

September – December

# CCWA 2023

MEASURE  
UP  
THIS FALL



CCWATRaining.org



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

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SEPTEMBER — DECEMBER 2023

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### Tuition Assistance

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## FALL CLASSES

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### NEW CCWA SPACES!

CCWA is expanding programs in two newly renovated locations. See details on page 13.

**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 Fundamentals+
- 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
- Pharmaceutical Manufacturing  
*Triple credential with Manufacturing Specialist (MS)  
and Chemical Manufacturing (ChemMT)*



## HEALTH CARE

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



**FastForward**  
CREDENTIALS FOR A CAREER THAT MATTERS

**Schedule your  
orientation today!**

# Credential Programs

CLASS LOCATIONS — details on page 19



## TECHNOLOGY

### AWS Certified Solutions Architect-Associate

Sep 5 – Dec 14 TR 5:30 PM – 8:30 PM Online

Fee: \$1,800 >>

### AWS Certified Cloud Practitioner

Sep 11 – Nov 16 MR 5:30 PM – 7:03 PM Online

Fee: \$1,650 >>

### Python Programming-Certified Associate (PCAP)

Sep 25 – Dec 14 MTR 6:00 PM – 8:30 PM Online

Fee: \$2,250 >>

### CompTIA A+

Oct 2 – Dec 4 MTR 5:30 PM – 8:30 PM Online

Fee: \$2,502 >>

>> = FastForward and/or G3 funding available. See pages 4, 5, and 11.

### CompTIA Security+

Oct 10 – Nov 30 TWR 6:00 PM – 8:00 PM Online

Fee: \$1,611 >>

### CompTIA Network+

Oct 11 – Nov 30 MWR 6:00 PM – 8:00 PM Online

Fee: \$1,716 >>

## BUSINESS ADMINISTRATION AND MANAGEMENT

### Project Management (PMP) Prep Course

Sep 13 – Nov 15 W 6:00 PM – 9:30 PM Online

Dec 12 – Feb 20 T 6:00 PM – 9:30 PM Online

Fee: \$2,400 >>

### National Retail Certification in Customer Service & Sales

Sep 20 – Oct 30 MW 6:00 PM – 9:00 PM Online

Nov 2 – Dec 19 TR 6:30 PM – 9:30 PM Online

Fee: \$840 >>



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

### Nurse Aide Program

Sep 6 – Oct 20 MTWRF 9:00 AM – 2:30 PM OS  
Sep 20 – Nov 10 MTWRF 9:00 AM – 2:30 PM OS  
Oct 4 – Nov 17 MTWRF 9:00 AM – 2:30 PM OS  
Nov 1 – Dec 15 MTWRF 9:00 AM – 2:30 PM OS

Fee: \$3,495 >>

### Medical Coding - Certified Professional Coder

Sep 12 – Dec 14 TR 6:00 PM – 9:30 PM MIDLO

Fee: \$3,897 >>

### EKG Technician Certification Program NHA

Sep 22 – Nov 11 F 10:30 AM – 2:30 PM  
& S 10:00 AM - 4:00 PM CH  
Sep 22 – Nov 11 F 6:00 PM – 10:00 PM  
& S 10:00 AM - 4:00 PM CH

Fee: \$1,800 >>

### Clinical Medical Assistant Program

Oct 4 – Feb 21 MW 10:00 AM – 2:00 PM CH  
Oct 4 – Feb 21 MW 6:00 PM – 10:00 PM CH

Fee: \$3,267 >>

## MANUFACTURING AND TRADES

### Manufacturing Technician Level 1 Certification

Sep 25 – Oct 26 MTWR 5:30 PM – 8:30 PM CH

Fee: \$816 >>

### Manufacturing Specialist Certification

Sep 25 – Oct 26 MTWR 5:30 PM – 8:30 PM CH

Fee: \$1,584 >>

### Certified Logistics Associate (CLA)

Sep 5 – 25 MTWR 9:00 AM – 12:00 PM CH

Fee: \$900 >>

### Certified Logistics Technician (CLT)

Sep 26 – Oct 12 MTWR 9:00 AM – 12:00 PM CH  
Oct 1 – Dec 31 See website for schedule details.

Fee: \$1,200 >>

### Lean Practitioner Certification

Sep 5 – 20 TWR 5:30 PM – 8:30 PM CH  
Nov 28 – Dec 13 TWR 9:00 AM – 12:00 PM CH

Fee: \$1,200 >>

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

## INSTRUCTOR SPOTLIGHT



**Tiffany Y. Haskins,**  
MBA, CPC-I, CPCO, CPC, CRC

### ► Medical Coding

“ I engage my students by sharing 22 years of coding experience, encouraging them to ask questions, and referencing real-life healthcare scenarios with a little humor. Coders interface with lots of medical professionals and the amount of content can be tremendous. So I suggest that students use the resources presented to analyze, evaluate and apply what they have learned to ensure accuracy and quality work. ”

## NCCER Introductory Craft Skills

Each course leads to a Level 1 specialty.

### Leads to Electrical Level 1:

Sep 5 – Oct 4 TWR 1:30 PM – 4:30 PM DTC

### Leads to Plumbing Level 1:

Sep 12 – Oct 11 TWR 5:30 PM – 9:00 PM DTC

### Leads to HVAC Level 1:

Sep 12 – Oct 11 TWR 5:30 PM – 9:00 PM DTC

### Leads to Heavy Equipment Operator Level 1:

Sep 19 – Oct 12 TWR 5:30 PM – 8:30 PM CH

Fee for each program: \$1,098 >>



## 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!

 **September 26 - December 5**  
**(Chester) TWR 5:30 PM - 8:30 PM**

Prerequisite: Manufacturing Specialist (MS) credential

 Low-to-no cost with FastForward and G3 tuition assistance. See pages 4, 5 and 11 for more information.

**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.





IECC's Mike Basham installing electrical wall board at the Reynolds Community College Trades Lab.

## Spark Your Career as an **ELECTRICAL APPRENTICE**

CCWA and Independent Electrical Contractors Chesapeake (IECC) offer this unique career-building opportunity\* as a combination of classroom and on-the-job training over a course of four years.

- Hands-on instruction
- Work full-time and attend classes two nights per week
- Newly-renovated labs at the Downtown Campus of Reynolds Community College
- Leads to a Journeyworkers License and careers as project managers, foremen, estimators and business owners



**MORE INFORMATION:**  
[ccwatraining.org/iecc](http://ccwatraining.org/iecc)

\*Open to IECC members and non-members

### **NCCER: Electrical Level 1**

Oct 5 – Nov 29 TWR 1:30 PM – 4:30 PM DTC

Fee: \$1,500 >>

### **NCCER: HVAC Level 1**

Oct 12 – Dec 12 TWR 5:30 PM – 9:00 PM DTC

Fee: \$1,698 >>

### **NCCER: Plumbing Level 1**

Oct 12 – Dec 12 TWR 5:30 PM – 9:30 PM DTC

Fee: \$1,599 >>

### **NCCER: Heavy Equipment Operator Level 1**

Oct 17 – Dec 6 TWR 5:30 PM – 8:30 PM CH

Fee: \$2,748 >>

**VDOT** Virginia Dept. of Transportation

### **VDOT: Plan Reading for Inspectors**

Sep 5 – 7 TWR 8:30 AM – 4:30 PM MIDLO

Fee: \$600 >>

### **VDOT: Central Mix Aggregate Plant with Proficiency**

Sep 12 – 14 TWR 8:30 AM – 4:30 PM WDCC

Fee: \$600 >>

### **VDOT: Roadway Construction and Drainage for Inspectors**

Sep 19 – 22 TWRF 8:30 AM – 4:30 PM MIDLO

Fee: \$795 >>

>> = *FastForward and/or G3 funding available. See pages 4, 5, and 11.*

## 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

**VDOT: Soils and Aggregate Compaction**

Sep 26 - 29 TWR 8:30 AM - 4:30 PM WDCC  
Oct 24 - 27 TWR 8:30 AM - 4:30 PM MIDLO

Fee: \$350

**VDOT: Documentation and Recordkeeping for Inspectors**

Oct 3 - 5 TWR 8:30 AM - 4:30 PM MIDLO

Fee: \$600 >>

**VDOT: Concrete Plant**

Oct 11 - 12 WR 8:30 AM - 4:30 PM WDCC

Fee: \$250

**VDOT: Surveying for Inspectors**

Oct 17 - 18 TW 8:30 AM - 4:30 PM MIDLO

Fee: \$624 >>

**VDOT: New Structures and Bridges for Inspectors**

Oct 31 - Nov 2 TWR 8:30 AM - 4:30 PM MIDLO

Fee: \$750 >>

**VDOT: Bridge Preservation for Inspectors**

Nov 14 - 16 TWR 8:30 AM - 4:30 PM MIDLO

Fee: \$600 >>

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

Nov 15 - 16 WR 8:30 AM - 4:30 PM WDCC

Fee: \$402 >>

>> = FastForward and/or G3 funding available. See pages 4, 5, and 11.

# You Can Make a Difference: Become a Teacher



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

Are you 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 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 classroom.

The program is delivered through a combination of online and weekend courses.

**Become licensed in just 18 weeks!**

**DEADLINE:  
NOV 8, 2023**

FOR COHORT STARTING  
**SPRING 2024**

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

## FREE WEBINAR:

To learn more about the program, visit our website to sign up for the monthly hour-long webinar, held on the third Wednesday of each month at 12:00 PM.

### Upcoming Webinars:

**Sep 20 | Oct 18 | Nov 15 | Dec 20**



To learn more, visit the website:  
**educateva.com**

# Truck Driver Training (CDL)

## Classes in CHESTER MANUAL TRANSMISSION ONLY

### WEEKDAY / Monday – Friday

Sept 5 - Oct 13	Oct 30 - Dec 15
Sept 18 - Oct 27	Nov 13 - Dec 22
Oct 2 - Nov 10	Nov 27 - Jan 12
Oct 16 - Dec 1	Dec 11 - Jan 26

### WEEKEND / Saturday & Sunday

Sept 30 - Jan 14, '24	Nov 4 - Feb 25, '24
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Chester Classes: 8:00 AM – 5:00 PM  
Training Provider: CDS

CDL Program Fee: \$4,500

» *FastForward available – see page 4*



**NEW!**

## Classes in RICHMOND AUTOMATIC TRANSMISSION ONLY

### WEEKDAY / Monday – Thursday

Sept 11 - Oct 20	Nov 6 - Dec 15
Sept 25 - Nov 3	Nov 20 - Dec 29
Oct 9 - Nov 17	Dec 4 - Jan 12, '24
Oct 23 - Dec 1	

Richmond Classes: 7:30 AM – 5:30 PM  
Training Provider: Ancora

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



## 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](https://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](http://ccwatraining.org/customtraining) to discuss your talent development with our expert instructors.

# Technology

CLASS LOCATIONS — details on page 19

## BUSINESS APPLICATIONS

### Excel - Level 1

Sep 21	R 9:00 AM - 4:00 PM	WDCC
Oct 24	T 9:00 AM - 4:00 PM	WDCC

Fee: \$299

### Excel - Level 2

Nov 14	T 9:00 AM - 4:00 PM	WDCC
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Fee: \$299

### Excel - Level 3

Dec 6	W 9:00 AM - 4:00 PM	WDCC
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Fee: \$299

### Excel Pivot Tables & PowerPivot Tools

Oct 12	R 9:00 AM - 4:00 PM	WDCC
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Fee: \$299



### Excel Data Management

Dec 13	W 9:00 AM - 4:00 PM	WDCC
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Fee: \$299

### Collaborating with Microsoft Teams

Sep 29	F 9:00 AM - 12:00 PM	Online
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Nov 3	F 9:00 AM - 12:00 PM	Online
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Fee: \$199

**NEW  
CCWA  
SPACES**

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

**We look forward  
to seeing you this fall!**

### SKILLED TRADES / HEALTH CARE COURSES

#### Reynolds Community College

Downtown Campus  
700 Jackson Street • Richmond

### CAREER SERVICES / TRAINING COURSES

#### Petersburg Resource Center

22 W. Washington Street • Petersburg

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

# Business Administration and Management

CLASS LOCATIONS — details on page 19

## COMMUNICATIONS

### Business Writing for Professionals

Sep 22	F 9:00 AM – 4:00 PM	Online
Oct 19	R 9:00 AM – 4:00 PM	Online

Fee: \$299

### Grammar Workshop

Oct 20	F 9:00 AM – 1:00 PM	Online
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Fee: \$249

## LEADERSHIP AND MANAGEMENT SKILLS

### Change Management

Sep 13	W 9:00 AM – 4:00 PM	Online
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Fee: \$299

### Effective Decision Making

Sep 25	M 9:00 AM – 4:00 PM	Online
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Fee: \$299



### Inspiring Leadership with Emotional Intelligence

Sep 27	W 9:00 AM – 4:00 PM	Online
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Fee: \$299

### Making the Move to Supervisor

Oct 13	F 9:00 AM – 4:00 PM	Online
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Fee: \$299

## PLANNING an EVENT?

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

- 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**.



# 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.

# BUSINESS

## Aligning Your Personal & Business Goals

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

### SUMMER COURSES:

- **Sep 14 – 21**  
R 9:00 AM – 12:15 PM (MIDLO)
- **Sep 26 – Oct 3**  
T 6:00 PM – 9:15 PM (MIDLO)
- **Sep 27 – Oct 4**  
W 9:00 AM – 12:15 PM (CH)

(See location information on page 19.)

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

### Strategic Leadership for Organizational Impact

Oct 19 R 9:00 AM – 4:00 PM Online  
Fee: \$299

### Human Resource Management

Nov 8 W 9:00 AM – 4:00 PM Online  
Fee: \$299

### Constructive Conflict Resolution

Nov 10 F 9:00 AM – 4:00 PM Online  
Fee: \$299

### Teambuilding Strategies

Dec 4 M 9:00 AM – 4:00 PM Online  
Fee: \$299

## WRITING AND GRANTS

### Grant Proposal Writing 101

Nov 10 F 9:00 AM – 4:00 PM Online  
Fee: \$299

### Grants Management 101

Dec 1 F 9:00 AM – 4:00 PM Online  
Fee: \$299

## TALENT DEVELOPMENT: SOFT SKILLS for SUCCESS

Along with technical and industry expertise, building soft skills can elevate careers, as well as the bottom line for businesses!



This program is designed as an asynchronous, self-paced online learning experience to teach the essential skills required in a warehouse or industrial setting — enhancing personal interactions that lead to greater job satisfaction, retention and performance. Participants will enjoy a mix of interactive instruction including videos and scenarios to gain the skills needed for effective communication, problem solving, and teamwork.

Cost is \$695 per person. | Call CCWA at (804) 523-2292 for more information.

# Manufacturing and Trades

CLASS LOCATIONS — page 19



## SAFETY

### Forklift Operator Training

Oct 7	S 8:30 AM - 12:30 PM	WDCC
Nov 4	S 8:30 AM - 12:30 PM	WDCC
Dec 2	S 8:30 AM - 12:30 PM	WDCC

Fee: \$149

## SPECIALIZED TRAINING

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

Sep 1	F 8:00 AM - 5:00 PM	CH
Oct 6	F 8:00 AM - 5:00 PM	CH
Nov 3	F 8:00 AM - 5:00 PM	CH
Dec 1	F 8:00 AM - 5:00 PM	CH

Fee: \$225

### Lead Abatement Worker

Sep 25 - 26	MT 8:00 AM - 5:00 PM	CH
Nov 29 - 30	WR 8:00 AM - 5:00 PM	CH

Fee: \$375

### Lead Abatement Supervisor

Oct 23 - 26	MTWR 8:30 AM - 5:00 PM	CH
Dec 18 - 21	MTWR 8:30 AM - 5:00 PM	CH

Fee: \$675

## INSTRUCTOR SPOTLIGHT



Walter Donohue

### ► Trades and IT Certification

“With adult learners in highly technical courses, I believe it’s important to challenge students with realistic goals and deliver the support they need to learn invaluable problem-solving lessons. They will often have different sets of learning preferences and goals, and I customize the format to make the greatest impact on the participants. I consider “real-world” scenarios in my instruction and support them so that they are comfortable, confident, motivated and engaged throughout the class.”



# Online Courses

Instructor-facilitated online courses are informative, fun, convenient and highly interactive. You can complete any course entirely from your home or office, any time of the day or night. Many of these courses are open throughout the term. Visit us online at [ccwatraining.org](http://ccwatraining.org) for more details and additional course offerings.

## September *Starting September 5*

Understanding Debits and Credits	\$195
QuickBooks Online Level 1	\$195
Business Writing	\$195
Keys to Customer Service	\$145
Introduction to Game Design	\$245
Conflict Management	\$245
Introduction to Data Analysis	\$195
Introduction to Power BI	\$195
Statistics for Decisions Using Surveys	\$195
Leadership Principles	\$145
Introduction to Project Management	\$195
Mastering Microsoft Excel	\$195
Introduction to Six Sigma Green Belt	\$195
Remote Working and Communicating	\$245
Revenue Generation for Non-Profits	\$495
Improving Email Promotions	\$195
Advanced Marketing Concepts	\$195
Introduction to Web Design	\$245
Introduction to Coding	\$195
Adobe Illustrator Essentials	\$225
Computer Skills for the Workplace	\$195
Advanced Teaching Online	\$195

## October *Starting October 2*

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

## October continued —

Negotiation: Get What You Want	\$195
Intermediate Data Analysis	\$195
Intermediate Power BI	\$195
Intermediate Excel	\$195
Evaluation Research	\$195
Developing Your Leadership Skills	\$145
Project Management Processes	\$195
Collaborative Management	\$245
Intermediate Six Sigma Green Belt	\$195
Managing Remote Workers	\$245
Boosting Your Website Traffic	\$195
YouTube for Business	\$245
Successful Print Marketing	\$195
Intermediate Web Design	\$245
Marketing Using Social Media	\$195
HTML Fundamentals	\$245
Adobe Photoshop Essentials	\$225
Designing Online Instruction	\$195

## November *Starting November 6*

Entrepreneurial Marketing	\$195
Writing News and Press Releases	\$195
Advanced Data Analysis	\$195
Advanced Excel	\$195
Advanced Power BI	\$195
Developing Your Professional Career	\$145
Project Management Knowledge Areas	\$195
Managing Generations in the Workplace	\$175
Advanced Six Sigma Green Belt	\$195
Integrated Marketing Best Practices	\$195
Adobe InDesign Essentials	\$225

Courses run for one month. Many of these courses are open throughout the term. Visit us online at [ccwatraining.org](http://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](http://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](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

- 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.

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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 19



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