

# SECOND CHANCE JOB CENTER

## COURSE SELECTION GUIDE

2025 – 2026

**BUILDING CAREERS & CHANGING LIVES; ONE STUDENT AT A TIME**



Remote course platform offers 24 – 7 access on our state-of-the-art training platform.

Instructor facilitated training.

Individualized Career Planning.

Internships Offer On the Job Learning.

Job Preparedness training.

Upskill.

Training in the High Demand Career Fields of Building, Construction & Manufacturing.

Corporate Training Courses Professional Courses.

## COURSE CATALOG 2025 - 2026

### Second Chance Job Center - REMOTE LEARNING

Remote learning on our state-of-the-art LMS allows students to create their own schedules 24 / 7. Learning is facilitated by our instructor team who are available through scheduled sessions, email, and phone. Convenient, Flexible Training to fit your schedule.



### Training Roadmap For Building, Construction & Manufacturing

#### Enrollment Process:

- Apply Online Through Our Website.
- Our team will reach out and schedule an acceptance & Enrollment meeting to determine eligibility with our team.

#### Upon Enrollment our team will meet with students to:

- Create individualized learning and career goals.
- Enroll in remote learning.
- Instructors facilitate remote learning, follow up and support participant progress.
- Upon successful completion of required academics, students earn a certificate of completion.
- Students may choose to complete an internship or related vocational training to gain valuable hands-on practical skills training. This training is free to students who successfully complete their academic training. Instructors facilitate the internship / vocational training practical skills training with Second Chance Job Center employer partners. Typically participating students are hired directly by the employer partners who assist in training students on related practical skills.
- Instructors facilitate, monitor, track & support students during their internship / vocational training to ensure practical skills training adheres to vocational training guidelines and required skills are completed. See related guide for information on internship & vocational training.
- Upon successful completion of both academic and practical skills training, participants will earn their certification.

### Training Roadmap For Corporate Training Professional Development Courses

#### Enrollment Process:

- Apply Online Through Our Website.
- Our team will reach out and schedule an acceptance & Enrollment meeting to determine eligibility with our team.

#### Upon Enrollment our team will meet with students to:

- Create individualized learning and career goals.
- Enroll in remote learning.
- Instructors facilitate remote learning, follow up and support participant progress.
- Certifications will be provided for students who successfully complete coursework.

#### Bonus: Free Courses Included in all training programs:

Winning Edge: Work Essential Skills Training  
Job Preparedness training: Interviews, Resumes, Elevator Speech, Personal Mission Statement, Communication Skills for the Workplace, and Goal Setting.

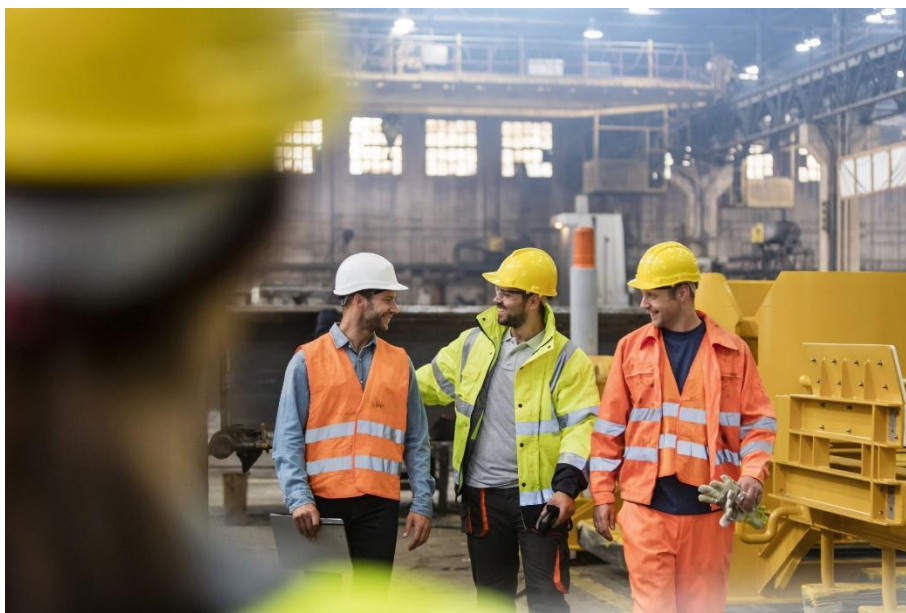
## COURSE CATALOG 2025 - 2026

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## COURSE CATALOG 2025 - 2026

### **Building, Construction & Manufacturing Skilled Trade Professional Career Courses Academic Career Technical Training**



#### **Courses are offered in the following high demand skilled trades:**

Building Construction Technology

Carpentry

Electrical

HVAC

Landscaping

Manufacturing

Masonry

Painting

Plumbing

Weatherization

Welding

Each skilled professional trade cluster above provides the academic foundational knowledge in the trade.

Students interested in vocational training or internships may add on practical skills training to their program at no additional charge.

Level 1 vocational training / internships add approximately 160 hours of related OJL (on the job learning) and level 2 vocational training programs add approximately 4000 – 8000 of related OJL.

Benefits to vocational training include: real work experience, a deepened understanding of concepts, processes and procedures for the skilled trade and hands on practical experience that employers are seeking in entry level positions.



## COURSE CATALOG 2025 - 2026

### Building Construction Technology

#### Intro to Building Construction Technology Level 1 Foundational Skills – Academics

Program Length: 9 – 12 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 40 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry, Electrical, Landscaping, Plumbing LMS Courses (listed above), OSHA 10 Guidelines, Winning Edge Work Essential Skills

NCCER Construction Craft Laborer Trainee Guide, Level 1, 3<sup>rd</sup> Edition

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

#### Level 2 Building Construction Technology - Complete

**Program Length:** 24 Months

**Number of Academic Hours Required:** 312 hours (156 per year) estimated or until course completion in addition to the 600 completed in the Level 1 pre-requisite

**Optional Vocational training / On the Job Learning:** 960 hours

**Number of Weeks Required:** 102 weeks estimated or until course completion

**Required Textbooks and Materials:**

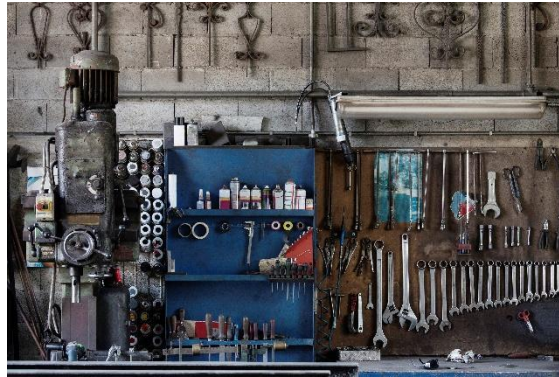
Second Chance Job Center Carpentry, Electrical, Landscaping, Plumbing LMS Courses, OSHA 10 Guidelines

Construction Craft Laborer Trainee Guide, Level 2 (pearson.com)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

Completion of: Building Construction Technology Level 1



#### Overview

Building Construction Technology (BCT) requires the skills of plumbing, electrical, landscaping and carpentry. BCT technicians are the jack of all trades, and our students receive a well-rounded education through our program. The BCT program teaches students how to repair buildings while maintaining plumbing, electrical and HVAC systems. Students in the program will be able to build partitions, make repairs on drywall, fix roofs, windows, floors, and woodwork. Students receive tablets and textbooks to aid them while finishing their online courses before participating in an internship with on-the-job learning. The BCT program aims to build student awareness on overall construction knowledge, pipe installation, wiring buildings and laying down foundations.

Throughout the program, students study basic construction and safety information along with building maintenance and adjusting to the physically demanding trade. Our program prepares students to work on residential and commercial structures/projects with an emphasis on foundational construction skills, green technologies, and industry credentialing. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to an internship with on-the-job learning in the interest of preparation for entering the workforce.



## **Building Construction Technology**

### ***Program Objectives Building Construction Technology Level 1***

At the successful completion of the program curriculum, students will be able to:

- Describe career opportunities in Building Construction Technology
- Understand OSHA related safety hazards in and around building structures including fall hazards, electrical, chemical, fire hazards, stairwell, landscaping hazards.
- Describe PPE used in Building Construction Technology – it's purpose, function, care and maintenance of
- Create a basic invoice for a job repair.
- Recognize common damage to masonry, walls, doors, plumbing, electrical sources in buildings.
- Describe common repairs for residential plumbing including toilets, sinks, shower, pipes
- Describe common repairs for drywall
- Describe common repairs for HVAC including thermostat, refrigeration and motor troubleshooting
- Describe common landscaping issues including lawn, shrub and tree maintenance

### ***Program Objectives Building Construction Technology Level 2***

At the successful completion of the program curriculum, students will be able to:

- Read blueprints for buildings, understand site plans, and building layout.
- Work with drawings for residential structures.
- Establish project costs from a set of work drawings.
- Understand OSHA related safety hazards in and around building structures including fall hazards, electrical, chemical, fire hazards, stairwell, landscaping hazards.
- Communicate effectively malfunctions in equipment, repairs needed, materials required to complete work with supervisors, colleagues, and customers.
- Create an invoice for common residential and commercial repairs
- Explain the benefits of properly maintaining properties – both residential and commercial
- Explain various troubleshooting for plumbing, HVAC, carpentry, door, window, roof, landscaping repairs
- Understand the use, care and maintenance of various hand and power tools
- Determine materials and tools needed for various repairs
- Determine time allotments for various repairs
- Estimate repair and new work including materials, tools and manpower
- Set up and maintain a safe job site / work site
- Recognize and avoid work site hazards

### ***Course List:***

#### **Level 1 Second Chance Job Center Building Construction Technology – Plumbing Academic Training**

- About Plumbing Careers
- Tools for Plumbers
- Welcome and Introduction- Safety
- Common Plumbing and Backflow Preventers
- Faucet Leaks and Repairs
- Dual Flush Toilet

#### **Level 2 Second Chance Job Center Building Construction Technology – Plumbing Academic Training**

- Electric and Gas Water Heaters
- Benefits of Low Flow Plumbing
- Black Iron and Galvanized Pipe
- Calculating the Slope of Drainage Pipes
- Common Toilet Problems
- Cutting and Joining Cast Iron Pipe
- Cutting and Joining Copper Tubing

**Building Construction Technology****Level 1 Second Chance Job Center Building Construction Technology –  
Electrical Academic Training**

- Electrical Service
- Electrical Safety
- Practical Skills Assignments
- Electrical Careers in Residential, Commercial, and Industrial
- Residential Work
- Tools and PPE
- Overview of the Electrical Trade
- Arc Flashes
- Cabling and Conductors
- Coupling and Bushings
- Current and Electric Symbols
- Electrical Diagrams
- Electrical Vocational training Vocabulary
- Arc Blast
- Circuits
- Grounding vs. Grounded

**Level 2 Second Chance Job Center Building Construction Technology –  
Electrical Academic Training**

- Junction Box, Pull box and Conduit Box
- Electrical Assessment and Review
- Conduit
- Conductors Used in Commercial Buildings
- Electrical Safety Level 2
- Electrical Symbols
- Electrical Testing Devices
- Electrical Theory
- Electrical Tools for Measurement
- Electrical Wiring
- Grounding and Insulation
- Lockout/Tagout
- NEC Codes
- NEC Electrical Terms
- NFPA 70 & 70B
- Ohm's Law
- Open Circuits and Direct Circuits
- Practical Skills Level 1
- Raceway System
- Renewable Energy, GCFI, Circuits
- Rough In
- Substation
- Review and Test 2
- Mid Student Exam
- Hot Sticks and Fuse Pullers
- Hand Bending

## Building Construction Technology

### Level 1 Second Chance Job Center Building Construction Technology – Landscaping Academic Training

- Mowers
- Concrete, Mortar, Lumbar
- Edging
- Common Landscaping Tools- Pruners and Weed Whackers
- Pests on the Job
- Working in the Heat
- Landscaping Careers
- First Aid
- Landscaping Hand Tools
- PPE for Landscapers

### Level 2 Second Chance Job Center Building Construction Technology – Landscaping Academic Training

- Mowing Basics
- Mulch
- Landscaping Power Tools and Equipment
- Landscaping Vocabulary
- How to Plant and Care for Shrubs

### Level 1 Second Chance Job Center Building Construction Technology – Carpentry Academic Training

- Carpentry Math 101
- A Day in the Life of a Carpenter
- Ceiling Framing
- Floor Framing System
- Particle Board vs. Plywood
- Nail Guns and Construction Lasers
- Wall Framing System
- PPE for Carpenters
- Wall Layout Vocabulary

### Level 2 Second Chance Job Center Building Construction Technology – Carpentry Academic Training

- Jointer and Planer
- Circular Saw and Table Saw
- Installing Exterior Doors and Windows
- Router and Miter Saws
- Saws- Reciprocating and Radial Arm
- Band Saw Tools Safety
- Building a Concrete Form
- Concrete, Mortar, and Lumbar
- Installing Interior Doors and Trim
- Installing Insulation and Wallboard
- Installing Roof Shingles
- Installing Siding



**Building Construction Technology****OSHA 10 Guidelines - Safety in the Workplace: Levels 1 & 2**

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals
- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE
- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job

**Level 1 Second Chance Job Center Building Construction Technology –  
Winning Edge Work Essential Skills – Job Preparedness**

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

**Level 2 Second Chance Job Center Building Construction Technology –  
Winning Edge Work Essential Skills – Retention**

- Skills that Separate You from the Rest
- Whatever It Takes
- Who's the Boss?
- Time Management
- Synergy
- Think Win/Win
- Be Proactive
- Effective Communication
- Elevator Speech

### Carpentry

#### Intro to Carpentry

##### Level 1 Foundational Skills – Academics

**Program Length:** 6-9 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 24-36 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry Remote Courses, OSHA 10 Guidelines, Winning Edge: Work Essential Skills

[NCCER Carpentry Level 1 Trainee Guide, 5<sup>th</sup> Edition](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

#### Level 2 Carpentry - Complete

**Program Length:** 24 Months

**Number of Academic Hours Required:** 352 hours (176 per year) estimated or until course completion, in addition to the 600 completed in the Level 1 pre-requisite

**Optional Vocational training / On the Job Learning:** 4000 total hours (Level 1 on the job learning hours may be credited)

**Number of Weeks Required:** 102 weeks estimated or until course completion

**Required Textbooks and Materials:**

[Carpentry Trainee Guide, Level 2 \(pearson.com\)](#)

[Carpentry Trainee Guide, Level 3 \(pearson.com\)](#)

Second Chance Job Center OSHA 10 Guidelines

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

Completion of: Building Construction Technology Level 1



#### Overview

Carpentry is a high-demand trade that includes taking measurements, gathering materials, and installing wooden structures. Our carpentry program focuses not only on creating skilled technicians who know how to cut, shape, create a layout and attach materials together, but it builds character and keeps our students client focused as well. Students receive tablets and textbooks to aid them while finishing their online courses before participating in an internship with on-the-job learning. The program aims to build student awareness on workforce preparation, skilled carpentry techniques, tool safety, and enduring the physically demanding aspects of carpentry.

Throughout the program, students study basic carpentry and safety information along with specific tool safety, installation techniques, and a guide on the day-to-day requirements of a job in carpentry. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to an internship for on-the-job learning program to develop skill sets employers are seeking in new hires.

## Carpentry

### Program Objectives: Level 1

*At the successful completion of the program curriculum, students will be able to:*

Identify and adhere to health and safety practices required of carpentry.

- Explain carpenter career opportunities.
- Explain basic framing techniques.
- Identify carpentry hand tools and their purpose.
- Explain OSHA 10 safety guidelines in relation to working as a carpenter.
- Identify carpentry saws and electric / power tools (miter saw, circular saw, table saw, router, radial arm saw).
- Communicate efficiently with supervisors and other carpenters.
- Understand the basics of blue print reading.
- Demonstrate understanding of various fasteners and screws and their applications.
- Demonstrate ability for related mathematics computation.
- Understands the use of tape measures including how to measure with fractions.

### Program Objectives: Level 2

*At the successful completion of the program curriculum, students will be able to describe and demonstrate a good understanding of the following:*

- Accurately determine the tools and materials needed for various projects
- Calculate costs of materials for projects
- Budget for more than one project at a time
- Use, maintain, clean and properly store tools and materials
- Identify and adhere to health and safety practices required of carpentry.
- Frame basic doorways, windows
- Install subfloors
- Understand blue prints for residential and commercial building structures for carpentry
- Describe how to properly install subfloors including materials and tools needed
- Safely manage work sites taking OSHA 10 guidelines into account
- Accurately measure projects to determine materials needed
- Assist with maintaining accurate project documents and use computer technologies or blueprints to support building construction.
- Apply basic principles of technical mathematics in carpentry building.
- Evaluate wood for imperfections
- Identify wood and materials appropriate for various projects and explain the properties of each
- Select and safely operate hand tools to complete carpentry construction.
- Assist and or explain proper preparation of materials according to building construction within carpentry.
- Explain carpenter career opportunities.
- Explain basic framing techniques.
- Assist with maintaining accurate project documents and use computer technologies or blueprints to support building construction.
- Select and safely operate hand tools to complete carpentry construction.

## **Carpentry**

### **Second Chance Job Center Carpentry Course List Level 1**

- Carpentry Tools: Jointer and Planer Saws
- Carpentry Tools: Circular Saw and Table Saw
- Carpentry Basics: Installing Exterior Doors and Windows
- Carpentry Tools: Router and Miter Saws
- Carpentry Tools: Saws- Reciprocating and Radial Arm
- Carpentry Tools: Band Saw Tools Safety
- Carpentry Basics: Building a Concrete Form
- Carpentry Math 101
- A Day in the Life of a Carpenter
- Particle Board vs. Plywood
- Nail Guns and Construction Lasers
- Wall Framing System
- PPE for Carpenters
- Wall Layout Vocabulary

### ***Carpentry Course Skill Sets Level 2***

- Ceiling Framing
- Floor Framing System
- Installing Interior Doors and Trim
- Installing Insulation and Wallboard
- Installing Roof Shingles
- Installing Siding
- Installing sub floors

### **OSHA 10 Guidelines - Safety in the Workplace – Carpentry Level 1 & 2**

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals
- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE
- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job



## **COURSE CATALOG 2025 - 2026**

### **Carpentry**

#### **Level 1 Second Chance Job Center Carpentry - Winning Edge Work Essential Skills – Job Preparedness**

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

#### **Level 2 Second Chance Job Center Carpentry - Winning Edge Work Essential Skills – Retention**

- Skills that Separate You from the Rest
- Whatever It Takes
- Who's the Boss?
- Time Management
- Synergy
- Think Win/Win
- Be Proactive
- Effective Communication
- Elevator Speech

### Electrical

#### Intro to Electrical Skilled Trade

##### Level 1 Foundational Skills – Academics

**Program Length:** 6-9 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 24-36 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry Remote Courses, OSHA 10 Guidelines, Winning Edge: Work Essential Skills

[NCCER Electrical, Level 1, Tenth Edition](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

##### Level 2 Electrical - Complete

**Program Length:** 48 Months

**Number of Academic Hours Required:** 664 hours (166 per year) estimated or until course completion, in addition to the 600 completed in the Level 1 pre-requisite

**Optional Vocational training / On the Job Learning:** 8000 total hours (Level 1 on the job learning hours may be credited)

**Number of Weeks Required:** 202 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center OSHA 10 Guidelines

[Electrical, Level 2 \(pearson.com\)](#)

[Carpentry Trainee Guide, Level 3 \(pearson.com\)](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

Completion of: Building Construction Technology Level 1





## **Electrical**

### **Overview**

Electrical work is the backbone of a functioning society. Electricians are those who install, connect, perform maintenance, and test out wiring systems such as power, lighting, and security systems. Our electrical program focuses not only on these important skills, but it aims to create skilled electricians who look out for the safety of their clients. Students receive tablets and textbooks to aid them while finishing their online courses before participating in an internship with on-the-job learning. The program aims to build student awareness on workforce hazards, skilled electrician techniques, tool safety, electrical codes, and proper terminology.

Throughout the program, students study basic electrical and safety information along with specific tool safety, electrical box instruction, and a guide on electrical codes and symbols. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to an internship with on-the-job learning to develop skills that employers are seeking in new hires.

### ***Program Objectives: Electrical Level 1***

At the successful completion of the program curriculum, students will be able to:

- Describe various career opportunities for electricians
- Identify common electrical hazards such as electrical shock, fires, explosions, and electrocution.
- Recognize potential electrical hazards present in the work environment.
- Point out possible solutions to implement to reduce or eliminate the risk of injury associated with electrical work.
- Understand importance of PPE
- Identify common electrical tools and materials for repair and installation.
- Understand the principles of electricity.
- Identify various circuits – closed, open, multi.
- Understand basics of electrical current.
- Identify common electrical functions for residential and commercial structures

### ***Program Objectives: Electrical Level 2***

At the successful completion of the program curriculum, students will be able to:

- Understand how to read and follow the National Electrical Code.
- Understand important electrical processes including PPE wearing, Lock Out / Tag Out, and NEC Code relevance.
- Identify common electrical tools and materials for repair and installation.
- Understand the principles of electricity.
- Identify various circuits – closed, open, multi.
- Understand electrical current.
- Demonstrate broad knowledge of electrical and electronic engineering technology practices to support design and installation.
- Apply basic mathematical skills for technical purposes.
- Identify the electrician vocational training requirements and responsibilities.
- Read common construction drawings and plans.
- Apply electrical safety practices and wear personal protective equipment.
- Demonstrate understanding of electrical and circuit theory, measurements, and knowledge of schematic tasks.
- Describe how to properly bend, cut, ream, and thread conduit.
- Explain the use various types of electrical test equipment.

## **Electrical**

### ***Program Objectives: Electrical Level 2 continued***

- Understand how electrical services works within residential and commercial structures.
- Identify safety measures vital to electricians' daily safety including PPE, rubber handled tools, testing meters, lock out tag out procedures, trip hazards, following NEC Code and proper wiring.

### ***Course List: Second Chance Job Center Electrical Basics – Level 1***

- Introduction to Electricity and Electrical Concepts
- Electrical Careers
- Electrical Protective Equipment (PPE)
- Electric Power Generation, Transmission, and Distribution
- Electrical Circuits and Distribution Boards
- Battery Charging and Changing
- Hazard Recognition
  - Contact with Power Lines
  - Lack of Ground-Fault Protection
  - Path to Ground Missing or Discontinuous
  - Equipment not used in manner prescribed
  - Improper use of extensions and flexible cords
- Possible Solutions
  - Controlling Electrical Hazards
  - Lockout-Tagout Training
  - Survival Guide for Electricians
  - Preventing Falls and Electrocutions
  - Preventing Fatalities of Workers who Contact Electrical Energy
  - Working Safely Near Overhead Power Lines

### ***Second Chance Job Center Electrical – Level 2***

- Arc Flashes
- Cabling and Conductors
- Coupling and Bushings
- Current and Electric Symbols
- Electrical Diagrams
- Electrical Vocational training Vocabulary
- Arc Blast
- Junction Box, Pull box and Conduit Box
- Electrical Assessment and Review
- Circuits
- Conduit
- Conductors Used in Commercial Buildings
- Electrical Safety Level 2
- Electrical Symbols
- Electrical Testing Devices
- Electrical Theory
- Electrical Tools for Measurement
- Electrical Wiring
- Grounding vs. Grounded
- Grounding and Insulation
- Lockout/Tagout
- NEC Codes
- NEC Electrical Terms

**Electrical*****Second Chance Job Center Electrical – Level 2***

- NFPA 70 & 70B
- Ohm's Law
  - Open Circuits and Direct Circuits
  - Practical Skills Level 1
  - Raceway System
  - Renewable Energy, GCFI, Circuits
  - Rough In
  - Substation
  - Review and Test 2
  - Mid Student Exam
  - Hot Sticks and Fuse Pullers
  - Hand Bending
  - Electrical Service
  - Electrical Safety
  - Practical Skills Assignments
  - Electrical Careers in Residential, Commercial, and Industrial
  - Residential Work

***OSHA 10 Guidelines - Safety in the Workplace – Levels 1 & 2***

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals
- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE
- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job



## **COURSE CATALOG 2025 - 2026**

### **Electrical**

#### **Level 1 Second Chance Job Center Electrical - Winning Edge Work Essential Skills – Job Preparedness**

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

#### **Level 2 Second Chance Job Center Electrical - Winning Edge Work Essential Skills – Retention**

- Skills that Separate You from the Rest
- Whatever It Takes
- Who's the Boss?
- Time Management
- Synergy
- Think Win/Win
- Be Proactive
- Effective Communication
- Elevator Speech

### HVAC

#### Level 1 HVAC Heating, Ventilation & Air Conditioning - Foundational Skills – Academics

**Program Length:** 6-9 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 24-36 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry Remote Courses, OSHA 10 Guidelines, Winning Edge: Work Essential Skills

[NCCER Heating, Ventilating, and Air Conditioning Trainee Guide, Level 1 NCCER](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

#### Level 2 - HVAC Heating, Ventilation & Air Conditioning - Complete

**Program Length:** 48 Months

**Number of Academic Hours Required:** 678 hours (170 per year) estimated or until course completion, in addition to the 600 completed in the Level 1 pre-requisite

**Optional Vocational training / On the Job Learning:** 8000 total hours (Level 1 on the job learning hours may be credited)

**Number of Weeks Required:** 202 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center OSHA 10 Guidelines

[HVAC, Level 2 \(pearson.com\)](#)

[HVAC, Level 3 \(pearson.com\)](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

Completion of: Building Construction Technology Level 1



#### Overview

HVAC, which stands for Heating, Ventilation and Air Conditioning, involves controlling the temperature and air quality within a home or building. Our HVAC program focuses not only on creating skilled technicians who know how to properly install, maintain, and repair HVAC equipment, but to produce qualified individuals who care about their work and clients. Students receive tablets and textbooks to aid them while finishing their online courses before participating in an internship to develop skills through on-the-job training. The program aims to build student awareness on technical knowledge, equipment testing, diagnosing an issue and repairing HVAC equipment.

Throughout the program, students study basic HVAC and safety information along with specific math and electrical courses. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to an internship with on-the-job learning to being prepared to interview for opportunities in the workforce.

**HVAC – Heating, Ventilation & Air Conditioning*****Program Objectives: HVAC Level 1***

At the successful completion of the program curriculum, students will be able to:

- Describe basic HVAC knowledge
  - HVAC industry
  - HVAC unit processes
  - Basic HVAC vocabulary
  - Key components of customer service calls for residential
  - Identify HVAC tools and materials
  - Understand principles of how HVAC systems operate
  - Describe basic trouble shooting of residential HVAC units
  - Explain the mechanics of how HVAC systems operate in both residential and commercial settings.
  - Describe the basics for installing new or replacement HVAC systems.
  - Identify common factors that lead to HVAC repair calls.

***Program Objectives: HVAC Level 2***

At the successful completion of the program curriculum, students will be able to:

- Understand the purpose of ductwork to carry proper airflow into conditioned areas. Identify various forms and applications of duct work.
- Write and comprehend cost estimates.
- Perform heating and cooling load calculations.
- Identify HVAC equipment and system components, their functions, and their relationship within the system.
- Demonstrate an understanding of the principals of electricity and their applications in HVAC systems.
- Demonstrate an understanding of the refrigeration cycle and airflow process.
- Read and interpret blueprints, diagrams, and vocabulary used in the HVAC field.
- Work responsibly and follow all safety guidelines specific to HVAC.
- Understand the difference between refrigeration and air conditioning.
- Identify main components of HVAC systems.
- Identify safety hazards that HVAC technicians may experience.
- Be able to recognize proper moving and storage of HVAC units.
- Apply OSHA 10 safety guidelines during on the job learning internship including ladder, motor vehicle, electrical and hand tool safety as well as proper lifting techniques.
- Understand how humidity affects HVAC performance.
- Retail refrigeration services troubleshooting

***Course List: Second Chance Job Center HVAC Basics – Level 1***

- Electric Motor and Motor Control Center Operation
- HVAC Materials: Concrete and Lumbar
- HVAC Career Opportunities
- Reading Blueprints
- Troubleshooting and Contactor Troubleshooting
- Getting to Know HVAC Units
- Refrigeration vs. Air Conditioning
- Types of Ductwork
- Refrigeration and How AC Units Work
- Tips for Homeowners and Businesses- Keep Units Running Well
- Measurement Tools
- HVAC Vocabulary
- Area and Perimeter
- Decimals
- Math and Formulas Guide
- Finding Volume
- Math for Skilled Trade Professionals Vocabulary
- Tape Measures



### HVAC – Heating, Ventilation & Air Conditioning

#### *Course List: Second Chance Job Center HVAC Basics – Level 2*

- Geothermal Energy and Heat Pumps
- Vacuum Pump
- Reading Gauges
- Troubleshooting an Evaporator
- Manual J Load Calculation
- Electrical Safety
- Conductors and Cables
- Grounding and GFCI
- Lockout/Tagout
- HVAC Electrical Tools and PPE
- Electrical Wireways, Raceways and Fittings
- HVAC PACT: Green Technology- Energy Loss and Prevention
- HVAC PACT: Green Technology- Safety Risk Factors
- HVAC PACT: Green Technology- 10 Ways Buildings Can Build Sustainability
- HVAC PACT: Green Technology- Building/Construction and Manufacturing
- Multimeter
- Hand Tools- The Basics
- Thermometer
- Portable Power Tools and Power Drill
- Portable Belt Sander, Portable Grinder and Drill Press
- Retail refrigeration

#### **HVAC Levels 1 & 2 OSHA 10 Guidelines - Safety in the Workplace**

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals
- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE
- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job



## **COURSE CATALOG 2025 - 2026**

### **Level 1 Second Chance Job Center HVAC - Winning Edge Work Essential Skills – Job Preparedness**

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

### **Level 2 Second Chance Job Center HVAC - Winning Edge Work Essential Skills – Retention**

- Skills that Separate You from the Rest
- Whatever It Takes
- Who's the Boss?
- Time Management
- Synergy
- Think Win/Win
- Be Proactive
- Effective Communication
- Elevator Speech

## COURSE CATALOG 2025 - 2026

### Landscaping

#### Level 1 Landscaping - Foundational Skills – Academics

**Program Length:** 6-9 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 24-36 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry Remote Courses, OSHA 10 Guidelines, Winning Edge: Work Essential Skills

[NCCER Your Role in the Green Environment Trainee Guide, Third Edition](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

#### Level 2 - Landscaping - Complete

**Program Length:** 48 Months

**Number of Academic Hours Required:** 352 hours (176 per year) estimated or until course completion, in addition to the 600 completed in the Level 1 prerequisite.

**Optional Vocational training / On the Job Learning:** 4000 total hours (Level 1 on the job learning hours may be credited)

**Number of Weeks Required:** 102 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center OSHA 10 Guidelines

[Landscaping, 8th Edition - 9781337403429 - Cengage](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

Completion of: Building Construction Technology Level 1



## **Landscaping**

### ***Overview***

Landscaping is a skill that goes back thousands of years, yet it is still as effective and necessary as it was back then. Our landscaping program focuses not only on creating skilled technicians who know how to ensure the growth of plants while maintaining the cleanliness of the outdoors, but it builds caring workers who strive to see their work staying clean and well-kept. Students receive tablets and textbooks to aid them while finishing their online courses before participating in an internship with on-the-job learning. The program aims to build student awareness on careers in landscaping, mowing basics, and how to handle working in the heat.

Throughout the program, students study basic landscaping skills and safety information along with specific tool and power equipment courses. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to an on-the-job learning vocational training to develop skill sets and knowledge employers are seeking in new hires.

### ***Program Objectives: Landscaping Level 1 – Foundation Skills***

At the successful completion of the program curriculum, students will be able to:

- Understand how landscaping can enhance the aesthetic appeal of an area.
- Explain how landscaping can increase a building's property value.
- Identify concrete and architectural creations and describe how to blend them into the natural scenery.
- Explain how landscaping can provide customers with privacy by shielding the public from selected areas.
- Identify common landscaping tools and explain their usage.
- Demonstrate understanding of OSHA 10 guidelines for landscapers.
- Understand landscape basic terminology.
- Identify common landscaping materials and tools and explain their usage, safety and proper handling / storage of them

### ***Program Objectives: Landscaping Level 2 – Complete***

At the successful completion of the program curriculum, students will be able to:

- Explain basic first aid for common landscape injuries such as cuts, scrapes, minor falls and trips, bee stings, snake bites, heat exposure, ladder and motor vehicle safety.
- Explain how landscaping benefits the community by reducing noise and environmental pollution.
- Understand soil erosion and identify ways to improve and conserve natural resources by reducing soil erosion.
- Understand ways to reduce waste of natural resources and environmental contamination by using locally adapted plant materials.
- Identify appropriate methods of design inquiry and problem-solving processes to produce creative solutions to identified problems.
- Measure areas for landscape materials including gardening beds, mulch and other ground cover and grass /seeded areas.
- Describe how to properly plant shrubs and trees.
- Determine materials and tools needed for various landscaping projects and be able to provide work estimates for completion.

**Landscaping*****Course List: Second Chance Job Center Landscaping Basics – Level 1***

- Introduction to Landscaping
- Landscaping Careers
- All About Mowers
- Concrete, Mortar, Lumbar
- Proper Edging Techniques
- Common Landscaping Tools- Pruners and Weed Whackers
- Pests on the Job
- Working in the Heat
- Landscaping Careers
- First Aid
- Landscaping Hand Tools
- Mowing Basics
- Mulch
- Landscaping Power Tools and Equipment
- Landscaping Vocabulary
- PPE for Landscapers
- How to Plant and Care for Shrubs

***Course List: Second Chance Job Center Landscaping Basics – Level 2***

- The Principles of Design
- Design Principles: Balance, Focalization of Interest, Simplicity, Proportion, Unity
- Applying Design Principles
- Architecture & Plant Materials
- Hardscape Materials
- Evergreens – Needled & Broadleaved
- Deciduous Shrubs & Trees
- Trailing Groundcovers
- Hardscape Materials
- Plant labels
- Diagrams and Drawings within the design process
- Understand the site
- Preparing a base map
- Plant selection
- Hardiness factors
- Heat zone Considerations
- The uses & limitations of flowers in the landscape
- Flower beds and Flower bed design
- Walks, Drives & Stepping Stones

***OSHA 10 Guidelines – Landscaping Safety in the Workplace: Levels 1 & 2***

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals

### Landscaping

- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE

### OSHA 10 Guidelines - Safety in the Workplace

- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job

### Level 1 Second Chance Job Center Landscaping - Winning Edge Work Essential Skills – Job Preparedness

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

### Level 2 Second Chance Job Center Landscaping - Winning Edge Work Essential Skills – Retention

- Skills that Separate You from the Rest
- Whatever It Takes
- Who's the Boss?
- Time Management
- Synergy
- Think Win/Win
- Be Proactive
- Effective Communication
- Elevator Speech



### Masonry / Bricklayer

#### Level 1 Masonry / Bricklayer - Foundational Skills – Academics

**Program Length:** 6-9 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 24-36 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry Remote Courses, OSHA 10 Guidelines, Winning Edge: Work Essential Skills

[NCCER Masonry Level 1 Trainee Guide, Third Edition](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

#### Level 2 - Landscaping - Complete

**Program Length:** 48 Months

**Number of Academic Hours Required:** 645 hours (161 per year) estimated or until course completion, in addition to the 600 completed in the Level 1 prerequisite.

**Optional Vocational training / On the Job Learning:** 8000 total hours (Level 1 on the job learning hours may be credited)

**Number of Weeks Required:** 202 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center OSHA 10 Guidelines

[Masonry Skills, 7th Edition - 9781285426839 - Cengage](#)

[Residential Construction Academy, 1st Edition - 9781418052843 - Cengage](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

Completion of: Building Construction Technology Level 1



**Masonry / Brick Layer*****Overview***

The craft of masonry can vary from creating a simple walkway for the general home, or it can advance to installing large ornaments for the exterior of a building. Our masonry program focuses not only on creating skilled masons who know how to build fences, walls and walkways, but it also produces strong workers who care about the precision and appearance of a foundation. Students enrolled in the program receive tablets and textbooks to aid them while finishing their online courses before participating in an internship with on-the-job learning. The program aims to build student awareness on block structures including concrete and brick, and it motivates masons to maintain organizational and design skills.

Throughout the program, students study basic masonry and safety information along with specific brick laying techniques and routine maintenance policies. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to an on-the-job learning vocational training to develop skill sets and knowledge employers are seeking in new hires.

***Program Objectives Masonry / Bricklayer Level 1***

At the successful completion of the program curriculum, students will be able to:

- Identify and describe proper PPE for Masonry brick, hardscape and cement work
- Describe OSHA 10 guidelines related to working as a mason/ bricklayer
- Identify various masonry related materials including concrete, mortar, tools, measuring tools, mixers.
- Identify various masonry work.
- Develop an understanding of common masonry related terminology, vocabulary, common terms, processes, and procedures.
- Identify commonly used bricks, blocks, or tiles.
- Discuss the application for mortar and steps to apply mortar or other mixtures over work surfaces.
- Examine brickwork and determine the need for repair.
- Learn to use a measuring tape to measure distances from reference points.
- Learn the importance of mixing specified amounts of clay, sand, dirt, and mortar powder with water for various techniques.
- Identify brick fasteners and other building materials with tools such as wire clamps, anchor holes, mortar and cement.

***Program Objectives Masonry / Bricklayer Level 2***

At the successful completion of the program curriculum, students will be able to:

- Understand the importance of prepping work areas and cleaning work surfaces to remove scale, soot, dust, or chips or brick and mortar.
- Identify potential hazards and describe risk prevention measures
- Understand how to measure cubic feet for areas needing masonry fill for gravel, rock, and brick masonry hardscapes.
- Identify tools and materials needed for various masonry projects including hardscapes, stone walls, brick walls and patios.
- Identify potential work hazards for masons and how to avoid them.
- Define common masonry terms – pointing, joints, lines, mortar, bricks and others

**Masonry / Brick Layer*****Course List: Second Chance Job Center Masonry / Brick Laying Basics – Level 1***

- Career opportunities for Masonry Workers & Brick Laying
- Identify proper PPE for various masonry projects
- Cutting Brick and Stone
- Understand common Masonry vocabulary and terminology
- Understand the uses of Concrete, Mortar, Lumber in Masonry
- Identify Joints and how they affect the project
- Lines and Joints
- Masonry Problems
- Maintenance and Cleaning of job sites, tools and materials
- Mortar, Concrete, Use, Mixing and Clean up
- Describe Pointing in terms of brick work

***Course List: Second Chance Job Center Masonry / Brick Laying – Level 2***

- Equipment Safety
- First Aid and Injury Prevention
- Scaffolding use, set up, inspection, removal
- Fall harnesses – use, inspection, maintenance
- Plumb Rule & Level
- Masonry folding scale rules
- Plugging and Joint Chisel
- Fastening the Line
- Mason's brush
- Steel square
- Chalk box
- Tool bag
- Grout bag
- Leveling and Plumbing the course
- Checking the height with the modular rule
- Brushing the wall
- Cutting brick
- Block making machines
- Lightweight aggregates
- Characteristics and properties of concrete block
- Block sizes and shapes
- Assembling and storing mixing materials
- Standard proportions for mortar mixtures
- Mixing mortar manually and with power mixer
- Common problems encountered while mixing mortar
- Laying bricks
- Building an outside brick corner in the stretcher bond
- Rack back lead
- Tothing the corner
- Inside corner
- Progress check
- Portland lime mixture
- Efflorescence
- Water content of mortar
- Structural bond
- Pattern bond

### **Masonry / Brick Layer**

#### **Masonry / Brick layer Levels 1 & 2 OSHA 10 Guidelines - Safety in the Workplace**

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals
- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE
- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job

#### **Level 1 Second Chance Job Center Masonry - Winning Edge Work Essential Skills – Job Preparedness**

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

#### **Level 2 Second Chance Job Center Masonry - Winning Edge Work Essential Skills – Retention**

- Skills that Separate You from the Rest
- Whatever It Takes
- Who's the Boss?
- Time Management
- Synergy
- Think Win/Win
- Be Proactive
- Effective Communication
- Elevator Speech

### Painting and Finishing

#### Level 1 Painting & Finishing - Foundational Skills – Academics

**Program Length:** 6-9 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 24-36 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry Remote Courses, OSHA 10 Guidelines, Winning Edge: Work Essential Skills

[Painting: Commercial & Residential, Level 1 \(pearson.com\)](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

#### Level 2 - Painting & Finishing - Complete

**Program Length:** 48 Months

**Number of Academic Hours Required:** 430 hours (143 per year) estimated or until course completion, in addition to the 600 completed in the Level 1 prerequisite.

**Optional Vocational training / On the Job Learning:** 6000 total hours (Level 1 on the job learning hours may be credited)

**Number of Weeks Required:** 150 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center OSHA 10 Guidelines

[Painting: Commercial & Residential, Level 2 \(pearson.com\)](#)

[Painting: Commercial & Residential, Level 3 \(pearson.com\)](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

Completion of: Building Construction Technology Level 1



## **Painting & Finishing**

### **Overview**

Painting is easy to learn when you're on the job, which is why our painting program works so well. Enrolled students participate in basic Winning Edge and safety courses in the overall trade work before experiencing real life on-the-job training. The painting program focuses on interior and exterior painting, matching colors, and working with real clients. Students receive tablets and textbooks to aid them while finishing their online courses before participating in an internship with on-the-job learning. Students with high motivation, determination, and the ability to succeed move on from the online courses to an on-the-job learning vocational training to develop skill sets and knowledge employers are seeking in new hires.

Throughout the program, students study basic painting and safety information along with specific organizational and resourceful courses. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to a paid, on-the-job training program to get them integrated in the workforce of their choice.

### **Program Objectives Painting & Finishing Level 1 Foundational Skills**

At the successful completion of the program curriculum, students will be able to:

- Introduction to careers in residential and commercial painting
- Safety measures for painters: ladders, scaffolding, chemical handling & storage, first aid
- PPE for painters
- Identify various types of surfaces that could be painted and qualities of each
- Associate products with the preparation and finishing of surfaces.
- Identify common painting and finishing hazards including lead and asbestos.
- Review OSHA safety standards with emphasis on safe handling of chemicals, ladder, and confined space safety.
- Implement safety guidelines to protect the health, safety, and physical integrity of residential or commercial spaces.

### **Program Objectives Painting & Finishing Level 2 Complete**

At the successful completion of the program curriculum, students will be able to:

- Describe how to prepare, repair, and finish plaster surfaces.
- Describe how to use the color wheels and match colors for client's expectations.
- Prepare estimates for painting jobs.
- Describe processes to finish different surface types.
- Implement safety guidelines to protect the health, safety, and physical integrity of residential or commercial spaces.
- Identify paint and finishes appropriate for: residential indoor and exterior, commercial indoor and exterior, by design interest, type of surfaces and desired finish
- Accurately measure areas to be painted
- Produce estimates for projects including walls, floors, interior and exterior
- Properly set up and clean up a project site
- Identify materials needed for various projects
- Identify safety hazards on the job sites and how to avoid or reduce them



**Painting & Finishing****Course List Painting & Finishing Foundational Skills Level 1**

- Painting Introduction
- Careers in Painting
- Similarities and Differences between Residential & Commercial Painting
- Related Safety & Hazards
- Set up of work space
- Consider ergonomics in work space set up
- Consider safety hazards in work space set up
- Preparation of surface area and work space
- Preparing different surfaces
- Common preliminary repairs for surfaces to be painted
- Proper wall hole and crack repair
- Protecting adjacent surfaces
- Clean up
- Paint and material removal, clean up, storage, disposal

**Course List Painting & Finishing Level 2**

- Primers & Undercoats
- Shellacs, Varnishes & Lacquers
- Pigments, Resins, Solvents, Additives
- Mixing Paint
- Estimating product needs for jobs
- Covering and repairing stains and imperfections
- Faux finishes
- Hardscape finishes, textures, design
- Bidding design work
- Commercial bids
- Trim work techniques
- Properly use commercial mixers and sprayers
- Working with various environmental issues: heat, humidity, cold, rain
- Detecting and eliminating minimal mold from surfaces and behind walls
- Mold removal requiring expert removal
- Various caulks for finishes
- Ceiling painting and repair
- Faux ceiling finishes

**OSHA 10 Guidelines - Safety in the Workplace – Painting Levels 1 & 2**

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals
- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE



## **COURSE CATALOG 2025 - 2026**

### **Painting**

#### **OSHA 10 Guidelines - Safety in the Workplace – Painting Levels 1 & 2**

- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job

#### **Level 1 Second Chance Job Center Painting - Winning Edge Work Essential Skills – Job Preparedness**

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

#### **Level 2 Second Chance Job Center Painting - Winning Edge Work Essential Skills – Retention**

- Skills that Separate You from the Rest
- Whatever It Takes
- Who's the Boss?
- Time Management
- Synergy
- Think Win/Win
- Be Proactive
- Effective Communication
- Elevator Speech

## COURSE CATALOG 2025 - 2026

### Plumbing

#### Level 1 Plumbing - Foundational Skills – Academics

**Program Length:** 6-9 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 24-36 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry Remote Courses, OSHA 10 Guidelines, Winning Edge: Work Essential Skills

[Residential Construction Academy: Plumbing - Product Details - Cengage Instructor Center](#) or

[Plumbing Trainee Guide, Level 1 \(pearson.com\)](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

#### Level 2 - Plumbing - Complete

**Program Length:** 48 Months

**Number of Academic Hours Required:** 688 hours (172 per year) estimated or until course completion, in addition to the 600 completed in the Level 1 prerequisite.

**Optional Vocational training / On the Job Learning:** 8000 total hours (Level 1 on the job learning hours may be credited)

**Number of Weeks Required:** 204 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center OSHA 10 Guidelines

[Plumbing Trainee Guide, Level 2 \(pearson.com\)](#)

[Plumbing Trainee Guide, Level 3 \(pearson.com\)](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

Completion of: Building Construction Technology Level 1





## COURSE CATALOG 2025 - 2026

### Plumbing

#### Overview

Plumbing is one of the most important trades in the building industry because it ensures safe drinking water and clean washing water. Our plumbing program teaches the responsibilities of installing, maintaining, and repairing sanitation units, water and gas supply lines, and water heating systems within residential, commercial, and industrial residencies. Students in the program will be able to identify a leak or burst, know how to troubleshoot it, and learn the importance of being dependable. Students receive tablets and textbooks to aid them while finishing their online courses before participating in an internship with on-the-job learning. The plumbing program aims to build student awareness on basic plumbing knowledge, equipment testing, diagnosing an issue and repairing water tanks, water/gas supply lines, and sanitation units.

Throughout the program, students study basic plumbing and safety information along with the benefits of specific plumbing techniques and common plumbing issues. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to an on-the-job learning vocational training to develop skill sets and knowledge employers are seeking in new hires.

#### Program Objectives Plumbing Level 1 Foundational Skills

At the successful completion of the program curriculum, students will be able to:

- Learn about career opportunities for plumbers.
- Recognize and identify tools used for common plumbing work.
- Explain proper tool use, storage and related safety measures.
- Learn related OSHA 10 safety guidelines for plumbers
- Explain various job site and work site safety hazards and risk reduction / avoidance for them
- Identify basic plumbing tools and materials
- Become familiar with basic plumbing vocabulary and terminology
- Learn about common plumbing repairs for both residential and commercial structures.
- Identify various sealants used for plumbing
- Learn mathematics related to plumbing: calculations for area, volume, temperature, pressure and force
- Introduction to factors that can reduce efficiency of water supply
- Describe different backflow prevention devices and how they work

#### Program Objectives Plumbing Level 2 Complete

At the successful completion of the program curriculum, students will be able to:

- Identify various pipes used in plumbing and how to determine which is best for various jobs.
- Analyze the steps of installation, maintenance, and repair of plumbing and water heating systems.
- Discuss how to organize plumbing responsibilities into appropriate stages for optimal workflow and effective design, installation, and maintenance.
- Calculate accurate pipe lengths.
- Explain how the Pythagorean theorem relates to plumbing in terms of square corners
- Understand and explain calculations for rolling offsets
- Interpret plumbing blue prints
- Describe pipe insulation – purpose, how to, prevention
- Explain the fundamentals of drawings and blueprints along with the assembly of piping and accessories.
- Understand the International Plumbing Code and how its requirements apply to various plumbing tasks.
- Identify various safety hazards for plumbers and how to avoid them.
- Explain how to disinfect, filter and soften water supply systems
- Explain how to identify water supply problems
- How to flush out visible contaminants in plumbing systems
- Learn various vents used in DWV systems and how they work
- Explain how to calculate drainage fixture units for waste systems
- Identify features of storm drain systems
- Identify parts of sump pumps and sewage pumps
- Learn the basics of sump / sewage pump installation, troubleshooting, repair, controls
- Explain how to diagnose water supply and drainage piping for water heaters, dishwashers, refrigerators, showers and toilets
- Describe how corrosion, freezing and hard water affect plumbing
- Explain how to locate, install, troubleshoot drain, waste and vent systems

**Plumbing****Course List Plumbing Foundational Skills – Level 1**

- About Plumbing Careers
- Welcome and Introduction
- Tools for Plumbers
- Welcome and Introduction- Safety
- Safety for Plumbers
- Plumbing terminology and vocabulary
- Common Residential and Commercial Plumbing Issues
- Introduction to Electric and Gas Water Heaters
- Benefits of Low Flow Plumbing
- Black Iron and Galvanized Pipe
- Calculating the Slope of Drainage Pipes
- Common Toilet Problems
- Cutting and Joining Cast Iron Pipe
- Cutting and Joining Copper Tubing
- Common Plumbing and Backflow Preventers
- Faucet Leaks and Repairs
- Dual Flush Toilet

**Course List Plumbing Level 2**

- Plumbing Math 2: Pythagorean theorem
- Reading commercial drawings / blue prints
- Identify common plumbing diagrams
- Identify plumbing entry points, establish piping routes and fixture locations
- Pipe Insulation
- Firestopping – Fiberglass, flexible foam
- DWV Piping
- Locate, install, connect and test drain waste and vent systems
- Installing Roof, Floor & Area Drains
- Installing and Testing Water Supply
- Water softeners
- Types of Valves
- Installing fixtures and valves
- Installing water heaters
- Electrical safety for plumbers
- Fuel gas and fuel oil systems
- Sizing & Protecting water supply systems
- Portable water supply treatment
- Types of venting
- DWV & storm systems
- Sewage pumps and sump pumps
- Corrosive resistant waste piping
- Compressed air systems
- Service plumbing

### Plumbing

#### OSHA 10 Guidelines - Safety in the Workplace: Plumbing Levels 1 & 2

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals
- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE
- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job

#### Level 1 Second Chance Job Center Plumbing - Winning Edge Work Essential Skills – Job Preparedness

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

#### Level 2 Second Chance Job Center Plumbing - Winning Edge Work Essential Skills – Retention

- Skills that Separate You from the Rest
- Whatever It Takes
- Who's the Boss?
- Time Management
- Synergy
- Think Win/Win
- Be Proactive
- Effective Communication
- Elevator Speech

## COURSE CATALOG 2025 - 2026

### Weatherization & Insulation

#### Level 1 Weatherization - Insulation- Foundational Skills – Academics

**Program Length:** 6-9 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 24-36 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry Remote Courses, OSHA 10 Guidelines, Winning Edge: Work Essential Skills

[Mechanical Insulating Trainee Guide, Level 1 \(pearson.com\)](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

#### Level 2 - Weatherization - Insulation - Complete

**Program Length:** 48 Months

**Number of Academic Hours Required:** 354 hours (177 per year) estimated or until course completion

**Optional Vocational training / On the Job Learning:** 4000 total hours (Level 1 on the job learning hours may be credited)

**Number of Weeks Required:** 102 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center OSHA 10 Guidelines

[Mechanical Insulating Trainee Guide, Level 2 \(pearson.com\)](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older

Completion of: Building Construction Technology Level 1





### Overview

Weatherization is the process of making existing structures more energy efficient, protecting structures from elements like the sun, precipitation, and wind. Technicians in our weatherization program learn to implement activities that conserve the overall energy within a home or building. Students test and diagnose airflow systems and insulating structures. Students receive tablets and textbooks to aid them while finishing their online courses before participating in an internship with on-the-job learning. The weatherization program aims to combine the duties of repairing windows, insulating ducts, and performing work similar to that of the HVAC field.

Throughout the program, students studying weatherization will learn the importance of conserving energy along with duties such as waterproofing structures, performing roof work, and running energy/power audits. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to an on-the-job learning vocational training to develop skill sets and knowledge employers are seeking in new hires.

### Program Objectives: Weatherization & Insulation Level 1 Foundational Skills

At the successful completion of the program curriculum, students will be able to:

- Introduction to weatherization & insulation
- Careers for insulation installers
- Introduction to green technology and the role of weatherization techniques
- Explain conservation in terms of energy efficiency in residential and commercial structures.
- Identify various ways residences and buildings lose energy.
- Identify roofing, window and door defaults that equate to energy loss.
- Identify various tools and materials used in weatherization.
- Describe weatherization and its role in building and construction.
- Identify potential safety hazards when working in weatherization, specifically in working with mold, asbestos, old pipes, on ladders and roofs.
- Explain benefits to owners of structures to implement weatherization of their structure.
- Understand how maintaining heating and cooling systems affects green energy.
- Explain benefits of solar energy.

### Program Objectives: Weatherization & Insulation Level 2 Complete

At the successful completion of the program curriculum, students will be able to:

- Install insulation where needed and perform air sealing.
- Install window film, awnings, and solar screens.
- Explain the importance of performing heating system safety testing.
- Explain how to evaluate mold/moisture hazards.
- Educate clients on potential household hazards such as carbon monoxide, mold and moisture, fire, lead paint, indoor air pollutants, etc.
- Describe the benefits of using energy-efficient products.
- Describe insulation techniques for various pipes, vents and valves
- Explain insulation for hot water systems and how they support efficiency
- Explain various types of insulation used in commercial and residential areas
- Describe how to measure and install pipe insulation
- Read blueprints and explain insulation requirements
- Describe various insulation fasteners

### Weatherization & Insulation

### Courses Weatherization and Insulation Level 1 Foundational Skills

- Introduction to weatherization and insulation
- Weatherization and insulation applications in residential structures
- Weatherization and insulation applications in commercial structures
- Safety hazards working in weatherization and insulation
- Material handling and movement on the job site
- Material handling and safe storage
- PPE – proper use
- Intro to Removing hazards – asbestos
- Intro to Removing hazards – lead
- Roofing materials – Green Roofing options
- Windows – Green Window options
- Insulation
- HVAC and Heating units
- Solar Energy
- Building Green
- Updating older structures to be energy efficient
- Benefits for home owners
- Tools & Materials used in weatherization and insulation

### Courses Weatherization and Insulation Level 2

- Various pipes used in structures
- Characteristics of pipe
- Relationship of pipe sizes and insulation sizes
- Plumbing systems
- Hot and cold plumbing systems
- Insulation requirements for plumbing systems
- Chilled and hot water heating systems
- Dual temperature systems
- Insulation required for chilled and hot water heating systems
- Installing fiberglass pipe insulation
- Characteristics of pipe insulation
- Insulating pipe fittings, valves and flanges
- Construction drawings and specifications – read drawings to understand insulation requirements
- Trade math – review basic mathematics, geometric concepts, decimals and measurement
- Heat transfer and moisture
- Flexible foam insulation
- Air duct systems
- Blanket insulation for ducts
- Board insulation for ducts
- Cements and fabric finishes
- Insulation adhesives
- Vapor retarders and insulation coatings
- Steam and process water systems
- Safe handling and storage of calcium silicate pipe insulation
- Cutting calcium silicate pipes
- Rigid foam insulation
- Cutting and installing rigid foam
- Insulation for Industrial boiler systems

### Weatherization and Insulation

## **COURSE CATALOG 2025 - 2026**

### **OSHA 10 Guidelines - Safety in the Workplace: Weatherization and Insulation Levels 1 & 2**

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals
- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE
- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job

### **Level 1 Second Chance Job Center Weatherization - Winning Edge Work Essential Skills – Job Preparedness**

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

### **Level 2 Second Chance Job Center Weatherization - Winning Edge Work Essential Skills – Retention**

- Skills that Separate You from the Rest
- Whatever It Takes
- Who's the Boss?
- Time Management
- Synergy
- Think Win/Win
- Be Proactive
- Effective Communication
- Elevator Speech

### Welding

#### Level 1 Welding- Foundational Skills – Academics

**Program Length:** 6-9 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 24-36 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry Remote Courses, OSHA 10 Guidelines, Winning Edge: Work Essential Skills

[Welding Trainee Guide, Level 1 \(pearson.com\)](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older



#### Overview

Welding is a trade that goes back hundreds of years, though it is just as effective and necessary today as it was back then. Our welding program focuses not only on handling welding equipment and repairing machinery, but on tool safety and following proper electrical codes as well. The welding environment can be hazardous, which is why our students begin with the safety of online training before joining the workforce. Students receive tablets and textbooks to aid them while finishing their online courses before participating in an internship with on-the-job learning. The program aims to build student awareness on welding knowledge, equipment testing, operating heavy machinery and cutting/joining.

Throughout the program, students study basic welding and safety information along with specific math and machinery courses. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to an on-the-job learning vocational training to develop skill sets and knowledge employers are seeking in new hires.

**Welding****Program Objectives**

At the successful completion of the program curriculum, students will be able to:

- Introduction to welding careers
- Develop an understanding of safety hazards related to welding & how to avoid and / or reduce risk
- Learn about welding PPE
- Electrical safety hazards for welders
- Burn and heat injuries common to welders
- First aid for common welding injuries
- Introduce OSHA 10 safety standards
- Introduction to ANSI
- Introduction to common welding processes while distinguishing between different types of welding power source technology.
- Introduce metals and their properties and how that affects welding processes
- Introduction to oxyfuel & oxyfuel cutting
- Proper handling, storage and work with gas cylinders
- Identify oxyfuel cutting, SMAW, GMAW
- Identify plasma arc cutting

**Course List**

- Introduction to welding
- Careers in welding
- Health Concerns for Welders
- PPE Assignments
- Vocabulary- Level 1
- Oxyfuel
- Welding Safety
- Welding Quizzes from NCCER Level 1 Book
- ANSI Textbook- Safety in Welding, Cutting, and Allied Processes
- Arc Welding
- Combustible Dust Hazards
- Electrical Hazards for Welders
- Essential Welding Tools
- Fumes, Gases, and Ventilation
- Gas Metal Arc Welding (GMAW)
- Hexavalent Chromium
- Laser Safety in Welding
- Metals Used in Welding
- Oxyfuel and Oxy Acetylene Welding
- OSHA Guidelines for Welding Standards, Hazards, and Solutions
- Resistance Spot Welding
- Robotic Welding
- Supervisors in Welding
- Welding Cables
- Thoriated Tungsten Electrodes
- Tungsten Inert Gas (TIG) or Gas Tungsten Arc Welding (GTAW)
- Welding Cutting Basics
- Welding Fire Hazards
- Welding Imperfections
- Welding Maintenance and Clean Up
- Welding PPE
- Welding Symbols
- Welding Vocabulary
- Welding in Confined Spaces
- Fluxes in Welding
- Workplace Setup for Welding

### Welding

#### OSHA 10 Guidelines - Safety in the Workplace

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals
- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE
- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job

#### Level 1 Second Chance Job Center Welding - Winning Edge Work Essential Skills – Job Preparedness

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

#### Level 2 Second Chance Job Center Welding - Winning Edge Work Essential Skills – Job Preparedness

- Skills that Separate You from the Rest
- Whatever It Takes
- Who's the Boss?
- Time Management
- Synergy
- Think Win/Win
- Be Proactive
- Effective Communication
- Elevator Speech

## COURSE CATALOG 2025 - 2026

### Manufacturing Production & Logistics

#### Level 1 Manufacturing & Logistics- Foundational Skills – Academics

**Program Length:** 6-9 Months

**Number of Academic Hours Required:** 600 hours estimated or until course completion

**Optional Internship - On the Job Learning:** Up to 320 hours

**Number of Weeks Required:** 24-36 weeks estimated or until course completion

**Required Textbooks and Materials:**

Second Chance Job Center Carpentry Remote Courses, OSHA 10 Guidelines, Winning Edge: Work Essential Skills

[The Definitive Guide to Warehousing: Managing the Storage and Handling of Materials and Products in the Supply Chain](#)

**Pre-Requisites:**

GED or High School Diploma, Age 18 or older



#### Overview

The Entry Level Production and Logistics program is designed to prepare students for entry level to mid entry employment in logistics and supply chain technology career fields. The program relates to the transportation of supplies to satisfy a consumer's essential needs. The business relies on logistics and supply chain professionals to preserve their inventory and to ensure the supplies find the right destination. Students receive tablets and textbooks to aid them while finishing their online courses before participating in an internship with on-the-job learning. The entry level production and logistics program aids students in their knowledge of warehouse, traffic, and transportation management, storage, and distribution.

Throughout the program, students studying production and logistics will learn the importance of supply chain management and will demonstrate production line operations. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Students with high motivation, determination, and the ability to succeed move on from the online courses to an on-the-job learning vocational training to develop skill sets and knowledge employers are seeking in new hires.

#### Manufacturing & Logistics



### Program Objectives

At the successful completion of the program curriculum, students will be able to:

- Career opportunities in Manufacturing & Logistics
- Identify common roles in Manufacturing & Logistics
- Introduction to OSHA 10 guidelines
- Safety for Manufacturing and logistics
- Proper storage and material handling
- Forklift safety – working around forklifts and other material handling equipment
- Demonstrate workflow planning and control.
- Demonstrate production line operations.
- Explain work flow for production and logistics
- Demonstrate proper handling of machinery.
- Understand the materials and equipment used in continuous flow, custom manufacturing, fixed production, and production line manufacturing.
- Explain the production line roles of assembly, maintenance, logistics and supervisors.
- Self-monitor production and efficiency,
- Document product production properly.
- Understand the principles of 5S and lean manufacturing

### Course List Manufacturing Courses Level 1

- Arc Flashes
- Electrical Safety Review
- Fall Protection
- Forklifts in Manufacturing
- Green Manufacturing
- Hazardous Waste
- Input and Output
- Manufacturing Introduction
- Just in Time Manufacturing Concept
- Lean Manufacturing
- Manual Lifting
- Manufacturing PPE
- Manufacturing Processes
- Material Handling
- Roles in Manufacturing
- Scissor Lift
- Supply Chain
- Tools and PPE
- Additive and Subtractive Manufacturing
- Electrical Safety Overview
- Lockout/Tagout
- Pressure Relief and Pressure Reducing Valves
- Steam and Various Valves
- Process Control Monitoring Systems
- Controlled Pressure Operations Quiz

**Manufacturing & Logistics****OSHA 10 Guidelines - Safety in the Workplace Levels 1 & 2**

- Stairway Safety
- Flammable Liquid Storage
- Step Ladder Safety
- Manual Lifting
- Safety First Back Injury and Prevention
- Blood Borne Pathogen Safety
- Accidents in the Workplace
- Confined Space
- Repetitive Motion Prevention
- Ear Protection
- Eye Protection
- Head Protection
- Respiratory Protection
- Fall Protection for HVAC Professionals
- Fire Hazards
- Safety First- First Aid
- Job Site Housekeeping and Tidiness
- Motor Vehicle Safety
- Safety First- PPE
- Working in the Cold
- Working in the Heat
- Chemical Hazards
- Horseplay on the Job

**Level 1 Second Chance Job Center Welding - Winning Edge Work Essential Skills – Job Preparedness**

- Work Essential Skills Punctuality
- The Power of a Positive Attitude
- Sharpen the Saw
- Interview Success
- Work Essential Skills Vocabulary
- Personal Mission Statement
- Resumes
- Goal Setting

**Level 2 Second Chance Job Center Welding - Winning Edge Work Essential Skills – Job Preparedness**

- Skills that Separate You from the Rest
- Whatever It Takes
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**Second Chance Job Center  
Math for Skilled Trade Professionals  
Individual Courses**



Carpentry Mathematics  
Area & Perimeter  
Calculating Volume  
Fractions For Skilled Trade Professions  
Tape Measure Skills & Related Math  
Whole Number Computation



## COURSE CATALOG 2025 - 2026

### Math for Skilled Trade Professionals

#### Carpentry Math

**Overview:** The general mathematics course for carpentry introduces students to the required metric basics that carpenters must know. Our program ensures that students can check for squaring and perfectly cut/square lumber. Students will learn how to calculate the square area of squares, rectangles, and triangles in meters, inches, and feet. Each course includes several lessons with slideshows, videos, and practice questions to advance student's knowledge before taking a quiz that allows them to pass the course.

**Objectives:**

At the successful completion of the program curriculum, students will be able to:

- Check for squaring and ensure perfectly cut and squared lumber.
- Use the 3-4-5 rule.
- Understand how to calculate the square area of different shapes using different metric systems.
- Square lumber with a jointer.
- Find the square area of a space.

**Course List:**

- Squaring in Carpentry
- Calculating the Square Area of Walls, Floors, and Roofs
- Tape Measure
- Decimals
- Fractions
- Quiz

**Number of Hours Required:** 5 hours estimated or until course completion

**Number of Weeks Required:** 1 week estimated or until course completion

**Required Textbooks and Materials:** Second Chance Job Center Online LMS

[NCCER Carpentry Level 1 Trainee Guide, 5<sup>th</sup> Edition](#)

**Pre-Requisites:** GED or High School Diploma

#### Area and Perimeter

**Overview:** The general mathematics course for our PACT program introduces students to the required metric basics that all students must know. Our program teaches the definitions, formulas, and application of area and perimeter of various shapes in relation to work assigned to skilled trade professionals. The courses in this program implement area and perimeter and how they are relevant to trade work. ensures that students can check for squaring and perfectly cut/square lumber. Each course includes several lessons with slideshows, videos, and practice questions to advance student's knowledge before taking a quiz that allows them to pass the course.

**Objectives:**

At the successful completion of the program curriculum, students will be able to:

- Understand area- define and identify the formulas to find area in various shapes.
- Understand perimeter- define and identify the formulas to find perimeter in various shapes.
- Practice finding both area and perimeter for squares, rectangles, triangles, and circle shapes.
- Solve for area and perimeter.
- Understand why area and perimeter are important to compute as a skilled trade professional.
- Understand the relevance of area and perimeter in the skilled trade professions.

**Course List:**

- Area for the Skilled Trade Professional- Squares, Rectangles, and Triangles
- Quiz: Area of Squares, Rectangles, and Triangles
- Perimeter for the Skilled Trade Professional- Squares, Rectangles, and Triangles
- Quiz: Perimeter
- Circles: Area, Radius, Diameter, Pie
- Quiz: Circles- Area, Radius, Diameter, Pie

**Number of Hours Required:** 5 hours estimated or until course completion

**Number of Weeks Required:** 1 week estimated or until course completion

**Required Textbooks and Materials:** Consumer Mathematics: Second Chance Job Center LMS

[The Mathematics of Trades and Professions](#)

**Pre-Requisites:** GED or High School Diploma

**Math for Skilled Trade Professionals****Calculating Volume**

**Overview:** The mathematics volume course for our PACT program introduces students to the required metric basics that all students must know. Our program teaches the definitions, formulas, and application of finding volume for rectangular prisms, cubes, and cylinders. The courses in this program implements volume and how it is relevant to trade work. Each course includes several lessons with slideshows, videos, and practice questions to advance student's knowledge before taking a quiz that allows them to pass the course.

**Objectives:**

At the successful completion of the program curriculum, students will be able to:

- Understand the formula for finding volume of cubes, rectangles, and cylinders.
- Identify how volume is important for skilled trade professionals as it relates to possible tasks at work.
- Identify formulas for volume and apply them.
- Identify radius and how it is used in the formula to find the volume of a cylinder.
- Identify height, width, and length of rectangular prisms and cubes.
- Identify the height of a cylinder.
- Understand how to find the area of the cylinder base/circular.

**Course List:**

- Volume for the Skilled Trade Professional- Rectangular Solids
- Quiz: Volume of Rectangular Solids
- Volume for the Skilled Trade Professional- Cubes
- Quiz: Volume of Cubes
- Volume for the Skilled Trade Professional- Cylinders
- Quiz: Volume of Cylinders

**Number of Hours Required:** 5 hours estimated or until course completion

**Number of Weeks Required:** 1 week estimated or until course completion

**Required Textbooks and Materials:** Consumer Mathematics: Second Chance Job Center LMS

[The Mathematics of Trades and Professions](#)

**Pre-Requisites:** GED or High School Diploma

**Fractions****Overview**

The mathematics fractions course for our PACT program introduces students to the required metric basics that all students must know. Our program reviews and practices finding fractions on a tape measure, how to add and subtract fractions, and provides a general understanding of whole numbers and fractions. Each course includes several lessons with slideshows, videos, and practice questions to advance student's knowledge before taking a quiz that allows them to pass the course.

**Objectives:**

At the successful completion of the program curriculum, students will be able to:

- Demonstrate an understanding of whole numbers and fractions.
- Add, subtract, multiply, and divide whole numbers and fractions.
- Find measurements on a tape measure.
- Add measurements from a tape measure to find perimeter and area.
- Solve for the smallest fraction.
- Multiply and divide fractions.
- Compute with improper fractions.

**Course List**

- The Inch in Fractions
- Fraction Practice
- Tape Measure and Fractions Quiz

**Number of Hours Required:** 5 hours estimated or until course completion

**Number of Weeks Required:** 1 week estimated or until course completion

**Required Textbooks and Materials:** Consumer Mathematics: Second Chance Job Center LMS

[The Mathematics of Trades and Professions](#)

**Pre-Requisites:** GED or High School Diploma

**Math for Skilled Trade Professionals****Tape Measures****Overview**

The tape measures course for our PACT program introduces students to the required metric basics that all students must know. Our program reviews the different tape measure parts, application, and discusses how to use it as a tool for measurement. Each course includes several lessons with slideshows, videos, and practice questions to advance student's knowledge before taking a quiz that allows them to pass the course.

**Objectives**

**At the successful completion of the program curriculum, students will be able to:**

- How to work a tape measure
- Identify components of tape measures
- Accurately measure area and perimeter
- Understand the measurement markers on the tape measure
- Understand the various types of tape measures and features
- Recognize the importance of accurate measurement
- Explain the difference between exact measurement and allowance for building

**Course List**

- Tape Measure Basics
- Tape Measure Tips and Tricks
- Let's Measure

**Number of Hours Required:** 5 hours estimated or until course completion

**Number of Weeks Required:** 1 week estimated or until course completion

**Required Textbooks and Materials:** Consumer Mathematics: Second Chance Job Center LMS

[The Mathematics of Trades and Professions](#)

**Pre-Requisites:** GED or High School Diploma

**Whole Numbers and Decimals****Overview**

The mathematics course on whole numbers and decimals for our PACT program introduces students to the required metric basics that all students must know. Our program reviews and practices computation with whole numbers and decimals. Students will also learn to found numbers up and down through the thousands and thousandths place. Each course includes several lessons with slideshows, videos, and practice questions to advance student's knowledge before taking a quiz that allows them to pass the course.

**Objectives:**

**At the successful completion of the program curriculum, students will be able to:**

- Demonstrate understanding of whole numbers
- Add, subtract, multiply and divide whole numbers
- Demonstrate an understanding of whole numbers
- Understand place value as it relates to whole numbers and fractions of numbers
- Round to the nearest tenth, hundredth, and thousandth place
- Demonstrate an understanding of computation with decimals through addition, subtraction, multiplication, and division.

**Course List**

- Whole Numbers and Rounding to the Thousands Place
- Whole Numbers Quiz
- Decimals- Adding, Subtracting, Multiplying and Dividing
- Decimal Quiz

**Number of Hours Required:** 5 hours estimated or until course completion

**Number of Weeks Required:** 1 week estimated or until course completion

**Required Textbooks and Materials:** Consumer Mathematics: Second Chance Job Center LMS

[The Mathematics of Trades and Professions](#)

**Pre-Requisites:** GED or High School Diploma

## **Winning Edge: Work Essential Skills**

### **Corporate Training – Course Clusters for Business Minded Professionals**

Each of the Entrepreneurial Training Corporate Training Material Modules consists of related 1-3 hour courses that can be taken individually or as a group.

The courses support learners in developing their work skills in corporate training and provide a “winning edge” in the competitive workforce market.

#### **Choose From:**

- Corporate Training: Getting Started: General Bookkeeping
- Corporate Training: Getting Started: Business Basics
- Corporate Training: Getting Started: Call Center Specialist
- Corporate Training: Getting Started: Customer Service Specialist
- Corporate Training: Getting Started: Executive Assistant
- Corporate Training: Getting Started: Human Resource Basics
- Corporate Training: Getting Started: Management Level 1
- Corporate Training: Getting Started: Upper Management
- Corporate Training: Getting Started: Marketing Basics
- Corporate Training: Getting Started: Office Assistant
- Corporate Training: Getting Started: Sales Team



### Corporate Training - Bookkeeping Basics



#### Overview

The basic bookkeeping program supports company executives or CEO's and provides various office management skills that support smooth operation and success of the business. Students in the program develop skills in organization, assisting in projects, design and production of complex documents, reports, and presentations, collecting and preparing information for meetings with staff and partners, appointment setting and coordinating company events. Students receive tablets and textbooks to aid them while finishing their online courses before becoming an student through on-the-job training.

Throughout the program, students study courses in operational skills specific to bookkeepers as well as our curated winning edge essential skills courses. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop skills that employers are seeking.

#### Program Objectives

**At the successful completion of the program curriculum, students will be able to:**

- Perform administrative office procedures
- Archive record management
- Develop corporate behavior
- Develop organizational skills, negotiation skills, and facilitation skills
- Network inside and outside of the company
- Develop business ethics, acumen, etiquette, and succession
- Manage projects and stay on top of calendars, finances, reports and more

#### Course List

- Bookkeeping Operational Skills
- Administrative Office Procedures
- Archiving And Records Management
- Basic Bookkeeping
- Budgets And Financial Reports
- Business Acumen
- Business Ethics
- Business Etiquette
- Business Succession
- Business Writing
- Collaborative Business Writing
- Contract Management
- Creating A Great Webinar
- Cyber Security
- Developing Corporate Behavior
- Employee Recruitment
- Executive And Personal Assistant



## COURSE CATALOG 2025 - 2026

- Facilitation Skills
- Interview Skills

### Corporate Training - Bookkeeping Basics

- Managing The Workplace
- Meeting Management
- Mobile Learning Essentials
- Negotiation Skills
- Networking Outside the Company
- Office Health And Safety
- Office Politics for Management
- Microsoft Outlook 2016
- Presentation Skills
- Project Management
- Project Management 2
- Proposal Writing
- Prospecting And Lead Generation
- Public Speaking
- Social Media Marketing
- Supervising Others
- Train The Trainer
- Universal Safety
- Virtual Team Building

### Winning Edge- Work Essential Skills:

- Accountability In the Workplace
- Communication Strategies
- Creative Problem Solving
- Critical Thinking
- Developing Creativity
- Goal Setting
- Organizational Skills
- Stress Management
- Time Management
- Top 10 Soft Skills
- Microsoft Word 2016
- Workplace Diversity
- Workplace Harassment
- Workplace Violence

**Number of Hours Required:** 75 hours estimated or until course completion

**Number of Weeks Required:** 7 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials Remote Courses

**Pre-Requisites:** GED or High School Diploma

### Corporate Training - Business Basics



#### Overview

The Business Basics program provides tools and skills immediately applicable for entrepreneurs, sole proprietors, managers, and executives. The program is designed to prepare students in advertising, marketing, business essential courses, finance and accounting, sales, customer service, human resource, team building skills, and our curated winning edge courses. Students receive tablets and textbooks to aid them while finishing their online courses before becoming a student through on-the-job training. The advanced business essentials program aids students in their knowledge of social media, cultivating diversity, closing deals, communication, and a guide for business owners.

Throughout the program, enrolled students will study conflict resolution courses, team building skills, and performance management courses, among several others. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop the skills that employers are seeking.

#### Program Objectives

**At the successful completion of the program curriculum, students will be able to:**

- Demonstrate workflow planning and control
- Demonstrate knowledge in archiving and records management
- Hold effective meetings that pursue the goals of each department in the company
- Improve skills on employee motivation, onboarding, recruitment, and recognition
- Coach salespeople and create motivation in the office
- Create budgets and financial reports
- Manage projects, measure training results, and supervise teams

#### Course List

##### Advertising and Marketing

- Developing a Lunch and Learn
- Event Planning
- Presentation Skills
- Prospecting And Lead Generation
- Public Speaking
- Servant Leadership
- Top 10 Sales Skills

##### Business Essentials

- Becoming A Boss Management Guide
- Business Acumen
- Business Succession

### Corporate Training - Business Basics

#### Courses

- Cultivating Diversity, Inclusion & Belonging
- Effective Feedback Strategies
- Entrepreneurship
- How To Conduct A Job Interview
- How To Attract & Retain Top Talent
- Leadership And Influence
- Letting An Employee Go Gracefully
- Manager Management
- Managing The Workplace
- Measuring Training Results
- Project Management
- Project Management 2
- Supervising Others
- Supply Chain Management
- Talent Management
- The Cloud and Business
- Train The Trainer
- Virtual Team Building

#### Finance and Accounting

- Budgets and Financial Reports

#### Sales

- Closing Deals Increase Sales
- Coaching Salespeople
- How To Handle Objections
- Motivating Your Sales Team
- Multi-Level Marketing
- Networking Outside The Company
- Networking Within The Company
- Overcoming Sales Objectives
- Performance Management
- Psychology Tips That Unlock Sales
- Sales Enablement
- Secrets To Winning Sales Presentations
- Ultimate Sales Prospecting Guide

#### Customer Service

- Communication Strategies
- Conflict Resolution
- Handling A Difficult Customer
- Telephone Etiquette
- Telework And Telecommunications

#### Human Resource

- Archiving And Records Management
- Conducting Annual Employee Reviews
- Diversity And Inclusion
- Employee Motivation
- Employee On-Boarding
- Employee Recognition
- Employee Recruitment
- Health And Wellness At Work
- Human Resource
- Interview Skills
- Managing Customer Service

### Corporate Training - Business Basics

#### Courses

- **Winning Edge- Work and Life**
  - Essential Skills for Business Owners
  - Body Language
  - Civility in the Workplace
  - Facilitation Skills
  - Organizational Skills
- **Team Building**
  - A Guide To Effective Meetings
  - A Managers Guide To Resolving Team Conflict
  - 5 Leadership Styles To Influence A Team
  - Developing A Thriving Team
  - Resolving Conflict With Co-Workers
  - Team Building For Management
  - Team Building
  - Team Building Through Chemistry

**Number of Hours Required:** 100 hours estimated or until course completion

**Number of Weeks Required:** 10 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials

**Pre-Requisites:** GED or High School Diploma

**Corporate Training = Call Center Specialist****Overview**

Call Centers are a platform in which companies have the opportunity to enhance their image, answer questions, resolve problems, and maintain a strong customer base. Our Call Center Specialist training program teaches these essential skills to those looking to improve their work success. The courses in this program include skills extremely valuable in maintaining customer satisfaction and excellent ratings. Students in the program will be able to increase your team's expertise in promoting the business through our call center program. Students receive tablets and textbooks to aid them while finishing their online courses before becoming a student through on-the-job training.

Throughout the program, students study call center fundamentals and our curated winning edge work essential skills. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop skills employers are seeking.

**Program Objectives**

**At the successful completion of the program curriculum, students will be able to:**

- Recognize the 4 essential customer skills
- Understand how to boost sales through learning customer needs
- Develop conflict resolutions skills
- Overcome sales objections
- Optimize customer service, telephone etiquette, and sales fundamentals

**Course List****Call Center Fundamentals**

- 4 Essential Customer Service Skills
- Boost Sales - Understanding Customer Needs
- Call Center Basics
- Communication Strategies
- Conflict Resolution
- Contact Center Training
- Creative Problem Solving
- Customer Service Fundamentals
- Customer Communications
- Customer Service Skills
- Cyber Security
- Handling A Difficult Customer
- Managing A Successful Contact Center
- Microsoft Outlook
- Office Health And Safety
- Optimizing Customer Service Communications
- Overcoming Sales

### Corporate Training = Call Center Specialist

#### Courses:

- Objectives
- Sales Fundamentals
- Scheduling 101
- Telephone Etiquette
- Telework And Telecommunications
- The Cloud and Business
- Top 10 Sales Secrets
- Train The Trainer

#### Winning Edge- Work and Life Essential Skills for Call Center Specialists

- Critical Thinking
- Developing Creativity
- Diversity And Inclusion
- Goal Setting
- Organizational Skills
- Secrets To Career Success
- Time Management
- Top 10 Soft Skills
- Universal Safety

**Number of Hours Required:** 60 hours estimated or until course completion

**Number of Weeks Required:** 5 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials

**Pre-Requisites:** GED or High School Diploma



## COURSE CATALOG 2025 - 2026

### Corporate Training - Customer Service



#### Overview

Customer service is a platform in which companies have the opportunity to enhance their image, answer questions, resolve problems, and maintain a strong customer base. Our customer service training program teaches these essential skills to those looking to improve their work success. The courses in this program include skills extremely valuable in maintaining customer satisfaction and excellent ratings. Students in the program will be able to increase your team's expertise in promoting the business through our call center program. Students receive tablets and textbooks to aid them while finishing their online courses before becoming a student through on-the-job training.

Throughout the program, students study customer service fundamentals and our curated winning edge work essential skills. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop skills employers are seeking.

#### Program Objectives

**At the successful completion of the program curriculum, students will be able to:**

- Recognize the 4 essential customer skills
- Understand how to boost sales through learning customer needs
- Develop conflict resolutions skills
- Overcome sales objections
- Optimize customer service, telephone etiquette, and sales fundamentals

#### Course List

##### Customer Service Fundamentals

- 4 Essential Customer Service Skills
- Boost Sales - Understanding Customer Needs
- Communication Strategies
- Conflict Resolution
- Contact Center Training
- Creative Problem Solving
- Customer Service Fundamentals
- Customer Communications
- Customer Service Skills
- Cyber Security
- Handling A Difficult Customer
- Managing A Successful Contact Center
- Microsoft Outlook
- Office Health And Safety
- Optimizing Customer Service Communications
- Overcoming Sales
- Objectives
- Sales Fundamentals
- Scheduling 101
- Telephone Etiquette
- Telework And Telecommunications
- The Cloud and Business



## COURSE CATALOG 2025 - 2026

### Corporate Training - Customer Service

#### Courses

- Top 10 Sales Secrets
- Train The Trainer

#### Winning Edge- Work and Life Essential Skills for Call Center Specialists

- Critical Thinking
- Developing Creativity
- Diversity And Inclusion
- Goal Setting
- Organizational Skills
- Secrets To Career Success
- Time Management
- Top 10 Soft Skills
- Universal Safety

**Number of Hours Required:** 60 hours estimated or until course completion

**Number of Weeks Required:** 5 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials

**Pre-Requisites:** GED or High School Diploma

### Corporate Training - Executive Assistant Professional



#### Overview

The Executive Assistant Professional program supports company executives or CEO's and provides various office management skills that support smooth operation and success of the business. Students in the program develop skills in organization, assisting in projects, design and production of complex documents, reports, and presentations, collecting and preparing information for meetings with staff and partners, appointment setting and coordinating company events. Students receive tablets and textbooks to aid them while finishing their online courses before becoming a student through on-the-job training.

Throughout the program, students study courses in operational skills specific to executive assistants as well as our curated winning edge essential skills courses. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop skill sets employers are seeking.

#### Program Objectives

At the successful completion of the program curriculum, students will be able to:

- Perform administrative office procedures
- Archive record management
- Develop corporate behavior
- Develop organizational skills, negotiation skills, and facilitation skills
- Network inside and outside of the company
- Develop business ethics, acumen, etiquette, and succession
- Manage projects and stay on top of calendars, finances, reports and more

#### Course List

- Executive Assistant Operational Skills
- Administrative Office Procedures
- Archiving And Records Management
- Basic Bookkeeping
- Budgets And Financial Reports
- Business Acumen
- Business Ethics
- Business Etiquette
- Business Succession
- Business Writing
- Collaborative Business Writing
- Contract Management
- Creating A Great Webinar
- Cyber Security

### Corporate Training - Executive Assistant Professional

#### Course List

- Developing Corporate Behavior
- Employee Recruitment
- Executive And Personal Assistant
- Facilitation Skills
- Interview Skills
- Managing The Workplace
- Meeting Management
- Mobile Learning Essentials
- Negotiation Skills
- Networking Outside the Company
- Office Health And Safety
- Office Politics for Management
- Microsoft Outlook 2016
- Presentation Skills
- Project Management
- Project Management 2
- Proposal Writing
- Prospecting And Lead Generation
- Public Speaking
- Social Media Marketing
- Supervising Others
- Train The Trainer
- Universal Safety
- Virtual Team Building
- Winning Edge- Work Essential Skills for Administrative Assistants:
- Accountability In the Workplace
- Communication Strategies
- Creative Problem Solving
- Critical Thinking
- Developing Creativity
- Goal Setting
- Organizational Skills
- Stress Management
- Time Management
- Top 10 Soft Skills
- Microsoft Word 2016
- Workplace Diversity
- Workplace Harassment
- Workplace Violence

**Number of Hours Required:** 75 hours estimated or until course completion

**Number of Weeks Required:** 8 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials

**Pre-Requisites:** GED or High School Diploma

**Corporate Training - Human Resource Basics****Overview**

Our human resource assistant program is designed to create successful and productive team members. Enrolled students will learn skills in communication, time management, objectivity, clerical work, and phone skills. Students receive tablets and textbooks to aid them while finishing their online courses before becoming a student through on-the-job training. The human resource assistant program aims to build student awareness on business succession, manager management, and contact center training.

Throughout the program, students study human resource assistant essential skills and our curated winning edge courses. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop skills employers are seeking.

**Program Objectives**

**At the successful completion of the program curriculum, students will be able to:**

- Develop call center training skills
- Set up a lunch and learn
- Develop new managers and conduct job interviews
- Develop skills in employee motivation, recognition, onboarding, and recruitment
- Supervise others and resolve conflict with coworkers
- Build team building exercises
- Manage cyber security, crisis management, diversity basics, and webinars

**Course List****Human Resource Assistant Essential Skills**

- Administrative Office Procedures
- Archiving And Records Management
- Assessing Strengths, Interests & Values
- Budgets And Financial Reports
- Business Acumen
- Business Ethics
- Business Succession
- Conducting Annual Employee Reviews
- Contact Center Training
- Contract Management
- Creating A Great Webinar
- Creative Problem Solving
- Crisis Management
- Cyber Security
- Developing Lunch And Learn
- Developing Corporate Behavior

### Corporate Training - Human Resource Basics

#### Courses

- Developing New Managers
- Digital Citizenship
- Diversity Basics
- Diversity, Inclusion & Belonging
- Effective Feedback Strategies
- Employee Motivation
- Employee Onboarding
- Employee Recognition
- Employee Recruitment
- Employee Termination Processes
- Executive And Personal Assistant
- How To Conduct A Job Interview
- How To Attract & Retain Top Talent
- Human Resource
- Knowledge Management
- Leadership And Influence
- Manager Management
- Managing Workplace Harassment
- Measuring Training Results
- Millennial Onboarding
- Mobile Learning Essentials
- Office Health And Safety
- Resolving Conflict With Co-Workers
- Supervising Others
- Talent Management
- Team Building For Management
- Team Building
- Team Building Through Chemistry
- Train The Trainer
- Universal Safety
- Women In Leadership
- Microsoft Word 2016
- Office Politics for Management
- Organizational Skills
- Microsoft Outlook
- Performance Management
- Proposal Writing
- Risk Assessment

#### Winning Edge- Work Essential Skills for Human Resource Assistants

- Accountability In the Workplace
- Being Appreciative
- Civility In the Workplace
- Communication Strategies
- Conflict Resolution
- Constructive Criticism
- Diversity And Inclusion
- Emotional Intelligence
- Generation Gaps
- Goal Setting
- Handling A Difficult Customer
- Health And Wellness
- Letting An Employee Go Gracefully
- Personal Productivity



## COURSE CATALOG 2025 - 2026

### Corporate Training - Human Resource Basics

#### Courses

- Respect In the Workplace
- Safety In the Workplace
- Self-Leadership
- Social Intelligence
- Social Learning
- Social Media in The Workplace
- Stress Management
- Uncovering Hidden Prejudice
- Work Life Balance
- Workplace Diversity
- Workplace Violence and Harassment

**Number of Hours Required:** 100 hours estimated or until course completion

**Number of Weeks Required:** 10 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials

**Pre-Requisites:** GED or High School Diploma

**Corporate Training - Management Level 1 - Entry Level Management****Overview**

Our Management Level 1 Entry Level training program creates successful managers who are able to train and motivate their employees. The program intends to positively impact companies and implement leadership qualities as well as management operations. Students enrolled in the program learn how to coach salespeople, how to budget/create financial reports, and general management skills. Students receive tablets and textbooks to aid them while finishing their online courses before becoming a student through on-the-job training. The entry level management program is in place to grow managers in a skill that is not taught but born.

Throughout the program, students studying entry level management learn how to lead an effective meeting, how to coach and mentor others, and self-leadership. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop skills employers are seeking.

**Program Objectives**

**At the successful completion of the program curriculum, students will be able to:**

- Offer risk assessment
- Recruit employees and assist in employee onboarding
- Motivate a sales team and lead them efficiently
- Overcome sales objections
- Manage successful contact regarding media and public relations
- Lead an effective meeting
- Become a likeable boss
- Develop new managers, leadership skills, and effective feedback strategies
- Conduct a job interview
- Develop corporate behavior and treat others with respect while asking for it in return
- Lead the way to solving problems while managing workplace violence/harassment

**Course List**

Management Operations, Budgets, and Financial Reports

- Coaching Salespeople
- Contract Management
- Creating A Great Webinar
- Employee Onboarding
- Employee Recruitment
- Facilitation Skills



### Corporate Training - Management Level 1 - Entry Level Management

#### Courses

- Handling A Difficult Customer
- Managing A Successful Contact Ctr
- Media And Public Relations
- Meeting Management
- Mobile Learning Essentials
- Motivating A Sales Team
- Negotiation Skills
- Office Health And Safety
- Microsoft Outlook
- Overcoming Sales Objectives
- Personal Branding
- Presentation Skills
- Project Management
- Risk Assessment
- Safety In the Workplace
- Self-Leadership
- Social Media in The Workplace
- Social Media Marketing
- Universal Safety
- Workplace Violence and Harassment

#### Management- Leadership

- A Guide To Effective Meetings
- A Managers Guide To Resolving Conflict
- Attention Management
- Being A Likeable Boss
- Blueprint Of Effective Leadership
- Coaching And Mentoring
- Developing Corporate Behavior
- Developing New Managers
- Effective Feedback Strategies
- How To Conduct A Job Interview
- Lead The Way To Solving Problems
- Leadership And Influence
- Letting An Employee Go Gracefully
- Measuring Training Results

#### Management Team Development

- Accountability In The Workplace
- A Developing Lunch And Learn
- Digital Citizenship
- Assertiveness And Self Confidence
- Employee Motivation
- Employee Recognition
- Supervising Others
- Interview Skills For Managers
- Introduction To Team Management
- Talent Management
- Team Building For Management
- Team Building
- Team Building Through Chemistry
- Train The Trainer

### Corporate Training - Management Level 1 - Entry Level Management

#### Courses

##### Management- Winning Edge- Work and Life Essential Skills

- 5 Leadership Styles To Influence A Team
- Being Appreciative
- Business Ethics
- Business Etiquette
- Communication Strategies
- Conflict Resolution
- Creative Problem Solving
- Diversity Basics
- Diversity and Inclusion
- Diversity, Inclusion & Belonging
- Generation Gaps
- Goal Setting
- Navigating Team Dynamics
- Organizational Skills
- Respect In the Workplace
- Social Intelligence
- Social Learning
- Stress Management

**Number of Hours Required:** 100 hours estimated or until course completion

**Number of Weeks Required:** 10 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials

**Pre-Requisites:** GED or High School Diploma

## COURSE CATALOG 2025 - 2026

### Corporate Training - Management Level 2



#### Overview

The Upper Management program provides training for upper management, higher management, and executive managers. These positions require higher levels of responsibility and focus on managing teams rather than the day-to-day activities of the business. The program offers essential courses in developing management leadership to ensure that business is effective on every level. Students in the program learn the blueprint for effective leadership and team building skills that bring success to the company. Students receive tablets and textbooks to aid them while finishing their online courses before becoming a student through on-the-job training.

Throughout the program, students study upper management operations and upper management team building courses, as well as our curated winning edge courses. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop skills employers are seeking.

#### Program Objectives

**At the successful completion of the program curriculum, students will be able to:**

- Develop feedback strategies
- Develop skills in business succession and writing
- Set goals that work for themselves as well as others
- Attract and retain top talent
- Manage workplace harassment
- Supervise others with the intent of company success
- Develop team building strategies

#### Course List

- **Upper Management Operations:**
  - Blueprint For Effective Leadership
  - Business Succession
  - Business Writing
  - Collaborative Business Writing
  - Contract Management
  - Creating A Great Webinar
  - Effective Feedback Strategies
  - Facilitation Skills
  - Managing Customer Service
  - Multi-Level Marketing
  - Networking Outside the Company
  - Office Politics for Managers
  - Performance Management
  - Personal Productivity
  - Project Management 2
  - Proposal Writing
  - Prospecting And Lead Generation
  - Public Speaking
  - Secrets Of Highly Successful Groups
  - Setting Goals That Actually Work
  - Think Outside the Box
- **Upper Management Team Building:**
  - A Manager's Guide to Resolving
  - Team Conflict
  - Change Management
  - Create An Envable Team Culture
  - Crisis Management
  - Employee Recognition Entrepreneurship
  - Fostering Fearless & Resilient Teams
  - How To Attract & Retain Top Talent
  - Knowledge Management
  - Manager Management
  - Managing Workplace Harassment
  - Measuring Training Results
  - Meeting Management
  - Middle Manager
  - Servant Leadership
  - Supervising Others
  - Supply Chain Management
  - Team Building for Management
  - Top 10 Sales Skills
  - **Virtual Team Building**
- **Winning Edge- Work and Life Essential Skills Building:**
  - Critical Thinking
  - Developing Creativity
  - Emotional Intelligence
  - Health and Wellness
  - Workplace Diversity and Inclusion



## **COURSE CATALOG 2025 - 2026**

### **Corporate Training - Management Level 2 - Upper Management**

**Number of Hours Required:** 60 hours estimated or until course completion

**Number of Weeks Required:** 6 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials

**Pre-Requisites:** GED or High School Diploma

## Corporate Training - Marketing Fundamentals



### Overview

Marketing is a diverse, ever evolving field that has a direct impact on a company's public awareness, interest, customer acquisition, and retention. Our Marketing Fundamentals program offers techniques and teaches skills that have the potential to grow your business. Enrolled students will learn through social media platforms, phone, written, and face-to face marketing. Students receive tablets and textbooks to aid them while finishing their online courses before becoming a student through on-the-job training. The logistics program aids students in their knowledge of multi-level marketing, networking inside and outside of the company, and prospecting.

Throughout the program, students studying marketing will learn the importance of communication and company awareness. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop skills employers are seeking.

### Program Objectives:

**At the successful completion of the program curriculum, students will be able to**

- Demonstrate workflow planning and control
- Demonstrate skills in media and public relations
- Overcome sales objections
- Develop personal branding and company branding
- Find a voice for the company and use it to find new clients/customers
- Boost sales through optimizing customer communication

### Course List

#### Marketing Essential Skills

- Creating A Great Webinar
- Developing Creativity
- Generation Gaps
- Goal Setting
- Guide To Effective Meetings
- Marketing Basics
- Media And Public Relations

### Corporate Training - Marketing Fundamentals

#### Courses

- Multi-Level Marketing
- Negotiation Skills
- Networking Outside The Company
- Networking Within The Company
- Overcoming Sales Objectives
- Personal Branding
- Prospecting And Lead Generation
- Overcoming Sales Objectives
- Public Speaking
- Social Media In The Workplace
- Secrets To Winning Sales Presentations
- Social Media Marketing
- Trade Show Staff Training
- Virtual Team Building
- 

#### Winning Edge- Work Essential Skills for Marketing Professionals

- Accountability In The Workplace
- Boost Sales - Understanding Customer Needs
- Communication Strategies
- Diversity, Inclusion & Belonging
- Effective Feedback Strategies
- Office Health And Safety
- Optimizing Customer Communications
- Organizational Skills
- Personal Productivity
- Secrets To Career Success
- Secrets Of Highly Successful Groups
- Social Intelligence
- Social Learning

**Number of Hours Required:** 50 hours estimated or until course completion

**Number of Weeks Required:** 6 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials

**Pre-Requisites:** GED or High School Diploma

### Corporate Training - Office Assistant



#### Overview

The Office Assistant program aids students in becoming the clerical and back-office support for companies. The program is designed to help participants pay attention to detail, understand office procedures, follow directions, create reports, answer phones, and represent the company in a professional manner in person, on paper, and over the phone. Students receive tablets and textbooks to aid them while finishing their online courses before becoming a student through on-the-job training.

Throughout the program, students study the essential skills and professional training for office assistants as well as our curated winning edge courses. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop skills employers are seeking.

#### Program Objectives

**At the successful completion of the program curriculum, students will be able to:**

- Motivate employees and oneself
- Develop email marketing strategies and communication strategies
- Manage budgets, financial reports, critical thinking, and negotiation skills
- Handle difficult customers
- Add value to the team
- Develop skills in social intelligence, time management, employee recognition, and corporate behavior

#### Course List

##### Essential Skills and Professional Training for Office Assistants

- Ways To Add Value To Your Team
- Administrative Support
- Archiving And Records Management
- Budgets And Financial Reports
- Business Etiquette
- Communication Strategies
- Comprehensive Email Marketing



### Corporate Training - Office Assistant

#### Courses

- Contact Center Training
- Creating A Great Webinar
- Critical Thinking
- Creative Problem Solving
- Customer Communications
- Customer Service Fundamentals
- Customer Service Skills
- Cyber Security
- Developing Lunch And Learn
- Developing Corporate Behavior
- Employee Motivation
- Employee On-Boarding
- Employee Recognition
- Employee Recruitment
- Facilitation Skills
- Handling A Difficult Customer
- Managing Workplace Harassment
- Marketing Basics
- Media And Public Relations
- Millennial On-Boarding
- Negotiation Skills
- Microsoft Power Point
- Social Media In The Workplace
- Social Media Marketing
- Telephone Etiquette
- Telework And Telecommunications
- The Cloud and Business
- Performance Management
- Trade Show Staff Training
- Universal Safety
- Microsoft Word
- Working With Upset Customers

#### Winning Edge- Work Essential Skills for Office Assistants

- Accountability In The Workplace
- Being Appreciative
- Body Language
- Conflict Resolution
- Diversity And Inclusion
- Generation Gaps
- Office Health And Safety
- Organizational Skills
- Microsoft Outlook
- Organizational Skills
- Respect In the Workplace
- Social Intelligence
- Social Learning
- Time Management
- Top 10 Soft Skills



## COURSE CATALOG 2025 - 2026

### Corporate Training - Office Assistant

**Number of Hours Required:** 60 hours estimated or until course completion

**Number of Weeks Required:** 6 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials

**Pre-Requisites:** GED or High School Diploma

### Corporate Training - Sales Team



#### Overview

The Sales Team program includes essential professional development courses that will aid your sales team in becoming more efficient and productive, which leads to an increase in sales. The program ensures that the sales team is properly trained and armed with skills that anticipate variances in customer needs, sales techniques, developing marketing strategies, organizing leads, and collaborating with each other for high sales and results. Students receive tablets and textbooks to aid them while finishing their online courses before becoming a student through on-the-job training.

Throughout the program, students study sales specific skills, winning edge courses, and supervising courses to ensure the full potential of an effective sales team. Each course includes several lessons with slideshows, videos, and practice questions to advance their knowledge before taking a quiz that allows them to pass the course. Develop skills employers are seeking.

#### Program Objectives

**At the successful completion of the program curriculum, students will be able to:**

- Handle difficult customers and overcome sales objections
- Boost sales, close deals, and increase sales
- Navigate negotiation techniques
- Communicate effectively and respectfully with coworkers, clients, and upper management
- Develop skills such as creativity, body language, assertiveness, and emotional intelligence
- Follow workplace safety regulations and know how to handle violence or harassment in the office
- Manage Microsoft programs
- Coach and mentor others where they are lacking
- Measure training results and supervise others

### Corporate Training - Sales Team

#### Course List

##### **Sales 101- Sales Specific Skills:**

- Boost Sales
- Closing Deals, Increase Sales
- Contract Management
- Creating a Great Webinar
- Creative Problem Solving
- Developing Lunch and Learn
- Developing Creativity
- Entrepreneurship
- Handling a Difficult Customer
- How to Handle Objections
- Negotiation Skills
- Networking Within the Company
- Overcoming Sales Objectives
- Personal Branding
- Psychology Tips that Unlock Sales
- Project Management
- Prospecting and Lead Generation
- Public Speaking
- Sales Enablement
- Sales Fundamentals
- Secrets to Winning Sales Presentations
- Think Outside the Box
- Top 10 Sales Secrets
- Ultimate Sales Prospective Guide

##### **Winning Edge- Work and Life Essential Skills for Sales Associates:**

- Accountability in the Workplace
- Assertiveness and Self Confidence
- Being Appreciative
- Body Language
- Developing Creativity
- Diversity and Inclusion
- Emotional Intelligence
- Goal Setting
- Self-Leadership
- Social Intelligence
- Social Learning
- Social Media in the Workplace
- Social Media Marketing
- Stress Management
- Top 10 Soft Skills Every Employee Needs
- 327 University: Relatable- Must Have Skills for Sales Associates
- Basic Bookkeeping
- Budgets and Financial Reports
- Business Ethics
- Business Etiquette Power Point
- Presentation Skills



## COURSE CATALOG 2025 - 2026

### Corporate Training - Sales Team

#### Courses

- Media and Public Relations
- Mobile Learning Essentials
- Microsoft Outlook
- Organizational Skills
- Telephone Etiquette
- Time Management
- Universal Safety
- Workplace Violence and Harassment

#### Supervising Your Sales Team

- Coaching and Mentoring
- Coaching Salespeople
- Communication Strategies
- Diversity and Inclusion
- Facilitation Skills
- Generation Gaps
- Leadership and Influence
- Measuring Training Results
- Motivating a Sales Team
- Office Health and Safety
- Supervising Others
- Talent Management
- Team Building for Management
- Team Building
- Team Building Through Chemistry
- Train the Trainer

**Number of Hours Required:** 100 hours estimated or until course completion

**Number of Weeks Required:** 10 weeks estimated or until course completion

**Required Textbooks and Materials:** Corporate Training Materials

**Pre-Requisites:** GED or High School Diploma



## COURSE CATALOG 2025 - 2026

### Corporate Training – Individual Courses Winning Edge: Work Essential Skills

**The following courses are designed to be taken individually or grouped.  
Each course 5 hours in length and is intended to develop work essential and leadership skills in the learner, providing them with a “winning edge” in the workplace.**

**The Following Winning Edge: Work Essential Skills Courses:**

**Program length: 5 hours**

**Weeks: 1**

**Required Text:** Second Chance Job Center Remote LMS

## Winning Edge: Work Essential Skills - Job Seeking

**Overview:** This lesson explores the benefits of creating a personal mission statement, having a vision for career growth and then creating a plan for success.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes

- Define Personal Mission Statement
- Explore parts of a personal mission statement
- Create individual personal mission statements
- Explore words that are useful for writing a personal statement
- Identify the value of having and updating a personal mission statement
- Define vision
- Identify benefits of having a vision and career goals
- Identify ways to succeed with career goals – putting the vision into action
- Identify successful business strategies and implementations
- Identify how these can support individual career goals
- Identify qualities of a good leader based on having a vision, goals and sharing these with their team

### Resume Writing

**Overview:** A lesson on resume objectives and cover letters. This in-depth lesson will take you through step-by-step instruction on how to create a resume and cover letter to present yourself professionally to the employer.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Students will be introduced to the parts of a resume
- Students will learn the components of a resume objective
- Students will learn the objective of a resume
- Students will be introduced to the previous experience and education sections of resumes
- Students will learn the difference between hard and soft skills for resumes
- Students will be able to identify the various parts of a resume
- Understand the importance of a strong cover letter and the key parts of a cover letter
- Identify appropriate soft skills and hard skills for their personal resumes
- Create their own resume and upload it

### Winning Edge: Work Essential Skills - Job Seeking

#### Interview Skills

**Overview:** A lesson on interviews. This in-depth lesson will take you through step-by-step instruction on how to prepare for an interview, practice answering questions and perform well on an interview.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Students will identify important steps to prepare for an interview
- Practice learning about a company with data found online
- Identify proper interview clothing
- Understand the importance of knowing the location of the interview and how to get there before the interview
- Understand the importance of arriving 15 minutes early
- Create and memorize a personal elevator speech
- Practice interview questions
- Perform mock interviews
- Discuss the importance of keeping things positive and refraining from negatively speaking about another employer or co workers
- Identify their soft and hard skills and practice discussing them as they pertain to a position in their career
- Identify follow up to interview

#### Elevator Speech

**Overview:** Students learn the importance of having and practicing their personal elevator speech as it pertains to their career goals and objectives. Students will write and practice their elevator speech.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define elevator speech
- Define length of their elevator speech
- Define a beginning, middle and end for the elevator speech
- Think about a hook, interest, call to action that can be added
- Review and choose appropriate words and terms that can be included in the elevator speech
- Write and practice their elevator speech
- Discuss the value of a strong elevator speech
- Discuss when an elevator speech can / should be used
- Discuss potential outcomes of memorizing their personal elevator speech



### Winning Edge: Work Essential Skills - Job Seeking

#### How to Conduct an Effective Job Interview

**Overview:** A good job interview empowers you to make smart hiring decisions. But a *great* job interview convinces top talent to work for your company over competitors.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Understand your role as an interviewer
- Prepare proper interview questions
- Learn how to articulate interview questions to uncover more information
- Practice interview skills through mock interviews
- Create a fair, positive experience for candidates
- Avoid discrimination and bias

#### Job Search Skills

**Overview:** In this lesson, you will learn about the effective ways in which you can locate the perfect job for you.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Set an objective and purpose when searching for employment
- Establish SMART goals
- Create a first month plan of action
- Draft an effective resume and cover letter
- Develop networking skills
- Present a portfolio of your previous work
- Receive practice interviews to prepare

## Winning Edge: Work Essential Skills – Career Success

### Administrative Office Procedures

**Overview:** Study the slideshow in this lesson on administrative office procedures to learn in-depth about everything that goes into procedures made for companies and how they must be enacted.

**Career Goal Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Explain how being organized supports efficiency and reduces mistakes at work
- Develop standard procedures and follow them
- Prepare checklists for oneself and fellow employees
- Understand succession planning and implement its procedures
- Understand the processes for workflow in the office including customer service, organization of paperwork, calendar, scheduling

### Goal Setting – Careers

**Overview:** This lesson explores the importance of goal setting and covers the topics of breaking down your goal, tips for success, avoiding distractions, pause to reevaluate, staying focused, believing in your goals and more.

**Career Goal Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Identify the difference between goals and dreams
- Understand the concept of breaking down goals into mini goals/ achievable smaller steps
- Identify things that can distract one from working towards their goals
- Identify ways to prioritize goals for better success in reaching them
- Identify common distractions and ways to stay focused on reaching your goals
- Identify common time management issues that can be problematic to goal reaching
- Understand what it means to “climb the wrong ladder”
- Understand the importance of believing in one’s goals and celebrating small goal success
- Create a clear/ concise goal with mini goals that will lead to reaching the goal as it relates to careers

### Time Management

**Overview** A lesson on time management, what it is and how to achieve it. We all get 24 hours in the day, but how we utilize it is what really counts.

**Objectives** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define time management
- Explain the importance of time management
- Describe how effective time management skills impact productivity in the workplace
- List the benefits of time management
- List effective tips and techniques for better time management
- Understand what can happen when employees do not use their time wisely

### Winning Edge: Work Essential Skills – Career Success

#### Time Management Video Lesson

**Overview:** Time management is an essential skill for employees, supervisors, business owners, students, job seekers and for use at home as well. Effectively managing time enables us to complete tasks, enjoy free time, learn more and reduce stress associated with not completing tasks.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Learners will identify common distractions that reduce time spent on tasks.
- Learners will learn about prioritizing tasks from the most urgent to least urgent.
- Learners will explore valuable time savers.
- Learners will be able to set daily/weekly/monthly goals.
- Learners will avoid distractions such as the phone or television to stay on track.
- Learners will follow tips and tricks to effectively structure the workday.

#### Risk Assessment in the Workplace

**Overview:** In this lesson, you will learn how to prepare for risks and avoid hazards in the workplace to create a safe space for all employees.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Identify risks and hazards in the workplace
- Be able to take control measures
- Know how to write up an accident report
- Identify risk management techniques
- Create a disaster recovery plan

#### Basic Bookkeeping in the Workplace

**Overview:** This lesson explains the importance of keeping up with accounting and the duties involved within it.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Recognize and implement accounting terminology in your vocabulary
- Explain the differences between the cash and accrual accounting methods
- Become familiar with payable vs. receivable accounts
- Create a ledger to document business financials
- Use a balance sheet
- Identify the different types of financial statements
- Understand internal and external auditing

## Winning Edge: Work Essential Skills – Communication Skills

### Effective Communication

**Overview:** This lesson explores the benefits of effective communication.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Explore the importance of effective communication at work with coworkers, customers and supervisors
- Identify different types of communication.
- Identify how eye contact plays a role in communication.
- Identify how appearance and body language play a role in communication.
- Identify examples of good listening skills.
- Identify examples of poor listening skills.
- Explore the importance of being an attentive listener at work for customers, coworkers and supervisors.
- Identify good listening skill habits.
- Define feedback as it relates to good listening.
- Identify how feedback can be used to check for understanding.
- Identify note taking as a strategy to check for understanding.
- Explore potential distractions that can interfere with communication and listening.
- Identify internal and external distractions.
- Identify nonverbal communication examples such as eye contact, body language, a smile, nod, etc
- Identify communication skills supervisors should possess and how to begin using them as a helper
- Understand how maintaining a positive attitude affects communication

### Communication Strategies in the Workplace

**Overview:** In this lesson, you will learn of the effectiveness of communication in the workplace. Through different strategies, it will be clear how a well-communicating workplace is more successful.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Understand the meaning of communication
- Identify different ways that communication occurs
- Identify barriers to communication and how to overcome them
- Develop nonverbal communication skills
- Adopt appreciative inquiry as a communication tool

### Winning Edge: Work Essential Skills – Communication Skills

#### Customer Communication Essentials

**Overview:** Expert communication skills and exceptional customer support go hand-in-hand. Whether you're answering questions, resolving problems, or developing rapport with customers—a positive experience starts with friendly, empathetic, and effective communication.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Learn how to improve the customer experience
- Become a better listener and communicator
- Understand how to begin and end conversations with customers
- Identify a customer's needs
- Practice how to have a successful real-world customer conversation

#### Networking Within the Company

**Overview:** This lesson goes over the importance of networking inside the workplace. Teamwork and better production occurs with proper networking inside a company, and it's in the best interest to get along with coworkers.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define networking and explain its importance
- Understand networking principles and how it works
- Be able to use networking tools
- Avoid common mistakes
- Build relationships
- Manage time properly

#### Proposal Writing

**Overview:** In this lesson, you will learn how to write a proposal that wins clients over and presents the company as the best option for customers.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Explain the purpose of a proposal
- List different types of proposals
- Understand the steps of the proposal writing process
- Know how to create a proposal outline

## Winning Edge: Work Essential Skills – Effective Leadership

### A Blueprint for Effective Workplace Leadership

**Overview:** Companies depend on great leadership for success and longevity. Leadership takes many forms and encompasses a number of characteristics. In the workplace, leaders aren't just responsible for the bottom line. They set the tone for fair and ethical behavior, equality, accountability, professionalism, and employee growth.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define leadership
- List the qualities of leadership
- Learn how to engage and motivate employees in a way that aligns with the company's vision
- Explore five key practices that make for a better leader
- Learn how to lead with vision

### Work Essential Skills – Who's the Boss?

**Overview:** This lesson explores company values, employee / student expectations and how to be recognized as an outstanding employee.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Identifying a company's mission, values and goals
- Understanding employee roles in a company
- Identifying student tasks and roles
- Identifying tasks of beginner, experienced and supervisor students
- Identifying attributes employers seek in students
- Understand the value of working hard, honestly and positively
- Understanding the hierarchy of roles within an organization

### Training the Trainer

**Overview:** This lesson provides skills used during training that help gather the trainees attention and keep them coming back for more information.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define training, facilitating, and presenting
- Create a lesson plan that uses a range of learning preferences
- Develop visual aids
- Manage difficult participants and tough discussions

## COURSE CATALOG 2025 - 2026

### Winning Edge: Work Essential Skills – Effective Leadership

#### Servant Leadership in the Workplace

**Overview:** In this lesson, you will learn what servant leadership is and how it benefits the relationship and work ethic of both supervisors and employees.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes

- Define servant leadership
- List the characteristics of servant leadership
- List the barriers of servant leadership
- Be a mentor and motivator to others in the workplace

#### Life Coaching Essentials

**Overview:** In this lesson, you will learn about life coaching and the skills that go into the concept to produce effective, responsible employees.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Discover the purpose of life coaching
- Explain the benefits of life coaching
- Create an outline of a life coach session
- Implement life coaching tools and techniques

## Winning Edge: Work Essential Skills – Sales Success

### The Ultimate Sales Prospecting Guide Part 1

**Overview:** Every sale depends on a buyer. But where do you find that buyer? And how do you create interest—not aggravation—once you’ve found them? The answer is prospecting. In this course, you’ll learn what prospecting is and how to use it to target the right people and foster productive relationships. Then, you’ll learn to connect with potential buyers through winning techniques like cold calling, warm calling, and social selling—all while watching out for the competition.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define prospecting and its goal
- Learn the difference between types of buyers
- List the six steps of the prospecting process
- Learn techniques for reaching out to prospects
- Study examples of outreach calls to prospects

### The Ultimate Sales Prospecting Guide Part 2

**Overview:** Every sale depends on a buyer. But where do you find that buyer? And how do you create interest—not aggravation—once you’ve found them? The answer is prospecting. In this course, you’ll learn what prospecting is and how to use it to target the right people and foster productive relationships. Then, you’ll learn to connect with potential buyers through winning techniques like cold calling, warm calling, and social selling—all while watching out for the competition.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Study techniques of how to perfect the cold call
- Understand how to connect with prospects through social selling
- Practice how to socially sell oneself
- Analyze the competition in your field
- Learn how to connect with potential buyers and how to speak to them

### Secrets to Winning Sales Presentations Part 1

**Overview:** A wise salesperson knows that closing isn’t really about the product. It’s about your relationship with the client—and how well you can demonstrate that your solution will make their life better. In this course, you’ll learn to connect potential clients to a solution that works for them—while generating more sales and happy customers.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Review proposal development
- Learn effective presentation techniques and how to create your sales narrative
- Understand the importance of storytelling
- Avoid common mistakes when demonstrating the value of your product or service
- Discover the 5 steps involved in preparing your sales presentation



## COURSE CATALOG 2025 - 2026

### Winning Edge: Work Essential Skills – Sales Success

#### Secrets to Winning Sales Presentations Part 2

**Overview:** A wise salesperson knows that closing isn't really about the product. It's about your relationship with the client—and how well you can demonstrate that your solution will make their life better. In this course, you'll learn to connect potential clients to a solution that works for them—while generating more sales and happy customers.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Understand the role of storytelling in sales
- Find the difference between persuasion vs. manipulation in sales
- Provide an effective product demonstration
- Translate features into benefits
- Create a successful sales presentation

#### Sales Fundamentals Part 1

**Overview:** Whether you're a seasoned salesperson or brand new to the field, you need to know the basics. These fundamentals lay the foundation for a successful sales career.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define sales and provide an overview of what it means to be a salesperson
- Describe how ethics impact business-customer relationships
- Review communication in sales
- Discover helpful tools that boost productivity in sales
- Understand what a typical sales process looks like

#### Sales Fundamentals Part 2

**Overview:** Whether you're a seasoned salesperson or brand new to the field, you need to know the basics. These fundamentals lay the foundation for a successful sales career.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- List the essential sales tools
- Define a CRM system
- Describe why a CRM system is important in sales
- Learn how to align sales with the buyer's journey

### Winning Edge: Work Essential Skills – Sales Success

#### Expert Strategies for Overcoming Sales Objections

**Overview:** No matter your solution, the dreaded excuse—*“I’m not interested.”*—comes with the territory in sales. Customers won’t always be ready or eager to buy. They’ll have questions, concerns, and likely some fears about being taken advantage of or making the wrong decision. So, what’s the solution? Don’t let objections rattle you. Instead, remember that a “No,” is simply an opportunity for you to pivot, adjust your sales pitch, and relate to your prospect.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define a sales objection and describe what it may look or sound like
- Explore popular objection examples and how to overcome them
- Learn winning techniques that will overcome objections
- Avoid common mistakes in sales objections

#### Top 10 Sales Secrets

**Overview:** In this lesson, you will learn special ways to cope with the troubles that may arise in sales.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Develop effective traits and leads
- Learn about your clients better
- Better represent the product or service
- Be able to sell with authority
- Build trust and long-term relationships with customers

#### Coaching Salespeople

**Overview:** If the sales department isn’t working functionally, the business cannot move forward. This lesson focuses on the importance of coaching salespeople into performing their duties properly, so that the entire company can develop by teamwork.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define coaching
- Monitor key information
- Effectively communicate
- Implement coaching strategies
- Avoid common mistakes

## COURSE CATALOG 2025 - 2026

### Winning Edge: Work Essential Skills – Sales Success

#### Budgets and Financial Reports

**Overview:** Financial plans track your progress on a quarterly basis, while a budget tracks your income on a weekly to monthly basis. Both documents are created to help keep track of money and to ensure that you are making enough money to support yourself. Watch the slideshow in this lesson to learn how to organize these documents.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Recognize financial terminology and be able to implement it in your vocabulary
- Be able to read and understand financial statements
- Understand budgets and how to create one
- Follow advanced forecasting strategies
- Manage the budget you create
- Make efficient purchasing decisions

#### Closing the Deal- Negotiation Strategies to Increase Sales

**Overview:** Effective sales negotiation is like a dance: Sellers must read their partners, synchronize movements, and know when to lead versus when to follow.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Master the art of sales negotiation
- Identify the goals, prerequisites, and stages for entering a negotiation
- List the five essential sales negotiation techniques
- Learn how to counter common buyer negotiation tactics and how to close a deal

## Winning Edge: Work Essential Skills – Marketing Success

### Marketing Basics

**Overview:** This lesson goes over the basics of marketing: what it is, how it makes it to publishing, and how advertisements are directed toward certain audiences.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define your market
- Discuss the different types of markets and how to use them
- Understand how to effectively communicate with the customer
- Set marketing goals and strategies
- Identify common marketing mistakes and be able to avoid them

### Your Comprehensive Email Marketing Guide

**Overview:** More than 4 billion people across the globe have an email account. In the United States, people check their email 15 times *per day*, on average. With so much opportunity to connect with customers and potential leads, it's no wonder businesses are clamoring to get their brand into people's inboxes. Email marketing consistently ranks among the most reliable digital marketing strategies for generating revenue, retaining customers, and building brand loyalty. And now is the time to use this inexpensive, powerful marketing tool. But how do you get started?

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define email marketing and explain why it is critical
- Study strategies to create an email marketing campaign
- Learn how to segment your audience
- Discover how to use email automation
- Be able to write and design engaging emails, avoid spam and analyze results

### Multi-Level Marketing

**Overview:** In this lesson, you will learn how to recognize true MLM and how to weed them out from those that might be false or misleading. You will learn how MLM can even be beneficial in the workplace.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Describe how multi-level marketing works
- Know how to build contacts
- Be able to recruit new agents
- Recognize social media and marketing tools
- Provide training for recruits

### Winning Edge: Work Essential Skills – Marketing Success

#### How to Attract and Retain Top Talent

**Overview:** A business is only as good as the people who work there. So how do you make sure you find and keep the best people?

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define talent management
- List the stages of talent management, from recruiting to transition
- Connect and develop relationships that benefit the business and talent you hire
- Discover how to attract top talent
- Be able to minimize turnover

#### Social Media Marketing in the Workplace

**Overview:** In this lesson, you will learn how to properly use social media marketing to your advantage for your company.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Be able to identify your audience
- Understand the various types of social media platforms
- Monitor and measure performance
- Consider pros and cons prior to making decisions

## Winning Edge: Work Essential Skills – Customer Service

### Customer Service Fundamentals

**Overview:** The health of a business depends on the strength of its customer relationships. Yet every interaction is different—what pleases one customer won't necessarily pass muster with the next one. So, how do you provide effective customer service across the board? And what takes a customer experience from adequate to excellent?

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define customer service and explain why it matters
- Learn how customer service impacts a business
- Learn how to balance being personal vs. being professional
- Discover how to exceed customer expectations

### Customer Service Skills

**Overview:** Providing great customer service is crucial to any successful business. Customer service representatives not only assist customers with products and services, but also make them feel *valued*. Contrary to popular belief, customer service isn't about the customer always being right—it's about building positive relationships, making them feel heard, and solving problems with care.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Understand how to work with different customer personality types
- Receive advice on how to overcome empathy fatigue
- Learn valuable customer service techniques
- Help customers troubleshoot issues
- List the 4 essential skills in customer service

### Optimizing Customer Communication Across Channels

**Overview:** Phone, email, social media—there are many ways to communicate with customers. Each channel has unique requirements and etiquette. With so many ways to communicate, how can you give customers a cohesive experience?

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Review different types of communication channels
- Explore how to optimize customer communications
- Learn how to switch between channels
- Incorporate multiple channels into an overarching strategy
- Be able to write proper customer emails
- Be able to support customers through social media and over the phone



## COURSE CATALOG 2025 - 2026

### Winning Edge: Work Essential Skills – Online Applications

#### The Cloud and Business in the Workplace

**Overview:** In this lesson, you will learn what the cloud is in terms of online computing, and how it can be implemented in the workplace.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define “the cloud”
- Discover the risks and benefits of using the cloud in business
- Monitor performance through online applications
- Effectively communicate through online applications

#### Word 2016 Essentials

**Overview:** This lesson explains the basics of Microsoft's program, Word. You will learn the basics of Word 2016 and what it does/how it works.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Create and manage documents
- Format text, paragraphs, and sections
- Develop lists and tables to manage
- Insert graphic elements
- Manage references

#### PowerPoint 2016 Essentials

**Overview:** In this lesson, you will learn the basics of using PowerPoint to create presentations for the workplace.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Create and manage presentations
- Format text, shapes, and images
- Create content using slideshow
- Be able to apply transitions and animations

#### Outlook 2016 Essentials

**Overview:** Microsoft is one of the most well-known programs to date, and with their 2016 version of Outlook mail that we focus on in this lesson, you will learn how to effectively communicate with clients while having access to several other integrating uses.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Be able to communicate over email
- Manage messages and message boards
- Create schedules, tasks, and notes
- Manage productivity
- Study practice emails to create your own

#### Winning Edge: Work Essential Skills – On Line Applications

### Telework and Telecommuting in the Workplace

**Overview:** In this lesson, you will learn how telework, or online work, occurs and how these employees can stay motivated.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Understand the skills required for working outside of the office
- Be able to self-manage through online applications and software
- Monitor performance through online applications
- Identify various communication forms online

### Mobile Learning in the Workplace

**Overview:** Mobile learning is a new, unique way of education that brings advantages to the workplace.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Know the meaning of mobile learning
- Describe the benefits and challenges of mobile learning
- Recognize the different methods of mobile learning
- Train others through mobile learning
- Create a mobile learning plan

### Contact Center Training

**Overview:** In this lesson, you will learn what contact center training is, how it works, and why it is important.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Learn how to get management involved in training
- Understand why and how peer training works
- Understand the importance of manners within a contact center
- Build rapport with callers
- Learn how to effectively communicate through a call
- Learn how to deal with difficult customers



### Winning Edge: Work Essential Skills – Online Applications

#### Creating a Great Webinar

**Overview:** In this lesson, you will learn the skills that go into creating a worthy webinar to present in front of any audience, whether it be coworkers, supervisors, or a larger crowd that you're trying to impress.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define webinars and state their purpose
- Choose the best format for a webinar
- Learn how to prepare and present a webinar
- Be able to interact with the target audience with your webinar
- Avoid common mistakes

#### Cyber Security in the Workplace

**Overview:** In this lesson, you will learn the importance of cyber security in the workplace and why it is important to prevent sharing personal information on work computers.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Be aware of different types of malwares
- Understand the importance and protection policies of online security
- Identify the types of cyber-attacks to avoid
- Create prevention methods

## Winning Edge: Work Essential Skills – Management Success

### Introduction to Team Management

**Overview:** As a manager, you're not just the “person in charge.” It's your responsibility to help your team realize their potential. Solid team management brings people together to maximize their strengths, overcome differences, and achieve shared goals. By doing so, you improve performance, productivity, and employee satisfaction. A well-managed team makes everyone—including you—look better.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Learn how to build an effective team
- Easily resolve issues that arise in a diverse team
- Define team management
- Learn how to effectively communication with the team
- Study common team problems and how to overcome them
- List team management tips and techniques

### Managing a Customer Service Team Part 1

**Overview:** On the front lines every day, the customer service team takes orders, fields complaints, and fixes errors as quickly as possible. Their goal, no matter what the problem, is to make customers feel like their needs have been met—and hopefully exceed their expectations. As their manager, you're leading the charge. It's your job to make sure they're supported with the skills and tools they need to solve problems effectively. But what does it mean to manage a customer service team successfully? This course will help you lead them to customer service victory.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Understand the importance of service
- Create a vision of how your team will serve customers and achieve successful outcomes
- Define the 7 steps of creating a customer service strategy
- Provide the layout to a healthy business model
- Practice how to increase customer retention and reduce churn

### Customer Service Team Part 2

**Overview:** On the front lines every day, the customer service team takes orders, fields complaints, and fixes errors as quickly as possible. Their goal, no matter what the problem, is to make customers feel like their needs have been met—and hopefully exceed their expectations. As their manager, you're leading the charge. It's your job to make sure they're supported with the skills and tools they need to solve problems effectively. But what does it mean to manage a customer service team successfully? This course will help you lead them to customer service victory.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Study examples of a “lost customer” and how to provide assistance
- Discover the difference between proactive vs. reactive customer service
- Understand the benefits of proactive customer service and how to implement them at work
- Learn various strategies that assist in encouraging your team
- Discover how to measure customer service performance through measurement

### Winning Edge: Work Essential Skills – Management Success

#### Virtual Team Building and Management

**Overview:** This lesson provides virtual team building management training and explains the difference between in-person vs. online management.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Know the keys to establishing a virtual team
- Be able to hold effective meetings and group sessions
- Build trust and confidence among employees
- Know how to handle poor performing employees
- Be able to handle a virtual team through technology and devices during projects

#### Talent Management

**Overview:** In this lesson, learn about talent management and how it can be implemented in the workplace for the benefit of the company.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define talent and talent management
- Describe the benefits of talent management
- Recognize employee engagement
- Create training programs and assessments
- Be able to improve employee retention

#### Supply Chain Management

**Overview:** In this lesson, you will learn about supply chain management and how operation works step by step to create a product and sell it.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Identify how supply chain management relates to customer satisfaction, decreasing costs, improving performance and product development
- Define procurement, raw material, forecasting, upstream/downstream, order fulfillment, carrying cost, order taking, order generation, etc.
- Understand the levels of supply chain management and their effects
- Understand the flows of supply chain management and data warehouses

## COURSE CATALOG 2025 - 2026

### Winning Edge: Work Essential Skills – Management Success

#### Project Management

**Overview:** In this lesson, you will learn how to manage projects and organize them to reach its best potential.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define projects, project management, and project managers
- Understand the importance of PMBOK and PMI
- Identify the five process groups and ten knowledge area described in the PMI
- Define and explain the triple constraint
- Create key project documents such as the statement of work
- Perform project needs assignments and write goals and requirements

#### Performance Management

**Overview:** In this lesson, you will learn how performance management is essential to pay attention to, as it is the backbone of a successful company. If a business is failing or receiving criticism, there is typically only one place to look: at the employee's performance.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define performance management
- Explain how performance management works
- Describe the three phases of performance management and how to develop it
- Set in place effective goal setting
- Provide feedback through performance management
- Define and implement Kolb's Learning Cycle

#### Meeting Management

**Overview:** This lesson goes over how to plan a meeting properly for every party involved to enjoy.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Planning and preparing
- Identifying participants
- Scheduling and creating an agenda
- Setting up the meeting place
- Incorporating electronic options
- Meeting roles and responsibilities
- Dealing with disruptions

## COURSE CATALOG 2025 - 2026

### Winning Edge: Work Essential Skills – Management Success

#### Managing Personal Finances in the Workplace

**Overview:** Schools don't teach enough about finances, yet money and budgeting is a major part of life. In this lesson, you will learn how to manage your finances correctly in an organized way.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Understand how personal expenses work
- Be able to create a budget
- Set financial goals
- Create good spending habits
- Learn how to pay off debt

#### Manager Management

**Overview:** In this lesson, you will learn about manager management and how it works.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Welcome and provide orientation to new managers
- Successfully coach and mentor
- Measure and evaluate performance
- Be able to handle complications that arise
- Communicate with employees and their managers

#### Human Resource Management

**Overview:** In this lesson, you will learn about human resource management and what it is they do.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Describe the implications of different aspects of human resource management
- Describe the daily responsibilities of human resources
- Recruit and interview new employees
- Advocate for employee safety and well-being
- Evaluate strengths and weaknesses of employees
- Learn how to discipline if complications arise

### Winning Edge: Work Essential Skills –Management Success

#### Crisis Management

**Overview:** In this lesson, you will learn how to manage issues in the workplace without resulting to anger or complicating the problem further.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define escalation and study examples
- Define a trigger, recognize examples of it, and learn how to respond to triggers
- Identify risks that can occur in the workplace
- Be aware of different behaviors in the workplace
- Understand the myths of workplace violence
- Learn how to appropriately react to an event

#### Contract Management

**Overview:** In this lesson, you will learn what contract management is and how it benefits the company.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Recognize elements of an efficient contract
- Understand ethical contract management
- Be able to calculate value
- Negotiate contracts with clients
- Develop basic amendments through contracts

#### Archiving and Record Management

**Overview:** This lesson teaches the importance of record management and how it is stored.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Define records and archives
- Analyze records in context
- Classify records
- Maintain and convert company records



## COURSE CATALOG 2025 - 2026

### Winning Edge: Work Essential Skills – Management Success

#### Conducting Annual Employee Reviews

**Overview:** In this lesson, you will learn how to prepare for annual employee reviews and what to expect from them.

**Objectives:** Students will demonstrate understanding of the following concepts through discussion, assignments and quizzes.

- Explain the process of conducting an annual review
- List the categories of an annual review
- Define and explain “pay for performance”
- Be able to tie employee compensation to firm-wide returns
- Effectively communicate with employees
- Avoid the common mistakes managers make during an annual review