Community College Workforce Alliance (CCWA) is a workforce development partnership between Reynolds Community College and John Tyler Community College. CCWA has helped thousands of businesses and individuals in the region take their companies and careers to new heights. Whether you want to acquire new job skills for yourself, increase employee productivity at your business, or improve the economic vitality of the Greater Richmond region, you’ve come to the right place.

For more information:
804-523-CCWA (2292)
ccwatraining.org
FastForward opens doors with in-demand industry credentials.

The Greater Richmond job market is active and credentials are becoming more critical. Virginia’s Community Colleges have a goal to triple the number of industry credentials earned by Virginians in order to meet business and employment demands. FastForward credentials open doors to in-demand jobs.

FastForward tuition grants, available to all Virginia residents, pay two-thirds of the tuition costs; students qualifying for financial aid may be eligible for additional funding.

PROGRAMS INCLUDE:

- Customer Service & Sales Certification
- Clinical Medical Assistant  
  Triple credential w/ Phlebotomy and EKG
- Certified Nurse Aide
- Phlebotomy Technician
- EKG Technician
- Medical Coding
- Pharmacy Technician
- Emergency Medical Technician Program (EMT)
- Manufacturing Technician 1 (MT1)  
  Dual credential w/ Manufacturing Specialist (MS)
- Certified Logistics Technician  
  Dual credential w/ Certified Logistics Associate
- Commercial Driver’s License (CDL)
- VDOT - Construction Inspector Series
- NCCER Core Construction
- HVAC
- Teacher Licensure  
  Through EducateVA

FastForward is limited and subject to availability once all required documents and approvals are provided.

For more information visit ccwatraining.org/certifications
# Technology

**WDCC** Workforce Center | **CH** Chester | **MIDLO** Midlothian

## COMPUTER USE

<table>
<thead>
<tr>
<th>Course</th>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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## BUSINESS APPLICATIONS

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**CREATIVE SOFTWARE**

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<td>Fee: $279</td>
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<td>Fee: $279</td>
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</tbody>
</table>

**LOCATIONS**

**Reynolds Community College**
Workforce Development & Conference Center
Parham Road Campus

**John Tyler Community College**
Chester & Midlothian Campuses

For events, retreats, training sessions and much more!

ccwatraining.org/locations
804-523-2292
Follow our track of focused classes to build and enhance your customer service skills.

CUSTOMER SERVICE

Block 1
A Winning Attitude
Jun 12  W 9:00 AM - 12:00 PM  WDCC
Fee: $99

Block 2
Commitment to the Customer
Jun 12  W 1:00 PM - 4:00 PM  WDCC
Fee: $99

Block 3
Grammar and Enunciation
Jun 27  R 9:00 AM - 12:00 PM  WDCC
Fee: $99

Block 4
Oral Communication
Jun 27  R 1:00 PM - 4:00 PM  WDCC
Fee: $99

Block 5
Phone Power
Jul 16  T 9:00 AM - 12:00 PM  MIDLO
Fee: $99

Block 6
Active Listening Skills
Jul 16  T 1:00 PM - 4:00 PM  MIDLO
Fee: $99

Block 7
Problem-Solving Techniques
Aug 1  R 9:00 AM - 12:00 PM  MIDLO
Fee: $99

Block 8
Confidence with Difficult Customers
Aug 1  R 1:00 PM - 4:00 PM  MIDLO
Fee: $99

Block 9
Managing Job Stress
Aug 21  W 9:00 AM - 12:00 PM  WDCC
Fee: $99

Block 10
Exceeding Customer Expectations
Aug 21  W 1:00 PM - 4:00 PM  WDCC
Fee: $99
When your goals include increasing productivity, improving employee performance and engagement, streamlining work flow and maximizing profits, CCWA can help you achieve big results.

Working closely with your team, CCWA’s high quality custom training and consulting solutions are specifically tailored to meet the needs of your employees and organization.

To learn more, call 804-523-2292 or visit ccwatraining.org/customtraining
LEADERSHIP AND MANAGEMENT SKILLS

Change Management
Jun 18  T 9:00 AM - 4:00 PM  MIDLO
Fee: $249

Maximizing Employee Engagement
Jun 26  W 9:00 AM - 4:00 PM  WDCC
Fee: $249

Teambuilding Strategies
Jul 25  R 9:00 AM - 4:00 PM  WDCC
Fee: $249

Time Management & Balancing Today’s Priorities
Jun 6  R 9:00 AM - 4:00 PM  MIDLO
Fee: $249

Understanding Yourself and Others: An Introduction to the MBTI
Aug 20  T 1:00 PM - 4:00 PM  MIDLO
Fee: $199

Managing Millennials
Aug 20  T 9:00 AM - 12:00 PM  MIDLO
Fee: $129

Think Again: Critical Thinking Skills
Jun 19  W 9:00 AM - 4:00 PM  MIDLO
Fee: $249

Business Workplace Ethics
Jun 27  R 9:00 AM - 12:00 PM  MIDLO
Fee: $129

Making the Move to Supervisor
Jun 10  M 9:00 AM - 4:00 PM  WDCC
Fee: $249

Constructive Conflict Resolution
Aug 22  R 9:00 AM - 4:00 PM  WDCC
Fee: $249

Develop an Artificial Intelligence Business Strategy
Aug 7  W 9:00 AM - 12:00 PM  MIDLO
Fee: $279

New Routes to Greater Income
CERTIFICATION COURSES + FINANCIAL ASSISTANCE

CCWA is driving the region’s workforce toward better wages in just weeks or months — instead of years. Our FastForward certification programs will train you for in-demand careers.

MORE THAN 2,000 CREDENTIALS EARNED IN THE PAST YEAR

Health Care
Transportation / Logistics
Customer Service
Manufacturing
Construction
Power / Energy

Financial aid is available through the FastForward program (at 1/3 of the cost) regardless of income, to all Virginia residents. Classes may be free to those qualifying for financial aid.

to learn more contact us today.

ccwatraining.org/certifications  |  careercoach@ccwa.vccs.edu

8 | BUSINESS ADMINISTRATION & MANAGEMENT  . ccwatraining.org
MEDICAL OFFICE

Medical Coding - Certified Professional Coder
Jul 8 – Sep 11  MW 6:00 PM - 9:30 PM  DTC
Fee: $2,850  Financial support is provided for this course to all Virginians, subject to availability.

PHARMACY

Pharmacy Technician Program
Jul 9 – Aug 27  TR 6:00 PM - 9:30 PM  DTC
Fee: $1,599  Financial support is provided for this course to all Virginians, subject to availability.

EMS COURSES & CERTIFICATIONS

The Community College Workforce Alliance has joined forces with John Tyler’s Department of EMS Education to provide nationally-recognized continuing education programs.

Recognized by the American Heart Association and the National Association of EMTs, these courses will allow healthcare practitioners to advance their careers — working in communities across the region to assist those in need of responsive medical assistance.

Visit ccwatraining.org/ems for more information.

NEED A CLASS?
Ask us about custom training and consulting. Contact us to learn more.
804-523-2292
ccwatraining.org/customtraining
SPECIALIZED TRAINING

**Truck Driver Training (CDL)**
All classes are held from 8:00 AM to 5:00 PM.

**Weekday Training / Monday – Friday**
Classes meeting in Chester:
- June 10 – July 19
- June 24 – Aug 2
- July 8 – Aug 16
- July 22 – Aug 30
- Aug 5 – Sept 13
- Aug 19 – Sept 27

Classes meeting in Goochland:
- Jul 15 – Aug 23
- Oct 7 – Nov 15

**Weekend Training / Saturday & Sunday**
Classes meeting in Chester:
- June 8 – Sep 15
- Aug 24 – Dec 8
- July 20 – Oct 27

Fee: $4,500

Financial support is provided for this course to all Virginians, subject to availability.

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**VDSS Child Care Care Training**

The Division of Child Care and Early Childhood Development of the Virginia Department of Social Services (VDSS) partners with CCWA to offer more than 50 courses for licensed child daycare centers, religiously-exempt child daycare centers, family day homes, certified preschools, Head Start programs, and unregulated providers. All courses for the Early Childhood and School-Age Endorsements are available online.

For more information visit: ccwatraining.org/childcare

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**WORKFORCE WEDNESDAYS WEBINARS**

Webinars are held online monthly on Wednesdays from 10:00 AM to 11:00 AM. Cost is $65 per person.

- **AI in 60 Minutes**
  - June 12

- **Excel Pivot Tables**
  - June 26

- **WordPress**
  - July 10

- **What’s New with MS Office 2016**
  - August 14

Join us for your personal enrichment or to build your professionalism.

Register online at ccwatraining.org

You will receive login instructions by email the Friday prior and then the morning of the webinar.
Teaching can be the most rewarding career you will ever have.

At EducateVA, we can help turn your existing education and job experience into the skills needed to make a difference. If you are a professional with a bachelor’s degree and at least five years of full-time work experience, you may qualify for the EducateVA Career Switcher Alternative Teacher License program.

This affordable and accessible fast-track program, approved by the Virginia Department of Education, provides you with the academic training and practical experience needed to make an impact in the 21st century classroom.

Financial support is provided for this course to all Virginians, subject to availability.

To learn more, visit the website today. educateva.com

EMployers:

How can you identify the skill levels of job applicants and employees?

JOBS SEEKERS:

How can you improve your personal career prospects?

CCWA offers nationally-recognized certification assessments to demonstrate job readiness and technical skills. Get fast and accurate results to determine your skill levels and areas to improve.

For information visit ccwatraining.org/assessments
Manhattan and Trades

WDCC  Workforce Center | CH  Chester | MIDLO  Midlothian

CERTIFICATIONS

Manufacturing Technician Level 1 Certification
Jul 9 – Aug 7  MTWR 5:30 PM - 8:30 PM  CH
Aug 26 – Sep 24 MTWR 5:30 PM - 8:30 PM  CH
Fee: $2,400*

Certified Logistics Associate (CLA)
Jun 24 – Jul 17  MWF 5:30 PM - 8:30 PM  MIDLO
Aug 27 – Sep 11  TWR 5:30 PM - 8:30 PM  MIDLO
Fee: $900*

Certified Logistics Technician (CLT)
Jul 22 – Aug 14  MWF 5:30 PM - 8:30 PM  MIDLO
Fee: $1,200*

CONSTRUCTION AND CONTRACTOR

NCCER Core: Introductory Craft Skills
Jul 8 – Jul 29  MTW 5:30 PM – 9:30 PM  WDCC
Fee: $1,098*

NCCER Electrical I
Jul 30 – Sep 24  MTW 5:30 PM – 9:30 PM  WDCC
Fee: $1,500*

NCCER HVAC Level I
Aug 1 – Oct 10  MR 5:30 PM – 9:00 PM  WDCC
Fee: $1,698*

*Financial support is provided for these courses (above) to all Virginians, subject to availability.

SAFETY

OSHA 10-Hour Training Certification for General Industry
Jun 19 & 20  WR 12:00 PM - 5:00 PM  WDCC
Aug 6 & 7  TW 12:00 PM - 5:00 PM  WDCC
Fee: $249

Forklift Operator Training
Jun 1  S 9:00 AM - 1:00 PM  WDCC
Jul 26  F 4:00 PM - 8:00 PM  WDCC
Aug 16  F 4:00 PM - 8:00 PM  WDCC
Fee: $125
Instructor-facilitated online courses are informative, fun, convenient and highly interactive. You can complete any course entirely from your home or office, any time of the day or night. Many of these courses are open throughout the term.

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<td>Adobe InDesign Essentials</td>
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<td>Conflict Management</td>
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<td>Introduction to 3D Printing</td>
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<td>Introduction to Game Design</td>
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<td>Law for Non-Lawyers</td>
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<td>Leadership Principles</td>
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<td>Lean Six Sigma</td>
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<td>Mastering Microsoft Excel</td>
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<td>Legal Office Administration</td>
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<td>Managing Productivity</td>
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<td>Writing News and Press Releases</td>
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<tr>
<td>Graphic Design for Visual Presentations</td>
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<td>Developing Your Professional Career</td>
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<td>Project Management Knowledge Areas</td>
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<td>Managing Generations in the Workplace</td>
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<tr>
<td>Creating Community &amp; Social Change</td>
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<td>Advanced Six Sigma Black Belt</td>
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<td>Google +</td>
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<td>LinkedIn for Business</td>
<td>$195</td>
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</table>

Courses run for one month. Courses are project-oriented and include lessons, quizzes, hands-on assignments, discussion areas, supplementary links, and more.

For more details, visit ccwatraining.org/online-classes.
## Summer Youth Camps

All camps meet at WDCC. Visit our website for more information.

CCWA has partnered with industry expert Black Rocket to present unique enrichment programs for youth.

**FOR AGES 8 – 12**

**FEE: $185/WEEK**

### WEEKLY CAMPS

<table>
<thead>
<tr>
<th></th>
<th>MORNING</th>
<th>AFTERNOON</th>
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<tbody>
<tr>
<td></td>
<td>9:00 AM – 12:00 PM</td>
<td>1:00 PM – 4:00 PM</td>
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<tr>
<td>JUNE 24 – 28</td>
<td>App Attack!</td>
<td>Code Breakers</td>
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<tr>
<td>JULY 8 – 12</td>
<td>Advanced Robotics</td>
<td>Drone Adventures</td>
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<tr>
<td>JULY 15 – 19</td>
<td>Make Your First Video Game!</td>
<td>ROBLOX® Coders &amp; Entrepreneurs!</td>
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<tr>
<td>JULY 22 – 26</td>
<td>Battle Royale: Make Your First Fortnite® Style Video Game</td>
<td>eSports Apprentice - YouTube® Streamers &amp; Gamers</td>
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<tr>
<td>JULY 29 – AUG 2</td>
<td>Minecraft® Modders</td>
<td>Minecraft® Designers</td>
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</table>

Students will be able to upload their work to a website where the students and their parents will have access to monitor progress and make comments. Returning students can create more advanced projects that build on previous years.

Black Rocket’s mission is to help ignite, unleash, and enhance talents through courses that emphasize self-empowerment, cognitive reasoning, and divergent thinking through hands-on learning.

For more information and course descriptions, please visit our website: [ccwatraining.org/stemcamp](http://ccwatraining.org/stemcamp)
Refunds
Participants may withdraw and receive a full refund provided a written request is received at least five business days before the class is scheduled to begin. No refunds are provided after this time. Withdrawals must be completed by notifying CCWA in writing by email to trainer@ccwa.vccs.edu. Refund checks are distributed by the Virginia Department of the Treasury and may take up to six weeks for processing.

Non-Credit Financial Aid
CCWA has funding that can help pay for training that supports attainment of industry credentials. If you have limited income and want to earn an industry credential, please contact us and find out how we might be able to support your efforts.

Call 804-523-2292 or email us at trainer@ccwa.vccs.edu to inquire about our non-credit financial aid.

Canceled Classes
Each course is offered on the condition of adequate enrollment; CCWA reserves the right to cancel or discontinue any course because of low enrollment or for other reasons deemed sufficient. Necessary changes in this schedule may be dictated by enrollment, personnel requirements, or availability of facilities.

Continuing Education Options
All classes in this schedule offer Continuing Education Units (CEUs) and Continuing Professional Education (CPE). The number of CEUs awarded depends upon successful course completion and varies according to course length. For each hour of actual instruction 0.1 CEU is awarded. For CPEs, students simply need to request them from CCWA before class.

Mailing Lists
To request more information or to unsubscribe from the mailing list, please write to trainer@ccwa.vccs.edu.

ccwatraining.org | 15
Are you 18–24?  

Looking for a good job with a solid future?

CCWA and regional workforce partners have launched FREE job training programs for entry into jobs in health care, construction and trades, manufacturing, warehousing and distribution.

FREE Benefits:

• Tuition, Fees, and Supplies
• GED Preparation
• Digital Literacy Instruction
• Career Coaching
• Certification Preparation and Testing
• Employability Skills Training
• Work-Site Visits
• Job Search Assistance

Train for an in-demand job in just weeks.

FOR MORE INFORMATION:
careercoach@ccwa.vccs.edu | ccwatraining.org/careerstart

This program is funded with resources from the federal Workforce Investment and Opportunities Act.