



SKILLS TRAINING CLASSES FALL 2021 SCHEDULE



Goodwill Industries of Northwest North Carolina
Buncombe County Workforce Development Center
1616 Patton Avenue, Asheville, NC 28806
828-298-9023 | www.goodwillnwc.org

FINANCIAL ASSISTANCE

Financial assistance is available for qualified individuals through Goodwill's Outreach Scholarship Fund. Pick up an application or call 828-298-9023 ext. 11161

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 virtually, 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: 30 Minute live Zoom webinar. Please call 828-298-9023 ext. 11106 or email drogers@goodwillnwc.org 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. For assistance or scholarship information call 828-298-9023 ext. 11161.

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. For assistance or scholarship information, call 828-298-9023 ext. 11161.

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. For assistance or scholarship information, call 828-298-9023 ext. 11161.

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. 11161.

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 Servsave 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. Fee: \$106. Registration: see *Ways to Register. For assistance or scholarship information, call 828-298-9023 ext. 11142.

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 negative feedback or even worse, 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. 11161.

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. 11161.

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 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. 11161.

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 a computer for researching, finding employment and using the internet for job posting online. **Currently on hold due to COVID-19. To be added to a waiting list, please call 828-298-9023 ext. 11161.**

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. **Currently on hold due to COVID-19. To be added to a waiting list, please call 828-298-9023 ext. 11161.**

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 waved for job seekers. Duration: 1 day. Please call at 828-298-9023 ext. 11142 to apply.

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.

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, minibus, and more. 2 weeks. \$50. Registration: see Ways to Register*

ed2go

Online courses are informative, fun, convenient and highly interactive. They focus on creating warm, supportive communities for our learners.

Dates: Flexible. New course sessions begin monthly. **Time(s):** Accessible 24/7. **Cost:** \$75-\$180. Financial assistance available through Goodwill's Outreach Scholarship Fund for those who qualify. **Duration:** 24 course hours. Students will have six weeks to complete the course. **Location:** Online.

Online Courses: Administrative Assistant Fundamentals, Explore a Career as a Medical Administrative Assistant, Medical Terminology, Creating Web Pages, Creating WordPress Websites, Fundamentals of Supervision and Management, Keys to Effective Communication, Marketing Your Business on the Internet, Small Business Marketing on a Shoestring, Twelve Steps to a Successful Job Search, Become a Physical Therapy Aide, Become an Optical Assistant, Computer Skills for the Workplace, Creating a Successful Business Plan, Distribution & Logistics Management

***This is just a sample list ... for a complete list go to www.ed2go.com/abtech/.**

For more information on how to take an online class through this program, please email careers@goodwillnwc.org.

REGISTRATION

***Ways to Register:**

Online - Visit 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: FALL 2021

To schedule a placement test, email careers@goodwillnwc.org.
Visit www.careersbygoodwill.org for the latest schedule, classes, and locations.

HEALTHCARE

	Day	Start Time	End Time	Start Date	End Date
Nurse Aide Level I	T/W/TH	8:30 a.m.	4:30 p.m.	9/14/2021	11/4/2021
Nurse Aide Level I	T/W/TH	8:30 a.m.	4:30 p.m.	11/16/2021	1/27/2022
Personal Care Aide	T/W/TH	9:30 a.m.	3:30 p.m.	10/5/2021	10/28/2021

SERVSAFE CERTIFICATION

ServSafe Manager Certification	T	8:30 a.m.	5 p.m.	9/21/2021	9/21/2020
ServSafe Manager Certification	T	8:30 a.m.	5 p.m.	11/30/2021	11/30/2021

OTHER COURSES

Computer Skills for Job Seekers	M/W	12:30 p.m.	3:30 p.m.	9/13/2021	10/6/2021
Computer Skills for the Workplace	M/W	12:30 p.m.	3:30 p.m.	10/11/2021	11/3/2021
From Entry Level to Management	TH	9 a.m.	3:30 p.m.	10/7/2021	10/7/2021
Guest Service Professional Cert.	TH	9 a.m.	3:30 p.m.	11/4/2021	11/4/2021
Guest Service Professional Cert. Tourism	TH	9 a.m.	3:30 p.m.	9/9/2021	9/9/2021
Guest Service Professional Cert. Tourism	TH	9 a.m.	3:30 p.m.	12/2/2021	12/2/2021
Intro to Commercial Driving	M/T/W/TH/F	9 a.m.	Noon	10/11/2021	10/15/2021