Healthcare

NC 1002	**Certified Nursing Assistant Development Program**

The Certified Nursing Assistant University Development Program is for those interested in earning certification in Missouri as a Certified Nursing Assistant (CNA). The program also equips participants with a variety of skills purposefully integrated to give graduates of the program the tools necessary to attain employment and succeed in the healthcare field.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

Program Prerequisites:	18 years of age or older, not listed on the Missouri Employee Disqualification List. Not convicted of specified felonies or misdemeanors. Have a negative TB test.
Contact Hours:	210
Delivery Format:	Instructor-led | Clinicals
Expected Award:	State of Missouri Certification | UCM Certificate of Completion | American Heart Association Basic Life Support Certification
Tuition:	$2795
Additional Fees:	Required Equipment and Supplies not provided by the University as a part of the program tuition include the following: Scrubs (any style or color except camouflage), Shoes (clean white sneakers with good support), and watch with a second hand. The following supplies may be considered optional but are highly recommended and greatly help with practical experience, exam preparation and employment: Stethoscope, Blood Pressure Cuff.

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Healthcare

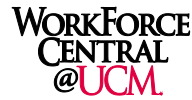WORKFORCE CENTRAL @UCM.

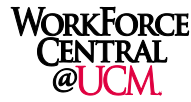UNIVERSITY OF CENTRAL MISSOURI.
LEARNING TO A GREATER DEGREE

NC 1007	Certified Nursing Assistant – Home Health Aide Development Program

The Certified Nursing Assistant – Home Health Aide Development Program prepares students to work in long term care facilities and/or homes assisting patients with their medical needs. Students will participate in a holistic training program developed to provide a well-rounded and work-ready healthcare employee.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

Program Prerequisites:	18 years of age or older, not listed on the Missouri Employee Disqualification List. Not convicted of specified felonies or misdemeanors. Have a negative TB test.
Contact Hours:	280
Delivery Format:	Instructor-led | Clinicals
Expected Award:	State of Missouri Certification | UCM Certificate of Completion| American Heart Association Basic Life Support Certification
Tuition:	$2995
Additional Fees:	Required Equipment and Supplies not provided by the University as a part of the program tuition include the following: Scrubs (any style or color except camouflage), Shoes (clean white sneakers with good support), a watch with a second hand. The following supplies may be considered optional but are highly recommended and greatly help with practical experience, exam preparation and employment: Stethoscope, Blood Pressure Cuff.

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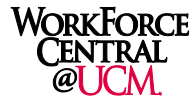
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Healthcare

NC 1008	Certified Nursing Assistant – Special Needs Advancement Program

Individuals desiring a career in health care will find this course prepares them for employment in one of the fastest growing job fields in the U.S. Employment of nursing assistants is expected to grow faster than the average for all occupations through 2016, in response to the long-term care needs of an increasing elderly population.

Certified Nursing Assistants (CNA) with special training in Special Needs Care may find employment in all levels of long term care facilities, acute care clinics and hospitals, and home health services. Certified Level 1 Medication Aides (LIMA) may administer non-parental medications in a residential or assisted living setting under the direction of a nurse or physician. Level 1 Medication Aides may also be certified for Insulin Administration.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Healthcare Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

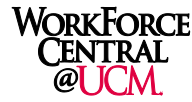|	
Program Prerequisites:	18 years of age or older, not listed on the Missouri Employee Disqualification List. Not convicted of specified felonies or misdemeanors. Have a negative TB test.
Contact Hours:	360
Delivery Format:	Instructor-led | Clinicals
Expected Award:	State of Missouri Certification | UCM Certificate of Completion| American Heart Association Basic Life Support Certification
Tuition:	$3495
Additional Fees:	Required Equipment and Supplies not provided by the University as a part of the program tuition include the following: Scrubs (any style or color except camouflage), Shoes (clean white sneakers with good support), a watch with a second hand. The following supplies may be considered optional but are highly recommended and greatly help with practical experience, exam preparation and employment: Stethoscope, Blood Pressure Cuff.

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Healthcare

NC 1000	Certified Nursing Assistant – Mental Health Care Program

Individuals desiring a career in health care will find this course prepares them for employment in one of the fastest growing job fields in the U.S. Employment of nursing assistants is expected to grow faster than the average for all occupations through 2026, in response to the long-term care needs of an increasing elderly population.

Certified Nursing Assistants (CNA) with special training in Special Needs Care may find employment in all levels of long term care facilities, acute care clinics and hospitals, and home health services. The program broadens the traditional role of CNAs to include this additional specialty area.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Healthcare Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

Program Prerequisites:	18 years of age or older, High school or GED, Not convicted of specified felonies or misdemeanors. Have a negative TB test.
Contact Hours:	280
Delivery Format:	Instructor-led | Clinicals
Expected Award:	State of Missouri Certification | UCM Certificate of Completion| American Heart Association Basic Life Support Certification
Tuition:	$3295
Additional Fees:	Required Equipment and Supplies not provided by the University as a part of the program tuition include the following: Scrubs (any style or color except camouflage), Shoes (clean white sneakers with good support), a watch with a second hand. The following supplies may be considered optional but are highly recommended and greatly help with practical experience, exam preparation and employment: Stethoscope, Blood Pressure Cuff.

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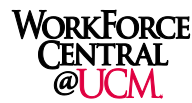contact Scott Boyce at 816-875-3927 x110 or email: boyce@ucmo.edu

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NC 1009	Certified Medication Technician Development Program

The Certified Medication Technician Development Program ensures that students develop the knowledge needed to advance their skills as Certified Nursing Assistants and become certified as certified Medication Technicians and Insulin Administrators with the State of Missouri. The course also includes Supervisory skills training.

Program Prerequisites:	State of Missouri Certified Nursing Assistant
Contact Hours:	104
Delivery Format:	Instructor-led	Clinicals
Expected Award:	State of Missouri Certification	UCM Certificate of Completion
Tuition:	$2485
Additional Fees:	N/A

NC 1005	Restorative Nurse Assistant

This program is designed for active Missouri Certified Nursing Assistants to gain special knowledge, skills and techniques in restorative nursing and therapeutic rehabilitation.

Program Prerequisites:	State of Missouri Certified Nursing Assistant
Contact Hours:	72
Delivery Format:	Instructor-led	Clinicals
Expected Award:	State of Missouri Certification	UCM Certificate of Completion
Tuition:	$2195
Additional Fees:	N/A

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NC 1011	Pharmacy Technician Certificate Program
The Pharmacy Technician Certificate Program prepares students to enter the pharmacy field and to pursue certification for the Pharmacy Technician Certification Board's PTCB exam. Students will learn pharmacy calculations, pharmacy terminology, skills to read and interpret prescriptions as well as identify drugs by generic and brand names, review the top 200 drugs, dosage calculations, I.V. flow rates, drug compounding as well as dose conversions, dispensing inventory, billing and reimbursement.	
Program Prerequisites:	18 years of age or older, high school or GED, basic use of computers, and access to a computer with internet.
Contact Hours:	150
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3325
Additional Fees:	N/A

NC 1012	Phlebotomy Technician Certificate Program
The Phlebotomy Technician Certificate Program prepares students to enter the healthcare field and to pursue certification for the National Healthcare Association's industry exam. Students will learn the process and procedures of collecting blood specimens for analysis, all aspects of blood collection, the order of draw, universal precautions, skills to perform venipunctures completely and safely as well as the related terminology, anatomy and physiology.	
Program Prerequisites:	18 years of age or older, high school or GED, basic use of computers, and access to a computer with internet.
Contact Hours:	160
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3410
Additional Fees:	N/A

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Phlebotomy Technician Training Online with Externship	
The phlebotomy training program is broken into three segments: 60 hours of online lectures/exercises and 100 hours of externships (must have 100 successful, unaided blood collections including venipunctures and skin punctures). Students will be trained to collect, transport, handle and process blood and other specimens for laboratory analysis using venipuncture and micro collection techniques. Externship is a work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts under direct supervision of the clinical professional. This work-experience course will train students in multiple skills to help the provider carry out procedures, interview and care for patients, perform basic lab tests and administer medications. Students will be competent in both clinical and administrative procedures. Students must attend 100% of clinical hours in order to pass competencies.	
Program Prerequisites:	18 years of age or older, not listed on the Missouri Employee Disqualification List. Not convicted of specified felonies or misdemeanors. Have a negative TB test.
Contact Hours:	160
Delivery Format:	Online Clinicals
Expected Award:	UCM Certificate of Completion / National Healthcareer Associations Phlebotomy Technician Certification
Tuition:	$3495
Additional Fees:	Required Equipment and Supplies not provided by the University as a part of the program tuition include the following: Examination Voucher, Scrubs (any style or color except camouflage), Shoes (clean white sneakers with good support).

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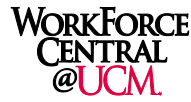contact Scott Boyce at 816-875-3927 x110 or email: boyce@ucmo.edu

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Healthcare

NC 1014	Sterile Processing Technician Certificate Program
Sterile Processing Technicians, also known as Central Processing Technicians, are critical to most hospitals, long-term care facilities, surgical centers and other health care facilities. They provide support to all patient care teams in a facility by insuring the timely delivery of sterile supplies and equipment used in surgeries and other important medical procedures. This support includes storing, assembling, cleaning, processing, sterilizing and distributing medical devices, tools and supplies.	
Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.	

Program Prerequisites:	• High school diploma or GED/HISET • Good communication skills • Good manual dexterity, lift heavy objects and stand/walk for long periods of time • Strong desire to learn
Contact Hours:	130
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$2295
Additional Fees:	N/A

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Healthcare

NC 1013	Clinical Medical Assistant with Externship Certificate Program
The Clinical Medical Assistant Certificate Program will train students to assist physicians by performing functions related to the clinical responsibilities of a medical office. Instruction includes preparing patients for examination and treatment, routine laboratory procedures, diagnostic testing, technical aspects of phlebotomy and the cardiac life cycle. Perform administrative and certain clinical duties under the direction of a physician. Administrative duties include scheduling appointments, maintaining medical records, billing and coding information for insurance purposes. Clinical duties include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood and administering medications as directed by a physician.	
Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. Upon successful completion of this program, students would be eligible to sit for the National Health Career Association (NHA) Certified Clinical Medical Assistant (CCMA) national examination.	

Program Prerequisites:	• Basic use of Computers • Access to a computer with Internet at home or another access point on a regular basis.
Contact Hours:	170
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3995
Additional Fees:	N/A

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Healthcare

NC 1015	Medical Billing and Coding Program

This 110 hour program is intended for students who want to prepare for an exciting, challenging and rewarding career in healthcare. This combined billing and coding course offers the skills needed to solve insurance billing problems, how to manually file claims (using the CPT and ICD-10 manual), complete common insurance forms, trace delinquent claims, appeal denied claims and use generic forms to streamline billing procedures. The course covers the following areas: CPT (Introduction, Guidelines, Evaluation, and Management), specialty fields (such as surgery, radiology and laboratory), ICD-10 (Introduction and Guidelines) and basic claims processes for medical insurance and third party reimbursements.

Students will learn how to find the service and codes using manuals, (CPT, ICD-10 and HCPCS). Students who complete this course could be qualified to sit for the American Academy of Professional Coders (AAPC)-Certified Professional Coder Exam (CPC or CPC-H Apprentice); the American Health Information Association (AMIMA) Certified Coding Associate (CCA) exam; and /or other National Certification exams.

Program Prerequisites:	• Basic use of Computers • Access to a computer with Internet at home or another access point on a regular basis.
Contact Hours:	110
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3410
Additional Fees:	N/A

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Healthcare

Professional Medical Coding and Billing	
Medical coding and billing professionals translate medical records into standardized codes used to bill patients and third-party payers such as insurance companies and Medicare. The comprehensive Professional Medical Coding and Billing program will teach you to use all of these codes—CPT, HCPCS, and ICD-10-CM. Areas covered in this 390 hour program: Health Information Management, Legal and Compliance, Reimbursement methodologies, Medical Terminology, Anatomy and Physiology, Intro to Coding to include a Coding Practicum. Gain hands-on experience in real-world records so you're prepared for the workforce. Train to begin working immediately upon completion.	
Program Prerequisites:	18 years of age or older and have a High School Diploma or GED.
Contact Hours:	390
Delivery Format:	Online self-paced
Expected Award:	UCM Certificate of Completion / CPC and COC national certification
Tuition:	$2995
Additional Fees:	N/A

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Healthcare

CEU 2705	Professional Medical Coding and Billing with Applied PCS
This 640-hour comprehensive Professional Medical Coding and Billing with Applied PCS program was developed by AHIMA-Approved ICD-10-CM/PCS trainers. Medical coding and billing professionals translate medical records into standardized codes used to bill patients and third-party payers. This program will teach you to use all of these codes— CPT, HCPCS, and ICD-10 including the new PCS procedural code set making sure you have the skills needed to earn national certification and start working. Graduate prepared to earn your Certified Professional Coder (CPC) or Certified Coding Associate (CCA) credentials. Examination cost is included in course fee.	
Key learning objectives of this course are: Healthcare delivery systems, legal and compliance, reimbursement methodologies, medical terminology, pathophysiology, anatomy and physiology, pharmacology, and coding to include a 120-hour coding practicum.	
There is a growing job market as industry employment is projected to increase by 13% by 2026. (2016-2017 Occupational Outlook Handbook)	
This on-line self-paced curriculum has been built with you in mind. Providing you the flexibility needed for your life and learning styles. Course is designed to be completed between 4 and 12 months.	

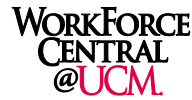|	
Program Prerequisites:	- Basic use of Computers - Access to a computer with Internet at home or another access point on a regular basis.
Contact Hours:	640
Delivery Format:	100% Online
Expected Award:	Certified Professional Coder (CPC) or Certified Coding Associate (CCA)
Tuition:	$3699
Additional Fees:	$180 for text companion if desired

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Healthcare

NC 1023	Medical Office Assistant with ICD-9
The Medical Office Assistant prepares students for employment in entry-level medical office positions that can include insurance billing responsibilities. Students successfully completing this program will be prepared to work in various medical environments.	

Program Prerequisites:	18 years old or older - High School Diploma/GED - Basic use of Computers - Access to a computer with Internet at home or another access point on a regular basis.
Contact Hours:	210
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3495
Additional Fees:	N/A

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Healthcare

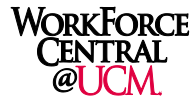| NC	Medical Office Manager (Online)
Medical office managers keep the administration and billing of the modern medical office running smoothly. Their specific responsibilities vary by position and may include the following: • Creating and updating patients' electronic health records • Scheduling appointments • Verifying patient insurance • Completing and submitting insurance claims • Managing patient billing and collections • Overseeing the day-to-day operations of medical facilities
Program Prerequisites:	• 18 years old or older • High School Diploma/GED • Basic use of Computers • Access to a computer with Internet at home or another access point on a regular basis.
Contact Hours:	330
Delivery Format:	100% online
Expected Award:	UCM Certificate of Completion/Certified Billing and Coding Specialist (CBSC) Certification; Medical Administrative Assistant (CMAA) and Certified Electronic Health Records Specialist (CEHRS) certifications
Tuition:	$3899
Additional Fees:	N/A

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Healthcare

NC 1051	Personal Care Assistant Development Program

An individual desiring a career in healthcare will find this course prepares them for employment in one of the faster growing job fields in the U.S. Employment for Personal Care Assistants is expected to grow 69% between 2010 and 2020, much faster than the average for all occupations. As health care costs rise, Personal Care Assistants are becoming an extremely important part of the healthcare team.

Personal Care Assistants (PCA) are responsible for giving assistance to people who are sick, injured, mentally or physically disabled, or are seniors. PCA's work in the home and help their clients with daily activities such as bathing, feeding, grooming, cooking and some housework. Effective PCAs must exhibit strong skills in relating to people, time management, written and verbal communication, attention to details, strong at following instructions and reliable.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job.   In addition to Healthcare Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

Program Prerequisites:	18 years old or older - Pass background check and not convicted of specified felonies or misdemeanors able to listed on the MO Family Care Safety Registry - Able to lift 50 lbs. - English proficiency - High School Diploma/GED - Reliable transportation, valid driver's license & auto insurance
Contact Hours:	180
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	UCM Certificate of Completion, HIPAA Certification & American Heart Assn Basic Life Support/CPR Certification
Tuition:	$2795
Additional Fees:	N/A

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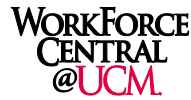LEARNING TO A GREATER DEGREE

Technology

NC 1049	OSHA 10

The OSHA 10 hour General Industry Program is intended to provide an entry level worker's general awareness on recognizing and preventing hazards in a general industry setting.

Program Prerequisites:	18 years of age, read and write English proficiently
Contact Hours:	10
Delivery Format:	Instructor-led	Labs
Expected Award:	UCM Certificate of Completion
Tuition:	$400
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

NC 1060	Computer Support Specialist

The Computer Support Specialist program provides students with knowledge in computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters and modems. Students will gain knowledge in current technology related to modern applications, networks and telecommunications and the equipment and software required to maximize system support. Students will become highly experienced in procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. The curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

Program Prerequisites:	High School Diploma/GED; Basic use of computers, Basic 8th grade Math and 8th grade Reading Skills
Contact Hours:	280
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	Industry Certification – CompTia	UCM Certificate of Completion
Tuition:	$3495
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Technology

NC	Bilingual Computer Support Specialist

The Computer Support Specialist program provides students with knowledge in computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters and modems. Students will gain knowledge in current technology related to modern applications, networks and telecommunications and the equipment and software required to maximize system support. Students will become highly experienced in procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. The curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

This course is taught by bilingual instructors and designed for students who speak English, Spanish or are bilingual.

Program Prerequisites:	High School Diploma/GED; Basic use of computers, Basic 8th grade Math and 8th grade Reading Skills
Contact Hours:	200
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	Industry Certification – CompTia	UCM Certificate of Completion
Tuition:	$3495
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Technology

NC 1060	Computer Support Specialist with Customer Service Professional

The Computer Support Specialist program provides students with knowledge in computer hardware, software and peripherals such as central processing units, servers, monitors, cables, network systems, printers, plotters and modems. Students will gain knowledge in current technology related to modern applications, networks and telecommunications and the equipment and software required to maximize system support. Students will become highly experienced in procedures for installing, configuring, upgrading, troubleshooting and repairing applicable software, hardware and peripherals.

Most computer/system support roles also require a high level of effective customer service, so we have also included the NRFF Customer Service and Sales certification preparation and exam.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. The curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

Program Prerequisites:	High School Diploma/GED; Basic use of computers, Basic 8th grade Math and 8th grade Reading Skills
Contact Hours:	200
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	Industry Certification – CompTia	UCM Certificate of Completion
Tuition:	$3495
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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UNIVERSITY OF CENTRAL MISSOURI.
LEARNING TO A GREATER DEGREE

Technology

NC 1061	Digital Literacy Certificate Program
Curriculum includes both soft and technical skills as follows: Self-Leadership Integrity, Communicating for Success Working in Teams Problem Solving Program. Graduates are prepared to take the Microsoft Digital Literacy exam.	
Program Prerequisites:	High School Diploma/GED; Basic use of computers
Contact Hours:	80
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$1595
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

For more information visit our website at www.ucmo.edu/workforce or
contact Scott Boyce at 816-875-3927 x110 or email: boyce@ucmo.edu

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UNIVERSITY OF CENTRAL MISSOURI.
LEARNING TO A GREATER DEGREE

Technology

NC 1065	Introduction to Modern Programming

The Introduction to Modern Programming program prepares students for careers in entry to mid-level employment using interactive development skills needed in today's business world. Students will learn how to be resourceful and creative in order to help their future employer create of enhance their interactive presence on the Internet.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students successfully completing this program will be prepared to work in various business environments.

Program Prerequisites:	18 years of age or older, High School Diploma/GED; strong computer user skills, some prior programming experience preferred, strong desire to learn.
Contact Hours:	300
Delivery Format:	Blended Learning – 75% Instructor-led/Labs, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$4200
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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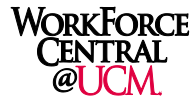contact Scott Boyce at 816-875-3927 x110 or email: boyce@ucmo.edu

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Supply Chain/Logistics/Warehousing

NC 1030	Warehouse Distribution and Logistics Development Program

The Warehouse Distribution and Logistics Development program is designed to provide students with foundational-level knowledge in the world of supply chain logistics. This course covers the material handling aspect of the global supply chain and describes the foundational knowledge that front-line material handling workers should master to perform well. It is designed to give students a broad overview of the industry and how the front-line worker fits into that environment.

Students will be prepared to sit (and receive a voucher) for the nationally recognized Certified Logistics Associate exam from the Manufacturing Skill Standards Council.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

Program Prerequisites:	High School Diploma/GED
Contact Hours:	210
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	Industry Certification – MSSC CLA | UCM Certificate of Completion
Tuition:	$2595
Additional Fees	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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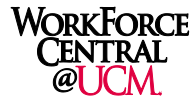
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Supply Chain/Logistics/Warehousing

NC 1036	Warehouse Jumpstart Certificate
Training program prepares students to work in the warehouse, distribution and supply chain/logistics field as entry-level workers. Technical skills instruction in OSHA 10, forklift safety and operation, Self-Leadership, Integrity, Communicating for Success, Working in Teams.	

Program Prerequisites:	18 Years of old or older, Physical ability to work in the warehouse field.
Contact Hours:	50
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$1795
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

NC 1034	Sustainable Material Handling Certificate
Curriculum includes both soft and technical skills as follows: Self-Leadership Integrity, Communicating for Success Working in Teams Problem Solving Program. Technical skills instruction in OSHA 10, material handling safety, forklift safety, Working in confined spaces, lock-out, tag-out procedures, hazardous communications, Globally Harmonized System (GHS), first aid and CPR/AED. Self-Leadership, integrity, communicating for success and career management.	

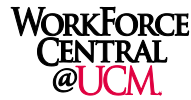|	
Program Prerequisites:	18 years old; physical ability to work in the warehouse field
Contact Hours:	120
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$2795
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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LEARNING TO A GREATER DEGREE

Customer Service

NC 1020	Customer Service Professional Development Program

The Customer Service Professional Development Program prepares students in three key areas; sales and service, call center, and collections. Students will learn how to provide excellent service to customers and resolve issues for customers whether it is in person, using the telephone or on the internet.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

Program Prerequisites:	None
Contact Hours:	160
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$2595
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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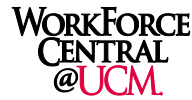contact Scott Boyce at 816-875-3927 x110 or email: boyce@ucmo.edu

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Customer Service

NC 1020	Customer Service Professional – Call Center

The Customer Service Professional-Call Center prepares students for entry-level customer service positions across industries. Students will learn how to provide excellent service to customers and resolve issues for customers whether it is in person, using the telephone or on the Internet.

The coursework offers a foundation in computer skills typically used in customer service careers as well as develops the skills and techniques focused on meeting customer wants and needs in a call center environment.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

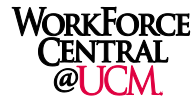|	
Program Prerequisites:	High School Diploma/GED
Contact Hours:	210
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$2995
Additional Fees	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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UNIVERSITY OF CENTRAL MISSOURI

LEARNING TO A GREATER DEGREE

Customer Service

NC 1018	Bilingual Administrative Assistant with Customer Service Professional
	The Bilingual Administrative Assistant with Customer Service Certificate Program prepares students for employment in entry-level office and administrative positions. This program also includes an entrepreneurial component for those who want to own their own business. Students will learn how to apply excellent customer service, desktop software support and administrative solutions. Successful graduates will be prepared to work in any office environment. This course is taught by bilingual instructors and designed for students who speak English, Spanish or are bilingual.
	Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

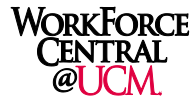|	
Program Prerequisites:	HIGH SCHOOL DIPLOMA/GED, Basic use of computers
Contact Hours:	200
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3495
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Business Services

NC 1024	Administrative Office Assistant Development Program

The Administrative Office Assistant Development Program prepares students for employment in entry level office and administrative positions. Students will learn how to apply excellent customer service, desktop software support and administrative solutions. Successful graduates will be prepared to work in any office environment.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

Program Prerequisites:	HIGH SCHOOL DIPLOMA/GED
Contact Hours:	210
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$2995
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Business Services

NC 1026	Project Management Professional Development Program

Project Management Professional Development Program prepares students to learn project management fundamentals including key project management processes, values and benefits of standards and processes, the nine project management knowledge areas and the five key process groups. This course will also include simulation exercises covering building a project plan, time, quality, cost, communications and scope management.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

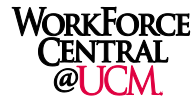|	
Program Prerequisites:	HIGH SCHOOL DIPLOMA/GED, Associates or Bachelor Degree Preferred. 1-2 years business experience.
Contact Hours:	160
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3295
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Business Services

NC 1038	Administrative Office Assistant with Customer Service Professional

The Administrative Office Assistant Development Program prepares students for employment in entry level office and administrative positions. Students will learn how to apply excellent customer service, desktop software support and administrative solutions. Successful graduates will be prepared to work in any office environment.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

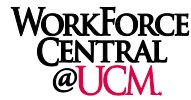|	
Program Prerequisites:	HIGH SCHOOL DIPLOMA/GED, 18 years of age or older, Basic use of computers.
Contact Hours:	200
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3395
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Business Services

NC 1032	The Financial Process Specialist Program

The Financial Process Specialist Program prepares students for work in small and medium sized businesses who have a need for a trained professional can basic financial processes used in banking, accounting and the financial industry.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid. Students will produce a "Success Blueprint" that includes a mission statement, S.M.A.R.T goals, and a life-long personal improvement plan.

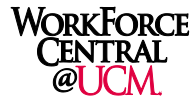|	
Program Prerequisites:	High School Diploma/GED; Basic 8th grade Math and 8th grade Reading Skills
Contact Hours:	175
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3395
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Business Services

NC 1032	Bilingual Financial Process Specialist Program

The Bilingual Financial Process Specialist Program prepares students for work in small and medium sized businesses who have a need for a trained professional can basic financial processes used in banking, accounting and the financial industry.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job.

The program will provide students with the following skills:

Work with Microsoft Excel; Compiling, searching for and organizing data; compile, update and revise numeric data; understanding basic bookkeeping procedures; getting the most out of QuickBooks software: keep track of payables and receivables, plan budgets and improve accounting; gaining proficiency with 10-key; completing the Kauffman FastTrac program on how to be an entrepreneur.

Program Prerequisites:	High School Diploma/GED; TABE Math scores of 10 or higher
Contact Hours:	185
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3495
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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LEARNING TO A GREATER DEGREE

Business Services
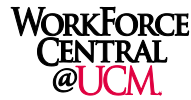
NC 1037	Bank Teller Development Program

The Bank Teller Development Program prepares students for employment in entry-level positions in retail banking centers. Students will learn how to accurately manage counter transactions and apply excellent customer service in a retail banking environment. Students successfully completing this program will be prepared to work in the banking environment where employer specific on-the-job training for policies and procedures can be added to the skills learned in this program.

Students will participate in a holistic learning program that strengthens their ability to apply the related. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

Program Prerequisites:	High School Diploma/GED; Basic to Intermediate Computer Proficiency, Basic to Intermediate Typing Proficiency, Basic Math Skills
Contact Hours:	150
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$2995
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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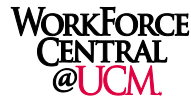
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Business Services

NC 1035	Assistant Event Coordinator Certificate Program

The Assistant Event Coordinator Certificate Program prepares students for employment in entry level professional special event, promotional event, corporate event and other types of event planning positions. Students will learn how to use project management fundamentals and event coordination practices to support effective and memorable professional events. Students successfully completing this program will be prepared to work for organizations that produce or manage medium and or large events internally for clients.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

Program Prerequisites:	18 years of age or older, High School Diploma/GED; basic to intermediate computer proficiency
Contact Hours:	120
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$2595
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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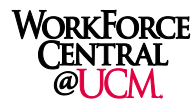contact Scott Boyce at 816-875-3927 x110 or email: boyce@ucmo.edu

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Business Services

NC 1062	Digital Media and Design Specialist Certificate Program

The Digital Media and Design Specialist Certificate Program prepares students for employment in entry level positions that help create and deploy digital media, which supports the company brand. Students will learn how to create basic websites, practice desktop publishing and photo-editing using tools like Adobe Photoshop and InDesign. Students successfully completing this program will be prepared to work for organizations that use digital media to work with clients, partners and the community.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

Program Prerequisites:	18 years of age or older, High School Diploma/GED; basic to intermediate computer and digital proficiency
Contact Hours:	210
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3495
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Business Services

NC 1063	Web Page Design JumpStart Certificate
Students will create and post their own Web site on the Internet using HTML in the hands-on, certificate program. Students plan the content, structure and layout of web site, create pages full of neatly formatted text, build links between the pages and to the outside world, and add color, backgrounds, graphics, and tables. This training program prepares students to be able to create basic web sites for themselves, their employers or organizations in the community.	

Program Prerequisites:	18 years of age or older, High School Diploma/GED; basic to intermediate computer and digital proficiency
Contact Hours:	80
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$1795
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Business Services

NC 1064	Audio Engineering Technician Certificate Program

Prepares individuals to apply technical knowledge and skills to the production of sound recordings as finished products or as components of film/video, broadcast, live, or mixed media productions. Program includes instruction in sound equipment operation and maintenance, audio editing, audio recording, audio mixing, sound engineering, beat making, record production and working with producers, editors, directors, artists, and production managers.

This training program prepares students for entry level positions with theory and working knowledge in the fields of: Recording Engineer, Audio Engineer, Sound Engineer, Mixer, Audio Operator, Sound Technician, Broadcast Engineer, Broadcast Technician, and Sound Editor.

Program Prerequisites:	18 years of age or older, High School Diploma/GED; must have an interest in music and music production
Contact Hours:	225
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$3495
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Business Services
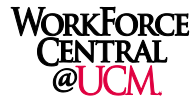
NC	Object Oriented Software Development Using Java

The Object Oriented Software Development Program has been designed to provide a platform to help students with no prior technology background get into the rapidly growing technology industry. This program teaches students how to code in one language (Java) but also teaches the principles behind programming languages and software development so students have the skills to learn new frameworks and languages more quickly on the job in the future.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

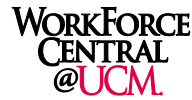|	
Program Prerequisites:	18 years of age or older, High School Diploma/GED; strong computer user skills, some prior programming experience preferred, strong desire to learn.
Contact Hours:	300
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$4600
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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LEARNING TO A GREATER DEGREE

Business Services

NC	Object Oriented Development using C# Certificate Program

This program is designed to help students without prior programming experience gain entry-level development skills needed to launch a career in the information technology field as an application developer. This certificate program will focus on Visual Studio Community 2017 IDE and Visual Studio Code to write application code. C# is a foundational language in the .NET suite and can be used in the majority of Microsoft® technologies including Desktop, Mobile, UWP and Web.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

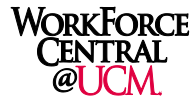|	
Program Prerequisites:	18 years of age or older, High School Diploma/GED; strong computer user skills, some prior programming experience preferred, strong desire to learn.
Contact Hours:	300
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$4600
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

For more information visit our website at www.ucmo.edu/workforce or
contact Scott Boyce at 816-875-3927 x110 or email: boyce@ucmo.edu

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Business Services

NC	Web Development Using JavaScript Certificate Program
	The Web Development Using JavaScript Program is designed to show students how the World Web Web, internet and online applications work. This program teaches students the power of JavaScript by building a web application using JavaScript and Node.js. This course not only helps students learn how to code using JavaScript, but also teaches the principles behind programming languages and web development so students have the skills to learn more quickly on the job.

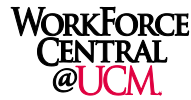|	
	Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.
Program Prerequisites:	18 years of age or older, High School Diploma/GED; strong computer user skills, some prior programming experience preferred, strong desire to learn.
Contact Hours:	300
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$4600
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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Business Services

NC	Modern Application Development Certificate Program

React Native is one of the most approachable and powerful frameworks for mobile application development in existence today. Created by Facebook, it is open source software that saves companies time and money by allowing developers to build an application in one language (JavaScript) and compile applications to their native languages. This course is designed to teach students to build native applications for mobile iOS and Android platforms while developing strong programming tools.

Students will participate in a holistic learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform at a high level in life and on-the-job. In addition to Industry and Technical Competencies, the curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

Program Prerequisites:	18 years of age or older, High School Diploma/GED; strong computer user skills, some prior programming experience preferred, strong desire to learn.
Contact Hours:	300
Delivery Format:	Blended Learning – 75% Instructor-led, 25% Online
Expected Award:	UCM Certificate of Completion
Tuition:	$4600
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

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LEARNING TO A GREATER DEGREE

Business Services

NC	The Paralegal Certificate Course
To be awarded a certificate, the student must successfully complete both sections of this program. Paralegal I: Provides a comprehensive knowledge of the American judicial system. It will also teach you practical skills including how to assist trial attorneys, interview witnesses, investigate complex fact patterns, research the law, and assist in preparing cases for courtroom litigation. Paralegal II: Provides a working knowledge of legal authority: how it is used in the litigation process and how to locate it through legal research. You will also learn the basics of law office management, substantive law (such as criminal law, domestic relations, real property law, and bankruptcy), and informal and formal advocacy.	
Program Prerequisites:	18 years of age or older, High School Diploma/GED
Contact Hours:	90
Delivery Format:	Online-Instructor Led
Expected Award:	UCM Certificate of Completion
Tuition:	$1906.00 (Text and Research Access Included)
Additional Fees:	No additional fees. All books, materials, supplies, and/or applicable exams for this program are included in the tuition fee.

Custom Developed Programs Available Upon Request

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