



**QUINSIGAMOND**  
Community College

*Center for Workforce  
Development and  
Continuing Education*

# COURSE CATALOG

- Non-credit Courses
- Training
- Certifications
- Opportunities



For full course  
offerings, visit  
[QCC.edu/wd](https://qcc.edu/wd)



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## Types of Courses

**Scheduled Online** courses are entirely online and have a start and end date. The online classroom is open 24/7, and you can participate at any time during those dates while also having the support of an instructor.

**Live Remote** courses require students and instructors to be online at the same time. All attendees must be online and connected to the internet at a specific time via Zoom or other video conferencing tools.

**Self-Paced Online** courses are entirely online and can be started at any time. Students learn on their own schedule (self-paced learning) without any real time instructor.

**In-Person** courses will be conducted 100% face-to-face in a classroom on a designated campus at a fixed scheduled time and will adhere to social distancing guidelines.

**Hybrid** courses are Live Remote courses with an instructor that also require minimal hours on campus to do hands-on labs, following strict CDC social distancing guidelines.

**Subscription or All-You-Can-Learn:** A subscription-based pricing model is a personal, flexible and on-demand model that allows you to customize YOUR learning to YOUR needs. All the modules that are listed are available to you during your subscription period. You can choose as many or as few as you want. We put you in charge of your learning wants and needs.

# Corporate Partnership Opportunities

## Express Program

The Express Program provides employers fast, easy access to grant-funded training, helping Massachusetts businesses respond to evolving needs. The Express Program is designed to help businesses respond quickly to change and keep employees engaged. These grants provide funding for just-in-time training. Companies with 100 or fewer employees may receive 100% reimbursement of training costs, up to \$3,000/person/course. Eligible larger companies may receive a 50% reimbursement of training costs. Express is the fastest path to funding, enhanced with an abundance of training options found in the course directory.

1. Choose from a variety of approved courses
2. Apply for funding 21 days before the training course begins (You will need your Certificate of Good Standing from the Department of Revenue)
3. Accept your Award and send your employees to train
4. Request reimbursement

## General Program

In this option, businesses can apply for a grant up to \$200,000. Employers, employer organizations, and labor organizations are encouraged to apply for funds to train current and newly hired workers. Working with QCC's corporate team, we will uncover and analyze your needs and set specific goals that maximize resources and minimize planning cycles to create a customized training program. Contact us for a free business consultation to...

- Learn about the benefits of a job analysis of key positions
- Determine the skills and competencies necessary for key positions
- Develop training programs that deliver these skills and competencies

### Workforce Training Fund Program Options

#### Express Fund Program

- \$20,000 per company per calendar year
- 3-week lead time
- Companies with 100 or fewer employees working in Massachusetts may apply
- Apply for additional training as needed
- Express course directory

#### General Program

- \$200,000 per 2-yr grant
- 90-day lead time
- Customized training plan
- Company must match grant funds \$1-for-\$1 (including wage/fringe paid to trainees)
- Outcome tracking & reporting required
- Applicant works with trainers of choice

**Learn more at  
QCC.edu/WD**

## Approved Express Courses

Front Line Supervisory Skills for Manufacturing  
Communicating With Clarity and Impact  
Empowerment: The Making Of 5-Star Employees  
Professional In Human Resources (PHR) Exam Prep  
Successfully Managing Change

Problem Solving and Decision Making  
Time Management  
Essential Business Skills  
Conflict Resolution  
Presenting With Impact  
Nurse Assistant/Home Health Aide Training  
Clinical Medical Assistant  
Medical Administrative Assistant

Dental Radiographic Techniques and Safeguards for The Dental Assistant  
Local Anesthesia for Dental Hygienists L-Permit Certification  
Local Anesthesia: Permit-L Rescue Bootcamp  
Emergency Medical Technician  
Ophthalmic Assistant Program  
RN/ LPN Refresher

Basic Life Support (BLS) For Healthcare Providers (CPR/AED)  
CNC Programming  
CNC Machine Operator  
Mechanical Quality Control Inspector  
Solid Modeling  
Lean & Six Sigma



# Fast Track Skills Academy



The Center for Workforce Development and Continuing Education recognizes that skill development and credential attainment is the key to economic prosperity and are committed to offering in-demand training programs at no cost\* whenever possible. The Fast-Track Skills Academy is designed to help you get the training you need to re-skill or up-skill and meet your immediate career goals. Please explore our current offerings and check our website frequently to stay current with the latest opportunities. Please contact [cce@qcc.mass.edu](mailto:cce@qcc.mass.edu) for eligibility requirements.

*\*Grant funding available for eligible candidates*

## Fast Track Courses

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# Healthcare & Wellness

Scan each QR code for up to date schedule

## Basic Life Support (BLS) for Healthcare Providers (CPR/AED)

The certification is valid for 2 years. Fee includes cost of card. QCC Staff and Students receive \$20.00 discount.

NCHL384



In-Person

## Advanced Cardiovascular Life Support (ACLS)

The AHA's ACLS course builds on the foundation of lifesaving BLS skills, emphasizing the importance of continuous, high-quality CPR. Reflects science and education from the *American Heart Association Guidelines Update for CPR and Emergency Cardiovascular Care (ECC)*. This course is for healthcare professionals who either direct or participate in the management of cardiopulmonary arrest or other cardiovascular emergencies and for personnel in emergency response.

NCHL421



In-Person

## RN / LPN Refresher

RN/LPN refresher prepares licensed nurses who have not worked in the nursing field for an extended amount of time to help orientate them to reenter the nursing work force field. The program is 60-hours of lecture and hands-on learning in our nursing simulation lab. The program will cover: updates on diabetes, pain management, GU/GI, ostomy care, G-tube feeds, IV, injections, health assessment, respiratory and cardiovascular issues, wound care, surgical/medical asepsis, nursing process and care plans, vital signs, and universal precautions. Also, cultural trend ethical and legal issues and electronic medical records will be covered.

NCHL410



Hybrid

## Spanish for Dentists and Dental Hygienists

Spanish for Dentists and Dental Hygienists is a self-paced, online occupational Spanish conversation course that seeks to bridge the communication gap between English-speaking dental professionals and Spanish-speaking patients. Students will build their workplace Spanish vocabulary and conversation skills while learning with pictures, native-pro-nunciations, readings and quizzes, as well as cultural tidbits along the way.

NCBU321



Self-Paced  
Online

## Sterile Processing Technician\*

This 80-hour course will teach you about the sterile processing department, vital infection control techniques, microbiology, and handling surgical instruments. You will learn through an interactive, hands-on experience. As a sterile processing technician, you can work in a variety of environments such as hospitals, outpatient care centers, nursing homes, physicians' offices, and veterinarian offices.

NCHL607



In-Person

## Radiographic Techniques and Safeguards for the Dental Assistant

This 12-hour course provides essential concepts of dental radiology, including radiation hazards and safeguards, production and control of the dental x-ray beam, and intra-oral and extra-oral techniques for dental assistants to legally operate dental x-ray equipment and perform dental radiographic procedures in Massachusetts. Classroom and laboratory instruction in x-ray exposure and processing techniques, as well as interpretation of dental radiographs is designed to prepare the student for clinical experience.

NCHL033



Hybrid

## Local Anesthesia for Dental Hygienists Permit L Certification

This 40-hour training course is designed to prepare the licensed dental hygienist for the written local anesthesia examination administered by the Commission on Dental Competency Assessments (CDCA) in compliance with the rules and regulations of the Board of Registration in Dentistry, Commonwealth of Massachusetts, Rhode Island, and Connecticut. Other state requirements may be accommodated with prior approval. **40 CEUs.**

*Request your application packet today!*

NCHL395



In-Person

## Hands-On Local Anesthesia Workshop

This 1-day workshop is open to dental hygienists who have a Permit L and is a refresher course in local anesthesia techniques and administration. This course includes a review of osseous and neuroanatomy, review of injection techniques, anesthetic and armamentarium selection, set up and safety, hands-on supervised review of injection techniques, and clinical troubleshooting.

NCHL921



In-Person

# Healthcare & Wellness

Scan each QR code for up to date schedule

## Personal Trainer Certification Course

Get all the information needed to start an exciting successful career as a Certified Personal Trainer. This challenging course is for candidates wanting LIVE instruction with in-depth, hands-on practical labs to master the career skills & knowledge. Our veteran teachers share virtual lectures each week to break down all the important concepts of the body. We cover all the do's and don'ts in working with clients. The course consists of 15 hours (5 weeks @ 3 hours a week) of virtual online lectures on key topics like biomechanics, exercise physiology, fitness testing, equipment usage and health assessments. The best part of the course is the 15 hour of hands-on practical training labs at the fitness center. You will role-play with assessing clients, programming, performing proper exercises, presentation skills and more. The course includes the national test vouchers (\$450 value) and access to the personal trainer course to use to review and study for the national exam at no additional cost.

NCHL362



Hybrid



## Youth Fitness Specialist

Since 1980, obesity prevalence among children and adolescents has almost tripled. Physical education programs are getting cut from school budgets and young people, more than ever, need structured, supervised exercise and fitness programs. This nationally recognized certification course includes: 9 hours of classroom education (online), 9 hours of hands-on video demonstrations for practical training, and written and practical testing (3 hours total for testing).

NCHL328



Self-Paced  
Online

## Medical Fitness Specialist

This MFS Level 1 Certification includes a written core exam and a practical case scenario exam to demonstrate operational safe and effective competency. You will be able to practically apply the knowledge in programming safe and effective workouts.

NCHL324



Hybrid

## Fitness Management Certification

The 18-hour Fitness Management Certification will offer formal training to lock in the key issues that make all facilities successful.

NCHL327



Self-Paced  
Online

## Lifestyle Wellness Coaching

This unique 13-hour Lifestyle Wellness Coaching Certification course will show your client that providing specific insights into their individual wellness is just as vital to their long-term success as creating an exercise program. Our Lifestyle Wellness Coaching course will enable you, as a trainer, to communicate, motivate, and support your client IN NEW INNOVATIVE WAYS towards reaching their goals. This self-paced online-mentored class will help you develop the personal skills you need to lead your clients, while opening new revenue streams outside of just exercise training sessions! Your clients will achieve long-term fitness and lifestyle wellness goals for likely the first time ever. You will provide your clients with personal awareness techniques that will create new possibilities and help them overcome previous limitations.

NCHL326



Self-Paced  
Online

## Nutritional Fitness Professional

This 420-hour online self-paced course offers a well-balanced combination of nutrition and physical fitness training to help you take the first step toward a new career in nutrition and fitness.

NCHL005



Self-Paced  
Online

## Senior Fitness Specialist

This 20-hour certification class is for health and fitness professionals wanting to gain knowledge, training, and competency to assess fitness levels, design fitness programs and provide motivating exercise instruction for older adults. This course is a great addition to your knowledge base and allows you the opportunity to learn the proper exercise techniques, stretching, programming and safety needed for your older adult clients.

NCHL325



Self-Paced  
Online

# Healthcare & Wellness

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## Emergency Medical Technician

Accepting registrations for Spring 2024

This course prepares the student upon successful completion of the Massachusetts EMT-Basic exam to practice at the EMT-Basic level. It provides supervised classroom, laboratory training, and field experience with a local Emergency Services provider. Students in this program will be required to complete approximately 160 hours of intensive lecture and laboratory materials. This program is accredited by the Massachusetts Office of Emergency Medical Services (OEMS). Upon successful completion of the didactic and clinical components of this program, the student will be eligible to take the certification examination for EMT-Basic of the Massachusetts Office of Emergency Medical Services.

NCHL923



In-Person



## Medical Coding and Billing for Outpatient Services

Developed by professionals in the field and designed to help you prepare for CPC certification, our skills-focused program covers the skills and knowledge that employers look for in medical coding and billing professionals or Certified Professional Coders. Throughout your online courses, you'll cover fundamental topics from medical terminology to professional coding. Your training includes a voucher for the CPC exam, the AAPC Practicode course, and a membership to the AAPC – a significant value add of several hundred dollars.

NCOL555



Self-Paced  
Online

## Medical Billing

This 180-hour program helps students develop the knowledge and skills they need to work in healthcare reimbursement. Topics studied include bundled payments, the impact of the Affordable Care Act, and experience with current billing forms. Enrollment includes eBooks and a Certified Billing and Coding Specialist (CBCS) exam voucher.

NCHL416



Self-Paced  
Online

## Medical Transcription Editing

Ready to get certified for a career that'll let you work from home and set your own hours? This program is designed to help you pass the RHDS (Registered Healthcare Documentation Specialist) national certifying exam and put you on track to become a medical transcriptionist. You'll learn how to accurately transcribe physicians' notes or edit speech-recognition-generated documents and prepare them for official patient medical records. If you're ready for a better work-life balance, now's the time to dive into transcription training.

NCHL405



Self-Paced  
Online

## Spanish for Healthcare

This 16-hour self-paced, online course is designed for nurses, doctors, health care administrators, front desk workers, and anyone working with Spanish-speaking patients.

NCBU045



Self-Paced  
Online

**Decisions regarding whether courses will run are based on completed, paid registrations. REGISTER EARLY SO THAT YOUR COURSE DOES NOT GET CANCELLED.**



# Healthcare & Wellness

Scan each QR code for up to date schedule

## Clinical Medical Assistant\*

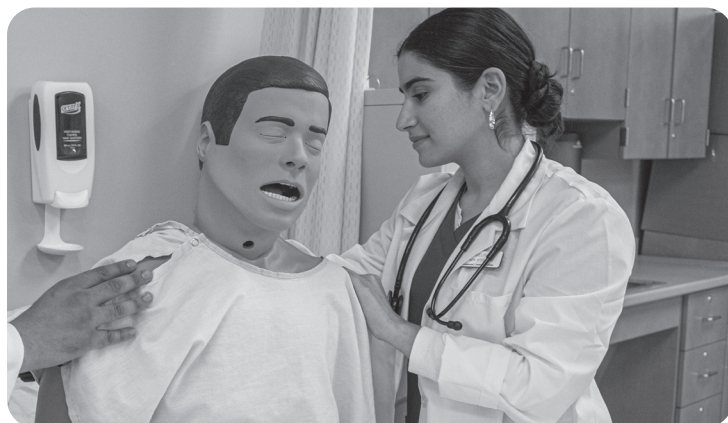
*Grant funding available for eligible candidates.*

In this course, you will learn medical terminology, medical law and ethics, HIPAA rules, scheduling systems, patient check-in and check-out, contents of a medical record, anatomy, pathophysiology, pharmacology, nutrition, phlebotomy theory, injections, and routine treatment and laboratory duties. This course is 160 hours of classroom & lab along with an additional 120-hour externship. Upon successful completion, students will be eligible to sit for the Certified Clinical Medical Assistant (CCMA) from the National Healthcare Association (NHA).

NCGR010



In-Person



## Medical Administrative Assistant\*

*Grant funding available for eligible candidates.*

The Medical Administrative Assistant Program is designed to equip you with the necessary knowledge and skills to excel in the dynamic field of healthcare administration. This comprehensive course provides a solid foundation in medical terminology, office procedures, electronic health records management, and communication skills essential for success in medical administrative roles. Throughout this program, you will develop a deep understanding of the healthcare industry and gain the expertise required to perform administrative tasks efficiently in medical settings. You will acquire practical skills in scheduling appointments, managing patient records, processing medical billing and coding, and maintaining confidentiality and compliance with legal and ethical standards. Upon successful completion of the program, you will be eligible to take the CMAA exam.

NCGR009



Hybrid

## Nurse Assistant/Home Health Aide Training\*

*Grant funding available for eligible candidates.*

This 120-hour dual certificate will open many doors for you whether you want to work in a healthcare facility or home setting. In this course, you will also gain knowledge that will enable you to provide care to those who choose to live in their own homes or in residential facilities. Basic nursing skills will be taught through classroom lectures, nursing labs and clinical practice in a long-term care facility

NCHL380



In-Person

## Certified Nurse Assistant for Acute Care\*

*Grant funding available for eligible candidates.*

This 72-hour course is designed for students who have completed basic nursing assistant training and are certified. Students will gain knowledge about more advanced skills that are related to employment in an acute health care setting. Students will learn the theoretical and practical skills necessary to assume the role as an advanced nursing assistant (PCA II). Topics include introduction to patient care in the acute setting, specialized responsibilities of care, advanced observation techniques, communication and documentation on computerized databases, and attainment of certification in basic life support techniques. A clinical component is included in this course which provides for the completion of patient care in a designated acute care setting.

NCGR011



In-Person

**\*Grant funding available, contact [cce@qcc.mass.edu](mailto:cce@qcc.mass.edu) for eligibility requirements.**

## Spanish for Medical Front Office

This 16-hour self-paced, online occupational Spanish conversation course that solves the problems of miscommunication. Students will learn basic reception terms to greet their patients, as well as insurance and general medical terminology.

NCBU320



Self-Paced  
Online

# Healthcare & Wellness

Scan each QR code for up to date schedule

## Ophthalmic Assistant Program\*

*Grant funding available for eligible candidates.*

This 58-hour certificate program will introduce the student to the basic knowledge needed for a career in ophthalmic medical assisting. This growing field is one in which the assistant works independent of the ophthalmologist preparing patients for their eye exam. Topics to be covered include anatomy & physiology of the eye, medical terminology, ocular disease pharmacology, as well as hands-on skills. Labs will be held at an area eye clinic. Ophthalmic experience or medical assisting background is desirable, but not necessary. This course will provide the foundation of knowledge regarding the basics required for all healthcare practices and an in depth understanding of ocular anatomy, and physiology, diseases, and treatments as well as pointed histories, pharmacology, and basic skills.

NCHL610



Hybrid



## Biomanufacturing Technician Pre-Apprentice Program\*

*Grant funding available for eligible candidates.*

QCC's free Biomanufacturing on-ramp program will provide students with the basics for an entry level position in a biomanufacturing lab. Learn the skills necessary to get hired and get started in the industry. Learn soft skills required to be successful, finalize your resume and practice interviewing techniques. Hear from guest speakers who are working in the industry! This course includes academics and hands-on learning.

**Prerequisites:** High School Diploma or equivalency; Prior work experience; the ability to work in the United States

NCGR012



In-Person

## Veterinary Assistant Certificate\*

*Grant funding available for eligible candidates.*

Do you love animals? Have you ever thought about a career as a veterinary assistant? This 100-hour course is designed for students to gain the knowledge and skills as you train for an entry-level position as a veterinary assistant. Veterinary Assistants work in a variety of settings including animal hospitals and clinics, animal shelters, laboratories, and zoos. They perform front office functions; assist in providing routine and emergency care, perform laboratory procedures, assist in dental and surgical procedures, and taking x-rays.

NCHL618



In-Person

## Personal Care/Home Health Aide Training\*

*Grant funding available for eligible candidates.*

Participants who successfully complete this 75-hour course are qualified to work as a Personal Care/Home Health Aide employed by consumers or a home care agency. The ABC's for Direct Care Worker's curriculum is used in this course, providing participants with the opportunity to gain valuable direct care skills in an interactive and fun learning environment.

NCHL914



In-Person

## Cuidado personal/Salud en el hogar Entrenamiento de ayudantes\*

*Financiamiento de subvenciones disponible para candidatos elegibles*

Los participantes que completan con éxito este curso de 75 horas están calificados para trabajar como Asistente de Cuidado Personal / Salud en el Hogar empleado por los consumidores o una agencia de atención domiciliaria. El plan de estudios de ABC para trabajadores de atención directa se utiliza en este curso, brindando a los participantes la oportunidad de adquirir valiosas habilidades de atención directa en un entorno de aprendizaje interactivo y divertido.

NCHL013



In-Person

# Business, Professional Development & Hospitality

Scan each QR code for up to date schedule

## Real Estate Salesperson Training

Are you thinking about a new career in real estate sales? Study basic estate principles and laws governing real estate licensing. This course includes brokerage and agency, contract law, finance, appraising, deeds, closing and settlement, taxation, and rental consumer protection issues. \*NOTE: To prepare you to be eligible to take the certification exam, this course meets the 40-hour Massachusetts training requirement.

NCBU826



In-Person



## Communicating with Clarity & Impact

In this 8-hour course, participants will gain a comprehensive understanding of effective communication by exploring and mastering the four fundamental principles of communication. This holistic approach to communication will equip participants with the essential tools to navigate conversations successfully and engage others effectively.

NCBU307



Live Remote

## Time Management

Using self-discovery, hands-on activities and innovative concepts, throughout this 8-hour training program, participants will learn how to get better control of their time and their life in general. From setting achievable life and work-related goals to learning how to more efficiently and effectively control their time and resources.

NCBU309



Live Remote

## Essential Business Skills

This 16-hour course will equip participants with all the business etiquette and protocol knowledge needed to conduct business with more confidence, know-how, grace and efficiency than before, putting yourself and others at ease by showing more confidence and poise in various business settings.

NCBU305



Live Remote

## Successfully Managing Change

The 16-hour course illustrates concrete steps to be taken, setting up plans and implementation while understanding hesitation and dealing with stressors.

NCBU404



Live Remote

## Presenting with Impact

This 16-hour course is designed to empower participants with the essential techniques and strategies needed to deliver compelling presentations that captivate audiences and drive desired outcomes.

NCBU304



Live Remote

## Conflict Resolution

The 16-hour course will teach you or help you teach others how to more confidently deal with workplace conflict situations. Participants will discover how conflict situations can be turned around into opportunities.

NCBU303



Live Remote

## Problem Solving and Decision Making

In this 8-hour course participants will learn to analyze problems, generate creative solutions, and decide which solution most closely matches their needs.

NCBU308



Live Remote

## Empowerment: The Making of 5-Star Employees

This course is designed as a tool for managers and supervisors to understand what employee accountability is and how to promote it within their organization or work team in order to become more accountable to themselves and others. This will include the fundamentals of the accountability cycle such as goal setting, delegation and giving and receiving feedback.

NCBU403



Live Remote



# Business, Professional Development & Hospitality

Scan each QR code for up to date schedule

## Certificate in Customer Service

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 will not find anywhere else.

### 1. Keys to Customer Service

Learning to build your customer service skills will have a powerful impact on your career success as well as success in other areas of your life.

NCBU071



Scheduled  
Online

### 2. Extraordinary Customer Service

You will take away a customer service plan that will help you focus on the key elements that will get you started on your pathway to success.

NCBU213



Scheduled  
Online

### Certificate Discount

Register for both courses at the same time using NCBU665 and pay only \$295 – **a savings of \$45!**

## Front Line Supervisory Skills for Manufacturing

This 90-hour course is designed for manufacturing supervisors! You will meet virtually with your instructor to cover supervisory essentials identified by employers as a skill gap. Topics include Introduction to Leadership, Crisis Management, Effective Communication Skills, Employee Relations, Team Building, Developing Positive Assertiveness, Time Management/ Work-Life Balance, Planning and Goal Setting, Project Management, Effective Problem Solving and Decision Making, Change Management, Cultural Awareness, Effective Conflict Management Practices, Emotional Intelligence, Performance Management, Mentoring.

NCMF334



Scheduled  
Online

**To learn more or to register, call  
508.751.7900**

## Entrepreneurship Certificate

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 preparing the management and financial plans.

### 1. Entrepreneur Boot Camp

In this course, 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 your new business.

NCBU212



Scheduled  
Online

### 2. The Business Plan

In this course, you will discover the basics of the entrepreneurial planning process culminating in the development of an early-stage business plan.

NCBU073



Scheduled  
Online

### 3. Entrepreneurial Marketing

In this course, you will learn how to build a strong brand, analyze which tactics to use, and implement your marketing plan.

NCBU945



Scheduled  
Online

### Certificate Discount

Register for all three courses at the same time using NCBU946 and pay only \$495 – **a savings of \$90!**

## HR Management (ACE CREDIT®)

This online self-paced course introduces learners to the basics of human resources management. Throughout seven modules, learners will explore the core goals and strategies of the HR function, examine best practices for employee selection and development, develop an understanding of compensation structures, and consider both the value of workforce diversity and laws relevant to its pursuit.

NCBU518



Self-Paced  
Online

# Business, Professional Development & Hospitality

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## Bookkeeping Certificate

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.

### 1. Understanding Debits and Credits

In this course, you will learn about the accounting equation and the five categories involved in every business (Assets, Liabilities, Owner's Equity, Revenue, and Expenses).

NCBU892



Scheduled  
Online

### 2. General Ledger and Month End Procedures

This course will show you how to make sure your general ledger balances at the end of each month by preparing an unadjusted trial balance.

NCBU893



Scheduled  
Online

### 3. Closing Procedures and Financial Statements

This course shows you how to create a worksheet used to adjust the account balances and prepare the financial statements.

NCBU894



Scheduled  
Online

#### Certificate Discount

Register for all three courses at the same time using NCBU131 and pay only \$495 – **a savings of \$90!**

## Certificate in Data Analysis

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. Finally you will find out how to perform inquiries that will be useful to your business or organization, and have the skills necessary to communicate these results through graphs and text that your fellow employees will understand.

### 1. Introduction to Data Analysis

This course will give you a basic understanding of how to analyze data in a business setting.

NCBU950



Scheduled  
Online

### 2. Intermediate Data Analysis

This course will introduce you to the statistics behind these group differences and relationships. In addition, you will learn how to work with ratings, graphs and user-friendly reports of statistical results.

NCBU949



Scheduled  
Online

### 3. Advanced Data Analysis

After taking this course, you will be able 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.

NCBU935



Scheduled  
Online

#### Certificate Discount

Register for all three courses at the same time using NCBU937 and pay only \$495 – **a savings of \$90!**

**Too busy to come to campus?** Take one of our many online classes designed to help you enter the workplace or gain the skills needed to keep you current in your career.

# Business, Professional Development & Hospitality

Scan each QR code for up to date schedule

## Certificate in 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 cancellation.

### 1. Introduction to Project Management

In this course you will learn the skills, tools and templates to confidently develop and maintain a project. An overview of salaries, certification costs, education and experience requirements are provided. We hope you will choose Project Management as a career.

NCBU124



Scheduled Online

### 2. Project Management Processes

Come away with a solid foundation of the five processes to learn and use when any type of project occurs in your employment arena.

NCBU818



Scheduled Online

### 3. Project Management Knowledge Areas

This course introduces the student to the ten (10) Project Management Knowledge Areas and their support role and relationships to the five (5) Project Management Processes.

NCBU819



Scheduled Online

#### Certificate Discount

Register for all three courses at the same time using NCBU978 and pay only \$495 – **a savings of \$40!**

## Certificate in Workplace Communication

Good communication in the workplace is more important than ever and critical to your career advancement and success. Come get a comprehensive and intensive preparation with skills and techniques you can use.

### 1. Conflict Management

Discover a workable conflict management model, discuss case studies in conflict management, and then take away successful conflict management strategies to apply in your workplace.

NCBU942



Scheduled Online

### 2. Negotiation: Get What You Want

Learning strategies to clarify what you want and how to prioritize needs will ensure you get more of what is essential. Having the skills to help others get what they want will improve relationships and increase your odds of success in the future. Work with a pro to learn how to plan, implement and win in the bargaining process.

NCBU151



Scheduled Online

### 3. Using Personality Profiles for Better Work Performance

Learn how to improve your communication with others, convey your ideas effectively, and improve your ability to understand what is important to those who do not share your same style. Course fee includes your own DISC Behavioral Personality Profile assessment and review.

NCBU796



Scheduled Online

#### Certificate Discount

Register for all three courses at the same time using NCBU941 and pay only \$595 – **a savings of \$140!**

**Too busy to come to campus?** Take one of our many online classes designed to help you enter the workplace or gain the skills needed to keep you current in your career.



# Business, Professional Development & Hospitality

Scan each QR code for up to date schedule

## Social Media for Business Certificate

Learn how social media is 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 media into your communication and marketing. Whether you are new to social media 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.

### 1. Introduction to Social Media

Get involved in the move from in-person to online communication. Learn what social media is and its role in your business and personal life.

NCBU200



Scheduled  
Online

### 2. Marketing Using Social Media

Develop a two-way communication and marketing strategy for your organization using social media.

NCBU201



Scheduled  
Online

### 3. Integrating Social Media in Your Organization

Take away a practical strategy and techniques for implementing social media for your organization or business

NCBU202



Scheduled  
Online

#### Certificate Discount

Register for all three courses at the same time using NCBU260 and pay only \$495 – **a savings of \$90!**

## Culinary for Returning Citizens\*

*Grant funding available for eligible candidates.*

A fun, engaging, hands-on learning experience. This program is for individuals released from incarceration within the past 12 months. It will provide you with the skills and support to enter the culinary industry. Get the following industry credentials:

- ServSafe Food Handler
- Food Equipment & Safety Training (FEAST)
- MA Allergen Awareness

Includes work readiness preparation and post-exit job placement assistance!

#### Program Highlights:

- Learn from dedicated professional chefs
- Prepare and enjoy meals every class
- Work with a variety of ingredients to create meals from other cultures
- Get creative! Cooking and baking is a great way to create something unique
- Work with other students in a collaborative environment
- Get on track to begin a new career in an industry with flexible schedules

NCHS004



In-Person

## Spanish for Banking

This 16-hour self-paced, online course is designed for banking and credit union professionals wanting to communicate with their Spanish-speaking customers.

NCBU039



Self-Paced  
Online

## Spanish for Food Service

This 16-hour self-paced, online course is designed for restaurant managers, wait staff, cooks, and anyone working with Spanish-speaking employees and co-workers.

NCBU044



Self-Paced  
Online

## Spanish for the Workplace

This 16-hour self-paced, online course seeks to bridge the communication gap between English and Spanish-speaking co-workers and clients.

NCBU052



Self-Paced  
Online

## Spanish Fundamentals

This 16-hour self-paced, online course is designed to bridge the communication gap between English and Spanish-speakers.

NCBU322



Self-Paced  
Online

## Grant Writing

This 180-hour self-paced online Certificate in Grant Writing course is perfect for anyone wanting to learn the essentials of writing or acquiring grants for private, public, or government use. If you are thinking of starting a business that utilizes grants, learning the essentials of writing, researching, obtaining, maintaining, operations and strategies within the grant system is imperative.

NCBU010



Live Remote

**\*Grant funding available, contact  
cce@qcc.mass.edu for eligibility requirements.**

# Business, Professional Development & Hospitality

Scan each QR code for up to date schedule

## Certificate in Leadership for Women in Business

This online course explores the various challenges that evidence suggests women in business are likely to face—challenges that are different (in kind or in scale) than those faced by men in business. Throughout seven segments, learners will explore key concepts and practices that all successful businesspeople should be familiar with, such as leadership, management, communication, work-life balance, networking, negotiation, and body language. The material also provides concrete and data-driven recommendations for women looking to advance their careers, by naming some of the systematic obstacles they might face, such as explicit discrimination, implicit bias, glass ceilings, and assumptions about familial responsibilities

NCBU998



Self-Paced  
Online

## Certificate in Human Resource Management

This online course introduces learners to the basics of human resources management. Throughout seven segments, learners will explore the core goals and strategies of the HR function, examine best practices for employee selection and development, develop an understanding of compensation structures, and consider both the value of workforce diversity and laws relevant to its pursuit. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice HR management skills.

NCBU861



Self-Paced  
Online

## Certificate in Digital Marketing

The content in this certificate aligns with the Online Marketing Certified Associate (OMCA) credential, which is offered by OMCP. Digital marketing helps organizations promote and sell products and services through online marketing methods such as social media messaging, website ads, Facebook marketing campaigns, Google Adwords, and more. It's vital to develop a marketing strategy that keeps up with the technology. This Certificate in Digital Marketing covers the strategic issues, marketing methods and tactics, industry terminology, and best practices. Each of the nine courses in this suite offer examples, videos from industry-leading practitioners, interactive games, and review questions to ensure mastery of the material.

NCBU867



Self-Paced  
Online

## Agile Project Management (ACE CREDIT®)

This online course introduces learners to Agile methods of project management. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice their project management skills in an Agile context.

NCBU834



Self-Paced  
Online

## Entrepreneurship (ACE CREDIT®)

This online course teaches essential skills and knowledge for entrepreneurs. Throughout five segments, learners will explore how entrepreneurs create successful ventures, and develop functional skills in management, accounting, marketing, and business law.

NCBU829



Self-Paced  
Online

## Emergency Management AEM®/CEM® Prep Course (U.S. version)

The AEM®/CEM® Prep Course was designed in partnership with the International Association of Emergency Managers (IAEM). This course is designed for emergency management professionals seeking the AEM or CEM credential. The course walks learners through the application process for both credentials. Primarily, the course reviews key terms and concepts that may appear on the AEM/CEM exam. Learners can check their understanding throughout the course with interactive games, review checkpoints, and exams. Certified Emergency Managers provide expert commentary, using their knowledge and experience to guide learners through the course. Plus, learners can gauge their exam readiness with two full-length practice exams, which mirror the real AEM/CEM exam.

NCBU870



Self-Paced  
Online

## Nonprofit Management (ACE CREDIT®)

This online course introduces learners to current management issues for nonprofit organizations. The self-paced course offers an assortment of interactive exercises, videos, selected readings, case studies, and self-assessments that engage students and provide opportunities to practice effective decision making in a nonprofit setting.

NCBU817



Self-Paced  
Online

To learn more or to register, call  
508.751.7900

# Computers & Technology

Scan each QR code for up to date schedule

## Microsoft 365\*

*Grant funding available for eligible candidates*

Learn the essentials of computing in today's technological workplace. You will learn to create a professional document in Word, use formulas in Excel and create presentations in PowerPoint. This course is designed for those who want to establish basic level computer proficiencies to succeed.

NCCS213



In-Person

## Front End Software Developer

Front End Software Developers build the pieces of applications and websites that users see and interact with. This involves creating components that look good and provide functionality when a user interacts with them. It also involves interacting with the Back End applications and displaying data in an aesthetically pleasing manner. In the 18-week Front End Software Development program, students take three courses to learn the skills and technologies necessary to enter the industry as a Front-End Software Developer: Introduction to JavaScript, Front End Technologies, and Web App Design with React. Skills and technologies learned include JavaScript, Algorithms, OOP, Design Patterns, Unit Testing, HTML, CSS, JQuery, Bootstrap, AJAX, React, JSX, REST, NPM, AWS, and more.

NCCS667



Live Remote

## Microsoft Office 365 Subscription

30-day subscription .....\$199  
60-day subscription .....\$279  
90-day subscription ..... \$349

NCSU021



Self-Paced  
Online

## Back End Software Developer

Back End Software Developers oversee building applications that do the behind-the-scenes work. This typically involves receiving requests from a Front-End application, processing the request, reading, and writing to a database, and responding back to requests from other applications. In this 18-week Back End Software Development program, students take three courses to learn the skills and technologies necessary to enter the industry as a Back End Software Developer: Introduction to Java, Relational Databases with MySQL, and Web API Design with Spring Boot. Skills and technologies learned will include Java 1.8, Algorithms, OOP, Design Patterns, Unit Testing, SQL, DDL, DML, Database Concepts, JDBC, Spring Boot, Spring Data, REST, JPA, JWT, AWS, and more.

NCCS668



Live Remote

## NEW IT Help Desk Technician

This comprehensive training program prepares you for a vital role as an IT Help Desk Technician within an organization. Learn how to effectively address and resolve a diverse range of IT issues, from software glitches and hardware malfunctions to network connectivity and user account problems. Master the art of communication through various channels to provide users with step-by-step troubleshooting and guidance. Understand the importance of maintaining detailed records for incident management and future reference. The curriculum includes 14 core IT technical competencies, alongside essential soft skills like problem-solving, communication, customer service, and time management. The course also provides a roadmap for career advancement into specialized roles such as Systems Administrator, Network Administrator, and Desktop Support Specialist, which involve greater IT management responsibilities.

For more information send an email to [cce@qcc.mass.edu](mailto:cce@qcc.mass.edu) or call 508.751.7900

NCCS239

Coming  
Spring 2024

## Digital Marketing

The 16-week Digital Marketing program is designed to help students with an interest in marketing create a portfolio and begin an entry level position in the digital marketing field. The curriculum is a project-based course that blends marketing theory, critical thinking skills, and practical experience to prepare students for an entry-level position in a growth industry. Students will become proficient in advertising platforms such as Facebook, Google, Instagram, Twitter, and LinkedIn. Our program provides a fast-paced, detailed curriculum with a full-breadth of digital marketing knowledge in order to be a competitive applicant in an ever-growing job market. Digital Marketing jobs are growing 112% faster than the U.S. national average job growth.

NCBU422



Live Remote

**\*Grant funding available, contact [cce@qcc.mass.edu](mailto:cce@qcc.mass.edu) for eligibility requirements.**



# Computers & Technology

Scan each QR code for up to date schedule

## **NEW Everyday AI: Tools & Skills for Tomorrow**

"Everyday AI: Tools & Skills for Tomorrow" provides professionals with an overview of the landscape of Generative AI. This 4-week hybrid course blends weekly Zoom classes with flexible asynchronous activities. Explore the core principles of Generative AI, understand how to craft precise prompts for optimal results, and integrate AI tools into your professional workflow to enhance productivity. Key highlights include interactive hands-on exercises allowing immediate application of knowledge and a digital badge upon completion. We'll also examine closely the ethical issues surrounding AI, ensuring you approach its application responsibly. By the course's conclusion, participants will have both a firm grasp of Generative AI's principles and the practical skills to incorporate AI solutions into their daily tasks and long-term strategies.

**NCCS932**



**In-Person**

## **NEW Artificial Intelligence (AI): Skills for Workplace Success**

AI is becoming ubiquitous in the modern workplace through natural language models like Claude, ChatGPT and Google's Bard. In this introductory continuing education course, students will learn practical skills for applying AI technologies to enhance productivity and decision-making. This course is intended for professionals without prior AI experience who want to capitalize on the latest advancements. Students will leave better prepared to use AI in daily work to save time, boost creativity, and make data-driven choices. No complex math or coding skills are required. Basic computer knowledge required.

**NCCS933**



**Live Remote**

## **NEW - ICT Gaming Essentials**

The ICT Gaming Essentials course focuses on fundamentals of interactive computer game creation. In this course, you will learn about the design process for creating a gaming program, including criteria and constraint identification, content research and storyboard creation. You will study computer programming concepts that are essential to game development, including program flow modeling, program code creation, and result evaluation and modification practices.

**NCCS294**



**Self-Paced Online**

## **NEW - CIW Network Technology Associate**

The 20 hour Network Technology Associate course prepares you for job readiness in many business and technology-related careers. Understanding the fundamentals of networking, Internet protocols and network security is important for all professionals who use the Internet. This certification proves your mastery of the basics of networking and prepares you for further study in the specialty of your choosing.

The CIW Network Technology Associate course prepares candidates to take the CIW Network Technology Associate exam, which, if passed, earns the individual the CIW Network Technology Associate certification.

**NCCS925**



**Self-Paced Online**

## **NEW - CIW Database Design Specialist**

The CIW Database Design Specialist course provides introductory vendor-neutral training for individuals planning to pursue product-focused database specialization. This course introduces you to DB2, Oracle Database 11g, MS SQL and MySQL. You will also learn about Structured Query Language (SQL) and database optimization through normalization. The CIW Database Design Specialist course prepares candidates to take the CIW Database Design Specialist exam, which if passed earns the individual the Database Design Specialist certification.

**NCCS291**



**Self-Paced Online**

## **NEW - CIW JavaScript Specialist**

The 40 hour CIW JavaScript Specialist course teaches developers how to use the features of the JavaScript language to design client-side, platform-independent solutions. Students will also understand and use the most popular applications of JavaScript. These specialized Web language skills can help you begin or grow a career in advanced Web development and technologies. No prior knowledge of the JavaScript programming language is necessary. However, students should be familiar with using the Internet, developing Web pages and configuring networks to a level consistent with that found in the CIW Web Foundations series.

*Knowledge of X/HTML code development is required.*

**NCCS924**



**Self-Paced Online**

# Education & Public Service

Scan each QR code for up to date schedule



## MTEL Prep Course: Reading

The Reading Subtest Focus, a four-week session, is designed to introduce the format and objectives of the CLST Reading Subtest, to develop reading comprehension techniques and to provide critical process of elimination strategies.

NCBS042



Live Remote

## MTEL Prep Course: Writing

The Writing Subtest Focus, an eight-week session, is designed to introduce the format and objectives of the CLST Writing Subtest, to review essential grammar and usage, to refine writing skills and to provide strategies tailored to each of the four components of the exam.

NCBS043



Live Remote

## NEW - Film Appreciation

This 7 week course is for all learners that want to deepen their understanding of the art of film. The class will explore key concepts such as cinematography, editing, sound design, genre, and more by examining diverse films from different cultures, genres, and eras. Participants will complete the class knowing how to discuss and analyze film in a way that provides a more complete appreciation of film as an artistic medium.

**No charge for QCC students, staff and faculty**

NCBU909



In-Person

**Over 300 Online Courses Available!**  
**For more information please send an email to [cce@qcc.mass.edu](mailto:cce@qcc.mass.edu)**

- Learn from the comfort of home!
- 24-Hour Access
- 6-Week Format
- Affordable
- Instructor-Led



# ed2go®

**[trainonline.cc/qcc](https://trainonline.cc/qcc)**

# Education & Public Service

Scan each QR code for up to date schedule

## Advanced Classroom Management

This self-paced online course is geared primarily for professionals (e.g., regular or special educators, instructional assistants, school psychologists, counselors) serving children and youths presenting behavior problems in the school or community. This course focuses on cognitive and cognitive-behavioral interventions (often lumped together under the rubric "social skills") with an emphasis on teaching students how to change and manage their own behavior. 30 Hours / 30 PDPs

NCBU252



Online



## Harassment, Bullying & Cyber-Intimidation in Schools

Harassment, Bullying & Cyber-Intimidation in Schools will discuss definitions and the personal, social, and legal ramifications associated with sexual harassment, bullying, and cyber-intimidation. The course will address what we know about these troubling areas. We will then explore preventive strategies as well as how school staff can address these issues when they occur. 30 Hours / 30 PDPs

NCBU255



Self-Paced  
Online

## Build School Communities: Brain Smart Classroom Management Spanish for Educators

This course will help you develop strategies, rituals, and environmental design skills to create these safe havens of learning: kindred classrooms where students and teachers work together in synergistic ways that benefit all members of the school family. Students will learn how to differentiate for classroom management and discipline similarly to differentiating for students' diverse academic needs. One size does not fit all, but all sizes can fit together. 30 Hours / 30 PDPs

NCBU319



## Behavior is Language

This self-paced online course Strategies for Managing Disruptive Behavior is designed to give the learner a new perspective on student behavior and effective tools to facilitate positive student change. Topics covered include behavioral techniques and intervention strategies that remediate disruptive behaviors, reduce power struggles while increasing classroom control, reduce educator workload, and help prevent burnout. After successfully completing this course, the educator and his/her students will be better equipped to find and implement creative, effective solutions to behavioral problems. 45 Hours / 45 PDPs

NCBU253



Online

## Attention Deficit/Hyperactivity Disorder: Information & Interventions for Effective Teaching

This course provides information on such issues as definition, history, treatment and even some additional sources that may be accessed. The subject areas are sequential and, although it is not required, they should be completed in the order in which they are presented in the program. After completing these four sections you should have the basic framework for understanding possible causes of the disorder and effective interventions. This may also help you understand why students with ADHD have behavior problems in the classroom and other school settings and how to respond.

## Autism & Asperger's Disorder: Information & Effective Intervention Strategies

This interactive computer-based instruction course is designed to help you achieve a better understanding of Autism and Asperger's Disorder, of intervention strategies to enhance communication and learning, and of methods for teaching more conventional behaviors. Autism & Asperger's Disorder provides information on the characteristics of the disorder, learning styles associated with the disorder, communication weaknesses, and various intervention strategies that have proven to be successful when working with students with Autism Spectrum Disorders. The course helps you comprehend why individuals with Autism Spectrum Disorders act the way they do, and what you can do to enhance more appropriate behavior. This course also lists resources for educators, related service personnel, and parents who would like more help or information on Autism and Asperger's Disorder.

NCBU285



Self-Paced  
Online

NCBU284



Self-Paced  
Online



# Education & Public Service

Scan each QR code for up to date schedule



## Full-Time Recruit Officer Training

### Accepting Application packets for Fall 2024!

Successful completion of the recruit officer course (ROC) curriculum is required under M.G.L. Chapter 41 §96B to be a sworn municipal, University of Massachusetts, or environmental police officer in the Commonwealth. The ROC is organized into three (I-III) volumes with multiple subtopics. The ROC takes 20 weeks to complete and covers 21st century policing best practices with specific emphasis on the following core principles: problem solving, procedural justice, ethical decision making, fair and impartial policing.

### Physical Requirements:

All student officers must know what to expect ahead of time and must prepare well in advance of the first day of the academy. The most significant factors in this preparation are: weight control, aerobic capacity, muscular strength and endurance, and flexibility. Download the MPTC Health and Wellness Fitness Preparation Guide to assist with preparing to attend the police academy.

### Minimum Requirements:

Student officers must (1) be a minimum of 21 years old; (2) be employed or sponsored by a municipal, Environmental, or University of Massachusetts police department or other law enforcement department authorized by the Committee; and (3) successfully complete the Massachusetts Human Resource Division's Physical Ability Test (PAT) and medical examinations.

For more information or to request an application packet, please email [tdriggs@qcc.mass.edu](mailto:tdriggs@qcc.mass.edu)

NCCJ010



In-Person

## Spanish for Law Enforcement

This 16-hour self-paced, online course is designed for police officers and law enforcement personnel wanting to communicate with the Spanish-speaking public.

NCBU048



Self-Paced  
Online

## Spanish for Firefighters

This 16-hour self-paced, online course designed for firefighters and emergency responders during a fire situation wanting to communicate with the Spanish-speaking public.

NCBU043



Self-Paced  
Online

## Spanish for Educators

This is a 16-hour self-paced, online course is designed for teachers, administrators, front office staff, and anyone working with Spanish-speaking students and parents.

NCBU041



Self-Paced  
Online

## Spanish for Housekeeping

This 16-hour self-paced, online course is designed for hotel and housekeeping supervisors of Spanish-speaking employees and guests.

NCBU046



Self-Paced  
Online

## Spanish for Social Services

This 16-hour self-paced, online course is designed for social workers, counselors, non-profit office staff and administrators, ministers, and anyone working with Spanish speakers in an outreach capacity.

NCBU051



Self-Paced  
Online

**To learn more or to register, call  
508.751.7900**



# TEAS Testing & TEAS Prep

Scan each QR code for up to date schedule

- The TEAS test is a four-part, web-based, supervised assessment that includes subtests in Reading, Mathematics, Science, and English language usage. QCC is using TEAS Test Version 7
- Quinsigamond Community College (QCC) has made the TEAS test a requirement for admission to the Healthcare programs.
- Applicants to the Healthcare programs must achieve the required score within 3 attempts of taking the TEAS test AND within 3 years
- The registration fee is non-refundable. See complete TEAS Test Policy on page 23.

## TEAS Test

The TEAS test, also known as the Test of Essential Academic Skills (TEAS), is a standardized admissions test used to evaluate potential nursing and healthcare candidates. The TEAS test assesses a candidate's skills in reading, math, science and English and language usage

**NCHL800**



**In-Person &  
Live Remote**

## TEAS Review Classes

These remote/online review classes are for nursing and allied health program applicants who are preparing to take the Test of Essential Academic Skills (TEAS)

**NCHL501  
NCHL502  
NCHL503  
NCHL504**



**Live Remote**

## Combination Special: TEAS Review Classes

Register and pay in full for 2 review classes at the same time.....\$140 (Save \$10) Use Promo code TEAS2 at checkout

Register and pay in full for 3 review classes at the same time.....\$204 (Save \$21) Use Promo code TEAS3 at checkout

Register and pay in full for 4 review classes at the same time.....\$260 (Save \$40) Use Promo code TEAS4 at checkout



# Trade & Industry

Scan each QR code for up to date schedule

## Construction Supervisor Training

Prepare for the Massachusetts Construction Supervisor's License Exam. With an Unrestricted Construction Supervisor's License (CSL), you can pull building permits to build buildings containing less than 35,000 sq. feet of enclosed space, one or two family dwellings, buildings for farm purposes and retaining walls less than 10 ft. in height. The exam is not about construction, but knowledge of building codes. If your profession or business requires you to deal with contracts, contractors, building inspectors, property managers, etc., you will find this course very helpful.

NCBU912



In-Person



## CNC Machine Operator\*

*Grant funding available for eligible candidates.*

This in-person course introduces some of the fundamentals of machine tool technologies. The student will complete learning modules before practicing those skills on one of our Haas CNC machines. Once the curriculum has been mastered, the student will demonstrate they have those competencies. While practicing these skills students will be exposed to supporting activities that include: blueprint reading, precision measurement, safety, general organization, and machine tool management. Upon completion of this course, the student will take the CNC operator certification exam. Each student will complete 21 hours of curriculum content with 4 x six-hour sessions on the CNC milling machine.

NCMF922



In-Person

## ToolingU

90-day subscription .....	\$350
180-day subscription .....	\$695
365-day subscription .....	\$950

NCSU011  
NCSU012  
NCSU013



Scheduled  
Online

QCC has partnered with Tooling U-SME, an online training provider, to offer high-quality, professional development training to manufacturers. More than 500 unique online modules provide a broad offering of manufacturing training topics. Plus, every online module has been reviewed and validated by industry experts. This online training is intended to enhance your existing job training, to create a job progression plan and requires minimal preparation. Earn a Certificate of Completion for every module that you complete at no additional cost.

## Spanish for Construction

Spanish for Construction is a self-paced, online Spanish course designed for construction workers, contractors, foreman, and anybody who works with Spanish-speaking employees and co-workers in the construction industry.

NCBU040



Self-Paced  
Online

## Spanish for Manufacturing and Warehousing

Spanish for Manufacturing is a self-paced, online Spanish course designed for managers, supervisors, team leaders, or anybody who works with Spanish-speaking employees and co-workers in a manufacturing setting.

NCBU049



Self-Paced  
Online

**\*Grant funding available, contact [cce@qcc.mass.edu](mailto:cce@qcc.mass.edu) for eligibility requirements.**



## Policies

### Refund Policy

You will receive a 100% refund if we cancel a course or a course is filled when we receive your payment

If you withdraw from a course one week before the start date, you will receive a 100% refund, less a \$10 processing fee

If you withdraw from a course three business days before the start date, you will receive a 75% refund, less a \$10 processing fee

If you withdraw from a course before the start of the 2nd class, you will receive a 50% refund, less a \$10 processing fee

**Refund requests should be emailed to [cce@qcc.mass.edu](mailto:cce@qcc.mass.edu). Please allow two weeks to process refund.**

### TEAS Test Policy

The registration fee is non-refundable. If you decide to cancel your test session, you will not receive a refund. Rescheduling your test session is allowed only ONCE if you notify us 48-business hours prior to your scheduled test session. You must reschedule within 1 year, credit is valid for 1 year. Should you fail to attend or notify us, you will be charged again when you reschedule. Students who accept a confirmed registration acknowledge that they are able to attend their scheduled test session. **This policy is strictly enforced.**

## Locations

### QCC Center for Workforce Development and Continuing Education

25 Federal Street, Worcester, MA 01608

### QCC Main Campus

670 West Boylston Street, Worcester, MA 01606

### QCC at Southbridge

Southbridge High School, 132 Torrey Rd, Southbridge, MA 01550

### QCC at Burncoat

179 Burncoat Street, Worcester, MA 01606

### QCC at the Worcester Senior Center

128 Providence Street, Worcester, MA 01604

**Please see [www.QCC.edu](http://www.QCC.edu) for directions**

## Bridge to Credit Programs

Are you also considering a for-credit certificate or degree program? QCC will guide you through the application process. You may be able to articulate a non-credit course to obtain college credit and give yourself a head start; or you may find a new program that is of interest. Continuing your educational journey through non-credit and/or credit programs will provide you the knowledge and skills required to obtain a new job or advance your career.

**More Info: 508.751.7900**

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## CONNECT WITH US

Stay up to date with QCC events, updates,  
closings, alerts and more



[QCC.edu/WD](http://QCC.edu/WD)