BUILD YOUR SKILLS

FALL 2016
NONCREDIT CLASSES

Mount Wachusett Community College
LIFELONG LEARNING & WORKFORCE DEVELOPMENT

Gardner | Leominster | Devens | Online
Register at mwcc.edu/noncredit
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Policies & FAQs

REFUND POLICY: Prior to 48 hours before first class meeting = 100% refund.

WITHDRAWAL POLICY: A course that meets six times or more:
• If you withdraw from the course before the end of third class meeting, a 50% refund will be received (less cost of books/materials)
• No refunds will be given after the third class meeting

COURSE CANCELLATIONS: MWCC reserves the right to cancel classes that are under-enrolled, to change times and locations when necessary, and to substitute instructors, if needed. If a course is cancelled by MWCC, full refunds are granted.

SENIOR CITIZENS: Senior citizens 60 and over who are eligible for a tuition/fee discount, may register on a space-available basis. The following conditions apply:
• Register within seven days prior to the start of a noncredit course
• The course will be reduced by 50%
• Online courses are not eligible for a fee reduction
• Textbooks costs are not eligible for a fee reduction
• Registration fee is non-waivable
• Waiver form must be submitted with proof of age to apply fee reductions

TUITION WAIVERS FOR COMMONWEALTH OF MASSACHUSETTS EMPLOYEES:
Commonwealth of Massachusetts employees with approved tuition waivers, tuition remission, or tuition vouchers may register for the approved noncredit course with the Director of Workforce Development.
• Tuition waivers, tuition remission or tuition vouchers do NOT apply to special programs or online courses
• Individuals with tuition waivers are responsible for the cost of all materials, fees and/or books
• Tuition waiver forms are obtained through Human Resources
• Completed and approved tuition waivers must be applied to your student account by submitting it to the Students Account Office
• Register within seven days prior to the start of a noncredit course
• Waivers are not applicable on third party classes

ENROLLMENT RECORDS: Noncredit courses, workshops and programs are designed for educational, vocational, personal interests and professional reasons.
• MWCC does NOT maintain a permanent or official noncredit enrollment record
• The college can provide an attendance confirmation letter only during the term/semester that the course is taken
• Students should contact 978-630-9525 or noncredit@mwcc.mass.edu

INCLEMENT WEATHER AND EMERGENCY CLOSING POLICY–ALL MWCC CAMPUSES:
Closing/delay information is available through the following sources:
• Television
• Radio
• Telephone
• Website
Closings/delays are usually determined by 6AM for day classes and 3PM for evening classes. However, weather conditions may require cancellations at other times.

WHO CAN REGISTER: Anyone 18 years of age and older unless otherwise stated in the course description. Please call the office for more information.

REGISTRATION FEE: One time/semester
• $10 Registration fee if you register by phone, mail, or in person
• Free with online registration

DISABILITY SERVICES: If you have a disability and may require accommodation(s) to participate fully in a program, please contact 978-630-9120.

AGREEMENT: By finalizing payment for any noncredit course at MWCC, you acknowledge reviewing MWCC’s Code of Student Conduct (catalog.mwcc.edu/policiesrulesandregulations), and agree to abide by all policies and procedures as detailed in the College Catalog and Student Handbook.
TRAINING FOR BUSINESS & INDUSTRY

Help your organization perform better, stronger and faster with MWCC’s customized, affordable business training that offers convenient schedules and locations. Our solutions provide relevant, applied programs that result in measurable growth throughout your entire organization.

MWCC Workforce Development’s training solutions serve many industry sectors:

- **MANUFACTURING**: Lean Manufacturing, Six Sigma, Logistics, Facility Design & Operation, Quality Systems, Quality Control & Inspection, OSHA Safety Training
- **MANAGEMENT & COMMUNICATIONS**: Project Management, Leadership Skills, Supervisory Skills, Management Skills, Training & Evaluating Employees, Business & Technical Writing
- **HUMAN RESOURCES**: Recruitment & Selection, Legal Side of HR Practices, Performance Appraisals, Performance Management, Diversity, Successful Interviewing, Manager Training, Employees Training
- **MARKETING & SALES**: Direct Marketing Techniques, Customer Service Excellence, Writing & Implementing a Marketing Plan, Social Media, Building and Closing the Sale, Effective Sales Management, Presentation Success
- **INFORMATION SYSTEMS**: MS Office (Word, Excel, Access, Outlook, PowerPoint, Publisher), IT Project Management
- **SKILL BUILDING & ESL**: Workplace English as a Second Language, Business Writing When English is a Second Language, Basic Mathematics, Reading Comprehension, Keyboarding, Command Spanish
- **WORKPLACE SUCCESS SKILLS**: Time Management, Critical Thinking, Problem Solving, Work Ethics, Organizational Policies & Procedures

COMPANY MINI RETREATS

Choose any course in this bulletin and MWCC can combine it with breakfast, luncheon, and/or dinner, and host the event for your group. Packages are limited only by your imagination.

Need customized training to meet your company’s specific needs & schedule?
Contact the office of Workforce Development at 978-630-9575 or training@mwcc.mass.edu
Help your business achieve the next level of success. MWCC offers training anywhere and anytime, including free training needs analyses, and free grant writing assistance to help pay for your training. Specialized assistance is available in banking, biomanufacturing, business, healthcare, and manufacturing.

The Workforce Training Fund Program (WTFP) is a Massachusetts state fund enacted into law in July 1999 and financed entirely by Massachusetts employers. Its purpose is to provide funding resources to Massachusetts businesses and workers to train current and newly hired employees.

Businesses are eligible if they have paid into the program through paying unemployment insurance. Here are some general provisions of the program:

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<th>Direct Access Program</th>
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<tr>
<td>PROGRAM PURPOSE</td>
<td>Encourages small companies to quickly &amp; easily access off-the-shelf training</td>
<td>Addresses smaller-scale training needs by making training slots available free of charge</td>
<td>Encourages employer &amp; labor organizations, training providers, or a consortium of such entities to train workers</td>
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<td>BUSINESS SIZE</td>
<td>Up to 100 employees</td>
<td>Up to 100 employees</td>
<td>Any size</td>
</tr>
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<td>ASSISTANCE</td>
<td>$3,000/employee up to $30,000/year for off-the-shelf training courses</td>
<td>Free training in pre-approved courses without applying for a grant</td>
<td>Up to $250,000 to deliver customized training (must be completed within two years)</td>
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<td>APPLICATION</td>
<td>Short, online application: commcorp.org</td>
<td>No application required. For more information visit commcorp.org</td>
<td>Applications are accepted on a rolling basis and decisions are made within 60 days: commcorp.org</td>
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WORKFORCE TRAINING FUND INFORMATION SESSIONS
Friday, September 30, 2016 | 8:30AM–10:30AM | Devens Campus
Monday, December 5, 2016 | 12PM–2PM | Leominster Campus

Hosted by: Workforce Training Fund Program

These information sessions provide an overview of the Workforce Training Fund programs. Topics covered include the features and requirements of each program, funding availability, and the application process. Following the information session, participants should be able to determine which grants are best suited for their business needs and know how to begin the application process. Each session lasts 2 hours and covers the following programs:

- Technical Assistance Grant
- Direct Access Fund
- Express Program
- General Program

To register email training@mwcc.mass.edu or call 978-630-9575
computers & technology

92952 Access 2013 Introduction.................................................................$55
Monday & Wednesday: 11/28 & 11/30 6:30PM–8:30PM  L  Michelle Holman
In this course, you’ll learn to create and manage a fundamental Access 2013 database. You’ll
navigate within the Microsoft Access application environment and create a simple database.
Microsoft 2010 users are encouraged to attend.

92953 Access 2013 Intermediate.................................................................$55
Monday & Wednesday: 12/5 & 12/7 6:30PM–8:30PM  L  Michelle Holman
In this course, you’ll learn to create and manage a fundamental Access 2013 database. You’ll
design a relational database, join tables to retrieve data from unrelated tables; organize a
database for efficiency, performance and data integrity; share data among Access and other
applications; and customize reports to organize the displayed information and produce specific
print layouts.

92954 Basic Computer Concepts for Seniors (NO WAIVERS) ......................$29
Wednesday: 10/12 5PM–7PM  L  Michelle Holman
Boomers, seniors and new computer owners: don’t miss this hands-on computer class taught
in a computer lab. This class will cover the basics of using a computer, including exploring
the internet, email, simple maintenance, navigation and saving/moving files. Some keyboard
knowledge is suggested.

92955 Create your Own Free Email Address ..............................................$29
Thursday: 12/22 6:30PM–8:30PM  L  Michelle Holman
In this class, you’ll look at the various free email applications available to you. Class time will
be used to create email addresses for you. We will review composing a new email, replying to
an email, forwarding, attaching and searching email.

92956 Excel 2013 Introduction.................................................................$55
Monday & Wednesday: 10/31 & 11/2 6:30PM–8:30PM  L  Michelle Holman
This course provides an overview of the Excel 2013 user interface and covers how to perform
basic tasks such as starting and exiting the program, creating, saving, opening, and closing
workbooks, selecting cells, entering and editing data, formatting text and numbers, positioning
cell contents, applying cell styles, and getting help.
92957 Excel 2013 Intermediate ................................................................. $55
Monday & Wednesday: 11/7 & 11/9 6:30PM–8:30PM  L Michelle Holman
This course provides an overview of the Excel 2013 user interface and covers modifying
worksheets and workbooks, working with comments and views, changing the page layout,
previewing and printing worksheets, and using templates.

92958 Excel 2013 Advanced ................................................................. $55
Monday & Wednesday: 11/14 & 11/16 6:30PM–8:30PM  L Michelle Holman
This course provides an overview of the Excel 2013 user interface and covers sorting and
filtering data, filling cells, creating and modifying charts, using formulas and functions, and
protecting workbooks.

92959 Experience Google Apps ................................................................. $29
Wednesday: 12/21 6:30PM–8:30PM  L Michelle Holman
Did you know that Google offers free applications that offer many of the same features as
Microsoft Word and Excel? In this class, we will look at the various Google apps available to
you and how they can be used to manage anything from documents created at work to personal
finance statements.

92961 iPad Basics ................................................................................... $33
Thursday: 9/15 6:30PM–8PM  G Denise Dayton
You have an iPad—now what? No time to read the User Guide? Not sure which apps to
purchase? This class will provide some tips and tricks that you may not have discovered or just
give you a little more time to practice. Bring your iPad for hands-on experience.

92962 iPads Beyond the Basic ................................................................... $33
Thursday: 9/29 6:30PM–8PM  G Denise Dayton
Get the most out of your iPad with a hands-on class going beyond exploring the basics of the
iPad. We will also explore some exceptional apps that will personalize and help expand the
uses of your iPad, like music, photography, games and more. Bring your iPad to class.

92963 iPads for Business ........................................................................ $119
Monday: 9/26 9AM–3PM  D Denise Dayton
Get the most out of your iPad when using it for business. Master the basics, then get ready to
explore some of the best apps to maximize productivity, no matter the size of your business.
Bring your iPad for a day of hands-on learning.

92964 Read & Write Simple SQL ............................................................. $55
Tuesday: 12/20 6:30PM–8:30PM  L Michelle Holman
Structured Query Language (SQL) is the most widely used database language designed for
managing data held in a relational database management system. Many report writing tools
today use SQL for analyzing information, i.e. MS Access, Crystal Reports, Oracle Discoverer,
and TOAD to name a few. Come learn the basics of SQL so that you can read/interpret SQL or
create your own custom SQL scripts for reporting. No prior experience needed.
computers & technology

92965 Word 2013 Introduction ................................................................. $55
Monday & Wednesday: 9/12 & 9/14 6:30PM–8:30PM L Michelle Holman
This course will provide an overview of the Word 2013 user interface and cover how to perform basic tasks such as starting and exiting the program, creating, saving, opening, closing, editing, formatting, and printing documents, applying styles, and getting help.

92969 Smart Phone Basics (NO WAIVERS) ........................................... $24
Thursday: 10/13 5PM–6:30PM G Brett Moulton
Smartphones might be life-changing, but all their features and services can seem confusing if you don’t speak their language. Smartphones are a great way to get connected to the world and own a fantastic piece of modern technology. Don’t let a little tech jargon keep you from joining the mobile-computing revolution.

92970 Social Media for Boomers (NO WAIVERS) ................................. $29
Monday & Wednesday: 9/19 & 9/21 5PM–6PM G Brett Moulton
In this course, we’ll focus specifically on the social aspects of social media for the purpose of family and friend communication and collaboration. Novice/beginning users will learn the mechanics of account setup as well as the community and security aspects of each platform such as Facebook, Twitter, and Pinterest.

crafts, arts, & hobbies

92971 How to Carve a Comical Santa ...................................................... $129
Wednesdays: 9/21–11/9 6PM–8:30PM G Scott Arsenault
In this class, you’ll learn about carving safety while creating a caricature Santa. You’ll be shown how to carve the comical Santa and how to paint it. Materials for this class are included.

92972 Learning to Knit ........................................................................... $29
Wednesdays: 10/5 & 10/12 6:30PM–8PM L Staff
You’ll learn how to cast on, to knit the basic stitch (garter stitch) and depending on the pace of the class, you’ll learn purling. The project for the night is to create a headband.
92865 Selling Your Crafts on Etsy .................................................................$29
Wednesday: 10/5  6PM–8PM  ◆ Shelley Errington Nicholson
Etsy is a marketplace for crafters, artists and collectors to sell their handmade creations, vintage goods (at least 20 years old), and crafting supplies (handmade and non-handmade). In this course, we’ll cover the basics of selling your craft creations on this e-commerce site.

92973 Navigating the Yes & No of Life .......................................................$69
Thursdays: 10/6–10/27  6PM–8PM  ◆ Staff
Could you be a member of Yes-aholics Anonymous? Do you often say yes when you mean to say no? Stop feeling stressed out, overwhelmed and ticked off at life. You’ll learn what to say yes to and when and how to say no without feeling guilty.

92926 Stop Smoking with Hypnosis .........................................................$109
Tuesday: 11/15  6:30PM–9:30PM  ◆ Linda E. Donalds, BCH
November 19th is the Great American Smoke Out. Are you ready to stop smoking? Have you tried other methods to quit, but been frustrated that you still haven’t been able to break your smoking habit? Hypnosis is totally different – it addresses the mind at a subconscious level and releases the underlying reasons for why you really have continued to smoke – so that both your conscious and subconscious minds are finally ready and willing to give up smoking for good. Come to this group session and quit – once and for all!
languages

**92807 English Skill Work Level 1 - Day (NO WAIVERS)** ................................. $537
Mondays & Wednesdays: 9/14–12/21  9AM–12PM  L  Staff
In this course, you will work on vocabulary, listening, speaking, grammar, writing, life skills, reading comprehension (focusing on the workplace) and computer skills.

**92808 English Skill Work Level 1 - Evening (NO WAIVERS)** ................................. $537
Tuesdays & Thursdays: 9/15–12/22  5PM–8PM  L  Staff
In this course, you will work on vocabulary, listening, speaking, grammar, writing, life skills, reading comprehension (focusing on the workplace) and computer skills.

music, dance & meditation

**92976 Introduction to Energy Medicine** ................................................................. $25
Thursday: 9/29  7PM–9PM  G  Staff
You’ll learn about the chakra system and aura and gain an understanding of how the functioning of the human energy field impacts one’s physical, mental, and emotional health.

**92974 Advanced Energy Medicine**  ................................................................. $59
Thursdays: 10/13, 10/27 & 11/3  7PM–9PM  G  Staff
In this experiential course, you’ll learn in-depth about each of the major chakras and the correlation between chakra functioning, health and illness. You’ll learn and practice various techniques to manage your energy field, as well as healing techniques to optimize wellness.
music, dance & meditation

**92869 Come Meet Your Guides** ................................................................. $35
**Tuesday: 10/18 6PM–8PM**   **G** Medium Bonnie Page
Come meet the guides who are there for you each day. Connecting with your guides will leave you knowing that you are always protected and guided and that you are never alone. There are guides for all areas of your life. You’ll be led through meditation to find your guide(s).

**92868 Come On - Get Happy** ................................................................. $35
**Tuesday: 10/4 6PM–8PM**   **G** Medium Bonnie Page
Do you want a happy, fulfilling life? Come learn proven techniques to raise your vibration while bringing happiness into your life. Raising your vibration starts the happiness flowing with fun spiritually filled ways to take out the worry and start enjoying a new outlook on life.

**92877 Creation Through Improvisation in Dance** ................................. $69
**Wednesdays: 10/19–11/16 7PM–9PM**   **G** Staff
In this course, you will create short dance phrases, individually and as a group, using improvisation techniques based on Modern Dance and Ballet movement practices. Skills learned in this class will expand your knowledge of dance technique and deepen your understanding of creative processes through movement, memory, and supported creativity.

**92923 Healing Your Body by Connecting With the Earth** ....................... $125
**Tuesdays: 10/11 & 10/18 7PM–9PM**   **G** Nichole Moreau, EMP
Learn about the root chakra, your energy center related to health, family, employment, and your connection to earth, and how it is key to your physical and emotional well-being. You’ll learn to perform important practices to ground, clear and center yourself to make you stronger.

**92977 Jazz: An Introduction to America’s Art Form** ............................... $49
**Monday & Wednesday: 9/19 & 9/21 6PM–8PM**   **G** Staff
This course provides a historical overview of the development of jazz—a unique art form, born in the United States but with world-wide appeal. Topics include: jazz and slavery, the New Orleans sound (the jambalaya effect), jazz in the 1920s, 30s and 40s (as jazz went mainstream), and the shift to Be Bop, Cool, Free Jazz and Fusion. Along the way there will be lots of great music and discussion.

**92924 Learn to Read Tarot Cards (NO WAIVERS)** ................................. $125
**Tuesdays: 10/25–11/29 7PM–9PM**   **G** Nichole Moreau, EMP
Learn to use the 78-card tarot deck to reveal hidden truths and receive guidance in this class. The course covers several card spreads to help you get the answers you seek and be able to perform readings for others. Cards and book included in the course cost.

**92867 Making Connections to the Spirit World** .................................... $35
**Tuesday: 9/20 6PM–8PM**   **G** Medium Bonnie Page
Want to develop your intuition and discover ways to see beyond the present? This interactive class of psychic development will teach you methods to cultivate your inner abilities. You’ll learn how to receive messages of love, encouragement and guidance for your everyday life. Identify your qualities through a number of practical exercises.
**music, dance & meditation**

**92925 Meditation Basics** ................................................................. $85
Tuesdays: 9/20–10/4  7PM–8:30PM  G  Nichole Moreau, EMP
Sit back and relax as you are guided through a series of meditations that will center you, ground you, decrease your stress and renew your spirit.

**92876 Movement & Meditation** ....................................................... $69
Wednesdays: 9/14–10/12  7PM–9PM  G  Staff
Class will be based on modern dance improvisation techniques and focus on structured improvisations to expand the awareness of mind/body connections. Through aspects of dance and meditation such as breath, developmental patterns, and mindful movement, you’ll learn and experience ways to deepen self-awareness while improving movement, dance skills and technique.

**92872 Past Life Regression** ............................................................... $39
Tuesday: 10/11  6:30PM–8:30PM  G  Sharon Alley
Have you ever wondered if you have lived before? Have ever wondered who you may have been in one of your previous lives? Come satisfy your curiosity. This popular course will help you to recall your past lives. No firm belief in past lives or reincarnation is necessary.

**personal interest**

**92861 Intro To Stand-Up Comedy** ................................................ $89
Wednesdays: 10/5–11/2  7PM–9PM  G  Jerry Caruso
Whether you are a beginner with no experience or an experienced comedian, you’ll find this class rewarding and one that suits your needs. The class is taught by a veteran of stand-up comedy (over 20 years) and co-founder of “comics for a cure”. You will learn the comedy business, develop your public speaking skills, make new friends and form your own comedy network, perform stand-up comedy in different environments, and laugh together. Class is more fun with friends!
92874 A Beginners Class – How to Use Your Digital Camera ........................................ $179
Wednesdays: 9/14–10/19  6PM–9PM  Norm Eggert
This is an introductory digital photography class that will help you to get the most out of your camera to make it a truly creative tool. This class will show you how your camera works, teach you the fundamentals of good photography, and provide you with tips about how to make great photo compositions. You’ll have an assignment for each class which will let you practice what you have learned in class and you will receive valuable and supportive feedback. You’ll also have a field trip with the instructor who will be glad to help you with any questions.

92968 Beginning Photoshop for Photographers............................................................$65
Mondays: 9/19 & 9/26  6PM–9PM  Robert Mayer
In this class, we will explore how to edit your photos to make them look their best. New Photoshop and Photoshop Elements users will learn the basics of editing their photos. Bring your unedited photo files on the first day to see how to maximize their capability.

92921 Documentary Photography – Winter in the North Quabbin Region .......... $179
Wednesdays: 11/2–12/14  6PM–9PM  Norm Eggert
In this class, you’ll work on a project to document the North Quabbin Region in the wintertime. The class will teach you how to better handle the technical aspects of digital photography and it will help you to improve your compositional skills while working on a class project that will culminate in a photography show of the students’ work. Two Saturday field trips are designed to provide you with any help that you need from the instructor.

WANT TO EARN SOME EXTRA INCOME?
We are looking for professional & talented noncredit instructors

✔ Teach others your favorite subject, hobby, or special skill
✔ Pick the materials, dates, & times that fit your schedule
✔ Apply online at jobs.mwcc.edu & click “Part Time (Non-Benefit)”

AA/EEO Institution

It’s quick and easy to register – pay online at mwcc.edu/noncredit
92978 Investments Made Simple...............................................................................$60
Saturdays: 9/17 & 9/24  9AM–12PM  Staff
This course is for the student who knows little or absolutely nothing about the basics of finance. Discussion includes 401(k) plans, IRAs, dollar cost averaging, the 100% Principle and the best time to invest.

92979 Understanding the Stock & Bond Markets.................................................$60
Saturdays: 11/5 & 11/12  9AM–12PM  Staff
This class will discuss the price/earnings ratio, return on equity, when to buy and sell, stock splits, corporate buybacks, and reverse splits. Also, we will explore how bonds are priced, when is the best time to buy bonds and why a company issues bonds.

IN DEMAND & FILLING FAST

92866 Veterinary Assisting, Part 1 (NO WAIVERS)............................................ $725
Tuesdays & Thursdays: 9/6–12/6  6:30PM–8PM  Gardner Animal Care Center  GACC
This is a comprehensive introduction to the Veterinary profession. It is a 2-semester course covering all aspects of small animal medicine. This first part covers office procedures, terminology, anatomy/physiology and pharmacy. A book and workbook are an additional cost of $125. Computer/internet access is required.

Veterinary Assisting, Part 2  Coming in Spring 2017
During Veterinary Assisting, Part 2, you’ll be introduced to the practical side of veterinary medicine. You’ll explore examination rooms, surgery, and labs. Topics include animal behavior, husbandry, anesthesia, and surgical assisting.

92980 Voiceover Foundations - Finding Your Voice, Part 1.................................$59
Thursdays: 10/13–10/20  6:30PM–8:30PM  Mike Jablon
In this highly interactive and exciting class, we will take an exploratory look at the craft and techniques necessary in the world of voice over. Learn warm-up, proper breathing to strengthen voice and speech, how to create instant rapport with audience members, and self-confidence as a voice actor.
92981 Voiceover Foundations - Finding Your Voice, Part 2 .................................................$59
Thursdays: 10/27–11/3  6:30PM–8:30PM  G  Mike Jablon
We will continue to learn how to find appropriate venues for your emerging voice-over talent. We'll delve into techniques for making specific and detailed choices in character development, uncovering technical cues, and determining your ‘brand’. You will be exposed to many genres including commercial, audio books, animation, e-learning, and telephony. Part 1 required.

92859 SAT Preparation .......................................................................................................................$119
Saturdays: 10/8–10/22  8AM–12PM  G  Brian Moore & Kathrine Akerman
The SAT Reasoning Test contains new content and new types of questions for writing, math, and critical reasoning. Are you prepared to succeed on this new exam? Could you use some assistance in navigating the new format as well as strengthening your skills in both Math and English? This course includes materials, but does NOT include SAT exam or exam registration.

92927 ServSafe® Recertification .................................................................................................$99
Thursday: 10/20  5PM–9PM  G  Staff
This course is for experienced food service professionals who have previously passed the ServSafe® exam and whose certification has expired or is about to expire. You must provide your old certification number. This class includes a 2-hour review of key components, followed by a 1-hour exam. A study guide and practice exams are provided prior to class; bring your completed practice exams to class. Price includes materials & exam.

92928 ServSafe® .......................................................................................................................$199
Saturday: 11/5  9AM–3PM  G  Staff
The ServSafe® manager’s program is the industry’s leading food safety, training and certification program. This key ingredient helps food service operations keep their customers and employees safe. ServSafe® training also helps you understand and identify all the food safety risks in an operation and provides you with knowledge to do your job. ServSafe® is a state requirement.
GET IN THE ACT! is back by popular demand. Learn the fundamentals of acting from experienced Theatre at the Mount performers in fun and challenging workshops designed for all ages. No experience is needed. For more information contact Professor Gail Steele at gsteele@mwcc.mass.edu.

92862 GET IN THE ACT! (Grades 1–3) ........................................................................ $59
Mondays: 9/12–10/24  4:30–5:30PM  G  Paige Crane
Spark your child’s imagination and introduce your budding actor to the world of theatre. We’ll create characters, tell stories, play theatre games, and sing songs and dance. On the last day, we will share the magic with parents.

92863 GET IN THE ACT! (Grades 4–8) ........................................................................ $59
Mondays: 9/12–10/24  5:30–6:30PM  G  Paige Crane
Learn how to shine on stage – Broadway style! We’ll build the foundation of acting through improvisation, pantomime, characterization, stage direction, song and dance. On the last day, we will share the magic with parents.

92864 GET IN THE ACT! (Teens & Adults) .................................................................. $79
Wednesdays: 9/14–11/2  6–7PM  G  Joey Andrade
Everybody can act with the right tools! We’ll develop the actor’s toolbox through vocal exercises, pantomime, improvisation, stage direction and movement. Character development, scene building and audition techniques will also be in the spotlight.

Attention High School ART TEACHERS field trip opportunity

Bring a group of your art students to MWCC to do a barrel pit-firing!

- **When?** Weekday afternoons or weekend day times
- **How?** Advance planning & approval required (materials, registration, fee, etc.)
- **Who?** Questions or to schedule contact Professor Joyce Miller at jmliller@mwcc.mass.edu or the noncredit department at 978-630-9525 or noncredit@mwcc.mass.edu
MANUFACTURE YOUR FUTURE

- Nationally recognized credentials
- Hands-on learning environment
- Train for the advanced skills employers want
- Short-term training for a long-term career
- Free training for qualified students

Our noncredit training allows you to seek entry-level employment immediately and provides you with essential experience that may be considered for credit toward your degree when you are ready for your next step!

CALL TODAY TO REGISTER
978-630-9883
mwcc.edu/advancedmanufacturing

84% of executives in manufacturing agree there is a talent shortage in U.S. Manufacturing*

82% of executives in manufacturing believe that the skills gap will impact their ability to meet customer demands*

3.4 million manufacturing jobs for highly skilled workers are anticipated in the U.S. in the next decade*

*Source: Bureau of Labor Statistics & Deloitte, LLP
INDUSTRY READINESS TRAINING

A short-term, intensive noncredit training program developed with industry employers to prepare workers for entry to mid-level jobs in the local advanced manufacturing industry.

COURSEWORK
• Basic machines
• Measurement techniques
• Electronic measurement
• Lean Six Sigma
• Quality/clean room process
• Safety
• Blueprint reading
• Work keys
• Success skills
• Excel training

CERTIFICATION
• OSHA 10-hour Safety Certificate
• National Career Readiness Certificate
• Certified Process Technician

CAREER OPPORTUNITIES
Production, supply chain management, maintenance, quality assurance, logistics & inventory control

QUALITY SYSTEMS TRAINING

A short-term, intensive noncredit training course to prepare workers for jobs in Quality Assurance and Quality Control for a variety of manufacturing industries including biopharmaceutical processing, medical device manufacturing and others.

COURSEWORK
• Concepts in quality
• Professional framework
• Quality systems
• Measurement/inspection
• Quality operations
• Validation
• Root Cause/CAPA
• Lean Six Sigma

CERTIFICATION
• Knowledge toward American Society for Quality (ASQ), Quality Improvement Associate (CQIA) or Quality Process Analyst (CQPA) Certification exams
• Aligns with MWCC credit coursework

CAREER OPPORTUNITIES
Quality Analyst, Quality Inspector, Regulatory Associate and Document Control Specialist

The IRT and QST programs are sponsored by a $15.9 million grant from the U.S. Department of Labor, Employment and Training Administration. The AMMQC program is an equal opportunity program. Adaptive equipment is available upon request for individuals with disabilities. AA/EEO Institution.
INDUSTRY READINESS TRAINING CONTENT AREAS:

- Microsoft Office presented with emphasis on gaining experience, understanding & using MS Excel
- Industrial & lab safety
- Introduction to print reading
- Sketching
- Scales & measurement
- Reading lines & lettering
- Reading multi-view drawings
- Processes
- Geometric dimensioning and tolerancing
- Reading prints of working and pictorial manufacturing drawings
- Fundamentals of mechanical advantage & timing
- Measurements
- Basic electronics
- Discussion of ISO and FDA GMP standards
- Quality assurance, control & documentation
- Metrology & calibration
- Lean process
- Supply chain concepts
- Competencies in reading for information, locating information & applied mathematics
- Communication for business success
- Goal setting & attainment
- Critical thinking skills
- Stress management
- Resume & cover letter building
- Interview skills & team building

QUALITY SYSTEMS TRAINING CONTENT AREAS:

- Quality control
- Applied/industrial metrology
- Measurement
- Fundamentals
- Calibration
- Inspection methods
- Mathematics & statistics
- Excel
- Data collection & analysis
- Teamwork
- Conflict resolution
- Communication skills
- Evaluation
- Corrective action
- Preventative action
- Validation
- Lean Six Sigma

FAQS

Am I a good fit for the manufacturing program?
A Career Development Coach will meet with you one-on-one to discuss your interests and skill levels to determine whether or not the training is a good fit for you.

What is the cost?
The training is free to qualified individuals.

When will the next session begin?
New classes begin on a regular basis. Check our website regularly for new dates.

How long is the training?
Depending on the training you choose, you can complete your course work in 2–8 weeks.

Do I need to take an admission test?
You'll take the Work Keys assessment, which is an adaptive assessment that will gauge your proficiency in reading, math and locating information.

I currently receive unemployment benefits. How will this affect the process?
You'll want to speak with your MWCC Career Counselor to determine whether or not you are eligible for the Section 30/TOP program. Either way, you are still eligible to enroll in the training.

CONTACT US
978-630-9883
mwcc.edu/advancedmanufacturing
ADVANCED MANUFACTURING PROGRAM OPPORTUNITIES

Classes are forming now. Call to register:

• No cost to qualified students
• Space is filling fast; call today

Employers:
Do you have workers who need training?
This manufacturing training can be customized to meet your specific content & scheduling needs.

Call to learn more: 978-630-9883
mwcc.edu/advancedmanufacturing

INDUSTRY READINESS TRAINING
(6 Week Program)
• August 29–October 6, 2016 (Mon–Thu)
• November 7–December 15, 2016 (Mon–Thu)
• January 30–March 9, 2017 (Mon–Thu)

QUALITY SYSTEMS TRAINING
(2 Week Program)
• October 17–27, 2016 (Mon–Thu)
• January 9–20, 2017 (1st week Mon–Thu,
2nd week Tue–Fri)

New classes are added regularly - please check our website for additional dates
mwcc.edu/advancedmanufacturing

Employers: Do you have workers who need training?
This manufacturing training can be customized to meet your specific content & scheduling needs.
Call to learn more: 978-630-9883

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Employment and Training Administration. The AMMQC program is an equal opportunity program.
Adaptive equipment is available upon request for individuals with disabilities. AA/EEO Institution
American Management Association

Learn crucial management skills including communication, finance, writing, and project management with the American Management Association’s nationally-recognized professional certificate programs. Actual case studies and successes are used to address today’s critical business topics as identified by leading management practitioners. Courses include 15 hours of instruction and materials. The nationally-recognized certificates require the subsequent five courses (75 hours) which must be completed in a 24-month period. Courses can be taken independently.

ADMINISTRATIVE PROFESSIONAL CERTIFICATE

92886 Asserting Yourself At Work ............................................................ $265
Mondays & Tuesdays: 9/19–10/3  6PM–9PM  Joe Ryan
Designed for front-line managers, supervisors, team leaders, team members and employees, this course promotes the use of direct, inclusive communication as a powerful tool for achieving targeted goals and building lasting relationships. You’ll learn about and practice assertive verbal and nonverbal communication techniques, how to set proper boundaries in workplace relationships, and how assertiveness plays out in other cultures. The interactive format includes self-assessment tools, worksheets, sidebars, and quizzes that prompt you along the way.

92887 How to Manage Your Priorities ....................................................... $265
Mondays & Tuesdays: 10/4–10/24  6PM–9PM  Joe Ryan
This course offers technology-based tools for identifying and organizing priorities, teaches managers the critical benefits of managing priorities and removing the obstacles that interfere with success. You’ll acquire strategies to identify and manage key priorities, achieve objectives, improve the quality of work and reduce stress, manage your workload to improve your working relationships and collaborate with others to make sure deadlines are necessary and reasonable. There is no class on October 10.

92888 Interpersonal Communication Skills in the Workplace .................. $265
Mondays & Tuesdays: 10/25–11/8  6PM–9PM  Joe Ryan
Good communication skills are a prerequisite for advancement in most fields and are key to exercising influence both within and beyond the work group. Throughout the course, you are provided with assessments, exercises, and Think About It sections that offer you numerous opportunities for practice and feedback. Any person can realize the benefits of improved communication skills.

It’s quick and easy to register – pay online at mwcc.edu/noncredit
92899 Planning & Leading Productive Meetings ........................................ $265
Mondays & Tuesdays: 11/14–11/28 6PM–9PM  Joe Ryan
Transform meetings into valuable and productive work. This course focuses on the organizational and interpersonal skills you’ll need to lead highly productive meetings. You’ll see how these skills apply to routine staff meetings, cross-functional or problem-solving meetings, impromptu get-togethers, and more formal information sharing. Despite new ways of working and virtual ways of communicating, the traditional meeting continues to dominate the workplace.

92890 How to Sharpen Your Business Writing Skills ................................ $265
Mondays & Tuesdays: 11/29–12/13 6PM–9PM  Joe Ryan
This course is packed with practical advice attuned to current business writing and presentation challenges. Through interactive exercises, you’ll acquire the techniques that professional writers use to research, draft, compose, and edit work. Examples and checklists will keep you on track as you practice writing better letters, memos, proposals, reports, and email. If you struggle to find the words and tone appropriate for given situations, you’ll appreciate the advice on selecting language that works.

FINANCE & ACCOUNTING CERTIFICATE

92897 Intermediate Finance & Accounting for Nonfinancial Managers .......... $265
Saturdays: 9/3–10/1 9AM–12PM  Staff
This course is specially designed to help nonfinancial managers expand their basic financial and accounting skills. You’ll ease into each topic with a review of the basic terms and concepts and gradually build on knowledge you already have. You’ll never get bogged down in technical terminology that only an accountant or financial analyst would understand.

92893 How To Write A Business Plan ............................................................. $265
Wednesdays: 9/21–10/19 5:30PM–8:30PM  Denise Dayton
This course will show you how to organize and implement the planning process from beginning to end and translate your plan into action. You’ll organize and implement the planning process; analyze the strengths, weaknesses, and opportunities in your organization; and produce a quality business plan. Some learning objectives include: pinpointing the crucial elements of your competitive environment; marketing; setting realistic production/service, revenue, and overall operating goals and objectives; and obtaining the capital you need to grow.

92898 How To Read & Interpret Financial Statements................................. $265
Saturdays: 10/8–11/5 9AM–12PM  Staff
This course explains in detail what information is contained in different financial reports, what analyses you can use to bring it out, and how to relate it to the overall health of the business. You’ll learn to view financial statements in the context of external economic conditions, and read and interpret balance sheets, income statements, and statements of cash flows.
92895 Finance & Accounting for Nonfinancial Managers ........................................ $265
Wednesdays: 11/9–12/14  5:30PM–8:30PM  Denise Dayton
This course introduces you to financial terminology, relates financial measures to operating information, enables you to understand and apply financial measures to operating performance, and ties all of this to the current business environment. You’ll learn how to prepare budgets, read, understand, and use financial and operational measures, manage short-term assets and relate department performance to the big picture.

92899 A Manager’s Guide to Financial Analysis........................................................... $265
Saturdays: 11/12–12/17  9AM–12PM  Staff
In this course, you’ll learn how to analyze financial statements using ratios, trends, and calculations and understand the interrelationships of profitability, leverage, activity, and liquidity ratios, all key to better financial decisions. You’ll learn to analyze three case disbursement techniques, calculate the present values of future cash flows and annuities and determine the net present values and internal rates of return. There is no class on November 26.

GENERAL MANAGEMENT CERTIFICATE

92892 Communication Skills for Managers............................................................... $265
Tuesdays: 9/20–10/18  5:30PM–8:30PM  Denise Dayton
This course is your guide to business communication that delivers the message—whether written, or spoken, in person or via email—with respect for the receiver in all business situations. This solid overview of all facets of business communication offers numerous opportunities to practice and apply your new skills and a log to track your improvement. You’ll utilize techniques to improve your communication skills by increasing reading, writing, speaking, and listening proficiency.

92893 How To Write A Business Plan ....................................................................... $265
Wednesdays: 9/21–10/19  5:30PM–8:30PM  Denise Dayton
This course will show you how to organize and implement the planning process from beginning to end and translate your plan into action. You’ll organize and implement the planning process; analyze the strengths, weaknesses, and opportunities in your organization; and produce a quality business plan. Some learning objectives include: pinpointing the crucial elements of your competitive environment; marketing; setting realistic production/service, revenue, and overall operating goals and objectives; and obtaining the capital you need to grow.

92894 Successful Project Management ................................................................. $265
Thursdays: 9/22–10/20  5:30PM–8:30PM  Denise Dayton
This course focuses on practical tools and techniques you can apply immediately to complete projects on time, on budget, and on target. The course explains how to clarify objectives, avoid serious errors of omission, and eliminate costly mistakes. You’ll learn how to set measurable project objectives and create a practical plan to achieve them, control time, cost, and scope and obtain approval and buy-in from senior management and key stakeholders.

It’s quick and easy to register – pay online at mwcc.edu/noncredit
92895 Finance & Accounting for Nonfinancial Managers ........................................ $265
Wednesdays: 11/9–12/14  5:30PM–8:30PM  Denise Dayton
This course introduces you to financial terminology, relates financial measures to operating information, enables you to understand and apply financial measures to operating performance, and ties all of this to the current business environment. You’ll learn how to: prepare budgets; read, understand, and use financial and operational measures; manage short-term assets; and relate department performance to the big picture.

92896 How to Sharpen Your Business Writing Skills ........................................ $265
Tuesdays: 11/15–12/13  5:30PM–8:30PM  Denise Dayton
This course is packed with practical advice attuned to current business writing and presentation challenges. Through interactive exercises, you’ll acquire the techniques that professional writers use to research, draft, compose, and edit work. Examples and checklists will keep you on track as you practice writing better letters, memos, proposals, reports, and e-mail. If you struggle to find the words and tone appropriate for given situations, you’ll appreciate the advice on selecting language that works.

HUMAN RESOURCES CERTIFICATE

92936 Fundamentals of Human Resources Management ................................... $265
Mondays & Fridays: 9/12–9/26  6PM–9PM  Darla Lamanna
In this course, you’ll learn the key tools for developing an HR plan based on organizational needs, as well as the basic functions to using the Web for recruiting and selecting the latest HRIS. Learn to write policies and procedures manuals and employee handbooks. Whether new or a professional HR specialist, you’ll find all the information and skills you need to do your job and make a positive impact in your organization.

92937 Facilitating Workplace Learning for High Performance ....................... $265
Mondays & Fridays: 9/30–10/17  6PM–9PM  Darla Lamanna
This course is written for managers from a wide range of functional areas. As managers, you’ll learn the tools to help employees learn more, perform better, and work smarter. You’ll develop the skills to facilitate workplace learning and enhance organizational effectiveness. There is no class on October 10.

92938 Performance Management ........................................................................ $265
Mondays & Fridays: 10/21–11/4  6PM–9PM  Darla Lamanna
An effective system is essential to help employees perform at their best and align the goals, values, and initiatives of the organization. This course illustrates strategies for developing the crucial communication skills of coaching, problem solving, and giving feedback while teaching methods for linking organization and personal goals. You’ll gain the skills to plan, monitor, analyze, and maintain a performance management process.
92939 Fair, Square and Legal .................................................................................. $265  
Mondays & Fridays: 11/7–11/28  6PM–9PM  D  Darla Lamanna  
Staying out of trouble is a matter of being prepared. Written by a manager for managers, the course translates complex legal concepts and precedents into a set of easy-to-learn guidelines for managing people. It gives you systematic knowledge of the ways the laws governing equal opportunity and employee rights protect not only your employees, but you, the manager, as well. You’ll see that understanding and adhering to employment law is simply good business. **There is no class on November 11 or 25.**

92940 Planning & Managing Change ..................................................................... $265  
Mondays & Fridays: 12/2–12/16  6PM–9PM  D  Darla Lamanna  
The ability to manage change has become a key competency for those seeking to enhance corporate efficiency or effectiveness. This course teaches the importance of proactively managing change and avoiding the knee-jerk reactions that undermine efforts to deal with the organizational and human issues that accompany change. You’ll gain skills to plan and manage every aspect of the organizational change process; develop insights to help you lead others and foster adaptability and continuous learning.

NEW COURSE

92982 Introduction to Business Analytics (NO WAIVERS) ......................... $800  
Tuesdays & Thursdays: 9/13–11/17  6–8PM  L  Staff  
This course is a foundation for those seeking to understand the core principles of business analytics. The course develops the fundamental knowledge and skills for applying statistical and other analytical models/techniques to business decision making. Key measurement concepts, terminology and analysis techniques are explored. The course covers some analytics techniques such as: Hypothesis testing, T-test, correlation, ANOVA, Linear Regression Analysis, Decision Tree, and Cluster Analysis. It also covers fundamental concepts in model comparison and evaluation, current Business Analytics tools & technology and Business Analytics related ethical issues.

*This course will be offered in Spring 2017*
92919 Coaching: a Leadership Skill ........................................................................... $39
Tuesday: 10/18 6PM–8:30PM
Christian Reifsteck
Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It’s about being a guide, offering wisdom and advice when it is needed. Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

92920 Leadership for Supervisors ......................................................................... $39
Tuesday: 11/8 6PM–8:30PM
Christian Reifsteck
This course will give you the skills in communication, coaching, and conflict that you need to be successful. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict that you need to be successful.

92900 Microsoft® Office Word® 2013: Part 1 .................................................. $129
Monday & Wednesday: 9/26 & 9/28 6PM–9PM
Michelle Holman
You’ll learn to identify the various components of the Word® interface, create a new Word® document, enter text into a document, save a document, preview and print a document, and search Help. You’ll learn how to apply character formatting, align paragraphs, tables, and cut and paste within documents.
**Microsoft Professional Series**

**92901 Microsoft® Office Word® 2013: Part 2** ................................................................. $129

Monday & Wednesday: 10/3 & 10/5  6PM–9PM  
Michelle Holman

In this course, you'll expand your knowledge of Microsoft® Word. You'll work with tables and charts, customize formats using styles and themes, use images in a document, create custom graphic elements, insert content using Quick Parts, control text flow and use templates. You'll use the mail merge feature to customize and personalize content. Finally, you'll create and use macros to automate tasks.

**92902 Microsoft® Office Word® 2013: Part 3** ................................................................. $129

Monday & Wednesday: 10/17 & 10/19  6PM–9PM  
Michelle Holman

If you work with lengthy documents, collaborate with others, or create forms, this course will show you how to use Word® to efficiently accomplish these tasks. Microsoft® Word® 2013 enables you to do more than simple word processing. It can be used to collaborate on complicated documents and manage how the documents are accessed and distributed. Advanced features of Word® 2013 enable you to revise, manage, and secure your documents.

**92903 Microsoft® Office Excel® 2013: Part 1** ................................................................. $129

Tuesday & Thursday: 10/11 & 10/13  6PM–9PM  
Michelle Holman

Upon successful completion of this course, you’ll be able to create and develop Excel worksheets and workbooks in order to work with and analyze the data that is critical to the success of your organization. You’ll get started with Microsoft® Office Excel® 2013, perform calculations, modify a worksheet, format a worksheet, print workbooks and manage workbooks.

**92904 Microsoft® Office Excel® 2013: Part 2** ................................................................. $129

Tuesday & Thursday: 10/18 & 10/20  6PM–9PM  
Michelle Holman

This course builds upon the foundational knowledge presented in the Microsoft® Office Excel® 2013: Part 1 course and will help you start creating advanced workbooks and worksheets that can deepen your understanding of organizational intelligence. You’ll customize the Excel environment, create advanced formulas, analyze data by using functions and conditional formatting, organize and analyze datasets and tables, visualize data by using basic charts and analyze data by using PivotTables, slicers, and PivotCharts.

**92905 Microsoft® Office Excel® 2013: Part 3** ................................................................. $129

Tuesday & Thursday: 10/25 & 10/27  6PM–9PM  
Michelle Holman

You’ll learn to perform advanced data analysis, collaborate on workbooks with other users, and automate workbook functionality. You’ll work with multiple worksheets and workbooks simultaneously, share and protect workbooks, automate workbook functionality, apply conditional logic, audit worksheets, and use automated analysis tools and present your data visually. This course covers Microsoft® Office Specialist exam objectives to help students prepare for the Excel® 2013 Exam and the Excel® 2013 Expert Exam.
Upon completing this course, you’ll be able to create and deliver engaging multimedia presentations that convey the key points of your message through the use of text, graphics, and animations. You’ll identify the basic features and functions of Powerpoint® 2013, develop a Powerpoint® presentation, perform advanced text editing, add graphical elements to a presentation, modify objects in a presentation, add tables and charts to a presentation and prepare to deliver a presentation.

Upon completing this course, you’ll be able to customize the Powerpoint® 2013 application, and effectively create, collaborate on, secure, and distribute complex multimedia presentations for a variety of situations. You’ll modify the Powerpoint® environment, customize design templates, add SmartArt to a presentation, work with media and animations, collaborate on a presentation, customize a slide show and secure and distribute a presentation.

You’ll learn how to navigate, create and manage a fundamental Access® 2013 database, organize and manage data stored within Access® tables; use queries to join, sort, and filter data from different tables; create advanced queries, including action queries and parameter queries; create and format custom reports; and customize access configuration options.

Upon successful completion of this course, you’ll be able to: customize a form layout to improve usability and efficiency of data entry; add user interface features to validate data entry; use macros to improve user interface design; organize data into appropriate tables to ensure data dependency and minimize redundancy. You’ll also learn to lock down and prepare a database for distribution to multiple users; and create and modify a database switchboard and set the startup options.

In this course, you’ll work with relational database structure, relationships, efficiency, integrity, and customization. You’ll design a relational database, join tables to retrieve data from unrelated tables, organize a database for efficiency and performance, maintain data integrity, share data among Access® and other applications, customize reports to organize the displayed information and produce specific print layouts.
92911 Microsoft® Office Outlook® 2013: Part 1 ..................................................... $129
Tuesday & Thursday: 11/15 & 11/17 4:30PM–9PM Michelle Holman
In this course, you’ll become familiar with the Outlook® 2013 interface. You’ll perform basic
functions like how to compose, read and respond to email messages, manage email messages,
your calendar and your contacts, work with tasks and notes and customize the Outlook®
environment. This course is intended for people who have a basic understanding of Microsoft®
Windows® and want to know how to use Outlook.

92912 Microsoft® Office Outlook® 2013: Part 2 ..................................................... $129
Monday & Wednesday: 11/21 & 11/23 4:30PM–9PM Michelle Holman
Upon successful completion of this course, you’ll be able to use the advanced features
in Outlook® to manage options for messages, contacts, and calendar management. You’ll
configure message options, perform message management tasks, perform calendar
management tasks, perform contact management tasks, manage activities by using tasks and
journal entries, share Outlook® workspaces with other users and manage Outlook® data files.

92983 Building Self-Esteem and Assertiveness ...................................................... $39
Tuesday: 12/13 6:30PM–9PM Meghan Koslowski
Healthy self-esteem is essential for growth and achieving success. Of all the judgments you
make in life, none is as important as the one you make about yourself. Without some measure
of self-worth, life can be painful and unrelenting. You’ll learn some techniques that can
dramatically change how you feel about yourself, and how you approach the world to get the
things that you want.

92984 Creative Thinking ........................................................................................... $39
Tuesday: 11/15 6:30PM–9PM Meghan Koslowski
Creative thinking and innovation are vital components in both our personal and professional
lives. However, many people feel as though they are lacking in creativity. What most of us do
not recognize is that we are creative on a daily basis, whether it’s picking out what clothes to
wear in the morning or stretching a tight budget at work. While these tasks may not normally
be associated with creativity, there is a great deal of creativity involved to get those jobs done.
92985 Critical Thinking .................................................................................................................$39
Tuesday: 9/27 6:30PM–9PM  Meghan Koslowski
We are bombarded with messages to believe various ideas, purchase things, support causes, and live our lifestyle in a particular way. How do you know what to believe? How do you separate truth from myth? The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today’s world. This course will give you some practical tools and hands-on experience with critical thinking and problem solving.

92918 Goal Setting .................................................................................................................... $39
Tuesday: 9/20 6PM–8:30PM  Christian Reifsteck
We all have things we want in life. The route to success is to take the things that we dream about and wish for, and turn them into reality. This one-day course will lead you through thinking, planning, and taking action on the things you really want. You’ll learn ways to ensure that you get where you want to go in life.

92986 Time Management: Get Organized for Peak Performance ........................................ $39
Tuesday: 10/25 6:30PM–9PM  Meghan Koslowski
A lot gets lost in disorganization and disruption, so let’s end this pattern. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that you flip from one task to another, trying to get everything done. You’ll learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, and delegating some of your work to other people.

92916 Build a Continuing Relationship .............................................................................. $75
Saturday: 10/1 9AM–12PM  Darla Lamanna
You’ll learn how to honor manufacturers’ warranties, adhere to the company’s return policy, and handle customer complaints graciously. By showing the customer that the store stands behind what it sells, you can help extend the customer relationship beyond the initial sale and build customer loyalty. Topics may include: honoring manufacturers’ warranties, knowing your company’s return policy, and handling customer complaints graciously.
92913 Building the Sale .................................................................................................................. $75
Saturday: 10/8 9AM–12PM  D  Darla Lamanna
You’ll learn how to suggest additional merchandise to the customer, keep current on advertising and promotions, see the positive side of returns, and apply effective telephone sales techniques. By using these methods to build sales, the sales associate can help enhance customer satisfaction and loyalty. Topics may include: suggesting additional merchandise, keeping current on advertising and promotions, creating special promotions and keeping them coming back!

92914 Closing the Sale .................................................................................................................. $75
Saturday: 10/15 9AM–12PM  D  Darla Lamanna
You’ll learn how to recognize buying signals, ask for the sale, and suggest helpful add-ons. By helping customers feel good about purchase decisions, the sales associate can help make the shopping experience positive and rewarding for everyone. Topics may include: recognizing buying signals, asking for the sale, when customers have second thoughts, and suggesting helpful add-ons.

92915 Get to Know Your Customers ......................................................................................... $75
Saturday: 10/22 9AM–12PM  D  Darla Lamanna
You’ll learn how to determine customers’ needs by listening and asking questions, how to give customers an appropriate greeting, and how to refer customers elsewhere when necessary. By building relationships carefully, you can help create loyalty so customers will return again and again. Topics may include: greeting customers in a winning way, creating customer loyalty, building relationships, and determining a customer’s needs.

92917 Go the Extra Mile ............................................................................................................. $75
Saturday: 10/29 9AM–12PM  D  Darla Lamanna
You’ll learn how to conduct customer follow-up, use business cards artfully, maintain key information on customers, and offer personal shopper services. By going the extra distance, you can set your store apart from the competition and build solid customer relationships. Topics may include: conducting customer follow-up, using business cards artfully, following the “rules” of business card etiquette and offering personal shopper services.
Massachusetts 1C Equipment with telescoping booms without wire ropes and forklifts. This course covers forklifts and cranes and focuses on forklift maneuvering, the mechanics of the forklift, daily inspections, safe practices, crane components, introduction to Hydraulic Theory, mathematical calculations, inspection parameters, standard hand signals, load charts, fuel/electric Storage, ANSI and OSHA standards, safe practices, proper care and maintenance and Physics 101. It will prepare the attendee for his/her 1C hydraulics license test in Massachusetts. The course runs about 4 hours and includes a film, power point presentation, and a test. This course meets or exceeds the requirements of ANSI B30.22, B56.1, and OSHA 1910.178.

Massachusetts 2A Crawler and rubber-tired excavators, backhoes and loaders. This course covers machine components, hydraulic theory, mathematical calculations, inspection parameters, standard hand signals and capacities, proper equipment setup, job-site safety, and introduction to excavators. This course prepares the attendee for successful completion of the 2A Hydraulics Engineers’ licenses in MA and meets or exceeds the requirements of OSHA 1926.550.

TAKE OUR HOISTING CLASSES & SAVE!
Take both 1C & 2A preparation courses for $295
Discount not available with online registration. Call 978-630-9525.
# MASSACHUSETTS HYDRAULICS LICENSE CONTINUING EDUCATION CLASSES

The recent change in MA hydraulic engineer’s licenses now mandates you to have continuing education credits for renewal of your hydraulics license(s). You must have continuing education credits from a Massachusetts approved school to renew your license. The credits need to be issued within two years prior to your license renewal.

## 92944 Massachusetts 1C - Continuing Education Course for Recertification (NO WAIVERS)

<table>
<thead>
<tr>
<th>Course ID: 92944</th>
<th>Massachusetts 1C - Continuing Education Course for Recertification (NO WAIVERS)</th>
<th>$99</th>
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<tbody>
<tr>
<td>Saturday: 9/24</td>
<td>8AM–12PM</td>
<td>Cranes 101</td>
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<tr>
<td></td>
<td>Massachusetts 1C Hydraulic telescoping booms without wire ropes and forklifts.</td>
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<td>Cranes 101 curriculum has been approved by the State of Massachusetts and</td>
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<td></td>
<td>contains the proper content per the 520 CMR 6.04(b) 6. This is a safety</td>
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<td></td>
<td>seminar that will earn the operator his/hers required CEU. The course will</td>
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<td>cover Massachusetts regulation, 520 CMR 6.00 Standards and Jobsite Safety.</td>
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<td></td>
<td>Certificate is awarded by Cranes 101.</td>
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</table>

## 92945 Massachusetts 2A - Continuing Education Course for Recertification (NO WAIVERS)

<table>
<thead>
<tr>
<th>Course ID: 92945</th>
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<tbody>
<tr>
<td>Saturday: 9/24</td>
<td>1PM–4PM</td>
<td>Cranes 101</td>
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<tr>
<td></td>
<td>Massachusetts 1C Crawler and rubber-tired excavators, backhoes and loaders.</td>
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<td>Cranes 101 curriculum has been approved by the State of Massachusetts and</td>
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<td>Certificate is awarded by Cranes 101.</td>
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## TAKE BOTH RECERTIFICATION CLASSES & SAVE!

Renewal classes are $99 each or 2 for $150

Discount not available with online registration. Call 978-630-9525.

## 92946 OSHA 10 Hour Construction Safety (NO WAIVERS)

<table>
<thead>
<tr>
<th>Course ID: 92946</th>
<th>OSHA 10 Hour Construction Safety (NO WAIVERS)</th>
<th>$279</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mondays: 10/3–10/31</td>
<td>6PM–8:30PM</td>
<td>Staff</td>
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<tr>
<td></td>
<td>This course is intended to provide entry</td>
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<tr>
<td></td>
<td>level construction workers information</td>
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<tr>
<td></td>
<td>about your rights, employer responsibilities,</td>
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<tr>
<td></td>
<td>and how to file a complaint as well as how</td>
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<td></td>
<td>to identify, abate, avoid and prevent job</td>
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<td></td>
<td>related hazards on a construction site. The</td>
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<td></td>
<td>course covers a variety of construction</td>
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<tr>
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<td>safety and health hazards which a worker</td>
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<td>may encounter at a construction site.</td>
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<tr>
<td></td>
<td>Course should emphasize hazard identification,</td>
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<tr>
<td></td>
<td>avoidance, control and prevention, not OSHA</td>
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<tr>
<td></td>
<td>standards. There is no class on October 10.</td>
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</tbody>
</table>

It’s quick and easy to register – pay online at mwcc.edu/noncredit
safety training

**92947 OSHA 30 Hour Construction Safety (NO WAIVERS)................................. $839**
Saturdays: 9/24–10/29 8AM–1PM  D Staff
This course is intended to provide a variety of training to workers with some safety responsibility. The course emphasizes hazard identification, avoidance, control and prevention, not OSHA standards.

**92948 OSHA 10 Hour General Industry Safety (NO WAIVERS) ............................ $279**
Mondays: 11/7–11/28 6PM–8:30PM  D Staff
This course is intended to provide entry level general industry workers information about your rights, employer responsibilities, and how to file a complaint as well as how to identify, abate, avoid and prevent job related hazards on a job site. The course covers a variety of general industry safety and health hazards which a worker may encounter. Course should emphasize hazard identification, avoidance, control and prevention, not OSHA standards.

**92950 OSHA 30 Hour General Industry Safety (NO WAIVERS) ............................ $839**
Saturdays: 11/5–12/10 8AM–1PM  D Staff
The 30-hour General Industry Outreach course is intended to provide a variety of training to workers with some safety responsibility. The course emphasizes hazard identification, avoidance, control and prevention, not OSHA standards. **There is no class on November 26.**

---

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LEARN MORE 978-630-9248 mwcc.edu/pathways
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Their mission is to support the creation and availability of quality children’s books around the world. They accomplish this by fostering a vibrant community of individuals who bring books for young readers to the public including writers, illustrators, translators, editors, publishers, agents, librarians, educators, booksellers, bloggers, enthusiasts and others.

They provide education and support for these individuals and the community through their awards, grants, programs, and events. They strive to increase the quality and quantity of children’s books in the marketplace, and as a consolidated voice for writers and illustrators of children’s books worldwide. For more information, please contact Kristine Asselin at kasselin@mwcc.mass.edu.

92987 New England SCBWI Encore! (Member Pricing) .............................................$50
92988 New England SCBWI Encore! (Non-member Pricing) ...................................$75
Saturday: 10/15

SCBWI

Encore! is a one-day event featuring a faculty, which will be announced over the summer, made up of five of the best workshop presenters from past New England-SCBWI conferences. In the past, faculty has included award winning authors and illustrators, as well as industry professionals like agents, editors, and art directors. This course includes a continental breakfast and a hot buffet lunch.

92989 New England SCBWI Agent/Editor Day (Member Pricing) ......................$95
92990 New England SCBWI Agent/Editor Day (Non-Member Pricing) .......... $125
Saturday: 11/12

As authors of middle grade or young adult fiction, there’s nothing better than getting feedback on your manuscript. Sometimes it’s all you need to move forward with your work. When you can get it from an industry professional, so much the better! Join some of New England’s industry pros for a day of networking and feedback. Come prepared to share your work with peers and professionals. Registration for this event will open on October 3, 2016.
Get started with ed2go:
1. Visit ed2go.com/mwcc
2. Click the courses link
   - Choose the department and course title
   - Select enroll
   - Follow the instructions
3. Once registered, you will receive a confirmation email with information on how to pay. After payment is received the course information will be sent to you by ed2go.
4. To start your course, visit ed2go.com/mwcc, click the course room link and log in.

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- Most courses are offered 4 times a year.
- Courses start the first Monday of the month.
- New to online learning? Our online learning tutorial begins the week before courses start.

Technical requirements:
- Internet access with Internet Explorer, Firefox, or Safari web browser
- Audio software such as Windows Media, Real, QuickTime, or Flash
- Speakers to listen to audio
STEP 1: Pre-placement

Registration: Students must register for a pre-placement assessment, that are given once a month before they can begin classes.

Cost: All programs are free of charge and are funded through various grants received from the Massachusetts Department of Education and Employment Links, Inc. The Winchendon Skills Program is funded by a grant from the Robinson Broadhurst Foundation.

STEP 2: Development & HiSET™ Preparation

Basic Skills Development/Adult Basic Education (ABE): Classes concentrate on improving basic reading, writing, and math skills.

Skills Enhancement / Pre-Adult Secondary Education (ASE): Focus is on strengthening reading comprehension, writing skills, and basic math skills. The five HiSET™ subject areas will also be introduced.

ASE/HiSET™ Prep: Intense preparation in the five subject areas included on the HiSET™ exam: writing, reading, social studies, science, and math. Students will be given practice HiSET™ exams.

ABE Distance Learning Program: Online HiSET™ prep classes are available for the ASE and the Pre-ASE level adult learners. Experienced HiSET™ coaches offer individualized assistance via email, phone, instant messaging, web conferencing, and on-site tutoring if necessary.

Both the paper & computer versions available

Must be at least 16 years old with a valid photo ID (if under 18 you must obtain a letter from the last high school you attended stating the reason for withdrawal)

Register online at hiset.ets.org or call 1-855-694-4738

For information contact Angela Lunn-Marcustre, Chief Examiner/Testing Supervisor at 978-630-9173 or alunn-marcustre@mwcc.mass.edu.
Register & pay online at mwcc.edu/noncredit
For registration questions, call: Lifelong Learning 978-630-9525 TTY: 978-632-4916
Mail registration form to: MWCC, ATTN: Lifelong Learning, 444 Green Street, Gardner, MA 01440

Today’s Date____________________ □ Male □ Female Date of Birth ___/___/____ (required)

Last Name_________________________ First Name________________________________ MI_______

Previous Last Name (if applicable) ____________________________________________________________

Street Address_______________________________City__________________ State_____ Zip___________

Home Phone__________________Cell___________________Email_________________________________

Employer (if applicable)________________________________Phone______________________________

Street Address ____________________________City_______________State______ Zip______________

Ethnic Background: Do you identify yourself as: □ Hispanic or Latino □ Not Hispanic or Latino
Race: □ American Indian or Alaskan Native □ Asian □ Black or African American
□ White □ Native Hawaii or Pacific Islander □ Cape Verdean

Residency (required): □ Massachusetts (R) □ Out-of-State (N) □ Foreign (F)
□ Resident Alien (A)

Citizenship (required): □ U.S. Citizen (Y) □ Non-Citizen (N)

<table>
<thead>
<tr>
<th>CRN#</th>
<th>Course Title</th>
<th>Cost</th>
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<tr>
<td>92991</td>
<td>Registration Fee</td>
<td>$10.00 per semester</td>
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Total $_______________

Signature________________________________ Date_________________
OPENING SOON: NEW STEM BUILDING
(Science, Technology, Engineering & Math)

- Eight new classrooms & laboratories
- Five lab prep rooms
- Two student study spaces
- Enhanced audio/visual equipment
- Projection microscopes with 60” monitors
- Nuclear magnetic resonance equipment
- Laser physics analysis lab

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