



# SKILLS TRAINING CLASSES SPRING 2020 SCHEDULE



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Goodwill Career Connections Center  
Workforce Development Center  
1616 Patton Ave. | Asheville, NC 28806  
(828) 298-9023 | [goodwillnwc.org](http://goodwillnwc.org)

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## FINANCIAL ASSISTANCE

Financial assistance is available for qualified individuals through Goodwill's Outreach Scholarship Fund. Pick up an application or call Toryn at 828-298-9023 ext. 1161

## CAREER QUEST

Are you interested in exploring new job opportunities in the area? Are you thinking about a career but don't know how to get your foot in the door? Or just not sure what direction to go in? We can provide a bridge for you to network, tour and engage with employers in a wide variety of fields in the greater Asheville area. Career Quest is designed to allow you to see what a particular job will be like in order to gauge your interest and determine if it is a good fit. It also enables you to showcase yourself prior to an application. **Cost: Free. Duration: 1 hour workshop & half day tour.** Please call (828) 298-9023 ext. 1106 to register.

## HEALTHCARE

**CERTIFIED ELECTRONIC HEALTH RECORDS** Discover the skills needed to find a job as you learn to navigate electronic records as well as protect the privacy of patient information and audit records for compliance with legal and regulatory requirements. Become eligible to sit for the National Health Career Association Electronic Health Records Specialist Certification Exam (\$117). Requirements: GED or HS diploma and assessment of basic computer skills. **Fees: \$180 tuition + \$5 tech. Duration: 14 weeks. Registration: see Ways to Register\***

**PHLEBOTOMY** Teaches you to obtain blood and other specimens for laboratory analysis. Prepares you for employment in hospitals, clinics, physicians' offices, and other settings. Program is approved by the National Accrediting Agency for Clinical Laboratory Sciences. **Call (828) 398-7585 for fee and registration & info.**

**MEDICAL OFFICE PATHWAYS** Focuses on the skills needed for a job in the field of medical office clerical support, including electronic records, medical terminology, insurance, and patient confidentiality. **Fee waived for job seekers. Duration: 3-1/2 weeks. Registration: Call (828) 298-9023 ext. 1106.**

**NURSE AIDE I** Train to receive the skills necessary for taking the NC State Competency Exam and working as a Nursing Assistant in hospitals, nursing homes, or private homes. Registration requirements: GED or HS diploma, negative TB test, 15-hour prior orientation session. Call (828) 398-7878 for registration & info. **Fees: \$211.40 tuition + tech. Duration: 9 weeks. Registration: see Ways to Register\***

**PERSONAL CARE AIDE** PCA skills are among the most sought after in the current job economy. Interactive learning techniques teach such competencies as assisting patients with cooking, housekeeping, grooming, bathing, and dressing. Many jobs available in private homes, residential facilities, group homes, and larger medical facilities. **Fee waived for job seekers. Duration: 4 weeks. Registration: Call (828) 298-9023 ext. 1106.**

**MEDICAL TERMINOLOGY MADE EASY** Learn how to easily remember, pronounce, and apply the meanings of prefixes, roots, and suffixes that combine to form over 11,000 complex medical terms. No prerequisite courses or tests are required. **Fees: \$130. Registration: see Ways to Register\***

## SERVICE INDUSTRY & HOSPITALITY

**AB TECH SERVSAFE** Prepare for the National Restaurant Association's ServSafe Manager Certification. Exam is included as part of the class. Upon completion with a passing exam grade of 75%, the student will earn this industry recognized certification valid for 5 years. This one day class features online testing and instant score results. Textbook optional: ServSafe manager, 6th Edition. Those not familiar with Servsafe may wish to review the book prior to class to ensure a positive test outcome. Book available on loan through checkout at Goodwill Training Center. [www.abtech.edu/ce/registration](http://www.abtech.edu/ce/registration). **Fee: \$106. Registration: see Ways to Register\***

**HOSPITALITY START MODULES** Hospitality START focuses on the service techniques and duties that are based on nationally recognized exemplary practices as well as the needs and requests of the Asheville area's major employers. The curriculum will focus on hands-on learning and demonstration to best prepare the students for entry level positions. Utilizing guest speakers and facility tours, we prepare students for the professionalism that is expected in hotel establishments as well as provide assistance in the application and interviewing process. **Front Desk Professional:** The curriculum framework is based on teaching a variety of hotel and lodging positions that focus directly with guests. This may include one or more of the following: Front Desk Representative, Reservationist, PBX Operator, Bell Attendant, Hotel Safety, and Concierge. **Guestroom Attendant Professional:** The curriculum framework is based on teaching a variety of hotel and lodging positions that focus directly with sustaining the flow and upkeep of a Lodging establishment.

**Maintenance Professional:** The maintenance component will focus on how to perform preventive maintenance on guestrooms and public areas.

**Kitchen Professional:** The kitchen component will focus on how safety guidelines, define culinary terms, as well as nutrition trends. **Restaurant Server Professional:** The server component will focus on sanitation regulations, basic terms for food preparations, as well as how to effectively manage tables. **Fees: Fee waived for job seekers. Duration: 1 day. Registration: Call (828) 298-9023 ext. 1106.**

**GUEST SERVICE PROFESSIONAL - TOURISM** Just as one bad apple can spoil the bunch, one negative online review can spoil your business's chances of attracting new guests. And for tourism destinations, it can be even worse-negative feedback can impact an entire city or region. The reputations of hotels and museums, taxi companies and restaurants, all contribute to a destination's profile. The Guest Service Gold® Tourism program features seven elements: Recovery: Turn It Around, Personalization: Provide an Individualized Experience, Knowledge: Be in the Know, Passion: Inspire Others, Commitment: Be All In, Inclusion: Include Everyone, and Personality: Be Yourself. Upon completion the student will receive a certificate from A-B Tech and will qualify to sit for the American Hotel & Lodging Educational Institute Guest Service Gold Certification. **Fees: Fee waived for job seekers. Duration: 1 day. Registration: Call (828) 298-9023 ext. 1106.**

### GUEST SERVICE PROFESSIONAL - HOSPITALITY

This class is a 6-hour program to train service oriented line level hotel employees to provide memorable customer service. Upon completion the student will receive a certificate from A-B Tech. **Fees: Fee waived for job seekers. Duration: 1 day. Registration: Call (828) 298-9023 ext. 1106.**



# OFFICE TECHNOLOGY

**COMPUTER SKILLS FOR JOB SEEKERS** Operating a computer is a necessary life skill for finding and maintaining gainful employment. Come learn basic computer skills that can enhance your search for employment. Included in this class is an overview of basic computer concepts, uses of hardware, applications, and programs. This course will familiarize you with the computer, develop basic keyboarding skills, and increase your comfort level with computers. Develop basic Microsoft Word skills that you can use to create or update a resume and cover letter. Create an email account to sharpen your email skills and learn email etiquette. Learn to surf the web to search and apply for jobs. At the end of this course students will be comfortable operating a computer, creating and managing E-mail accounts, finding information on the internet and using computer for researching, finding employment and using the internet for job posting online.

**COMPUTER SKILLS FOR THE WORKPLACE** Learn computer skills while developing employability skills. Students will learn the basics of Microsoft Word, Excel and PowerPoint, and how to use these programs in day-to-day settings as well as in job search efforts. Work on resumes, cover letters, presentations, budgets, and much more. You will also see how to save your work in the cloud through Google services. Develop basic keyboarding skills. This course sets the foundation for other computer courses.

**OFFICE PROFESSIONAL CERTIFICATION** Provides instruction on general principles and practices specific to administrative support staff. Emphasis is on the skills and abilities needed to conduct a variety of office administrative activities using the latest technology. Core topics include use of integrated software packages, effective written/oral communication skills, applied math/reading skills, records management, legal/ethical issues, and other select topics relevant to specific business, government, and industry settings. Prerequisites: Must pass a basic computer assessment administered at the Goodwill Career Center. **Fees: Course \$180, Tech: \$5. Duration: 12 weeks. Registration: see Ways to Register\***



# OTHER COURSES

**HOW TO LAND A GREAT JOB: NETWORKING SKILLS TRAINING** This 2-day class will include introductions to established and credible networking groups in our community and the benefits they offer in building your professional image as well as opening exciting job prospects. Class will include tutorials on setting up a LinkedIn account and will feature a representing guest speaker from a prominent networking and business relations group. Various fundamentals of networking will be discussed in depth, examining interpersonal methods for in person, email, and social media outlets. Principles of the book, "How to Win Friends and Influence People" by Dale Carnegie will be discussed to help students learn soft skill techniques to make them successful at any networking event.

**Fees: Fee waived for job seekers. Duration: 1 day. Please call at (828) 298-9023 ext.1106 to apply.**

**INTRODUCTION TO HUMAN SERVICES** In this course, students will learn the skills needed to start a career in Human Services. Focus will include preparation for the Career Readiness Certification assessment, customer service, role playing, NCFAST terminology and navigation training. This course is a prerequisite in order to register for the Income Maintenance Caseworker course. You must pass a basic computer and keyboarding assessment prior to registration.

**Cost: Free to job seekers. Duration: 7 weeks. Registration: Call (828) 298-9023 ext. 1106.**

**INCOME MAINTENANCE CASEWORKER - NCFAST** This course is a continuation of Human Services - Phase I. Students will continue their practice with NCFAST, a software program used throughout the departments of Health and Human Services and departments of Social Services. The focus of this course will be to provide instruction and practice in processing Food and Nutrition and MAGI (Modified Adjusted Gross Income) applications. These skills are necessary for the Income Maintenance Caseworker position at DSS to determine service eligibility. Students must have successfully passed and earned the Certificate of Completion for Phase I and must have a Career Readiness Certificate. **Cost: \$130. Duration: 9 weeks. Registration: see Ways to Register\***

**PROFESSIONAL TRUCK DRIVING TRAINING CLASS** A four-week tractor trailer driver training school for individuals who wish to obtain a Class A Commercial Drivers License and be qualified to gain employment as an entry-level professional driver in the transportation industry. Offered in partnership with TransTech, Inc., the Professional Driver Training School gives people the opportunity to earn their Commercial Drivers License (CDL) and is committed to the highest quality training standards by instructors with decades of professional driving experience. All trainees drive over mountainous terrain or multi-lane city driving, navigating real life conditions required for professional tractor trailer driving in a safe and monitored environment. The class is being offered in response to the increasing need for professional truck drivers in the area. A new class is held every month. Night classes available.

**To register or for information call (828) 483-6666. Cost: \$2,785. Duration: 4 weeks.**

**VAYA HEALTH PEER SUPPORT** This training involves lectures and group activities. The group activities require respect and support. The trainers will utilize class participation, involvement in group activities, as well as general attendance to assess readiness to deliver peer support services in a professional setting. In addition to providing education to participants, there will be skill building through role plays, take-home activities, and sharing of personal recovery experiences related to overcoming mental health and/or addiction challenges. Vaya Health's North Carolina Peer Support Specialist training is a 40-hour program scheduled on five days. A brief graduation ceremony will be held on the afternoon of the final training day. Our current training curriculum meets the criteria set forth by the state of North Carolina. To register, visit [vayahealth.com/members-caregivers/member-services-peersupport](http://vayahealth.com/members-caregivers/member-services-peersupport).

**Cost: \$30, Duration: 1 week. To register or for more information call Rebekah McCloy 1-800-893-6246 ext. 3357.**

**CDL B FOR BUS, COACH, AND MINIBUS** Learn what you need to know to pass the Class B CDL permit test for the DMV. This will allow you to drive any single vehicle with a GVWR of 26,001 pounds or more, and any such vehicle towing a vehicle with a GVWR not in excess of 10,000 pounds. This certification can lead to jobs driving a motor coach, city transit bus, school bus, construction vehicles, minibuses, and more. **2 weeks. \$50. Registration: see Ways to Register\***

# REGISTRATION

## \*Ways to Register:

**Online** - Visit <https://www.abtech.edu/coned-registration>

## In Person:

A-B Tech Asheville Campus

Pay in the lobby of the Ferguson Center for Allied Health and Workforce Development Building

**By Mail** - Mail a completed form with your check, money order or American Express, Master Card, or Visa information (Payment to include all fees listed for each course) to:

CE Cashier

A-B Tech

340 Victoria Road, Asheville, NC 28801



# SKILLS TRAINING CLASS SCHEDULE: SPRING 2020

## HEALTHCARE

Electronic Health Record Specialist	2/4/2020	4/28/2020	Tuesday, Thursday	09:00AM-01:00PM	\$180
Personal Care Aide	1/27/2020	2/6/2020	Mon., Tues., Wed., Thurs.	09:00AM-03:00PM	
Personal Care Aide	3/16/2020	3/26/2020	Mon., Tues., Wed., Thurs.	09:00AM-03:00PM	
Medical Office Pathways	1/28/2020	2/18/2020	Tuesday, Thursday	01:30PM-04:30PM	
Nurse Aide Orientation	3/10/2020	3/10/2020	Tuesday	09:00AM-04:00PM	

## SERVSAFE CERTIFICATION

ServSafe Manager Certification	2/27/2020	2/27/2020	Thursday	08:30AM-05:00PM	\$106
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## HOSPITALITY

Restaurant Server	4/9/2020	4/9/2020	Thursday	08:30AM-05:30PM	
Front Desk Representative	1/9/2020	1/9/2020	Thursday	08:30AM-05:30PM	
Guest Room Attendant	2/6/2020	2/6/2020	Thursday	08:30AM-05:30PM	
Guest Service Professional Hospitality	1/7/2020	1/7/2020	Tuesday	09:00AM-03:30PM	
Guest Service Professional Hospitality	3/10/2020	3/10/2020	Tuesday	09:00AM-03:30PM	
Guest Service Professional Tourism	2/4/2020	2/4/2020	Tuesday	09:00AM-03:30PM	
Guest Service Professional Tourism	4/7/2020	4/7/2020	Tuesday	09:00AM-03:30PM	
Kitchen Cook Certification	3/12/2020	3/12/2020	Thursday	08:30AM-05:30PM	

## OFFICE TECHNOLOGY

Blogging 101: Options for Beginners	3/11/2020	3/11/2020	Wednesday	01:00PM-05:00PM	\$39
Computer Skills for Job Seekers	1/6/2020	2/3/2020	Monday, Wednesday	08:30AM-11:30AM	
Computer Skills for Job Seekers	2/18/2020	3/12/2020	Tuesday, Thursday	05:30PM-08:30PM	
Computer Skills for Job Seekers	3/10/2020	4/2/2020	Tuesday, Thursday	12:30PM-03:30PM	
Computer Skills for the Workplace	2/10/2020	3/4/2020	Monday, Wednesday	08:30AM-11:30AM	
Computer Skills for the Workplace	3/17/2020	4/9/2020	Tuesday, Thursday	05:30PM-08:30PM	
Computer Skills for the Workplace	4/7/2020	4/30/2020	Tuesday, Thursday	12:30PM-03:30PM	
Office Professional Certification	2/3/2020	4/22/2020	Monday, Wednesday	09:00AM-01:00PM	\$180
Microsoft Excel 2018 Basics	3/30/2020	4/3/2020	Monday, Wednesday, Friday	09:00AM-12:00PM	\$59
Microsoft Power Point 2018 Basics	4/13/2020	4/15/2020	Monday, Wednesday	09:00AM-12:00PM	\$59
Microsoft Power Word 2018 Basics	3/23/2020	3/27/2020	Monday, Wednesday, Friday	09:00AM-12:00PM	\$59

## ADDITIONAL CLASSES & SERVICES

CDL B for Bus, Coach & Minibus	3/16/2020	3/20/2020	Monday, Wednesday, Friday	09:00AM-02:30PM	\$50
Enhancing Your Networking Skills	2/20/2020	2/20/2020	Thursday	09:00AM-04:00PM	\$70
Income Maintenance Caseworker-NCFAS	3/17/2020	5/7/2020	Tuesday, Thursday	05:30PM-08:30PM	\$130
Introduction to Human Services	1/7/2020	2/27/2020	Tuesday, Thursday	05:30PM-08:30PM	\$125