

May – August

# CCWA 2023

TRANSFORM  
YOUR  
CAREER



[CCWATRaining.org](https://www.ccwatraining.org)



CCWA is the Workforce Development Division of Brightpoint and Reynolds Community Colleges

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MAY — AUGUST 2023

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### Tuition Assistance

To learn more about funding programs available through CCWA, go to:

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#### NEW this SUMMER:

CCWA is expanding programs in two newly renovated locations.

See details on page 21.

**Community College Workforce Alliance** (CCWA) seeks to be the go-to resource and partner for businesses and economic development organizations seeking workforce solutions and the first stop for job seekers across central Virginia looking for a runway to a career or advancement. As the shared workforce development division of Brightpoint and Reynolds Community Colleges, CCWA supports regional economic advancement and individual financial empowerment through industry sector strategies.

# Coaching Connects



**Combining skills training with coaching and confidence-building, CCWA supports your needs, from enrollment to employment.**

**Network2WorkRVA** connects job seekers with employers looking to fill vital roles within their companies.

Focused on healthcare, IT, manufacturing, logistics and construction and related trades, Network2WorkRVA helps you find a job that leads to a successful career pathway.



## **CAREER EXPLORATION & PLANNING**

Assistance in determining your best job fit and developing a plan for your next steps

## **EMPLOYABILITY SKILLS**

Resume assistance, mock job interviews and employment application support

## **SUPPORT SERVICES**

Access to resources that will help you prepare for and maintain your job (such as transportation and childcare)

## **JOB PLACEMENT**

Connections to employers and jobs that align with the training provided at CCWA

For more information about CCWA career coaching and Network2WorkRVA, email [careercoach@ccwa.vccs.edu](mailto:careercoach@ccwa.vccs.edu)



# Open Doors to In-Demand Jobs with Industry Credentials

**FASTFORWARD PROGRAMS** with TUITION ASSISTANCE include:



## BUSINESS AND LEADERSHIP TRAINING

- Customer Service & Sales Certification
- Project Management Prep (PMP)

## EDUCATION

- Teacher Licensure  
*Through EducateVA*



## INFORMATION TECHNOLOGY

- CompTIA Security+
- CompTIA Network+
- CompTIA Linux+
- CompTIA A+
- Python Programming
- AWS Cloud Practitioner
- AWS Certified Solutions Architect (Associate)
- AWS Security Specialist

**PAY ONLY ONE-THIRD OF THE COST FOR  
SHORT-TERM TRAINING THAT GETS YOU TO WORK**

The Greater Richmond job market is active and credentials are becoming more critical. FastForward credentials open doors to in-demand jobs.

Additional \$1,000 cash award is available through the Virginia Ready initiative for many FastForward course completers.

## TUITION ASSISTANCE

FastForward tuition grants, available to all Virginia residents, pay two-thirds of the tuition costs; students qualifying for financial aid may be eligible for additional funding. Businesses interested in a certified workforce may also benefit from FastForward funds.

## NOW AVAILABLE: Online and Hybrid\* Class Formats

for most FastForward  
Certification Courses

\*combination of  
online classes and  
small in-person  
classroom groups



## TRADES AND MANUFACTURING

- Commercial Driver's License (CDL)
- Manufacturing Technician 1 (MT1)  
*Dual credential w/ Manufacturing Specialist (MS)*
- Lean Practitioner
- Certified Logistics Technician  
*Dual credential w/ Certified Logistics Associate*
- VDOT Construction Inspector Series
- NCCER Core Construction
- NCCER Electrician Level 1
- NCCER HVAC Level 1
- NCCER Heavy Equipment Operator Level 1
- NCCER Plumbing Level 1



## HEALTH CARE

- Clinical Medical Assistant
- Nurse Aide Program
- Certified Professional Biller
- Certified Professional Coder
- Electrocardiograph (EKG) Technician
- Pharmacy Technician
- Phlebotomy Technician
- Emergency Medical Technician Program (EMT)
- Emergency Telecommunicator

**Schedule your  
orientation today!**

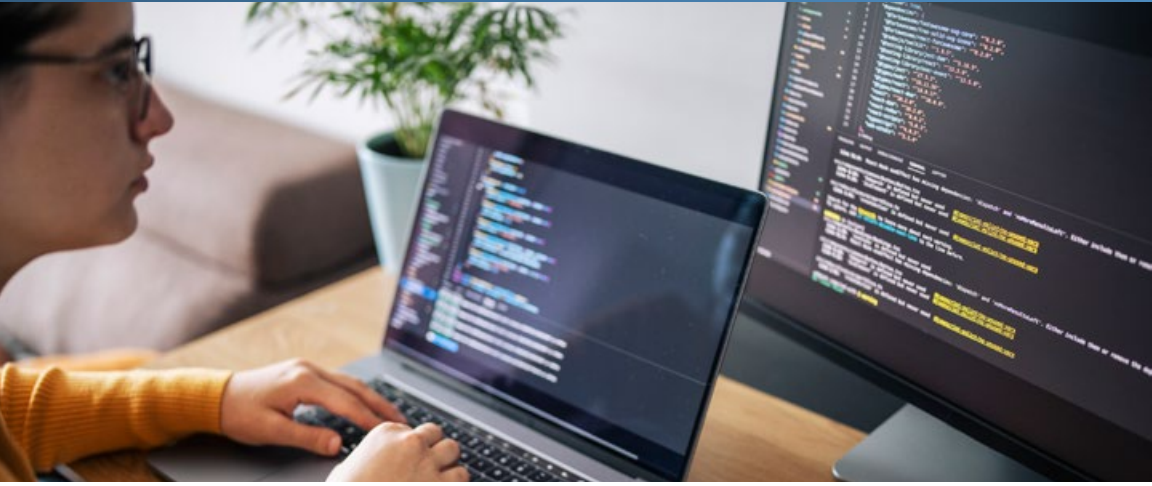


**FastForward**  
CREDENTIALS FOR A CAREER THAT MATTERS

**Go to [ccwatraining.org/certifications](https://ccwatraining.org/certifications)**

# Credential Programs

CLASS LOCATIONS — details on page 23



## TECHNOLOGY

### CompTIA A+

May 16 – Aug 1 MTR 5:30 PM – 7:30 PM Online  
Jul 12 – Sep 20 MWR 5:30 PM – 7:30 PM Online

Fee: \$2,502 >>

### CompTIA Network+

Jun 5 – Jul 27 MTR 6:00 PM – 8:00 PM Online  
Aug 8 – Sep 20 TWR 6:00 PM – 8:00 PM Online

Fee: \$1,716 >>

### CompTIA Security+

May 22 – Jul 13 MWR 6:00 PM – 8:00 PM Online  
Aug 3 – Sep 20 MWR 6:00 PM – 8:00 PM Online

Fee: \$1,611 >>

### AWS Certified Cloud Practitioner

May 9 – Jun 27 MTR 5:30 PM – 7:30 PM Online  
Jul 11 – Aug 24 MTR 5:30 PM – 7:30 PM Online

Fee: \$1,650 >>

### CompTIA Linux+

Jul 13 – Aug 28 MTR 6:00 PM – 8:00 PM Online

Fee: \$1,800 >>

### Python Programming- Certified Associate (PCAP)

Jul 10 – Sep 22 MWF 6:00 PM – 8:30 PM Online

Fee: \$2,250 >>

## BUSINESS AND MANAGEMENT

### Project Management (PMP) Prep Course

May 24 – Jul 26 W 6:00 PM – 9:30 PM Online

Fee: \$2,400 >>

### National Retail Certification in Customer Service & Sales

May 24 – Jun 28 W 9:00 AM – 4:00 PM WDCC  
May 24 – Jul 10 MW 6:00 PM – 9:00 PM Online  
Jul 25 – Aug 31 TR 6:00 PM – 9:00 PM Online

Fee: \$840 >>

>> = FastForward and/or G3 funding available. See pages 4, 5, and 21.

Expand Your Expertise with an Information  
Technology Certification in less than two months!

Tuition assistance is available.  
Visit [ccwatraining.org/tech](https://ccwatraining.org/tech)



## HEALTH CARE

### EKG Technician Certification Program NHA

|                |  |    |
|----------------|--|----|
| May 19 - Jul 8 | F 10:00 AM - 2:00 PM<br>& S 10:00 AM - 4:00 PM | CH |
| May 19 - Jul 8 | F 6:00 PM - 10:00 PM<br>& S 10:00 AM - 4:00 PM | CH |

Fee: \$1,800 >>

### Clinical Medical Assistant Program

|                |                       |     |
|----------------|-----------------------|-----|
| Jul 6 - Nov 16 | TR 10:00 AM - 2:00 PM | CH  |
| Jul 6 - Nov 16 | TR 10:00 AM - 2:00 PM | DTC |
| Jul 6 - Nov 16 | TR 6:00 PM - 10:00 PM | CH  |

Fee: \$3,267 >>

### Nurse Aide Program

All classes held M-F 9:00 AM - 2:30 PM, Off-Site.

|                 |                 |
|-----------------|-----------------|
| May 17 - Jun 30 | May 31 - Jul 14 |
| Jun 14 - Jul 28 | Jun 28 - Aug 11 |
| Jul 12 - Aug 25 | Jul 26 - Sep 8  |
| Aug 16 - Sep 29 | Aug 30 - Oct 20 |

Fee: \$3,495 >>

### Medical Coding - Certified Professional Coder

|                 |                      |        |
|-----------------|----------------------|--------|
| May 22 - Sep 6  | MW 6:00 PM - 9:00 PM | Online |
| Jun 13 - Sep 28 | TR 6:00 PM - 9:00 PM | Online |
| Aug 15 - Nov 28 | TR 3:00 PM - 6:00 PM | Online |
| Aug 28 - Dec 13 | MW 6:00 PM - 9:00 PM | Online |

Fee: \$3,897 >>

### Certified Phlebotomy Technician

|                |  |    |
|----------------|--|----|
| Jul 21 - Sep 9 | F 10:30 AM - 2:30 PM<br>& S 10:00 AM - 4:00 PM | CH |
| Jul 21 - Sep 9 | F 6:00 PM - 10:00 PM<br>& S 10:00 AM - 4:00 PM | CH |

Fee: \$2,334 >>



**Train for a career  
as a 911 dispatcher.**

## Emergency Telecommunicator Certification

This course includes comprehensive content, multimedia presentations, and hands-on training to prepare you for roles at an emergency telecommunications center.

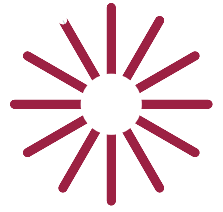
*Classes will be held off-site.  
Check the website for current classes.*

Fee: \$420\*

**More Information:**  
[ccwatraining.org/healthcare](http://ccwatraining.org/healthcare)

>> = *FastForward and/or G3 funding available. See pages 4, 5, and 21.*





## NEW PHARMACEUTICAL MANUFACTURING CERTIFICATION!

New companies are moving into our region, bringing **pharmaceutical manufacturing careers** for trained job seekers. With this certification, you will help create life-saving medicines as an entry-level technician. Don't miss this opportunity!



[BRIGHTPOINT.EDU/PHARMA](http://BRIGHTPOINT.EDU/PHARMA)



This program was funded in part by GO Virginia, a state-funded initiative administered by the Virginia Department of Housing and Community Development that strengthens and diversifies Virginia's economy and fosters the creation of higher wage jobs in strategic industries.







## SKILLED TRADES

**NCCER** National Center for Construction Education and Research

### NCCER: HVAC Level 1

May 18 – Jul 19 TWR 5:30 PM – 9:00 PM DTC

Fee: \$1,698 >>

### NCCER: Electrical Level 1

May 10 – Jun 28 MTW 5:30 PM – 9:30 PM DTC

Fee: \$1,500 >>

### NCCER: Plumbing Level 1

May 18 – Jul 19 TWR 5:30 PM – 9:00 PM DTC

Fee: \$1,599 >>

### NCCER: Heavy Equipment Operator Level 1

May 2 – Jun 15 TWR 5:30 PM – 10:00 PM CH

Fee: \$2,748 >>

## MANUFACTURING AND LOGISTICS

### Manufacturing Technician Level 1 Certification

Jul 17 – Aug 30 MWF 9:00 AM – 12:00 PM CH

Fee: \$816 >>

### Certified Logistics Associate (CLA)

May 8 – 25 MTWR 9:00 AM – 12:00 PM CH

Jul 11 – Aug 3 TWR 5:30 PM – 8:30 PM CH

Fee: \$900 >>

### Certified Logistics Technician (CLT)

May 30 – Jun 15 MTWR 9:00 AM – 12:00 PM CH

Aug 8 – 30 TWR 5:30 PM – 8:30 PM CH

Fee: \$1,200 >>

## INSTRUCTOR SPOTLIGHT



## Bruce Peterson

### ► Logistics and Manufacturing

“As an instructor, I work to make learning fun and engaging with real-life, hands-on examples to help students understand new concepts. With the technical skills involved in logistics and manufacturing roles, I encourage them to ask questions that will enhance their work and make them competitive in the job market. In these industries, earning nationally-recognized credentials will make them more marketable for advancement in high-demand roles.”

### Manufacturing Specialist Certification

Jul 17 – Aug 30 MWF 9:00 AM – 12:00 PM CH

Fee: \$1,584 >>

### Lean Practitioner Certification

May 9 – Jun 6 TWR 9:00 AM – 12:00 PM CH

Aug 1 – 24 TR 9:00 AM – 12:00 PM CH

Fee: \$1,200 >>

>> = FastForward and/or G3 funding available. See pages 4, 5, and 21.

# CERTIFICATIONS IN MOTION

## CCWA'S PARTNERSHIP with the VIRGINIA DEPARTMENT OF TRANSPORTATION

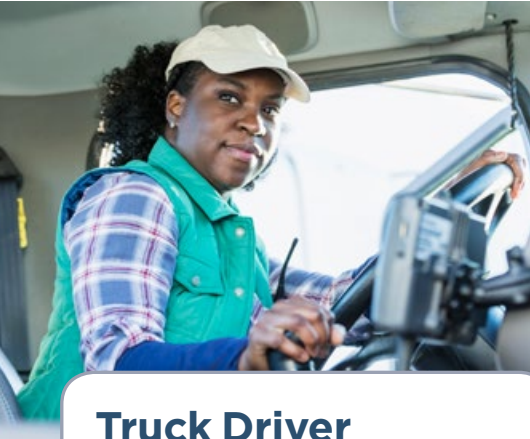
Materials and Inspector Certification Courses are available year-round with statewide offerings.

Custom dates for on-site courses are available upon request.

Inspector Courses are offered at a discounted rate (66% off) for all Virginia residents through the FastForward/Workforce Credential Grant (subject to availability).



[ccwatraining.org/VDOT](http://ccwatraining.org/VDOT) / 804-523-2290



## Truck Driver Training (CDL)

All classes are held 8:00 AM – 5:00 PM.

### WEEKDAY / Monday – Friday

|                     |                  |
|---------------------|------------------|
| Classes in Chester: | Jun 26 – Aug 4   |
| May 1-June 9        | July 10 – Aug 18 |
| May 15-June 23      | July 24 – Sept 1 |
| May 30 - July 7     | Aug 7 - Sept 15  |
| Jun 12 - July 21    | Aug 21 - Sept 29 |

### WEEKEND / Saturday & Sunday

|                     |                  |
|---------------------|------------------|
| Classes in Chester: | July 15 – Oct 22 |
| Jun 10 - Sept 17    | Aug 19 - Dec 3   |

Fee: \$4,500 >>

For more information visit [ccwatraining.org/truck-driving-training](http://ccwatraining.org/truck-driving-training)

CDL classes are now available in the Richmond area. For additional details please call (804) 523-2283.

>> = FastForward and/or G3 funding available. See pages 4, 5, and 21.

## VDOT

VDOT Virginia Dept. of Transportation

### VDOT: Central Mix Aggregate Plant with Proficiency

May 16 – 18 TWR 8:30 AM – 4:30 PM Online  
Fee: \$600

### VDOT: Soils and Aggregate Compaction

May 2 – 5 TWRF 8:30 AM – 4:30 PM Online  
May 23 – 26 TWRF 8:30 AM – 4:30 PM WDCC  
Fee: \$350

### VDOT: Intermediate Work Zone Traffic Control

May 11 – 12 RF 8:30 AM – 4:30 PM WDCC  
Aug 15 – 16 TW 8:30 AM – 4:30 PM WDCC  
Fee: \$402 >>

### VDOT: Bridge Preservation for Inspectors

May 9 – 11 TWR 8:30 AM – 4:30 PM MIDLO  
Fee: \$600 >>



# MAKE A DIFFERENCE: BECOME A TEACHER



## Teaching can be the most rewarding career you will ever have.

At EducateVA, we can help turn your existing education and job experience into the skills needed to make a difference. If you are a professional with a bachelor's degree and at least three years of full-time work experience, you may qualify for the EducateVA Career Switcher Alternative Teacher License program.

This affordable and accessible fast-track program, approved by the Virginia Department of Education, provides you with the academic training and practical experience needed to make an impact in the 21st century classroom.

Classes are delivered through a combination of online and weekend courses so you can become licensed to teach in the Commonwealth of Virginia in just 18 weeks.

**This program is offered as a FastForward credential and participants pay only 1/3 or less of the cost.**

**DEADLINE:  
NOV 8, 2023**

FOR COHORT STARTING  
**SPRING 2024**

## FREE WEBINAR:

### Career Focus – Becoming a Teacher Through Alternative Teacher Licensure

Individuals interested in learning more about the EducateVA Alternative Teacher Licensure program offered through Virginia's Community Colleges are encouraged to participate in this interactive webinar before applying. Emphasis is placed on understanding the program components and prerequisites, as well as workforce projections for the field of education. Webinars are held monthly on Wednesdays 12:00 PM – 1:00 PM.

**Upcoming Webinars: May 17 | June 21 | July 14 | August 16**



To learn more, visit the website today.  
[educateva.com](https://educateva.com)

# Technology

CLASS LOCATIONS — details on page 23



## COMPUTER USE

### Mastering Computer Skills for the Workplace

Jun 5 - 30      Online 24/7

Fee: \$195

## BUSINESS APPLICATIONS

### Access - Level 1

May 23      T 9:00 AM - 4:00 PM      WDCC

Fee: \$249

### Access - Level 2

Jul 18      T 9:00 AM - 4:00 PM      WDCC

Fee: \$249

### Excel - Level 1

May 16      T 9:00 AM - 4:00 PM      WDCC

Jul 13      R 9:00 AM - 4:00 PM      MIDLO

Fee: \$249

### Excel - Level 2

Jul 27      R 9:00 AM - 4:00 PM      MIDLO

Fee: \$249

### Excel - Level 3

Aug 8      T 9:00 AM - 4:00 PM      MIDLO

Fee: \$249

### Excel Overview

Jun 2      F 9:00 AM - 12:00 PM      Online

Fee: \$149

### Excel Tips and Tricks

Jun 29      R 9:00 AM - 4:00 PM      WDCC

Fee: \$249

### Excel Formulas

Jul 6      R 9:00 AM - 4:00 PM      WDCC

Fee: \$249

### Excel Macros & Forms

Aug 17      R 9:00 AM - 4:00 PM      WDCC

Fee: \$249

### Excel Charts

Jul 19      W 9:00 AM - 4:00 PM      WDCC

Fee: \$249

### Excel Data Management

Aug 29      T 9:00 AM - 4:00 PM      WDCC

Fee: \$249

### Excel Pivot Tables & PowerPivot Tools

Jun 13      T 9:00 AM - 4:00 PM      WDCC

Fee: \$249

### Power BI Desktop Essentials

|        |                     |       |
|--------|---------------------|-------|
| May 25 | R 9:00 AM – 4:00 PM | WDCC  |
| Jul 11 | T 9:00 AM – 4:00 PM | WDCC  |
| Aug 24 | R 9:00 AM – 4:00 PM | MIDLO |

Fee: \$249

### Advanced Power BI

|       |                     |       |
|-------|---------------------|-------|
| Aug 1 | T 9:00 AM – 4:00 PM | MIDLO |
|-------|---------------------|-------|

Fee: \$249

### Understanding Word Styles, Sections and Templates

|       |                     |        |
|-------|---------------------|--------|
| Jun 2 | F 2:00 PM – 5:00 PM | Online |
|-------|---------------------|--------|

Fee: \$149

### Microsoft Office Tips Workshop Series

|       |                     |        |
|-------|---------------------|--------|
| Aug 7 | M 1:00 PM – 4:00 PM | Online |
|-------|---------------------|--------|

Fee: \$149

### Overview of the Cloud and Office 365

|       |                      |        |
|-------|----------------------|--------|
| Jun 1 | R 9:00 AM – 12:00 PM | Online |
|-------|----------------------|--------|

Fee: \$149

### Using Add-Ins for Microsoft Word, Excel and PowerPoint

|       |                      |        |
|-------|----------------------|--------|
| Jun 6 | T 9:00 AM – 12:00 PM | Online |
|-------|----------------------|--------|

Fee: \$149

### Interactive Excel Dashboards

|       |                     |        |
|-------|---------------------|--------|
| Jun 6 | T 1:00 PM – 4:00 PM | Online |
|-------|---------------------|--------|

Fee: \$149

### File Storage- OneDrive vs. Teams vs. SharePoint

|        |                     |        |
|--------|---------------------|--------|
| Jul 11 | T 1:00 PM – 4:00 PM | Online |
|--------|---------------------|--------|

Fee: \$149

### How to use Notion

|       |                      |        |
|-------|----------------------|--------|
| Aug 1 | T 9:00 AM – 12:00 PM | Online |
|-------|----------------------|--------|

Fee: \$149

### Collaborating with Microsoft Teams

|        |                      |        |
|--------|----------------------|--------|
| May 19 | F 1:00 PM – 4:00 PM  | Online |
| Jun 13 | T 1:00 PM – 4:00 PM  | Online |
| Aug 7  | M 9:00 AM – 12:00 PM | Online |

Fee: \$149

### Advanced Tips and Tricks for Gmail, Google Calendar and Workspace

|       |                     |        |
|-------|---------------------|--------|
| Aug 1 | T 1:00 PM – 4:00 PM | Online |
|-------|---------------------|--------|

Fee: \$149

### Google Workspace

|        |                      |        |
|--------|----------------------|--------|
| May 19 | F 9:00 AM – 12:00 PM | Online |
| Jun 13 | T 9:00 AM – 12:00 PM | Online |

Fee: \$249

### SharePoint Essentials - Level 1

|        |                     |       |
|--------|---------------------|-------|
| Jul 20 | R 9:00 AM – 4:00 PM | MIDLO |
|--------|---------------------|-------|

Fee: \$299

### SharePoint Essentials - Level 2

|        |                     |       |
|--------|---------------------|-------|
| Aug 22 | T 9:00 AM – 4:00 PM | MIDLO |
|--------|---------------------|-------|

Fee: \$299

### QuickBooks Beginner

|             |                      |       |
|-------------|----------------------|-------|
| Jun 15 – 16 | RF 9:00 AM – 4:00 PM | MIDLO |
|-------------|----------------------|-------|

Fee: \$449

### Advanced QuickBooks

|           |                      |       |
|-----------|----------------------|-------|
| Aug 3 – 4 | RF 9:00 AM – 4:00 PM | MIDLO |
|-----------|----------------------|-------|

Fee: \$449

### Mastering Microsoft Excel

|            |             |
|------------|-------------|
| Jun 5 – 30 | Online 24/7 |
|------------|-------------|

Fee: \$195

### Intermediate Excel

|            |             |
|------------|-------------|
| May 1 – 26 | Online 24/7 |
|------------|-------------|

|            |             |
|------------|-------------|
| Jul 4 – 28 | Online 24/7 |
|------------|-------------|

Fee: \$195

### Advanced Excel

|            |             |
|------------|-------------|
| Jun 5 – 30 | Online 24/7 |
|------------|-------------|

|               |             |
|---------------|-------------|
| Aug 7 – Sep 1 | Online 24/7 |
|---------------|-------------|

Fee: \$195

### Introduction to Power BI

|            |             |
|------------|-------------|
| Jun 5 – 30 | Online 24/7 |
|------------|-------------|

Fee: \$195

### Intermediate Power BI

|            |             |
|------------|-------------|
| May 1 – 26 | Online 24/7 |
|------------|-------------|

|            |             |
|------------|-------------|
| Jul 4 – 28 | Online 24/7 |
|------------|-------------|

Fee: \$195

### Advanced Power BI

|            |             |
|------------|-------------|
| Jun 5 – 30 | Online 24/7 |
|------------|-------------|

|               |             |
|---------------|-------------|
| Aug 7 – Sep 1 | Online 24/7 |
|---------------|-------------|

Fee: \$195

## PROGRAMMING

### CompTIA IT Fundamentals+

|                |                     |        |
|----------------|---------------------|--------|
| Jul 7 – Aug 25 | F 6:30 PM – 9:30 PM | Online |
|----------------|---------------------|--------|

Fee: \$999

### Introduction to Coding

|            |             |
|------------|-------------|
| Jun 5 – 30 | Online 24/7 |
|------------|-------------|

Fee: \$195

### Introduction to SQL

|            |             |
|------------|-------------|
| May 1 – 26 | Online 24/7 |
|------------|-------------|

|                |             |
|----------------|-------------|
| Jun 5 – Mar 30 | Online 24/7 |
|----------------|-------------|

|            |             |
|------------|-------------|
| Jul 4 – 28 | Online 24/7 |
|------------|-------------|

|               |             |
|---------------|-------------|
| Aug 7 – Sep 1 | Online 24/7 |
|---------------|-------------|

Fee: \$245

## CREATIVE SOFTWARE

---

### Figma

Jun 10 S 9:00 AM – 4:00 PM WDCC

Fee: \$395

### Adobe XD for UX/UI Web Design & Prototyping

Jul 22 – 29 S 9:00 AM – 4:00 PM WDCC

Fee: \$595

### Introduction to Adobe InDesign

Jul 25 T 9:00 AM – 4:00 PM MIDLO

Fee: \$249

### Intermediate Adobe InDesign

Aug 10 R 9:00 AM – 4:00 PM MIDLO

Fee: \$249

### Adobe PDF Forms - Beginner

Jun 1 R 1:00 PM – 4:00 PM Online

Fee: \$149

### Adobe PDF Forms - Advanced

Jul 11 T 9:00 AM – 12:00 PM Online

Fee: \$149

### Intro to WordPress

Jun 9 F 9:00 AM – 4:00 PM MIDLO

Fee: \$299

### Advanced WordPress

Aug 11 F 9:00 AM – 4:00 PM MIDLO

Fee: \$299

### Adobe Illustrator Essentials

Jun 5 – 30 Online 24/7

Fee: \$225

### Adobe InDesign Essentials

Jun 5 – 30 Online 24/7

Aug 7 – Sep 1 Online 24/7

Fee: \$225

### Adobe Photoshop Essentials

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$225

### Introduction to Web Design

Jun 5 – 30 Online 24/7

Fee: \$245

### Intermediate Web Design

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$245

### Advanced Web Design

Jun 5 – 30 Online 24/7

Aug 7 – Sep 1 Online 24/7

Fee: \$245

## SPECIALIZED TRAINING

---

### Introduction to Game Design

Jun 5 – 30 Online 24/7

Fee: \$245

### Intermediate Video Game Design

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$245

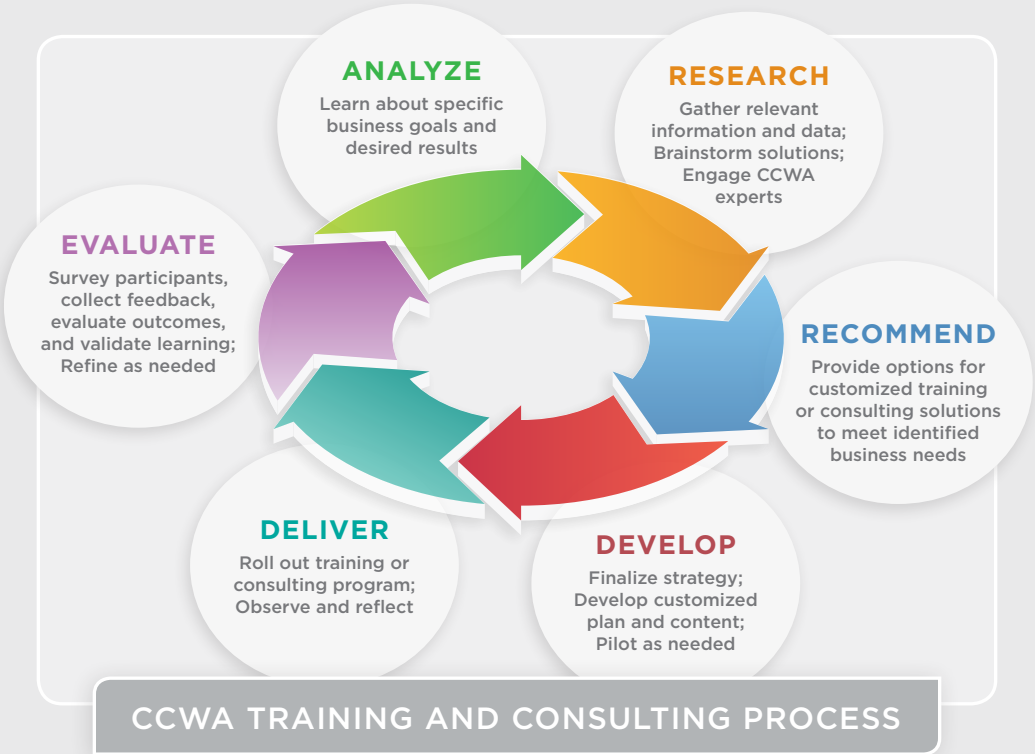




**HUNDREDS**  
of SMALL and LARGE  
**ORGANIZATIONS**  
**TRAINED**

# CUSTOM TRAINING and CONSULTING

When your goals include increasing productivity, improving employee performance and engagement, streamlining work flow and maximizing profits, CCWA can help you achieve **big results**.



Working closely with your team, CCWA's high quality custom training and consulting solutions are specifically tailored to meet the needs of your employees and organization.

# Business Administration and Management

CLASS LOCATIONS — details on page 23

## ACCOUNTING

### The Basics of Bookkeeping

May 1 - 26 Online 24/7

Jul 4 - 28 Online 24/7

Fee: \$195

### Financial Analysis and Planning for Non-Financial Managers

Jun 5 - 30 Online 24/7

Aug 7 - Sep 1 Online 24/7

Fee: \$195

### Closing Procedures and Financial Statements

Jun 5 - 30 Online 24/7

Aug 7 - Sep 1 Online 24/7

Fee: \$195

### General Ledger and Month End Procedures

May 1 - 26 Online 24/7

Jul 4 - 28 Online 24/7

Fee: \$195



### Understanding Debits and Credits

Jun 5 - 30 Online 24/7

Fee: \$195

### Accounting and Finance for Non Financial Managers

Jun 5 - 30 Online 24/7

Fee: \$195

### Revenue Generation for Non-Profits

Jun 5 - Jul 28 Online 24/7

Fee: \$495

## PLANNING an EVENT?

CCWA is the perfect place to host your next gathering — with on-site technology support, full multimedia capabilities and catering options!

- 40,000 Square Feet of Space
- Classrooms and Computer Labs
- Conference Rooms and Ballrooms
- Available Days, Nights and Weekends

For more information, visit [ccwatraining.org/meeting-space](http://ccwatraining.org/meeting-space) or call 804-523-2292.

COMMUNITY COLLEGE  
**WORKFORCE ALLIANCE**

The workforce development division of  
Brightpoint & Reynolds Community Colleges



# 10 Building Blocks FOR EXCELLENT CUSTOMER SERVICE



Follow our track of focused classes to build and enhance your customer service skills.

## Block 1 A Winning Attitude

Develop a new awareness of the attitude that you project to your customers both on the telephone and face-to-face. In this workshop, we'll look at models of excellent attitudes to help us become more aware of our own — from a customer's perspective.

## Block 2 Commitment to the Customer

Learn the ground rules for keeping your customers coming back and turning indifference and bad service into behaviors of the past.

## Block 3 Grammar and Enunciation

Refresh your grammar skills by tackling the most common grammar problems and discovering ways to improve them. In addition, practice better enunciation and pronunciation to develop more self-confidence when talking with your customers.

## Block 4 Oral Communication

Examine your own communication skills to help you better understand how your customers and co-workers communicate. Discover ways to practice improved customer courtesy with better word selection and to gather the information you need by choosing the best types of questions to ask.

## Block 5 Phone Power

Discover ways of improving your telephone voice and showing your customers that you care. Learn to demonstrate self-confidence on the telephone and represent your organization in a professional manner.

## Block 6 Active Listening Skills

Listening is the most valuable communication tool. Assess your individual listening skills. Learn to listen better to your customers and make them feel valued. Enhance your personal skills and leave a lasting impression.

## Block 7 Problem-Solving Techniques

Assess your current skills in dealing with customer-related problems. Identify the obstacles to solving problems and assumptions that limit problem-solving capabilities. Learn to look for more than one right answer.

## Block 8 Confidence with Difficult Customers

Identify ways to prevent and diffuse potential problems with difficult customers through communication and advanced planning. Learn to respond better in a variety of difficult customer situations.

## Block 9 Managing Job Stress

This workshop will focus on managing your own stress level before helping with others. Learn the impact that stress has on workplace productivity and effectiveness. Learn to become more aware of your stress and new strategies for handling it.

## Block 10 Exceeding Customer Expectations

Participants will bring the 10 building blocks together by utilizing techniques of well-known customer service giants to apply a vision of customer service excellence for their organizations.

## PROJECT MANAGEMENT

### Introduction to Project Management

Jun 5 – 30 Online 24/7

Fee: \$195

### Project Management (PMP) Prep Course

May 24 – Jul 26 W 6:00 PM – 9:30 PM Online

Fee: \$2,400 

### Project Management: Building High-Performance Teams

Jun 16 F 9:00 AM – 4:00 PM Online

Fee: \$269

### Project Risk Management: A Scalable Approach

Jul 21 F 9:00 AM – 4:00 PM Online

Fee: \$269

### Project Management Knowledge Areas

Jun 5 – 30 Online 24/7

Aug 7 – Sep 1 Online 24/7

Fee: \$195

### Project Management Processes

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$195

## COMMUNICATIONS

### Business Writing for Professionals

May 19 F 9:00 AM – 4:00 PM Online

Fee: \$299

### Business Writing

Jun 5 – 30 Online 24/7

Fee: \$195

### Grammar Workshop

Jun 9 F 9:00 AM – 1:00 PM Online

Fee: \$199

### Extraordinary Customer Service

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$145

### Marketing Using Social Media

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$195

### Integrating Social Media Into Your Organization

Jun 5 – 30 Online 24/7

Aug 7 – Sep 1 Online 24/7

Fee: \$195

### Effective Copywriting

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$195

### Negotiation: Get What You Want

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$195

### Using Personality Profiles for Better Work Performance

Jun 5 – 30 Online 24/7

Aug 7 – Sep 1 Online 24/7


Fee: \$295

### Writing News and Press Releases

Jun 5 – 30 Online 24/7

Aug 7 – Sep 1 Online 24/7

Fee: \$195

 = FastForward and/or G3 funding available. See pages 4, 5, and 21.

# BUSINESS

## Aligning Your Personal & Business Goals

Align your personal and business goals and make important decisions about the security of your business.

### SUMMER COURSES:

- **May 18 – 25**  
R 6:00 PM – 9:15 PM (MIDLO)
- **Jun 6 – 13**  
T 9:00 AM – 12:15 PM (MIDLO)
- **Jun 15 – 22**  
R 9:00 AM – 12:15 PM (CH)

(Location information on page 23)

For more information visit [ccwatraining.org/businessu](http://ccwatraining.org/businessu)

## LEADERSHIP AND MANAGEMENT SKILLS

### Developing Your Leadership Skills

May 1 – 26      Online 24/7  
Jul 4 – 28      Online 24/7

Fee: \$145

### Leadership Principles

Jun 5 – 30      Online 24/7

Fee: \$145

### Management Boot Camp

Jun 5 – 30      Online 24/7

Fee: \$295

### Effective Decision Making

Jul 12              W 9:00 AM – 4:00 PM      WDCC

Fee: \$269

### Inspiring Emotional Intelligence

May 18             R 9:00 AM – 4:00 PM      WDCC

Fee: \$269

### Strategic Leadership for Organizational Impact

Jul 20             R 9:00 AM – 4:00 PM      WDCC

Fee: \$269

### Teambuilding Strategies

May 22             M 9:00 AM – 4:00 PM      WDCC

Fee: \$269

### Change Management

Jun 15             R 9:00 AM – 4:00 PM      WDCC

Fee: \$269

### Constructive Conflict Resolution

Jun 23             F 9:00 AM – 4:00 PM      WDCC

Fee: \$269

### Conflict Management

Jun 5 – 30      Online 24/7

Fee: \$245

### Collaborative Management

May 1 – 26      Online 24/7  
Jul 4 – 28      Online 24/7

Fee: \$245

### Managing Generations in the Workplace

Jun 5 – 30      Online 24/7  
Aug 7 – Sep 1      Online 24/7

Fee: \$175

## INSTRUCTOR SPOTLIGHT



## Danielle Gilbert

### ► Leadership and Management Skills

“ I support hands-on learning methods such as cooperative learning, where students work in small groups, and project-based learning, which emphasizes real-world application. Inquiry-based learning is also a favorite of mine as it encourages critical thinking and problem-solving through asking questions and seeking answers. I also work with students on retention of information in order to make the learning experience more engaging.”

### Making the Move to Supervisor

Jun 26             M 9:00 AM – 4:00 PM      WDCC

Fee: \$269

### How to Have Difficult Conversations

Aug 24             R 9:00 AM – 4:00 PM      Online

Fee: \$269

### Human Resource Management

Aug 10             R 9:00 AM – 4:00 PM      WDCC

Fee: \$269

## MARKETING AND SALES

### Digital Marketing Certificate

Jun 5 – Sep 1 Online 24/7

Fee: \$495

### Improving Email Promotions

Jun 5 – 30 Online 24/7

Fee: \$195

### Podcasting

Jun 5 – 30 Online 24/7

Fee: \$245

### Video Marketing

Jun 5 – 30 Online 24/7

Fee: \$245

### Boosting Your Website Traffic

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$195

### Online Advertising

Jun 5 – 30 Online 24/7

Aug 7 – Sep 1 Online 24/7

Fee: \$195

### YouTube for Business

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$245

### Entrepreneurial Marketing

Jun 5 – 30 Online 24/7

Aug 7 – Sep 1 Online 24/7

Fee: \$195

### Introduction to Data Analysis

Jun 5 – 30 Online 24/7

Fee: \$195

### Intermediate Data Analysis

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$195

### Advanced Data Analysis

Jun 5 – 30 Online 24/7

Aug 7 – Sep 1 Online 24/7

Fee: \$195

## WRITING AND GRANTS

### Grant Proposal Writing 101

Jul 21 F 9:00 AM – 4:00 PM Online

Fee: \$299

### Grants Management 101

Aug 11 F 9:00 AM – 4:00 PM Online

Fee: \$299

## SPECIALIZED TRAINING

### Introduction to Six Sigma Green Belt

Jun 5 – 30 Online 24/7

Fee: \$195

### Intermediate Six Sigma Green Belt

May 1 – 26 Online 24/7

Jul 4 – 28 Online 24/7

Fee: \$195

### Advanced Six Sigma Green Belt

Jun 5 – 30 Online 24/7

Aug 7 – Sep 1 Online 24/7

Fee: \$195

## WORKFORCE WEDNESDAY WEBINARS

Join us for personal enrichment or to build professional skills.

Complimentary webinars are held online monthly on Wednesday afternoons, 4:00 PM to 5:00 PM.

Microsoft Teams

May 3

Power BI

Jun 7

Excel Pivot Tables

Jul 12

Emotional Intelligence

Aug 2

Registered participants receive login instructions by email.

Register online at [ccwatraining.org](https://ccwatraining.org)

**NEW  
FOR  
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Learn more at [ccwatraining.org/locations](https://ccwatraining.org/locations)

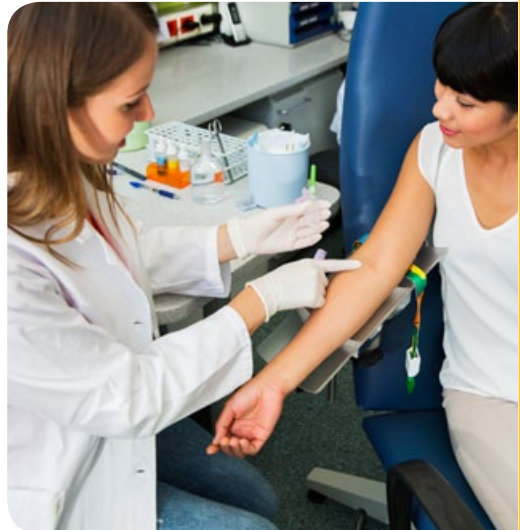


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**HEALTHCARE, LOGISTICS,  
TRANSPORTATION,  
INFORMATION TECH,  
MANUFACTURING AND  
TRADES INDUSTRIES**



\*For qualified participants

Learn more at [ccwatraining.org/g3](https://ccwatraining.org/g3)

# Manufacturing and Trades

CLASS LOCATIONS — page 23



## SAFETY

### Forklift Operator Training

|        |                      |      |
|--------|----------------------|------|
| May 13 | S 8:30 AM - 12:30 PM | WDCC |
| Jun 10 | S 8:30 AM - 12:30 PM | WDCC |
| Jul 22 | S 8:30 AM - 12:30 PM | WDCC |
| Aug 19 | S 8:30 AM - 12:30 PM | WDCC |

Fee: \$149

## SPECIALIZED TRAINING

### Lead Abatement Inspector

|           |                       |    |
|-----------|-----------------------|----|
| Jun 5 - 7 | MTW 8:30 AM - 5:00 PM | CH |
|-----------|-----------------------|----|

Fee: \$510

### Lead Abatement Risk Assessor

|           |                      |    |
|-----------|----------------------|----|
| Jun 8 - 9 | RF 8:30 AM - 5:00 PM | CH |
|-----------|----------------------|----|

Fee: \$375

### Lead Abatement Supervisor

|             |                        |    |
|-------------|------------------------|----|
| May 15 - 18 | MTWR 8:30 AM - 5:00 PM | CH |
|-------------|------------------------|----|

Fee: \$675

### Lead Safety for Renovation, Repair, and Painting

|       |                     |    |
|-------|---------------------|----|
| May 5 | F 8:00 AM - 5:00 PM | CH |
| Jun 2 | F 8:00 AM - 5:00 PM | CH |
| Jul 7 | F 8:00 AM - 5:00 PM | CH |
| Aug 4 | F 8:00 AM - 5:00 PM | CH |
| Sep 1 | F 8:00 AM - 5:00 PM | CH |

Fee: \$225

## INSTRUCTOR SPOTLIGHT



Joseph Sanders

### ► Logistics and Safety

“ With my military background, I am able to illustrate how logistics and safety applies to a variety of day-to-day duties. I understand that adults have different learning styles and I adapt my instruction to individual needs. A lot of my students are current, past or transitioning soldiers and I find it rewarding to give back to the military community where I spent more than 20 years. ”



# Information

## Refunds

CCWA class participants may choose to drop their course and receive a refund, if they notify CCWA of this decision in writing. Open Enrollment, or Professional Development, students may drop a class for refund up to five working days *prior* to the start of course. FastForward students may drop a class up to five days *after* the start of course. Visit [ccwatraining.org/policies](http://ccwatraining.org/policies) for more information.

## Non-Credit Financial Aid

CCWA has funding that can help pay for training that supports attainment of industry credentials. If you have family income of up to \$100,000 for a family of four and want to earn an industry credential, please contact us and find out how we might be able to support your efforts. Call 804-523-2292 or email us at [help@ccwa.vccs.edu](mailto:help@ccwa.vccs.edu) to inquire about our non-credit financial aid.

## Canceled Classes

Each course is offered on the condition of adequate enrollment; CCWA reserves the right to cancel or discontinue any course because of low enrollment or for other reasons deemed sufficient. Necessary changes in this schedule may be dictated by enrollment, personnel requirements, or availability of facilities.

## Continuing Education Options

All classes in this schedule offer Continuing Education Units (CEUs) and Continuing Professional Education (CPE). The number of CEUs awarded depends upon successful course completion and varies according to course length. For each hour of actual instruction 0.1 CEU is awarded. For CPEs, students simply need to request them from CCWA before class.

## Mailing Lists

To request more information or to unsubscribe from the mailing list, please write to [help@ccwa.vccs.edu](mailto:help@ccwa.vccs.edu).

## HOW TO REGISTER

Tuition must be paid at the time of registration by VISA or MasterCard, check, or money order.

**Paying by Third Party:** By completing a registration, you hereby agree to release information regarding your registration to the third party responsible for payment.

**Online:** [ccwatraining.org](http://ccwatraining.org)

**In-Person/Phone/Fax:**

Registration may be completed in person or by phone at three convenient locations (\*) — Mon-Fri, 9 AM – 4 PM.

## CCWA LOCATIONS

- |              |   |
|--------------|---|
| <b>CH</b>    | <b>Brightpoint Chester Campus*</b><br>William H. Talley III Center<br>for Workforce Development<br>13101 Route 1<br>Chester, Virginia 23831<br>804-706-5175                     |
| <b>DTC</b>   | <b>Reynolds Downtown Campus</b><br>700 East Jackson Street<br>Richmond, VA 23219<br>804-523-5345  |
| <b>MIDLO</b> | <b>Brightpoint Midlothian Campus*</b><br>Eliades Hall (E208)<br>800 Charter Colony Parkway<br>Midlothian, VA 23114<br>804-897-7600 / Fax: 804-897-7617                          |
| <b>WDCC</b>  | <b>Reynolds Parham Road Campus*</b><br>Workforce Development<br>& Conference Center<br>1651 E. Parham Road, Suite 103<br>Richmond, VA 23228<br>804-523-2292 / Fax: 804-371-3414 |
| <b>OS</b>    | <b>Off-Site Location</b><br>Details provided online with<br>complete class description.   |

\*REGISTRATION available at this location.

**Photo Release:** CCWA participants grant permission to staff/instructors to use photographs/video taken on the date(s) and at the location(s) for use in publications or on the web and to use such photographs/video in electronic versions of the same. With registration, participants waive any right to inspect or approve the finished photographs/video or printed or electronic matter that may be used in conjunction with them, and any right to royalties or other compensation arising from or related to the use of the photograph. Participants may address any specific questions by submitting those questions in writing prior to the course date and agree that failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

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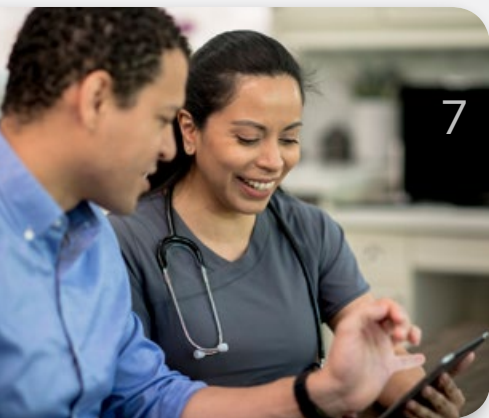


**Brightpoint Community College**  
13101 Route 1  
Chester, VA 23831-5316

**J. Sargeant Reynolds Community College**  
Post Office Box 85622  
Richmond, VA 23285-5622

CCWA has helped thousands of businesses and individuals take their companies and careers to new heights.

We can do the same for you.



## Locations in Richmond, Midlothian, Chester, and Henrico

at Brightpoint and Reynolds Community College campuses — details on page 23



CCWATRaining.org