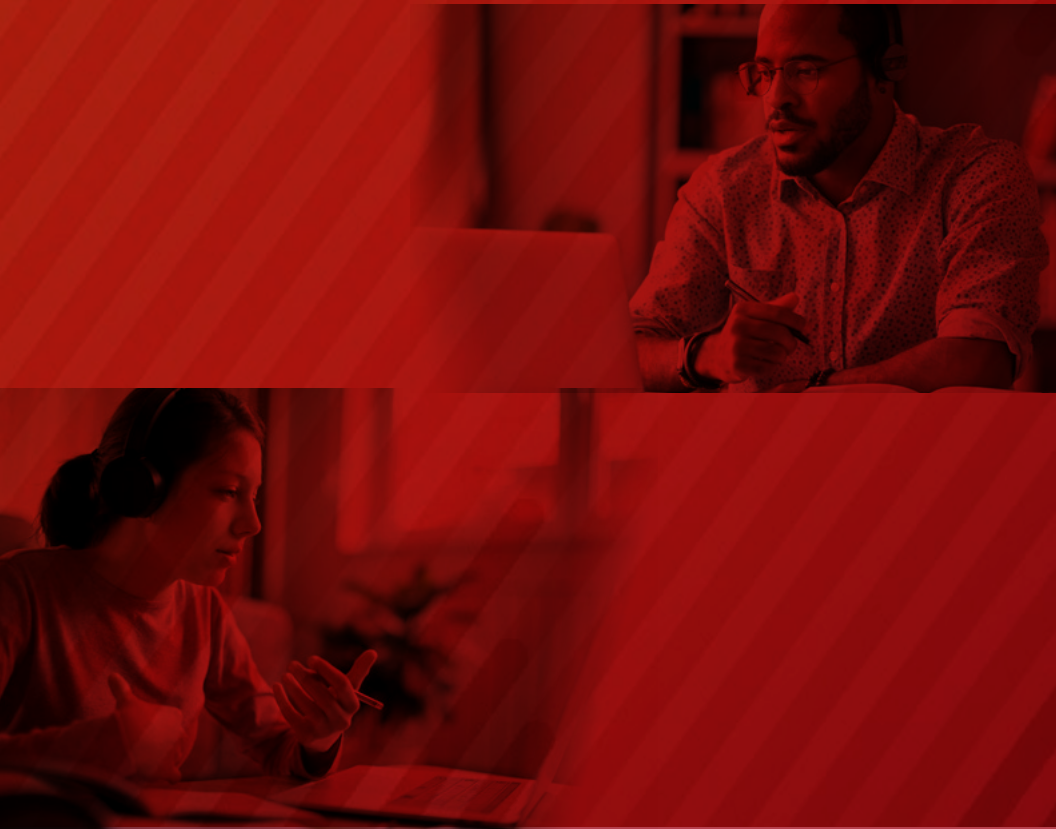


Rowan College at Burlington County

# **Workforce Development Institute**

Catalog 2020–2021



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**“** *To understand the heart and mind of a person, look not at what he has already achieved, but at what he aspires to.* **”**

KAHLIL GIBRAN

# About Us

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## OUR MISSION

The Workforce Development Institute provide job seekers and business leaders with **skills, training, educational resources and business solutions** needed to invest in and advance Burlington County's workforce for careers today and in the future.

Since 2015, the Workforce Development Institute of Rowan College at Burlington County has been at the forefront of local employment and training opportunities, providing:

<b>Workforce Training</b>	<b>Corporate Training</b>	<b>Business Solutions</b>
<b>Adult Basic Education</b>	<b>Career Services</b>	<b>Personal Development</b>

Our Workforce Development Institute (WDI) is a nationally-recognized program built to address the growing needs in workforce development. We leverage and consolidate all county resources into a powerful, centralized unit. With WDI, you'll receive employment opportunities, career counseling, educational programs and business solutions to address workforce development needs within the state of New Jersey.

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### Benefits of working with us:

- Customized training programs to meet the unique needs of expanding and existing businesses.
- Relevant educational training programs to meet the demands of today's workforce.
- Assist with employee retention by providing skill-enhancing training for your staff.
- Provide hiring opportunities of our students by area employers.
- Assist with resume-building, interview skills and internship opportunities.
- Provide consulting services.

# Partnerships

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Partner with a nationally-recognized program built to respond to changing workforce development needs.

*We work with these outstanding local employer partners:*



# TESTIMONIALS

*“Holt Logistics has been a proud partner with Rowan College at Burlington County, specifically the Transportation, Logistics & Distribution program. We continue to use the program as a great resource to expand and up-skill our workforce.”*

**STEVE HOAGLAND, QUALITY REGULATION AND COMPLIANCE,  
HOLT LOGISTICS**

*“Thank you for how you taught the Inventory section of the Supply Chain Management... By far, it was refreshing, enlightening and informative. I really enjoyed coming to class and learning as you definitely made it fun and impactful!”*

**SHEREE, BUYER, TRANSAXLE**

*“What a pleasure it has been working with you in sourcing qualified applicants for our managed IT services practice. Both the interns and the full-time employees that have come from the workforce development training have been a great asset to our company. We will continue to look to you and your program for qualified IT professionals to begin their careers at PICS ITech.”*

**ALAN LAWSON, SERVICE MANAGER, PICS ITECH**

# Program Highlights

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## Business

- Lean Six Sigma Green Belt Process Improvement
- Mortgage Loan Officer
- NJ Real Estate Salesperson's 75 Hr. Pre-Licensing
- Project Management Program
- QuickBooks Certified User (QBCU)
- Supply Chain Management

## Engineering and Technology

- Advanced Manufacturing
- Certified Production Technician (CPT)
- Manufacturing Machinist

## Health Sciences

- Administrative Medical Assistant
- Central Services Technician
- Electrocardiography (ECG)
- Medical Assistant
- Pharmacy Technician Program
- Phlebotomy

## Information Technology

- CISCO CCNA Certification
- CompTIA Fundamentals (ITF+) Network+ and Security+ Certifications
- Microsoft Office Specialist

## Law and Public Service

- 911 Dispatch

## Science and Mathematics

- Energy Industry Fundamentals (EIF)

# BUSINESS AND PROFESSIONAL DEVELOPMENT

## ADMINISTRATION

### Administrative Assistant

During this training program, participants will learn how to run a stellar office and stay in control. Additionally, they will discover how to build personal credibility, say “no” without closing doors, use techniques for better listening, deal with difficult people, handle negative situations and more. Exercises are interactive and allow participants to practice what they have learned in a fun, high-energy environment. This is the ideal administrative assistant training program for those needing to improve their administrative assistant skills or those looking for the extra business edge. Microsoft Office applications (Word, Excel and PowerPoint) are covered in detail as part of this program.

### Human Resources

Rowan College at Burlington County is a proud partner of Ed2Go--an online classroom platform. Ed2Go offers multiple Human Resources classes and programs that can meet your professional and educational needs. Please visit our non-credit website links:

Online Options Quickskills:

<https://www.ed2go.com/rcbcenrich/>

Online Options In-Demand Career Training:

<https://careertraining.ed2go.com/rcbcenrich/>





# BUSINESS AND MANAGEMENT

## **Entrepreneurship**

### ***Starting a Business From A to Z***

A comprehensive overview, this course is designed for entrepreneurs who intend to start or have recently started a small business. It examines legal forms of doing business in New Jersey, how to register a business, setting up bookkeeping records, Federal and State taxation, payroll, insurance and licensing.

### ***Writing a Business Plan***

Developing a business plan is one of the most important challenges you will face as an entrepreneur. This 6-hour program was developed to guide you through that process and give you a hands-on systematic way to develop an outline, investigate and create a draft of your own business plan.

### ***Marketing Your Small Business***

This 3-hour class is designed for entrepreneurs, small business startups and seasoned veterans who are interested in learning more about the constantly evolving marketing landscape. With so many advertising methods available now, it's difficult to know which ones work best. In this session, we will cover the latest marketing strategies and tools that can help you reach more of your target audience even if you're on a limited budget. Topics include digital, traditional and social media marketing research.

### ***Understanding Financial Statements***

Gain an understanding of basic business financial statements (balance sheet, income statement and statement of cash flow). The class will demonstrate how the review and analysis of the financial statement can provide you with the information needed to improve profitability and/or grow your business. There will be detailed discussion of revenues and expense items, forecasting and trend analysis.

### ***Financing a Small Business***

One of the primary challenges facing a new business is obtaining the necessary funding to start or expand the business. This course explains the criteria used by lenders to evaluate a potential borrower. Sources of financing will be explored, including: bank and non-bank lenders, the SBA, micro-lenders, venture capitalists and others. The borrowing basics will be directly tied to the contents of a business plan/loan proposal.

### ***Business Ownership, Contracts and Agreements***

This class provides a basic understanding of business contract law with an overview of the different types of contracts. Topics include situations requiring attorney consultation, legal structures, partnerships and partnership agreements and corporation and shareholder agreements.



## **Leadership Program**

### **Certificate of Completion Requirement:**

**Complete ALL six modules (modules may also be taken individually).**

#### ***Introduction to Supervision***

This course will provide a clear and in-depth role of the supervisor in today's work environment. Topics on the discussion will include effective communication techniques between employees and management, decision-making and effective problem-solving strategies and techniques. The objective of this module is to help supervisors manage their professional practices and integrity in the workplace.

#### ***Interviewing Skills and Methodologies***

This module will focus on the various interviewing techniques and methodologies used to conduct effective interviews; such strategies will address behavioral interviewing, including experience, knowledge, skills and abilities that are job related. Topics of discussion will include improving interviewing and hiring practices from a legal perspective.

#### ***Developing Employees Through Coaching, Mentoring and Accountability***

This course will help in enhancing supervisory skills in areas to distinguish the difference between managing and coaching employees. There will be exercises demonstrating effective coaching techniques and principles, as well as discussion on how the employee's performance is accountable to management and the organization as a whole.

#### ***Team Building***

The ability to resolve conflict, solve problems, self-motivate and support one another is essential to a highly functioning team. As a leader, your success is heavily influenced by how well your team operates and what kind of results are achieved. In this class, you will learn how to intentionally develop and design a team to meet the goals of your department and organization.

#### ***Mastering Delegation***

This course will outline appropriate employee evaluation and discipline practices from a legal perspective. There will be thought-provoking exercises regarding required documentation on discipline, appraisals and confidentiality practices in the workplace.

#### ***Employee Evaluation, Discipline and Documentation***

This course will outline appropriate employee evaluation and discipline practices from a legal perspective. There will be thought-provoking exercises regarding required documentation on discipline, appraisals and confidentiality practices in the workplace.

## **Lean Six Sigma Green Belt Process Improvement Training**

Process improvement based on Lean Six Sigma continues to be applied in Manufacturing, Service and Healthcare organizations with increasing sophistication. Rapid Improvement Events and Projects are now combined with ongoing discipline of the daily Lean Management System (LMS) at the workgroup level. This 40-hour Green Belt level training effectively covers the full spectrum of tools necessary for success today as well as long-term career effectiveness.

## **Project Management Certificate**

This program is the foundation on which project management expertise is built. Individuals who are responsible for managing people, tasks and assignments that need to be completed on time and on budget should attend. These workshops serve as an excellent foundation to pursue your PMP® Certification. Attend ALL five workshops to earn 3.5 Continuing Education Units (CEUs) or 35 Professional Development Units (PDUs) - which meets the prerequisite as stated by PMI to apply for your Project Management Professional (PMP®) Exam. Workshops include: Back to Square One: Conceptualization Phase; Planning for Success: Planning Phase; Measure of Success: Execution Phase; Leadership for the Project Manager Part 1; Leadership for the Project Manager Part 2.

## **Agile Methodologies--SCRUM**

This course is designed with one purpose in mind: to assist you in proactively adjust to a rapidly changing landscape in the information technology / information systems (IT/IS) industry given a 'clash' between more traditional project management processes (PMLC) and software development processes (SDLC); while the integration between the two is easier spoken than successful, it is that very integration that will make room for greater efficiencies -- when the specifics or characteristics of a project drive the project manager's choice as it relates to processes and not the reverse. Given the pressures placed on the IT/IS industry, there is a growing demand to integrate processes that will accommodate the need to be faster, cheaper, better and ready to change at a moment's notice.

# COMMUNICATIONS

## Public Speaking

Public speaking is the ability to speak with confidence, clarity and cogency in a group and to a group. It has been identified as a vital skill that can boost a person's career prospects. Additionally, this important life skill has also been known to bring about substantial improvements in personal and professional relationships. Participants will gain an understanding of the significance of this crucial skill.

# CORPORATE TRAINING & PROFESSIONAL WORKSHOPS

## Change Management

Change is something that excites people who love opportunities for growth, to see and learn about new things or who like to shift the status quo. Some changes, however, are harder to adjust to and lead to expressions of resistance and anger. We can take concrete steps to make change more palatable by understanding people's hesitation, enlisting the help of others and developing a plan. These steps can also ensure that desired changes are implemented successfully. In this 4-hour workshop, you will learn how to manage and cope with change and how to help those around you.

## Critical Conversations

A major goal of this workshop is to help you understand the impact your communication skills have on other people and how improving these skills can make it easier for you to get along in the workplace.

## Critical Thinking

This workshop will provide you the skills to evaluate, identify and distinguish different sources and types of information. It will lead you to be more productive in your career, and provide a great skill in your everyday life.

## Customer Service

Present a professional image and communicate effectively in everyday customer service transactions, as well as in difficult situations. Learn a step-by-step process for conducting a customer service transaction. Recognize characteristics of human behavioral style and identify opportunities to adapt to others personal styles.

## **Diversity**

More than ever, a workplace is a diverse collection of individuals proud of who they are: their gender, their sexual orientation, their religion, their ethnic background and all the other components that make an individual unique. One of the challenges for workplace leaders is how to help these diverse individuals work as a team. We all know what happens to organizations that do not have effective teamwork: they fail. Failing to embrace diversity can have serious legal costs for corporations. This workshop will give you ways to celebrate diversity in the workplace while bringing individuals together.

## **Effective Meetings**

This training course is designed to teach employees of all levels how to conduct meetings that are well organized, time-efficient and productive. Meeting leaders will learn to determine and communicate the purpose of a meeting, confidently facilitate members' progress toward meeting goals and navigate common meeting setbacks.

## **Emotional Intelligence**

This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems and use humor to build rapport in tense situations.

## **Harassment**

In this 4-hour workshop, you will learn what constitutes sexual harassment, understand the laws on sexual harassment in the workplace and the implications for violations both for individuals and their organization; how to utilize company policy and procedures to protect the employees and the organization; how to identify sexual harassment issues and how to provide corrective action; how to develop a workplace that is free from sexual harassment; and how to use the ACT (analyze, consider, take) method.

## **Managing Pressure and Maintaining Balance**

Your workplace is where you spend the vast majority of your waking time. When things are extremely busy at work and you have your hands full with many tasks and you are dealing with difficult people, having skills you can draw on are essential for peace of mind and growth. This 4-hour workshop will help you understand the causes and costs of workplace pressure, the benefits of creating balance and how to identify pressure points.

## **Stress Management**

This 4-hour interactive course is designed to get participants thinking about how they handle stress. It is educational, motivating and filled with tangible techniques that can be used right away.

## **Time Management**

Time management most often begins with first knowing where you are so you can determine where you are going and what is preventing you from getting there. This process is supported by a skill set that includes personal motivation, prioritization, integration of organizational tools and managing interruptions.

# **EDUCATION**

## **Educational Technology Overview for Teachers, Trainers and Instructors**

Educational technology has become a way to enhance the relationships between teachers and their students. It has also never been more relevant than it is right now.

In this 3-week course, we will break down the different tools available to teachers, trainers and instructors to better incorporate technology into their instruction. This course is ideal for educators looking to better understand current educational technology and to focus on using technology to increase students' verbal, writing and collaborative skills. The program consists of six modules: Gmail and Google Drive, Google Docs and Google Sheets, Google Slides and Google Sites, Blackboard and Distance Learning, Using Data to Better Understand Learners and Building the 21<sup>st</sup> Century Classroom Using Google, Blackboard and Data.





# EMERGENCY TRAINING AND SAFETY

## 911 Dispatch

This 80-hour training program prepares individuals for entry-level positions in a 911 Dispatch Call Center. This training program provides industry-recognized certifications from the National Emergency Communications Institute (NECI), the New Jersey Emergency Medical Dispatcher (EMD) and the American Red Cross (CPR) certification.

## OSHA 10

The OSHA 10-hour training course for general industry is designed to familiarize workers with OSHA standards as well as safety and health hazards common to the workplace. This course is designed for workers in most manufacturing operations and factories, transportation and warehousing, chemical plants, healthcare and service industries. Upon successful completion of this training, students will receive the official DOL/OSHA 10-hour card. OSHA 10 is specifically designed for: warehousing and manufacturing employees, job supervisors and general industry workers.

## OSHA 30

OSHA 30-hour industry course is a comprehensive safety program designed for anyone involved in general industry. It is specifically targeted for field supervisors, foremen and safety directors. Upon successful completion of this training, the student will receive a DOL/OSHA 30 card.

## HAZWOPER

This training is specifically developed to help prepare emergency response and cleanup workers to handle hazardous substances or uncontrolled hazardous wastes sites safely and reduce the risk of hazardous injuries or illnesses.





# HEALTHCARE PROFESSIONS

## **Administrative Medical Assistant**

Duties for the Medical Administrative Assistant include: scheduling and receiving patients; preparing and maintaining medical records; performing basic secretarial skills and medical transcription; handling telephone calls and writing correspondence; serving as a liaison between the physician and other individuals; and managing practice finances. The student will sit for the Certified Medical Administrative Assistant (CMAA) exam through the National Healthcareer Association (NHA).

## **Central Service Technician**

This program is designed to prepare students for the IAHCSSM certification exam and an entry-level position of central service technician. Central Service Technicians decontaminate, disinfect, package sterilize and distribute surgical instruments, equipment and devices in hospitals and surgical centers. Our training program will provide you with classroom instruction and a 400-hour clinical externship. You will learn principles of cleaning and processing equipment, methods of sterilization and disinfection, packaging and storage, maintenance of equipment, inventory control, basic surgical instrument identification and more. You will be eligible for certification after completing 400-hours of clinical experience and passing the IAHCSSM certification examination.

## **Electrocardiography (ECG) Technician**

This comprehensive ECG Technician Certification course prepares students to function as ECG Technicians and to take the National Healthcareer Association Certified EKG Technician (CET) exam. The course includes theory, as well as skills application in performing electrocardiograms. Cardiac anatomy and physiology is reviewed as a basis for learning correct placement of leads for routine electrocardiograms as well as stress testing. Basic information about the wave forms associated with heart functioning and ECG interpretation is included. This course also includes patient communication skills, medical ethics, medical terminology, the Holter monitor, electrocardiography and echocardiography and the legal aspects of patient contact.

## Medical Assistant

The Medical Assistant program is a two-semester program that provides cognitive, psychomotor and affective competency training for students to develop the knowledge, skill sets and professional behaviors of a multi-skilled allied health professional. The program is based on core curriculum standards and guidelines that will prepare the student to sit for the national certification examination for the medical assistant. The program provides training in both the administrative and clinical roles of the Certified Medical Assistant (CMA), and comprises specific modules that allow the student to build upon gained knowledge; and to demonstrate skills competencies during lab and in the supervised clinical setting. CMA's work primarily in ambulatory healthcare settings including medical offices, and clinics, under the supervision of a licensed healthcare provider. Administrative duties include: scheduling and receiving patients, preparing and maintaining medical records, performing basic secretarial skills and medical transcription, handling telephone calls and writing correspondence, serving as a liaison between the physician and other individuals and managing practice finances. Clinical duties include: asepsis and infection control, taking patient histories and vital signs, performing first aid and CPR, preparing patients for clinical procedures, assisting the physician with examinations and treatments, collecting and processing specimens, performing selected diagnostic tests, preparing and administering medications and other delegated assignments directed by the licensed healthcare provider. Students may register for individual modules, or register for all four modules. Upon completion of all four modules (Administrative Medical Assistant, Electrocardiography (ECG) Technician, Phlebotomy Technician and Clinical Medical Assistant with Clinical Practicum), the student will hold individual certifications through the National Healthcareer Association (NHA).



## Pharmacy Technician

This course will prepare individuals to enter the pharmacy field and take the Pharmacy Technician Certification Board (PTCB) exam. Course content includes medical terminology, reading and interpreting prescriptions and identifying drugs by generic and brand names. Individuals will learn dosage calculations, I.V. flow rates, drug compounding, dose conversion, dispensing, inventory control billing and reimbursement. This course has an optional 30-hour externship.

## Phlebotomy Technician

The Phlebotomy course prepares students to demonstrate cognitive, psychomotor and affective competencies in the role of a certified phlebotomy technician, and as a member of the healthcare team. This course will teach the theory and practice of phlebotomy procedures, including proper collection techniques, special collections, processing and transporting specimens, and safety and compliance regulations. Certified phlebotomy technicians draw blood specimens from patients in hospitals, blood centers or similar facilities, for analysis or other medical purposes. They also evaluate patients for their ability to withstand venipuncture procedures, explain venipuncture procedures and answer patient questions, perform basic point of care testing such as checking blood glucose levels, and prepare blood, urine and other body fluid specimens for testing, according to established standards. 100-hours of hands on clinical training and practicum experiences will provide students the opportunity to make successful unaided blood collections, including venipunctures and skin punctures. Upon successful completion of this course, the student will be eligible to sit for the national phlebotomy technician certification (CPT) examination with the National Healthcareer Association (NHA).



## MANUFACTURING

### **Certified Production Technician**

The Certified Production Technician (CPT) certificate program is an industry-recognized credential provided by the Manufacturing Skills Standards Council (MSSC). This certification is based on industry-defined and federally endorsed national standards. The production technician program will give individuals the skills needed to begin a career in manufacturing. The CPT program consists of four individual certificate modules: Safety, Quality Control, Maintenance and Manufacturing Processes & Production.

### **Manufacturing Machinist**

This program prepares individuals for entry-level positions in the advanced manufacturing industry. The training covers blueprint reading, applied math, job layout, hand and power tools, manual milling, manual lathe, grinding, band saw and CNC lathe and mill machines. The training will provide a NIMS Level 1 certification.



## NONPROFIT

### **Grant Writing**

Learn to write letters of inquiry, budget forms and grant applications, and identify productive internet search sites for funding resources. This workshop includes creating a project that fits funders' guidelines via appropriate writing style, proposal strategy and evaluation plan. Get hands-on experience in writing readable, competitive proposals applicable to both the profit and nonprofit sectors. This course offers an overview of grant writing basics, including general guidelines, language, statement of need, cover letter, executive summary, evaluation, budget, etc. It will cover sample grants and discuss researching of funding opportunities. The course is recommended for individuals involved in grant procurement and grant preparation.

## REAL ESTATE

### **NJ Real Estate Salesperson's 75 hour Pre-Licensing**

Getting your real estate license opens the door to a rewarding career at your own pace. From full-time to spare time, you can be your own boss with an entirely flexible schedule and an earning power that's unlimited. Candidates must be 18 years of age or older and have a high school education or equivalency and furnish evidence of good moral character. All textbooks, course materials and exam preparation included. Our course fulfills the 75-hour training/education requirement by the State. For additional information regarding exam and licensing, please visit the following website:

[https://www.state.nj.us/dobi/division\\_rec/licensing/recllc\\_menu.htm](https://www.state.nj.us/dobi/division_rec/licensing/recllc_menu.htm).

*\*Does not include the cost of the exam.*

### **Notary Public Education and Training**

This class will give you detailed instructions on how to obtain your notary commission from the State of New Jersey. Additionally, you will acquire skills and tools to complete your state-assigned job duties as described by the New Jersey Division of Revenue. Completion of this course will give any notary (new or renewing) the ability to perform all notary duties with less liability and more confidence! Meets the standards of the New Jersey Notary Association and follows all of the laws concerning the position of a New Jersey Notary Public from the New Jersey Division of Revenue.

### **Loan Signing Agent: Advanced Notary Public Education for NJ**

The course is comprehensive, providing instruction for the position of notary public and the office of a "Notary Signing Agent." Follow a signing from start to finish. See actual loan documents and take practice loan documents home. You will receive a head start on how to set up your office and organization tips from notaries in the business. Affirms the standards of the New Jersey laws concerning the position of a New Jersey Notary Public from the New Jersey Division of Revenue.



# RETAIL, TOURISM & HOSPITALITY

## **Sales: Forming an Essential Foundation**

This workshop will provide energy to your sales efforts whether you are new to the field or have many years of experience. Learn how to refresh your sales approach and add spark and inspiration to your sales efforts. Participants will explore ways to network, prospect, reach decision makers, make cold calls, create effective presentations, understand the importance of follow up and close the deal.

## **ServSafe Food Safety**

Our six-hour training course offers both training and certification exam. The online exam will be given at the end of the session. Upon the successful completion of the course and exam (minimum score of 75), participants will receive ServSafe® Certificate which satisfies the NJ requirement for "Risk Type 3" food establishments. Recertification students also may attend.





# SUPPLY CHAIN MANAGEMENT

## **Transportation, Logistics and Distribution/Supply Chain**

This Transportation, Logistics and Distribution/Supply Chain training program prepares individuals with the latest skills and certifications required for a career in Supply Chain Management. The program includes 8 modules and leads to a certification by the Council of Supply Chain Management Professionals (CSCMP).

**The modules include the following:**

*Supply Chain Management Principles, Demand Planning, Supply Management & Procurement, Warehousing Operations, Inventory Management, Manufacturing & Service Operations, Transportation Operations and Customer Service Operations.*

**Delivered In-Person or Online**

**Take all Eight Modules or Take Modules Individually**

## **Supply Chain Management Principles**

Fundamentally, what is a supply chain and its different functions? How does a supply chain work, and what kind of careers are associated with supply chain management? This track defines the concept of the supply chain and all of its components from raw materials extracted from the earth to retail products ready for purchase by consumers. The principles learned in this track provide the necessary foundation for fully comprehending the following certification tracks. Supply Chain Principles is a launch pad from which to rocket your learning experience into assured success in the remaining certification tracks and is recommended as a prerequisite to the other certification tracks. The Supply Chain Principles certification also stands alone as a high-level overview of supply chain management.

## **Warehousing Operations**

Warehouse associates, as well as associates in other supply chain domains should have a good understanding of the processes, software and terminology in play in today's distribution operations. This track is intended to train students on the basics of warehousing so that they may quickly acclimate themselves and be effective contributors in warehouse and distribution operations. Some careers associated with Warehousing Operations include Warehouse Manager, Shipping/ Receiving Supervisor or Clerk, Order Picker/ Packer, Materials Handler, Safety and Compliance Specialist. Key elements of the track include: the role of warehousing in the supply chain, facility configuration, storage and handling techniques, performance metrics, customer service considerations and safety concerns across various types of distribution facilities.

## **Transportation Operations**

How do products and materials get to where they need to be? How do retail stores replenish the inventory on their shelves overnight? How do bananas from Costa Rica make it to 150 countries around the world before they spoil? How does a human heart make it to an emergency operating room in Egypt from a facility in France in four hours? This certification track explains in detail the different types of transportation modes (*air, water, rail and pipeline*) used throughout the supply chain and reasons for selecting certain modes. The track looks at cost drivers (*dimensions, weight, speed, etc.*), delivery requirements and other special requirements (*refrigerated or hazardous materials*) as inputs to key transportation decisions. Careers in Transportation Operations include Logistics Engineer, Routing Specialist, Transportation Manager/ Supervisor, Logistician, Transportation Safety Specialist, Customs Compliance Specialist, Freight Forwarder Associate.

## **Customer Services Operations**

What does it take to retain customers and “wow” them to the point that they choose your company for a product or service every single time? What can you do to transform an irate customer into a loyal customer for life? This track discusses both internal and external customers and how to deliver superior value to both. Upon completion of this track, participants will be capable of describing the management of customer relationships including the importance of communication, perceptions, understanding the product and service and knowing quality as it pertains to customer service. Associated careers are Customer Service Manager, Call Center Supervisor, Customer Support Agent, Service Recovery Specialist, Service Quality Assurance Manager and Complaint Specialist.

## **Demand Planning**

Demand planning is the process of planning materials from inbound to manufacturing, so critical in today’s environment of lean inventory and just in time manufacturing. The process starts with the general requirements of the sales department for the finished or semi-finished products and the translation of those requirements into the “just right” orders for raw materials. The function also includes the processes needed to address corrective actions when demand is out of balance with supplies, and strategies for recovery. Associated careers are Demand Planner, Inventory Planner, Demand and Forecast Analyst, Planning Analyst, Demand Planning Manager, Production Scheduler and Master Scheduler.



## **Manufacturing & Service Operations**

Manufacturing and service operations are key components in the supply chain process once the raw materials or semifinished inputs arrive for production. Many types of manufacturing principles and processes exist, and they play a key role in supporting the overall supply chain strategy.

## **Inventory Management**

Inventory of all types flow throughout supply chains. Therefore, it is important that all supply chain professionals have an understanding of the role, costs and benefits of inventories. This track is intended to train students in the basics of inventory management and control so that they can become effective contributors in the inventory related aspects of their roles across the various domains in supply chain management. Key elements of this track include the following: The importance and use of inventory in the supply chain, exposure to the different types of inventory, techniques for effectively managing and controlling inventory levels, the relationship between forecasting and inventory management and the financial impacts of inventory investment.

## **Supply Management & Procurement**

Procurement has become a global function. Suppliers may be located close to the production facilities, or on other sides of the globe. Procurement and purchasing associates, sourcing analysts, supplier managers and associates in other supply chain domains should understand the importance and complexities of global supply chain management and procurement processes. It is important for them to understand the basics of strategic procurement processes. This track is intended to provide students with an understanding of the strategic sourcing, supplier management and procurement execution processes. Key elements of this track include: Strategic, tactical and operational procurement, procurement organization structures, legal and regulatory considerations, the interactions of procurement organizations with the rest of the supply chain and typical difficulties encountered in procurement processes.

# TECHNOLOGY & COMPUTER TRAINING

## **CISCO Certification**

RCBC is a Cisco Academy Partner and a Pearson Vue testing center.

### **Cisco Certified Network Associate (CCNA)**

This course includes a 30-hour exam prep and combines Introduction to Networks, Switching, Routing, Wireless Essentials, Enterprise Networking, Security and Automation. Upon completion of the course students would have gained knowledge of IP addressing schemes, foundations network security and will be able to perform basic configurations for routers and switches.

You will also perform basic network configuration and troubleshooting, identify and mitigate LAN security threats and configure and secure a basic WLAN.

This course covers wide area network (WAN) technologies and quality of service (QoS) mechanisms used for secure remote access along with the introduction of software-defined networking, virtualization and automation concepts that support the digitalization of networks.

**Additional CISCO courses include:**

- Cyber Operations Associate
- CCNP



# CompTIA

RCBC is a CompTIA Authorized Partner and a Pearson Vue testing center.

## A+

CompTIA A+ is an entry-level computer certification for PC computer service technicians. The CompTIA A+ exams (Core 1 and Core 2) are designed to certify the competency of entry-level PC computer service professionals in installing, maintaining, customizing and operating personal computers and provide the background knowledge and skills you will require to be a successful A+ technician.

## Fundamentals

CompTIA IT Fundamentals (ITF+) covers a range of IT topics and provides a solid grounding in the technology concepts and practices organizations use today. Textbook and CompTIA Fundamentals Certification Exam fee is included in the course tuition.

## Network+

The CompTIA Network+ course builds on your existing user-level knowledge and experience with personal computer operating systems and networks to present the fundamental skills and concepts that you will need to use on the job in any type of networking career. Network+ ensures an IT professional has the knowledge and skills to: Design and implement functional networks; Configure, manage and maintain essential network devices; Use devices such as switches and routers to segment network traffic and create resilient networks; Identify benefits and drawbacks of existing network configurations; Implement network security, standards, and protocols; Troubleshoot network problems and supports the creation of virtualized networks.

## Security+

CompTIA Security+ is the first security certification IT professionals should earn. It establishes the core knowledge required of any cybersecurity role and provides a springboard to intermediate-level cybersecurity jobs. Security+ incorporates best practices in hands-on trouble-shooting to ensure security professionals have practical security problem-solving skills. Cybersecurity professionals with Security+ know how to address security incidents – not just identify them. Textbook and CompTIA Security+ Certification Exam fee is included in the course tuition.

## Additional CompTIA certifications may include:

- Linux+
- CySa+
- Pentest

## **Computer Training**

### **Computer Troubleshooting**

Tired of paying for PC repairs? Learn simple do-it-yourself troubleshooting techniques that anyone -- not just power users -- can follow to fix many of the most common PC problems. More than just a list of quick fixes. This course teaches you how to narrow down problems and find solutions. Find out how to distinguish between software and hardware errors, update device drivers, work with alternative boot modes, analyze running processes, troubleshoot conflicts with hardware and software and much more.

### **QuickBooks**

This course will help participants gain an industry-recognized credential that effectively validates one's skills in QuickBooks accounting software. Participants learn how to process and keep track of invoices, pay bills, track inventory and report revenue. This course includes and will prepare individuals for the Intuit QuickBooks Certified User exam.

## **Google Applications**

### **Gmail**

Learn how to manage and use your inbox to communicate effectively with colleagues. Topics covered will include: performing advanced mail queries, setting labels and creating filters, labs features, account security, suspicious email handling and reporting, mobile device access/setup and much more. Unleash the power of Gmail to enhance your workflow.

### **Google Docs**

Learn the pro tips and tricks to get up and running with Google Docs to supercharge your workflow. Topics covered will include: a brief introduction to Google Docs, creating and formatting a document, sharing and controlling access, collaborative editing, change tracking, working with tables and much more.

### **Google Forms and Sheets**

Get up and running with Google Forms and Google Sheets. Learn how to create Google Forms that can power your personal and professional workflows. Build event registration forms, email newsletters, surveys, quizzes and custom business applications tailored to meet your needs. Also, learn how to create Google Sheets, import and modify Excel files, work with collaborators, lock cells, create validated fields, filter data into views, work with add-ons and much more! Get up to speed on the latest and greatest collaboration tools being adopted by organizations all over the world.

# **Graphic Design**

## **Adobe InDesign**

This course is designed for students with little or no knowledge of the Adobe InDesign program. Learn about style sheets used to create pamphlets, flyers, brochures, magazines, etc., for print purposes and digital publications.

## **Typography**

This course is designed to develop skills in visual communication and will lead to the knowledge of creating and organizing letters, words, sentences and paragraphs to effectively convey an idea in printed form.

**Topics include:** choosing type, legibility, readability and the expressive qualities of type.

## **Adobe Illustrator I**

This course covers the basics of computer illustration and its use in print and web-based media. Learn the program tools available, how to use them, how to work with objects, clip art, bitmaps (web graphics), text, color and more.

## **Adobe Illustrator II**

This course is for students with some knowledge of Adobe Illustrator. Students will gain a solid understanding of the wide range of features offered in this leading design program.

## **Adobe Photoshop**

This course will cover the tools and features of Adobe Photoshop. In this course students will be able to crop and resize images, use layers, layer masks and other features that let you change images and switch backgrounds in images.

# **Microsoft Programs**

## **Microsoft Office Specialist (Excel, Word, PowerPoint, Access)**

This course will enable students to become proficient in Microsoft Office products including Word, PowerPoint, Excel and Access. Upon completion of the program, students will have the tools needed to pass each of the certifications to become a certified Microsoft Office Specialist.

## **Microsoft Office 2016 Training**

This comprehensive, 15-hour course is ideal if you are an inexperienced computer user who needs to quickly learn the basic Microsoft Office 2016 skills for everyday life or the workplace. Although introductory in nature, this course is enough to get you started quickly using the basic, most important elementary features of Word, Excel and PowerPoint to produce documents, spreadsheets and interesting presentations.

## **Access**

This course is for students who want to get started creating databases in Access 2016 and working with the data by using tables, queries, forms and reports. This course is for the new user of Access who assumes no experience with relational databases.

## **Excel I**

This course offers students the techniques to create, edit, format and print basic work-sheets and charts in Excel 2016. Skills learned in this course include: creating basic worksheets by entering text and values, working with cells and cell data by using a variety of moving and copying techniques, performing calculations by using formulas and changing the appearance of worksheet data by using a variety of formatting techniques.

## **Excel II**

Here's an opportunity to work with some more advanced features of Excel 2016, including templates, sorting and filtering, importing and exporting, advanced formulas, analysis tools and collaboration. Students will be exposed to creating templates, sorting and filtering data, importing and exporting data, analyzing data and collaborating on the web in Excel.

## **Excel III**

This advanced course in Excel 2016 is designed for students to learn how to customize workbooks, work with multiple data sources, collaborate with others using shared workbooks and enhance worksheets using charts and graphic objects.

## **PowerPoint I**

This course is designed for students who are interested in learning how to create and modify basic PowerPoint 2016 presentations. This is a feature-rich, easy to-use program that enables you to create presentation slides that combine text, clip art, drawings, tables, charts and graphs.

## **PowerPoint II**

This course is intended for students who are already familiar with PowerPoint 2016 on an introductory level and want to move up to a more advanced level. Students will work with design templates, custom animations, techniques for delivering presentations, web presentations and presentation broadcasting.

## Word I

This course is designed for students interested in learning the basic features of Word 2016 for creating and revising basic business documents. Features of this course include: creating and saving simple documents, using automatic text features for entering text, accessing online help, making changes to an existing document using a variety of editing techniques, creating and enhancing tables and using Word's templates and wizards.

## Word II

Students will expand upon the basic concepts learned in Word Level I and be introduced to new intermediate concepts with an opportunity to apply them. Intermediate features include: creating custom templates and styles, managing tables and table data, inserting graphics, creating newsletters, sending form letters, creating web pages and managing document changes.

## Word Level III

In this course, students will learn to create forms and long documents as well as how to make it easier to display and work with by using macros and collaborating. Additionally, students will be exposed to creating references to information in a document, preparing a document for publication, revising documents based on feedback provided by other users and modifying an HTML page in Word.

# UTILITIES & CONSTRUCTION

## Energy Industry Fundamentals

The Energy Industry Fundamentals certificate program provides an extensive overview of the energy and utility industry to prepare individuals for occupation-specific training and pre-employment testing.

### The modules for the program include:

*Basic & Emerging Principles and Concepts, Safety Compliance, Electric Power Generation, Electric Power & Natural Gas Transmission, Electric & Natural Gas Distribution. The training provides an industry recognized credential from the Center for Energy Workforce Development.*





# PERSONAL DEVELOPMENT

## ARTS

### **Culinary**

#### **Alsatian Exploration**

The menu for this class will have an emphasis on the flavors from the Alsace and Lorraine area of France. The dish will include a light Farmhouse Chicken similar to a dish Paul Bocuse made famous. In addition, we will make a supple Onion Tart and Spaetzle.

#### **Duck Deconstruction**

Come in and understand what makes this often-misunderstood fowl such a versatile culinary element. The class will center on butchering and building a centerpiece for a couple of delicious dishes. You learn how to sauté duck breast and build an amazing sauce through a couple of Nouvelle techniques.

#### **Magic of Macarons**

Learn how to make a colorful confection! Macarons are colorful almond-meringue based cookies that are pleasing to the eye and the tummy! We will make a myriad of color combinations, as well as several types of fillings.

#### **Norman Conquest**

The main attraction for this class will be learning an easy technique for making pan sauces from different products. Another will be executing an easy technique for sautéing flat fish. We will make the classic Sole Meuniere with Dover Sole. The other dish will be a rich Pork Normandy with fresh pasta.







# Fashion at RCBC

## **FASHION**

### **Fashion Basic Sewing**

This workshop is designed with the beginner in mind. The focus will be on patterns (layout and dart manipulation), zippers and pockets.

### **Intermediate Sewing**

This course is for those with some sewing experience. Participants will learn various techniques and types of manipulation for collars, sleeves and cuffs.

### **Youth Fashion**

Spend an exciting week as a fashion designer! Create fashion magazines to forecast clothing, color and fabric trends for next season's fashion runways. You will be the fashion editor and write about the new colors, fabrics and fashion! Next, you will become a fashion designer by learning to draw the fashion croqui figure so that you can sketch your own original collection ideas. Create sustainable totes bags, and accessories using old denim jeans and t-shirts with prints of your fashion drawings. Learn about wholesale pricing and marketing ideas for your customer. Each day there will be fun surprise fashion challenges using the dress forms. Complete the week with a "project runway" designed project on the dress form.

## **History**

### **Myth of Wine**

The course doesn't require prior knowledge of wine, and it will touch on every aspect of its production, marketing and consumption. In addition to a lecture-style portion class activities will be, surveys, personal investigations of wine lists in local restaurants and short interviews with wine professionals and aficionados. Emphasis on a hands-on approach will empower the students to develop the course's content areas they are most attracted to and personalize their experience in class. All topics in the books will be thoroughly explained and investigated.



## **Jewelry**

### **Basic Jewelry Making**

Come explore creative design in metal. Students will learn basic jewelry techniques, such as sawing, filing and drilling. They will also learn how to texture metal, form metal and connect various components without using a torch.

### **Found Objects and Mixed Media**

Open that treasure chest. You know the one filled with vintage buttons, broken jewelry and various trinkets. In this course you will incorporate your treasures into "one of a kind" pieces of wearable art, using metal, fabric, wood and other materials.

### **Wire Work**

Get wild with wire. Students will learn techniques needed to create wire components and make jump rings. They will then learn how to incorporate these creations into bracelets and necklaces, and earrings. They will also learn basic wire wrapping, weaving and crochet. Projects include a ring, bracelet or necklace and earrings.

## **Music**

### **Beginning Guitar**

This course is designed to acquaint the student with the rudiments of guitar technique. We will explore the playing of single-note melodies, chordal accompaniment, the solo chord melody style and finger picking. The course will emphasize the playing of songs in tablature rather than getting bogged down in musical notation and theory.

### **Community Choir**

This program involves group rehearsals, as well as participation in a concert. Diverse musical genres and choral techniques will be explored.

### **Community Jazz Band**

This program involves group rehearsals, as well as participation in a concert. *Previous experience on an instrument required.*

### **Community Concert Band**

This program involves group rehearsals, as well as participation in a concert. *Previous experience on an instrument required.*

### **Instant Piano for Hopelessly Busy People**

In just half a day, learn enough to give you years of musical enjoyment, whether entertaining others or just for your own amusement. The traditional approach teaches note reading, while professional pianists use chords. Learn all the chords to play any song in this one session. You will then perfect your technique at home using an exclusive CD provided by the instructor. It's easy, fun and musical- correct. If you already know your way around a keyboard a little, you know enough to enroll in this workshop.

## **Photography**

### **Beginner Photoshop**

This beginner Photoshop class will introduce students to basic program tools and techniques. Students will learn how to adjust, retouch and optimize their images for use on the web and in print.

### **Introduction to Digital Photography**

This is an introduction to the digital camera. Learn what to buy and the difference between point-and shoot and SLR. Learn the basics of photography. Composition and lighting will also be discussed.

# SPECIALTY PROGRAMS

## **APPLI (age 14–18 girls only)**

Teen girls will prepare for their futures in the Alice Paul Professional Leadership Institute (APPLI): College & Careers program. Each four-day program includes college campus and workplace visits to meet female professionals at area companies. Engage in workshops on the college application process, interview skills, financing your education, choosing the right (and realistic) school that matches your goals, resume development, business etiquette and more. Includes a networking practice session with professional women from a variety of fields and interests. This is a life-changing program for teen girls! APPLI is held at the Alice Paul Institute housed at historic Paulsdale (128 Hooten Road, Mount Laurel, NJ), the home of suffragist and women's rights leader Alice Stokes Paul (1885-1977). Visit [alicepaul.org](http://alicepaul.org) to learn more.



# DIVERSITY, EQUITY & INCLUSION

## **Cultural Workshops**

Learn about the differences between cultures, events, celebrations and rituals. Create a calendar of events to participate in unique perspectives of what makes us unique.

## **Diversity for Kids (2<sup>nd</sup>–5<sup>th</sup> grades)**

Learn about the differences between cultures, events, celebrations and rituals. Create a calendar of events to participate in unique perspectives of what makes us unique.

## **Activities for Advocacy**

Become an advocate for diversity, equity and inclusion in your classroom, community or company. Learn about resources to understand how to talk about diversity, and participate in a book club for sharing perspectives on equity-minded initiatives.

## **Building Safe Communities**

Creating a safe space for teams, employees and volunteers in a virtual and face-to-face environment that is inclusive for all.



# EMERGENCY TRAINING

## **Healthcare Safety**

### **Friends and Family CPR**

This course teaches the lifesaving skills of adult Hands-Only CPR, child CPR with breaths, adult and child AED use, infant CPR and relief of choking in an adult, child or infant. Skills are taught in a dynamic group environment by using a research-proven practice-while-watching technique, which provides students with the most hands-on CPR practice time possible. This course is ideal for schools and students, new parents, grandparents, babysitters and others interested in learning how to save a life.

### **Healthcare Provider CPR/BLS**

This course is intended for people in the healthcare profession (doctors, nurses, EMTs, nursing students, etc.). It is also the course required for lifeguards. Due to the new guidelines, this course is required for people that are new to CPR, as well as those who already have a current CPR certification. It includes training in CPR & choking skills for infants, children & adults, as well as 2-rescuer CPR, the use of barrier devices and training on automated external defibrillators (AED). Successful completion of the course provides a 2-year American Heart Association certification.

***An optional textbook can be purchased from the instructor during class for \$20.***

### **Heartsaver CPR/AED**

This is for people who require a CPR certification as a prerequisite to their job but who are not healthcare providers. The course is suitable for teachers, physical therapists, gym instructors, scout leaders or anybody who wants practical knowledge of CPR skills. It includes training in cardiopulmonary resuscitation (CPR) and choking skills for adults and children, ages 1-8, as well as the use of barrier devices and training on automated external defibrillators (AED). Successful completion of the course provides a 2-year American Heart Association certification.

***An optional textbook can be purchased from the instructor during class for \$20.***



## **FITNESS & RECREATION**

### **Dance**

#### **Basic & Social**

Don't sit out at weddings or parties. This class will get you out on the floor with confidence and ease. Class will cover basic dances such as slow dance, swing, salsa and waltz. Limited enrollment enables you to learn more quickly and allows time for individual instruction. **Limit 10 students.**

#### **Line Dancing**

Bring your friends or come alone for a fun-filled class. Learn different styles of line dancing, which will enable you to pick up any new dance that comes along. We will learn various patterns in addition to many old and new line dances. Exercise is another benefit for this class.

**Limit 10 students.**

#### **Salsa & Latin**

Learn the basics of latin dancing, salsa, cha cha rumba and tango.

Come alone or bring a friend. **Class limit 10 students. Sign up early!**

# **Fitness**

## **All Levels Yoga**

This class will develop the foundation for a regular yoga practice. Students will safely practice basic postures, breathing techniques and relaxation methods. All levels are welcome, and no experience is necessary.

*Please bring a mat, towel and water bottle.*

## **Barre Above**

Barre Above® is a totally unique approach to barre workouts as you've seen them. Fusing the best of pilates, yoga, aerobics and elements of the strengthening exercises dancers do, Barre Above® delivers a results-driven workout that is not only fun and dynamic, but it will sculpt your body and get you into absolutely amazing shape.

### **When taking a Barre Above® workout:**

- You'll see improvements in your posture, flexibility, overall body strength and balance.
- You'll obtain a body awareness that you may not have had before.
- You'll transform your body and feel more confident in your fitness.
- You'll establish friendships and new connections among your fellow participants.

## **Chair to Standing Yoga**

Whether you are new to yoga, have an ongoing practice or have simply taken a break from yoga, each week's class will be geared to allow each yogi to create and expand their yoga practice.

Each hour class will focus on breathing techniques to help focus and allow for mindfulness, as well as poses to connect mind to body. So put the to-do list on hold, take a break from your busy week and find a way to be there for yourself.

## **Personal Trainer Certificate**

Get all the information needed to start an exciting fitness career and become a Certified Personal Trainer. This challenging course is for candidates wanting LIVE instruction with an in-depth, hands-on practical lab to master the essential career skills and knowledge. The course consists of 15 hours of lecture on key topics like biomechanics, exercise physiology, fitness testing, equipment usage and health assessment. In addition, students participate in 15 hours of hands-on practical training labs with role playing drills on assessing clients, programming, performing proper exercises, presentation skills and more.





### **Zumba Gold**

Zumba Gold is for individuals who want to do Zumba, but at a slower pace and no impact on the joints. Ditch the workout and have fun dancing to burn those calories. Learn the fundamentals of salsa, bachata, merengue and reggaeton. Leave your inhibitions at home, and come have some fun!

## ***Recreational Safety***

### **Boating Skills for NJ Boaters and PWC Operators**

This course is approved by the U.S. Coast Guard, NASBLA and the State of NJ. It meets the requirements to earn the NJ Boating Safety Certificate which is required for the operation of power boats and PWCs on NJ waters. Cost includes textbooks, homework, and exam materials, a completion certificate recognized by most Marine Insurance companies and the processing of the NJ Boating Safety Certificate. A temporary boating safety certificate will be issued upon successful completion of the exam given on the second session. Coast Guard Auxiliary Flotilla 13-10.

## LANGUAGES

### **American Sign Language**

This course is an introduction to ASL and deaf culture. This will help people who want to learn to be able to communicate and interact with deaf/hard of hearing and signers in the community. It provides an opportunity for people to experience ASL before they decide to go for ASL credit courses at RCBC.

### **Introduction to Italian**

Come learn Italian, one of the major languages of civilization in any age – perhaps the language of your heredity, or the language of your future travels. This course is a thorough introduction to spoken and written Italian, and will include pronunciation, vocabulary, conversation, language structure and Italian culture.

### **Basic Spanish**

This course is designed to help students acquire foundational knowledge of Spanish conversation. Each class theme aims to develop basic speaking ability that will prepare students to carry on short conversations outside of class, in the real world or in everyday situations.

## WRITING & FILM

### **Fiction Writing**

Join us for an enlivening writing workshop on fiction. From creating characters to mastering plot, we'll work together to produce sensational prose. Utilizing a workshop setting, elite examples as models, and with a multi-published author as the facilitator, we will draft fiction stories and/or the beginnings of a novel. Whether you're a rookie writer or a seasoned veteran, you write for pleasure or personal pursuit, join us for an educational and enjoyable experience in a relaxed setting.

### **Memoir Writing**

Maybe some time ago you experienced a meaningful friendship or love that has stayed with you, even if that person hasn't. Or you endured a tragedy or dark period that was difficult, but you eventually emerged triumphant and stronger. Perhaps you are of "a certain age" and witnessed a historic event. Start the process of writing your memoir and tell your story from the heart.

# SENIOR PROGRAMMING

## LIFE/RSVP RSVP

(Retired and Senior Volunteer Program) offers opportunities for anyone aged 55+ to volunteer for challenging, rewarding and significant local service volunteering. LIFE (Learning Is For Everyone) is a membership for those aged 50+ to pursue informal educational goals through a broad range of classes taught by volunteer instructors.

**Contact us at (856) 222-9311, ext. 1583, or email us at [rsvpoff@rcbc.edu](mailto:rsvpoff@rcbc.edu) or [life@rcbc.edu](mailto:life@rcbc.edu) or visit [rcbc.edu/rsvp](http://rcbc.edu/rsvp) or [rcbc.edu/life](http://rcbc.edu/life).**

## Fit & Strong

The Burlington County RSVP Program is offering Fit & Strong!, an award-winning, evidence-based physical activity program for persons aged 60 and older who have osteoarthritis (OA).

[fitandstrong.org/](http://fitandstrong.org/)

The Fit & Strong! Program combines flexibility, strength training and aerobic walking with health education for sustained behavior change among older adults with lower extremity OA.

*The program is offered free of charge to the residents of Burlington County.*

**For additional information, please call (856) 291-3546.**

## Chronic Pain

A **FREE** 6-week interactive course helping individuals 60 years and older and/or their caregivers deal with chronic pain. Each 2 ½ hour class will teach participants how to overcome the daily challenges associated with pain, frustration, fatigue, isolation and poor sleep. The evidence-based course, developed by Stanford University, confirms improvements in physical activity, stamina and pain control; as well as better communication with healthcare providers and reduced doctor and hospital visits. CPSM is not an exercise class but introduces gentle sets of motion and flexibility movements. If participants attend at least four classes, starting by week two, they will receive the resource manual on the last class session.

**For additional information or questions, please contact the RSVP office at (609) 894-7229.**



# CAREER SERVICES

**Our Career Services Team can help you with the following:**

- Career Assessment
- Resume
- Cover letters/thank you responses
- Interviewing tips
- Social Media Cleanup
- Networking
- Job Search

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**Contact [careerservices@rcbc.edu](mailto:careerservices@rcbc.edu) or (856) 222-9311, ext. 1034 or visit [rcbc.edu/careers](http://rcbc.edu/careers).**

Begin your free Career Coach Assessment, or browse careers and programs at [rcbc.edu/careercoach](http://rcbc.edu/careercoach).

## ADULT BASIC EDUCATION

Earn your High School Equivalency Diploma and move to the next level!

This program offers:

- Test Assessing Secondary Completion (TASC) test
- Assistance with career exploration, improving job readiness skills, furthering education and/or job training.
- **NOW ONLINE** High School Equivalency test prep class

Contact us at (856) 222-9311, ext. 3016, [abe@rcbc.edu](mailto:abe@rcbc.edu) or visit [rcbc.edu/abe](http://rcbc.edu/abe) for more information.

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## HIGH SCHOOL QUICK STEP

The High School Quick-Step program is designed to target early dismissal high school students. This program will equip students with industry-recognized credentials needed to thrive in an in-demand profession immediately after graduation.

Featuring certifications in Health Sciences, Technology, & Supply Chain Management. **More information at [rcbc.edu/ppd](http://rcbc.edu/ppd).**



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# Contact Us:

**We are conveniently located off Route 295  
and Route 38 in Mount Laurel.**

Workforce Development Institute  
Rowan College at Burlington County  
900 College Circle, Mount Laurel, NJ 08054-9416

**Main: (856) 222-9311, ext. 2323**

**Professional Development: ext. 2492**

**Personal Development: ext. 2530**

**Career Services: ext. 1034**

**Adult Basic Education: ext. 3016**

**Email: [noncredit@rcbc.edu](mailto:noncredit@rcbc.edu)**

**Web: [rcbc.edu/workforce](http://rcbc.edu/workforce)**

