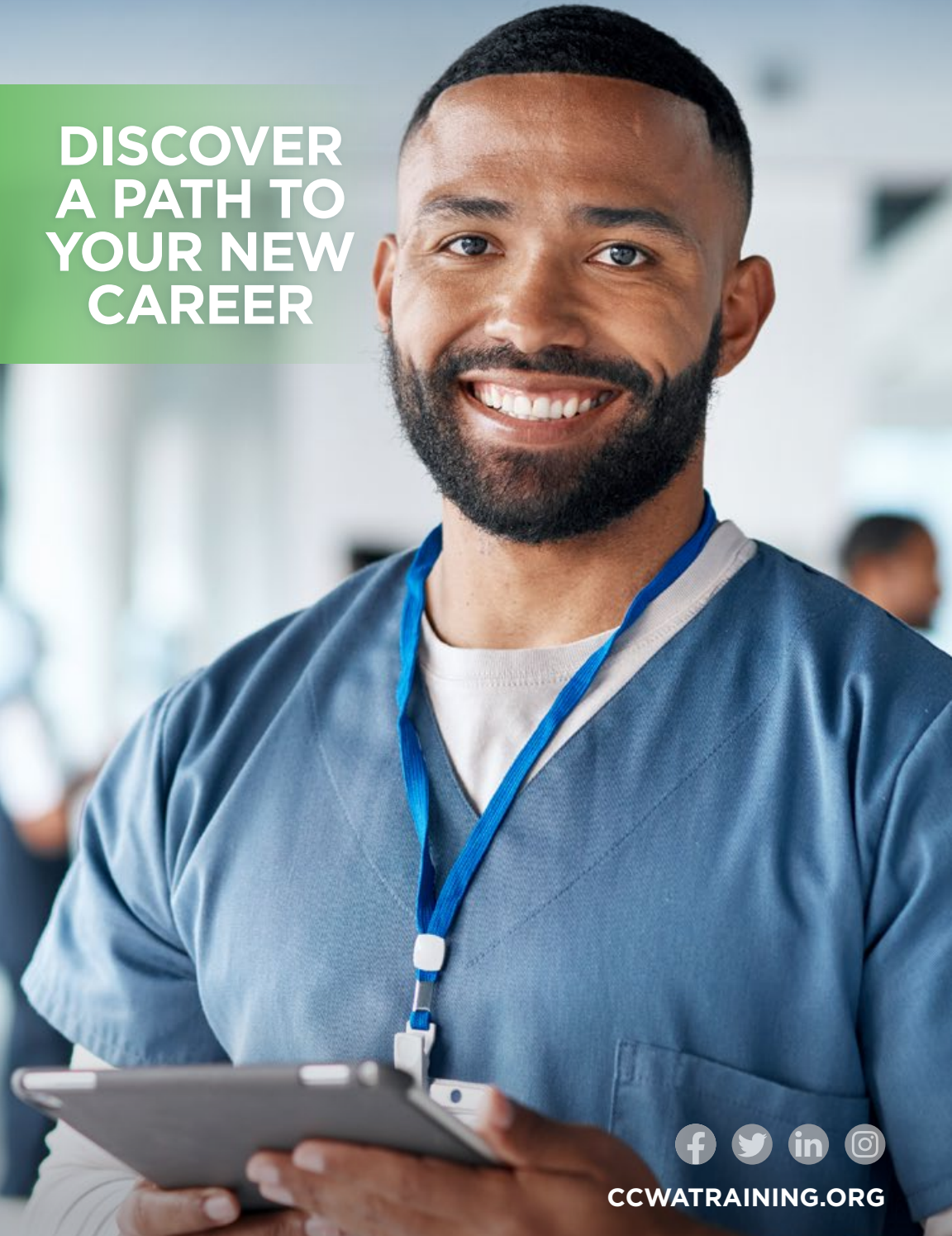


January – June

CCWA 2025

DISCOVER
A PATH TO
YOUR NEW
CAREER



CCWATRaining.org



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

Contents

JANUARY — JUNE 2025

FastForward Credentials 6-17

Technology 6	VDOT 14 & 16
Health Care 7	Truck Driver Training (CDL) 15
Manufacturing and Logistics 11	EducateVA 15
Skilled Trades 14	Business and Management 16

Tuition Assistance

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

- **FastForward** 4-5
- **G3 scholarships** 24

Professional Development Classes

18 TECHNOLOGY

Business Applications 18

20 BUSINESS ADMINISTRATION AND MANAGEMENT

Communications 20
Customer Service 20

22 SPECIALIZED TRAINING

Writing and Grants 22
Drone Operation 22

24 MANUFACTURING AND TRADES

Safety 24

26 ONLINE COURSES

37 REGISTRATION INFORMATION

NEW CCWA SPACES!

CCWA is expanding programs in two newly renovated locations. See details on page 22.

Community College Workforce Alliance (CCWA) empowers individuals with affordable, flexible training that opens doors to high-demand jobs and meets the evolving workforce needs of Virginia's and our region's economies. CCWA serves as the workforce development division of Brightpoint and Reynolds Community Colleges, members of the Virginia Community College System (VCCS). CCWA has grown into a vital force within the workforce credentialing landscape, offering individuals new career pathways while providing businesses with tailored talent solutions.

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



Open Doors to In-Demand Jobs with Industry Credentials

FASTFORWARD PROGRAMS
with **TUITION ASSISTANCE** include:



BUSINESS AND LEADERSHIP

- Customer Service & Sales Certification
- Project Management Prep (PMP)
- Certified Associate in Project Management (CAPM)



TRADES AND MANUFACTURING

- Apartment Maintenance Technician
- Commercial Driver's License (CDL)
- Manufacturing Technician 1 (MT1)
Dual credential with Manufacturing Specialist (MS)
- Lean Practitioner
- Certified Logistics Technician
Dual credential with 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
- Fiber Optic Installer 1-2-3
- Pharmaceutical Manufacturing
Triple credential with Manufacturing Specialist (MS) and Chemical Manufacturing (ChemMT)

EDUCATION

- Teacher Licensure
Through EducateVA

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



Scan code to register for your certification today!

NOW AVAILABLE:

Online and Hybrid* Class Formats for most FastForward Certification Courses

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

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.



INFORMATION TECHNOLOGY

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



HEALTHCARE

- Clinical Medical Assistant
- Nurse Aide
- Certified Professional Biller
- Certified Professional Coder
- Electrocardiography (EKG) Technician
- Phlebotomy Technician
- Emergency Telecommunicator (9-1-1 Operator)
- Pharmacy Technician

PAY ONLY ONE-THIRD OR LESS OF TUITION FOR SHORT-TERM TRAINING THAT GETS YOU TO WORK



FastForward
CREDENTIALS FOR A CAREER THAT MATTERS

Go to ccwatraining.org/certifications

Credential Programs

CLASS LOCATIONS — details on page 27



TECHNOLOGY

CompTIA Tech+

Jan 21 - Mar 18	TR 6:00 PM - 8:00 PM	Online
Feb 13 - Mar 10	MWR 6:00 PM - 9:00 PM	MIDLO
Mar 19 - May 14	W 6:00 PM - 8:00 PM & S 9:00 AM - 11:00 AM	Online
May 13 - Jul 15	TR 6:00 PM - 8:00 PM	Online

Fee: \$1,299 >>

CompTIA A+

Feb 3 - May 22	MWR 6:00 PM - 8:00 PM	Online
Apr 1 - Aug 5	TR 6:30 PM - 8:30 PM	MIDLO
May 13 - Oct 7	TR 5:30 PM - 7:30 PM	Online

Fee: \$4,200 >>

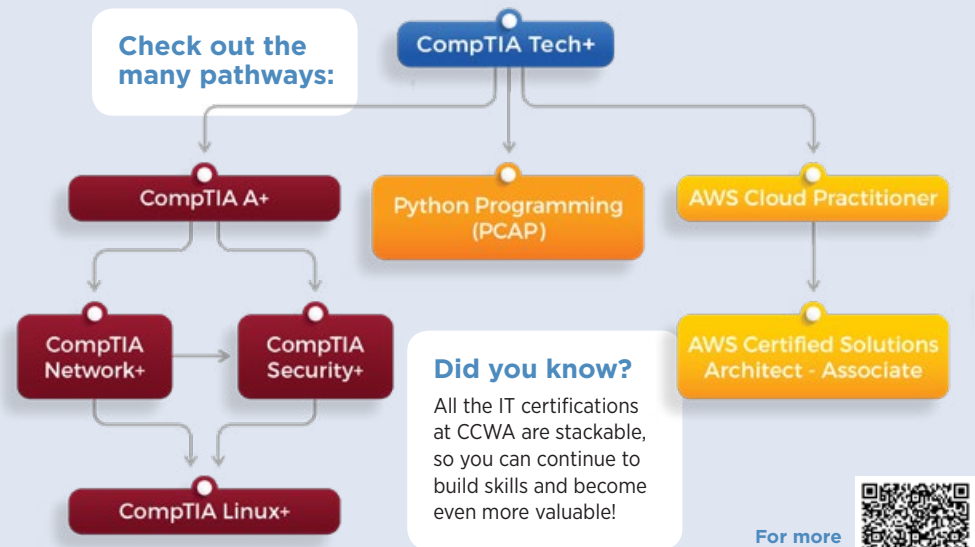
CompTIA Network+

Feb 11 - Apr 29	TR 6:00 PM - 8:00 PM	Online
May 19 - Aug 18	MW 6:00 PM - 8:00 PM	Online

Fee: \$3,300 >>

Choose Your Path to a Valuable Career in IT

Information technology continues to grow. This means jobs in the IT field are stable and reliable. IT can take you anywhere — healthcare, finance, government and more. Earning an IT certification at CCWA begins with CompTIA Tech+ — and there are many opportunities available with this foundation course.



Did you know?
All the IT certifications at CCWA are stackable, so you can continue to build skills and become even more valuable!

For more information, scan the code >>






Share YOUR Journey: INSPIRE Others!

NEW!

Your FastForward credential is more than just a milestone—it's a story of perseverance, growth, and success. By sharing your CCWA experience, you can motivate others to reach their goals too!



Why Share Your Story?

-  Your journey can inspire others to follow in your footsteps.
-  Share how you overcame obstacles to keep moving forward.
-  Help others see what's possible with a FastForward credential!

HOW: 30-60 minute interview, in-person at a CCWA location


INCENTIVE: You'll receive a monetary reward for sharing your story with us.

WHEN: Once you RSVP, we will reach out to schedule a date and time.


Ready to Share? Sign up today and let your journey motivate and inspire future CCWA students! You've achieved something amazing, and now you can help others do the same! **To start, scan the code »**




CompTIA Security+


Feb 18 – May 6	TR 6:00 PM – 8:00 PM	Online
Apr 30 – Jul 23	W 6:00 PM – 8:00 PM & S 9:00 AM – 11:00 AM	Online
Jun 2 – Aug 25	MW 6:00 PM – 8:00 PM	Online
Fee: \$3,750 		

AWS Certified Cloud Practitioner

Jan 21 – Apr 15	TR 6:00 PM – 8:00 PM	Online
May 6 – Aug 5	TR 6:00 PM – 8:00 PM	Online
Fee: \$1,800 		

Python Programming-Certified Associate (PCAP)

Feb 10 – Jun 16	MTR 6:00 PM – 8:00 PM	Online
Fee: \$2,250 		

 = FastForward and G3 Funding Available: See pages 4, 5, and 20.

HEALTH CARE


EKG Technician Certification Program

Jan 10 – Feb 15	F 10:00 AM – 2:00 PM & S 10:00 AM – 4:00 PM	CH
Jan 10 – Feb 15	F 6:00 PM – 10:00 PM & S 10:00 AM – 4:00 PM	CH
Mar 21 – May 3	F 10:00 AM – 2:00 PM & S 10:00 AM – 4:00 PM	DTC
May 16 – Jul 12	F 10:00 AM – 2:00 PM & S 10:00 AM – 4:00 PM	CH
May 16 – Jul 12	F 6:00 PM – 10:00 PM & S 10:00 AM – 4:00 PM	CH

Fee: \$1,800 

Clinical Medical Assistant Program

Jan 14 – May 29	TR 6:00 PM – 10:00 PM	DTC
Feb 3 – Jun 23	MW 10:00 AM – 2:00 PM	CH
Feb 3 – Jun 23	MW 10:00 AM – 2:00 PM	DTC
Feb 3 – Jun 23	MW 6:00 PM – 10:00 PM	CH
Feb 3 – Jun 23	MW 6:00 PM – 10:00 PM	DTC
May 6 – Sep 18	TR 10:00 AM – 2:00 PM	CH
May 6 – Sep 18	TR 10:00 AM – 2:00 PM	DTC
May 6 – Sep 18	TR 6:00 PM – 10:00 PM	CH

Fee: \$3,900 

HEALTH CARE — *continued*

Nurse Aide Program

Jan 27 – Mar 21 MTWRF 9:00 AM – 3:00 PM DTC
 Mar 10 – May 2 MTWRF 9:00 AM – 3:00 PM DTC
 Apr 21 – Jun 13 MTWRF 9:00 AM – 3:00 PM DTC
 Jun 2 – Jul 25 MTWRF 9:00 AM – 3:00 PM DTC

Fee: \$3,495 >>

Pharmacy Technician Program

Begins Jan 27* MTWRF 8:00 AM – 4:30 PM OS
 Begins Feb 24* MTWRF 8:00 AM – 4:30 PM OS
 Begins Mar 24* MTWRF 8:00 AM – 4:30 PM OS
 Begins Apr 28* MTWRF 8:00 AM – 4:30 PM OS
 Begins May 26* MTWRF 8:00 AM – 4:30 PM OS
 Begins Jun 30* MTWRF 8:00 AM – 4:30 PM OS

Fee: \$6,000 >> *426 Hours / 12 Months

Certified Phlebotomy Technician

Jan 17 – Mar 8 F 10:00 AM – 2:00 PM & S 10:00 AM – 4:00 PM DTC
 Mar 7 – May 3 F 10:00 AM – 2:00 PM & S 10:00 AM – 4:00 PM CH
 Mar 7 – May 3 F 6:00 PM – 10:00 PM & S 10:00 AM – 4:00 PM CH
 May 16 – Jul 19 F 10:00 AM – 2:00 PM & S 10:00 AM – 4:00 PM DTC

Fee: \$3,000 >>

>> = *FastForward and G3 Funding Available: See pages 4, 5, and 20.*

INSTRUCTOR SPOTLIGHT



Kathy Godard

► Nurse Aide Instructor

“ Success in the classroom builds confidence and pride and nurtures the care professionals who contribute to our community’s well-being. Our adult learners bring invaluable life lessons to the classroom. I focus on leveraging these experiences to empower students in acquiring new skills and knowledge. ”

Unlock Your Future in Healthcare!

Get Started with CCWA

A healthcare certification from CCWA opens doors to employment opportunities in physician offices, clinics, chiropractor offices, hospitals, and outpatient facilities.

Orientation is mandatory for those interested in CCWA healthcare certification.

Orientation sessions allow you to explore CCWA course offerings, initiate the registration process, and apply for funding that could cover up to 100% of tuition fees.

ORIENTATION LOCATIONS:

- **Brightpoint Chester Campus**
- **Reynolds Downtown Campus**

Location details: page 23

Short-term classes are offered on a rotating basis for your convenience.

Financial aid and employment assistance are available based on eligibility.



Scan the QR code to register for a healthcare information session!

HEALTHCARE CERTIFICATION PROGRAMS

- Pharmacy Technician
- Medical Assistant
- Nurse Aide
- Phlebotomy Technician
- EKG Technician
- Medical Coder
- Medical Biller
- Emergency Telecommunicator (911 Dispatcher)

healthcare@ccwa.vccs.edu | 804-706-5177 | ccwatraining.org/healthcare

Begin a New Career in 2025!

Train to become a **PHARMACY TECHNICIAN**

with classes starting monthly,
January through June.

This comprehensive program provides 426 hours of training to prepare you to enter the pharmacy field as a technician, under the supervision of a licensed pharmacist.



Pharmacy technicians work in hospitals, home infusion pharmacies, community pharmacies, and other settings.

This course combines online learning, in-person simulations, and real-world internships where students are able to perform supervised pharmacy technician duties in a real pharmacy setting.



**Low-to-no cost with
FastForward and G3
tuition assistance.**
See pages 4, 5, and 20.

This course is accredited by American Society of Health-System Pharmacists® (ASHP) and meets the current Virginia Board of Pharmacy requirements.

Classes are held at the Bremo Office & Training Center on 2002 Staples Mill Rd. in Richmond, VA.

SPRING 2025: New hybrid classes start monthly!

426 Hours / 12 Months
MTWRF 8:00 AM - 4:30 PM
Bremo Training, Richmond

Fee: \$6,000 >>

See start dates on page 8.
Or scan the code below to
attend a Pharmacy Tech
orientation session.

**TO GET STARTED: Sign up for your healthcare
orientation session today! SCAN CODE >>**



Launch Your Career in Healthcare Today!



The Clinical Medical Assistant program is designed to prepare students to function as professionals in multiple healthcare settings.

Medical assistants with a clinical background perform various clinical tasks including assisting with the administration of medications and with minor procedures, performing an EKG electrocardiogram, obtaining laboratory specimens for testing, educating patients, and other related tasks. This in-person course includes instructor-led, hands-on skills training.

Job opportunities are prevalent with physician's offices, clinics, chiropractor's offices, hospitals and outpatient facilities.

SPRING 2025 CLASSES » January, February, and May

Morning and evening options are available at both our Chester and Downtown Campus locations. **See schedule details on page 7.**

This course is approved to allow students to sit for the National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA) national certification examination.



Low-to-no cost with FastForward and G3 tuition assistance. See pages 4, 5, and 20.

Sign up for a healthcare orientation session to get started! (Scan code.)



HEALTH CARE — *continued*

Medical Coding - Certified Professional Coder

Jan 13 – Apr 14 MW 6:00 PM – 9:00 PM Online
Feb 18 – May 29 TR 6:00 PM – 9:00 PM MIDLO
May 19 – Aug 27 MW 6:00 PM – 9:00 PM Online
Jan 28 – May 8 TR 6:00 PM – 9:00 PM Online

Fee: \$3,897 >>

Medical Biller - Certified Professional Biller-AAPC

Jan 27 – Apr 28 MW 6:00 PM – 9:00 PM Online
Apr 23 – Jul 23 MW 6:00 PM – 9:00 PM Online

Fee: \$3,099 >>

MANUFACTURING AND LOGISTICS

Manufacturing Technician Level 1 Certification

Jan 13 – Feb 13 MTWR 5:30 PM – 8:30 PM CH
Mar 11 – Apr 23 TWR 9:00 AM – 12:00 PM CH
May 5 – Jun 20 MTF 5:30 PM – 8:30 PM CH

Fee: \$816 >>

Manufacturing Specialist Certification

Jan 13 – Feb 13 MTWR 5:30 PM – 8:30 PM CH
Mar 11 – Apr 23 TWR 9:00 AM – 12:00 PM CH
May 5 – Jun 20 MTF 5:30 PM – 8:30 PM CH

Fee: \$1,584 >>

>> = *FastForward and G3 Funding Available: See pages 4, 5, and 20.*

STAFF SPOTLIGHT



Alisa Williams

► Manufacturing & Trades Outreach Specialist

“ I have always been a passionate advocate for the educational and workforce development needs of adults across all ages. My primary focus is on building strong connections with employers and strategically managing industry partnerships that create meaningful pathways to employment and apprenticeship opportunities for our manufacturing and trades students. ”

INTRODUCING:



Mobile Flex Lab

With training locations on four campuses of our two community colleges as well as on off-site locations in downtown Richmond and Petersburg, there still is a need to get career coaching, education advising, tuition assistance, and workforce training to residents of our region for whom traveling to a campus is unfamiliar or challenging. That's why we now have a new mobile lab that will bring career coaching, academic advising, financial aid assistance, and workforce training into areas where residents may need CCWA services delivered closer to home.

Our outreach specialist, who will be driving the new mobile lab, is ready to assist residents in preparing for quality jobs in growing industry sectors.

To reserve the Mobile Flex Lab, call CCWA Outreach Specialist Lawrence Brewton at 807-706-5180.



FIBER OPTIC INSTALLERS COURSE


Fiber Optic Installers are responsible for installing, maintaining, and repairing fiber optic cables and related equipment.

Fiber optic installers typically work in various industries such as telecommunications, internet service providers, cable television companies, and data centers.

This program will cover basics of fiber and transmission theory, various cables and connectors, splicing, installation, and more. No experience necessary. All materials and exam included.



SCHEDULED TO BEGIN:
JANUARY 2025

Tuition Fee: \$4,650 

See class schedule on page 14.

Upon completion of the course, participants will earn a series of credentials — including the ETA® International **Fiber Optics Installer (FOI)** certification, as well as the **Light Brigade** digital badge and the **Sumitomo Fusion Splicing Fundamentals** digital badge.



Low-to-no cost with FastForward and G3 tuition assistance. See pages 4, 5, and 20.



Scan code for more class information »





NEW!

APARTMENT MAINTENANCE TECHNICIAN

Become a Master of Maintenance!

CCWA's **Certified Apartment Maintenance Technician (CAMT)** course will help you earn the valuable CAMT credential.

Learn the basics of electrical, appliance maintenance and repair, HVAC and plumbing, as well as the maintenance and repair of property interiors and exteriors.

- Processing work orders efficiently and satisfactorily
- Electrical, plumbing, HVAC, mechanical, construction, appliance, and lock-related services and repairs
- Painting services
- Minimizing personal and property damage
- Maintenance safety
- Fair housing regulatory compliance
- Environmental responsibility and regulatory compliance

NCCER CORE: Mar 4 – Apr 10

TR 5:30 PM – 9:00 PM (CH)

CAMT: Apr 15 – May 29

TR 5:30 PM – 9:00 PM (DTC)

Fee: \$2,700 Funding details: pages 4, 5, 20

MORE INFORMATION EMAIL emcgarry@ccwa.vccs.edu

The CAMT course is accredited by the American National Standards Institute (ANSI).

MANUFACTURING AND LOGISTICS – *continued*

Certified Logistics Associate (CLA)

Jan 20 – Feb 14	MWF 9:00 AM – 12:00 PM	CH
Mar 25 – Apr 17	TWR 5:30 PM – 8:30 PM	CH
May 19 – Jun 9	MTWR 9:00 AM – 12:00 PM	CH

Fee: \$900

Certified Logistics Technician (CLT)

Feb 17 – Mar 12	MWR 9:00 AM – 12:00 PM	CH
Apr 22 – May 14	TWR 5:30 PM – 8:30 PM	CH
Jun 10 – 30	MTWR 9:00 AM – 12:00 PM	CH

Fee: \$1,200

Lean Practitioner Certification

Jan 7 – 30	TR 9:00 AM – 12:00 PM	CH
Mar 4 – 27	TR 5:30 PM – 8:30 PM	CH
May 6 – 21	TWR 9:00 AM – 12:00 PM	CH
Jun 10 – 25	TWR 5:30 PM – 8:30 PM	CH

Fee: \$1,200


Pharmaceutical Manufacturing Technician Certification

Jan 13 – Mar 4	MTWR 5:30 PM – 8:30 PM	CH
Mar 11 – May 14	TWR 5:30 PM – 8:30 PM	CH
May 5 – Jul 14	MTF 5:30 PM – 8:30 PM	CH

Fee: \$2,916

= **FastForward and G3 Funding Available: See pages 4, 5, and 20.**



 = *FastForward and G3 Funding Available: See pages 4, 5, and 20.*

SKILLED TRADES

NCCER Introductory Craft Skills

Each course leads to a Level 1 specialty.

Leads to **Electrical 1**

Feb 4 – Mar 5 TWR 5:30 PM – 9:00 PM DTC
 Feb 25 – Apr 3 TR 1:00 PM – 4:30 PM DTC

Leads to **HVAC 1**

Feb 18 – Mar 19 TWR 5:30 PM – 9:00 PM DTC
 Feb 18 – Mar 19 TWR 1:00 PM – 4:30 PM DTC

Leads to **Heavy Equip. Oper. (HYBRID)**


Mar 4 – 27 TWR 5:30 PM – 9:00 PM CH

Leads to **Apartment Maintenance**


Mar 4 – Apr 10 TR 5:30 PM – 9:00 PM CH

Leads to **Plumbing 1 (BILINGUAL)**


Apr 1 – May 15 TR 5:30 PM – 9:00 PM DTC

Fee for each program: \$1,098 

NCCER: HVAC Level 1


Mar 20 – May 20 TWR 5:30 PM – 9:00 PM DTC
 Mar 20 – May 20 TWR 1:00 PM – 4:30 PM DTC
 Fee: \$2,499 

NCCER: Electrical Level 1


Apr 8 – Jun 12 *See website for schedule details.*
 Mar 6 – May 7 TWR 5:30 PM – 9:00 PM DTC
 Fee: \$2,499 

NCCER National Center for Construction Education and Research


NCCER: Heavy Equipment Operator Level 1 - HYBRID

Apr 1 – May 14 TWR 5:30 PM – 9:00 PM CH
 Fee: \$3,450 


NCCER: Plumbing Level 1 (BILINGUAL)

May 20 – Aug 7 TR 5:30 PM – 9:00 PM DTC
 Fee: \$2,499 


Certified Apartment Maintenance Technician

Apr 15 – May 29 TR 5:30 PM – 9:00 PM CH
 Fee: \$2,700 

Fiber Optics Installer


Jan 14 – Feb 20 TR 1:00 PM – 5:00 PM WDCC
 Fee: \$4,650 

NCCER: HVAC Level 2


Feb 18 – May 21 TWR 8:30 AM – 12:00 PM DTC
 Fee: \$4,095 

VIRGINIA DEPARTMENT OF TRANSPORTATION (VDOT)

VDOT: Plan Reading for Inspectors*

Jan 28 – 30 TWR 8:30 AM – 4:30 PM MIDLO
 Fee: \$600 

VDOT: Documentation and Recordkeeping for Inspectors*

Mar 11 – 13 TWR 8:30 AM – 4:30 PM MIDLO
 Fee: \$600 

*Virtual class option available.

Truck Driver Training (CDL)



Classes in CHESTER:

WEEKDAY / Monday – Friday

Jan 6 – Jan 31	Apr 14 – May 9
Jan 20 – Feb 14	Apr 28 – May 23
Feb 3 – Feb 28	May 12 – Jun 6
Feb 17 – Mar 14	May 27 – Jun 20
Mar 3 – Mar 28	Jun 9 – July 4
Mar 17 – Apr 11	June 23 – July 18
Mar 31 – Apr 25	

WEEKEND / Saturday & Sunday

Jan 4-Mar 9	Apr 26 -July 13
Feb 8-Apr 13	Jun 7-Aug 17
Mar 15 -May 31	

Chester Classes: 8:00 AM – 5:00 PM

NEW!

Classes in RICHMOND

WEEKDAY / Monday – Thursday

Jan 6 – Jan 30	Apr 28 – May 22
Feb 3 –Feb 27	May 27 – Jun 20
Mar 3 – Mar 27	Jun 23 – Jul 17
Mar 31 – Apr 24	Jul 21 – Aug 14

WEEKEND / Saturday & Sunday

Jan 25 – Mar 16	May 17 – Jul 6
Mar 22 – May 11	Jul 12 – Aug 31

Richmond Classes: 7:00 AM – 5:00 PM



Call 804-523-2292 for pricing.

Financial support is provided for this course to all Virginians, subject to availability.

For more information visit ccwatraining.org/truck-driving-training

Make a Difference: Become a Teacher

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 licensure program. This affordable, fast-track program is approved by the Virginia Department of Education, and provides the academic training and practical experience needed to make an impact in the classroom.

DEADLINE:
MAY 16, 2025

FOR COHORT STARTING
FALL 2025

FREE WEBINAR:

To learn more, visit educateva.com to sign up for an hour-long webinar, held the third Wednesday of each month at 12:00 PM.

Choose a Spring 2025 Webinar:

Jan 15 | Feb 19 | March 19 | April 16
May 21 | June 18 | July 16

Become licensed in 18 weeks through a combination of online and weekend courses.

» Offered as a FastForward credential. Participants pay 1/3 or less of the cost.

Teaching: The most rewarding career you will ever have.



To learn more, visit the website:
educateva.com

VDOT — continued

VDOT: Surveying for Inspectors*

May 20 – 21 TW 8:30 AM – 4:30 PM MIDLO

Fee: \$624 >>

VDOT: Roadway Construction and Drainage for Inspectors*

Feb 25 – 28 TWR 8:30 AM – 4:30 PM MIDLO

Fee: \$795 >>

VDOT: Intermediate Work Zone Traffic Control (WZTC) Certification*

May 12 – 13 MT 8:30 AM – 4:30 PM CH

Feb 10 – 11 MT 8:30 AM – 4:30 PM CH

Aug 11 – 12 MT 8:30 AM – 4:30 PM CH

Nov 10 – 11 MT 8:30 AM – 4:30 PM CH

Fee: \$402 >>

VDOT: New Structures and Bridges for Inspectors*

Apr 15 – 17 TWR 8:30 AM – 4:30 PM MIDLO

Fee: \$750 >>

VDOT: Bridge Preservation for Inspectors*

May 6 – 8 TWR 8:30 AM – 4:30 PM MIDLO

Fee: \$600 >>

BUSINESS ADMINISTRATION AND MANAGEMENT

National Retail Certification in Customer Service & Sales

Feb 10 – Apr 9 MW 6:00 PM – 8:00 PM Online

Jun 4 – Aug 11 MW 6:00 PM – 8:00 PM Online

Fee: \$840 >>

Certified Associate in Project Management (CAPM)

Jan 27 – Mar 31 M 6:00 PM – 8:30 PM Online

Apr 26 – Jun 28 S 9:30 AM – 12:00 PM Online

Fee: \$2,100 >>

Project Management Prep (PMP) Course

Jan 22 – Mar 26 W 6:00 PM – 9:30 PM Online

Apr 14 – Jun 23 MW 6:00 PM – 8:00 PM Online

Fee: \$2,400 >>

>> = *FastForward and G3 Funding Available: See pages 4, 5, and 20.*

*Virtual class option available.

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 / 804-523-2290



Go to the next level with CAPM®/PMP®

Certified Associate in Project Management (CAPM)® and **Project Management Professional (PMP)®** certification classes with CCWA are designed to help you master the skills needed to lead successful projects and advance in the dynamic field of project management.

Why choose CAPM® or PMP®?

- **Industry-Recognized Credentials:**
Gain certifications that are globally recognized and highly valued by employers across all industries.
- **Enhance Your Skills:**
Learn essential project management techniques, methodologies, and best practices to effectively manage projects from start to finish.
- **Boost Your Career Prospects:**
Certified project managers are in high demand, and holding a CAPM® or PMP® certification can significantly increase your earning potential and job opportunities.

Which is right for YOU?

- **CAPM®:** Ideal for those new to project management or seeking to validate their knowledge of fundamental project management concepts.
- **PMP®:** Tailored for experienced professionals looking to solidify their expertise and lead complex projects with confidence.

Why enroll with CCWA?

- **Expert Instructors:**
Learn from certified project management professionals with years of industry experience.
- **Comprehensive Curriculum:**
Our courses are aligned with the latest PMBOK® Guide and cover all the necessary exam content.
- **Flexible Learning:**
Online classes held via Zoom live, with an instructor.

UPCOMING CLASSES

NEW!

CAPM® Certification Course

Jan 27 – Mar 31 M 6:00 pm – 8:30 pm
Apr 26 – Jun 28 S 9:30 am – 12:00 pm

Fee: \$2,100 >>

PMP® Certification Course

Jan 22 – Mar 26 W 6:00 pm – 9:30 pm
Apr 14 – Jun 23 M 6:00 pm – 8:00 pm

Fee: \$2,400 >>



Low-to-no cost with FastForward and G3 tuition assistance.

See pages 4, 5, and 20.

Scan code for more information.



Technology

CLASS LOCATIONS — details on page 27



INSTRUCTOR SPOTLIGHT



Rosemary
McCracken

► **Microsoft & QuickBooks Certified Trainer**

“ When teaching, I always try to focus on the purpose of each software function I demonstrate. By understanding a feature’s purpose, participants are more likely to utilize it and thereby become a more proficient software user. ”

BUSINESS APPLICATIONS

Excel - Level 1

Feb 12 W 9:00 AM - 4:00 PM WDCC

Fee: \$299

Excel - Level 2

Mar 20 R 9:00 AM - 4:00 PM WDCC

Fee: \$299

Excel - Level 3

Apr 24 R 9:00 AM - 4:00 PM WDCC

Fee: \$299

CREDENTIAL PROGRAMS

To earn industry credentials in information technology, review our certifications programs on **page 6**.

CONNECT WITH US



CCWATRaining

Making ChatGPT and Generative AI Work for You

A COURSE DESIGNED TO DEMYSTIFY GENERATIVE AI FOR BUSINESS PROFESSIONALS

AI can bring significant value to your organization.

A major milestone in business automation has been reached—generative AI. Despite its recency, it has already started having a significant impact on our lives. But, the rapid pace at which generative AI is growing can be overwhelming. And, there are so many facets to this field that it can be difficult to know how to use it effectively to improve the business.

This course is designed to demystify generative AI, as well as to trace its power to actionable, real-world business goals. It will give you the essential knowledge of generative AI you'll need to elevate your organization in these exciting times.

Upon course completion you will be able to:

- **Describe** the fundamentals of AI and generative AI
- **Generate** text, code, images, video, and audio using AI
- **Identify** the challenges of generative AI
- **Implement** organizational strategies for generative AI

To schedule AI training for your team, email nmeredith@ccwa.vccs.edu or call 804-523-2295.

Business Administration and Management

CLASS LOCATIONS — details on page 27

COMMUNICATIONS

Business Writing for Professionals

Mar 14 F 9:00 AM – 4:00 PM Online

Fee: \$299

Grammar Workshop

Feb 21 F 9:00 AM – 1:00 PM Online

Fee: \$249

PROFESSIONAL DEVELOPMENT

For more details on our custom designed training options, please refer to **page 25**.

10 BUILDING BLOCKS

10 EXCEEDING EXPECTATIONS

FOR EXCELLENCE IN CUSTOMER SERVICE



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 common grammar problems and improving 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 better understand your customers and co-workers. Discover how to improve customer courtesy with better word selection and how to gather information by choosing the best 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.

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

Specialized Training

CLASS LOCATIONS — details on page 27



WRITING AND GRANTS

Grant Proposal Writing 101

Apr 11 F 9:00 AM – 4:00 PM Online

Fee: \$299

DRONE OPERATION

FAA Remote Pilot Certification Part 107 Prep

Jan 14 – Feb 18 T 6:00 PM – 9:00 PM Online

Fee: \$450

Manual Flight, Safety and Crew Resource Management

Mar 15 – 22 S 9:00 AM – 4:00 PM WDCC

Fee: \$299



**NEW
CCWA
SPACES**

We are expanding CCWA programs and services in newly renovated locations to meet the needs of the community.

We look forward to seeing you in class in spring 2025!

CAREER CENTER / TRAINING LABS

Reynolds Downtown Campus

Ground Level / First Floor / Sixth Floor
700 Jackson Street • Richmond

CAREER SERVICES / TRAINING COURSES

Petersburg Resource Center

22 W. Washington Street • Petersburg

Learn more at ccwatraining.org/locations

Elevate Your Operation to New Heights!

NEW!

Unlock the doors to professional opportunities and ensure compliance with FAA regulations with CCWA's comprehensive FAA Part 107 Drone Certification Prep Course.

Whether you're looking to expand current operations, start a career in commercial drone business, or work for a non-profit organization, obtaining this certification will open doors.

FAA 107 Drone Certification Prep Course

Anyone flying a drone for business, commercial or non-profit entity must have a Part 107 Remote Pilot Certification from the FAA. Upon successful completion of this course, the student will be prepared to take the FAA Part 107 Exam. 100% of the instructor Julie Young's students have passed the Part 107 exam.

Jan 14 - Feb 18 | Online
Tuesdays, 6:00 PM - 9:00 PM
Julie Young | eAviation
\$450* per person

**Tuition includes materials;
does not include exam.*

Manual Flight & Safety Course

Offered on Saturdays,
9:00 AM - 4:00 PM

Mar 15 & 22 | \$299

This course provides beginning operational mission related concepts to remote pilots. The focus is on manual flight, and emphasize will be placed on the ethical and safe use of drones. Students will practice flying different drones in a variety of applications. Upon course completion, students will be able to plan and implement missions to collect data.

Enroll today and take the first step towards unlocking the full potential of your drone operations.

Space is limited, so reserve your spot now!

Register online at [ccwatraining.org](https://www.ccwatraining.org)
or call 804-523-2292 for registration details.



Manufacturing and Trades

CLASS LOCATIONS — page 27



SAFETY

Forklift Operator Training

Mar 15	S 9:00 AM – 1:00 PM	WDCC
Apr 19	S 9:00 AM – 1:00 PM	WDCC

Fee: \$149

CREDENTIAL PROGRAMS

To earn industry credentials in manufacturing, construction, and transportation trades, review our certifications programs on **pages 11-16**.



FULL SCHOLARSHIP
NO COST TUITION*

GET SKILLED
GET A JOB
GET AHEAD

MORE THAN 30
CERTIFICATION COURSES
AT CCWA IN

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



*For qualified participants

Learn more at ccwatraining.org/g3

CCWA CUSTOM TRAINING and CONSULTING

CCWA can help you achieve BIG results.

Working closely with your team, CCWA implements a proven development process to build high quality custom training and consulting solutions that are tailored to meet the specific needs of your employees and organization.



What are YOUR goals?

- Increasing productivity?
- Streamlining work flow?
- Improving employee engagement?
- Maximizing profits?



INSTRUCTOR SPOTLIGHT

Nkanta Hines, MSc., MBA

► Leadership and Management

“ While maintaining the core integrity of course curriculum, I’ve had tremendous success by making the academic objectives and learning process applicable to real life (work or personal) scenarios. As a lifelong learner, I gain insights from my students by creating a safe academic environment with inclusive and candid dialogue. We all become more informed by endorsing an intellectually honest atmosphere that encourages collective intelligence. ”

Contact us at 804-523-2297 or visit ccwatraining.org/customtraining to discuss your talent development with our expert instructors.

Online Courses

Instructor-facilitated online courses are informative, fun, convenient and highly interactive. You can complete any course at your convenience, entirely from your home or office, any time of the day or night.

Start Dates: Feb 3 | Apr 7 | June 2

Accounting and Finance for Non-Financial Managers	\$195
Entrepreneur Boot Camp	\$195
QuickBooks Online Level 1	\$195
Business Writing	\$195
Introduction to Game Design	\$145
Conflict Management	\$245
Introduction to Data Analysis	\$245
Mastering Microsoft Excel	\$195
Introduction to Power BI	\$195
Spanish for Medical Professionals	\$195
Leadership Principles	\$290
Introduction to Project Management	\$195
Introduction to Six Sigma Green Belt	\$295
Introduction to Strategic Planning	\$495
Advanced Marketing Concepts	\$245
Beginning Conversational Spanish	\$195
What is DEI?	\$195
Introduction to Web Design	\$195
Introduction to Coding	\$245
Mastering Microsoft Excel	\$225

Start Dates: March 3 | May 5

The Business Plan	\$195
QuickBooks Online Level 2	\$195
The Basics of Bookkeeping	\$195
Effective Copywriting	\$195
Extraordinary Customer Service	\$145
Intermediate Video Game Design	\$245
Collaborative Management	\$245
Negotiation: Get What You Want	\$195
Intermediate Data Analysis	\$195

Intermediate Excel	\$195
Intermediate Power BI	\$195
Developing Your Leadership Skills	\$195
Project Management Processes	\$145
Collaborative Management	\$195
Intermediate Six Sigma Green Belt	\$245
Managing Remote Workers	\$195
Inclusive Communication	\$195
Marketing Using Social Media	\$195
Intermediate Web Design	\$195
HTML Fundamentals	\$245
Adobe Photoshop Essentials	\$245
Mastering Microsoft Word	\$225

Start Date: June 2

Financial Analysis for Non-Financial Managers	\$195
Entrepreneurial Marketing	\$195
Writing News and Press Releases	\$195
Using Personality Profiles for Better Work Performance	\$195
Advanced Data Analysis	\$295
Advanced Excel	\$195
Advanced Power BI	\$195
Developing Your Professional Career	\$195
Project Management Knowledge Areas	\$195
Managing Generations in the Workplace	\$195
Advanced Six Sigma Green Belt	\$195
DEI and Organizational Success	\$195
Advanced Web Design	\$195
Adobe InDesign Essentials	\$245
Mastering Microsoft PowerPoint	\$195

Courses run for one month. Many of these courses are open throughout the term. Visit us online at ccwatraining.org for more details and additional course offerings.

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 for more information.

Non-Credit Financial Aid

CCWA has funding that can help you pay for industry credential training. FastForward tuition assistance is available to all residents of Virginia, regardless of income. 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 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.

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

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

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

Non-Profit
Organization
US Postage
PAID
Richmond, VA
Permit No. 2142



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 27



CCWATRaining.org