plans. However, in the event you are forced to leave one of our certification programs before completion, if applicable, no portion of your fees is refundable. Missed appointments, incomplete course work and/or unsuccessful certification completion are not recognized as a notice of withdrawal. To formally withdraw and inactivate your account, please contact our Support Team.

Readmissions/Re-entry: Participants who withdraw or are dismissed from their program of study may apply for re-admission to the Institute or their host agency. Participants seeking readmission should make a request in writing to our Support Team. Requests will be reviewed on an individual basis. Sponsored participants may require additional permission from their sponsoring agency.

REGULATORY CONSIDERATIONS

ISSUE RESOLUTION POLICY .

We are dedicated to maintaining participant satisfaction. In this regard, we are committed to the prompt and reasonable resolution of participant issues. If a participant should have problems or concerns during the course of their studies, we request that the participant address these issues with the staff member involved. If the issue cannot be resolved, the staff member shall refer that issue to the appropriate senior personnel.

PARTICIPANTS WITH DISABILITIES .
The Institute fully supports the Americans with Disabilities Act (ADA) and will make every reasonable accommodation to meet the needs of participants with disabilities. Participants requiring special accommodations are asked to notify and make requests for additional information to our Support Team.

PRIVACY POLICY .

Participant records are maintained and housed in accordance with the Family Educational Rights and Privacy Act (FERPA). Participants who wish to release information from their records for reasons other than those outlined in FERPA should make a request in writing to our Support Team. For further information, please visit this URL online:

http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html

NONDISCRIMINATION AND HARRASSMENT

The Institute values diversity and is committed to fair and equal treatment in all of our admissions practices. We will not discriminate on the basis of race, color, religion, sex, marital status, age, sexual orientation, political belief, physical or mental disability, ancestry, gender, criminal conviction, illness or any other such difference. Any act of harassment that undermines the dignity of our participants and staff is unacceptable. Participants deemed to be in violation of the nondiscrimination policy may be subject to investigation and discipline.

PARTICIPANT CONDUCT .

Participants are expected to conduct themselves in accordance with accepted business standards. Participants who engage in unacceptable conduct (such as academic dishonesty, harassment or theft of intellectual property) may be dismissed from their program. Participants may appeal dismissals in writing within 10 business days from the date of dismissal.

RETENTION OF ASSESSMENT TESTS .

Upon completion of a module assessment, participants will receive a computer-generated report outlining their relevant strengths and weaknesses by assessment topic. Participants are encouraged to work with their host agency support staff or the Institute support team to use these reports as study guides before any subsequent assessment attempts. Module assessments are the intellectual property of the National Institute of Continuing Education and Swift Innovative Technologies LLC. and the question-by-question results are not returned to participants for assessment integrity reasons.

EMPLOYMENT VERIFICATION

Graduating participants are encouraged to report their employment status to the NICE Support Team, which may verify employment by contacting employers directly. Participants and alumni are encouraged to keep their current status up to date and to report any change of address or status to our Support Team or their host agency.

POLICY, PROCEDURE AND CURRICULUM CHANGES AND REVISIONS

The policies, procedures and curriculum outlined in this certification program brochure are in effect as of the publication date. The National Institute of Continuing Education and Swift Innovative Technologies LLC. reserves the right to change and/or update the contents herein either individually or collectively, at any time, when determined to be in the interest of the institution and/or its participants. All changes and/or updates will be made available upon request and may be posted on our website. Changes and updates supersede the contents of this program brochure.

CERTIFY YOUR SKILLS AND GET NOTICED BY EMPLOYERS

NATIONALICE.org

National Institute of Continuing Education

One of the nation's largest skills assessment organizations serving thousands of people a year, the National Institute of Continuing Education provides unsurpassed value for those looking to reenter the workforce, change jobs or simply upgrade their current skills for advancement. The Institute focuses its career success programs and certifications on the most in-demand workplace skills to ensure you reach your goal: a better job. Branded by the Institute or your sponsoring organization, a certification shows employers you're motivated and ready to make a contribution.

Program Support
Email: **Support@Nationalice.org**