ON-LINE CAREER TRAINING

Bookkeeping and Administrative Pro

When an office or organization needs help tracking, organizing, and producing financial records, you will be there to keep their books on track. Certified bookkeeper duties include the following responsibilities:

Using bookkeeping software, spreadsheets, and databases

Entering financial transactions into the appropriate computer software

Receiving and recording cash, checks, and vouchers

Putting costs (debits) and income (credits) into the software, assigning each to an appropriate account

Producing reports, such as balance sheets (costs compared with income), income statements, and totals by account.

Checking for accuracy in figures, postings, and reports

Reconciling or noting and reporting any differences found in the records.

For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Caregiver

The healthcare industry would completely fall apart without exceptional caregivers. They act with integrity. They are strong communicators. They are compassionate. And they make every patient feel heard, valued, and respected. This online caregiver course is designed to transform Learners into capable caregivers. It covers a variety of topics like medical terminology, nursing assistant fundamentals, and the basics of home healthcare. You will learn about the medical and social needs of clients, as well as the nutrition, personal care, cleaning, and infection control tasks required of professional caregivers. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Certified Healthcare Documentation Specialist

Medical records and health information technicians are a rare breed. Their work is technical, but they bring a lot more to the table than tech knowledge. They're also effective communicators with strong analytical skills. Here's a brief look at what they're day-to-day might look like:

- Reviewing patients' records for timeliness, completeness, and accuracy.
- Tracking patient outcomes for quality assessment.
- Using classification software to assign clinical codes.
- Record data for collection, storage, analysis, retrieval, and reporting.
- Maintaining confidentiality of patients' records.

For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Child Care Administration
What does a childcare administrator do? As a childcare administrator, you will be responsible for all operational aspects of childcare centers and preschools. Your goal will be to help kids successfully move from one developmental stage to the next. (And have fun doing it.) With your training completed, you will be able to do all of the following… with confidence.
…Nurture the emotional, physical, intellectual, and social development of children.
…Develop and implement education programs and institutional policies.
…Hire, train, supervise, and provide professional development for employees.
…Ensure compliance with legal requirements, codes, and regulations.
…Facilitate communication between parents, children, teachers, and staff.
For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

CompTIA Certification Pro
Technology is complicated. It moves fast. It's always evolving. And it's essential to the success of any business — big or small. That means there's plenty of opportunity for professionals with a knack for IT security, OS installation, and firewall maintenance. This program will help you expand on the foundation you've built as an HIT professional.
For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Computer Technician
Computer technicians help develop and maintain network technology, debug issues, resolve server problems, and identify viruses that cause trouble for users. In healthcare, where these complications can wreak havoc on a provider's ability to serve their patients, the role of computer techs is essential.
If you're super tech-savvy, you might love being a computer technician.
For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Dental Assistant
Dental assistants are the backbone—or better yet, the central incisor (dentist humor!)—of the office. They keep patients comfortable and everyday processes running smoothly. In less than 4 months, you can be prepared for a successful new career as a dental assistant! With this training program, you'll have everything you need to get a good job to better support your family and improve your financial security—including an externship so you can gain hands-on experience. Includes eBooks, simulation and materials, 120-hour externship. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

EKG Technician
Ready to get certified for one of the most widely hired roles in healthcare? This program was designed to help you pass the Certified EKG Technician (CET) exam and set you up for success as part of a fast-paced cardiology team. You will learn how to operate the electrocardiogram—an essential piece of hospital equipment—and work with doctors to interpret the results for patients. You will even earn yourself 20 clinical hours of hands-on experience, so if you're ready to jump into the action ASAP, EKG technician training is the course of action for you. Remember that clinical opportunities vary, and we work with a vast network of healthcare organizations to find a good fit. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Executive Assistant
What does an executive assistant do? A lot. You will play a vital role in keeping offices running efficiently and productively. The job description for executive administrative assistant varies from position to position, but the duties usually involve the following:
    Managing day-to-day operations
    Organizing and maintaining files and records
    Planning and scheduling meetings and appointments
    Managing projects and conducting research
    Preparing and editing correspondence
    Creating reports and presentations
    Making travel and guest arrangements
    Providing quality customer service
For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Fitness and Wellness Coach
Personal trainers have a gift for inspiring others. They take care of their minds and bodies, and that dedication yields several benefits—increased strength, greater mobility, boosted immune system. But here's the cool part. Personal trainers have a wealth of knowledge, and they love sharing it with the larger community. They help others develop the skills necessary to successfully engage in physical activity. They assess their clients' current fitness levels, provide guidance, and help them achieve their personal goals. Here's what a typical day or week might look like:
•   Teaching proper fitness and nutrition habits
•   Observing clients' exercise routines and tracking their progress
•   Developing fitness/meal plans based on client's needs and goals
 For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Health and Lifestyle Coach
Health coaches provide the motivation people need to take their common-sense knowledge and turn it into effective action. They understand the need for improved health across the country, they are tremendous communicators, and they believe in the integration of exercise, nutrition, and psychology when empowering others to better themselves. This health coach online training course is packed with extensive content that will make you an authority on the topics of health and wellness. As you work towards completion, we will cover the topics of diet, exercise, nutritional elements, supplements, disease prevention, and weight management. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Healthcare IT Professional
What is health information technology, and what does a health information technician do? Well, from a bird's-eye view, health information technology is the secure management of health information across computerized systems, and health information technicians work behind the scenes in healthcare facilities to improve patient care through tech. Here's a slight zoom-in on their responsibilities:
Obtain, process, and record healthcare data.
Ensure information quality and security.
Install and administer basic computer systems and networks.
Determine hardware and interface problems and provide support. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Hemodialysis Technician with Externship
Within the large and growing healthcare industry, hemodialysis technicians are an essential part of the clinical workforce. In addition to their primary responsibilities with dialysis treatment, they help comfort patients both mentally and physically as they undergo this stressful procedure. Their primary duties include the following:
•   Set up, monitor, and clean dialyzing equipment
•   Maintain a sterile environment
•   Prepare and educate the patient
•   Administer dialysis treatment
•   Access patient's vascular system
•   Monitor and adjust medication and fluid rates
•   Take vital signs
Hemodialysis technicians typically work in hospitals or clinics under the supervision of a registered nurse or physician, but some even work within their patients' homes. Most hemodialysis technicians work full-time, standard schedules, but part-time work is also available. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Home Health Aide
Home Health Aides work directly with individuals in their homes to provide assistance with daily living and self-care tasks. Home health aides help people who are disabled, chronically ill, or cognitively impaired. They often help older adults who need assistance. In some states, home health aides may be able to give a client medication or check the client's vital signs under the direction of a nurse or other healthcare practitioner. This course will provide a comprehensive overview of the Home Health Aide profession using theoretical and practical applications. Students will learn about the medical and social needs of home health care clients, as well as the nutrition, personal care, cleaning, and infection control tasks required of Home Health Aides. Upon completion of this course, students will be fully prepared to begin working with clients in their homes. In addition, this course will provide an initial educational foundation for students preparing to take state licensing or certification exams. However, since the requirements for each state differ, students will have to conduct their own research to determine state- specific certification requirements. Depending on the state requirements, the student may need to complete additional coursework or additional licensing requirements (e.g., externship or other work experience) beyond the completion of this course. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Medical Administrative Assistant
What does a medical administrative assistant do, you ask? Essentially, they act as the face of the medical office and manage essential tasks and documents. This includes the following responsibilities:
• Greeting and checking in patients
• Scheduling appointments
• Processing payments and insurance claims
• Preparing and maintaining medical records and charts
• Complying with HIPAA (Health Insurance Portability and Accountability Act) regulations
• Editing data and running reports
For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

White
Mountains
Community College

WORKFORCE
DEVELOPMENT &
COMMUNITY
EDUCATION OFFICE
WHITE · MOUNTAINS COMMUNITY· COLLEGE

Medical Billing
Medical billing professionals are crucial to keeping healthcare facilities operating effectively. Their specific responsibilities vary from location to location but often include the following:
> • Registering the patient and verifying
> their insurance coverage
> • Collecting the information
> required to create a claim
> • Working directly with the insurance
> company, healthcare provider, and patient
> to get a claim processed and paid
> • Reviewing and appealing unpaid
> and denied claims
> • Handling collections on unpaid accounts
> • Managing the facility's Accounts Receivable reports
> • Answering patients' billing questions

For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Medical Billing and Coding for Outpatient Services
Medical billing and coding jobs consist of managing patients' electronic health records. It's critical work considering that every patient is someone's mother, husband, child, or other precious family member. As part of your daily responsibilities, you'll assign standardized codes to the procedures performed by the healthcare facility you work for. Sounds relatively straightforward, but this is the first step in helping patients get their medical bills covered, so they have one less thing to worry about.

All medical facilities need a medical coding and billing specialist because these professionals are the bridge between insurance and patient invoices. A doctor or office manager could perform this type of job. However, patient care is their sole focus, so hiring an expert to do this is ideal.

What does it mean to be a bridge between the medical office and insurance? A medical coding and billing expert helps health systems manage insurance claims, invoices, and payments. Other responsibilities might vary, but the typical medical coding and billing work environment would include performing the following duties:

- Handling coding for services, procedures, diagnoses, and treatments
- Making preparations and sending out invoices or claims for payment
- Making corrections to rejected claims
- Tracking payments
- Following up and keeping in contact with patients and insurance companies about outstanding bills

For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Medical Office Manager
What does an office manager do in a medical office? A lot. You'll be a crucial member of the team and a critical part of keeping the medical office running smoothly, particularly in terms of administration and billing. Medical office manager duties vary job to job, but a day in your new life will probably include:

- Overseeing day-to-day operations
- Providing quality customer service
- Answering patients' billing questions
- Scheduling appointments
- Managing billing and collections
- Verifying patients' insurance
- Updating electronic health records
- Completing and submitting insurance claims
- Reviewing unpaid and denied claims
- For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Medical Records Specialist

Medical records specialists play an understated, yet indispensable role in any health system. They're tasked with verifying and validating patients' health information, including medical history, symptoms, and test results. A typical day on the job will probably include the following responsibilities:

- Review patients' records for accuracy
- Organize and update information in clinical databases.
- Assign clinical codes for insurance reimbursement and data analysis.
- Electronically record data for collection, storage, analysis, retrieval, and reporting
- Maintain confidentiality of patients' records.

For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Medical Transcription Editor

Approved by the Association for Healthcare Documentation Integrity (AHDI), the Medical Transcription Editor program focuses on teaching the skills needed to work as a medical transcriptionist and medical transcription editor. Students study medical terminology, anatomy, healthcare documentation, and editing theory and technique and they develop and practice their typing and listening skills on hundreds of authentic, employer-provided dictations from a variety of specialties. In addition to one-on-one instructor support and personalized graduate support, enrollment includes ebooks, a transcription foot pedal, an AHDI membership, a subscription to an online reference library, and a voucher to take the RHDS exam. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Medical Scribe

Medical scribes aren't on the frontlines of healthcare, which is good for those who prefer a little more predictability in their daily routines. They generally work behind the scenes—sometimes from the comfort of their own home—listening to dictations and converting them into written documents.

Here's a breakdown of their responsibilities:

- Listening to the recorded dictation of a doctor or other healthcare worker. Interpreting and transcribing dictation into patient history, exam notes, and other documents.
- Reviewing and editing drafts prepared by speech recognition software.
- Translating medical abbreviations and jargon into the appropriate long form.
- Following up with the healthcare provider to ensure that reports are accurate.

For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Mental Health Technician
Mental Health Technicians are in high demand right now! This certificate program will prepare individuals to enter this growing field with the skills and experience necessary to be a successful Mental Health Technician. This course provides a comprehensive overview of mental health care and the special needs of mental health patients. The full spectrum of mental health disorders will be discussed, along with information about the therapeutic interventions for each disorder. In addition, students will learn how external factors such as substance abuse, poverty, and culture impact a patient's willingness to seek and participate in treatment. Upon completion of this course, students will have a thorough understanding of mental health care and will be fully prepared to begin working in the field. For more information and to register:
https://www.careerstep.com/lp/partner/ap/wmcc/

Microsoft Office 2019 Specialist
With the increasing role technology is playing in our daily lives, solid computer skills are more than just career skills–they are valuable life skills. Train with White Mountains Community College to quickly develop the Microsoft Office skills you need.

- **Comprehensive training for all 5 Microsoft Office programs** – Expert-designed training is available for Microsoft Word, Excel, PowerPoint, Outlook, and Access.

- **Flexible online training with classroom-style resources** – Online training gives you unprecedented flexibility, and you'll also receive a quick reference cards.

- **Hands-on practice** – Our comprehensive training includes hundreds of practice exercises so you can learn by doing.

- **One-on-one support** – Online training shouldn't mean that you're on your own. With this training, you'll have one-on-one access to certified professionals by phone, email, and chat.. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Nutrition and Personal Trainer
You'll be an inspiration for those who need help tweaking their diet and/or developing an exercise routine to meet their individual goals. You'll lead, instruct, and motivate. Here's a breakdown of your responsibilities:
- Teaching proper fitness and nutrition habits
- Observing clients' exercise routines and tracking their progress
- Developing fitness/meal plans based on client's needs and goals
For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Patient Care Technician
With the ever-increasing demand on the healthcare industry, patient care technicians are a vital part of today's medical workforce. Under the supervision of doctors, nurses, and other medical professionals, a patient care technician (PCT) helps look after sick and injured patients. Their primary duties include the following:
- Basic patient care like bathing, feeding, and catheter care
- Acquiring, distributing, and administering patient care supplies
- Collecting laboratory specimens
- Ensuring the cleanliness of patient rooms and conducting safety checks
- Monitoring and recording changes in patient health and vital signs
- Performing EKG and phlebotomy procedures
Patient care technicians have many options available for work location and environment. Most

PCTs work in a hospital, home care agency, or a nursing home, while others work in doctors' offices, clinics, or rehabilitation centers. Additional job placement opportunities can be found through specialized training, including dialysis, emergency room, and ICU specialization. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Pharmacy Technician
Your pharmacy technician training will prepare you to work under the guidance of a pharmacist. You'll be a crucial member of the team and a critical part of keeping the pharmacy running smoothly. A day in your new life will likely include the following:
- Verify prescription information and dosage.
- Assist in formulating, labeling, and dispensing medications.
- Enter patient and order information into the computer system.
- Create and update patient profiles.
- Process and submit insurance claims.
- Provide quality customer service to patients and healthcare providers.
- You'll likely take on more responsibilities over time, possibly offering flu shots or taking a more active role with patient consultations.

For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Phlebotomy Technician
As a Phlebotomy Technician you will be a critical member of the medical team and play a vital role at the healthcare facilities you work in. A typical day in your new life as a certified phlebotomy tech will probably include: Drawing blood from patients and donors for tests, transfusions, donations, or research. Calming people and perfecting the talent of inflicting more kindness and compassion than pain. Verifying patient and donor identity to ensure proper labeling of drawn samples. Labeling blood samples for testing and processing. Entering patient information into the facility's computer system. Assembling and maintaining medical instruments, like needles, test tubes, and vials. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Physical Therapy Aide
The Physical Therapy Aide program is specifically designed to prepare students to pass the Certified Physical Therapy Aide Specialist (CPTAS) exam after graduation. The online curriculum includes exercises, learning games, and interactive simulations on key procedures. Students learn Microsoft Office skills, patient interaction, documentation and reimbursement, medical word building, anatomy and pathophysiology, patient preparation, physical therapy modalities, and treating physical dysfunctions. In addition to eBooks, a personal Student Advocate to help navigate the program, and one-on-one support from experienced instructors throughout the course, students receive access to personalized graduate services and a voucher to take the CPTAS exam after graduation. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Physical Therapy Office Professional
The Physical Therapy Office Professional program is designed to train students to work as a physical therapy aide or a medical office professional. They will be prepared to earn the Certified Physical Therapy Aide Specialist (CPTAS) credential, the Certified Electronic Health Records Specialist (CEHRS) credential, and the Basic Life support (BLS) certification after graduation. The Physical Therapy Office Professional program is designed to prepare students to pass the Certified Physical Therapy Aide Specialist (CPTAS) and Certified Electronic Health

Record Specialist (CEHRS) exams. Curriculum includes patient interaction, physical therapy aid simulations, basic life support certifications, and electronic health records. Enrollment includes a voucher to take the CPTAS exam after graduation. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

Veterinary Receptionist
Our unique program prepares you to become a veterinary assistant and medical office manager. Your combined veterinary medical receptionist skills will make you a critical part of any vet clinic or medical office. As a veterinary assistant you'll work with animals every day, helping to care for their injuries and treat their illnesses. A typical day in your new life will probably include:
- Feeding, bathing, and exercising animals (the fun stuff!)
- Monitoring and nursing animals after surgery
- Restraining animals during exams and procedures
- Cleaning and prepping equipment and facilities

. For more information and to register: https://www.careerstep.com/lp/partner/ap/wmcc/

ON-LINE BUSINESS COURSES

Bookkeeping Certificate
How do you manage the finances of a business? Whether you are an entrepreneur, running a family business, or just looking to advance your career and add to your skill set, this Bookkeeping Certificate will provide you with the knowledge needed to measure, and manage, the financial health of your business. This program focuses on cash basis accounting.

No one will care more about the financial health of your business than you! It's imperative that you understand how the process works and are able to complete the accounting cycle accurately and in a timely fashion. Even if you plan to outsource your bookkeeping needs, you should still understand how the process works. No one should be clueless when it comes to the finances of their business. For more information and registration:
http://www.yougotclass.org/certificate/index.cfm/Ccsnh/Bookkeeping-Certificate

Certificate in Accounting and Finance for Non-Financial Managers
Every successful person in the workplace utilizes financial information to aid effective decision making. The Certificate in Accounting and Finance for Non-Financial Managers explains the financial concepts and accounting processes used in most businesses and will provide practical techniques that will increase your effectiveness and career.
 First, get a foundation to understand the seven steps in the accounting cycle and use financial information in decision making. Come away with the knowledge to analyze resource allocation and evaluate financial performance.
Then find out what you need to know about cash. Cash is the non-financial manager who really makes a difference in the day-to-day cash activities. Discover how to maximize cash flow, learn the importance of cash, and find out your role in cash flow success.
Finally, acquire advanced knowledge on the financial information that drives your organization. See how business reports are assessed and analyzed. An understanding of this information will help you make smart decisions when it comes to budgeting, setting goals, and assessing performance within your own area of influence. For more information and registration:
http://www.yougotclass.org/certificate/index.cfm/Ccsnh/Certificate-in-Accounting-and-Finance-for-Non-Financial-Managers

Entrepreneurship Certificate
Boost your chances of success for your new or small business and reduce your risks. Get the latest on planning your business, brainstorming business ideas and a checklist for going into business. Then learn how to create a business plan, including assessing business feasibility and prepare the management and financial plans. Then take home a step-by-step approach to attract and keep customers, with an emphasis on customer-driven marketing decisions and building a strong brand.
At the end of this certificate, you will be able to identify the abilities required of successful entrepreneurs and how to acquire them, develop goals to help establish your business, develop an outline for your plan, and take home techniques to successfully manage and market your new business. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Entrepreneurship-Certificate

The Basics of Bookkeeping
How do you keep track of the day-to-day financial transactions of a business? Whether you are looking to advance in your career, or you are an entrepreneur, (or maybe you are a part of a family business), this course will help you if you are looking to understand the numbers. The Basics of Bookkeeping course will help you understand, and know how to record, every penny that comes into your business and every penny that goes out of your business. This course shows you how to create a chart of accounts that meet your needs.   All of the money you spend, and all of the money you earn, have a place to go. How do you record them? What are debits and credits? What do the numbers mean? How do I label accounts? Even if you outsource your bookkeeping needs, you should still have a basic understand of what happens with the money earned and the money spent. No one should be blind to his or her finances! In this course you will learn where the numbers go, and why! You will learn the bookkeeping terminology as well as what it means to keep track of the numbers. At the end of the cycle, what do the numbers mean? The Basics of Bookkeeping will show you how to keep track of the numbers and why! For information and registration:
http://www.yougotclass.org/course/index.cfm/Ccsnh/The-Basics-of-Bookkeeping

ON-LINE BUSINESS COMMUNICATION COURSES

Certificate in Basic Game Design
Games are increasingly recognized as a tool that can serve many business purposes beyond entertainment. This Certificate provides you with a general introduction to what goes into the design and development of both video and analog games, with a particular focus on the use of games outside of consumer entertainment.
 In the first course, you will discover resources for developing game design, identify the mechanics and verbs used in different games. You will come away with knowing the different activities that are part of game design, being able to flesh out a game idea in order to increase the chances to having a successful game design experience and have a basic understanding of how to work with game developers.
 In the second course, you will learn the basics of video game design process, learn about the main video game genres, and use a game development application to begin your journey of making games.

By successfully completing this Certificate in Basic Game Design, you will have taken the first steps into understanding game design and being able to create your own games. For more information and registration: http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Basic-Game-Design

Certificate in Business Writing
Discover the keys to successful writing for the workplace. Whether you are writing a report, memo, letter or publicity notice, business writing has some defined characteristics for success. Successful communicators in the workplace move forward, others move back. Enhance your career by improving this critical communication skill.
Begin with understanding the format, construction, and successful techniques of writing good business reports and proposals. Then improve your skills with editing and proofreading. Finally, discover what good journalists know. Learn how to write a news story, press release or other publicity notice that zings.
Help your organization stand out with your new skills in business writing. This certificate will take you to the next level where business writing is a skill for personal and organizational success. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Business-Writing

Certificate in Customer Service
Customer service is now essential for business and all work organizations. With the increase of technology, human interaction with customers becomes all the more important. Whether it relates to retaining customers, serving your audience, or turning inquiries from potential customers into sales, good customer service is now one of the central factors in organizational success. Learn to improve your customer service skills to enhance your career skill set, improve productivity, and increase your organization's success. You will also take away some extraordinary customer service techniques you won't find anywhere else. For more information and registration: http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Customer-Service

Certificate in Effective Grammar
Write and edit better starting today. Gain confidence in your writing. Improve your communication skills. This course will reinforce the rules you learned in school and teach you some you didn't. Good grammar doesn't make good writing, but good writing demands good grammar. Whether you're a student or a professional, a career changer or a job seeker, Effective Grammar will equip you to write more effectively from day one.
You'll learn it all—from grammar basics to more advanced concepts like parallelism and agreement to the finer points of capitalization and punctuation. After completing this certificate, you'll be a master of commas, complete sentences, common sense writing, and more.
Put an end to grammar mistakes that detract from your work. The grammar knowledge you'll gain will contribute to whatever kind of writing you produce. Everything you learn will elevate your communication skills and help you present polished, professional writing every time. For information and registration: http://www.yougotclass.org/certificate/index.cfm/Ccsnh/Certificate-in-Effective-Grammar

ON-LINE DATA SCIENCE COURSES

Certificate in Data Analysis
Data Analysis is quickly becoming one of the most sought-after skills in the workplace.
Companies have vast amounts of data, but it is rare to have someone with the ability to analyze
that data to see trends and make predictions. Add a whole new skill set to your portfolio and
make a big difference in the success of your organization by acquiring data analysis skills.
Begin with getting a basic understanding of how to analyze data in a business setting. Then
learn how many of your business decisions involve comparing groups for differences. You will
know the statistics behind these group differences and relationships. Finally, you will find out
how to perform inquiries that will be useful to your business or organization and have the skill
necessary to communicate these results through graphs and text that your fellow employees will
understand. Whether your business is home based or a large company, this certificate will take
you to the next level where important decision-making is concerned. For more information and
registration: http://www.yougotclass.org/certificate/index.cfm/Ccsnh/Certificate-in-Data-Analysis

Certificate in Mastering Excel
A must-have skill to succeed in business, whether an entrepreneur or a valued employee, is the
ability to create, edit and manage spreadsheets. Microsoft Excel is the most used spreadsheet
tool in the world.
Begin with learning how an Excel worksheet is constructed, populated with content, and edited
for delivery. Discover how various menu items, commands, settings, and processes affects the
look of your Excel worksheets and workbooks. Then, increase your efficiency by learning how to
organize, display and calculate your data into useful information. Identify different types of data
and how data can be best visually represented or formatted, by using different data tool
techniques. Finally, you'll learn a variety of Excel's most powerful features to analyze data
quickly and easily. This Certificate will help you discover how to attractively visualize your data
into meaningful information with confidence. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Mastering-Excel

Power BI Certificate
Gain insights into your data using business intelligence software – Power Business Intelligence.
Power BI is a widely used business analytics service offered by Microsoft. Power BI Desktop is
a complete data analysis and report creation tool that you install for free.
Discover the process of creating interactive reports. Integrate financial, marketing, or any other
source data in your accounting system, Excel, or on the Web. Streamline the data to what is
needed using Power Query. Create charts, maps, and other visuals to see your data in real
time.
Delve further into Power Query to ETL (Extract, Transform and Load) your data. Build the Data
Model using relationships and DAX (Data Analysis Expressions). Utilize Time Intelligence
functions to view YoY or YTD reports. Add user friendly features to enhance your reports and
analyze your results.
This certificate will enhance your skills in data analysis, giving you greater insight into your
organization's performance and allowing you to make more informed decisions. For information
and registration: http://www.yougotclass.org/certificate/index.cfm/Ccsnh/Power-BI

SQL Certificate
Structured Query Language (SQL) is the industry standard database programming language. It is one of the most in demand skills in occupations that require interaction with data and analyzing data. Through your knowledge of Structured Query Language, you will become more marketable in computer related career fields that pertain to database administration. Learning SQL can also lead to a job that is specific to analyzing data such as a data analyst, a quality assurance analyst, or a business analyst.

 You will first learn about relational database structures, the history and uses of Structured Query Language, and how to use Structured Query Language to create a database, add records to database tables, and how to use SQL queries to extract meaningful data from database tables. You will quickly progress from creating simple SQL queries that query a single table to querying multiple tables simultaneously. You'll also learn how to alter data in a database and how to gather significant statistics from data stored in a database. Finally, you'll learn techniques that will enable you to write powerful queries that perform complicated searches and sorts on your data. This certificate will enhance your competitiveness in the field of database administration and data analyst jobs. For more information and registration:
http://www.yougotclass.org/certificate/index.cfm/Ccsnh/SQL-Certificate

ON-LINE LEADERSHIP COURSES

Certificate in Leadership Development
Especially geared for future leaders in the Gen Y generation (born 1980-1999), the certificate provides how-to practical information on advancing your leadership potential and making a difference in both the workplace and in society. Find out what it takes to become an effective leader. Discover your style of leadership. Discuss task completion, building relationships with your subordinates, becoming socially perceptive to changes in the workplace, utilizing your emotions in a positive and effective manner, and addressing challenging goals. Then learn the unspoken secrets that leaders know and the strategies they employ/exhibit in for influencing others. Leadership skills are acquired and learned. You can become a leader if you know the do's and don'ts; what to say, what not to say; what to do, what not to do. At the end of completing the three-course certificate, you will come away with a new understanding, new toolbox of leadership skills, and the information to move your leadership development into high gear. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Leadership-Development

ON-LINE MANAGEMENT COURSES

Certificate in Non-Profit Administration
Non-profits today need to be run like a business in many respects. You have competition, a need to generate income and a surplus, and staff need to be even more productive. Get the best training on revenue generation for nonprofits, and program evaluation for nonprofits, with our Certificate in Nonprofit Administration. You will come away with the latest best information from instructors who train people in nonprofits. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Non-Profit-Administration

Certificate in Project Management
In today's business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to stakeholders for quick resolution, including project cancelation. Project management is one of the fastest paths to promotion by increasing your network through greater exposure. First, gain the skills, tools and templates to confidently develop and maintain a project. An overview of salaries, certification costs, education and experience requirements are provided. Then acquire a well-rounded knowledge of the five Project Management Processes relating to the Project Management Body of Knowledge Guide. This basic information will assist you in learning the beginnings of Project Management, whether you are interested in project management, in a project management field, or in any line of work. Finally, learn the ten Project management Knowledge Areas and their support role and relationships to the five Project Management Processes. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Project-Management

Management Certificate
Enhance your management skills through this program for supervisors, managers, and emerging leaders. Nothing creates success like a solid foundation. Discover the keys for effectively managing your employees. Find out how to create clear expectations, engage and motivate employees, and increase your effectiveness.
Then you will explore the principles of collaborative management and gain insight on how to expand your collaborative skills for success of your team or organization.
Finally, get the keys to manage different generations in your workplace. Discover what motivates each generation at work, what incentives they respond to, and what messages they value. For more information and registration:
http://www.yougotclass.org/certificate/index.cfm/Ccsnh/Management-Certificate

Six Sigma Green Belt Certificate
Six Sigma professionals are in strong demand by organizations around the world. On the frontlines of Six Sigma efforts are Green Belts. LERN's Green Belt training teaches participants problem-solving skills, using the DMAIC (Define, Measure, Analyze, Improve and Control) model. After completing this challenging course, Six Sigma Green Belts serve their organizations as a trained specialist able to work on Six Sigma projects that benefit the organization. Although not required, participants are strongly encouraged to have a project during the course. The instructors and mentors work closely with the class to not only teach the material, but to guide candidates as they work projects. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Six-Sigma-Green-Belt-Certificate

Supervisory and Leadership Certificate
Your employees are your most valuable resources. Ensuring the efficiency of your team is the key to your success and is your most important responsibility. Get practical, easy to understand, and insightful methods for new and even experienced supervisors and managers.
Learn about effective delegation, performance management, and writing performance reviews. Discuss the specifics of the supervisor's role and responsibilities, and strategies for improving your overall effectiveness as a leader. Take home practical information along with tips and techniques that can be applied at your job immediately. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Supervisory-and-Leadership-Certificate

Managing Remote Workers Certificate
Discover the keys to communicating with and managing remote workers, one of the fastest growing sectors of the workforce.
Some 80% of employers are keeping some or many of their employees working from home part of the week. People working from home are 25% more productive than those who work in an office. Working from home is here to stay.
Tap into the experience of a CEO who has been managing remote workers for 22 years. He has pioneered the fundamental processes and procedures you won't get anywhere else. And consulted with organizations around North America on managing remote workers. For more information and registration: http://yougotclass.org/courses.cfm/Ccsnh/Managing-Remote-Workers-Certificate

ON-LINE NEW CAREERS COURSES

Digital Reporting
Explore the world of digital court reporting in courtroom and freelance settings. There is a huge need for more digital reporters, and you can work from home.
Find out about court proceedings; recording components; and producing Annotations. Learn about the professional integrity; physical and emotional stamina; and terminology needed to be successful in digital reporting.
Finally, get the basics about the tools of the trade, the equipment needed, maintenance and troubleshooting; and how digital reporters do research on the Internet.
Digital reporting could be the new career for you. For more information and registration: http://yougotclass.org/courses.cfm/Ccsnh/Digital-Reporting

ON-LINE NEW MEDIA MARKETING COURSES

Digital Marketing Certificate
Come get a fundamental yet advanced introduction to eMarketing, including improving email promotions, analyzing your web site traffic, doing search engine optimization, and how to successfully employ online advertising. Relevant for any type of organization, including businesses, companies, non-profits, and government agencies. No eMarketing experience or expertise is necessary. If you are already at an advanced level, your instructors are experts and can provide the latest most advanced information and answer your toughest questions. For more information and registration: http://www.yougotclass.org/courses.cfm/Ccsnh/Digital-Marketing-Certificate

Mastering Video Marketing Certificate
Video marketing is the latest hot new marketing trend. Shoppers who viewed product videos were 144% more likely to add the product to their cart. Video with good SEO has a 53% higher chance of showing up on page one of Google searches. When done correctly, video can tell a story, and stories connect people. Video also leads to an emotion 'trigger' that plain text cannot do. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Mastering-Video-Marketing-Certificate

Google Analytics
If you are not reviewing your website statistics, then you are missing several key opportunities to profit from your website traffic. This course, aimed at non-technical users, will take you

through all the key techniques and how to use website analytics using the world-standard Google Analytics, a free online tool. You'll understand your visitor traffic better, learn how to calculate return on investment (ROI) for your online advertising, and find out how to get more conversions and sales from your website visitors. A must for anyone serious about leveraging more success from their website. For more information and registration: http://www.yougotclass.org/course/index.cfm/Ccsnh/Google-Analytics

Podcasting
Businesses are turning to podcasting to grow their brand and connect with customers. People with a niche hobby are turning podcasts into a business. Podcasting is experiencing a rebirth as mobile devices are everywhere. The intimate nature of the audio medium allows potential clients to get to know who you are and determine if you are the kind of company with which they want to do business. Learn how to take your business or hobby and turn it into a podcast. This step-by-step class will take you from start to finish and cover the required elements needed to get your show online. Come to class with your idea and end with your show online for all to hear. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Podcasting

Integrated Marketing Certificate
Discover advanced and new best practices in Integrated Marketing, the growing field that integrates traditional print marketing with digital marketing for even greater marketing success. Young generations are embracing print as well as online media, creating this exciting new area of marketing.
Find out the keys to success in the almost forgotten but still remarkably effective area of print, including catalogs, direct mail letters and post cards. Gain advanced marketing concepts and principles such as R, F, & M analysis; AIDA, and the 3-30-3 principle, that lead directly to practical marketing success. Acquire the understanding of how digital marketing and print complement and enhance each other, and how to integrate both kinds of marketing for even greater overall effectiveness.   For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Integrated-Marketing-Certificate

ON-LINE PERSON DEVELOPMENT COURSES

BLS
The Basic Life Support (BLS) online certification course is built on the most recent Emergency Cardiovascular Care (ECC) guidelines published by the International Liaison Committee on Resuscitation (ILCOR), which is the international body responsible for coordination of all aspects of cardiopulmonary and cerebral resuscitation worldwide. The curriculum is developed by licensed healthcare professionals experienced in emergency medicine, and it provides unlimited practice exams and free certification exam retakes. The program is nationally accredited, meets Joint Commission (JCAHO) standards, and provides 4 hours for certification and 2 hours for renewal through PIM or CAPCE. For more information and registration: :
https://www.careerstep.com/lp/partner/ap/wmcc/

Spanish for Medical Professionals
Are you frustrated by the communication gap that can occur between you and your Spanish-speaking patients? If you answered yes, this Spanish class - designed specifically for healthcare

professionals - will help you bridge that gap. You will practice the basic, practical language skills needed to effectively communicate with your Spanish-speaking patients and their families. You will learn the basics of the language, gain an understanding of the culture, and know how to ask the questions crucial to quality healthcare.

Whether you speak some Spanish and need a refresher, or speak no Spanish, you will complete the course with the skills you will need to effectively communicate with your Spanish-speaking patients. NOTE: Students will also need to order an eBook for under $15, or the paperback book version (please see book information below). For more information and registration: http://www.yougotclass.org/courses.cfm/Ccsnh/Spanish-for-Medical-Professionals

Beginning Conversation Spanish
Designed for beginners, we will have you speaking and reading Spanish in no time. You will practice the basic building blocks of the language and common idiomatic expressions. You will know enough vocabulary and grammar for simple conversations, and you will learn how to ask and answer questions. Whether you speak some Spanish and need a refresher, or no Spanish, you will complete the course with the skills to communicate in Spanish. For more information and registration: http://www.yougotclass.org/courses.cfm/Ccsnh/Beginning-Conversation-Spanish

Introduction to Fictional Writing
Designed specifically for those with little to no fiction writing experience, find your pathway towards your fiction writing goals. Learn the basic building blocks of story: character, plot and setting. Then find out the different forms of fiction writing and some of the genres you might like to explore.

Whether you've never written a word of fiction, or haven't written since high school or college, you will complete the course with the skills you need to get started. Create a new work of fiction or revive an old one that's been sitting in your bottom drawer. For more information and registration: http://www.yougotclass.org/courses.cfm/Ccsnh/Introduction-To-Fiction-Writing

ON-LINE SOCIAL MEDIA FOR BUSINESS COURSES

Social Media for Business Certificate
Get in on this exciting and growing way to communicate, market and serve your customers and clients. For businesses, nonprofits, government, and other organizations. From Facebook to Twitter, blogging, YouTube, LinkedIn, and more, discover the new principles of communication that apply across all networks and how these specific social networks work and the possible uses for your organization.

Learn how social networks are used to develop a two-way communication and marketing strategy for your organization. Then find out what you can be doing, what you should be doing, and take back a plan to integrate social networks into your communication and marketing. Whether you are new to social networks or already involved, you will come away with both an understanding of social networks and practical, how-to techniques to integrate social networks into your organization or business. Your instructors are outstanding practitioners who also speak, write, and train others on social networks. For more information and registration: http://www.yougotclass.org/courses.cfm/Ccsnh/Social-Media-for-Business-Certificate

ON-LINE TECHNOLOGY SKILLS COURSES

Certificate in Mastering Excel
A must-have skill to succeed in business, whether an entrepreneur or a valued employee, is the ability to create, edit and manage spreadsheets. Microsoft Excel is the most used spreadsheet tool in the world.
Begin with learning how an Excel worksheet is constructed, populated with content, and edited for delivery. Discover how various menu items, commands, settings, and processes affects the look of your Excel worksheets and workbooks. Then, increase your efficiency by learning how to organize, display and calculate your data into useful information. Identify different types of data and how data can be best visually represented or formatted, by using different data tool techniques. Finally, you'll learn a variety of Excel's most powerful features to analyze data quickly and easily. This Certificate will help you discover how to attractively visualize your data into meaningful information with confidence. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Mastering-Excel

Certificate in Web Design
Online users say a website's design is the number one criterion for deciding whether a company is credible or not, according to recent research. Understanding what it takes to produce effective web design is essential in today's market of highly saturated digital competition. First, discover the basics of web design using HTML and CSS. The No prior knowledge of HTML or web design is required. After the first course, you will have the info you need to plan and design effective web pages. Then find out how to create effective and dynamic websites/applications. Take away a functioning web application hosted on a web server that is both accessible and Search Engine Optimized. Finally, learn about responsive design process, advanced layout and design features using the Bootstrap framework. Plus explore CMS frameworks and industry standard technologies and frameworks. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Web-Design

Graphic Design Software Essentials Certificate
The Adobe software tools are the leading software for graphic design. Adobe Illustrator is the industry standard computer illustration software. Use Illustrator to draw shapes and design logos, flyers, posters, banners, business cards or any other vector graphics for print or web. Adobe InDesign is the industry standard page-layout program that works with Adobe Illustrator and Photoshop seamlessly. InDesign allows you to create simple to complex multi-page documents such as brochures, flyers, books and magazines. Use Adobe Photoshop to effectively work with selection and editing tools, layers, and masks to edit, retouch and enhance existing images or create your own composite digital artwork. Access to the Adobe software tools required. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Graphic-Design-Software-Essentials-Certificate

Coding Certificate
Coding is becoming one of the most in-demand skills in the workplace today. As a result, coding has become a core skill that bolsters one's chances for becoming a higher value to organizations. The highest demand is for programming languages with broad applicability. Begin by getting introduced to the basics of computer programming and various programming languages. Then go to the next level and acquire all the basics of HTML and CSS. You will learn the relationship between these two industry-standard web page coding languages and the step-by-step process of hand coding and building web pages. Finally, discover the advanced features of CSS and learn how to use this very powerful language. For more information and registration: http://www.yougotclass.org/courses.cfm/Ccsnh/NEW!-Coding-Certificate

Mastering Computer Skills for the Workplace
Must-have skills to succeed in the workplace include the ability to create, edit and manage presentations in MS PowerPoint, documents in MS Word, email and calendars in MS Outlook, and spreadsheets in MS Excel. Microsoft Office Suite of applications is the most used software tool in the world. Stay current with this class, as it is always up-to-date and will change as the features of MS Office change over time. Master the most common uses so that you can work faster and more efficiently and can take your computer skills from plain and drab to exciting and engaging. You will leave class with a set of skills that are a workplace requirement in today's fast paced ever-changing environment and will enable your future career success. For information and registration: http://www.yougotclass.org/course/index.cfm/Ccsnh/Mastering-Computer-Skills-for-the-Workplace

WordPress Certificate
WordPress is the most popular content management system (CMS) for website and blog design.
During the first week you will learn or refresh your knowledge of all the initial steps and the required elements for having a website. Then find out how to build a simple WordPress website or blog. Topics include introduction to CMS, WordPress installation and setup, page and content creation, administration, themes (selection, purchase, installation, and setup), working with widgets and plugins, and more.
Finally, acquire advanced knowledge about WordPress options and features. You will learn how to modify WordPress web pages by hand-coding, learn about simple yet effective search engine optimization (SEO) techniques that improve your website ranking, and much more.
After successfully completing the WordPress Certificate you will know how to build a WordPress website or blog, customize your WordPress site by hand-coding HTML, CSS, and PHP, know necessary regular WordPress maintenance, create WordPress website backup, and know how to apply SEO techniques in WordPress. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/WordPress-Certificate

ON-LINE TRAINING AND EDUCATION COURSES

Certificate in Online Teaching
For those new to teaching online, or those already teaching online. Get the best instruction from the foremost authorities in online learning. Thousands of people have taken this fundamental yet advanced training in teaching online. From building an online course to improving an online course, from fostering online discussion to encouraging student interaction, from traditional assessment to online tests, the program will give you both the fundamentals of teaching online, as well as the most advanced tips and techniques in the business. Your instructors are authors, speakers and consultants in online learning and teaching. For more information and registration:
http://www.yougotclass.org/courses.cfm/Ccsnh/Certificate-in-Online-Teaching

Certificate in Teaching Adults
This is your invitation to teach others in-person and join in one of the more important functions in life - passing on knowledge and skills to others. It is both an opportunity and a responsibility. Whether you want to teach others or currently teach others, in any setting, either formally or informally, this course is for you. We will give you both the fundamental and advanced information to improve your teaching. Your lead instructor is author of How to Teach Adults, the best-selling book on the subject. The eBook version is included in the course. For more

information and registration: http://www.yougotclass.org/certificate/index.cfm/Ccsnh/Certificate-in-Teaching-Adults

Advanced Live Online and Zoom Instructor Training
Take your Live Online teaching to the next level for greater student satisfaction, learning, completion and retention. Come away with information you can use Monday morning. Come away with practical, how-to tips and techniques, plus the pedagogy of Live Online teaching. Taught by one of the foremost teachers of adults. For more information and registration: http://www.yougotclass.org/certificate/index.cfm/Ccsnh/Advanced-Live-Online-and-Zoom-Instructor-Training

Certificate in Learning Styles
New research and information are coming out frequently now about how your learners - and you - learn. Here is what we know. In the last century, you taught everyone equally by teaching them the same. But we know we each learn differently. So, in this century, you teach everyone equally by teaching them differently.
In this Certificate in Learning Styles, you get the most advanced information about the three most important and most prevalent characteristics you experience with your participants: generation, gender, and the autism spectrum.
Your instructors are some of the foremost authorities in the world on these subjects. They write, and speak around North America, on learning styles. For more information and registration: http://www.yougotclass.org/certificate/index.cfm/Ccsnh/Certificate-in-Learning-Styles

Culturally Responsive Pedagogy in the Diverse Classroom
Educators and psychologists know that learning is significantly affected by factors such as stress, anxiety, self-image, cultural expectations, and societal expectations. The increasing number of students diverse backgrounds in today's classrooms introduces a tremendous diversity of lived experience which influences how students learn.

In today's public schools, most teachers, 80% are white, and most learners are students of color. This fact alone suggests a strong potential for a cultural and communication gap between teachers and their students. Research findings confirm that black students face significant challenges to their learning because of unconscious bias and lack of cultural awareness on the part of teachers. It is well documented that black students, particularly boys, are more likely to be on the receiving end of disciplinary action, more likely to be suspended from school, and are at greater risk of failing than are other students. It is also well documented that black children are perceived to be older than white children of the same age and are more likely, as a result, to have expectations for behavior that are developmentally inappropriate. These factors, along with micro-aggressions that are common, and sometimes racially motivated aggression by peers render the learning environment for black students fraught with challenges that may be unseen or unrecognized by educators.
In this course, we will examine the factors that come together to create unique challenges to black students in the classroom and explore ways in which teachers can minimize those challenges and support school success for all students. For more information and registration: http://www.yougotclass.org/certificate/index.cfm/Ccsnh/Culturally-Responsive-Pedagogy-in-the-Diverse-Classroom

The Teen Brain

One of the most turbulent periods in brain development occurs during adolescence. The teen brain functions very differently from the adult brain. Certain kinds of thinking, such as decision-making, happen in different parts of the brain for adolescents and adults.

Understanding these complex changes can help calm the rough seas of the teen years, but also provide your teen with critical support and understanding that will promote better decision-making, better mental health, and better outcomes at school.

Come find out the important ways in which the teen brain is developing. Identify behaviors and attitudes that are influenced by these changes. Then learn to offer constructive strategies for establishing a better understanding of and communication with your amazing teen. For more information and registration: http://www.yougotclass.org/certificate/index.cfm/Ccsnh/The-Teen-Brain