



WORKFORCE READY
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Explore programs and sign up for classes **TODAY.**

workforce.[waketech.edu](https://workforce.waketech.edu)



is here to help you **SUCCEED**

- **AFFORDABLE** prices
- **FREE** small business seminars
- **FEE-WAIVED** skills training classes for job seekers
- **GRANT-FUNDED** assistance
- **SCHOLARSHIP** opportunities

Learn more at
ceresources.waketech.edu

Give the *gift of learning*
with a Wake Tech
Workforce Continuing Education
gift certificate.

To purchase, visit any
Wake Tech cashier's office
or call 919-866-5900

Whether it's culinary, fitness, computers, or professional development, we have something for everyone. Purchase a gift certificate for a friend, coworker or loved one to use towards a Workforce Continuing Education class.



Join us
on **Twitter** and
Facebook.



Wake Tech
Workforce
Continuing
Education

Welcome to Workforce Continuing Education!

Our goal is to provide high-quality, affordable options for workforce training and education, professional development, and the pursuit of personal interests. This course digest can help you find the education and training that meets your needs.

- Interested in Information Technology? Our Cybersecurity program or Web Development boot camp will give you the knowledge and skills to be successful in the field.
- If you're drawn to healthcare, our Nurse Aide or Medical Coding program will prepare you for a rewarding career as a healthcare professional.
- Are you a people person? Hospitality is one of the fastest-growing industries, and our graduates are in high demand from local restaurants, hotels, and event venues.
- Want to enter law enforcement? Our training academy is recognized as one of the best in the state.
- If you're an entrepreneur—or just thinking about starting your own business—our entrepreneurship training and small business resources can help you start off in the right direction.
- If you need to complete your high school credential, or want to take classes for personal interest, we can help with that, too!

These are just a few of the programs and opportunities available at Wake Tech to help you prepare for success in the workplace.

Where you do YOU want to go?

Sincerely,

Anthony M. Caison, Sr.

Vice President of
Workforce Continuing Education



Need help? Have a question?

workforce.waketech.edu
workforce@waketech.edu

919-866-5800

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Wake Tech Campuses and Centers

(WCE classes also take place at various community sites throughout Wake County)

Beltline Education Center (BEC)	3200 Bush Street, Raleigh	919-334-1500
BioNetwork Capstone Center	850 Oval Drive, Raleigh	919-515-0232
Eastern Wake Education Center (EWEC)	519 Industrial Drive, Zebulon	919-866-5805
Perry Health Sciences Campus (PHSC) Bldg. AHB	2901 Holston Lane, Raleigh	919-747-0109
Southern Wake Campus (401S)	9101 Fayetteville Road, Raleigh	919-866-5800
Northern Wake Campus (401N)	6600 Louisburg Road, Raleigh	919-532-5501
Public Safety Education Campus (PSEC)	321 Chapanoke Road, Raleigh	919-866-6100
Western Wake Campus (WEST)	3434 Kildaire Farm Road, Cary	919-335-1000

Community Learning Sites

Wake Tech offers courses at different sites throughout Wake County. For an up-to-date list please go to waketech.edu and click on the LOCATIONS link at the top of the page.

Take your professional certification exam at Wake Tech!

OPEN TO THE PUBLIC!

CompTIA | Citrix | PMP®
Pharmacy Technician | APICS | CDA
Exams | Dell

AND MORE EXAMS AVAILABLE!

Wake Tech's Beltline Education Center
3200 Bush Street, Raleigh

919-334-1508



Enhance Your Career

Agriculture, Food, and Natural Resources
Architecture and Construction
Arts, A/V Technology, and Communications
Business, Management, and Administration
Education and Training
Finance
Government and Public Administration
Health Sciences
Hospitality and Tourism
Human Services
Information Technology
Law, Public Safety, Corrections, and Security
Manufacturing
Marketing Sales, and Services
Science, Technology, Engineering, and Mathematics
Transportation, Distribution, and Logistics



“

"What I liked most about this course was the way I was able to improve my thought process when taking a test. I learned to never second guess myself."

—CompTIA A+ Certification Student

Career Pathways Program & Student Resources

This program is designed to develop your academic, technical, and employability skills. It offers services and resources to assist you in overcoming challenges that may impede your successful completion of the course, attainment of the credential, and transition into the workforce.



WORKFORCE READINESS MODULES—To Help You Develop Employability Skills

CAREER COACHING



We help you choose a career pathway and provide intensive “course-to-credential” coaching and support, including assessments, referrals, and employer engagement.



TRAINING



- Choose from 100+ industry-recognized credentials. See list on page 7.
- Train under the instruction of subject matter experts.
- Learn in a small group environment.

SUPPORT SERVICES

Job Market Skills Training and Practice

Practice the skills needed to succeed in today's competitive job market, including searching for jobs, completing applications, writing resumes and cover letters, interviewing, communicating, and problem-solving.



INDIVIDUALIZED SUPPORT SERVICES



- Scholarships for qualifying participants
- Referrals for assistance

Employer Engagement



Career Pathways Program & Student Resources connects you with local employers and career opportunities, including, but not limited to: panel discussions, mock interviews, and pre-employment interviews.

GET STARTED! Browse our training clusters on the next page and then set up an appointment to meet with a Career Coach!

choosemyath.waketech.edu | choosemyath@waketech.edu | 919-866-5853

Earn Industry-Recognized Credentials—How long will it take me?

1
month
or less

Some
classes
are 1 day

- Business, Management & Administration**
- Lean Six Sigma Yellow Belt
 - \$ Project Management CAPM Cert. Exam Prep
 - \$ Project Management PMP Cert. Exam Prep
 - \$ Scrum Master Cert. Exam Prep

- Education & Training**
- \$ Substitute Effective Teacher Training

- Government and Public Administration**
- Electrical Standard Inspection
 - Initial Safety Inspection
 - Mechanical Standard Inspection
 - NC State Auto Inspection Initial OBD II Emissions Inspection
 - OSHA 10-HOUR Construction Industry Outreach Training
 - Safety Recertification Inspection

- Health Science**
- American Heart Association CPR Instructor
 - Medication Aide Certification Prep
 - Pediatric Advanced Life Support (PALS)

- Hospitality & Tourism**
- ServSafe® Certification
 - TIPS

- Information Technology**
- \$ CCENT (Cisco Certified Entry Network Technician)

- Manufacturing**
- \$ Cable and Wire Harness Fabrication Specialist
 - \$ Circuit Board Evaluation Specialist
 - \$ Circuit Board Soldering Technician
 - \$ Collaborative Robotics

- Transportation, Distribution & Logistics**
- Auto Dealer's Pre-Licensure Training
 - \$ Commercial Drone Pilot Training
 - Escort Vehicle Operator Training

3
months
or less

- Architecture & Construction**
- EPA Refrigerant Recovery/Recycling Cert. Exam Prep

- Business, Management & Administration**
- Lean Six Sigma Black Belt
 - \$ Lean Six Sigma Green Belt
 - Professional Administrative Assistant

- Finance**
- \$ Bookkeeping Cert. Exam Prep
 - \$ Cert. Professional Coder (CPC) Exam Prep

- Government & Public Administration**
- Building Standard Inspection
 - Plumbing Standard Inspection

- Health Science**
- \$ Cert. EKG Technician
 - \$ Cert. Electronic Health Records Specialist
 - \$ Personal Trainer Certification

- Hospitality & Tourism**
- \$ Guest Room Attendant Certification
 - \$ Hospitality, Hotel and Restaurant Certifications

- Information Technology**
- Amazon Certifications
 - \$ CompTIA (Strata) IT Computer Fundamentals Exam Prep
 - \$ CompTIA A+ Certification Prep
 - \$ CompTIA Network+ Cert. Prep
 - \$ CompTIA Security + Cert. Prep
 - ITIL Certifications
 - \$ Linux+ Certification Prep
 - \$ Microsoft Office Specialist
 - \$ Microsoft Technology Associate
 - Red Hat Certification
 - \$ SOLIDWORKS Cert. Prep

- Law, Public Safety, Corrections & Security**
- \$ Telecommunications Certificate Program

- Manufacturing**
- \$ Industrial Automation Technician
 - \$ Manufacturing Production Technician

- Marketing, Sales & Services**
- \$ Certified Pool Operator

- S.T.E.M.**
- \$ BioWork Process Technician Training

- Transportation, Distribution & Logistics**
- \$ Auto Detailing Certification
 - \$ Commercial Driver's License (CDL) Permit

6
months
or less

- Architecture & Construction**
- \$ Apartment Maintenance Technician Training
 - \$ AutoDesk AutoCAD Exam prep
 - \$ Commercial Food Equipment Service Training
 - \$ Introduction to Construction Trades—(NCCER Certifications)

- Arts, A/V Technology & Communications**
- \$ Broadband Telecommunications
 - \$ Introduction to Telecommunications, Fiber Optic and Copper Based Systems

- Health Science**
- \$ Clinical Research Specialist
 - \$ Emergency Medical Technician – Basic (EMT)
 - \$ Nurse Aide I
 - Nurse Aide II

- Human Services**
- \$ Activity Coordinator for Long Term Care

- Information Technology**
- \$ CCNA (Cisco Certified Network Associate) Certification Prep
 - \$ CCNA Security Certification Prep
 - \$ Cyber-security Ethical Hacker Cert. Prep
 - \$ SAS Base Programming Cert. Prep

- Law, Public Safety, Corrections & Security**
- \$ Basic Law Enforcement Training (BLET)

12
months
or less

- Agriculture, Food & Natural Resources**
- \$ Craft Beer Brewing NC Pre-Apprenticeship

- Finance**
- \$ Certified Billing Specialist
 - \$ Certified Coding Specialist

- Health Science**
- \$ Certified Medical Administrative Assistant

- Human Services**
- \$ Natural Hair Specialist
 - \$ School of Barbering
 - \$ School of Cosmetology

18
months
or less

- Education & Training**
- \$ ESL Teaching Certificate
 - Workforce Continuing Education Certificate in Essential Spanish
 - Workforce Continuing Education Certificate in Intermediate Spanish

\$ Scholarship eligible

For class schedules, location, fees, and to register:

- 1 Go to workforce.waketech.edu
 - 2 Type class title in the "Find a Class" search box
-
- Search



Craft Beer Brewing NC Pre-Apprenticeship

Craft beer brewing is on the rise! This program prepares you for entry-level work in the field, with hands-on training in local breweries. You'll explore fermentation, malting, and hops as well as cellar, racking room, and bottle shop operations. Classes will produce beer to demonstrate the principles learned.

- **Craft Beer Brewing Part 1: Fermentation Brewhouse and Packaging Operations**
- **Craft Beer Brewing Part 2: Brewing and Plant Operations**

As an advanced student, you'll train in local breweries to prepare for entry-level positions—and learn networking and other skills to help you find employment during or after your internship.

- **Craft Beer Brewing Part 3: Internship and Career Skills**



Elective Course Options

Sensory Analysis Training for the Brewing Industry

Become a Level 2 Certified Cicerone—an essential function and in-demand skill for brewers and servers! Learn how to keep, serve, evaluate, and pair different beers, through group sessions and taste tests that will improve and calibrate your palate.

Starting a Brewery

Advanced brewing students will learn about business planning, regulations, and resources available for starting a craft brewing business.



AUTO CAD | DRAFTING AND MODELING

We offer courses in industry-standard software packages to give civil engineers, architects, surveyors, and drafters a comprehensive set of tools for designing and implementing a wide range of engineering projects. Learn basic skills and strategies for developing drawings, opening the door to opportunities in the field such as site development, road design, dynamic engineering modeling, and more.

- AutoDesk Auto CAD Certification Exam Prep
- Pro/Engineer Introduction and Advanced Design/Drafting
- Revit
- Solidworks
- Revit MEP

ENERGY SAVINGS AND PHOTOVOLTAICS

- Solar Energy Basics for Homeowners
- Introduction to Solar Photovoltaic Basics
- Analyst for Home Safety and Energy Savings



APPLIANCE REPAIR | MAINTENANCE | RECYCLING

EPA Refrigerant Recovery/Recycling Certification

Technicians: Prepare for and take the CFC Recovery/Recycling Certification exam. (Exam also includes some basics not covered in this course.)

Apartment Maintenance Technicians Training

Learn about the apartment business and about appliance and systems maintenance—electrical/plumbing/HVAC systems and more—for employment in entry-level technician positions. Lectures, demos, field trips, and hands-on labs reinforce learning. This course fulfills one of the requirements for the Certificate for Apartment Maintenance Technicians (CAMT).

Commercial Food Equipment Service Training

Learn how to troubleshoot and repair commercial food equipment. You'll study theories and principles of electricity, gas, and steam as well as the tools used by repair technicians. This course is a prerequisite for Commercial Food Equipment Service Association (CFESA) certification.

Introduction to the Construction Trades

Gain the skills and certifications for entry-level work in construction. You'll complete the core curriculum from the NCCER (National Center for Construction Education and Research), a 10-hour OSHA course in Construction Safety, and CPR and First Aid courses from the American Heart Association.

Courses offered in
Spanish

- Blueprint Reading
- Electrical Wiring–Residential
- Heating and Air Conditioning



enespanol.waketech.edu



For class schedules,
location, fees, and
to register:

- 1 Go to workforce.waketech.edu
- 2 Type class title in the "Find a Class" search box



Broadband Telecommunications

Prepare for employment in the field of broadband telecommunications. Learn how to install and troubleshoot cable, telephone, and internet for residential customers – including equipment testing, digital systems, and industry standards. Learn about DVR, DVD, digital video, telephones, and personal computers. 100% attendance required for OSHA and CPR training. Prereq: GED or high school diploma.

Introduction to Telecommunications, Fiber Optic, and Copper-Based Systems

Build the skills for entry-level employment as a technician in the network cabling industry. Learn about telecommunications and the fundamentals of both copper and fiber optic based cabling systems, test and verify connectivity systems, develop block diagrams, and perform "tone and trace" and optical continuity tests. You'll also learn how to terminate fiber optic cables; perform a mechanical splice; calculate a system loss budget; and construct, test, and troubleshoot cabling systems with electronic equipment.

ADOBE® CERTIFICATIONS



Adobe Photoshop Certified Associate Exam Prep

Prepare for the Adobe Photoshop Certified Associate (ACA) exam with a certified expert – and get a leg-up on the competition! You'll cover test components, questions, and problems and review the exam objectives of setting project requirements, identifying design elements when preparing images, and manipulating and publishing digital images.

Additional Adobe® Software Training

- After Effects Introduction
- Dreamweaver CC
- Illustrator CC
- InDesign CC
- Premiere Pro Introduction
- Photoshop Lightroom



Project Management and Lean Processes

Project Management Certification Exam Preparation

Prepare for the Project Management Institute (PMI) exam for certification as a Project Management Professional, or PMP. Find out how to manage project quality, scope, cost, timeline, and risks and learn about human resources, procurement, integration, communication, and ethics. Applicable for both PMP and CAPM certification

Certified Scrum Master and Agile Application Training

Focus on the Scrum framework piece by piece. Learn what works and what doesn't with Scrum by learning team idea sharing techniques that can enhance your success.

Professional Administrative Assistant

Competent administrative assistants are in high demand! Build your skills in communication, collaboration, interpersonal interactions, management, email etiquette, workplace ethics, and much more.

LEAN SIX SIGMA TRAINING

Lean Six Sigma Yellow Belt Certification

Acquire the tools you need to be a valued team player! Learn process improvement procedures using the DMAIC methodology.

Lean Six Sigma Green Belt Certification

Leading a Six Sigma project—or planning to soon? Delve deeper into the DMAIC process and learn concepts and practices that you can apply to your project and team. Course also offered with training on the Minitab software.

Lean Six Sigma Black Belt Certification

Learn how Six Sigma improves manufacturing and business processes and products. You'll cover the improvement opportunity, Failure Mode and Effects Analysis (FMEA), graphical and statistical analysis, design of experiment (DOE) methods, statistical process control (SPC) methods, and more—and how to apply these concepts to your unique industry.



Writing for the Workplace

Better Business Writing

Two levels of training: **Level 1:** How to Sharpen Your Writing Style

Level 2: Get Your Emails Read & More Business Writing Tips

Grammar Refresher Part 1 and 2

Gain confidence in your ability to produce clean, grammatically correct work.

Grant Writing Levels 1 and 2

Develop grant writing skills that are essential for acquiring competitive funding—from government agencies or private foundations.

Behavioral Resources for the Workplace

Anger Management

Skills and techniques for handling one's own anger—tips and methods for dealing with anger in others.

Business Etiquette Training

Become a poised and polished professional! Learn all the forms of workplace etiquette—for phone and voicemail, dining, meetings, wardrobe, and much more.

Difficult Conversations: Improve communications and reduce conflict

Find out about “high-conflict” personalities and learn mediation skills and techniques for communicating with all kinds of people.



ONLINE COURSES

- Human Resources Professional
- Managing An Effective Nonprofit Organization

For class schedules,
location, fees, and
to register:

1 Go to
workforce.waketech.edu

2 Type class title in the
course search box



Substitute Effective Teacher Training

Non-certified, substitute teachers in Wake County: Increase your daily pay! Develop instructional and classroom management strategies and become familiar with NC laws and expectations pertaining to K-12. 100% attendance required.

TEACCH School Transition to Employment and Postsecondary Education (T-STEP) Program

This course provides transition support for individuals on the autism spectrum. It addresses skills and strategies required for success in post-secondary and employment settings, including organization and executive functioning, emotion regulation, and social skills.

TEACCH stands for Treatment and Education of Autistic and Communication related handicapped CHildren.

ESL Teaching Certificate

teach
ENGLISH



Learn methods and techniques for teaching English as a Second Language to adult students. Course titles include:

- Language Acquisition and Adult Learners
- Nuts and Bolts of Teaching Grammar
- Methods and Materials for Teaching English As a Second Language
- Culture
- Beginning Literacy for the ESL Classroom
- Collaborative Language Learning for the ESL Classroom
- Pronunciation
- Lesson Planning for the ESL Classroom
- From Theory to Practice in Adult ESL Instruction



ONLINE COURSES

Community College Instructional Basics

This course introduces the responsibilities and challenges of instructing in a community college environment. It provides an overview of the knowledge and skills required as well as expectations for faculty. The course has five objectives and is divided into five lessons.

Solving Classroom Discipline Problems

Learn the “secrets” to solving classroom discipline problems. In this course, a veteran teacher offers a step-by-step approach to effective, positive discipline, for a peaceful, orderly classroom.

Content Literacy: Grades 6-12

Students must develop literacy skills in order to learn. With the adoption of the Common Core State Standards (CCSS), all teachers are becoming more involved in literacy development. This course provides strategies for helping students improve reading, writing, speaking, and listening skills.

Using Cell Phones in the Classroom

Class, turn your cell phones—on! Learn how to use cell phones in your classroom to enhance teaching and learning, from a teacher who has done so successfully. Take advantage of this valuable tool for engaging your students!



Teaching online? Need to learn how?

EPIC 30 Online Teaching Certificate

This 30-hour training concentrates on online pedagogy and universal design for learning (UDL) principles. It covers best practices in course navigation and design, online communication and collaboration, assessments, accessibility, and LMS skills training. The certification culminates with a capstone course that requires mastery-level demonstration of design and delivery skills described in the EPIC Quality eLearning Standard.



Courses offered in Spanish

- Early Childhood—
Introduction to Early
Childhood Education



enespanol.waketech.edu

Workforce Continuing Education Certificates in Essential Spanish and Intermediate Spanish

Learn about the Spanish language and culture—for personal enrichment or a competitive edge! Businesses with Spanish-speaking customers and employees can also benefit. These are non-credit certificates.

Essential Spanish Certificate

Essential Spanish 1*

Build a working vocabulary, understand grammar concepts, and learn about Spanish culture.

**This is a five-part series. You may not be required to take part 1 if you already know basic Spanish. Parts 2-5 are required.*

Essential Spanish 2-5

Upon completion of this 4-course series, students will have a working Spanish vocabulary, a sound grasp of grammar concepts, and a greater understanding of Spanish culture.

Intermediate Spanish Certificate

You must have an Essential Spanish Certificate or equivalent knowledge of Spanish.

Spanish Intermediate 1-3 (Must complete 3)

Review grammar and improve reading, understanding, listening, and writing skills. Classes include conversation and presentations.

Spanish Electives (You must complete 2)

- Spanish Advanced Conversation 1, 2
- Spanish Literature 1, 2, 3
- Spanish Advanced Grammar 1, 2, 3, 4



A comprehensive
Spanish language
program for adult
learners.



Get billing and coding training and prepare to work in a healthcare setting.

Certified Professional Coder (CPC) Coding Exam Review

Coders assign medical codes to patient services and diagnoses; this course prepares them for the outpatient, physician-based CPC (Certified Professional Coder) certification examination administered by the American Academy of Professional Coders. It offers coding practice, test-taking strategies, and a review of anatomy, pathophysiology, terminology, and reimbursement.

Certified Healthcare Billing and Coding Specialist, Parts 1 and 2

Part 1 prepares students for entry-level healthcare billing positions; it covers insurance claims, legal and regulatory considerations, reimbursement, insurance plans, Medicare, Medicaid, Tricare, Workers' Comp, and more. Upon completion, students will be eligible to take the CMRS exam.

Part 2 prepares students for coding positions and the CPC exam. It covers the roles and responsibilities of coders, coding regulations, and managed health care.

Bookkeeping Certification Exam Prep and QuickBooks® Hands-On Training

Master the skills for certification as a bookkeeper and prepare for the Certified Bookkeeper exam.

Get hands-on training in QuickBooks® Desktop Plus 2014 and take two required exams. Textbooks included.



We offer more than 20 QuickBooks® and bookkeeping courses, including:

- QuickBooks® Pro Payroll, Taxes & Job Tracking
- Managing Your Small Business Finances Using QuickBooks®
- Mastering QuickBooks® Cloud Based Accounting



ONLINE COURSES

- Accounting Fundamentals
- Introduction to QuickBooks®



Building Standard Inspection, I, II and III

Learn to properly inspect residential and commercial construction through an understanding of the NC Building Code, beginning with Level I, as each Level has a Certification with an increased scope of code knowledge and responsibility.

Electrical Standard Inspection, I, II and III

Learn to properly inspect electrical installations in all residential and commercial construction through an understanding of the NC Electrical Code of the NC Building Code, beginning with Level I, as each Level has a Certification with an increased code knowledge and responsibility.

Mechanical Standard Inspection, I, II and III

Learn to properly inspect electrical installations in all residential and commercial construction through an understanding of the NC Mechanical and Fuel Gas Code of the NC Building Code, beginning with Level 1, as each Level has a Certification with an increased code knowledge and responsibility.

Plumbing Standard Inspection, I, II and III

Learn to properly inspect plumbing installations in all residential and commercial construction through an understanding of the NC Plumbing Code of the NC Building Code, beginning with Level 1, as each Level has a Certification with an increased code knowledge and responsibility.

Certification for each of the Standard Inspection Levels is accomplished by successfully completing the appropriate coursework along with other requirements of the NC Code Officials Qualification Board and passing the state exam for that level.

OSHA 10-Hour Training

This 10-hour program helps entry-level construction workers learn how to recognize and prevent hazards on a construction site. The course is an ideal orientation for workers who are new to construction – and an excellent reminder of workplace hazards for those who've been in the industry for some time.

Notary Public Education

This course is approved by the NC Secretary of State to train, test, qualify, and commission NC notaries. The course covers the legal, ethical, and procedural requirements for notaries in NC.



NC On-Board Diagnostics (OBD II) Vehicle Emission Inspection

Become familiar with the requirements for certification as a NC On-Board Diagnostics (OBD II) Inspector-Mechanic, and for licensing (and license renewal) for the OBD II Emissions Inspection Program administered by the NC DMV. Students must bring a state-issued ID and station number. NOTE: 100% attendance and satisfactory class participation are required; late students may not be admitted.

NC Vehicle Safety Inspection

Become licensed to conduct official NC Vehicle Safety Inspections according to the requirements of NC DMV. DMV certification will be issued upon full payment of tuition. Students must bring safety glasses and a state-issued ID and station number. NOTE: 100% attendance and satisfactory class participation are required; late students may not be admitted.



Thinking of a healthcare career?

These courses will get you started.

Career Exploration for Health Care Professionals

Find out about allied health careers in medical settings. Use the Career Ready 101 assessment to align your personal interests with career options – phlebotomist, radiology tech, surgical tech, medical or dental assistant, paramedic, physical therapy assistant, vision care tech, x-ray tech, and pharmacy tech. Review qualifications and duties for these positions and learn how to craft a health care resume and navigate the application/interview process.

Medical Terminology

This course introduces medical terminology and is a PREREQUISITE for a variety of courses. Learn definitions, spelling, and commonly-used prefixes, suffixes, root words, and combined forms. You'll learn terminology for the anatomy and physiology of all body systems, pharmacology, and major diseases as well as terms used in exams, procedures, and diagnoses.

Personal Trainer Certification

Become skilled as a personal trainer and prepare for Personal Trainer Certification by the American Council of Exercise (ACE). This course presents the ACE Integrated Fitness Training™ Model—a system for designing individualized programs based on clients' needs and goals.



Emergency Medical Technician



Learn the concepts of basic emergency medical care, including airway, patient assessment, emergencies, trauma, pediatrics, and operations. Upon completion, you'll be able to demonstrate the skills necessary to function as an Emergency Medical Technician (EMT) – assessing, diagnosing, treating, and transporting patients.



Medication Aide

Learn the technical aspects of medication administration and become a Medication Aide. This course prepares you to take the state-approved Medication Aide Competency Evaluation, and to be listed on the State Medication Aide Registry.

Medical Assisting in the Pharmacy

Learn how a pharmacy works. Course modules focus on administrative tasks, computer skills, customer service, payment and insurance processing, pharmacy laws, and more. Become familiar with pharmacology, prescriptions, calculations, and non-sterile compounding. Upon completion, you will be eligible to take the Pharmacy Technician Certification Board (PTCB) exam.



Nurse Aide I

Prepare to provide personal care and perform basic nursing skills for adults. Learn about aging, patient's rights, nutrition, safety, common disorders, death and dying, and the roles of health team members. The course includes class, lab, and clinical learning experiences. Also available: **Nurse Aide Refresher**.

Nurse Aide II

Prepare to perform more complex skills for patients in all settings. The course includes class, lab, and clinical learning experiences.

Upon satisfactory completion and a skill/competency evaluation, you can apply for listing as a Nurse Aide I or Nurse Aide II, respectively, by the NC Board of Nursing Nurse Aide Registry.

Would you like to work in a medical office environment?



**Look for
Billing and Coding
courses on
page 14**

Clinical Research Specialist

Prepare to work in clinical research. Learn about clinical trial structure, regulatory requirements, and the basics of collecting and analyzing data. Upon completion, students will understand clinical research concepts and structure and be able to apply that knowledge in a clinical trial or research setting.

Medical Office Assistant: Certified Medical Administrative Assistant

This course builds the skills necessary to function effectively as a medical office assistant.



ONLINE COURSES

- Central Sterile Processing Technician
- Physical Therapy Aide
- Healthcare Administration and EHR Office Professional
- Certificate in Legal and Ethical Issues in Healthcare
- Medical Assisting and Transcription Editor Profession Part 1 & 2
- Medical Assisting with an emphasis on Medical Billing and Coding Part I & 2

CPR and Life Support

American Heart CPR Instructor

This class is designed for those interested in teaching CPR/AED/First Aid to health care professionals or the public.

PALS: Pediatric Advanced Life Support

This initial course builds skills in the treatment of pediatric arrest and periarrest patients through active participation in a series of simulated pediatric emergencies.

ACLS—Advanced Cardiac Life Support

ACLS is an advanced, instructor-led classroom course that highlights the importance of team dynamics and communication, systems of care and immediate post-cardiac-arrest care.

Also available Refresher class

Cardiovascular Technician/Monitor—Certified EKG Technician

Learn the anatomy and physiology of the heart, principles of EKG, dysrhythmia recognition of sinus, junctional/atrial rhythms, heart blocks and bundle branches, and ventricular ectopy rhythms. Build skills in operating EKG equipment.





Courses offered in Spanish

- ServSafe® Certification



starthospitality.waketech.edu

Hospitality/Hotel and Restaurant Certification

Get a comprehensive overview of the hospitality industry, facets of service, and latest trends. Emphasis is on the latest technology tools used in the industry as well as operations and the philosophy of service. Find out about the many career opportunities, such as hotels, restaurants, meetings, events, and more. You'll be prepared for the challenges faced by professionals in hospitality management and gain a global perspective on industry issues. **Also offered in online format, and in an accelerated seated class format.**

Housekeeping for the Hospitality Industry - Guest Room Attendant Certification

Prepare for entry-level environmental services/custodial staff positions in commercial settings. Learn about cleaning/detailing offices, hotel bedrooms and baths, and common areas, as well as floor care and laundry services. Emphasis is on hands-on training as well as customer service and safety.

Bartending

Learn the basics of becoming a bartender—with emphasis on ABC Laws, alcohol responsibilities, alcohol awareness, and bar setup. Hands-on instruction will be provided in making drinks and drink recipes, along with online learning about wine, beer, spirits, and non-alcoholic beverages. Upon completion, you will be TIPS (Training for Intervention Procedures) and Host U Certified, credentials recognized by industry.

TIPS

(Training for Intervention Procedures)

Build the skills and confidence to intervene when necessary to ensure that alcohol is being sold legally and responsibly.

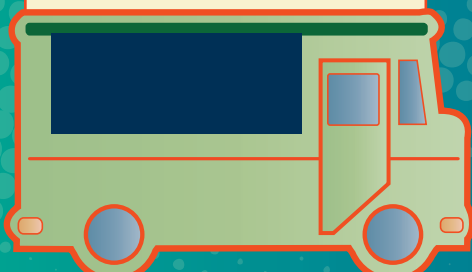
ServSafe® Certification

This industry-standard food safety training program is accredited by the American National Standards Institute (ANSI) to provide training, instructional materials, and exams to those who prepare and serve food. It includes proper food handling practices, safety regulations, and personal hygiene. ServSafe® meets the NC person-in-charge (PIC) requirement for food establishments; failure to meet that requirement will result in the loss of two points on the establishment's health inspection rating. **This class is also taught in Spanish.**

Special Event Planning

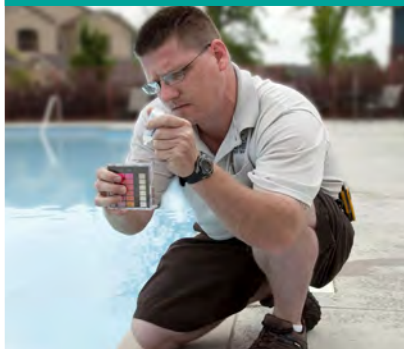
Learn to plan polished, professional events for social and corporate industries and private groups. Find out about budgets, invitation and program design, music, food, and floral selection. Discover online technology used by major companies for meeting and event planning.

How to Start a Food Truck Business



Become a part of the hottest dining trend around! Find out how to operate a food truck safely and legally—licenses and permits, health and safety concerns, taxes, and more. The course includes business essentials such as creating a business plan, securing a loan, budgeting, and costing. At the end of the course you'll take the ServSafe® Manager Certification Exam, which is mandatory for food truck operators.

Certified Pool Operator



Become certified by the National Swimming Pool Foundation®.



Earn your CPO® certification, demonstrating your ability to service and maintain swimming pools and spas.

Pet Care Industry Training



Receive instruction and hands-on practice to gain knowledge and develop skills to work in the pet care industry. Discover opportunities available in the industry or to start your own service business in the growing field of pet care.

Become a Professional Dog Groomer, Parts 1 and 2

Turn your love for animals into a successful career! Learn the basics of pet grooming and get hands-on experience in retail pet care. You'll work with dogs, under the supervision of an experienced groomer, and learn canine anatomy, coat and skin disorders, animal behavior, safe handling, and grooming tools and techniques. You'll also learn about customer service, for both animals and their owners.

Additional related courses

- Become a Professional Dog Trainer
- Professional Dog Bathing

Income Maintenance Caseworker-NCAFAST



Become an Income Maintenance Caseworker, determining eligibility for services. Learn how to use the NCAFAST application and build skills in communication, interviewing, time management, and data gathering and analysis.

Activity Coordinator for Long-Term Care



Designed for those who wish to work as an activity coordinator in a healthcare setting.

The NC Division of Facility Services requires that activity coordinators in adult care homes to complete at least 50 hours of training in an approved course.

Additional Cosmetology Courses

- NC Cosmetology Examination Preparation
- NC Cosmetology Instructor Exam Preparation
- Mastering the Art of Razor Haircutting
- Creative Highlighting With Foils
- Salon Management: Dealing With Difficult Customers and Stylists
- Building Your Cosmetology Career



Courses offered in Spanish

- Success to Cosmetology
- Bilingual Continuing Education Cosmetology-Introduction
- Make Up Basics and Techniques



enespanol.waketech.edu

School of Cosmetology

- Continuing Education Cosmetology I – Introduction
- Continuing Education Cosmetology II – Intermediate
- Continuing Education Cosmetology III & IV – Advanced

These sequential courses offer a hands-on, professional salon environment conducive to learning and practical application, with the goal of providing students a fast track to employment and prepare them for the NC State Board of Cosmetic Arts Examination. Learn basic and advanced concepts, including anatomy, bacteriology, sanitation, professional image, and ethics. Learn the fundamentals of cosmetology services such as shampooing and hair rolling, coloring, and bleaching; manicures, pedicures, and more.

All Workforce Continuing Education School of Cosmetology classes are also offered in a Bilingual format, with content taught in Spanish.

Natural Hair Specialist



Salon services offered by students!
To make an appointment, go to:

beltlinehair.waketech.edu

This course covers hair twisting, braiding, wrapping, extending, and locking, along with the science and practice of infection control and bacteriology. It also includes client consultation, business management, professional ethics, and related topics. Those interested in becoming a Natural Hair Care Specialist must complete 300 hours of training and certification in an approved program, per the NC State Board of Cosmetic Arts. Upon completion of this course you will be eligible to sit for the NC Natural Hair Care Braiding License Exam.



For class schedules, location, fees, and to register:

1 Go to workforce.waketech.edu

2 Type class title in the "Find a Class" search box

Workforce Continuing Education School of Barbering

I: Introduction

II: Intermediate

III: Advanced

These sequential courses prepare students for employment in a full-service barber-styling shop. Learn theory and gain practical experience in hair cutting and styling, coloring, and relaxing; shampooing and scalp treatments; shaving; and facials. The courses also cover product knowledge, shop management, and customer service. Training is based on

the requirements for passing the state's examination; with diligent study, students will be prepared for employment in the barbering industry as an Apprentice and Registered Barber. Instructors are licensed by the NC State Board of Barber Examiners and stay current on methods and trends.



More Barbering Classes

- Barber/Apprentice (Barber License Exam Prep) Refresher Class
- NC Barber Instructor Exam Prep
- Barbershop Management
- Men's Haircutting Refresher Class

Beard Trimming & Facial Hair Design



Improve your skills in beard trimming and facial hair design—create a perfect beard or goatee! Work on mannequins to learn how to design and trim facial hair on all kinds of faces. Learn about the instruments used by professionals.

For class schedules, location, fees, and to register:

- 1** Go to workforce.waketech.edu
- 2** Type class title in the "Find a Class" search box



Courses offered in Spanish

- Basic Computer Troubleshooting
- Basic Computer Training
- Introduction to Personal Computers and Windows
- Microsoft Excel: Introduction and Intermediate
- Microsoft Office for the Administrative Assistant- Level 1
- Microsoft Word: Introduction and Intermediate
- QuickBooks®: Introduction



enespanol.waketech.edu

For Beginners

Beginner courses have no prerequisites and are designed for those with little or no computer experience. They allow students to become familiar with the computer and the Internet.

- Computer and Technology Careers
- Computer Basics for Windows and Mac
- Computer Keyboarding
- Social Media Introduction

Programming, Database, Web Development

Learn code and prepare for a fast-growing and lucrative career!

- | | |
|-----------|-----------------------|
| • Android | • SQL |
| • C# | • VB.NET |
| • Python | • Swift |
| • Java | • XHTML CSS and HTML5 |
| • Oracle | • WordPress |
| • SAS | |

Professional Skills Training (1 and 2-day classes)

Professional skills training is offered in one- and two-day courses that provide business and state employees with a concentrated training format. Employees learn to enhance job productivity using the Windows operating system, application software, and web technologies. Some classes have prerequisites. Books are provided.

- Microsoft Office classes—Access, Excel, PowerPoint, Publisher, Word
- Adobe—Acrobat, InDesign, Photoshop, Illustrator
- Accounting—QuickBooks®
- Notary Public
- Web Development
- Grammar and Business Writing
- Grant Writing
- File Management
- Microsoft Project



Microsoft®

Upgrade your skills or earn a Microsoft certification!

- Microsoft Office, Word, Excel
- Microsoft Office Specialist (MOS)
- Microsoft Technology Associate (MTA)
- Microsoft Certified Solutions Architect (MCSA)

Web Developer Coding Boot Camp

Are you interested in web design and development? If you have little to no experience in web coding and designing, this course can get you started! In just 15 weeks, you'll learn about HTML5, CSS3, JavaScript, JQuery, Git, and much more. Upon completion, you should be able to build real-world, web-based mobile sites for multiple devices as well as desktop PC apps. Prepare for the Microsoft 98-361 Software Development Fundamentals exam, and the 98-375 HTML5 Application Development Fundamentals exam. Books, testing vouchers, and hands-on training in a computer lab are included.



Industry-Standard Certifications

- Adobe Certified Associate in Print & Digital Media Publication using Adobe InDesign
- Adobe Certified Associate in Visual Communication using Adobe Photoshop
- Advanced Security Practitioner (CASP)
- AutoCAD Certification
- Cloud+
- Healthcare IT Technician
- IT Fundamentals
- MCSA
- Mobility+
- Microsoft Office Specialist (MOS)
- Microsoft Technology Associate (MTA)
- QuickBooks® Certification
- SAS Certified Base Programmer
- SAS Certified Advanced Programmer
- Server+
- SolidWorks Certification
- Windows Server Administration Fundamentals Certification Exam 98-365

CompTIA, Cisco, Cyber-security, Red Hat/Linux

Comp TIA

- A+
- Network+
- Security+
- Linux+
- And more

Red Hat

- Red Hat Certified Associate

Cisco Training

- CCENT
- CCNA
- CCNA Security

Cyber-Security

- Certified Ethical Hacker
- Cyber Network Defense





Take your training to the next level at Wake Tech Public Safety Training Academy

12-Lane Indoor Firing Range | SIMS Room with Customizable Configurations
SCAT Training Rooms | FATS Firearms Training | Mobile Driving Simulator

Law Enforcement



Basic Law Enforcement Training (BLET)

This certification-related course is designed to equip students with the basic skills, knowledge and ability to function as inexperienced law enforcement officers in the state of North Carolina. The course is a pre-requisite for law enforcement officer certification in this state. The minimum hours required per block of instruction in this course are set by the NC Criminal Justice Education and Training Standards Commission. Course standards are available by contacting the NC Department of Justice for course standards.

blet.waketech.edu

Training for Law Enforcement Personnel

Wake Tech offers a variety of opportunities for law enforcement training—in the classroom and through practical application. Training for law enforcement personnel is provided at the request of law enforcement agencies. Our programs emphasize legal and technological advancements in the field.

- First Line Supervision
- Criminal Investigations
- Death Investigations
- Narcotics Investigations
- Juvenile Investigations
- Leadership Training
- Officer Survival I / II
- Police Law Institute
- Alcohol Screening Test Devices (ASTD)
- RADAR Certification/Recertification
- LIDAR Certification/Recertification
- Mandated In-Service Training (Seated and Online)

ONLY
community college
in North Carolina
to hold the CALEA®
accreditation
for a Public Safety
Training Academy.





Look for
EMS and CPR
courses on
pages 16-17



Fire Services

Wake Tech trains fire and rescue personnel throughout Wake and surrounding counties. This program provides full-time and volunteer fire departments with knowledge, skills, and certification in modern firefighting, rescue, officer development, and management. Specialty classes based on departmental needs and new training standards are offered throughout the year.



In-Service Corrections and Detention Training

This course, provided for employees of the NC Department of Public Safety and County Detention Facilities, emphasizes officer safety and inmate security.

Career Exploration Course

Pathways to Careers in Law Enforcement, Public Safety, Corrections, and Security

This course explores careers in law enforcement, public safety, corrections, and security, including patrol officers, deputies, detectives, forensic science technicians, federal agents, game wardens, security guards, probation officers, and correction officers. Students will gain entry-level skills awareness and learn how to obtain the training needed for specific positions. The course covers working conditions, qualification standards, and job outlook for various positions in law enforcement.



ONLINE COURSES

Credible Leadership

This five-part, online Public Safety Leadership Academy series provides officers with an understanding of the leadership concepts, principles, and practices needed to function as a credible leader in today's law enforcement agencies. Modules build on each other and must be taken in sequence.

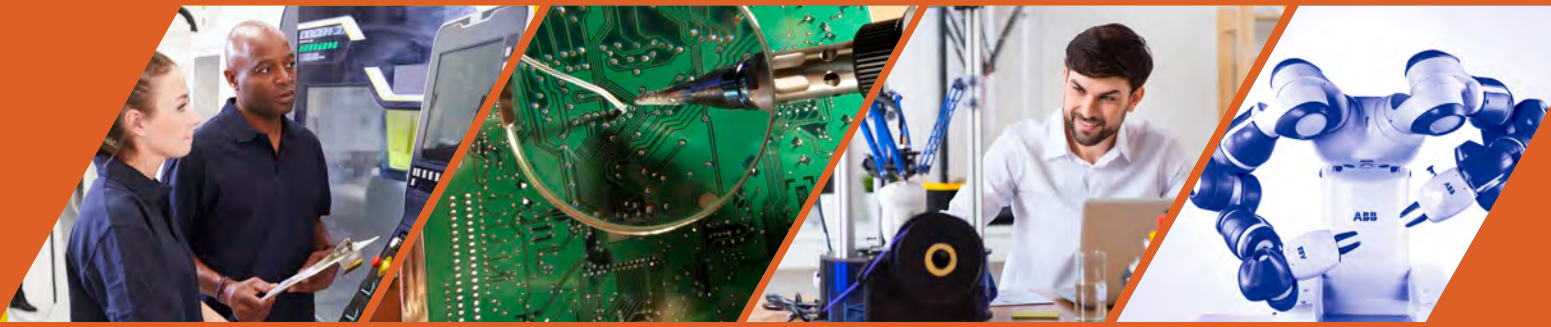
Paralegal

The Paralegal Online Training Program will prepare you for success in this growing career field. You'll learn about the American legal system, how to conduct legal research and legal interviews, how to perform legal analyses, and more. Your training will prepare you to become a legal secretary or paralegal and to take the certification exam.



Telecommunications Certificate Program

This certification course will familiarize students with the rules and regulations of the NC Sheriffs' Education and Training Standards Commission as they pertain to telecommunications, and prepare them to work safely and effectively in the profession.



Advanced Manufacturing Center

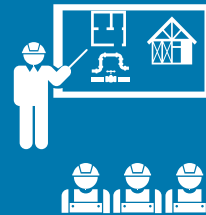
Our 3,000-square-foot, one-stop shop serves the training needs of Wake County businesses, industries, and individuals preparing for high-demand careers by offering a full range of industrial courses.

- **Industrial Automation:** Electrical, PLC, Hydraulics, and Pneumatics Controls
- **Circuit Board Technology:** IPC Certifications in Circuit Board Assembly, Repair, Assessment, and Wire and Harness Fabrication
- **Collaborative Robotics:** Robotics Utilization, Operation, and Basic Programming
- **Introductory Machining and 3D Printing:** Introductory Vertical Mill and Horizontal Lathe, 3D Printing, Mechanical Troubleshooting and Mechanical Blue Print Reading

Apprenticeship Training

**2,000+
HOURS**

On-the-job
training



**144+
HOURS**

Related classroom
instruction

Advantages for the APPRENTICE

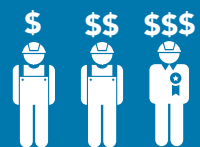
Earn Journeyman credential
—recognized nationwide!



Start with the basics
—learn your job from the ground up



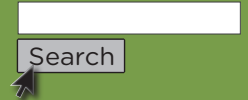
“Earn as you learn” pay scale





For class schedules, location, fees, and to register:

1. Go to workforce.waketech.edu
2. Type class title in the "Find a Class" search box



Real Estate

Are you interested in becoming a Realtor? Wake Tech can prepare you for the North Carolina Real Estate Commission licensing exam. We also offer a variety of courses for Realtor professionals to earn their required Continuing Education Units (CEUs).

- Creative Real Estate Investing
- "Flip" It...A Look Into Investing in Today's Real Estate Market
- Interior Design
- Real Estate Post-licensing Course: Broker Relationships and Responsibilities
- Provisional Broker
- Broker-in-Charge Update Course
- General Update
- Maximizing Value
- Pricing Complex Properties
- Pricing Small Income Properties

Introduction to Commercial Property Management

Properly managed real estate can increase profits for owners and investors – and qualified property managers are absolutely essential! This course will help you become a better property manager, whether you're already working in entry-level property management or considering it as a new career choice. You'll learn about insurance, legal matters, rent collection, maintenance, and the daily logistics of managing multi-family and commercial real estate.



ONLINE COURSE

Real Estate Law

Learn the basics of real estate law, including investing, title searching, mortgages, and associated legal issues. This course will help you master the essentials, with examples and hands-on exercises that will help you apply what you've learned in a real estate practice or in personal real estate investing.



Sample of Classes:

- Aseptic Processing
- Good Laboratory Practices: FDA and EPA Regulations
- Fundamentals of Microbiology
- HPLC in Theory and Practice



Training in Biotechnology, Biomanufacturing, and Biopharmaceutical/ Pharmaceutical Operations

The BioNetwork Capstone Center provides a training environment that mirrors a biomanufacturing plant facility with state-of-the-art classrooms, industrial-grade equipment laboratories, and a certified cleanroom suite.

BioNetwork Certificate Programs:

- BioNetwork Certificate in Pharmaceutical Processing Basics
- BioNetwork Certificate in Biomanufacturing
- BioNetwork Certificate in Aseptic Processing
- BioNetwork Certificate in Analytical Chemistry Laboratory Skills
- BioNetwork Certificate in Microbiological Laboratory Skills
- BioNetwork Certificate for Calibration and Maintenance for Controlled Environments
- BioNetwork Certificate in Validation
- Cleanroom Gowning Certification

BioWork Certificate—Process Technician

Prepare for work as an entry-level process technician in a biotechnology, pharmaceutical, or chemical manufacturing company.

Learn about bioprocessing and get hands-on training in the following areas:

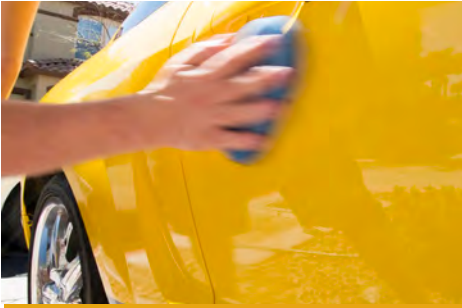
- cGMP and FDA regulations
- OSHA training, reading MSDS sheets
- Basic chemistry, biochemistry, and the metric system
- Chromatography
- DNA, catalysts, and proteins
- Tanks, piping valves and pumps, electrical systems
- Continuous and batch processing
- Process controls and feedback control loops
- General microbiology and aseptic techniques
- Gowning
- Cell cultures and industry fermentation
- Downstream processing



Class Format Options

- Day and evening formats: 12 weeks, three 4-hour classes/week
- Hybrid distance format: 16 weeks of online activities + one 4 hr. lab on campus
- Hybrid distance format: 14 weeks of online activities + a week of lab on campus

bioworkinfo.waketech.edu



Automotive Detailing Certification

Learn how to professionally clean an automobile and prepare for auto detailing jobs available in the area! Become trained in basic detailing, including engine detailing, interior and exterior cleaning, and waxing and buffing. Students also learn the proper use of chemicals and tools, troubleshooting, estimating costs and time, and much more.



Defensive Driving

Safe driving classes may be court-ordered following a driving offense, and these Defensive Driving courses will satisfy those requirements. We offer:

- Defensive Driving I
- Defensive Driving II



Motorcycle Basic Rider Course

This course will help you develop the skills and strategies to become a safe and responsible rider. This is an MSF course; successful students will receive endorsement cards and will not have to take the riding portion of the DMV test.

WIDE LOAD

Escort Vehicle Operator Course

Course components consist of defensive driving, escort driver requirements, skills training, and an exam.



Work Zone Flagger Certification

This course trains students to work as flaggers, providing safe and effective passage for traffic through and around work zones, highways, and roads – and to minimize confusion by using standard flagging procedures.

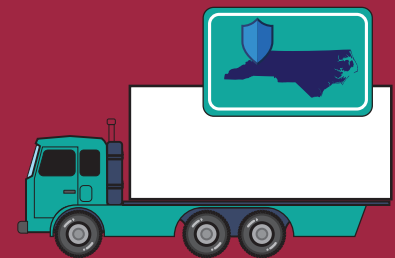


Commercial Drone (UAS) Pilot Training

The FAA now requires all commercial drone pilots to pass the Part 107 test to become certified to pilot a UAS (unmanned aerial system). This course prepares students for the test with classroom instruction and actual drone flight experience using commercial-level units.



- Auto Dealers Pre-Licensing: 12-hour Course
- Auto Dealers Annual Renewal 6-Hour Licensing Course



Commercial Drivers License (CDL) Permit

Become a part of the growing and exciting industry of truck driving! Trucks carry nearly all consumer goods at some point. This course covers the basics and the core competencies necessary to pass the written exam to obtain a Commercial Driver's License Permit.



For Personal Interest

- Basic Auto Maintenance
- Looking Under the Hood: Introduction to Car Care

Skills Training for Job Seekers



- Explore careers
- Nail the interview
- Jump-start your job search
- Link-in to technology
- Get an edge on the competition
- Discover income opportunities
- Earn a National Career Readiness Certificate

Fee-waived
for individuals who
are **unemployed,**
“**underemployed,**” or are
facing a layoff.

For a complete list of Skills Training classes
or to reserve a seat go to:

hrd.waketech.edu | 919-532-5696



ACT WorkKeys National Career Readiness Certificate® (NCRC)

Wake Tech offers the National Career Readiness Certificate (NCRC) which confirms an individual's workplace competency skills in three core areas:

- ACT WorkKeys Applied Math
- ACT WorkKeys Graphic Literacy
- ACT WorkKeys Workplace Documents

Test results from assessments are used to award certificates in four different categories:

Platinum, Gold, Silver, and Bronze

For more information about HRD's CRC Preparation Classes and WorkKeys® Assessments, visit our websites:

CRC Preparation Class:

crc.waketech.edu

CRC test:

crctest.waketech.edu

Build Your Business

Start and Grow a Business
Entrepreneurship Initiatives
On-Demand Employee Training

“

“My instructor was a wealth of knowledge. I like that he gave us a chance to really think about the decisions we’ve made for our business, so that we can keep from making many of the mistakes that new business owners have made.”

— Comprehensive Business and Startup Planning Student

Wake Tech Small Business Center



Free services include:

One-on-one counseling sessions | Seminars | Workshops | Resources

Short-term training seminars for busy entrepreneurs:

- How to Start a Business
- How to Write a Business Plan
- Marketing Your Business
- Financing Your Business
- How to Find Your Customers
- Business Taxes
- Basics of Bookkeeping

Counseling

We offer free, one-on-one, confidential counseling to answer questions about your existing small business or startup venture idea.

Resource Center

Check out our free Business Resource Center, located at Wake Tech's Western Wake Campus, where you will find tools to help you run your business better. Take advantage of free access to computers and the Internet, examples of business plans, business reference materials, and how-to books and videos.

Business management seminars offered throughout the year.

Wake Tech's Entrepreneurship Initiatives promote entrepreneurship thinking and skills as a way to create new business and social ventures.

Courses and Programs

- **Planning the Entrepreneurial Venture (PEV), Comprehensive Business and Startup Planning**

Assess your own entrepreneurial abilities and the feasibility of your business ideas. Over the course of eight 3-hour sessions, you'll develop a business plan for starting and running a new business (or operating an existing one). You'll examine every element of a business operation, from mission statement to financials and sales forecasting. Your "homework" will be to complete the first draft of a business plan. Supporting material and other resources are available for download, and access to course content is available for a full six months after completion of the course.

- **Veterans Entrepreneurship Advantage**

Embark on a new mission; your successful business venture! Receive step-by-step instructions on developing a business plan for a new or expanding business. Collaborate on your business plan with other like-minded entrepreneurs. Hear veteran guest speakers who are entrepreneurs and/or experts in their field. Learn about veteran-specific resources available to help you start and grow your business.

- **Sales for People Who Don't Like to Sell**

Whether you own a business or work for someone else, you sell every day. Why not be good at it?

Understand sales as a business discipline. Learn the steps in the logical selling process. Practice effective sales techniques. Increase the effectiveness of your sales pitch by increasing your skills and confidence. Understand how sales and marketing should interact to acquire more customers.

Entrepreneur Speaker Series

Let serial and successful entrepreneurs, thought leaders, and technology and process innovators increase your personal knowledge base on today's new, fast-paced business culture. Attend formal large group lectures and intimate roundtables. Speaker series events will be held throughout the year at various locations in Wake County.



- Connecting students, campus activities, and programs with the external entrepreneurial culture.
- Connecting entrepreneurs with student projects that can help their business.
- Collaborating with local co-working spaces.

entrepreneurship.waketech.edu





Need professional training for your employees?

Corporate & Business Solutions offers on-demand professional training to help organizations enhance the skills and abilities of their employees. With a focus on optimizing performance in the workplace, our programs are tailored to meet your specific needs.

YOUR CHOICE



Utilize your Company's Educational Benefits

Wake Tech Community College is an accredited institution of higher learning, offering high-quality courses which qualify for company tuition assistance. We offer a wide range of job-related classes to improve your skills and help you advance in your career.



Business Competencies



Customer Service



Information Technology



Leadership



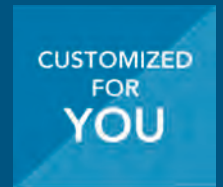
Process Improvement



Project Management



Team Building



Customized Training

Providing valuable training to companies and individuals!

Contact us to learn more.

corporatesolutions@waketech.edu | 919-532-5813 | corporatesolutions.waketech.edu

Personal Interest

Communication | Languages

Consumer Education

Home and Garden

Creative Arts

Special Interest and Recreation

Plus 50 Ageless Learning

Summer Camps for Kids

“

"The way the course was broken down made the language easy and fun to learn."

—Beginning Conversational Spanish Student



World Language Programs

From beginners conversational classes to advanced training certifications, we can help you fulfill your dream of learning a new language. We offer specialty immersion courses for those who are traveling and only need to learn a few basic phrases, as well as practical language training designed for employers and employees of restaurants, construction companies, office personnel, and other work sites.

Arabic

Chinese

Spanish

French

Italian

Korean

Russian

Workforce Continuing Education Certificates in

- Essential Spanish
- Intermediate Spanish

Gain a well-rounded understanding of the Spanish language, from culture and history to conversation and grammar. This is a multi-part, comprehensive program for serious students who are ready to make a commitment to study over four semesters. Experience with Spanish or another romance language is suggested, but not required.

LEARN MORE...page 12

Spanish



ENGLISH—Beyond the Basics

- Improve your English reading, writing, and speaking skills
- Advanced Conversation and Fluency
- Advanced Grammar for Non-Native English Speakers
- Business Writing for Non-Native English Speakers
- Pronunciation for Non-Native English Speakers
- Verbal Communication for Business
- Interpersonal Skills for the Workplace (negotiating, problem solving, decision making, nonverbal communication)

TOEFL iBT classes

The TOEFL iBT test measures your ability to use and understand English at the university level.

- Better Scores in TOEFL iBT - Reading, Speaking, Listening, Writing
- Vocabulary and Grammar for the TOEFL iBT
- TOEFL iBT Supplementary Lab Class



We offer a wide variety of WRITING courses, including:

- Basic Grammar and Writing Enhancement
- Career Exploration in the E-Publishing Industry
- Characterization in Fiction
- From Idea to First Draft—Stuck in the Middle
- From Idea to First Draft—How to Begin Writing a Novel
- How to Write, Publish, and Promote Your Book!
- Publishing Your Comic or Graphic Novel
- The Business of Writing for Children
- Write a Short Story in 8 Weeks
- Write it Like a Journalist
- Writing Science Fiction, Fantasy, and Horror



ONLINE COURSES

- A to Z Grant Writing
- Advanced Grant Proposal Writing
- Basic and Advanced Fiction Writing
- Beginner's Guide to Getting Published
- Beginning Writer's Workshop
- Business & Marketing Writing
- Mystery Writing
- Research Methods for Writers
- The Craft of Magazine Writing
- Write Fiction Like a Pro
- Writing the Fantasy Novel

For class schedules, location, fees, and to register:

1 Go to workforce.waketech.edu

2 Type class title in the "Find a Class" search box

Search

American Sign Language

Job prospects for sign language interpreters is booming. We offer a four-part, in class series that builds upon itself, and by the end you will have a complete appreciation for the language.

- Sign Language Part A, B, C, and D



ONLINE COURSE

- Discover Sign Language



L - E - A - R - N

Spanish for the Workplace

- Spanish for Construction Sites
- Spanish for Educators
- Spanish for Office Personnel
- Spanish for Restaurant Staff
- Spanish for Social Services

Pursuing a career in interpretation and translation?

(This course is recommended for individuals fluent in Spanish)

Get with real-life translating and interpreting practice in a variety of fields. The course addresses the skills required and the tools and technologies used in translation and interpretation. This course is an excellent first step toward a career in translating and interpreting.

- Translation and Interpretation
- Medical Field Interpreter Training

For class schedules, location, fees, and to register:

1 Go to workforce.waketech.edu

2 Type class title in the "Find a Class" search box

Search

Drawing, Painting, Graphic Design

- Expressions in Oils
- Advertising, Marketing, and Branding for Graphic Designers
- Adobe Photoshop for Digital Photographers



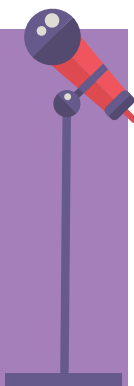
Crafts and Hobbies

- Introduction to Scrapbooking
- Jewelry Workshop: DIY Necklaces and Earrings
- Jewelry Workshop: DIY Rings and Bracelets



Public Speaking

- Public Speaking
- Confidence in Public Speaking
- Advanced Public Speaking
- How to Become a PAID Public Speaker



Gardening

- Introduction to Organic Home Gardening
- Urban Gardening Workshop



Special Interest

- Au Pair Intercultural Awareness and Communication
 - Cooking with Au Pairs
-
- Meditation: Using conflict resolution techniques to improve relationships with coworkers, family, and strangers

Digital Photography

- Real Estate Photography
- Studio Lighting
- Off Camera Lighting
- Photography on Location
- Introduction



ONLINE COURSES

- Secrets to Better Photography
- Photographing Nature With Your Digital Camera
- Travel Photography for the Digital Photographer

History Courses

- American Revolution in the South
- Ghost Stories and Strange Tales of North Carolina
- History of Pre-Code American Films
- History of Women Film Directors
- History Through Art
- Lewis & Clark History Course
- NC History & The American Civil War
- NC Inventions & Inventors
- North Carolina History and Culture
- North Carolina History: Birthplace of Presidents
- North Carolina History: From Peak to Sea
- The Original Tar Heels





Find
Bookkeeping
Courses
on page 14.

Behavioral Finance

This course introduces students to behavioral finance and provides a foundation for better financial decision-making. The first step to successfully investing money is to not lose it! The course will cover the theory and practice of behavioral finance. Case studies will help students understand the concepts.

Passport to Retirement

Position yourself for a brighter financial future. Learn how to integrate important concepts to help you prepare for retirement. Find out how to fight off the effects of inflation, avoid unnecessary taxes, and protect yourself from the potentially devastating costs associated with long-term care expenses. You'll receive a 145-page workbook that contains current information about financial concepts and tools.

More Retirement Courses

- Baby Boomer Retirement and Planning
- Planning for and Living in Retirement
- Roadmap to Retirement



ONLINE COURSES

Buying and Selling on eBay

If you've ever dreamed of working from home or just earning extra income by buying and selling goods online, our experienced instructors will guide you every step of the way.

Individual Excellence

Master twelve career-enhancing skills, including goal setting, time management, personal organization, and creativity. This course will help you gain confidence with financial matters, and minimize conflict in your life. Develop a fulfilling career plan and improve relationships with co-workers, friends, and family.



Beginner to Advanced
Computer courses,
pages 14-15

Career
Development
and personal
interest courses
for groups or
individuals.

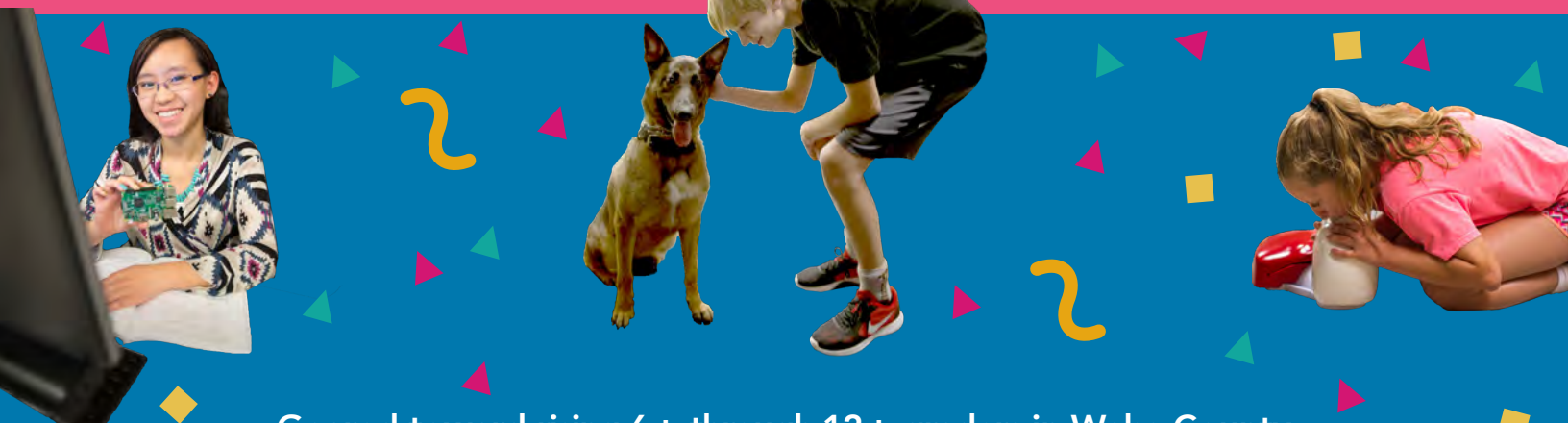
Make learning
a lifelong
endeavor!

Plus 50 classes are focused on the interests of adults age 50 and over, but all are welcome!





Summer Camps



Geared toward rising 6th through 12th graders in Wake County

summercamps.waketech.edu

Wake Tech's Summer Camps are designed to excite and inspire young minds as they explore their interests and consider career options for the future.

We offer a variety of camp titles in the following areas:

Communication | Creative Skills | Digital Media
Programming | Public Safety
Science, Engineering, and Mathematics
Video Game Technology



examprep.waketech.edu



TEST with Confidence!

SAT® and ACT® exam prep sessions

Great value | Small classes | Convenient times and locations

Strengthen Basic Skills

English as a Second Language

Adult Basic Education:

Learn to Read

Transitional Opportunities for Post-Secondary
Success (ABE TOPS)

Build Academic Fundamentals

High School Credentials

“

"It was great to be able to take classes while finishing my high school credential. The training helped me decide what career I wanted to pursue, and now I have a job in the hospitality industry!"

—College & Career Readiness Transitions Student

Complete your High School Credential



High School Equivalency Preparation (HSEP)

Online and seated classes are offered at convenient locations in Wake County.

For adults who want to:

- Complete a high school credential
- Prepare for college
- Improve skills to enter advanced training in career pathways
- Improve knowledge of reading, writing, math, social studies, and science

hsep.waketech.edu

Adult High School (AHS)

Finish your official high school diploma, issued jointly by Wake Tech and the Wake County Public School System.

- Take courses one at a time
- Work at your own pace

Requirements:

- Must submit high school transcript to the AHS office before enrolling
- Enrollment in this program is contingent on TABE score of 567 or higher
- Eligible students cannot need more than 8 credits to graduate

ahs.waketech.edu

High School Equivalency Program (HEP)

This grant-funded program provides migrant and seasonal farm workers and their families with the necessary training they need to earn a high school equivalency credential.

You must meet at least one of the following requirements:

- Have been an agricultural worker (or a family member of the worker) who worked on a farm in the United States for the minimum time period required by the program
- Or
- Have attended a public school in the United States and received Migrant Educational Services (Title 1 C) while enrolled
- Or
- Have participated in a WIA section 633 program

* Includes agriculture, ranching, orchards, forestry, Christmas trees, dairy, cannery, poultry, or fish farms.

hep.waketech.edu

Attention applicants 16 1/2 or 17 years old:

- *Special paperwork required*
- *Must have withdrawn from public school*

Earn your North Carolina High School Equivalency Diploma

Improve your chance for **SUCCESS**.
Sign-up for **FREE PREPARATION CLASSES**.



Test Preparation Options



Classroom

Face-to-face classes offer quality instruction and are available throughout Wake County. See the list of classroom locations around Wake County.



Online/E-Learning

Internet-based learning provides flexible hours, uses free online materials and allows students to work at their pace.

(Placement Testing, Orientation and Post-testing are at the Beltline Education Center.)

919-334-1500 | hsep.waketech.edu

Ready to take the exam? You have 2 OPTIONS

OPTION 1



HELP desk: 877-392-6433

myged.com

OPTION 2



HELP desk: 855-694-4738

hiset.ets.org

919-334-1538

Strengthen Your Skills



Adult Basic Education (ABE)

ABE provides academic instruction in reading, writing, math, and technology with a focus on college and career readiness skills. We offer classes at several locations throughout Wake County with many learning options including morning, afternoon, and evening classes.

abe.waketech.edu

Adult Basic Education Transitional Opportunities for Post-Secondary Success (ABE TOPS)

ABE TOPS is designed for adult students who have an intellectual disability or those who need continued support in functional academics. It is ideal for students who want to achieve a higher level of independence by focusing on academic, social, vocational and life skills needed to fulfill their goals.

To Get started with ABE TOPS

Attend an information session held on the first Wednesday of each month at 4:30 p.m. at the Beltline Center located at: 3200 Bush Street, Raleigh NC

abetops.waketech.edu

Begin taking college classes while earning a high school credential.

College & Career Readiness Transitions

Wake Tech offers career preparation opportunities in College & Career Readiness which enable students to take select college classes while building English language skills (in ESL) or earning a high school credential. There are two opportunities for co-enrollment.

Career-focused classes that are a faster track to employment.

- Hospitality-Hotel and Restaurant Certification
- Medical Terminology
- A Career in Auto Maintenance
- Automotive Detailing
- Intro to Construction: Pre-Apprenticeship
- Welding Practical
- Computer Basics
- CompTIA IT Computer Fundamentals certifications, A+ Part 1 and A+ Part 2 certifications

Curriculum Pathways classes which lead to a degree.

- BUS 151 People Skills – Business Administration
- WLD 110 Cutting Processes – Welding Technology
- EDU 119 Early Childhood – Introduction to Early Childhood Education
- OST134 Text-entry and Formatting - Medical Office Administration

 ccr.waketech.edu

Need to learn English?

Adult ESL Classes

ESL—English as a Second Language

This program provides free English instruction to adult non-native English speaking residents, living and/or working in the United States with a focus on college and career readiness skills.



We offer classes at many locations throughout Wake County



Many learning options including morning, afternoon, and evening classes, as well as a distance education and weekend option.

? 919-334-1501
esl@waketech.edu
esl.waketech.edu

Citizenship Preparation

For intermediate to advanced level ESL students. Learn the Naturalization process and Citizenship exam content.

? 919-334-1509



WAVES—Wake Adults Volunteering Educational Services

Wake Tech's volunteer program offers adults from all walks of life the opportunity to help others realize their educational dreams.

- Tutor students
- Encourage and motivate students
- Enrich learning environments

VOLUNTEER OPPORTUNITY



ccr.waketech.edu

Click on
VOLUNTEER link

919-334-1546
 919-334-1528





WORKFORCE CONTINUING EDUCATION REGISTRATION

9101 Fayetteville Road, Raleigh, North Carolina 27603-5696 919-866-5800

Course: _____
Section Number _____ Title _____

Instructor: _____ Location: _____ Date: _____
Begin _____ End _____

*Social Security # or College ID#: _____ (*Used for reporting purposes only)

Name: _____
Last _____ First _____ Middle _____

Address: _____
Street, P.O. Box, Route _____ City _____ State _____ Zip Code _____

County of Residence: _____ Date of Birth: _____
Month _____ Day _____ Year _____

E-mail Address: _____ Home Phone: _____

Please Check: Sex: ☐ 1. Female ☐ 2. Male
Ethnicity: ☐ 1. Hispanic/Latino ☐ 2. Non Hispanic/Latino Race: ☐ 1. American/Alaska Native ☐ 2. Asian ☐ 3. Black or African American
☐ 4. Hawaiian or Pacific Islander ☐ 5. White

Check the **highest education level** that best describes you:
☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10
☐ 11 (Highest Grade Completed – Non-high School Graduate) ☐ 14 Post High School Vocational Diploma
☐ 12 (High School Graduate) ☐ 15 Associate Degree
-- GED ☐ 16 Bachelor's Degree
☐ 13 Adult High School Diploma ☐ 17 Master's Degree or Higher
Military Status: ☐ Active ☐ Reserve ☐ Discharged ☐ Retired

Employment: ☐ Full-Time (FT) ☐ Part-Time (PT) ☐ Retired (R)
☐ Unemployed – Not Seeking (UN) ☐ Unemployed – Seeking (US) ☐ Inmate

Employer: _____ Business Phone: _____

Employer's Address: _____

Student Signature: _____ Date: _____

Payment: Fees: \$ _____ \$ _____
Registration Total Amount
Total Payment: \$ _____ Check one: ☐ *Check ☐ *Money Order
*No confirmation will be sent.
You will be notified only if the class is full or cancelled.*

*Make check or money order payable to: Wake Technical Community College
For your financial security, credit card information is not accepted via mail-in registration.
To register and pay online, go to workforce.waketech.edu

Workforce Continuing Education Policies



We have answers about:

admissions | disability support and accommodations | registration fees | locations
course content and requirements | class transfers, cancellations, withdrawals and refunds
student transcripts and permanent records, and other forms

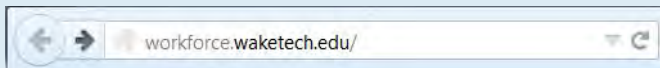
✉ workforce@waketech.edu | ☎ 919-866-5800

3 Easy Ways to Register for Classes

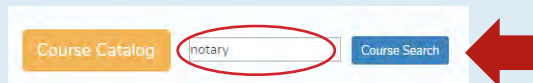
Register
EARLY to
secure
your seat!

How to Search and Register for Classes ONLINE

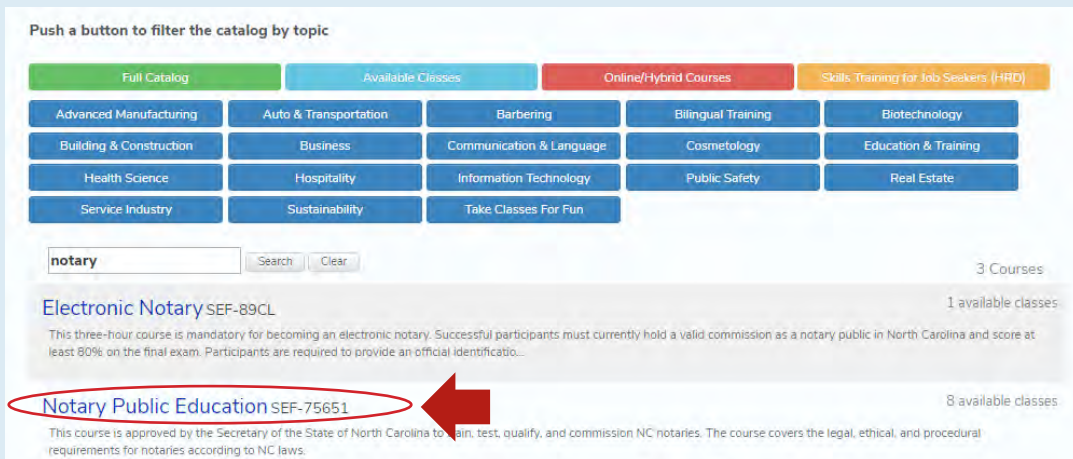
1. Go to workforce.waketech.edu



2. In the "Find a Class" search box **TYPE IN** the **course number or course title** and click search



3. Select Your Course. A list of relevant course titles will appear. **Click the title of the course you are interested in.**



4. A list of Available classes will appear. Click Details to learn more or **click Register to add it to your cart.**

Available Classes		Location	Begin Date	End Date	Instructor	Price	Seats Available/Total Seats
Details	Register	182120 Western Wake Campus	11/04/2017	11/04/2017	T. Fisher	\$87.00	0/26
Details	Register	182121 Southern Wake Campus	11/06/2017	11/08/2017	O. Stallworth	\$87.00	12/26

5. **Complete the Checkout Process.** Scroll down to the bottom of the screen, **click Proceed to Checkout** to be guided to WebAdvisor, where you will enter your contact information and pay for your course.

Selected Courses:

182121 - Notary Public Education [remove](#)

[Proceed to Checkout](#)

In Person

Bring registration form and payment to a Workforce Continuing Education (WCE) office. Payment can be made by credit card*, cash, check, or money order.

** Credit card and cash payments are accepted only at Health Sciences, Southern Wake, Northern Wake, Public Safety Education, and Western Wake campuses when cashier services are available.*

By Mail

Mail registration form and payment** to:

Workforce Continuing Education Registration

Wake Technical Community College

9101 Fayetteville Rd.

Raleigh, NC 27603

***Check or money order only. To protect your personal information do not submit credit card information with your registration form.*

No need to wait!

Online registration
is **OPEN**



Explore our programs and sign up for classes at workforce.waketech.edu



Professional skill-building and leadership development for **EVERYONE** in your company

Optimize performance in the workplace:

REDUCE TURN-OVER through team building

INCREASE EFFICIENCY with advanced skills

ACCELERATE GROWTH with leadership development



Learn more
solutions.waketech.edu


WAKE || TECH
CORPORATE & BUSINESS SOLUTIONS