



# SKILLS TRAINING CLASSES SPRING/SUMMER 2022 SCHEDULE



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Goodwill Industries of Northwest North Carolina  
Buncombe County Workforce Development Center  
1616 Patton Avenue, Asheville, NC 28806  
828-298-9023 | [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. Come by our center or email [careers@goodwillnwc.org](mailto:careers@goodwillnwc.org) for an application.



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: 1 hour live Zoom webinar. Please call 828-298-9023 ext. 11106 or email [drogers@goodwillnwc.org](mailto:drogers@goodwillnwc.org) to register.

## EDUCATIONAL NAVIGATOR PROGRAM BY GOODWILL

Are you wanting to find the right career path based on your aptitudes and interests? Are you interested in taking classes to help you get your dream job? Meet with one of our Educational Navigators in person or virtually to discuss what options are available to you and let us help you develop a plan. You can do this by emailing, calling, or using the QR code provided to set up an appointment.

Meet our Educational Navigators and book your next appointment:

Mary Parker – [mparker@goodwillnwc.org](mailto:mparker@goodwillnwc.org) 828-298-9023 ext. 11161  
Mike VanGilder – [mvangilder@goodwillnwc.org](mailto:mvangilder@goodwillnwc.org) 828-298-9023 ext. 11142  
David Rogers – [drogers@goodwillnwc.org](mailto:drogers@goodwillnwc.org) 828-298-9023 ext. 11106



Scan here to request an appointment or information.



## 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.

**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: \$231.35 tuition. 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

**SERVSAFE MANAGER CERTIFICATION** There are two options for this class. Test and Exam or Test only. Upon passing exam grade of 75%, the student will earn this industry-recognized certification valid for 5 years. 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.

**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. The reputations of hotels, restaurants and tourist destination businesses all contribute to a destination's profile. Upon completion the student will qualify to sit for the American Hotel & Lodging Educational Institute Guest Service Gold Certification®. Fees: Fee waived for job seekers. Duration: 1 day.

### **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 qualify to sit for the American Hotel & Lodging Educational Institute Guest Service Gold Certification®. Fees: Fee waived for job seekers. Duration: 1 day.

**HOSPITALITY START MODULES** Classes focus 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 Front Desk Professional: The curriculum focuses on Front Desk Representative, Reservationist, PBX Operator, Bell Attendant, Hotel Safety, and Concierge. Guestroom Attendant Professional: The curriculum focuses on 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. Module Durations: 1 day. For class dates and registration options for any of the classes above call Mike VanGilder at 828-298-9023 ext. 11142 or [mvangilder@goodwillnwc.org](mailto:mvangilder@goodwillnwc.org).

# OFFICE TECHNOLOGY

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**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 email accounts, finding information on the internet and using a 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. For more information on how to register call 828-298-9023 ext. 11161.

**COMPUTER COACHING** Goodwill's guided computer coaching sessions will assist you at your level and individual pace to build key computer skills and demonstrate your knowledge by earning certificates along the way. These sessions are currently by appointment to meet the needs of your schedule. To book your first appointment please call 828-298-9023 and speak with Mike VanGilder ext. 11142 or David Rogers ext. 11106, or email [mvangilder@goodwillnwc.org](mailto:mvangilder@goodwillnwc.org) or [drogers@goodwillnwc.org](mailto:drogers@goodwillnwc.org).

## OTHER COURSES

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**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: \$3,125. 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. For more information on how to register call 828-298-9023 ext. 11142.

## ed2go

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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/](http://www.ed2go.com/abtech/).**

For more information on how to take an online class through this program or to register, call 828-298-9023 ext. 11106.

## REGISTRATION

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**\*Ways to Register:**

**Online - Visit [www.abtech.edu/coned-registration](http://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, Mastercard, 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/SUMMER 2022

Visit [www.goodwillnwc.org](http://www.goodwillnwc.org) for the latest schedule, classes, and locations.

## HEALTHCARE

Electronic Health Record Specialist

Day	Start Time	End Time	Start Date	End Date
M/W/F	9 a.m.	1 p.m.	6/6/2022	8/8/2022

## SERVSAFE CERTIFICATION

ServSafe Manager Certification

T	8:30 a.m.	5 p.m.	6/14/2022	6/14/2022
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ServSafe Manager Certification

T	8:30 a.m.	5 p.m.	8/2/2022	8/2/2022
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## OTHER COURSES

Computer Skills for the Workplace

T/TH	12:30 p.m.	3:30 p.m.	6/14/2022	7/7/2022
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Computer Skills for Job Seekers

T/TH	12:30 p.m.	3:30 p.m.	5/17/2022	6/9/2022
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Employability Lab

M/T/W/TH/F	9 a.m.	4 p.m.	5/16/2022	8/12/2022
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Intro to Commercial Driving

M/T/W/TH/F	9 a.m.	Noon	5/16/2022	5/20/2022
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