

## CENTER FOR BUSINESS AND PROFESSIONAL DEVELOPMENT

The Center for Business and Professional Development serves the special needs of Tacoma and Pierce County's business and industry community. It is dedicated to the concept and practice of providing performance-based services to its customers. Providing professional development and targeted interest training assists in learning new skills and abilities. As a continuous resource and training partner, we give entrepreneurs, local business and industry an edge.

Instructors are selected from the business community to ensure practical application of business principles in a business environment. Information about open-enrollment classes, workshops, seminars and web-based learning is available in Tacoma Community College's quarterly class schedule and on our web page. The following programs are offered by the Center for Business and Professional Development.

### **Business and Industry Training and Development ..... 253.566.5374**

A broad menu of open-enrollment classes are scheduled each quarter to provide a variety of training opportunities for business owners, supervisors, managers and front-line employees seeking to enhance their skills. These classes are offered in a variety of formats including instructor-led, self-paced, computer-aided, and online. TCC's interactive and experiential learning approach allows participants to complete classes with knowledge and skills that can be immediately applied in the workplace.

Classes and seminars are designed to meet the needs of both public and private sector organizations from small business start up to organizational expansion to technology applications. To find out more about specific classes, check our quarterly schedule or call 253.566.5374

### **Contract/Customized Training and Services ..... 253.566.5374**

A wide variety of on-site services are available on a contract basis to meet a company's specific needs and future goals, including:

- ▶ Job skill assessment
- ▶ Task analysis
- ▶ Strategic planning
- ▶ Performance consulting
- ▶ Organizational development

Highly skilled instructor/practitioners work with companies and organizations to develop the training best suited to their needs. A sample of workshops that can be tailored to a company's specific needs includes:

- ▶ Conflict resolution
- ▶ Management/supervision
- ▶ Communication skills/coaching
- ▶ Team building
- ▶ Customer service/customer relations
- ▶ Organizational development
- ▶ Sexual harassment

- ▶ Diversity training
- ▶ Wellness
- ▶ Preventing violence in the workplace
- ▶ Managing change
- ▶ Occupation-specific Spanish
- ▶ Customized Computer Training

### **Information Technology Certification and Testing Center ..... 253.460.4364**

The Information Technology Certification and Testing Center (ITCTC) has been providing high-tech training and professional certification testing services for five years. The center has been a leader in industry certification and professional training, certifying over 1,000 individuals since the center opened in 2000. ITCTC's curriculum is supported by a growing need for information technology professional certifications. Strong focus has been placed on vendor certifications such as Microsoft, CISCO and CompTIA. ITCTC's classes are conducted by top-level industry leaders and certified instructors. Training is provided daytime, evening and weekends. You have access to our high tech training facilities and our Prometric testing center located at the college's new state-of-the-art Information Technology complex. To find out more about specific programs offered at the ITCTC, call 253.460.4364.

### **Continuing Professional Education ..... 253.566.5020**

Continuing Professional Education programs meet the ongoing non-degree educational needs of professionals in many fields.

College credit, clock hours, or continuing education units (CEUs) necessary for certification, licensing and renewals are offered in many fields, including those listed below. In addition, customized courses can be developed in cooperation with professional organizations.

Instructors are licensed professionals who are experts in their field. Courses are offered in workshop and seminar formats or during regular quarter-length scheduling, and are held daytime, evening or weekends. Many courses may be contracted for delivery on-site for individual businesses, agencies, and associations. Some courses are offered through correspondence, online classes or self-instructional videos.

Continuing Professional Education also has a significant Health and Human Services Professional Continuing Education (HPCE) program which provides high quality, reasonably-priced educational classes for health professional certification and licensing. This non-degree program offers classes, workshops, seminars and conferences, as well as custom-designed educational packages for groups. The program seeks to help professionals anticipate the changes in today's medical and counseling fields and build new skills to meet state requirements.

Students may register by completing the mail-in registration form found in the quarterly class schedule. The completed form can be mailed with check or credit card payment to Continuing

Education at TCC, or dropped off at Continuing Education in Bldg. 6. (Cash payments must be made to the cashier in Bldg. 11). For credit card payments only, students may enroll by phoning 253.566.5020 and charging course fees to Visa or MasterCard. Online registration is available for some classes. A few of the programs offered include:

#### **AIDS Education**

AIDS education workshops meet the seven-hour state requirement for health care professionals. There is also a seven-hour self-instructional video with take-home exam available for check-out.

#### **Bartender and Alcohol Server Licensing**

Covers the legal aspects of bartending and professional serving including how much to serve, when to stop serving and the legal responsibilities of restaurants, bars, and the server or bartender. Must be 21 years of age or older for Class 12 permit, and 18 years of age or older for Class 13 permit. Meets the requirements for licensing.

#### **Business**

Numerous writing courses are offered to business professionals as well as employee appraisals, performance management, alcohol and drug misuse, living and working abroad, and more.

#### **Certificate in Gerontology**

Certificate represents a specialization in the field of gerontology. Designed to enhance the knowledge and skills of health care professionals who work with older adults.

#### **Certified Nursing Assistant**

The Nursing Assistant program is designed to prepare students to work as nursing assistants in convalescent centers and hospitals. The one-quarter program includes classroom training and clinical experience. Upon satisfactory completion of the program, students can apply for Washington certification as nursing assistants by examination. Prerequisite: Must meet eligibility requirements for state certification: evidence of negative TB skin test; pass criminal history background check; be physically capable of doing the work; read and write English well enough to be able to communicate effectively.

#### **Certified Public Accountant**

Continuing education seminars offered each fall cover current topics in management, ethics, accounting, and auditing.

#### **CME for Licensed Massage Practitioners**

Courses in this program are offered to enhance the profession of massage and bodywork therapy and satisfy requirements for 16 continuing education credits every two years for massage practitioners. Topics include Thai massage, aromatherapy, Chakras, Trager®, myofascial release, nutrition, ethics, reflexology, cranial sacral, integrative fascial release, as well as massage in the treatment of cancer, chronic back pain, multiple sclerosis, frozen shoulder, fibromyalgia, geriatric patients, and more.

#### **Computer Classes**

Hands-on computer classes concentrate on current software applications, such as Windows's applications for Word, Excel, and Access.

#### **CPR: Health Care Provider Certification**

Hands-on, one- and two-person rescuer CPR and foreign body airway obstruction (FBAO) for adult, child and infant. Also covers the chain of survival, heart disease, risk factors (intro to AED) and anatomy and physiology of heart and lungs.

#### **Flagging and Traffic Control Certification**

One-day training seminar based on the Washington State Safety Standards for Construction Work and the Manual on Uniform Traffic Control Devices. I.D. card valid for three years in Washington, Oregon, Idaho and Montana.

#### **Forklift Operator Certification**

Covers classroom, obstacle course, demonstration and evaluation elements within a site-specific environment. Includes on-site specifics, product handling (evaluation), machine design and pre-shift inspection details. I.D. card valid for three years.

#### **Herbalist, Professional Certificate**

This nine-month program is offered in three modules and includes clinical and practical applications of herbal preparations and materia medica for Chinese, Ayurvedic and Western herbs. Students receive a certificate of completion. Approved for CE credit by the Board of Pharmacy.

#### **Herbalist, Professional Continuing Education**

Courses also offered for professional development and/or to meet American Herbalist Guild requirements in anatomy and physiology and therapeutic workshops on diabetes, heart disease and arthritis.

#### **Home Inspection**

The training program consists of ten courses: Structure, Exterior, Roofing, Plumbing, Electrical, Heating I and II, Air Conditioning, and Heat Pumps, Insulation and Interiors and a Communication/Professional Practice. Emphasis is on practical knowledge of the performance of the systems and components of a house – not on theory. Membership Renewal Credits (MRC) assigned to each course for ASHI membership.

#### **Hypnosis/Hypnotherapy**

Beginning-level classes are designed for those interested in hypnosis/self-hypnosis for personal growth or those pursuing a professional interest in hypnosis. Intermediate and advanced courses meet the requirements for certification as a master hypnotist and hypnotherapist.

#### **International Building Codes**

This certificate program includes the International Building Code, International Mechanical Code, International Residential Code, International Fire Code and Uniform Plumbing Code. Classes prepare students to take the certification exams offered by the International Conference of Building Officials and to enhance knowledge of the industry for professional advancement.

#### **Mortgage Brokerage and Lending**

Fundamentals of mortgage origination for individuals with no industry experience. Upon completion, participants are eligible for positions as junior processor, loan officer trainee or other mortgage broker office entry-level position.

**Paraeducator**

Designed to train participants to be successfully employed in a variety of educational settings. Enrollment is open to currently employed paraeducators and individuals who wish to prepare for employment in the field.

**Payroll Professional**

The Payroll Professional Learning Series covers critical skills as defined by the American Payroll Association. Courses are appropriate for those entering the payroll field, preparing for the Fundamental Payroll Certification (FPC) and Certified Payroll Professional (CPP) Certification Examinations, for continuing professional development, and/or re-certification credit hours to maintain the FPC and CPP credential.

**Personal Trainer Certification**

This course for national certification includes anatomy, exercise physiology, nutrition, health screenings, nutrition, injuries, fitness, flexibility and more.

**Professional Bartender Training**

For the aspiring professional bartender or home entertainer. Learn to mix the basics as well as exotics and shooters. Covers how to measure, mix and create more than 100 of today's most popular mixed drinks. Includes common bartending terms.

**Real Estate**

TCC offers courses for realtors and appraisers including salesperson pre-licensing, real estate appraising, investment and law. Classes are offered for college credit and are approved for license renewal, salesperson pre-exam requirements and courses required in appraising. Real estate courses are approved by the Washington State Department of Licensing for clock hour credits toward certification in real estate.

**Structural Pest Inspection**

Learn how to inspect structures for evidence of wood destroying organisms, their damage and conditions conducive to their development; laws and rules governing inspections; building construction and maintenance; business ethics and more. Covers key material tested in the Structural Pest Inspection certification exam and Department of Agriculture compliance testing.

**Teacher Education – Clock Hours**

Designed for professional educators and trainers, classes cover instructional methods, planning and organization, and classroom discipline.

**Veterinary Assistant**

Prepare for a career as a veterinary assistant through online courses. Includes pet nutrition, vaccinations, first aid, billing, workplace safety and more.

**PERSONAL ENRICHMENT****Personal Enrichment ..... 253.566.5020**

Committed to fostering lifelong learning, Tacoma Community College offers a diverse, dynamic and comprehensive curriculum of non-credit classes, workshops, and special events that encompasses many areas of interest. Discover how quickly the benefits of continuing your education can add up as you:

- ▶ Satisfy your intellectual curiosity
- ▶ Acquire new skills to enhance your proficiency on the job and at home
- ▶ Explore new venues and experiences
- ▶ Add dimension to your life by unlocking hidden potential
- ▶ Meet interesting people from various backgrounds

A wide variety of classes are offered on and off campus each quarter. The non-credit courses are flexible and ever-changing to accommodate the cultural, civic, economic and career related educational needs of the community. Courses are offered weekdays, evenings and Saturdays.

Program areas include: fine and performing arts, business and personal skills, language and cultural studies, sign language, wellness, international studies, photography, recreation and physical fitness, and personal skills and enrichment. The Kids on Campus program features classes just for kids.

All non-credit classes are self-supporting, and financed completely with fees paid by students participating in the courses. These courses are not supported by state tax funds.

