



Customized
work force training,
degree programs
and more.



CCBC@Work

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY



ccbc @ work

CCBC.

CCBC understands your economic realities.

Your biggest investment is your work force, but every decision must be made with an eye toward the bottom line. Your edge in the marketplace depends on expertise and innovation, but rapid change and stiff competition make it a struggle to maintain.

CCBC can help you maximize your resources and stay on top of shifts in the marketplace with training that allows your work force to develop and apply basic skills, master advanced skills, and stay innovative, productive and competitive.

Our team of experts – in health care, information technology, law enforcement and public safety, business and management, communications, customer service, fitness, wellness and more – are ready to deliver customized and realistic training solutions.

We deliver training where and when it's convenient for you, allowing your organization to adapt on-the-fly to change in regional, national and global economies.

CCBC offers...

Convenience

Customized training at your site or one of our accessible, well-equipped sites throughout the region.

Value

High-caliber instruction—blending the best of the academic and business worlds—that is flexible, affordable and customized to suit the needs of your organization.

Options

Work force training that gives your employees the skills they need now, plus degree and transfer programs that offer comprehensive learning. Many of our training programs are designed to meet continuing education standards (CEU's) and we offer academic credit toward degree requirements for work experience.

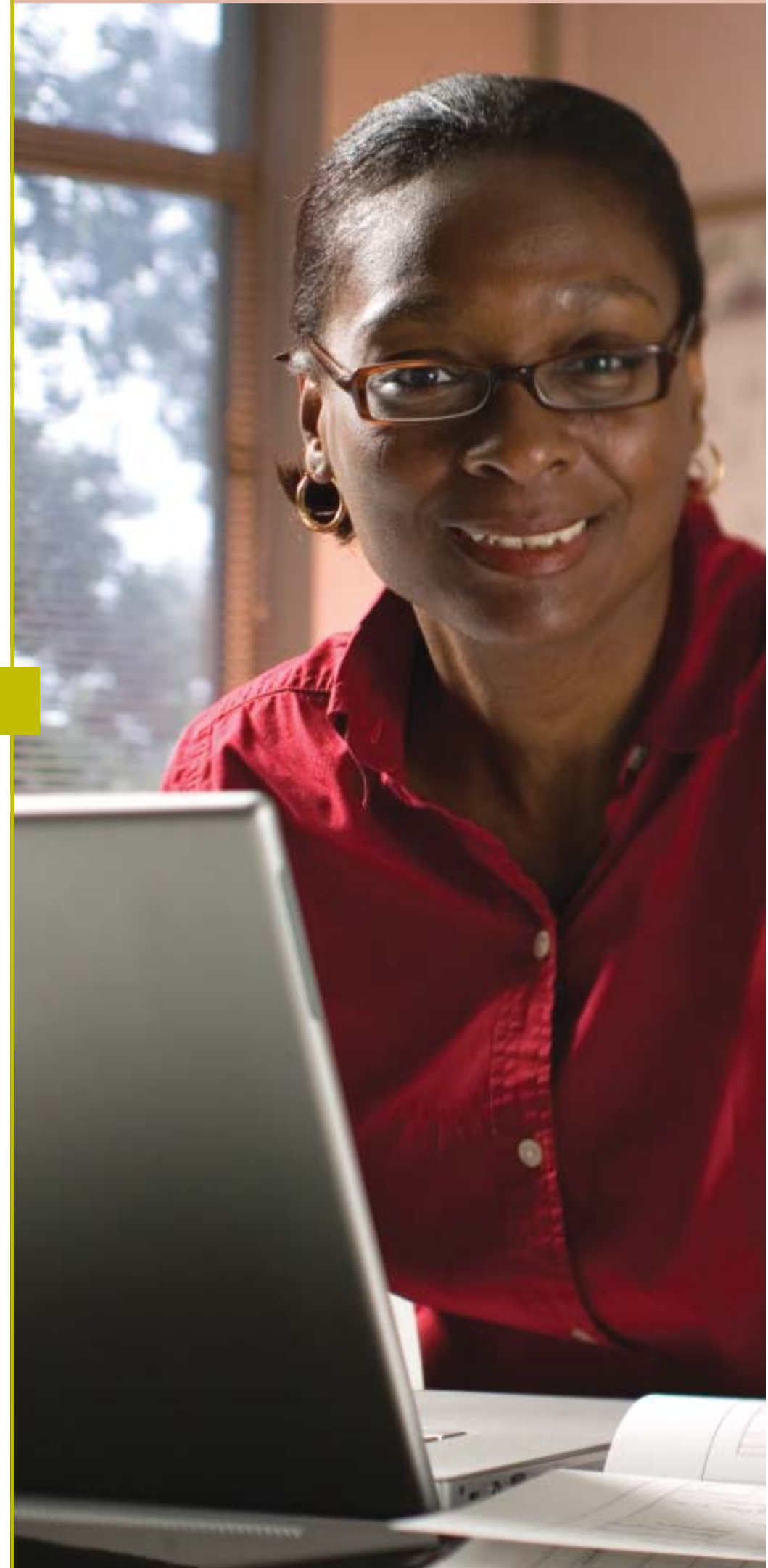
Resources

The vast learning and technological resources of one of Maryland's largest institutions of higher learning.

We offer:

- Associate degree and non-degree programs
- Short-term training
- Certification and re-certification
- Courses that prepare for industry licensing or certification exams in fields like Project Management, Real Estate, Transportation (Commercial Drivers License preparation), Allied Health, Information Technology and other areas

CCBC is a leading provider of work force development training and your partner for comprehensive, customized organizational development solutions.



CCBC meets the work force challenges of more than 200 organizations annually and is the training partner you can count on.

CCBC OFFERS CUSTOMIZED TRAINING IN THE FOLLOWING AREAS:



Leadership and Management Training

Sustaining business growth in the 21st Century requires strong leadership, a focus on strategic and critical thinking, and a commitment to organizational development. CCBC has a legacy of developing and delivering management and leadership training across a range of industry sectors and management levels.

Leading organizations such as PDP Technologies Inc., Northeast Foods, 1st Mariner Bank and Berry Plastics Corporation turn to CCBC to provide customized training for their management teams in:

- Customer service
- Team building
- Sales and marketing management
- Business ethics
- Conflict resolution
- Project management
- Customized training programs
- And more



CCBC can develop and unleash the **extraordinary power** of your firm's human resources. Our experts can help identify your training needs, and then design and deliver a **customized** training program uniquely suited to your business.

Information Technology

As a leading provider of information technology training and certifications in the region, CCBC has provided state-of-the-industry programs for the Maryland Department of Transportation, Johns Hopkins Bayview Medical Center, Berry Plastics Corporation and Shire Pharmaceutical.

And we can help your firm navigate the complex issues surrounding technology training too. From business to health care, from manufacturing to retail, CCBC can tailor a training program that fits your industry and your organization.

- We have consolidated our many IT resources, enabling us to offer a wide range of IT training solutions quickly and conveniently.
- Our expert staff will get to know your organization, then customize an IT training program to meet your specific objectives.
- We offer flexible delivery of your training program for one location or multiple locations, accessible via closed circuit television, online, or through teleconferencing.
- CCBC also offers a wide range of IT degree programs in networking, database, programming, digital simulation, computer graphics and more.



Technical

The industrial maintenance and manufacturing sector continues to be a major economic engine in the region. For corporations as varied as Schmidt Bakery, Owens Corning, Northrop Grumman and Unilever, CCBC is the training partner of choice.

CCBC has the unique ability to customize industrial training to meet client specifications and equipment needs, delivering training on-site any time. Whether you make fighter jets or soap, fiberglass or dinner rolls, our expert instructors will build and implement the right program for you.

We offer customized training and degree programs in:

- Industrial Maintenance (both mechanical and electrical)
- Computer-Automated Manufacturing
- Industrial Instrumentation
- Computer-Aided Design
- Engineering
- And more

In addition, our technical training area offers a broad range of skilled trades and apprenticeship opportunities through our partnership with regional apprenticeship organizations. Many of these programs can also lead to credits towards AA degrees.



Instructional Design and Assessment

CCBC's Instructional Design and Assessment Center (IDAC) offers your organization an affordable way to address work force issues that are company-specific.

We can provide a comprehensive solution to your work force development needs by:

- Assessing new and existing employees to determine any skills gaps
- Conducting job task analysis to improve job descriptions and career pathways
- Developing pay-for-skills standards and internal certification levels
- Customizing programs to promote and ensure consistency in training with clearly identified, performance-based outcomes.

Basic Workplace Skills

The Department of Labor estimates that as much as 40 percent of the current work force lacks the basic skills to understand written or verbal communications. The resulting inability to adapt to change in the workplace leads to lost productivity, and worse, potential safety and health issues.

CCBC's Workplace Literacy program enhances the ability of employees to read, write and speak English. It also enables them to compute and solve math problems with the proficiency needed to function on the job and in society.

CCBC can tailor this program to meet organizational and job-related needs and deliver it on-site.

Health Care

- Health care is the fastest-growing sector of our economy. In recent years, the growth has been so explosive that demand for highly qualified health care professionals has outstripped the supply.
- We've partnered with some of the area's premier medical institutions to help address this critical need.
- CCBC is the third largest provider of health care training in Maryland, putting us in the same league as the University of Maryland and Johns Hopkins systems, but with one big difference – value.
- CCBC's health programs feature state-of-the-art clinical training, well-equipped laboratories and a wide spectrum of learning options to prepare the health care workers of the future.





Justice and Homeland Security

For law enforcement and corrections agencies, CCBC offers in-service professional development, including our long standing partnership with the Baltimore County Police Training Academy.

For other organizations, we've created a series of security training courses and workshops that can help you build, deploy and manage effective security teams that are fully equipped to plan for crisis situations, respond to them effectively when they arise, and reduce their impact on your business and your bottom line.

Our partners and clients include the Maryland Transportation Authority Police, the Baltimore County Police, the Maryland Police and Corrections Training Commission and the Loyola College Public Safety Division to name but a few.



Command Spanish®

Command Spanish® is the country's leading provider of customized Spanish language and cross-cultural programs for non-Spanish speakers and is an important tool for developing the work force of the 21st century.

CCBC utilizes Command Spanish® to provide occupational Spanish training to those who have little or no prior knowledge of the language.

This learner-friendly program helps to effectively break down communication barriers in the workplace by providing occupation-specific Spanish understood by Spanish speakers. Its usefulness has broad applications across such industries as health care, criminal justice and public safety, education, hospitality, manufacturing, and business and commerce.

We've just scratched the surface.

For more information,
or to find out what else CCBC can do for you,
contact us at training@ccbcmd.edu or call 410-869-0296.

Justice and Homeland Security

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

Explore the answers to practical questions of crime, adequate home security and personal safety and property protection offered by homeland security experts in these courses.

Business Security/Emergency Preparedness

Through a series of half-day and one-day courses, your personnel can develop the knowledge and skills they need to plan for and mitigate the emergency situations they may encounter. Course series includes:

Advanced Leadership Training prepares senior personnel for their roles in emergency situations when the need for effective leadership is heightened.

Decision-Making and Problem Solving in Emergency Situations teaches models and techniques for crisis situations, including information needs and gathering, rapid decision-making under pressure and problem solving.

Business Continuity Planning is a blueprint for ensuring that your emergency response is fully developed and ready for your staff to use. The course presents an overview of the emergency management planning process and approaches to disaster mitigation.

Building Effective Security Teams prepares security team leaders to build comprehensive and cohesive teams.

Customer Service for the Security Manager addresses protocols necessary to handle customer/visitor concerns without compromising security requirements

Customer Service for Frontline Security Personnel gives instruction on how to effectively and personally request identification, address access restrictions and conduct searches.

Serving the Customer in an Emergency offers sensitivity skills and helpful techniques for dealing with staff, customers and visitors during a crisis situation

Leadership in Times of Crisis is a capstone course that provides program review of key concepts and helps participants incorporate those into an emergency plan in a coherent and consistent fashion.

Professional Development for Frontline Security Personnel, Law Enforcement Officers and Correctional Officers

These intensive training programs taught by certified professionals, enhance the performance of a variety of law enforcement professions at various levels.

Security/Public Safety Officer Training is a series of nine half-day sessions that prepares officers to provide effective security and public safety service by exposing them to fundamental techniques and concepts such as:

- Maryland law
- Arrest law and procedure
- Juvenile law and procedure
- Search law and procedure
- Seizure and control of evidence
- Interviewing witnesses and taking statements
- Courts and judicial proceedings
- Report writing
- Official conduct

First Responder Certification is an advanced 40-hour first-aid course approved by MIEMSS to prepare personnel to become certified pre-hospital providers for the State of Maryland's Emergency Medical System.

ASP Baton Certification, a one-day course, is designed for security/public safety personnel who will carry and deploy the ASP Baton in the course of their duties. Participants must be employed by a registered security/public safety agency.

Pepper Spray and Handcuff Certification is a one-day course for security/public safety personnel who will carry and deploy pepper spray and handcuffs in the course of their duties. Participants must be employed by a registered security/public safety agency.



Effective Report Writing assists law enforcement officers, private security personnel, public safety officers, correctional officers and other criminal justice professionals in providing clear and concise written reports of incidents.

Investigation of Sex Offenders helps law enforcement personnel develop the knowledge and skills needed for the investigation of sex offenders.

Legal Issues Series

These courses explore various topics in law for both personal enrichment and professional development.

Essential Legal Documents improves your understanding of legal documents that you should use in order to protect your assets and direct your affairs in the event you became incapacitated.

Entertainment Law explores the legal and business aspects of film, music, literary and graphic arts.

Essential Elder Law is a must for seniors and family members who want to learn more about the legal facets related to the care and support and of senior citizens.

Legal Resources for Consumers examines resources available to the public that address legal questions concerning civil/criminal records, licensing, health/medical, estate planning, taxes, unclaimed property, and more.

Worker's Compensation Law addresses issues of compensation and the rights of the employer and the employee when a Worker's Compensation claim is filed.

Personal Protection

These courses examine precautionary measures consumers can take to avoid being victimized.

Safeguard Your Home and Property offers information and safety measures that can be used to help everyone safeguard their homes against burglaries and theft.

Identity Theft: What You Need to Know to Protect Yours offers solid information to help protect your identity, your credit and your good name. If you are already one of nearly a million victims of this crime, learn what steps you can take to prevent further damage.

For more information or if a topic that you are interested in is not listed, please contact Tanya L. Jones 410-285-9740 or e-mail us at tjones2@ccbcmd.edu



Leadership and Management Training

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

Leadership And Management Training

The ultimate success of your business depends upon the team you have in place to carry out the mission and vision of your organization. And the need for on-going training and development has never been greater, as increased competition and the need for improving organizational effectiveness and efficiency demand a continual upgrading of skills. To increase your competitive edge, managers need the skills to:

- Manage and motivate a diversified workforce
- Increase communication and understanding among members of the work team
- Maintain a focus on continuous improvement
- Train and mentor younger employees
- Improve customer service
- Manage conflict

As your training partner, CCBC is uniquely positioned to help you develop your firm's human resources. CCBC can help your managers to become leaders through customized training in areas including:

Project Management

- Introduction to Project Management covers the knowledge senior managers need to champion projects and become successful "project sponsors"
- Project Management Course Series - an 8-course program teaching the critical skills to manage simple or complex projects and ensure timely, effective completion.
- PMP Certification Preparation - a review course for project managers preparing to sit for the Project Management Institute's Project Management Professional® certification exam.

Supervisory Skills

- The Role of the Supervisor reviews fundamental management principles and practices, and assists new supervisors or those without formal training, in building a solid repertoire of supervisory skills.
- Communication Skills and Interpersonal Interaction explores effective processes and practices associated with this essential supervisory skill set.
- Managing Diversity assists supervisors in better understanding themselves and others, and in becoming more effective in managing an increasingly diverse workforce and customer base.
- Writing for Better Business Results reviews a variety of skill areas including grammar, punctuation, tone, style and form to assist employees in improving their written communications.

Customer Service

- Customer Service Fundamentals provides skills, strategies and approaches for service managers and front line personnel
- Telephone Skills for Superior Service/Dealing with Difficult Customers focuses on critical elements for delivering outstanding, balanced service
- Managing the Customer Service Function is designed for those leading Customer Service Teams

Sales And Marketing Management

- Leadership Skills for Sales Managers provides approaches for sales team leaders to deliver results that are aligned with company strategy
- Developing Integrated Marketing Promotion Plans enables marketers to develop fully integrated promotion plans to support your company's strategic business plan
- Developing Sales Plans & Customer Profiles provides sales managers and key account personnel with new approaches to devising strategies and tactics that will develop new business and expand existing business

Leadership Development

- Leadership Development Series is a multi-course certificate program that provides skills for front-line managers in critical areas as Situational Leadership Styles; Managing Change; Performance Management; Coaching and Training; Conflict Management; Leadership Communication. Each of these courses is also available on a 'stand-alone' basis
- Business Ethics: Navigating the Gray Areas provides process and strategies for handling ethical issues that may arise with both employees and customers
- Balanced Scorecard looks at Kaplan and Norton's model applied to organizational improvement to deliver your company's strategic vision

CCBC delivers real value for your training investment. With cost-effective pricing and expert instructors, we have the capacity to develop and deliver unique, "niche" courses such as Strategic Private Label Marketing and will work with you on delivery options that best suit your business needs.

Organizations that have chosen CCBC as a management-training partner they can trust include:

- 1st Mariner Bank
- H&S Bakery/Northeast Foods
- Pall Corporation
- Berry Plastics Corp.
- MD Dept. of Transportation
- Baltimore County OHR
- MPCTC Leadership Training
- MD Department of the Environment
- MTA
- Johns Hopkins University

For more information contact Kent Smedley at 410-771-8973 or Peter Naron at 410-455-4072, or e-mail us at mgmttrain@ccbcmd.edu.



Instructional Design and Assessment

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The Instructional Design and Assessment Center (IDAC) provide comprehensive solutions to your specific workforce development needs. CCBC's experienced professionals can identify your training needs, determine whether your training outcomes have been achieved and improve the impact of your training investment on the company's bottom line. We offer your organization an affordable way to help attract and retain a qualified workforce in order to meet your business goals.

IDAC can:

- Analyze job flow and work requirements to develop and document standardized procedures, streamline processes and improve productivity
- Develop detailed job or task analyses, pay-for-skills criteria and internal certification standards for employees and create career pathways
- Assess current and new employee skills to determine job fit for hiring and promotion, identify skill gaps and better target training needs with measurable solutions
- Customize training programs for your company that promote consistency in training with clearly identified performance-based learning outcomes
- Provide Instructional Design solutions.

IDAC staff will work with you to assess your workforce development and training needs and render customized solutions that can be implemented quickly.

Our services can help you:

- Improve employee efficiency and effectiveness
- Develop, update or restructure job descriptions
- Create pay-for-skills or pay-for-performance programs
- Analyze performance and skill requirements for jobs or work functions
- Identify viable career pathways to support employee development programs
- Assess technical and workplace support skills of current and new workers using the Nationally recognized WorkKeys® assessment tool
- Create company specific certification programs
- Design company-specific training programs
- Standardize and document work processes and standard operating procedures
- Plan and facilitate meetings, planning sessions and work improvement team activities
- Assist with the development of consistent and measurable on-the-job training

For further info, contact Penny Jung 410-238-4610 or by e-mail at pjung@ccbcmd.edu



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410.455.4700

Command Spanish®

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

The Hispanic community is one of the fastest-growing segments of our population today. To enhance communication and overcome language barriers in the workplace, CCBC has partnered with Command Spanish, Inc.® to provide learner-friendly occupational Spanish training to those who have little or no prior Spanish language experience.

The Command Spanish® program is the country's leading provider of customized Spanish language training and cross-cultural awareness programs for non-Spanish speakers. It provides occupation-specific-survival-Spanish that is understood by all non-Spanish speakers.

An important tool for developing the workforce of the 21st century, Command Spanish® can break down communication and cultural barriers, resulting in a safer, more productive environment, which benefits all workers and employers. It can enhance the job performance of employees and promote a positive image in the Hispanic community.

Command Spanish® training can benefit workers in a variety of industries, including:

Health Care Industry Workers

- Give routine instructions to patients
- Take medical histories and set up appointments
- Ask diagnostic questions
- Respond to emergency situations
- Ease Hispanics' fear of health care settings

Criminal Justice and Public Safety Workers

- Enforce laws
- Control potentially dangerous situations
- Assist with common cross-cultural barriers

Teachers and School Administrators

- Manage student behavior more effectively
- Interact with Spanish-speaking parents
- Deal with issues outside the classroom

Business and Commerce Workers

- Create a safer, more productive work environment
- Enhance customer service

Industry and Manufacturing Workers

- Supervise Spanish-speaking employees effectively
- Create a safer, more productive work environment

Hospitality Industry Workers

- Improve interaction of hotel employees with guests
- Improve productivity and communication among employees

The Community at Large

- Improve interaction with the growing Hispanic Community
- Prepare for travel to Spanish-speaking destinations

Command Spanish is grammar free and easy to learn. Cost-effective training can be provided on campus or at your work site.

For more information contact Anne Badin at 410-455-4477 or email abadin@ccbcmd.edu



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Construction and Building Maintenance Training

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With its impressive array of learning options, modern lab facilities and expert faculty, CCBC is proud to be the training partner of choice for the building trades.

CCBC's partnership with the Housing Authority of Baltimore City illustrates the types of training that can be customized for our clients. During the past several years, more than 300 maintenance mechanics and laborers at HABC have participated in the following customized training:

Basic Carpentry

- Tools & Techniques
- Materials & Products
- Rough Carpentry
- Finished Carpentry

Basic Electrical/Appliances

- Basic Wiring Knowledge
- Introduction to Basic Electrical Theory
- Repairing Cords, Plugs, Lights, and Doorbells
- Switches and Receptacles
- Adding and Extending Circuits
- Telephone Wiring
- Appliances

Basic Plumbing

- Tools & Techniques
- Plumbing Repairs
- Plumbing Improvements

CCBC has also developed a Safety Training program for the Housing Authority, and a comprehensive leadership course that all Maintenance Supervisors must complete.

When Sawyer Realty Holdings needed training for 15 employees in the HVAC area, CCBC readily responded with a customized training solution which included:

HVAC Basics/Shop Skills

- Introduction to HVAC
- HVAC Tools
- Copper Piping
- Trade Math

Comfort Cooling Systems

- Refrigeration Theory
- Electric Heat Pumps
- Design Techniques
- Trouble-shooting

Heating Systems

- Heating Theory
- Construction & Operation of Gas Fired, Oil Fired, & Electric Forced Air-Heating Equipment
- Installation, Testing, And Adjusting Heating Equipment
- Solar & Hot Water Heating Systems
- Trouble-shooting

CCBC helped Green Contracting Company develop Pipefitting Apprenticeship training for their employees. CCBC's customized solution included modules in the following:

- Pipefitting Systems
- Pipefitting Trade Math
- Pipe Fabrication
- Excavations
- Pipe Installation
- Steam Traps
- Hot Taps

CCBC developed customized training solutions for these clients and we can do the same for you. In addition to the classes listed above, CCBC offers customized and open-enrollment classes in a wide variety of training areas, including:

- Blueprint Reading
- Computer-Aided Design
- Construction Management
- License Preparation for Electricians and Stationary Engineers
- Occupational Safety

For further information, contact Victor Cyran at 410.455.4428 or Beth Arman at 410.455.4765, or e-mail us at appliedtrain@ccbcmd.edu



Food Safety Training

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

New government regulations mandate that every food service establishment must have at least one full-time employee per shift who is certified in food safety. To help the food service industry comply with this requirement, The Community College of Baltimore County has partnered with the National Restaurant Association Education Foundation to offer the 16-hour training course in safe food handling.

Offered days, evenings and weekends at various times, this ServSafe® Certification course can be delivered on site at your business location to accommodate the work schedules of your employees.

Upon successful completion of the training and passing the required national ServSafe® exam, participants will receive a 3-year Food Service Manager Certification which fulfills all current requirements set forth by the Baltimore County Department of Health.

Topics covered in the training include:

- Basic food safety concepts
- Effective HACCP program management
- Compliance with government regulations
- Reduction of liability risks
- Minimizing insurance premiums
- Commitment to food safety
- Personal hygiene for employees
- Preventing food-borne illness outbreaks

ServSafe® food safety certification is recommended for workers in:

- Restaurants
- School and Business Cafeterias
- Childcare and Eldercare Facilities
- Hotels
- Grocery Stores, Candy Stores and Bakeries
- Community Centers, Halls and Arenas
- Caterers
- Inspector and Quality Assurance Professionals
- Culinary Students
- Owners and Operators
- Chefs
- Kitchen Managers

For further information, contact Don Elliott
@ 410-455-4442 or email delliott@ccbcmd.edu



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Healthcare Training

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

The demands of the health care field are increasing daily. CCBC Health Professions can help you prepare your staff to meet these growing needs now and into the future.

Whether you want to provide continuing certification (CEUs) for your employees, train incumbent workers for new positions or meet new regulations, CCBC has the quality training you need to get the job done. CCBC can also assist you with curriculum development, mentoring programs and effective instructional strategies.

CCBC is one of Maryland's leading health care training providers. Currently offering nearly 30 programs, certificate programs and degrees, you can be assured we have the training to fit your needs. Whether on campus or at your facility, you will not find training that is higher in quality, more affordable or as convenient as health care training from the Community College of Baltimore County.

Most courses or training programs are designed to meet criteria established for licensing and/or certifications.

Activity Professional Training

Anesthesia Technician Training

Central Sterile Technician Training

Complementary and Alternative Health Care Training

- Ayurveda
- Chinese Medicine
- Infant Massage
- Introduction to CAM
- Reiki
- Sports Massage
- ...and more

Dental Assistant Training (including oral radiography)

Front Office Training

- Medical Billing
- Medical Coding
- Medical Receptionist
- Medical Transcription

General Health Care Courses

- CPR Certification Training
- HIPAA Training
- Medical Terminology Training
- Mentoring Programs for New Health Care Employees

Laboratory Training

- Cardio-vascular Technician Training
- Clinical Lab Assistant/Certified Office Lab Assistant Training
- EKG Technician Training
- IV Therapy Training
- Specimen Collection Training
- Venipuncture/Phlebotomy Training

Nursing

- Certified Nursing Assistant
- Medicine Aide Training
- Medicine Aide Update
- Nurse Refresher
- Nurse Support Technician/Patient Care Technician

Ophthalmic Assistant Training

Pharmacy Technician Training

Polysomnographic Technologist Training

Surgical Technologist Training
(Accelerated Delivery Online available)

Veterinary Medicine

- Animal Restraint Training
- Veterinary Assistant Training
- Veterinary Terminology Training

For information on degree programs in respiratory care, radiology, nursing, massage and other health care areas, contact Lois Simmons at 410-780-6406 or lsimmons@ccbcmd.edu

For further information on non-credit programs, contact Mickey Jancewski at 410-780-6391 or mjancewski@ccbcmd.edu

Industrial and Manufacturing Training

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

CCBC is the training partner of choice for the industrial and manufacturing sectors, important engines in our region's economy. CCBC can customize training to meet your specific company's needs. Schmidt Bakery, Owens Corning, Grafco Industries, and the Coast Guard have benefited from maintenance classes based on their needs and company practices. Manufacturers such as Northrop Grumman, Unilever, and W.R. Grace Company have chosen CCBC to help them stay competitive.

Whether your employees need to brush up on industrial math and measurement, learn the latest version of AutoCAD or MasterCAM, or understand and comply with new safety regulations, you'll get the best return on your workforce investment at CCBC.

Mechanical:

- Mechanical Drives and Equipment
- Pumps, Packing and Mechanical Seals
- Basic Electricity for Maintenance Technicians
- Mechanical Blueprint Reading
- Hydraulic and Pneumatic Systems
- Industrial Measurements
- Core Skills for Maintenance Mechanics
- Burning and Welding I and II
- Rigging

Electrical and Electronics:

- A.C. Motor Theory and Controls
- D.C. Motor Theory and Controls
- Electronics Circuits
- Electronic Assembly Techniques
- Programmable Logic Controllers
- Electrical Troubleshooting and the Use of Blueprints & Schematics

Manual and Computer-Aided Machining:

- Measuring and Gauging
- Machine Tools Processes I and II
- Numerically Controlled Mills and Lathes
- Geometric Dimensioning and Tolerancing
- CNC Programming I and II
- MasterCAM
- GibbsCAM

Computer Aided Drafting

CCBC is a Premier Authorized AutoCAD Training Center.

- AutoCAD
- AutoDesk Inventor
- AutoCAD Architectural Desktop
- AutoCAD 3-D
- Microstation Graphics
- Microstation 3D

Safety and Environmental

- OSHA 10 and OSHA 30
- Lock-out/Tag-out
- Confined Space
- Hazard Recognition and Control
- Smoke School – Reading Industrial Emissions

Manufacturing Principles

Through a National Science Foundation grant, CCBC has developed new classes to respond to changes in the manufacturing industry.

- Lean Manufacturing
- 5S – Visual Controls
- Cellular/Flow Systems
- Supply Chain Management

Apprenticeship Programs

CCBC can work with your company and appropriate governmental agencies to develop apprenticeship programs that combine on-the-job and classroom training, as we have done with the U.S. Bureau of Engraving and Printing and several local manufacturing employers. Our Machining apprenticeship is especially useful for small companies that may only have one or two trainees at a time.

For further information contact Chris Chalker at 410.455.4422 or Beth Arman at 410.455.4765, or e-mail us at appliedtechtrain@ccbcmd.edu



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Transportation and Logistics Training

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If you're looking to keep your motor fleet running on all cylinders, there's no better place to turn than the Community College of Baltimore County. Whether your need is to hire well-trained, dedicated drivers, obtain training for in-house drivers, or develop the driving skills of your current employees, CCBC has the training you need where and when you need it, at a price you can afford.

Professional Driver Training Options

CCBC has earned a reputation for training top-notch professional drivers among carriers and state licensing officials alike. Classroom training at CCBC is combined with behind the wheel driving instruction at our 14 acre driving range. CDL-A and CDL-B training is offered by a staff of instructors who have over 5 ½ million miles of combined driving experience under their belts.

CCBC's CDL training offers:

- Top of the line equipment – tractor trailers, busses and a straight truck
- Small class sizes; student to faculty ratio of 4:1 in CDL-A vehicles
- Plenty of hands-on driving time

Our success is in the numbers: 90% of CCBC CDL students pass the state CDL test on their first attempt!

Other CDL courses include:

- Specialized flatbed trailer training for CDL-A license holders
- CDL-A Upgrade Training for holders of CDL-B licenses
- CDL-A Refresher Training for holders of CDL-A licenses who haven't driven A-class vehicles and need to refresh their skills
- Defensive Driving for Professional Drivers Certification – This one-day classroom course is based on the National Safety Council's Certification program

Customized Contract Training

If you need a program to train your staff to test for their CDL licenses, give us a call and we can tailor and schedule a course to meet your business needs.

"The graduates from your CDL program are great for my operations here at Loyola College. They come out of the program with a "safety-first" mindset, excellent work and great customer service skills. I am so impressed with them, I will waive the one year experience requirement for any CCBC program graduate. Please keep up the great job!"

–Collins Downing
Manager, Transportation and Parking
Loyola College in Maryland

For further information call Wanda Johnson at 410-773-4173 or e-mail us at appliedtechtrain@ccbcmd.edu

Automotive Options

CCBC works closely with local automotive dealerships to train people entering the field, and to help current workers keep up with technology changes. CCBC is part of the National Alternative Fuels Training Consortium and offers classes in hybrids and electric cars. Through a partnership with the National Tire Industry Association, CCBC trains employees for Costco and other service stations.

CCBC also offers:

- Preparation For MD State Safety Inspection Test
- Maryland State Inspection Hands-On Test Preparation
- Ford Credentialing
- Toyota Fast Track

For further information contact Beth Arman at 410-455-4765 or barman@ccbcmd.edu

Licensure and Certification

If you or your employees need to be professionally licensed in an area of expertise, CCBC can help provide that training. We offer training in real estate appraisal, mortgage lending and insurance that have been approved by the State of Maryland with the proper course content. Our instructors are all industry-specific experts who currently work within their fields. Their experience and knowledge will prepare students for the licensing exams and enhance their everyday work skills!

We offer these public classes throughout the year at our different campus locations. If you would like to send a group of employees to one class, we can develop a contract for a group discount. For even greater convenience, CCBC can come to your work place to train a group of your employees.

- Real Estate Education includes both the 60- hour pre-licensing class, and a series of 3-hour continuing education classes.
- Real Estate Appraising Education includes the new 150-hour curriculum required for licensing and a variety of continuing education classes. We also offer courses to upgrade licenses and prepare for exams.
- Mortgage Loan Education is based on the new 40-hour Maryland requirement for all loan originators.
- Insurance Education includes pre-licensing courses for Property & Casualty Insurance and Life & Health Insurance.

For further information contact Lynette Higgins at 410-780-6716 or lhiggins@ccbcmd.edu



Workplace Enrichment

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

Workplace enrichment is smart business.

Research from the Centers for Disease Control (CDC) indicates that Americans face a crisis in wellness. Poor diet, lack of exercise and stress are common factors that directly affect your employees' general health and lead to declines in productivity.

Before your employees can reach their full potential, they have to be satisfied human beings, healthy in mind, body and spirit. But let's face it: in today's high-pressure world, most people don't take the time to take care of themselves. That's where CCBC can help.

By providing opportunities to relieve stress, maintain wellness and pursue personal enrichment, you'll decrease absenteeism among your employees while invigorating their sense of loyalty and boosting overall morale. That means a more satisfying workplace, which yields lower employee turnover and higher overall productivity.

Find out more about how CCBC can help you help your employees—and your bottom line.

Encourage wellness and fitness

Promoting a healthy lifestyle can pay big returns in staff wellness and decrease employee absenteeism, increasing the overall productivity of your employees. CCBC can customize courses and deliver them to your workplace conveniently and affordably:

- Mat Pilates
- Yoga
- Tai Chi
- Self defense
- Herbs and Health
- Aerobics (Low Impact Cardio, Cut to the Core)
- Total Body Fitness
- Brazilian Jiu Jitsu
- Tae Kwon Do
- Fitness/Walking Conditioning
- Aqua Fitness

- Swimming for Total Fitness
- Nautilus Training Fitness
- Movement and Dance
- Stress Reduction
- Time Management
- Nutrition
- Healthy Eating
- Mindfulness/Expanding Consciousness

Encourage personal enrichment

Giving people time to pursue interests helps them feel complete, and that makes them feel appreciated. The result? A big boost in employee morale and loyalty, two of the leading indicators of worker productivity. CCBC offers a broad range of topics in the arts, history, cooking, languages and hobbies that can be customized to suit your needs:

- Home and Garden
- Art – Drawing, Painting, Ceramics
- Boating – Kayaking, Sailing, Captains License
- Cooking – Thai, Sauces, Latin, etc.
- Crafts – Sewing, Knitting, Quilting, Jewelry, etc.
- Dance – Country Line, Ballroom, Salsa, Tap, Ballet
- Floral Design
- Languages – French, German, Chinese, Italian, Arabic, etc.
- American Sign Language
- SCUBA
- Photography
- Writing
- Travel
- Volunteerism

You provide the space. CCBC provides the instructors. You reap the benefits.

For more information about Workplace Enrichment from CCBC, contact Louise Slezak at 410.455.4249 or lslezak@ccbcmd.edu



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410.455.4700

Workplace Literacy

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

Workplace skills include reading, writing, math, communication and problem solving. Studies estimate between 25 to 40 percent of the current workforce lack the basic skills to understand written or verbal communications. This workplace illiteracy costs U.S. businesses an estimated \$225 billion a year in lost productivity.

The Community College of Baltimore County believes educated employees are both valuable assets to the employer and more productive and stable members of society. By addressing workplace goals and employee needs, the college's Workplace Literacy Program can help your employees to enhance their skills, develop their potential and achieve goals, all while improving your company's bottom line.

CCBC's Workplace Literacy Program offers:

- Needs Assessment – A thorough organizational review along with basic skills task analysis provides the necessary data with which to customize your program.
- Customization – Successful workplace education programs are tailored to individual, organizational and job-related needs. CCBC employs a variety of adult learning theories and principles to customize the program that is right for you.
- Confidentiality – Participants in the program are assured of confidentiality at all times. They may choose to take just one or two courses or earn a high school diploma through our External Diploma or GED programs.
- Convenience – Courses are taught 24 hours a day, seven days a week at the three main campuses of CCBC, at our extension centers and at more than 35 community and business sites throughout Baltimore County. You may also choose to have courses offered on-site.

- Quality – Our experienced instructors are skilled in working with adult learners and have a proven track record of providing quality workplace learning programs.
- Reasonable Cost – Workplace skills training is an investment. CCBC provides affordable, customized training that will help to increase the productivity and loyalty of your workers.

Customized training offered by

The Workplace Literacy Program includes:

- Academic Skills Enhancement (ASE) – These courses are designed to provide the tools for employees to gain the competence and skills necessary to retain a position or to advance in the workplace.
- General Educational Development (GED) Training – In addition to workplace skills development, these classes focus on the information and skills needed to work toward obtaining a high school diploma through the GED testing process.
- Math Skills Development – These classes provide employees with an improved ability to perform tasks in the workplace which require computation and problem solving skills.
- Business/Technical Writing – Intended to enhance written communications in the workplace, these courses provide training and review in sentence structure, grammar, punctuation and the creation of effective documents which consider tone and target audience.
- English for Speakers of Other Languages (ESOL) – These courses are offered with emphasis on speaking, listening, reading and writing to improve communication at the worksite.

For more information contact Janet Hale at 410-285-9431 or e-mail us at literacytrain@ccbcmd.edu



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Information Technology

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

How do you harness the power of information technology to address the current and future needs of your business?

How do you ensure your staff has the IT proficiency needed to meet the dynamic demands of the marketplace?

As a leading provider of information technology training and certifications in the Baltimore region, CCBC can help your firm navigate the complex issues surrounding technology training in today's workplace to address your evolving business needs.

We promote improved efficiency through training in Microsoft office technologies and project management. CCBC can also train your staff to better align your technology assets with your business needs through improved use and effectiveness of your technical systems and business applications.

CCBC trains more than 23,000 students annually in computer programming and repair, Web design, computer networking and multi-media development as well as beginner to advanced computer coursework. Training and certification are available for all the latest computer applications.

Choose CCBC as your IT training partner and you'll receive:

- TOP NOTCH TRAINING by experienced and certified instructors
- CONVENIENT AND FLEXIBLE DELIVERY – at our multiple locations, through online courses or customized programs offered at your business site
- VALUE – our cost-effective pricing even includes a price match guarantee to provide certification training for at least \$50 less than any other published fee.

- ONE-STOP RESOURCE – We offer the largest selection of IT certifications and training for beginners to advanced users.
- CUSTOMIZED SOLUTIONS to meet your IT training needs for three or more people, and the ability and willingness to create new IT training programs based on your specific needs.

From basic software applications through industry certifications, CCBC offers a variety of computer training solutions in the following areas:

- Basic
 - Keyboarding
 - Computers Getting to Know Them
 - Microsoft Windows
 - Internet Basics
- Microsoft Office
 - Microsoft Office Introduction
 - Access
 - Excel
 - PowerPoint
 - Word
- Business Solutions
 - Crystal Reports
 - Microsoft outlook
 - Microsoft Project
 - QuickBooks
- Desktop Publishing & Graphics
 - Acrobat
 - Illustrator
 - InDesign
 - Photoshop
 - Photoshop Elements
 - Publisher
- Web Development
 - Front Page
 - GoLive
 - HTML
 - Cascading Style Sheets
 - Dreamweaver
 - Flash
 - Photoshop
 - Cold Fusion
 - Web Design and Usability Techniques



reliability you can trust

- Programming
 - Programming Introduction
 - Object Oriented Programming
 - Principles
 - C/C++
 - Java 2
 - Visual Basic
- Certifications
 - Microsoft
 - CompTIA

Many businesses have chosen CCBC as the training partner they can trust. CCBC can work with you to design a training solution that meets your needs and your budget. We look forward to becoming your training partner of choice.

For specific information about information technology, contact Steve Ricketts at 410-780-6685 or e-mail techtrain@ccbcmd.edu



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410.455.4700

Lean Enterprise Training from the TIME center

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

Technology and Innovation in Manufacturing Education

Is your organization facing quality issues, customer complaints, rising production expenses, out-of-date procedures, and supply chain pressures to be more agile?

The Lean Training Partnership provides a series of workshops, which will improve your company's ability to compete in today's challenging environment. The workshops offer proven solutions to increase efficiency and productivity in various settings, including:

- Manufacturing
- Health Care
- Utilities
- Biotechnology
- Logistics & Distribution
- Financial Institutions
- Printing
- Construction

Lean Enterprise tools and techniques have helped organizations like yours to:

- Improve the efficiency of their operations
- Reduce costs and improve profitability
- Improve their ability to compete
- Reduce waste in your operations
- Streamline processes and procedures
- Improve your office productivity and responsiveness
- Create employee support for lean solutions

The two-hour, free Executive Briefings provide an overview of the key lean principles and their potential value in improving your organization's productivity and competitiveness. The one-day courses provide a more extensive, hands-on exposure to selected lean topics and applications.

The Lean Training Partnership is a dynamic, new team of community colleges and the Maryland Technology Extension Service. Beyond the scheduled courses, the LTP can provide on-site customized training options and consulting assistance in adopting and deploying the lean tools.

To learn more about the LTP and how it might help you become more competitive and more productive, visit www.marylandmanufacturing.info or contact Cliff Ishmael at CCBC's TIME Center, 410-455-6933, cishmael@ccbcmd.edu.



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410.455.4700

Other Technical Training

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

CCBC offers technical and applied science classes to serve the pharmaceutical/biotech industry, the horticulture and floral design industry, and many other industries in Baltimore County. CCBC can customize training to meet your specific company's needs, offering classes on campus or at your place of business.

If your employees need to learn aseptic processing techniques for biotech, or how to use pesticides safely, look into CCBC's growing array of technical training classes.

Pharmaceutical and Biotechnology:

- Aseptic Processing
- Current Good Manufacturing Processes

Horticulture:

- Pesticide Use and Safety
- Integrated Pest Management

Floral Design:

- Basic Floral Design
- Display Techniques and Practices

Environmental and Safety:

- OSHA 10 and OSHA 30
- Trenching, Shoring, and Excavating
- Hazard Recognition and Control
- Smoke School – Reading Industrial Emissions

CCBC also offers a variety of certificate and associate degrees in these technical fields.

For further information contact Chris Defeo at 410.455.4171 or Beth Arman at 410.455.4765, or e-mail us at appliedtechtrain@ccbcmd.edu



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410.455.4700

Comprehensive Work Force Education

THE COMMUNITY COLLEGE OF BALTIMORE COUNTY

Employees who can think.

In the new economy, it's all about employees who can think. Short-term job skills training is crucial, but to keep your edge in the marketplace, you need employees who can solve problems and communicate to get the job done. Sometimes, technical training is not enough.

Enter CCBC's high quality, comprehensive college education. Taught by highly qualified faculty, CCBC's accredited academic programs can help ensure that your employees not only have the technical know-how to perform on the job, but the reading, writing, math and reasoning skills to work as part of an effective team.

With more than 100 exceptional associate degree programs—from computers to health, from business to the arts—we have the college education that your employees need. It's a great value, too. CCBC is less than half the cost of public four-year universities and costs significantly less than most privately operated, for-profit colleges.

Days, nights and weekends, at our campuses throughout Baltimore County and online, CCBC offers comprehensive degree and transfer programs in areas that include:

Business:

- Business Administration
- Business Management
- Business Law
- Corporate Communications
- e-Business
- Philosophy in Business
- Office Administration

Communications:

- Computer Graphics and Visual Communication
- Corporate Communications
- English
- English for Speakers of Other Languages
- Foreign Languages
- Interpreter Preparation in American Sign Language
- Journalism
- Speech Communications
- Video Production

Construction, Trades and Engineering:

- Construction Management
- Surveying Technology
- Occupational Safety and Health
- Engineering Technology
- Computer Aided Design
- Computer Automated Manufacturing
- Automotive Technology
- Collision Repair
- Diesel and Equipment Maintenance Technology

Health Care - Patient Care:

- Nursing - Associate Degree (RN)
- Nursing - Practical Nursing (LPN)
- Physician Assistant
- Electroneurodiagnostic Technology
- Histotechnology
- Radiography
- Medical Lab Technician
- Human Services
- Chemical Dependency Counseling
- Massage Therapy
- Mental Health
- Occupational Therapy Assistant
- Radiation Therapy
- Respiratory Care Therapist
- Health Informatics and Information Technology
- Medical Office Assistant
- Emergency Medical Technology
- Dental Hygiene
- Health
- Health and Fitness
- Veterinary Technology



Hospitality Recreation and Tourism:

- Hospitality Management
- Recreation, Parks and Tourism

Information Technology:

- Computer Science
- Database
- General Information Technology
- Network Technology
- Programming, Software development and Operating Systems
- Web Technology (server side)
- Support Technology
- e-Business
- Computer Graphics and Visual Communication
- Multimedia Technology
- Web Technology (client side)
- Simulation and Digital Entertainment
- Health informatics and information technology
- Geospatial Applications

Law and Justice:

- Business Law
- Criminal Justice
- Forensic Science
- Paralegal Studies
- Pre-Law

Science and Math:

- Astronomy
- Biology
- Biotechnology
- Chemistry
- Engineering
- Environmental Science and Technology
- Forensic Science
- Geography
- Geology
- Geospatial Applications
- Horticulture
- Mathematics
- Meteorology
- Mortuary Science
- Oceanography
- Physics

Social Sciences:

- Anthropology
- Economics
- Labor studies
- Political Science
- Psychology
- Sociology
- Women's studies

For more information, contact Eric Washington at 410-285-9878 or e-mail ewashington@ccbcmd.edu.



"The Community College of Baltimore County provides the educational and occupational training opportunities needed by an evolving work force. These courses and instructional programs elevate the employability – and directly increase the earning potential – of job seekers, career changers and individuals new to the work force. And when workers are better trained and well prepared, employers benefit tremendously."

Leo Martinelli,
Eastpoint Workforce Development Center

listen.
respond.
deliver.

OUR
TEAM
OF EXPERTS
ARE READY
TO DELIVER
CUSTOMIZED
AND
REALISTIC
TRAINING
SOLUTIONS.

We'll work with you at your place of business or ours –
or even online – to accommodate any and all of your
training and education needs.

Choose from training options such as:

LEADERSHIP AND MANAGEMENT TRAINING

INFORMATION TECHNOLOGY

TECHNICAL

HEALTH CARE

INSTRUCTIONAL DESIGN AND ASSESSMENT

BASIC WORKPLACE SKILLS

JUSTICE AND HOMELAND SECURITY

COMMAND SPANISH®

and more . . .

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e-mail us at **training@ccbcmd.edu**.