



University of the  
District of Columbia

# Workforce Development and Lifelong Learning

Catalog of  
programs and courses

**2016-2017**



# Workforce Development Course Catalog 2016-2017



# Workforce Development and Lifelong Learning

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# The University of the District of Columbia Community College

The University of the District of Columbia Community College (UDC-CC) serves DC residents by integrating workforce preparation, quality education, economic development and employer linkages, school-to-career training – providing a seamless transition from K-12 to adult education and literacy to college prep – and continuous lifelong learning.



## ASSOCIATE DEGREE PROGRAMS

UDC-CC is the place where dreams come true! UDC-CC currently offers 20 Associate degree programs. Each of the five certification-based pathways in the division of Workforce Development and Lifelong Learning can connect you to degree programs that will allow you to further your education and propel your career. Discover how YOU can craft your personal journey at UDC-CC!

Administrative Office Management  
Architectural Engineering Technology  
Aviation Maintenance Technology  
Business Technology  
Construction Management  
Computer Accounting Technology  
Computer Science Technology  
Corrections Administration  
Education

- Infant / Toddler Education
- Early Childhood/School Age (Pre-K – Grade 3)
- General Education (Elementary and Secondary)

Fashion Merchandising

Fire Science Technology  
Graphic Communication Technology  
Graphic Design  
Hospitality Management & Tourism  
Law Enforcement  
Legal Assistant  
Liberal Studies  
Mortuary Science  
Music  
Respiratory Therapy



### WORKFORCE DEVELOPMENT & LIFELONG LEARNING

The mission of the UDC-CC Division of Workforce Development and Lifelong Learning (WDLL) is to reduce unemployment and underemployment in the District of Columbia by enhancing the skills of its residents. The program provides training to DC residents aimed at helping them earn jobs, get promoted, and train for careers in new industries.

UDC-CC WDLL offers residents of Washington, DC training programs in five career pathways: Construction and Property Management, Healthcare, Hospitality and Tourism, Information Technology and Office Administration, and Transportation. These career pathways represent high-growth, high-demand industries in the Washington Metropolitan Region. WDLL also offers select skills-building courses.

### Where is training offered?

**WARD 5**  
Bertie Backus Campus  
5171 South Dakota Avenue NE  
Washington, DC 20017  
(202) 274-7209

**WARD 6**  
UDC-CC Campus  
801 North Capitol Street NE  
(3rd Floor Suite 328)  
Washington, DC 20002  
(202) 274-7181

**WARD 7**  
Marion Shadd Campus  
5601 East Capitol Street SE  
Washington, DC 20019  
(202) 274-5617

**WARD 8**  
PR Harris Campus  
4600 Livingston Road SE  
Washington, DC 20032  
(202) 274-6999

**WARD 8**  
United Medical Center (2nd Floor)  
1310 Southern Avenue SE  
Washington, DC 20032  
(202) 574-6854

## HOW DO I SIGN UP?

### 1. Attend an Information Session and take the CASAS Assessment

Information Sessions and CASAS testing are provided year round. Please contact your preferred location for testing dates and times (see page 3). Details can also be found on our website, [www.cc.udc.edu/wd](http://www.cc.udc.edu/wd).

### 2. Gather Registration Documents

All prospective students are required to provide documentation for each of the categories in the table below. Some courses may require additional documentation (such as the Health Care – Direct Care courses). More information on additional documents are shared during the Information Sessions and can also be found on our website, [www.cc.udc.edu/wd](http://www.cc.udc.edu/wd).

**Please note that if you don't have ALL required documents, you will not be registered.**



WDLL REQUIREMENT	ACCEPTABLE DOCUMENTS
Proof of Residency	As of the Spring 2017 semester, Two (2) documents are required – Primary document and Secondary document. Please check the website ( <a href="http://cc.udc.edu/wd">cc.udc.edu/wd</a> ) for complete list of documents.
Educational Status	High School Diploma; GED; High School Transcript; Letter from School District on letterhead; College Diploma or Transcript
Proof of Income	Pay Stub (current); IRS Form 1040; Public Assistance Record; Unemployment Benefits letter
Eligibility to Work in the US	US Passport; US Birth Certificate; foreign passport stamped Eligible to Work; INS Form; original Naturalization Certification
Date of Birth	Birth Certificate; Passport (US or Other, valid not expired)
Social Security Number	Social Security Card; Letter from Federal Agency that includes 9-digit Social Security number
Military Status	(If Applicable) DD-214
Selective Service Registration	(If Applicable) Selective Service Card
Health Insurance	(If Applicable) Health Insurance Card

### 3. Attend a Registration Day

Bring all of the Registration Documents to a Registration Day to meet with an advisor to discuss your interests and select a course for registration.

**Please note that you will not be eligible to participate in a Registration Day without ALL required documents.** Registration Day schedules are released three times during the year. Please contact your preferred location for the current schedule (see page 3). Details can also be found, as available, on our website, [www.cc.udc.edu/wd](http://www.cc.udc.edu/wd).

#### WHAT'S NEXT?

All new students are required to attend a New Student Orientation. The purpose is to orient students to the campus and services available. This includes: brief introductions to WDLL staff and faculty, important information about UDC rules and procedures (e.g. Code of Conduct, FERPA, and the Attendance Policy), and a brief overview of the supportive services available to WDLL students.



#### What should I bring on my first day of class?

Bring your Class Schedule and Enrollment Letter which demonstrates that you have completed all of the requirements for entry into the training program/course that you have chosen.

We look forward to serving you and to making your experience with us as pleasant as possible. Thank you for your interest in the University of the District of Columbia-Community College's Division of Workforce Development and Lifelong Learning!





## WHAT IS THE CASAS ASSESSMENT?

CASAS, Comprehensive Adult Student Assessment Systems, is the most widely used competency-based assessment system in the United States designed to assess the relevant real-world basic skills of adult learners. CASAS measures the basic reading and math skills needed to function effectively at work and in life.

For more than three decades, CASAS, a nonprofit organization, has strengthened the efforts of education and business and industry to transition people age 16 and over to postsecondary education and workplace success. CASAS is used nationally and internationally and is validated by the U.S. Department of Education and the U.S. Department of Labor. The primary focus of CASAS is adult education and workforce development — identifying the needs and providing the solutions.

**Note:** Please see course descriptions for minimum CASAS scores for each course.

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**Please note that some courses or programs require a higher level CASAS score. The higher CASAS score requirement is generally reflective of a more rigorously paced and demanding course. CASAS scores are subject to change according to programmatic revisions.**

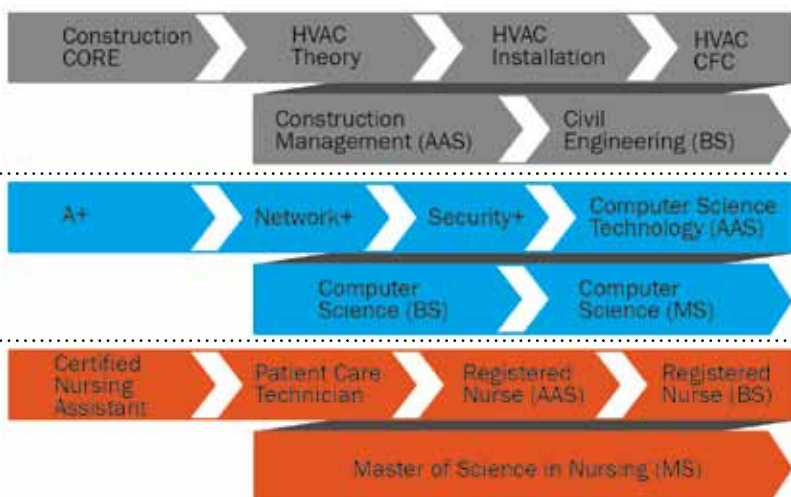
### CAREER PATHWAYS

Career Pathways is a workforce development strategy used in the United States to support workers' transitions from education into and through the workforce. This strategy has been adopted at the federal, state and local levels in order to increase education, training and learning opportunities for America's current and emerging workforce. UDC-CC WDLL offers courses in the following career pathways: Construction and Property Management, Healthcare, Hospitality and Tourism, Information Technology and Office Administration, and Transportation.

Career pathways are an integrated collection of programs and services intended to develop students' core academic, technical and employability skills; provide them with continuous education and training; and connect them to high-demand, high-opportunity jobs.

Here at UDC-CC WDLL, all of the career pathways have a corresponding degree that you can pursue. Though optional, furthering your education with a degree will open more career options and increase your earning ability. Here are a few examples of pursuable career pathways at UDC-CC:

#### Example Pathways



Please review course descriptions in the catalog for information on required CASAS scores and other prerequisite information.

**WDLL STUDENT SUCCESS TEAM**

As of the date of publication, the WDLL Student Success Team is comprised of **Student Support Services** and **Student Advancement**. Each area is supervised by an Assistant Director that reports directly to the Dean of Workforce Development and Lifelong Learning.

The **Student Support Services** staff provides services and resource referrals that support students with academic services and also non-academic matters that may impact a student's ability to complete their coursework. Staff provide academic advising and academic support for students from the intake process through course or pathway completion as well as a comprehensive and culturally sensitive set of support services designed to ensure the academic success of at-risk students.

The **Student Advancement** staff provides services that support student transitions to degree-based educational opportunities and/or employment opportunities that are aligned with a career pathway. Staff provide a comprehensive range of career services designed to assist students and other stakeholders in reaching their career goals and objectives. Staff also develop and manage external employer relationships purposed to collect employer feedback and to generate potential employment, internship, or externship opportunities. In addition, staff also provide assistance to students interested in transitioning to degree programs offered by two or four year institutions of higher learning.

**COURSE DESCRIPTION**



# Construction Career Pathway

## Construction Core

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

The National Center for Construction Education and Research (NCCER) Core Curriculum is an introduction to Craft Skills. Its modules cover topics such as safety, construction math, employability skills, an introduction to hand and power tools, and more. Completing this curriculum gives the trainee the basic skills needed to continue education in any craft area he or she chooses. During this course, students will also be offered OSHA 10, Bring Your A Game To Work, and CPR/First Aid certification. This course serves as a prerequisite for HVAC Theory. **Total Contact Hours – 144**

**Certification:** NCCER Craft Skills Construction Core; OSHA 10

## Heating, Ventilation, and Air Conditioning (HVAC) Theory

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** Construction Core

The HVAC Theory course presents the concepts of Heating and Air Conditioning including air and refrigerant distribution systems. It begins with a review of the formulas and concepts necessary for HVAC calculations and then explores the natural sciences behind the manipulation of HVAC systems to restore proper and balanced temperatures. Participants will master the operation of a basic air conditioning circuit and follow the flow of refrigerant from the point that it first extracts the heat from indoor air until it releases it into the outside air. Training then moves to deeper study of electrical circuits and troubleshooting, the operation of gas furnaces, and their troubleshooting, repair, and replacement. Upon successful completion of the program, participants are prepared to take the ESCO H.E.A.T. exam, a nationally recognized certification in basic Heating, Electrical, and Air Conditioning Technology. **Total Contact Hours – 126**

**Certification:** ESCO Institute H.E.A.T. (HVAC Excellence)

## **Heating, Ventilation, and Air Conditioning (HVAC) Installation**

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** Successful completion of HVAC Theory course and score of 70 or higher on the ESCO Institute H.E.A.T. exam

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The HVAC Installation curriculum is designed to equip the student technician with skills necessary to design and install human comfort air conditioning systems in residential and light commercial applications. The course begins with a review of the information learned in the HVAC Theory Program. Afterwards, students review the needs of a prospective air conditioned space and design a system to meet heating and cooling needs. Processes conclude with students performing all the processes involved in installation, start-up, and routine maintenance. **Total Contact Hours – 144**

**Certification:** ESCO Institute H.E.A.T. Plus (HVAC Excellence)

## **Leasing for Property Management**

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221. Passing score of 85% or above on Northstar Digital Literacy Modules 1, 2 and 3a

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This course is a two-part course that includes a customer service component as well as curriculum developed and maintained by the National Apartment Association (NAA) to prepare students for entry level positions in the residential property management field. Students will learn how to lease apartments in conventional, tax credit and section 8 properties as well as time management, marketing, resident relations, customer service and administrative skills. The course also covers Fair Housing and other legal aspects of rental housing. **Total Contact Hours – 144**

**Certification:** National Retail Federation (NRF) Customer Service and Sales and National Apartment Association National Apartment Leasing Professional (NALP) certification. The NALP Certification is a two-part certification; students can take an exam for provisional certification at the conclusion of the course. Full certification requires a minimum of 6 months onsite property management experience.

### Apartment Maintenance

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221. Passing score of 85% or above on Northstar Digital Literacy Modules 1, 2 and 3a

This program is developed and maintained by the National Apartment Association (NAA) as an introduction for new maintenance professionals and as a refresher for the veteran employee to give these professionals the knowledge and tools necessary to run an effective maintenance program. This course consists of hands-on classroom training followed by online practice scenarios. The CAMT program is accredited by the American National Standards Institute (ANSI), a private non-profit organization that administers and coordinates the U.S. voluntary standardization and conformity assessment system. **Total Contact Hours – 90**

**Certification:** National Apartment Association (NAA) Certified Apartment Maintenance Technician (CAMT). This is a two-part certification; students can take an exam for provisional certification at the conclusion of the course. 1-2 years of on-the-job training is required for full certification.



## Health Care Career Pathway

(Direct Care, Health Care Admin.)

### Nursing Assistant (NA)

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

The NA program provides the theory, laboratory skills, and clinical practice to prepare students to learn how to care for residents in long-term care facilities. A Nurse Assistant assists residents with activities of daily living (ADL) under the supervision of a registered nurse. The clinical practicum is once a week for a full day. Travel may be required. There is a 10 hour mandatory review prior to taking the state board exam.

**Total Contact Hours – 150**

**Certification:** DC Board of Nursing – Nursing Assistant Certification

**Note: Additional registration documents required.** As of the date of publication of this catalog, additional required documents are: WDLL Health Examination Form (completed within one year); PPD test (completed within 1 year); Immunizations or

titers for older vaccinations (including Hep-B); Global Service Background Check Receipt; CPR Card – American Heart Association – Health Care Provider Basic Life Support; Flu Vaccine (Oct-Feb only). **Registration documents are subject to change. Please attend an information session to learn more.**

## Dialysis Technician (DT)

**Required Assessment Scores:** CASAS Reading - 236; CASAS Math - 226

**Prerequisite:** Students must present proof of successful completion of a Nursing Assistant or EMT Program

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This program is intended for those interested in a career in renal dialysis. The program prepares learners for employment in a hemodialysis unit. This program will cover patient care principles, normal and abnormal renal anatomy and physiology, principles of dialysis, water treatment, and hemodialysis procedures under the supervision of a registered nurse. This program prepares the student for the national certification examination through the Board of Nephrology Examiners Nursing and Technology (BONENT).

**Total Contact Hours – 76**

**Certification:** Certification requires a minimum of 12 months of experience in nephrology patient care and current active participation in an End Stage Renal Disease facility. After 12 months work experience, students can independently pursue the Board of Nephrology Examiners Nursing and Technology (BONENT) Certified Hemodialysis Technologist/Technician (CHT) certification.

**Note: Additional registration documents required.** As of the date of publication of this catalog, additional required documents are: WDLL Health Examination Form (completed within one year); PPD test (completed within 1 year); Immunizations or titers for older vaccinations (including Hep-B); Police Clearance; Drug Screening with Negative Results (within 30 days of start date); CPR Card – American Heart Association – Health Care Provider Basic Life Support; Flu Vaccine (Oct-Feb only). **Registration documents are subject to change. Please attend an information session to learn more.**

### Direct Support Professional (DSP)

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

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This program trains individuals to become Direct Support Professionals (DSP). DSP's work directly with people who have developmental disabilities with the aim of assisting the individual to become integrated into his/her community or the least restrictive environment and serving as an advocate for the individual in communicating their needs, self-expression and goals. A DSP may provide support to a person with a disability at home, work, school, church, and other community places. We teach the required District of Columbia Developmental Disabilities Administration (DDA) and Department on Disability Services (DDS) training programs curriculum. **Total Contact Hours – 80**

**Certification:** Industry Standard

**Note: Additional registration documents required.** As of the date of publication of this catalog, additional required documents are: Police Clearance; PPD test (completed within 1 year); Drug Screening with Negative Results (within 30 days of start date); CPR Card – American Heart Association – Health Care Provider Basic Life Support. **Registration documents are subject to change. Please attend an information session to learn more.**

**Additional Note:** There are additional requirements for employment as a Direct Support Professional but not for enrollment in the Direct Support Professional course. These include health clearances, including immunizations or titers for older vaccinations, and a background check.

### Patient Care Technician (PCT)

**Required Assessment Scores:** CASAS Reading - 236; CASAS Math - 226

**Prerequisite:** Applicants must present their current District of Columbia Nursing Assistant (CNA) or EMT Certification

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The Patient Care Technician is a 170-clock hour (65-theory, 85-clinical practicum and 20-mental/behavioral health) program that prepares students for employment as a Patient Care Technician (PCT). PCT's job description includes assisting patients with many tasks they cannot do for themselves while they are in hospitals, rehabilitation clinics and/or ambulatory care centers. PCT's perform routine tasks, and this program provides the theory and skills necessary to care for complex patients in various health



care settings under the supervision of a registered nurse. The clinical practicum is once a week for a full day. Travel may be required. **Total Contact Hours – 170**

**Certification:** National Healthcareer Association (NHA) Certified Patient Care Technician/Assistant (CPCT/A)

**Note: Additional registration documents required.** As of the date of publication of this catalog, additional required documents are: WDLL Health Examination Form (completed within one year); PPD test (completed within 1 year); Immunizations or titers for older vaccinations; Drug Screening with Negative results within 30 days; Global Service Background Check Receipt; CPR Card – American Heart Association – Health Care Provider Basic Life Support; Flu Vaccine (Oct-Feb only). **Registration documents are subject to change. Please attend an information session to learn more.**

## Pharmacy Technician

**Required Assessment Scores:** CASAS Reading - 242; CASAS Math - 241

Pharmacy Technicians help licensed pharmacists dispense prescription medication. They work under the supervision of the pharmacist, who must review all prescriptions before they are given to patients. They work in retail pharmacies and hospitals. Pharmacy Technicians typically perform the following tasks: take from customers or health professionals the information needed to fill a prescription, count tablets and measure amounts of other medications for prescriptions, compound or mix medications, such as preparing ointments, package and label prescriptions, accept payment for prescriptions and process insurance claims, and do routine pharmacy tasks, such as answering phone calls from customers. **Total Contact Hours – 170**

**Certification:** National Healthcareer Association (NHA) Pharmacy Technician Certification (CPhT)

**Note:** Pharmacy Technician classes offered at United Medical Center require a PPD test. **Please attend an information session to learn more.**

**Additional Note:** There are additional requirements for employment as a pharmacy technician but not for enrollment in the Pharmacy Technician course. These include health clearances, including immunizations or titers for older vaccinations, and a background check.

## Phlebotomy Technician

**Required Assessment Scores:** CASAS Reading - 242; CASAS Math - 231

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The Phlebotomy Technician program prepares students for employment in a laboratory environment as a Phlebotomy Technician. Phlebotomy is the act of drawing blood either for testing or transfusion. It is a skill employed by many clinics and/or ambulatory care centers. **Total Contact Hours – 136**

**Certification:** National Healthcareer Association (NHA) Certified Phlebotomy Technician (CPT)

**Note: Additional registration documents required.** As of the date of publication of this catalog, additional required documents are: WDLL Health Examination Form (completed within one year); PPD test (completed within 1 year); Immunizations or titers; Drug Screening with Negative results within 30 days; Police Clearance; CPR Card – American Heart Association – Health Care Provider Basic Life Support; Flu Vaccine (Oct-Feb only). **Registration documents are subject to change. Please attend an information session to learn more.**

## Electrocardiogram (EKG) Technician

**Required Assessment Scores:** CASAS Reading - 242; CASAS Math - 231

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In the EKG Technician course, participants will learn to operate machines that record electrical activity of a patient's heart. EKG rhythms provide important data for the diagnosis of heart conditions. Certified EKG Technicians may perform some or all of the following tasks: set-up and administer EKGs and stress tests; prepare students for Holter monitor or ambulatory monitoring; edit and deliver final test results to physicians for analysis; schedule appointments; transcribe physician's interpretations. **Total Contact Hours – 72**

**Certification:** National Healthcareer Association (NHA) Certified EKG Technician (CET)

**Note: Additional registration documents required.** As of the date of publication of this catalog, additional required documents are: PPD test (completed within 1 year); CPR Card – American Heart Association – Health Care Provider Basic Life Support. **Registration documents are subject to change. Please attend an information session to learn more.**

## Medical Terminology & Anatomy

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math – 221

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Upon completion of the Medical Terminology & Anatomy course, participants will have a basic knowledge of the bone structures and the main systems of the human body. They will also have mastered the most useful, high-level medical terms which will form the basis for their further education in healthcare. The course will use a hybrid model, including on-line resources wherever possible to allow participants to practice their new knowledge at any time. Students wishing to take the Medical Assistant, Medical Office Administrative Assistant or Medical Billing and Coding program must complete this training as a pre-requisite. **Total Contact Hours – 60**

## Medical Assistant (MA)

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** Medical Terminology and Anatomy

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The Medical Assistant program is designed to train the student to function in the clinical area of a doctor's office. They will study how to triage a patient, record patient histories, do vital signs and EKGs, prepare and assist the physician with examinations, and basic skills in phlebotomy and injections. Principles of OSHA, handling laboratory specimens, and urinalysis are included in class instruction. Students will receive an introduction to medical insurance coding, ICD-10, and CPT, which are pertinent to the clinical medical assistant. Vocabulary is emphasized as it is an important tool in learning the language of the medical field. There is emphasis on professionalism in the work place; HIPAA guidelines as they apply to the medical office setting are discussed. Basic concepts of scheduling and office administration are included in the program. **Total Contact Hours – 132**

**Certification:** National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA)

### Medical Office Administrative Assistant

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221. Passing score (85%) on Northstar Digital Literacy Modules 1, 2 and 3a

**Prerequisite:** Medical Terminology & Anatomy

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The Medical Office Administrative Assistant Program (MOAP) prepares individuals for employment in medical and other health-care related offices. Course work includes medical terminology; information systems; office management; medical coding; billing and insurance; legal and ethical issues; and formatting and word processing. Students will learn administrative and support functions and develop skills applicable in medical environments. Employment opportunities are available in medical and dental offices, hospitals, insurance companies, laboratories, medical supply companies, and other health related industries. **Total Contact Hours – 120**

**Certification:** National Healthcareer Association (NHA) Certified Medical Administrative Assistant (CMAA)

### Introduction to Medical Billing and Coding

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** Medical Terminology & Anatomy (B or higher) **AND** Medical Office Administrative Assistant OR at least two years of **RECENT** work experience in billing and/or coding. Documentation of work experience needed – must provide references or a letter from an employer describing your work experience

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In the Introduction to Medical Billing and Coding course, participants will learn billing procedures so that the health providers receive payment for medical services rendered. The following areas will be covered: medical insurance laws, billing management, medical documentation and coding, health insurance claim form handling, EMR's and EHR's, and government programs and medical ethics. Every medical service is assigned a numeric code to define diagnostics, treatments and procedures. It will be the coder's job to enter this information into a database using this set medical protocol to produce a statement or claim. They will learn how to send paperwork to the appropriate insurance carrier for acceptance or denial and how to investigate rejected claims and update details in the database. They will then bill the patients for medical payments. Medical coders will also be responsible for dealing with collections and insurance fraud. **Total Contact Hours – 120**

**Certification:** National Healthcareer Association (NHA) Certified Billing and Coding Specialist (CBCS)

## Advance Medical Billing

**Required Assessment Scores:** CASAS Reading -231; CASAS Math - 221.  
ACCUPLACER Reading – 65

**Prerequisite:** Medical Terminology & Anatomy (B or higher) **AND** Score of 428+ (or 85% or higher prior to 2015) on NHA Certified Billing and Coding Specialists (CBCS) exam **OR** at least two years of **RECENT** billing and/or coding work experience. Documentation of work experience needed – must provide references or a letter from an employer describing your work experience

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Students will gain a thorough understanding of federal healthcare rules and regulations, insurance plans, CPT, ICD-10-CM, and HCPCS Level II coding guidelines. Additionally, students will learn how to submit claims, follow-up with patients and address claim denials. Upon successful completion of the course and the certification exam, students will obtain the Certified Professional Biller (CPB) credential through AAPC.

**Total Contact Hours - 258**

**Certification:** American Academy of Professional Coders (AAPC) Certified Professional Biller (CPB)

## Advance Medical Coding

**Required Assessment Scores:** CASAS Reading -231; CASAS Math - 221.  
ACCUPLACER Reading – 65

**Prerequisite:** Medical Terminology & Anatomy (B or higher) **AND** Score of 428+ (or 85% or higher prior to 2015) on NHA Certified Billing and Coding Specialists (CBCS) exam **OR** at least three years of **RECENT** billing and/or coding work experience. Documentation of work experience needed – must provide references or a letter from an employer describing your work experience

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This course focuses on the fundamental medical coding skills necessary for reviewing and assigning the appropriate procedure and diagnosis codes for healthcare services. CPT, ICD-10-CM, ICD-9-CM, and Level II (HCPCS) coding systems are discussed in-depth in this course. Additionally, Medicare fraud, health maintenance organizations, and quality improvement organizations are also reviewed. The Certified Professional Coder (CPC) credential through AAPC is obtained upon successful completion of this course and certification exam. **Total Contact Hours - 343**

**Certification:** American Academy of Professional Coders (AAPC) Certified Professional Coder (CPC)

## **Electronic Health Records**

**Required Assessment Scores:** CASAS Reading - 247; CASAS Math - 231. Passing score of 85% or above on Northstar Digital Literacy Modules 1, 2 and 3a

**Prerequisite:** Medical Terminology & Anatomy **AND** Medical Office Administrative Assistant **or** Medical Billing and Coding **or** Medical Assistant **or** Two years of recent work experience in a medical office. Documentation of work experience needed – must provide references or a letter from an employer describing your work experience

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The Electronic Health Records (EHR) course prepares students for skills and competencies required as a certified EHR specialist, including auditing patient records for compliance with legal and regulatory requirements, extracting clinical information for inclusion in reports such as quality improvement studies, billing and coding for insurance claim reimbursements, processing release of information (ROI) requests for medical records, reviewing patient records, and collecting patient demographic and insurance information. **Total Contact Hours – 144**

**Certification:** National Healthcareer Association (NHA) Certified Electronic Health Records Specialist (CEHRS)



# Hospitality and Tourism Career Pathway

## Customer Service and Sales – Retail

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

The Customer Service and Sales - Retail program prepares students for entry-level sales and service associate positions at hundreds of stores in the District and nationwide. In addition to learning customer service and sales techniques, students will learn to research product features and match specific products with customers when appropriate. Key skills taught include: how to establish credibility, reliability, and responsiveness, how to develop a repeatable telephone process, how to create repeat customers, how to gather and collect accurate information, how to build trust in the first 15 seconds, how to overcome objections, building ironclad/strong rebuttal in advance, and how to know when to stop talking. The program is aligned with industry standards as determined and validated by retail companies from across the US. It prepares students to sit for the Professional Certifications in Customer Service and in Sales issued by the National Retail Foundation. **Total Contact Hours – 100**

**Certification:** National Retail Federation (NRF) Customer Service and Sales

## Guest Service – Hospitality

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

The Guest Service - Hospitality class combines a competency-based curriculum with the American Hotel & Lodging Association's Certified Guest Service Professional curriculum and credential. The course uses interactive, multimodal instructional methods including: instructor-led sessions, group work, role play, pair work and various media. This course includes real life scenarios taken from actual hospitality settings. At the end of the course, students are eligible to sit for the Certified Guest Service Professional (CGSP®) credential exam. **Total Contact Hours – 76**

**Certification:** American Hotel and Lodging Educational Institute (AHLEI) Certified Guest Service Professional (CGSP®)

### Front Desk Representative

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** Guest Service – Hospitality or Relevant Work Experience. Documentation of work experience needed – must provide references

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The Front Desk Representative course provides students with concise instructions for training new or prospective employees on how to perform key tasks correctly, along with the general hospitality knowledge and soft skills needed in the hospitality industry. At the end of the course, students are eligible to sit for the Front Desk Representative credential exam. **Total Contact Hours – 50**

**Certification:** American Hotel and Lodging Educational Institute (AHLEI) Certified Front Desk Representative

### Guestroom Attendant

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** Guest Service – Hospitality or Relevant Work Experience. Documentation of work experience needed – must provide references

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The Guestroom Attendant certification course provides students with concise instructions for training new or prospective employees on how to keep guest rooms clean, safe and maintained at a lodging property. At the end of the course, students are eligible to sit for the Guestroom Attendant credential exam. **Total Contact Hours – 50**

**Certification:** American Hotel and Lodging Educational Institute (AHLEI) Certified Guestroom Attendant

### Hotel Property Maintenance

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** Guest Service – Hospitality or Relevant Work Experience. Documentation of work experience needed – must provide references

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The Hotel Property Maintenance course provides students with concise instructions for training new or prospective employees on how to perform key tasks correctly, along with the general hospitality knowledge and soft skills needed in the hospitality industry. This course is designed to prepare students to obtain the skills and knowledge needed



to succeed as a professional in a maintenance front-line position at a lodging property. At the end of the course, students are eligible to sit for the Maintenance Employee credential exam. **Total Contact Hours – 50**

**Certification:** American Hotel and Lodging Educational Institute (AHLEI) Certified Maintenance Employee

## Restaurant Server

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** Guest Service – Hospitality or Relevant Work Experience. Documentation of work experience needed – must provide references

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The Restaurant Server certification course provides students with concise instructions for training new or prospective employees on how to perform key tasks correctly, along with the general hospitality knowledge and soft skills needed in the hospitality industry. The Food Handler part of this course is a ten (10) contact-hour certification that is designed to prepare students to understand the five sections of Basic Food Safety, Personal Hygiene, Cross-contamination and Allergens, Time and Temperature, and Cleaning and Sanitation. The Alcohol Handler is a ten (10) contact-hour certification part of the course that prepares bartenders, servers, hosts, bussers, valets, bouncers and all front-of-house staff to effectively and safely handle difficult situations in your operation. In this class, you will learn how to understand alcohol laws and responsibilities, evaluate intoxication levels, check identification, and deal with difficult situations. At the end of the course, students are eligible to sit for the Restaurant Server credential exam, ServSafe Food Handler credential exam, and the ServSafe Alcohol credential exam. **Total Contact Hours – 60**

**Certifications:** American Hotel and Lodging Educational Institute (AHLEI) Certified Restaurant Server; ServSafe Food Handler; and ServSafe Alcohol



# Information Technology and Office Administration Career Pathway

## A+

**Required Assessment Scores:** CASAS Reading - 247; CASAS Math - 231

In the A+ course, students will install, upgrade, repair, configure, optimize, troubleshoot, and perform preventative maintenance on basic personal computer hardware and operating systems. This course is designed for students with basic computer skills who are interested in obtaining a job as an IT professional or PC technician. Possible job environments include mobile or corporate settings with a high level of face-to-face client interaction, remote-based work environment where client interaction, client training, operating systems and connectivity issues are emphasized, or settings with limited customer interaction where hardware activities are emphasized. In addition, this course will help prepare students to achieve a CompTIA certification. **Total Contact Hours – 144**

**Certification:** CompTIA A+. The CompTIA A+ certification has two parts – theory and hands-on. Students must successfully complete the theory exam to be eligible to take the hands-on exam

## Network+

**Required Assessment Scores:** CASAS Reading - 247; CASAS Math - 231

**Prerequisite:** CompTIA A+ Certification

The Network+ course teaches the fundamentals of network support administration and addresses the latest skills needed by technicians, such as basic principles on how to secure a network. The exam covers network technologies, media and topologies, devices, management, tools and security. The course will prepare students for competency in managing, maintaining, troubleshooting, installing and configuring basic network infrastructure. Network+ Certification is suited for computer technicians who are searching for a challenging career in the administration and support of complex internetworking environments. **Total Contact Hours – 50**

**Certification:** CompTIA Network+

## Security+

**Required Assessment Scores:** CASAS Reading - 247; CASAS Math - 231

**Prerequisite:** CompTIA A+ Certification or CompTIA Network+ Certification

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The Security+ course helps students build knowledge and professional experience with computer hardware, operating systems, and networks as they acquire the specific skills required to implement basic security services on any type of computer network. Participants in this course will understand the field of network security and how it relates to other areas of information technology. This course also provides the broad-based knowledge necessary to prepare for further study in specialized security fields. This course will prepare students for job responsibilities that include securing network services, network devices, and network traffic. This course will prepare students for the CompTIA Security+ certification exam. **Total Contact Hours – 72**

**Certification:** CompTIA Security+

## Project Management

**Required Assessment Scores:** CASAS Reading - 247; CASAS Math - 231

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The Certified Associate in Project Management certification course illustrates the use of key PMBOK guide tools and techniques through performing numerous actual in-class exercises such as financial evaluation, project selection, charter development, CPM scheduling, earned value, etc. This course provides students the opportunity to learn the basics of project management: how to plan, execute, control and complete projects. Specifically, students will learn how to prepare project schedules, develop project measures and approaches to project control, and how to develop, lead and motivate project teams. **Total Contact Hours – 50**

**Certification:** Project Management Institute (PMI) Certified Associate in Project Management (CAPM)

## **Electronic Health Records**

**Required Assessment Scores:** CASAS Reading - 247; CASAS Math - 231. Passing score of 85% or above on Northstar Digital Literacy Modules 1, 2 and 3a

**Prerequisite:** Medical Terminology & Anatomy **AND** Medical Office Administrative Assistant **or** Medical Billing and Coding **or** Medical Assistant **or** Two years of recent work experience in a medical office. Documentation of work experience needed – must provide references or a letter from an employer describing your work experience.

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The Electronic Health Records (EHR) course prepares students for skills and competencies required as a certified EHR specialist, including auditing patient records for compliance with legal and regulatory requirements, extracting clinical information for inclusion in reports such as quality improvement studies, billing and coding for insurance claim reimbursements, processing release of information (ROI) requests for medical records, reviewing patient records, and collecting patient demographic and insurance information. **Total Contact Hours - 144**

**Certification:** National Healthcareer Association (NHA) Certified Electronic Health Records Specialist (CEHRS)



# Transportation Career Pathway

## **HVAC EPA Section 608 – Universal**

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** HVAC Theory or relevant work experience. Documentation of work experience needed – must provide references

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The HVAC 608 class is a two day class designed to help facilitate students' prior knowledge of HVAC systems and apply that knowledge in the topic of refrigerant recovery. This course will review the rules and regulations regarding refrigerant recovery, recycling and reclaiming, and the effects of refrigerants on the environment. At the end of the course, students will sit for the EPA Section 608 Universal HVAC Technician credential. The EPA 608 license is a requirement for working in the HVAC industry or Transportation industry, as the technician will have to work with refrigerant. **Total Contact Hours – 16**

**Certification:** EPA Section 608 Universal HVAC Technician

## **HVAC EPA Section 609 – Automotive**

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** HVAC 608 or relevant work experience. Documentation of work experience needed – letter from employer on letterhead describing experience required

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The HVAC 609 course is a two day long class designed to help facilitate students' prior knowledge of HVAC systems and apply that knowledge in the topic of refrigerant recovery specifically for Motor Vehicle Air Conditioners. This course will review the rules and regulations regarding refrigerant recovery, recycling and reclaiming, and the effects of refrigerants on the environment. At the end, students will sit for the EPA Section 609 MVAC certification. **Total Contact Hours – 16**

**Certification:** EPA Section 609 MVAC Technician



# Other Courses

## Child Development Associate

**Required Assessment Scores:** CASAS Reading - 231; CASAS Math - 221

**Prerequisite:** Minimum 100 hours of experience working with children in a licensed child development center, home, or school within the past 3 years. Documentation of work experience needed – letter from employer on letterhead describing experience required

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The Child Development Associate Training program requires a minimum of one hundred twenty (120) clock hours demonstrating competency in the CDA Competency Goals, completion of the CDA Professional Resource File, and preparation for the CDA assessment by the Council of Early Childhood Professional Recognition. This course provides the required theory and skills necessary for individuals to care for children. Students will apply for credentialing in one of the following specialty areas: Preschool, Infant-Toddler, Family Child Care, or Home Visitor. Upon completion of the 120-hour course, verification of 480 hours of early childhood experience, and passing the CDA Council's oral and written exam, a CDA license will be issued. **Total Contact Hours – 126**

**Certification:** Council for Professional Recognition Child Development Associate (CDA) Credential

**Additional Note:** DC police clearance, FBI Fingerprint Clearance, a medical exam with a TB test, and CPR Certification may be required for employment but not for enrollment in the CDA course. The credentialing process also requires: 480 hours of Early Childhood experience within the last three years; creation of a Professional Portfolio; distribution and collection of family questionnaires; completion of the direct assessment application; verification visit by a trained Professional Development Specialist; and CDA Exam.

## Spanish in the Workplace

**Required Assessment Scores:** CASAS Reading - 221; CASAS Math - 214

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The Spanish in the Workplace course helps participants bridge the conversation gap between speakers of English and Spanish in the workplace. The course introduces grammatical structures, vocabulary, and information in an interactive manner focusing on interactions that might regularly be encountered at work.

## Digital Literacy

**Required Assessment Scores:** CASAS Reading - 221; CASAS Math - 214

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The Digital Literacy course will teach the basics in operating computers and prepare students to take advanced Microsoft Office programs. Students will learn the importance of use of computers in today's world. Students will learn the following: identify the benefits of using the internet; identify the monitor, keyboard, and mouse; use of the mouse: describe the mouse and its types; explain how to hold the mouse correctly; perform the click functions of the mouse; perform the drag function of the mouse; keyboarding: describe the keyboard and its types; describe the correct hand placement for the keyboard; describe types of keys on the keyboard and use the alphanumeric keys on the keyboard.

## IT For Seniors (Beginning)

**Required Assessment Scores:** CASAS Reading - 221; CASAS Math - 214

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The IT for Seniors (Beginning) course introduces the participant to the basic concepts of computer utilization. It includes using computer hardware; sending and receiving email; email attachments; using Microsoft Word; and performing Internet information searches.

## **IT For Seniors (Advanced)**

**Required Assessment Scores:** CASAS Reading - 221; CASAS Math - 214

**Prerequisite:** IT for Seniors (Beginning)

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The IT for Seniors (Advanced) course builds on the basic knowledge gained in IT for Seniors (Beginning). It includes using functions in email programs; using Microsoft Word; performing detailed internet searches; and social media applications.

## **Language Arts Skills Development**

**Required Assessment Scores:** CASAS Reading - 221; CASAS Math - 214

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The Language Arts Skills Development course is designed to help improve participants' reading performance so that they meet the pre-requisites for those WDLL course offerings which have higher level reading requirements. **Total Contact Hours – 50**

## **Mathematics Skills Development**

**Required Assessment Scores:** CASAS Reading - 221; CASAS Math - 214

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The Math Skills Development course is designed to help improve participants' mathematics performance so that they meet the pre-requisites for certain WDLL course offerings which have higher level mathematics requirements. **Total Contact Hours – 50**





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## Workforce Development Course Catalog 2016-2017

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