corporate and continuing education
704.330.CPCC
www.cpcc.edu
Build a balance in your life through professional and personal growth.

Today's competitive business environment requires that organizations employ a highly skilled and productive workforce. Corporate and Continuing Education (CCE) provides courses and programs that are either customized for a specific business or industry’s work force or targeted to an individual’s career attainment, upgrade, or enrichment.

The courses and programs offered by CCE often lead to a professional designation, continuing education credits, or certification. The use of pre- and post-assessment tools allows CCE to maximize product offerings to meet specific training needs. The end result is a highly skilled staff to help build a company’s competitive advantage.

Working with CPCC’s extensive network of instructors and training facilities throughout Mecklenburg County, CCE can tailor course parameters, content, and duration to meet the specific needs and goals of an organization at a reasonable cost. CCE can also send instructors to a company’s facility anywhere in Mecklenburg County.

Corporate and Continuing Education also offers programs that foster civic, cultural, and personal enrichment within the Charlotte-Mecklenburg area. Personal interest courses, offered at convenient times and locations, give adults the opportunity to explore and develop new interests or hobbies. By utilizing the resources of the college and community, these programs help improve and enhance the lives of individuals.

Explore the following course offerings to determine how CCE can meet your needs.

Program Areas & Courses

Automotive Related Training
704.330.5480

The Transportation Systems Technologies Division at CPCC offers a variety of training courses related to the repair and operation of vehicles and small engines. New classes may be added during the year.

Automotive
704.330.6220

- ASE Test Preparation
- Automotive Servicing for Service Consultants
- Automotive Computer Applications for Service Consultants
- Basic Auto Technology for Service Consultants
- Auto Shop Management for Service Consultants
- Basic Car Maintenance

Auto Body Repair
704.330.6220

- Automotive Restoration
- Pathways Estimation Training

Forklift
704.330.5480

- Forklift Operation Certification
- Forklift Repair

North Carolina Safety and Emissions Inspection Certification
704.330.5480

- Safety and Inspection Initial Certification
- Emissions Inspection Initial Certification
- Safety Inspection Re-certification
- Emissions Inspection Re-certification

Small Engine Repair Skills
704.330.6220

- Small Engine Repair
- Small Engine Overhaul

Computer Training
704.330.4223

Computer courses are designed for all levels of proficiency, from the novice to the networking professional. Our introductory classes help students gain basic computing skills, while our advanced classes help prepare students to become information technology professionals or to gain industry certifications. Classes are primarily taught by those with industry experience to make course material more relevant.

Computer Career Overview Course

Designed to help career transitioners determine a specific focus area within Information Technology. Hands on activities help participants explore the following job families:

- Networking
- Programming
- Desktop Publishing
- Web Development
- Databases
- AutoCAD

Certifications

CPCC offers one of the most comprehensive certification programs in the region. By partnering with industry leaders, we ensure that instructor and classrooms standards are met.

- Microsoft Certified Systems Engineer (MCSE)
- Oracle DBA
- Cisco Certified Networking Professional (CCNP)
- Microsoft Certified Database Administrator (MCDBA)
- A+, Net+
- Solaris System Administrator
- Brainbench Certified Internet Professional (BCIP)
- Certified Internet Webmaster (CIW)

AutoCAD

- 3D Studio MAX
- 3D Studio VIZ
- AutoCAD
The Team Manager Call Center certificate is designed for those with at least 2 years of call center experience who are interested in learning needed skills to manage a team of personnel. This program covers time schedules, coaching, and other things needed to succeed as a manager of a call center team.

Construction Institute

Building Contractor Licensing
704.330.4421

BPR 7002 Residential Blueprint Reading and Estimating
A course covering the fundamentals of reading and interpreting residential blueprints and estimating the quantities of materials and labor required to construct a house.

CAR 7130 Residential Contractors Exam Review
This course is a review of the laws, codes, and procedures covered by the General Contractor's License Examination for residential and light construction.

CAR 7131 Building/Commercial Contractors Exam Review
This course is a review of the laws, codes and procedures covered by the General Contractor’s License Examination for commercial construction.

CAR 7101 Home Construction Methods and Details
A course designed to assist the inexperienced builder to identify and evaluate information and procedures pertaining to home construction such as lot surveys, drainage, excavation and foundation construction, foundation wall, floor, wall and roof framing; appraise prefabricated walls and roof trusses, various types of duct work, heating and plumbing rough-in, electrical wiring; compare and select exterior wall coverings, plumbing-lighting-electrical fixtures and devices and hardware.

Building Trade Skills
704.330.4421

Brick Mason

MAS 7001 Bricklaying Basics
A course covering the fundamental techniques and practice in the building of brick walls, steps, corners, chimneys, and other brick structures. Emphasis is placed on the correct use of the mason’s trowel, level, and plumb line.

MAS 7002 Introduction To Brick Masonry
Brick Masonry Training is an intensive program designed to teach participants the fundamental knowledge and skills necessary to enter and advance in the brick mason’s trade. Major emphasis is placed on participant’s mastery of the correct procedures, methods, and techniques utilized in laying brick and block. In addition to instruction in the correct use of equipment, materials, and tools, participants will have extensive practice in laying brick and block with individualized instruction in order to help them develop their skill proficiency and production speed. The different types and uses of concrete mixing and joints are also covered.
During the final weeks of the course, participants will have the opportunity to further develop their skills.

**Carpentry**

**CAR 7040  Residential Framing I**

The Carpentry Framing Program (CFP) allows candidates to learn carpentry and framing skills in short term with this competency and worksite-based program. Through cooperation with the local construction industry, CFP students are taught the construction fundamentals cluster (CIX 7005) as well as floor, wall, ceiling, and simple roof framing techniques on live work site labs (70%) and in the classroom (30%). Competency testing is required for area certification and will be both written and practical.

Additional advanced carpentry certification may be attempted depending on schedule and student. Upon completion, graduates can use our Career Center registry of licensed local contractors and employers who have listed jobs for trained and certified graduates.

**CIX 7005  Carpentry I**

This course provides construction apprentices, current craftworkers, and others with a certification of competency in basic construction knowledge. Topics covered in one semester include safety practices, construction math, blueprint reading, handtool use, power tool use, building materials, fasteners, and adhesives. Competency testing is required for area certification and will be both in written and practical form. This course is a required prerequisite to taking any of CPCC’s Carpentry series courses. It is recommended to potential employees by the construction industry for pre-employment qualification as well as employed craftworkers as certified pre-qualification for advanced certification coursework in your craft. Those interested in becoming handy, or handier, will also find this course useful.

**CIX 7006  Carpentry II**

This course provides construction apprentices, current craftworkers, and others with a certification of competency in basic floor; wall, ceiling, and roof framing. Completion of CIX 7005 Carpentry I, Wheels of Learning Construction Core, or documented UBC Step 2 is a prerequisite. Competency testing is required for area certification and will be both written and practical. Topics include platform floor, cantilevers, well openings, decking, snap-out, plating, detailing, metal and wood studding, RO’s, flat, vault and coffered ceilings, gable rafters and trusses, etc. Completion and certification in this course will allow trainees to pursue Carpentry III and IV Level course modules.

**CIX 7007  Carpentry III**

This course provides construction apprentices, current craftworkers, and others with a certification of competency in several areas of advanced carpentry techniques. Completion of CIX 7006 Carpentry II, Wheels of Learning Carpentry I, or documented UBC step 3 is a prerequisite. Competency testing is required for area certification and will be both written and practical. Topics will focus on exterior finishing operations. To include shingle roof application, cornice and siding application, vinyl siding, hardboard siding, cement board siding, and shake shingle siding. Completion and certification in this course allows trainees to pursue Carpentry Level IV.

**VSI 7000  Vinyl Siding Installation**

The VSI Siding Installation Training Course is designed to address a broad range of skills and techniques in the installation of vinyl siding, soffit, fascia, and trim. This is primarily a hands-on class with some lecture, covering the following: orientation, safety procedures, measuring and estimating materials, installing insulation and accessories, using the field bending break, installing horizontal vinyl siding, and installing soffit and fascia.

**Plumbing**

**PLU 7006  Basic Plumbing**

This course provides an introduction to the basic methods, tools, and materials used to install plumbing pipe work and plumbing fixtures. Primary emphasis will be placed on plumbing systems for residential buildings.

**PLU 7015  Backflow Valve Testing**

This course will develop entry level skills and knowledge for backflow assembly field tester. A working knowledge of the causes and principles of backflow and backflow prevention will be demonstrated. Recognizing proper backflow prevention assembly application, installation, and operation is stressed. Record keeping and backflow program responsibilities are also covered. Students should have knowledge of hydraulic principles and laws, along with plumbing code requirements. Reading, math, and mechanical skills are also needed.

**Construction Safety**

**CNT 7010  Ten-Hour OSHA Construction Compliance**

OSHA 10-Hour Construction course provides compliance safety training to prepare all employees for the hazards found in all disciplines of construction companies. This course is the primary training program of the OSHA Outreach Training Program. Learn your rights and responsibilities.

**CNT 7012  10-Hour OSHA Outreach Course For Masonry**

OSHA 10-Hour Masonry Safety Construction course provides compliance safety training to prepare all employees for the hazards found in masonry construction companies. This course is primary training program of the OSHA Outreach Training Program. Learn your rights and responsibilities.

**CNT 7013  10-Hour OSHA Outreach Course For Roofing**

OSHA 10-Hour Roofing Construction course provides compliance safety training to prepare all employees for hazards found on job sites. Attendees will gain understanding of OSHA regulations as they apply to roofing construction and development. Learn your rights and responsibilities.

**CNT 7014  10-Hour OSHA Outreach For HVAC/Plumbing**

OSHA 10-Hour HVAC/Plumbing Safety Construction course provides compliance safety training to prepare all employees for the hazards found in HVAC/Plumbing construction companies. This course is the primary training program of OSHA Outreach Training Program. Learn your rights and responsibilities.

**CNT 7015  10-Hour OSHA Outreach Course For Electricians**

OSHA 10-Hour Electricians Construction course provides compliance safety training to prepare all employees for hazards found on job sites. Attendees will gain an understanding of OSHA regulations as they apply to electrician construction and development. Learn your rights and responsibilities.
CNT 7017  OSHA-Fall Protection
Program is designed to provide each participant with requirements and techniques for fall protection from one level to another. Each participant will receive a course manual, a copy of the pertinent OSHA standards, OSHA interpretations, and a checklist on fall protection.

Electrical Code Courses
704.330.4421

ELX 7050  National Electrical Code I
This class covers articles 90 to 240 introduction, definitions, branch circuits, feeders, calculations, outdoor services, and overcurrent protection.

ELX 7051  National Electrical Code II
This class covers article 250 (Chapters 4, 5, 6, 7 and 8): grounding conductors, conduits, and all wiring methods.

ELX 7056  Electrical Contractors Exam Review
This course reviews the National Electrical Code and Calculations for those who are preparing to take the examination to be licensed as an electrical contractor in NC.

Home Inspection Licensing
704.330.4421

CIX 7011  Home Inspectors Exam Review
This course is designed as an exam review for the NC Home Inspector License Exam. Topics covered include licensing laws, regulations, ethics, electrical, plumbing, heating, and air-conditioning systems. Also covered are exteriors and structural and roof systems.

CIX 7012  Home Inspectors Continuing Education
This course is designed to meet the continuing education requirements adopted by the NC Home Inspectors Licensing Board (NCHILB).

Health and Community Services
704.330.6162

Continuing Education for Healthcare Providers
The following courses are designed to provide continuing education for healthcare professionals. Continuing Education Units are provided for all participants. Courses adhere to standards and guidelines of the American Heart Association and the American Academy of Pediatrics.

- Advanced Cardiac Life Support
- Advanced Cardiac Life Support Renewal
- Advanced Cardiac Life Support Instructor
- Pediatric Advanced Life Support
- Pediatric Advanced Life Support Renewal
- Pediatric Advanced Life Support Instructor

CPR
American Heart Association Basic Life Support Courses (CPR) are available for healthcare providers, the general public and any business or industry. All CPR courses are sanctioned by the American Heart Association. Central Piedmont Community College is an American Heart Association Community Training Center. Any class may be arranged for business, industry or personal groups. The following courses may be provided individually or in any combination. For more information please call: 704.330.5479.

- CPR Adult/Infant/Child
- CPR Adult/Infant Child Renewal
- CPR Instructor
- Infant/Child First Aid & CPR
- Adult First Aid & CPR
- First Aid/CPR for Adult, Infant, Child

Short-Term Job Training Programs
The following programs are short-term job training programs. These programs may be completed in one to two semesters. Certificates of completion are awarded at the end of the training programs. All courses are patterned on requirements by national or state certifying bodies, enabling participants to sit for state or national certifying examinations. These programs are recognized by local employers, who hire many trainees upon completion of course requirements.

- Medical Reimbursement Specialist
- Hospital Nursing Secretary
- Medical Transcription
- Phlebotomy Training
- Pharmacy Technician
- Assisted Living Administrator
- Healthcare Activity Directors for Nursing Homes
- Nurse Aide I
- Nurse Aide II
- EMT Basic
- Safety and Health Management Certification
- Wastewater Treatment Certification Grades 1 and 2
- Wastewater Treatment Certification Grades 3 and 4
- Certified Dietary Manager (12-month program)

Upgrade Skills
The following courses are designed to help upgrade skills of healthcare professionals:

- Coronal Polishing for Dental Assistants II
- Radiology for Dental Assistants
- Nurse Aide I Competency Evaluation
- EMT Renewal
- CFC Certification for HVACR Tech
- EMT-Defibrillation
- Certified Procedural Coder (CPC) Exam Review
- Advanced Coding
- Medical Keyboarding
- Exploring Medical Language
- Servsafe
- Advanced Transcription
Language and Culture
704.330.4223

Continuing Education language courses are designed with a communicative approach strongly emphasizing listening and speaking skills. Beginning courses are offered in three levels: Level I requires little or no prior knowledge of the language; Level II requires communication in short sentences or phrases; Level III requires basic conversational skills. Intermediate courses are designed to be taught in the target language with little or no conversation in English.

- French: Beginning I, II, or III; Intermediate French
- German: Beginning I, II or III; Intermediate German
- Italian: Beginning I, II or III; Intermediate Italian I or II
- Spanish: Beginning I, II or III; Intermediate Spanish I or II
- Spanish: Basic Spanish for the Healthcare Professional
- Spanish: Spanish for the Construction Industry
- Beginning Russian
- Beginning Chinese
- Beginning Arabic

Customized occupational training for various businesses and professions is also available through consultation. CPCC’s Corporate & Continuing Education is a Licensed Official Registered Provider of Command Spanish® in Charlotte and Mecklenburg County. This program provides skills to enhance job-specific communication in a variety of industries. These courses range from 8 hours in length to 30 hours. Contact 704.330.4628.

Certifications
704.330.4666

The following Continuing Education certifications are offered:

Certified Management Accountant Review (CMA)

The CMA is an internationally recognized designation awarded to management accountants who successfully complete the CMA examination as well as various education and experience requirements. Since 1972, over 18,000 accountants have achieved CMA certification. To achieve certification, you will need a combination of education, experience, coursework, and passing scores on each of four exams. CPAs can waive Module 2.

- Module 1: Economics, Finance and Management
- Module 2: Financial Accounting and Reporting
- Module 3: Managing, Reporting and Analyzing
- Module 4: Decision Analysis & Information Systems

Certified Payroll Professional

CPP Review courses are designed for payroll professionals who want to study for the CPP exam. It is necessary to have at least 3 years’ payroll experience to become certified.

- Primary Payroll Skills
- Essential Payroll Skills
- Advanced Payroll Skills

Human Resources Certification Preparation (SHRM)

This pre-certification course is designed for those interested in obtaining their PHR or SPHR certification in Human Resources.

Not-for-Profit Leadership Program

This is a hands-on leadership program targeted to the needs of the management teams of not-for-profit organizations. The three tracks are:

- Business Skills
- Leadership Skills
- Governance Process Skills

Professional Development
704.330.4223

These professional development courses are designed to provide skill-building strategies in specific areas of interest.

- Business Etiquette
- Making the Transition to Management
- Presentation Success
- Getting Things Done — Managing Time
- Managing Projects for Results
- Communication Power Tools
- Professional Telephone Techniques
- Listening: Did You Say What I Heard?
- Assertiveness Without Fear
- Dealing with Conflict and Negotiation
- Anger Management
- Increasing Self-Understanding with Myers Briggs

Assessments
704.330.4662

Assessments include a family of soft skill assessment instruments that use job simulations to measure skills and abilities required for job success. Some assessments use video to simulate job activities for positions within an organization from entry level personnel to supervisors and managers. Other available assessments include 360-degree skill assessments and knowledge-based assessments. Assessments are available for:

- Production Workers
- Front Line Leaders
- Management
- Customer Service

Certificate in Human Resources (CPCC)

These courses have been determined as essential topics for entry into the field of Human Resources:

- Fundamentals of Human Resources
- Basic Employment Law
- Employee Relations
- Benefits Administration
- Sexual Harassment Workshop
Project Management Certification (CPCC)

This in-depth project management course is designed to provide the skills and experience needed to successfully manage projects from initiation to completion. Specific course topics include targeting end objectives, project staffing, the 9 skills of successful project management, project time management, project quality management, project accounting, advanced project management tools.

By Contract:
704.330.4661

Achieve Global (Zenger/Miller)

- Working
- Front Line Leadership
- Leadership 2000
- Workplace Basic Skills
- Sales
- Customer Service (Kaset)

Developmental Dimensions International (DDI)

- Leadership Development
- Techniques for High Performance
- Service Plus

Franklin Covey

- 7 Habits of Highly Effective People

Six Sigma

Process Management

Notary Public
704.330.4223

Notary Public classes provide a thorough introduction to the statutes that regulate the acts of North Carolina notaries. The purpose of the education requirement is to enable the applicant to become a responsible, qualified candidate for Notary Public commission.

Lifelong Learning For Senior Adults
704.330.4223

CPCC’s Lifelong Learning for Senior Adults Program is dedicated to offering courses and services that will significantly enhance the lives of individuals, ages 55 and up, be it physically, mentally, socially, professionally or personally. We believe that senior adults are vital contributors in our community who set and achieve high goals and continue to seek challenging and interesting ways to enrich every aspect of their lives.

Computer Skills

Overcome your fears of technology by exploring Windows, Internet, e-mail, and Microsoft Office.

Life/Work Skills

Gain skills and confidence to rejoin the workforce through courses in Assertiveness, Conflict Management, Time Management and Notary Public.

Writing & Arts

Enhance your creativity from paintbrush to pen… Basic Drawing and Watercolor, Illustrating Children’s Books, Writing Memoirs, Creative Non-Fiction and How to Write Children’s Books.

Financial Planning

Learn to manage a limited or set income and protect your life’s earnings with courses in Estate Preservation, Debt-Free Living, Saving for Your Grandchildren and Financial Strategies for Retirement.

Fitness, Recreation & Leisure

Enjoy an active and adventurous lifestyle through courses in Water Aerobics, Genealogy, Weight Training, Golf, Tennis, Travel and Balance and Flexibility.

Home & Garden

Learn practical skills that are fun and simple… Interior Decorating, Herb Gardening, Landscaping, Cake Decorating, Flower Arranging, Cooking for One or Two, Basic Car Maintenance, Practical Plumbing, Easy Electrical Fixes, Needlepoint and Quilting.

Lunch & Learn Series

The Lunch and Learn Series is offered at rotating campuses one Thursday each month from 12 – 1:30 pm. Enjoy a wide variety of lecture topics and a unique social atmosphere. A minimal charge for each event includes a catered lunch. Reservations must be made at least one week in advance.

Manufacturing and Technical Skills
704.330.4676 or 4413

These courses address specific skill sets and hands-on applications needed in an industrial production environment. Many are adapted from longer courses to fit individual, operational and safety requirements found in manufacturing. Often courses are customized with company-specific content and the course delivery is adjusted to meet production and shift schedules. Some examples include:

- Basic shop practices
- Basic assembly and hand tools
- Blueprint reading
- Geometric Dimensioning and Tolerance
- Shop math and metrology
- Basic and advanced machining
- Basic electricity
- Maintenance training
- Welding
- Quality inspection
- Statistical Process Control
- Problem-solving techniques
- Team work and communication
- Lean Manufacturing
- ISO/QS Awareness
- Internal Auditor
- Plant Safety (First Aid/CPR, bloodborne pathogens, HazCom, lock out/tag out, ergonomics, powered lift truck
New and Expanding Industry
704.330.4674

This program supports complete workforce training services to eligible companies locating or expanding in Mecklenburg County by adding new job growth. College-administered state funds typically provide training and development based on the number of jobs created, the skill and wage levels, and the level of capital investment. Eligibility must include growth by at least 12 new production jobs in a one-year period. The program can support a full range of needs customized to each project. Examples include the following:

- Job task analyses, providing complete job description of skills, knowledge and abilities, recommended validated assessment and suggested behavioral interview questions.

Special Training Services
Manufacturing & Information Technology Production
704.330.4676

The program targets existing manufacturers and IT companies in a production environment to help achieve greater efficiency and productivity while enhancing competitiveness. This may begin through job task analysis and needs assessment. Programs are most often skill-based and customized to suit particular needs. Delivered in an affordable manner, these specialized programs may be subsidized by state funds to serve small class sizes and may be delivered on-site at the production facility.

Personal Interests
704.330.4223

Take time away from work and home to develop new and existing interests and create adventure in your life. Enroll in a Personal Interests course to enhance your physical, mental, social, professional, and personal well being.

Recreation & Leisure
Increase your energy level by channeling it into one of these fun-filled activities: Aviation, Social Dance, Swing, Shag, Country Line Dancing, Ballroom Dancing, Boating, Tai Chi, NIA Fitness, Yoga, Aerobics, Self-Defense, Golf, Tennis, Kayaking, Canoeing and Motorcycle Riding.

Art & Music
Develop new art interests and reveal talents by taking: Watercolor, Stained Glass, Drawing, Oil and Acrylics, Calligraphy and Symphony Previews.

Writing
Uncover your hidden passion in a writing class: Creative Writing, Freelance Journalism, Freeing Your Creative Self, Writing Memoirs, Marketing for Writers, Writing Our Way to Abundance and Novel Writing.

Financial Planning
Track your income, monitor your investments, and plan for your future with Estate Planning, Basics of Investing, How to Live Debt Free, Long-Term Care Insurance and Stock Selections.

Travel
Simplify and maximize your travel experiences with How to Travel Cheap, Travel Safety, Let’s go Cruising, Ultimate Adventure Trips and Pack Light, Pack Tight, Pack Right.

Home & Garden
Create an inviting home with interesting paint techniques, design your own home landscape or choose one of these areas of interest: Interior Decorating, Picture Framing, Photography, Flower Arranging, Sewing, Faux Finish, Cooking, Cake Decorating, Chinese Cooking, Quilting, Needlepoint, Upholstery, Gardening, Landscaping, Wedding Planning and Basic Training for the Home.

Real Estate/Appraisal/
Mortgage Banking/Insurance
704.330.4223 or 4685

The Real Estate Institute offers courses designed for the real estate, appraisal, and mortgage banking professional including pre-licensing education designed by the North Carolina Real Estate Commission and the North Carolina Appraisal Board. New classes may be added during the year.

Real Estate Pre-licensing/Sales
- Fundamentals of Real Estate (Salesperson)
- 60-hour Real Estate Broker Course
- Real Estate License Examination Review (Salesperson or Broker)

Real Estate Sales/Broker Continuing Education
- Mandatory Real Estate Update
- Buyer Representation in Real Estate
- Challenging the Appraisal
- Doing the Right Thing
- Environmental Considerations in Real Estate
- Environmental Issues in Your Real Estate Practice
- Ethics and Real Estate
- Fair Housing
- Introduction to Commercial Real Estate
- Maximizing Value
- Property Management and Managing Risk
- Red Flags, Property Inspection Guide
- Risk Management
- Tell Me Now/Pay Me Later
- What Does an Attorney Do?

Professional Skills
- Becoming A Professional Real Estate Assistant

Appraisal
- Introduction to Real Estate Appraisal (R-1)
- Valuation Principles and Practices (R-2)
- Applied Residential Property Valuation (R-3)
• Uniform Standards of Professional Appraisal Practice (USPAP)
• Introduction to Income Property Appraisal (G-1)
• Advanced Income Capitalization Procedures (G-2)

**Mortgage Banking**
- Becoming a Mortgage Loan Processor
- Advanced Mortgage Loan Processing
- Advanced Mortgage Loan Processing II
- Introduction to Underwriting
- Introduction to Loan Origination
- Marketing for Loan Officers
- Principles of Construction Lending
- Understanding Appraisals
- Understanding Credit

**Insurance**
704.330.4223 or 4678

Pre-licensing courses are offered for persons seeking licensure requirements with the North Carolina Department of Insurance and the National Association of Security Dealers (NASD).
- Life and Health Agent
- Medicare Supplement/Long Term Care
- Property and Liability Agent
- Customer Service/Account Manager (Property & Liability)
- Claims Adjuster
- Series 6, 63, and 7

**Small Business Center**
704.330.4651, 4672 or 4673

Member of the North Carolina Small Business Center Network whose vision is to foster and support entrepreneurship, small business training and economic development in local communities.

**Training and services offered:**
- Business Basics of Starting and Operating a Small Business
- Financial Management and Record-keeping for the Small Business
- Working On Your Business, Not In It
- Getting Started With QuickBooks® Pro
- Mastering Payroll With QuickBooks® Pro
- Mastering Estimating, Time Tracking & Job Costing With QuickBooks® Pro
- Mastering Taxes – Sales & Other-wise With QuickBooks® Pro
- Mastering Inventory & Purchase Orders With QuickBooks® Pro
- Mastering On-line Banking With QuickBooks® Pro
- Export Ready Training
- International Payments
- Free Library Seminars – for those who want to start a business
- Resource Center — lending library, periodicals, templates, audio and video
- Individual Small Business Consulting and Counseling

**BEST— Business and Entrepreneurial Skills Training:**
The Business and Entrepreneurial Skills Training Program (BEST) is designed to give business owners the skills necessary to grow their business. This nine-month program consists of:
- Unique individualized assessment and customized delivery of on-site consulting.
- Workshops covering all aspects of business.
- Mentoring with graduates of the program.
- Practical information that can be applied immediately.
- Networking with small business owners.

**Offered in Spanish:**
- Fundamentos De Comenzar Y Operar Un Negocio Pequeño
- Seminarios Gratuitos Para La Pequeña Empresa

**Teacher Education**
704.330.4626

These courses are designed to provide Continuing Education Units for North Carolina teachers. Teachers not currently employed by a school district should contact the State Department of Public Instruction for a renewal information packet. Content area courses are offered as well as technology courses to assist teachers in obtaining technology units for renewing certificates. Classes listed are selected examples of course offerings; this list is not intended to be exhaustive. Some courses are offered more frequently than others depending on expressed needs of the local educational professionals. New courses may be added during any given semester. Courses range from 10 hours to 30 hours in length.

**Content Area Courses:**
- Accelerated Learning
- Attention Deficit Disorder
- Becoming a Successful and Effective Teacher
- Block Scheduling Instructional Strategies
- Brain Based Learning
- Classroom Management Strategies
- Cooperative Learning
- Critical and Creative Thinking Skills
- Differentiating Instruction in Mixed Ability Classrooms
- Discipline Strategies: As Tough as Necessary
- Gifted Education
- Integrating the Curriculum
- Interactive Writing
- Learning Centers
- Learning Styles
- Motivating Students
- Multiple Intelligences
- Spanish for Educators
- Strategies for Improving Academic Performance
- Strategies for Struggling Readers
- Theme-Based Units (and others)

**Technology Courses:**
- Introduction to Windows
- The Basics of Computers and Microsoft Office
- Utilizing Gradebook and Test Template in Microsoft Works
- Integrating Technology into the Classroom
- Internet for Teachers
- Access for Educators
• Technology to Work Smarter....Not Harder
• Introduction to Excel for Teachers
• Introduction to Word for Teachers
• Introduction to PowerPoint for Teachers
• Microsoft FrontPage for Educators

For information about offering Teacher Education courses on-site for local schools, contact 704.330.4200 ext. 7208

Workplace Basic Skills
704.330.4554

These classes are set up for business and industry at company work sites.
• Math Upgrading
• Reading Improvement
• General Educational Development (GED) Preparation
• Writing Improvement
• Upgrading Your Grammar
• English as a Second Language (ESL) — Beginning, Intermediate, and Advanced
• Math for ESL Students