

July – December

# CCWA2025

**ADVANCE  
YOUR  
SKILLS,  
ELEVATE  
YOUR  
FUTURE**



**CCWATRaining.org**

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

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### NEW CCWA SPACES!

CCWA is expanding programs in two newly renovated locations. See details on page 19.

**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](mailto: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**

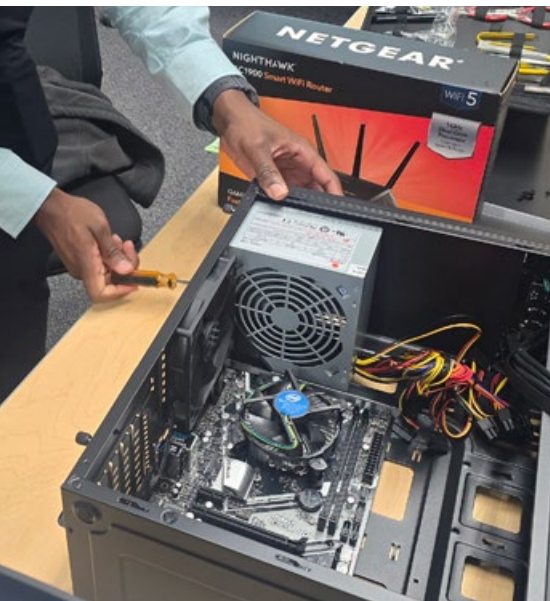
- Clinical Medical Assistant
- Nurse Aide
- Certified Professional Biller
- Certified Professional Coder
- Electrocardiography (EKG) Technician
- Phlebotomy Technician
- Emergency Telecommunicator (9-1-1 Operator)
- Pharmacy Technician
- Medication Aide

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



# Credential Programs

CLASS LOCATIONS — details on page 23



## TECHNOLOGY

### CompTIA A+

Jul 21 – Dec 8 MW 6:00 PM – 8:00 PM Online  
Oct 13 – Mar 9 MW 5:30 PM – 7:30 PM Online

Fee: \$4,200 >>

### CompTIA Network+

Sep 15 – Dec 1 MR 6:00 PM – 8:00 PM MIDLO

Fee: \$3,300 >>

### CompTIA Security+

Sep 8 – Nov 24 MR 6:00 PM – 8:00 PM Online

Fee: \$3,750 >>

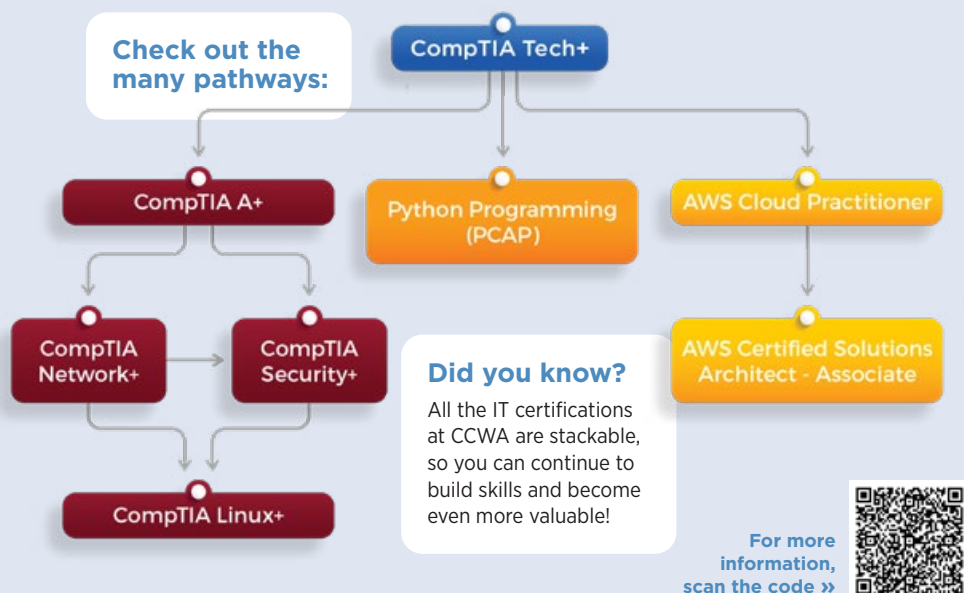
### CompTIA Tech+

Jul 14 – Sep 8 MW 6:00 PM – 8:00 PM Online  
Sep 9 – Nov 6 TR 6:00 PM – 8:00 PM Online  
Oct 20 – Dec 15 MW 6:00 PM – 8:00 PM Online

Fee: \$1,299 >>

## 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.






# 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!

**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 »**



**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.

### AWS Certified Cloud Practitioner

Sep 11 – Dec 9 TR 6:00 PM – 8:00 PM Online

Fee: \$1,800 

### Python Programming-Certified Associate (PCAP)

Jul 28 – Dec 1 MTR 6:00 PM – 8:00 PM Online

Fee: \$2,550 

## HEALTH CARE

### EKG Technician Certification Program

Aug 8 – Sep 27 F 10:00 AM – 2:00 PM & S 10:00 AM – 4:00 PM Hybrid

Oct 17 – Dec 6 F 10:00 AM – 2:00 PM & S 10:00 AM – 4:00 PM Hybrid

Oct 17 – Dec 6 F 6:00 PM – 10:00 PM & S 10:00 AM – 4:00 PM Hybrid

Fee: \$1,800 

### Medication Aide Certification

Scheduled monthly July through December.

For class dates and additional details, see **page 10**.

Fee: \$2,700 

### Clinical Medical Assistant Program

Jul 14 – Dec 3 MW 10:00 AM – 2:00 PM CH

Jul 14 – Dec 3 MW 10:00 AM – 2:00 PM DTC

Jul 14 – Dec 3 MW 6:00 PM – 10:00 PM CH

Jul 14 – Dec 3 MW 6:00 PM – 10:00 PM DTC

Sep 30 – Mar 3 TR 10:00 AM – 2:00 PM CH

Sep 30 – Mar 3 TR 10:00 AM – 2:00 PM DTC

Sep 30 – Mar 3 TR 6:00 PM – 10:00 PM CH

Fee: \$3,900 

### Nurse Aide Program

Aug 11 – Oct 3 MTWRF 9:00 AM – 3:00 PM DTC

Sep 29 – Nov 21 MTWRF 9:00 AM – 3:00 PM DTC

Nov 10 – Jan 23 MTWRF 9:00 AM – 3:00 PM DTC


Fee: \$3,495 

### Emergency Telecommunicator Certification

Jul 7 – Aug 18 MW 6:00 PM – 9:00 PM DTC

Sep 9 – Oct 21 TR 6:00 PM – 9:00 PM DTC

Fee: \$420 

 = FastForward and G3 Funding Available: See pages 4, 5, and 17.



HEALTH CARE — *continued*

**Medical Coding -  
Certified Professional Coder**

Aug 28 – Dec 16 TR 6:00 PM – 9:00 PM MIDLO  
Sep 8 – Dec 17 MW 6:00 PM – 9:00 PM Online

Fee: \$3,897 ➤➤

**Pharmacy Technician Program**

Jul 28 See website for schedule details.  
Aug 25 See website for schedule details.  
Sep 22 See website for schedule details.  
Oct 20 See website for schedule details.  
Nov 17 See website for schedule details.

Fee: \$6,000 ➤➤

**Certified Phlebotomy Technician**

Aug 8 – Oct 4 F 10:00 AM – 2:00 PM  
& S 10:00 AM – 4:00 PM Hybrid  
Aug 8 – Oct 4 F 6:00 PM – 10:00 PM  
& S 10:00 AM – 4:00 PM Hybrid  
Oct 24 – Dec 20 F 10:00 AM – 2:00 PM  
& S 10:00 AM – 4:00 PM Hybrid

Fee: \$3,000 ➤➤

**Medical Biller -  
Certified Professional Biller-AAPC**

Jul 31 – Oct 30 TR 6:00 PM – 9:00 PM Online  
Sep 9 – Dec 16 TR 6:00 PM – 9:00 PM Online

Fee: \$3,099 ➤➤

➤➤ = *FastForward and G3 Funding*  
*Available: See pages 4, 5, and 17.*

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*



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

**HEALTHCARE  
CERTIFICATION  
PROGRAMS**

Pharmacy  
Technician  
Medication Aide  
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 Healthcare Career

## Train to become a **PHARMACY TECHNICIAN**

Classes start monthly!

Pharmacy technicians work in a wide variety of settings, such as hospitals, community pharmacies, home infusion pharmacies, and more.

- » The Pharmacy Tech course includes online learning, in-person simulations, and real-world internships.
- » Students will attend seven in-person simulation sessions, which are held on Fridays from 8:00 AM – 4:30 PM.
- » Internship hours vary based on student and partner availability.



**Low-to-no cost with  
FastForward and G3  
tuition assistance.**  
**See pages 4, 5, and 17.**

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.

### **HYBRID LEARNING:** **New classes start monthly!**

426 Hours / 12 Months  
Learn at your own pace with  
up to 12 months to finish

Fee: \$6,000 »»

**See start dates on page 8.**

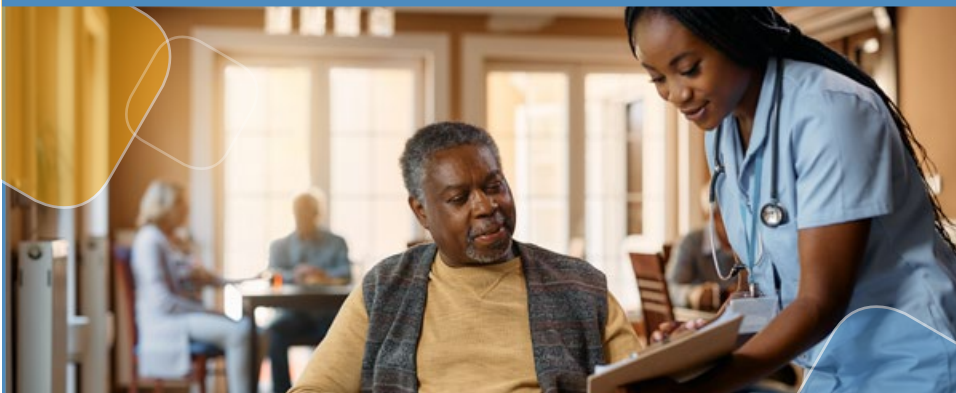
Or scan the code below to  
attend a Pharmacy Tech  
orientation session.

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



**NEW!**

# Medication Aide Certification



Our new medication aide program is designed to equip you with the skills needed to safely and accurately administer and assist with medications and injections in long-term care facilities and other assisted living environments.

The 68-hour medication administration course is approved by the Virginia Board of Nursing. This hybrid training program consists of 44 hours of online training with 24 hours of clinical training in an on-the-job assisted living facility, where participants will assist in medication management and administration.

## HYBRID CLASSES STARTING MONTHLY!

Jun 11 – 27	Oct 8 – 24
July 9 – 25	Nov 5 – 21
Aug 6 – 22	Dec 3 – 19
Sep 10 – 26	

Fee: \$2,700  68 Hours

Scan the QR code (below) or visit the website for class schedules and details.

## PREREQUISITE

A certificate of completion from one of the following must be submitted prior to the course start date:

- Virginia Dept. of Social Services approved 40-hour Direct Patient Care program
- Virginia Medicaid approved 40-hour Personal Care Assistant certificate
- Virginia approved Nurse Aide course certificate or Virginia CNA license



Low-to-no cost with FastForward and G3 tuition assistance. See pages 4, 5, and 17.

For upcoming class details or to sign up for a healthcare orientation, scan the QR code.



# SKILLED TRADES

## NCCER Introductory Craft Skills

This is a prerequisite for all NCCER trade classes. Course leads to a Level 1 specialty.

### » Leads to Electrical 1:

Aug 19 – Sep 17 TWR 1:00 PM – 4:30 PM DTC  
Aug 19 – Sep 17 TWR 5:30 PM – 9:00 PM DTC

### » Leads to HVAC 1:

Sep 2 – Oct 1 TWR 5:30 PM – 9:00 PM DTC  
Aug 25 – Oct 13 MW 1:00 PM – 4:30 PM DTC

### » Leads to Plumbing 1 (BILINGUAL):

Sep 9 – Oct 23 TR 5:30 PM – 9:00 PM DTC

Fee for each program: \$1,599 »

## NCCER: Electrical Level 1

Sep 18 – Nov 20 TWR 1:00 PM – 4:30 PM DTC  
Sep 18 – Nov 20 TWR 5:30 PM – 9:00 PM DTC

Fee: \$2,499 »

## NCCER: HVAC Level 1

Oct 2 – Dec 9 TWR 5:30 PM – 9:00 PM DTC  
Oct 15 – Jan 28 MW 1:00 PM – 4:30 PM DTC

Fee: \$2,499 »

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

## NCCER: Plumbing Level 1 (BILINGUAL)

Oct 28 – Feb 10 TR 5:30 PM – 9:00 PM DTC

Fee: \$2,499 »

## NCCER: Heavy Equipment Operator

Class dates to be determined: Check online!

## Certified Apartment Maintenance Technician

Sep 30 – Dec 18 TR 5:30 PM – 9:00 PM CH

Fee: \$2,700 »

## Fiber Optics Installer

Jul 17 – Aug 26 TR 5:30 PM – 9:30 PM WDCC  
Oct 30 – Dec 18 TR 5:30 PM – 9:30 PM WDCC

Fee: \$4,650 »

## NCCER: HVAC Level 2

Sep 2 – Dec 9 TWR 8:30 AM – 12:00 PM DTC

Fee: \$4,095 »

» = Funding Info: Pages 4, 5, and 17.

# 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.

**FALL 2025: Sep 30 – Dec 18**

TR 5:30 PM – 9:00 PM (CH)

Fee: \$2,700 » Details: pages 4, 5, and 17

- 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

**MORE INFORMATION EMAIL [emcgarry@ccwa.vccs.edu](mailto:emcgarry@ccwa.vccs.edu)**

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



# 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.



**SUMMER: Jul 17 - Aug 26**

TR 5:30 PM - 9:30 PM (WDCC)

**FALL: Oct 30 - Dec 18**

TR 5:30 PM - 9:00 PM (WDCC)

Fee: \$4,650  *Details: pages 4, 5, 20*

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 17.**



Scan code for more class information »



ETA® International is the certifying body for Fiber Optics Installer (FOI) certification.



MANUFACTURING  
AND LOGISTICS

Manufacturing Technician  
Level 1 Certification

Jul 14 – Aug 26	MTF 9:00 AM – 12:00 PM	CH
Sep 23 – Nov 6	TWR 5:30 PM – 8:30 PM	CH
Oct 27 – Dec 3	MTWR 5:30 PM – 8:30 PM	CH

Fee: \$816

Manufacturing Specialist  
Certification

Jul 14 – Aug 27	MWF 9:00 AM – 12:00 PM	CH
Sep 23 – Nov 6	TWR 5:30 PM – 8:30 PM	CH
Oct 27 – Dec 3	MTWR 5:30 PM – 8:30 PM	OS

Fee: \$1,584

Certified Logistics Associate (CLA)

Jul 8 – 30	TWR 5:30 PM – 8:30 PM	CH
Aug 6 – Sep 2	TWR 5:30 PM – 8:30 PM	OS
Sep 2 – 22	MTWR 9:00 AM – 12:00 PM	CH
Oct 21 – Nov 18	TWR 5:30 PM – 8:30 PM	CH

Fee: \$900

Certified Logistics Technician (CLT)

Aug 5 – 27	TWR 5:30 PM – 8:30 PM	CH
Sep 3 – 25	TWR 5:30 PM – 8:30 PM	OS
Sep 23 – Oct 9	MTWR 5:30 PM – 8:30 PM	CH
Nov 18 – Dec 17	TWR 5:30 PM – 8:30 PM	CH

Fee: \$1,200

== FastForward and G3 Funding  
Available: See pages 4, 5, and 17.

STAFF SPOTLIGHT



David Leonard

► Director, VGR\*/CCWA  
Workforce Development

“David finds deep fulfillment in knowing that the knowledge and skills gained at CCWA benefit not only the individual student, but also employers and the broader community. His message to prospective students is one of encouragement and confidence: “You can do this. You have the ability, skill, and persistence to succeed at CCWA.”

\*Virginia’s Gateway Region



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.

MANUFACTURING  
AND LOGISTICS — *continued*

Lean Practitioner Certification

Jul 15 – 30	TWR 5:30 PM – 8:30 PM	OS
Aug 5 – 20	TWR 5:30 PM – 8:30 PM	CH
Sep 2 – 17	TWR 5:30 PM – 8:30 PM	CH
Nov 11 – Dec 2	TWR 9:00 AM – 12:00 PM	CH

Fee: \$1,200

Pharmaceutical Manufacturing  
Technician Certification

Jul 14 – Sep 19	MWF 9:00 AM – 12:00 PM	CH
Sep 23 – Dec 4	TWR 5:30 PM – 8:30 PM	CH

Fee: \$2,916

VIRGINIA DEPARTMENT  
OF TRANSPORTATION (VDOT)

VDOT: Plan Reading for Inspectors\*

Sep 3 – 5	WRF 8:30 AM – 4:30 PM	MIDLO
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Fee: \$600

VDOT: Documentation and  
Recordkeeping for Inspectors\*

Oct 1 – 3	WRF 8:30 AM – 4:30 PM	MIDLO
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Fee: \$600

VDOT: Surveying for Inspectors\*

Oct 14 – 15	TW 8:30 AM – 4:30 PM	MIDLO
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Fee: \$624

VDOT: Roadway Construction  
and Drainage for Inspectors\*

Sep 16 – 19	TWRF 8:30 AM – 4:30 PM	MIDLO
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Fee: \$795

\*Virtual class option available.

VDOT: Intermediate Work Zone  
Traffic Control (WZTC) Certification

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\*

Nov 4 – 6	TWR 8:30 AM – 4:30 PM	MIDLO
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Fee: \$750

VDOT: Bridge Preservation  
for Inspectors\*

Dec 2 – 4	TWR 8:30 AM – 4:30 PM	MIDLO
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Fee: \$600

BUSINESS ADMINISTRATION  
AND MANAGEMENT

National Retail Certification  
in Customer Service & Sales

Sep 22 – Nov 19	MW 6:00 PM – 8:00 PM	Online
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Fee: \$840

Certified Associate in  
Project Management-CAPM®


Jul 30 – Oct 1	W 6:00 PM – 8:30 PM	Online
Oct 4 – Dec 13	S 9:30 AM – 12:00 PM	Online

Fee: \$2,100

Project Management (PMP®)  
Prep Course

Jul 21 – Sep 29	MW 6:00 PM – 8:00 PM	Online
Oct 6 – Dec 15	MW 6:00 PM – 8:00 PM	Online

Fee: \$3,900

 = FastForward and G3 Funding  
Available: See pages 4, 5, and 17.

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](https://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

Jul 30 – Oct 1      W 6:00 PM – 8:30 PM  
Oct 4 – Dec 13    S 9:30 AM – 12:00 PM

Fee: \$2,100 >>

#### PMP® Certification Course

Jul 21 – Sep 29    MW 6:00 PM – 8:00 PM  
Oct 6 – Dec 15    MW 6:00 PM – 8:00 PM

Fee: \$3,900 >>



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

**See pages 4, 5, and 17.**

Scan code for  
more information.



# Truck Driver Training (CDL)



## Classes in CHESTER:

### WEEKDAY / Monday – Friday

Jul 7 – Aug 1	Sep 29 – Oct 24
Jul 21 – Aug 15	Oct 13 – Nov 7
Aug 4 – Aug 29	Oct 27 – Nov 21
Aug 18 – Sep 12	Nov 10 – Dec 5
Sep 2 – Sep 26	Nov 24 – Dec 19
Sep 15 – Oct 10	Dec 8 – Jan 9 '26

### WEEKEND / Saturday & Sunday

Jul 19 – Sep 27	Oct 4 – Dec 14
Aug 23 – Nov 1	Nov 8 – Feb 1 '26

**Chester Classes:** 8:00 AM – 5:00 PM

**NEW!**

## Classes in RICHMOND

### WEEKDAY / Monday – Thursday

July 21 – Aug 14	Oct 13 – Nov 6
Aug 18 – Sept 11	Nov 10 – Dec 5
Sept 15 – Oct 9	Dec 8 – Jan 2 '26

### WEEKEND / Saturday & Sunday

July 12 – Aug 31	Nov 1 – Dec 21
Sept 6 – Oct 26	Dec 27 – Feb 15 '26

**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](https://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:**  
**NOV 21, 2025**

**FOR COHORT STARTING  
SPRING 2026**

## FREE WEBINAR:

To learn more, visit [educateva.com](https://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:

Jul 16 | Aug 20 | Sep 17 | Oct 15  
Nov 19 | Dec 17

**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.



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

**Teaching: The most rewarding career you will ever have.**



# Technology

CLASS LOCATIONS — page 23

## BUSINESS APPLICATIONS

### Excel - Level 1

Sep 10	W 9:00 AM - 4:00 PM	WDCC
Oct 2	R 9:00 AM - 4:00 PM	WDCC

Fee: \$299

### Excel - Level 2

Oct 28	T 9:00 AM - 4:00 PM	WDCC
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Fee: \$299

### Excel - Level 3

Nov 19	W 9:00 AM - 4:00 PM	WDCC
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Fee: \$299

## CREDENTIAL PROGRAMS

To earn industry credentials in IT, review our certifications programs on page 6.

## INSTRUCTOR SPOTLIGHT



Rosemary  
McCracken

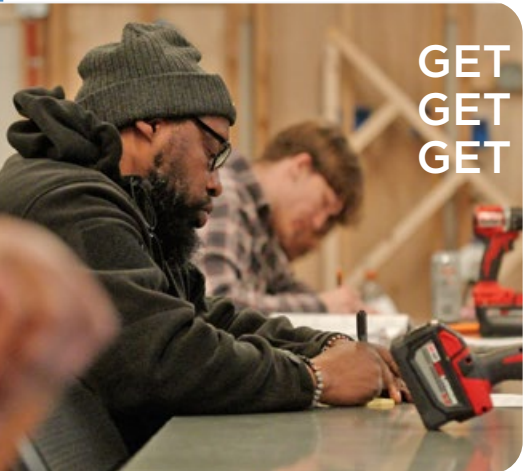
### ► Trainer, Microsoft Apps

“ When teaching, I try to focus on the purpose of each software function. With that understanding, participants are more likely to utilize it and become a more proficient software user. ”



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AVAILABLE FOR MORE THAN 30  
CERTIFICATION COURSES AT CCWA



GET  
GET  
GET  
SKILLED  
A JOB  
AHEAD

FIND  
YOUR  
PROGRAM:

HEALTHCARE

LOGISTICS

TRANSPORTATION

INFORMATION TECH

MANUFACTURING/TRADES

\*For qualified participants

To learn more about G3 go to [ccwatraining.org/g3](https://ccwatraining.org/g3)

# Business Administration and Management

CLASS LOCATIONS — details on page 23

## COMMUNICATIONS

### Business Writing for Professionals

Oct 17 F 9:00 AM – 4:00 PM Online

Fee: \$299

## CUSTOM TRAINING

For more information, see page 21.

## LEADERSHIP AND MANAGEMENT SKILLS

### Leading Change

Oct 23 R 9:00 AM – 4:00 PM Online

Fee: \$299

### Difficult Conversations Made Easier

Nov 19 W 9:00 AM – 4:00 PM Online

Fee: \$299

## 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.



Newly renovated spaces,  
ready to meet the  
needs of the community

**NEW**  
**CCWA**  
**SPACES**

**We look forward  
to seeing you in  
class in fall 2025!**

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

#### **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

### **ONLINE in FALL 2025!**

These Customer Service  
classes will be offered  
online beginning this fall.

#### **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.

For online class details and  
registration visit our website:

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

# Manufacturing and Trades

CLASS LOCATIONS — details on page 23

## SAFETY

### Forklift Operator Training

Aug 9	S 8:00 AM – 12:00 PM	WDCC
Sep 20	S 8:00 AM – 12:00 PM	WDCC
Oct 25	S 8:00 AM – 12:00 PM	WDCC
Fee: \$149		

## CREDENTIAL PROGRAMS

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



# Specialized Training

CLASS LOCATIONS — page 23

## WRITING AND GRANTS

### Grant Proposal Writing 101

Sep 26	F 9:00 AM – 4:00 PM	Online
Fee: \$299		

### Grants Management 101

Nov 14	F 9:00 AM – 4:00 PM	TB
Fee: \$299		





# 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](https://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.

## Starting: September 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	\$245
Conflict Management	\$245
Introduction to Data Analysis	\$245
Mastering Microsoft Excel	\$225
Introduction to Power BI	\$195
Spanish for Medical Professionals	\$290
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	\$290
What is DEI?	\$195
Introduction to Web Design	\$195
Introduction to Coding	\$245
Mastering Microsoft Excel	\$225
Introduction to ChatGPT	\$195
Introduction to Cybersecurity	\$245

## Starting: July 7 | October 6

The Business Plan	\$195
QuickBooks Online Level 2	\$195
The Basics of Bookkeeping	\$195
Effective Copywriting	\$195
Extraordinary Customer Service	\$145
Intermediate AI	\$245
Intermediate Video Game Design	\$245
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
Marketing Using Social Media	\$195
Intermediate Web Design	\$195
HTML Fundamentals	\$245
Adobe Photoshop Essentials	\$245
Mastering Microsoft Word	\$225
Network Security and Defense Strategies	\$245

## Starting: August 4 | November 3

AI Planning and Strategies	\$245
Advanced Cyber Threat Analysis and Mitigation	\$245
Financial Analysis for Non-Financial Managers	\$195
Entrepreneurial Marketing	\$195
Writing News and Press Releases	\$195
Using Personality Profiles for Better Work Performance	\$295
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](https://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

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

\*REGISTRATION available at this location.

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

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

**We can do the same for you.**



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

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



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