

# SKILLS TRAINING CLASSES FALL 2018 SCHEDULE



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Goodwill Industries of Northwest North Carolina  
Forsyth County Workforce Development Center  
2701 University Parkway, Winston-Salem  
(336) 724-3621 | [www.goodwillnwc.org](http://www.goodwillnwc.org)

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## FINANCIAL ASSISTANCE

Financial assistance is available for qualified individuals through Goodwill's Outreach Scholarship Fund.

## HEALTHCARE

**CERTIFIED NURSING ASSISTANT I** Teaches basic nursing skills required to provide personal care for patients, residents, the elderly or others requiring medical assistance in a healthcare setting. Emphasis is placed on the aging process, communications, patient safety, patient's rights, personal care, vital signs, elimination, nutrition, emergencies, rehabilitation and mental health. CPR certification is included in the class. Through classroom instruction, laboratory work and clinical rotations, you are prepared to take the NC Nurse Aide I Competency Evaluation. Passing this evaluation leads to being listed on the NC Nurse Aide I Registry. Prerequisites: Successful completion of Math and Reading placement tests (or equivalent approved by Health Education Department), a picture ID, Social Security Card, a High School Diploma/GED/transcript or College Diploma/transcript are required. You must also attend an orientation session and present receipts from the criminal background check and drug screening before you will be allowed to register for class. Fees: \$203 + cost of books and supplies. Duration: 12 weeks to 18 weeks depending on day or evening classes.

**CERTIFIED NURSING ASSISTANT II** Must provide documentation of current Nurse Aide I listing in the state registry of NC, Anatomy and Physiology. Classroom, lab and clinical learning experiences that prepare graduates to perform more complex skills for patients or residents regardless of their setting. Entrance Criteria: Minimum of 10th grade reading level, demonstration of appropriate work behaviors, high school diploma/GED, and a letter of recommendation from an RN who has acted as a supervisor. Fees: \$180 + books and supplies. Duration: 12 weeks.

**CORE LABORATORY SKILLS** Learn basic laboratory techniques and fundamentals that all entry-level bioscience technicians would need to succeed. The course covers concepts of calibration, verification, qualification, and validation. This includes collecting and prepare samples for testing, collecting and analyze experimental data. Before registering, students must successfully complete reading/language/math placement test. Grant opportunities available for course materials only. Fees: \$185.

**CPR TRAINING** The American Heart Association Healthcare Provider CPR course is designed for people that are going to work or already work in the healthcare industry. While it is required for all healthcare professionals, it is also an appropriate course for anyone with an interest in CPR. The course covers CPR, Foreign Body Airway Obstruction (Choking), use of Automated External Defibrillators (AEDs) and Rescue Breathing. All topics are covered for rescuing adults, children and infants. The course is taught in a relaxed environment in which the instructor briefly lectures, talks students through hands on practice sessions and then gives scenarios to test practical skills for each subject. Fees: \$45; Duration: 1 day.

**MEDICAL OFFICE I: INTRODUCTION TO TERMINOLOGY AND CODING** Prepares students for an entry-level job in a doctor's office or clinic, but does not prepare students to be a professional coder. In the first half of the course, students receive an introduction to medical terminology. In the second half of the course, students receive an introduction in how to convert medical procedure or disease into a number code for insurance billing. Fees: \$185 + cost of books. Duration: 12 weeks.

**PHARMACY ASSISTANT** Introduces students to the work of entry-level employees in a retail pharmacy. You will learn drug regulation and control, pharmaceutical terminology, medications and their uses and applied math. Use this course to start your path to becoming a Certified Pharmacy Technician. Prerequisite: High School Diploma or GED. Fees: \$130 + cost of book. Duration: 8 weeks.

**VETERINARY ASSISTANT TRAINING-ADVANCED** This course will expand upon some of the small animal topics discussed in the Beginning Veterinary Assistant Course. Additional topics will include small animal chronic and frustrating diseases, prescription diets, evaluating laboratory tests, behavior, pharmacology and dentistry. Fees: \$75 +cost of book. Duration: 12 weeks.

**VETERINARY ASSISTANT TRAINING-BEGINNING** Course topics will include small animal anatomy and physiology, reproduction, nutrition, restraint and handling along with infectious and metabolic diseases. Other small animal topics will be included along with basic business operations and regulations for veterinary hospitals. Fees: \$130 +cost of book. Duration: 16 weeks.

## SERVICE INDUSTRY

**CULINARY ARTS CERTIFICATION** Offered in partnership with Triad Community Kitchen. Provides instruction and certification in ServSafe sanitation, basic culinary skills, knife skills, kitchen safety, mass food production and "cook chill" technology. Hands-on training experience, a 1-week internship, and job placement assistance are included in this curriculum. Entrance Criteria: Minimum of 6th grade reading level and 5th grade math level on TABE test. Fees: \$385. Duration: 12 weeks.

**HOUSEKEEPING/FLOOR TECH** Provides classroom and work experience training in the areas of safety and OSHA regulations, measurements and chemicals, and specialization in the areas of hospitality housekeeping, food service sanitation, commercial and industrial housekeeping. Training consists of 20% classroom instruction and 80% hands-on experience utilizing different pads, equipment/strategies for floor and carpet care. Entrance Criteria: Ability to lift/move a minimum of 20 pounds, demonstration of appropriate work behaviors. Fees: \$80. Duration: 2 weeks, 2 days.

**UNARMED SECURITY OFFICER** In order to become a Security Officer in North Carolina, each applicant must meet minimum standards as set forth under North Carolina General Statute 74-C the Private Protective Services Act Title 12 of North Carolina Administrative Code. Unarmed Security guards are required to be licensed/registered. Certain basic criteria must be met first before applying. Fees:\$100. 2 days. Training Requirements: Must complete 16 hours of classroom training.



## OFFICE TECHNOLOGY

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**CUSTOMER RELATIONS CALL CENTER** Students will learn to be a telephone customer service professional, apply communications techniques that will cultivate repeat business, market products and cross-sell appropriately. Students will gain the skills necessary within the wide variety of fields call centers encompass in today's job market. Fees: \$185. Duration: 6 weeks.

**EXCEL 2016 INTRO** Introduces students to Excel 2016's improved tools to analyze data, write formulas, graph and sort data. Basic skills are taught in this class using the new ribbon system for selecting tools, making Excel 2016 easier with instinctive design and simple point-and-click functionality. At the end of the course, students will be able to use Excel 2016 confidently at home or on the job. Fees: \$75 + book. Duration: 4 weeks.

**INTRO TO CLERICAL ASSISTANT** Introduction to clerical occupations and what's needed to be successful in that field. Learn practical communication and computer skills needed in today's office environment, including an introduction to Microsoft Word & Excel. Learn the components of an effective job search. This course is a prerequisite to take the Office Technology occupational course. Fees: \$125 (Free for under- and unemployed). Duration: 6 weeks.

**MICROSOFT OFFICE 2016** This 24-hour course teaches students how Microsoft Office 2016 offers flexible and powerful ways to deliver their best work at the office, at home, or at school. This introductory course also teaches students the basics of Word, Excel, PowerPoint and some Access. Fees: \$125 (Free for under- and unemployed). Duration: 6 weeks.

**MICROSOFT OFFICE 2016 FOR ADMIN** Enhance your skills, get organized, and increase your marketability in the workforce by becoming more proficient in Microsoft Office 2016. Prerequisite: A basic understanding of how to use a computer. Fees: \$130 + cost of book. Duration: 4 weeks.



## TRADE SKILLS

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**ARC WELDING** Provides instruction on welding in the Shield Metal Arc Welding (SMAW-Stick) process. Students will learn proper techniques and electrode selection for welding plate to meet AWS (vertical-up) welding code and will be welding with E6010 and E7018 electrodes. Upon successful completion of the class students should have the skill be able to pass the 3G/4G weld test to AWS standards. Fees: \$225. Duration: 18 weeks.

**BASIC CONSTRUCTION SKILLS** Provides instruction in the principles of residential and light commercial construction from the planning and beginning stages to a completed structure. Course covers HRD, NC State Building Codes, OSHA Construction Safety, and blue print reading. Classroom and hands on training will include electrical and plumbing rough-ins, house framing, exterior siding, drywall installation, interior trim and many other aspects of building construction. Fees: \$185. Duration: 12 weeks.

**ELECTRICAL LINEMAN** Designed to train students for entry-level electrical line work for private and public utility companies. Students will learn academic and field skills. Program is approved for national certification by the National Center for Construction Education and Research for Pre-Apprentice credit by the NC Department of Commerce. Fees: \$196 + books and additional supplies. 9 weeks

**ELECTRICIAN INSTALL & TROUBLESHOOTING** Introductory class in the repair and installation of electrical systems. Exposes students to basic residential electrical circuits and components and includes lecture and hands-on training. Fees: \$185. 18 weeks.

**FACILITY MAINTENANCE TECH** Introduces students to maintenance training in Carpentry, Electrical HVAC, and Plumbing. Upon completion of this course, students will be certified in HVAC, EPA Refrigerant (CPC), Aquatic Facility Technician (CPO), and Certification for Apartment Maintenance Technician (CAMT). Fees: \$220 + cost of tests. Duration: 12 weeks.

**FORKLIFT** Training safe and proper operations of powered industrial trucks. Emphasis on safety in the workplace. Upon completion, students will receive an Operators Permit and Certificate of Completion. Fees: \$165. Duration: 7 days.

**HVAC 1 & 2** Students will complete eight subjects over two semesters to earn a HVAC Service Technician Certificate. Afterwards, students should be able to assist/perform basic service or maintenance on residential & light commercial applications. Fees: \$215. Duration: 12 weeks.

**INDUSTRIAL WELDING** Course provides introduction to welding and safety, power tools, MIG, ARC & TIG welding, blueprint reading, industrial math and basic drafting. Fees: \$265. Duration: 16 weeks.

**MIG WELDING** Metal Inert Gas welding is a sub-type of ARC welding. Students will operate electric power source welding machines with hand held wire feed units. Students will include power sources, types of wire electrodes, and shielding gases. Welding will be performed on mild steel in flat, horizontal and vertical positions. Fees: \$225. Duration: 18 weeks.

**TIG WELDING** Students will operate AC-DC transformer type welding machines. Studies will include heat ranges, polarities, and the use of wire electrodes and shielding gases. Welding will be performed on mild steel and aluminum in flat, horizontal, and vertical positions. Safety will be emphasized throughout the course in the use of tool and equipment. Safety glasses are required. Prerequisite: Must have completed ARC or MIG Welding. Fees: \$170. Duration: 9 weeks.

**PROFESSIONAL TRUCK DRIVING** In partnership with Trans Tech and Dixie Classic Fairgrounds, this course includes both classroom and on-the-road training. Graduates willing to work in cross-country driving. Fees: \$2,745. Duration: 4 weeks.

**HRD: INTRODUCTION TO COMMUNITY INTERPRETING** This training is for interpreters who wish to complete the basic community interpreting training, whether they are new to the profession or experienced. Training includes health and human service areas, industry accepted interpreter ethics and practice guidelines, techniques and modes of interpreting, effective communication, the culture of social service, language rights for LEP populations, the role of culture and communication. Hands-on exercises and activities, role playing, quizzes, videos, Q & A. Must have completed and passed Proficiency Assessment, cost: \$50. Class fees: \$200. Duration: 3 weeks.



# SKILLS TRAINING CLASS SCHEDULE: FALL 2018

Placement Testing held on Mondays at 12:15 pm, 2701 University Parkway, Winston-Salem.  
Visit [www.goodwillnwc.org](http://www.goodwillnwc.org) for the latest schedule and classes at other Goodwill locations.

## HEALTHCARE

Activity Director	T/TH	6:00pm	9:00pm	9/15/2018	11/15/2018
Core Laboratory Skills	TBD				
CPR	T	1:00pm	5:00pm	8/14/2018	8/14/2018
CPR	T	1:00pm	5:00pm	9/11/2018	9/11/2018
CPR	T	1:00pm	5:00pm	10/9/2018	10/9/2018
CPR	T	1:00pm	5:00pm	11/13/2018	11/13/2018
CPR	T	1:00pm	5:00pm	12/11/2018	12/11/2018
Medical Office I	M/W	6:00pm	9:00pm	8/6/2018	11/5/2018
Medical Office I	T/TH	6:00pm	9:00pm	9/11/2018	12/11/2018
Nurse Assistant I	TBD				
Nurse Assistant II	M/T/W/TH	5:00pm	9:00pm	9/12/2018	11/27/2018
Pharmacy Assistant	M/W	9:00am	12:00pm	8/6/2018	10/1/2018
Pharmacy Assistant	T/TH	6:00pm	9:00pm	9/25/2018	11/15/2018
Veterinary Assistant Training: Begin	T	6:30pm	9:00pm	8/21/2018	12/11/2018

## SERVICE INDUSTRY

Culinary Arts Certification (TCK)	M/T/W/TH/F	8:30am	3:00pm	7/31/2018	10/25/2018
Culinary Arts Certification (TCK)	M/T/W/TH/F	8:30am	3:00pm	8/23/2018	11/20/2018
Culinary Arts Certification (TCK)	M/T/W/TH/F	8:30am	3:00pm	9/24/2018	12/21/2018
Culinary Arts Certification (TCK)	M/T/W/TH/F	8:30am	3:00pm	10/29/2018	2/6/2019
Culinary Arts Certification (TCK)	M/T/W/TH/F	8:30am	3:00pm	11/26/2018	3/1/2019
Housekeeping/Floor Tech	M/T/W/TH/F	8:30am	3:00pm	10/15/2018	10/30/2018
Unarmed Security Officer	T/W	9:00am	5:00pm	8/14/2018	8/15/2018

## OFFICE TECHNOLOGY

Intro To Clerical	T/TH	1:00pm	4:30pm	10/2/2018	11/8/2018
Customer Relations/Call Center	M/T/W/F	8:30am	12:30pm	8/27/2018	10/8/2018
Excel 2016: Introduction	T	6:00pm	09:00pm	8/7/2018	9/25/2018
Excel 2016: Intermediate	T	6:00pm	09:00pm	10/9/2018	11/27/2018

## TRADE SKILLS

HVAC Svc Tech L2	T/TH	6:00pm	9:00pm	8/21/2018	11/8/2018
HVAC Svc Tech L1 & L2	T/W/TH	1:00pm	5:00pm	8/28/2018	11/15/2018
Electrical Lineman Training	M/T/W/TH	8:00am	5:00pm	8/6/2018	10/8/2018
Electrical Lineman Training	M/T/W/TH/F	8:00am	5:00pm	10/15/2018	12/19/2018
Facility Maintenance Tech	M/T/W/TH/F	8:30am	12:30pm	9/17/2018	12/14/2018
Forklift Training	M/T/W/TH/F	9:00am	3:00pm	8/13/2018	8/21/2018
Forklift Training	M/T/W/TH/F	9:00am	3:00pm	9/10/2018	9/18/2018
Forklift Training	M/T/W/TH/F	9:00am	2:00pm	10/8/2018	10/16/2018
Forklift Training	M/T/W/TH/F	4:00pm	8:00pm	10/15/2018	10/23/2018
Forklift Training	M/T/W/TH/F	9:00am	2:00pm	11/5/2018	11/14/2018
Forklift Training	M/T/W/TH/F	9:00am	2:00pm	12/10/2018	12/18/2018
Truck Driving Training	M/T/W/TH/F	8:00am	5:00pm	4 Weeks	Ongoing
Welding: Industrial	M/T/W/TH	8:30am	12:30pm	8/20/2018	12/6/2018
Welding: MIG	M/W	6:00pm	9:00pm	8/15/2018	12/12/2018
Welding: Pipe	T/TH	6:00pm	9:00pm	8/21/2018	12/13/2018

## HRD (HUMAN RESOURCE DEVELOPMENT)

<i>Ongoing</i>					
Working Smart-Soft Skills for Workplace Success	M/T/W/TH	9:00am	12:00pm	2 Week Class	
Introduction to Community Interpreting	M/T/W/TH	6:00pm	9:00pm	9/10/2018	10/1/2018