



ROXBURY COMMUNITY COLLEGE
Division of Continuing Education

**WORKFORCE DEVELOPMENT TRAINING PROGRAMS
&
NON-CREDIT COURSES**

Workforce Development Goals at Roxbury Community College

Workforce Development is a direct, effective, and immediate response to the urgent demands of the current economy and expanding technology. Our primary goals include providing you with the academic, employability, and technical skills you need in order to increase your access to employment and economic opportunities. In order to contribute to the community economic growth, Roxbury Community College, through its Division of Continuing Education (DCE), offers a variety of short term, workforce development programs designed specifically for those seeking basic skills for entry-level employment opportunities as well as the additional skills necessary for job retention and career advancement. These training programs integrate academic, communication, employability, technical, and technological skills to ensure that program graduates are fully prepared for the workplace. Courses are scheduled mainly in the late afternoon/evening hours and on weekends. They offer a unique opportunity to individuals who wish to begin their lifelong learning and training journey by, first, earning a certificate in some of the fields listed on the following pages.

**Spring 2010 Classes Begin the Week of January 18th
Call the DCE Office at 617-541-5306 or Visit Us in Room 106, Building #3**

**Our Workforce Training Programs Prepare
You for New and Exciting Careers**

- Pharmacy Technician
- Phlebotomy Technician
- Medical Interpreting
- Medical Billing
- Medical Front Desk Specialist
- Computer Technolog
- Green Energy Technology
- Real Estate
- Mortgage/Loan Officer Training
- Microsoft Office Certificate
- Retail Sales Specialist
- English for the Workplace

**Coming Up in April at RCC
BPI Training and Certification**

English for Clean Energy Technicians

CSA 568; Mon 5:30-7:30PM; 6 weeks; Cost: \$ 160

Sign up for this course to learn the lingo and vocabulary of the trade while exploring a career in the emerging green energy technology. This course is specifically offered to non-English speakers. Enrollment is limited.

ENERGY EFFICIENCY CERTIFICATE PROGRAM
This program includes the following three courses:

Fundamentals of Building Science

CSA 575: Z1. New Trainees: Monday: 6:00PM- 9:00PM; 8 weeks; Cost: \$200

Z2: Skilled Workers: Tue: 9:00AM- 3:00PM; 3 weeks; Cost: \$200.

CSA 576: Z1: Thursday: 6:00PM- 9:00PM; 8 weeks; Cost: \$250

This course introduces students to the basic principles of hot and cool air transfer and movement within a residential area. Students will understand how insulation works and be acquainted with the major role that insulation plays in the home heating as well as in the home cooling process. They will become familiar with the lingo and vocabulary of the trade while performing basic energy billing and energy loss analysis within they own homes.

Introduction to Energy Efficiency & Energy Conservation

CSA 560 Z1: New Trainees: Tues: 6:00PM- 9:00PM 8 weeks; Cost: \$250

Z2: Skilled Workers: Thur: 9:00AM- 3:00PM; 3 weeks; Cost: \$250.

This course introduces students to different aspects of energy conservation and the management of energy costs through energy efficiency while protecting the environment through best practices and through the use of energy efficient products. In this course, students are taught different techniques and are equipped with valuable resources which will help them reduce energy costs over time. This course is also offered to acquaint students with the national and state energy codes and code enforcement. This course is a prerequisite to the Home Insulation Course.

Home Insulation & Weatherproofing-Hands-on Training

CSA 561 Z1: New Trainees: Wed: 6:00PM- 9:00PM 12 weeks; Cost: \$350.

Z2: Skilled Workers: Mon, Wed: 9:00A- 3:00PM; 3 weeks; Cost: \$350.

This training provides students the theoretical and hands-on skills necessary to work as home energy efficiency professionals using the most eco friendly products available. Topics include: insulation types and the R Value, areas of heat loss in a typical energy inefficient home, the tools and equipment used to insulate a home. Students are trained in the complete insulation process for new homes as well as the insulation of existing walls, basement, and attic for energy efficiency and for energy costs reduction.

WEATHERIZATION: AIR SEALING TRAINING
This program includes the following two courses

Fundamentals of Building Science

CSA 575: Z1: Monday: 6:00PM- 9:00PM; 8 weeks; Cost: \$200

This course introduces students to the basic principles of hot and cool air transfer and movement within a residential area. Students will understand how insulation works and be acquainted with the major role that insulation plays in the home heating as well as in the home cooling process. They will become familiar with the lingo and vocabulary of the trade while performing basic energy billing and energy loss analysis within they own homes.

Weatherization—Air Sealing Training With Internship Opportunity

CSA 576: Z1: Thursday: 6:00PM- 9:00PM; 8 weeks; Cost: \$250

This short-term hands-on training program is designed specifically for those who would like to begin a career in energy efficiency as home air sealing specialists and for home owners in need of acquiring the necessary skills to begin weatherizing their own homes. Students are acquainted with the different materials while being taught basic weatherproofing and air sealing techniques from the basement to the attic. Enrollment is limited.

Building Diagnosis—Infrared/Thermal Imaging Training

CSA 830, Saturday/Sunday: 9:00-2:00; 2- weekend session; \$600.00

This training offers a unique opportunity to construction workers and energy conservation professionals to acquire the skills necessary for basic infrared camera operation and for thermal imaging interpretation. Students learn important skills and techniques on building thermographic inspection for energy efficiency. This course is offered in February, April, and June.

Building Diagnosis—Blower Door Training

CSA 831, Saturday/Sunday: 9:00-2:00; 2- weekend session; \$600.00

The blower door is one of the tools widely used in building diagnosis for energy efficiency. This training offers an opportunity to construction workers and to energy conservation professionals to become familiar with the use of different parts of a blower door. Furthermore, they learn how to interpret different levels of air pressure and gauge reading during a blower door diagnosis. Basic energy efficiency field data collection and reporting are also introduced. Classes are offered in March, May, and July.

Introduction to Green Roofs

CSA 810, Tue: 10:30-12:30; 8 weeks; \$200

The green/clean energy movement proposes to create employment and entrepreneurship opportunities in various areas including green roofs. Green roofs, also known as vegetated roofs have become an important component of green building design and a means for energy conservation. In addition, it has the potential to create an oasis of plants, flowers, and other vegetations right in the middle of our cities and towns while protecting the roofs of our buildings and of our homes against the elements. Sign up for this course and learn the benefits and applications of commercial and residential green roof installations. This course also includes green roof site seeing and basic installation techniques.

Introduction to Alt/ Re Energy

CSA 563: Tues: 6:00PM- 9:00PM 8 weeks; Cost: \$250

Students enrolled in this course learn important information relative to electrical power generation through solar, wind, biomass, and hydro technologies. They learn the benefit of using these environmentally-friendly types of energy as opposed to the traditional energy sources. They are introduced to the basic concepts of wind and solar energy production and are acquainted with the technologies and devices in used today to produce wind and solar energy. This course also provides a hands-on opportunity for students through the use of various gadgets in the lab.

Basic Electricity for Alternative & Renewable Energy Professionals

CSA 815; Wed: 5:30-8:00PM; 8 weeks; \$250

This course reviews the basic theory of electricity including AC/DC power, series and parallel circuitry applications and measurements within typical renewable energy systems. Students are also introduced to solar electrical components, including PV, inverters, controller, and different types of energy storage systems. This course is also designed to introduce students to basic renewable energy systems-- how they function and work. Electricians as well as other trade professionals seeking to be acquainted with the basics of the electrical circuitry as it applies to renewable energy are welcome. Tour of a local solar system is included.

Introduction to the Principles of Solar Thermal Applications

CSA 820: Tues: 5:30-8:00 PM; 8 weeks; \$250

This course offers the basic theory and mechanics involved in the installation of solar thermal units. We will discuss the effects of solar energy in our daily lives and its various applications. There will be a site visit to provide some hands-on experience in installing a solar hot water heater. We will explore career options in this field, the future of the solar industry and its impact on our community.

PHARMACY TECH CERTIFICATE PROGRAM
including next 2 courses

Math for Pharmacy Technicians

CSA 520 Z1: Saturday 6 wks; Room 303; Cost: \$200

This course provides students with the pharmacy calculations skills necessary to adequately perform their duty as pharmacy technicians. Course includes metric measurements application, measurement conversion, prescription and medication dosage, drug weigh, the apothecary unit, and business math for the pharmacy technicians, among others. This course is a pre/corequisite for the Pharmacy Tech training.

Pharmacy Technician Training

CSA 522 Z1: 12 wks; Z2: 13 wks; Room 303; Cost: \$1,200

Z1: Mon, Wed, Fri: 6:00PM - 9:30PM;

Z2:Tues &Thurs:9:00AM - 1:30PM;

This training program which prepares students for the PTCB National Exam introduces them to all aspects of the pharmacy practice. Topics include: pharmacy calculations and medication dosage forms, routes of administration, abbreviations, pharmacy law, and the ethical roles of the pharmacy technician. Students will learn to interpret prescriptions involving oral medications, intravenous therapy and the compounding of liquids, creams, ointments and suppositories. Topics will also include drug classes, pharmacokinetics, therapeutic uses, adverse effects, and drug interactions, adapted specifically for the pharmacy technician. Finally, topics of discussion will include: liability, interpreting medication orders, drug information resources, compounding, medication errors, and institutional, ambulatory and home care pharmacy practice. Internship at Walgreens. High School diploma/GED, Immunization, and CORI required. This program is approved by the Massachusetts Board of Registration in Pharmacy.

PHLEBOTOMY TECH CERTIFICATE PROGRAM

Phlebotomy Technician Training

CSA 523: Room 303; 12 wks; ; Cost: \$1,200

Z1: Tues, Thur: 5:30PM - 9:00PM;

This training is offered to individuals who would like to become certified phlebotomy technicians in order to collect blood specimen from patients for lab analysis. Students are introduced to medical terminology and human anatomy and physiology and focuses on the identification of the major arm veins of choice. OSHA regulations, blood-borne pathogens, universal precautions, ethics, and law are also taught in this program. In addition, program participants will become familiar with test requirements, tube identification, procedures and protocol, and lab safety. This training program focuses extensively on venipuncture using dummy arms in the lab. This program provides a mandatory Internship opportunity to students who successfully completed the theoretical and lab components of the training, prior to challenging the national certification exam. High School diploma/GED, Immunization, and CORI required. This program is approved by the American Society of Phlebotomy Technicians (ASPT) Board.

MEDICAL INTERPRETING CERTIFICATE PROGRAM

(Includes the following 2 courses)

Practical English for Health Occupations

CSA 381: Thur: 5:30PM - 7:30PM; 8 weeks; Cost: \$250

Immigrant students as well as health care professionals for whom English is not the native language are encouraged to enroll in this course in which they will become acquainted with the lingo, vocabulary, law, ethics, and processes of the health care and medical fields. This course also offers unique skills and resources to those who simply wish to explore a career in the healthcare and medical fields.

Medical Interpreter Training

CSA 525 Z1: Spanish & Portuguese

Speakers: Mon 6:00PM - 8:30 PM; 12 weeks; Cost: \$525

CSA 525 Z2:: French & Creole

Speakers; Wed 6:30PM - 9:00 PM; 12 weeks; Cost: \$525

The Medical Interpreter program provides Spanish, Portuguese, French,

and Creole speaking students with the training necessary to understand not only the principles, but also the standard of practice involved in translating and interpreting for non-English speaking patients. Program participants will learn the code of ethics required by the Joint Association Commission Organization (JACO) and HIPPA.

Other topics include:

- Vocabulary and Medical Terminology
- Basic Human Anatomy and Physiology, including Endocrine, Circulatory, Digestive, Muscular, and Cardiovascular parts of the human body
- Anatomy of Communication
- Providers' perception of medical interpreters
- Socio-cultural concepts
- Role play and case study
- Ethics and Legal Issues,

This training is offered to bilingual individuals who wish to work in healthcare settings as interpreters as well as to healthcare workers who would like to communicate effectively with non-English speaking patients. H.S./GED required

MEDICAL BILLING CERTIFICATE PROGRAM

with Internship Opportunity

(Includes the following 2 courses)

Keyboarding For the Medical Office

CSA 001: Room: 104; 5 weeks; Cost: \$160

Tues: 5:30PM - 7:30PM;

The Keyboarding for the Medical Office course which is used as a prerequisite to the health record technology programs is offered to those with beginning and advanced keyboarding skills. This course will introduce and familiarize them with the medical and health care terminology and uses drills and timed-writings to help students perform their duty more efficiently at the workplace.

Introduction to Medical Billing

CSA 283: Room 3-104; 10 weeks; Cost: \$380

Wed: 5:30PM - 8:30PM

Students who are enrolled in this certificate program learn important skills in processing health insurance claims in all aspects of the medical insurance, including Medicare, Medicaid, and the HMO's. Relevant information and techniques on the accuracy of claim forms filling and coding diagnoses and procedures are taught in this course. Students need to successfully complete the Advanced Med. Billing course to receive a certificate This course which is required to complete the Medical Billing program introduces students to Electronic Billing using the latest software in that field. Students will learn to manage and process claims electronically while having automatic access to patient notes, ledgers, appointments, alerts, and even x rays from their desktop monitor. Using our practice management software, students will master the skills necessary to fill out and print out various forms: Medicare, HCFA, UB 92, etc., and to communicate with patients and insurance companies electronically. The Medical Billing and insurance program is also ideal for those who wish to work in that field in the comfort of their homes. Students will receive a certificate after successfully completing the Intro. and the Advanced Medical Billing courses. Prerequisite: Intro. Medical Billing

Tai Chi (Yang Style) Classes

CSA 591: Tuesday: Z1: 4:00 PM- 5:30 PM Z2: Thursday: 4:00 PM – 5:30PM

The Tai Chi (Yang Style) course introduces students to the core of this ancient Chinese art that, through a series of circular, smooth, and slow movements will help relax the mind and strengthen the body. Instructions include: walking Tai chi, short hand and weapon forms, combination forms, Tai Chi ball exercises, push hands, and qi gong (breathing exercises). This course is offered to individual of all ages as well as all levels of physical fitness. No prerequisites required.

If you really want to improve your balance, overall body strength, and immerse in relaxation, learn to nurture the Spirit, and free yourself of stress and tension. Then come and join us in this wonderful Tai Chi program.

Practical English for Health Occupations

CSA 38: Thur: 5:30PM - 7:30PM; 8 weeks; Cost: \$250

Immigrant students as well as health care professionals for whom English is not the native language are encouraged to enroll in this course in which they will become acquainted with the lingo, vocabulary, law, ethics, and processes of the health care and medical fields. This course also offers unique skills and resources to those who simply wish to explore a career in the healthcare and medical fields.

Electronic Medical Front Desk Specialist

CSA 503: 6 weeks; Tues: 5:30PM - 8:30PM; Cost: \$260

The Medical Front Desk Specialist course offers hands-on training using our fully-integrated system with comprehensive electronic medical records and featuring detailed medical history, family history, problem lists and patient alerts, visit history, appointment scheduling, receptionist skills, and electronic patient recall and reminders, finance charges and co-payments, etc. This course is offered to those seeking entry level positions as front desk clerks in hospitals, healthcare centers, and medical offices.

REAL ESTATE COURSES

Math for Real Estate Agents

CSA 350: 8 weeks; Z1 Wed: 6:00- 8:00PM; Cost: \$160

This class is designed for students who wish to master the math skills necessary to succeed in the real estate industry. Topics include: land description and measurement, real estate tax computation, prorations, and various real estate problems and solutions.

Real Estate License Exam Prep.

CSA 037 Z1: Thurs: 6:00PM– 9:00PM; 10 weeks;

Cost: \$225.00

The course is designed to prepare students for the Real Estate Salesperson's licensing examination. Students will acquire an understanding of the many concepts and terms encountered in residential real estate leasing, sales, and ownership. Topics covered include basic real estate concepts, property ownership and interests, brokerage and agency contracts, Massachusetts License Law, and more.

MORTGAGE & LOAN OFFICER TRAINING
CERTIFICATE PROGRAM
(Next 2 courses)

Excel and Spreadsheet

CSA 392: Wed: 6:00PM - 8:00PM; 8 weeks; Cost: \$250
Master the skills required to calculate revenues, incomes, and expenses, interest rate, create a data base, sort and find data, use different formulas for budgeting purposes, and create impressive charts.

Loan Officer Training

CSA 470: Tues: 6:00PM - 9:00PM; 8 weeks; Cost: \$350
This training program teaches participants various facets of the mortgage operations and loan officer training. Areas of training include: Loan Origination, Loan Application Techniques, Mortgage Pricing and Product Structures, prequalification and meeting the borrowers' needs; state and federal disclosures; understand credit reports and credit report corrections.

PROPERTY MANAGEMENT CERTIFICATE
PROGRAM
(Next 3 courses)

Math for Real Estate

CSA 350: 8 weeks; Wed: 6:00PM - 8:00PM; Cost: \$160
This class is designed for students who wish to master the math skills necessary to succeed in the real estate industry. Topics include: land description and measurement, real estate tax computation, pro-rations, and various real estate problems and solutions.

Excel and Spreadsheet

CSA 392: 8 weeks; Wed: 5:30- 7:30 PM; Cost: \$250
Master the skills required to calculate revenues, incomes, and expenses, create a data base, sort and find data, use different formulas for budgeting and cost analysis purposes.

Property Management (With Internship)

CSA140: Tues: 6:00PM - 8:00PM; 10 weeks; Cost: \$250
This course has been developed to familiarize students with the many facets of apartment management. Topics of discussion will include types of properties, establishing policy, human resources, budgeting, property marketing strategies to prospective tenants, overdue payment collection, setting rents for the first time, insurance coverage analysis, and more! Students will be more than adequately equipped in the field of residential management upon completion of this course. Internship opportunity.

COMPUTER COURSE LISTING
Week-end Session

Introduction to Computers

CSA 053: Sat: 9:00AM - 11:00AM; 6 weeks; Cost: \$160
Designed for beginners, this course offers hands-on experience and support to students who may have some anxiety when it comes to learning how to use computers. The instructor will teach you the various

ways computers are used in our lives and how they can be used to increase efficiency and productivity at work and at home.

The Internet Made Easy

CSA 387: Sat: 9:00AM - 11:00AM; 6 weeks; Cost: \$160
You would like to learn how to go online and use the Internet, but are intimidated by it. You rely on your children for assistance, but they are not always there. If this describes your situation, then, this course is the right one for you. Become a confident Internet user in just twelve hours. Guaranteed!

Typing

CSA 011: Sat: 9:00AM - 11:00AM; 6 weeks; Cost: \$160
Individuals who have little or no typing experience will acquire the skills needed to type 25 to 35 words per minute. And those with previous training will be able to increase their keyboarding speed. This course is also designed for students who would like to learn the keyboard in order to make maximum use of their computer.

MICROSOFT OFFICE AND EXCEL
CERTIFICATE PROGRAM
(Includes the following 2 courses)

Microsoft Office 2007 System

CSA529: Thurs: 5:30PM - 7:30PM; 8 weeks; Cost: \$250
The new 2007 Microsoft Office System features a new user interface, making the most frequently-used commands just a single click away. This course will introduce the different elements of this interface; how they are organized; and how to use them to accomplish your everyday tasks. This course will also provide training on how to use the commands on the user interface; and will explain how to customize the user interface with the Quick Access Toolbar. For context-sensitive commands, which pertain directly to the task you are doing at the time, you will become familiar with using the live-preview galleries and the new Mini toolbar. Get in the lead with the 2007 Microsoft Office system by completing this introductory course.

Microsoft Excel and Spreadsheet

CSA 392: Wed: 6:00PM - 8:00PM; 8 weeks; Cost: \$250
Master the skills required to calculate revenues, incomes, and expenses, interest rate, create a data base, sort and find data, use different formulas for budgeting and cost analysis purposes.

Introduction to Photoshop I

CSA 700 Z1: Tues & Thurs: 9:00 AM-Noon; 10 weeks; Cost: \$995
This course will teach the student the fundamentals of Photoshop. The course will concentrate on the basic features of Photoshop such as: editing tools, color selection tools, and touch up tools, while preparing the student to become familiar with the necessary skills to work in a graphics environment. This course is a practical course designed to build absolute knowledge where the student is likely to gain employment at an entry level position in a graphics department in a corporation or a design shop.

Introduction to Web Development Using HTML

CSA 701 Z1: Sat: 9:00 AM; 2 PM; 12 weeks; Cost: \$995

This course will teach the student the fundamentals WEB Development. The concept of web page design and web programming using HMTM will be covered. The course will concentrate on the basic features with an emphasis on creating Websites. The student will designed a website by using page layout, managing page appearance, applying themes, and working with Cascading style sheets. This course is a practical course designed to build absolute knowledge where the student is likely to gain employment in a technology company.

Cisco Certified Network Associates I

CSA 702 Z1: Wed & Fri 5:30 AM-9:00 PM; 12 weeks; Cost: \$1,200

This course will teach the student the fundamentals of networking concepts, networking Technologies, and preparing network connections. This is an intensive course designed to prepare the student for passing the CCNA examination. Because of the growth of the internet, the need for Router and Switching experts has become more and more important. This course will teach the fundamentals of this technology, with strong lab instruction to make sure the student is ready to the CCNA examination by the end of the course. This course is a practical course designed to build absolute knowledge where the student is likely to gain employment in a technology company.

RETAIL SALES SPECIALIST PROGRAM including next 3 courses

Introduction to Customer Service

CSA 517: Fri: 4:00PM - 5:30PM; 6 weeks; Cost: \$150

Sign up for this course to acquire the basic customer service skills you may need to bring better quality and value to your place of employment. Topics discussed in this class include issue resolution, team collaboration, meeting your customers' needs, handling your clients' frustration, etc. You will also learn to train yourself in maintaining your composure and your professionalism in times of crises.

Excel and Spreadsheet

CSA 392: Wed: 6:00PM - 8:00PM; 8 weeks; Cost: \$250

Master the skills required to calculate revenues, incomes, and expenses, interest rate, create a data base, sort and find data, use different formulas for budgeting and cost analysis purposes.

Retail Sales Specialist

CSA 518: Tues. 5:00PM - 7:30PM; 6 weeks; Cost: \$200

This training program develops skilled professionals for the retail industry. Program participants will not only learn basic advertising skills, but also they will become familiar with the established protocols used in various retail store settings: clothing, auto dealership, furniture, electronics, etc.

History of Roxbury (Non credit)

CSA 181: Thur. 6:00PM - 9:00PM; 12 weeks; Cost: \$200

This course is an introduction to Roxbury, Massachusetts. The class will explore Roxbury from its 17th Century colonial history to its suburbanization in the 19th Century, through its Irish, African, and Jewish heritage in the 19th and 20th Centuries, through its present day struggles to achieve both social justice and economic and political equality. Students will visit important historic sites, including several trolley tours.

COMMUNITY ESOL

The tuition for each of the following ESOL courses is \$120; an additional \$10 registration fee is required at the time of registration. Call Irina Morgunova: 617-427-0060, Ext. 5513 or visit her in Room 207, Building #3 for information.

Community ESOL I

CSA 131 Z1: Mon & Wed: 8:00AM - 9:45AM

CSA 131 Z3: Mon & Wed: 5:45PM - 7:30PM

This course is designed for students who have little or no knowledge of English and who are taking the first step toward learning English. This first course will cover the beginning aspects of conversation, reading and writing with some emphasis on the structure of English grammar.

Community ESOL II

CSA 132 Z1: Mon & Wed: 10:00AM - 11:45AM

CSA 132 Z3: Mon & Wed: 7:45PM - 9:30PM

Adult students who have some knowledge of the English language and who wish to increase their skills in that language are encouraged to sign up for this course. This level focuses on the intermediate aspects of reading and comprehension, and writing.

Community ESOL III

CSA 133 Z1: Tue & Thu: 8:00AM - 9:45AM

CSA 133 Z3: Tue & Thu: 5:45PM - 7:30PM

CSA 133 S1: Sat: 9:00AM - 12:30PM

This course which is offered to students with some working knowledge of the English language focuses on quizzes and homework in conversation, reading and writing, with significant emphasis on the structure of English grammar.

Community ESOL IV

CSA 133 Z4: Tue & Thu: 10:00AM - 11:45AM

CSA 133 Z5: Tue & Thu: 7:45PM - 9:30PM

Adult students with an intermediate level of reading, comprehension, and writing will have an opportunity to increase their skills through exercises in reading, writing, and conversation.

Community ESOL V

CSA 330 Z1: Tue & Thu: 10:00AM - 11:45AM

CSA 330 Z3: Tue & Thu: 7:45PM - 9:30PM

This course is offered to more advanced students and focuses on the recognition of contextual clues, summarizing information, and word structure analysis. Civics and interview skills are also introduced.