



SPRING &
SUMMER
2012

NON-CREDIT CLASS
SCHEDULE



Continuing Education ...

CLASSES TO HELP YOU REACH
YOUR PERSONAL OR PROFESSIONAL OBJECTIVE

*Training for
Business & Industry
Healthcare Professionals
Small Businesses and for
Personal Enrichment*

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**How to Register
Continuing Education Credit
Course Fees
Refunds**

Welcome to an adventure in lifelong learning!

Our Mission

The Division of Continuing Education & Economic Development facilitates lifelong learning by providing relevant, quality, non-credit learning opportunities for a diverse and evolving population.

Programs and services are designed to foster community and economic development, to strengthen partnerships, and to satisfy a broad range of personal, professional, and workforce development needs of the local community and area business and industry.

We offer a wide array of classes in the traditional format during the day, evenings, and on weekends.

We also have hundreds of online classes to choose from.

To review the full, updated schedule of classes visit our website at www.volstate.edu/CE

Registration Information is on the inside back cover.

When too many people wait until the last minute to register, great classes taught by excellent instructors are cancelled.

**Don't be
disappointed.
Register Early!**



Personal Enrichment Classes

Continuing Education offers personal enrichment classes to enhance personal growth and to improve quality of life. New classes are created on a regular and routine basis. Choose from a wide array of on ground classes or from hundreds of online classes to meet your personal needs and interests. We are always looking for new ideas and welcome your input. If you don't see the class you want, give us a call at the number listed below and we will create a "waiting list." One of our staff members will take your name, phone number, and the subject area of interest to you. As soon as we have enough interest to offer the class -- generally 8 to 10 students -- we will contact you with the dates and times of the class.

The schedule of classes provided below includes the course ID, fee, length of the course, days, times, and dates. For additional information, go to our website at www.volstate.edu/CE. Click on "course registration." To see a course description, location, and faculty assigned, enter a "keyword" and click on "search."

Around the House - Inside and Outside

It's Just Stuff (Help for Heirs & Hoarders)

Monday & Tuesday	2 mtgs	2/20-2/21	900AM-1200PM	\$75
Monday	2 wks	3/19-3/26	530PM-830PM	\$75

Basic House Construction

Monday	8 wks	2/6-4/2	630PM-900PM	\$99
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Flower Arranging

Tuesday	8 wks	3/13-5/1	630PM-900PM	\$99+ materials
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Interior Decorating

Monday	6 wks	2/6-3/19	600PM-830PM	\$100+ materials
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Small Engine Repair

Thursday	6 wks	2/9-3/22	630PM-830PM	\$70
Thursday	6 wks	7/12-8/16	630PM-830PM	\$70

Cake Decorating 1

Monday	3 wks	2/13-2/27	600PM-830PM	\$75+ materials
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Cake Decorating 2

Monday	3 wks	3/12-3/26	600PM-830PM	\$75+ materials
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Cake Decorating 3

Monday	3 wks	4/9-4/23	600PM-830PM	\$75+ materials
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Arts and Crafts

Hickory Bark Seat Weaving

Tuesday	1 mtg	3/27	600PM-900PM	\$75
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Stained Glass

Thursday	8 wks	3/29-5/17	600PM-830PM	\$99+ materials
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Oil Painting

Tuesday	8 wks	2/7-4/3	600PM-900PM	\$125+ materials
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Acrylic Painting

Wednesday	8 wks	2/8-4/4	600PM-900PM	\$125+ materials
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Dance

Ballroom Dance I

Tuesday	6 wks	1/24-2/28		
			630PM-745PM	\$70
Tuesday	6 wks	5/15-6/19		
			630PM-745PM	\$70

Ballroom Dance II

Tuesday	6 wks	3/27-5/1		
			630PM-745PM	\$70
Tuesday	6 wks	7/17-8/21		
			630PM-745PM	\$70

Swing & Hustle I

Tuesday	6 wks	1/24-2/28	800PM-915PM	\$70
Tuesday	6 wks	5/15-6/19	800PM-915PM	\$70

Swing & Hustle II

Tuesday	6 wks	3/27-5/1	800PM-915PM	\$70
Tuesday	6 wks	7/17-8/21	800PM-915PM	\$70

Latin Dance I

Thursday	6 wks	1/26-3/1	700PM-815PM	\$70
Thursday	6 wks	5/17-6/21	700PM-815PM	\$70

Latin Dance II

Thursday	6 wks	3/29-5/3	700PM-815PM	\$70
Thursday	6 wks	7/19-8/23	700PM-815PM	\$70

Line Dance

Wednesday	6 wks	3/14-4/18	700PM-815PM	\$70
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Finance

Retirement Planning

Thursday	2 wks	1/19 & 1/26	600PM-900PM	\$59
Saturday	2 wks	1/21 & 1/28	900AM-1200PM	\$59

Personal Finance

Online	6 wks	Starts Monthly	TBA	\$109
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Introduction to Stock Options

Online	6 wks	Starts Monthly	TBA	\$109
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Protect Your Money, Credit, and Identity

Online	6 wks	Starts Monthly	TBA	\$109
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Language and Communication

Sign Language I

Monday	6 wks	2/6-3/19	600PM-845PM	\$80+text
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Sign Language II

Monday	6 wks	4/2-5/7	600PM-845PM	\$80+text
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Conversational Spanish 1

Thursday	10 wks	2/9-4/19	630PM-830PM	\$99+text
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Conversational Spanish 2

Tuesday	10 wks	2/7-4/17	630PM-830PM	\$99+text
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Personal Interest

Dog Obedience

Monday	8 wks	3/19-5/7	600PM-700PM	\$99
Monday	8 wks	7/9-8/27	600PM-700PM	\$99

Instant Piano for Hopelessly Busy People

Monday	1 mtg	5/7	600PM-930PM	\$75
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Introduction to Ghost Hunting

Saturday	1 mtg	3/3	830AM-530PM	\$70
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**Share your knowledge -
TEACH A CLASS!**
**We are always looking for new
course ideas and for
faculty with a desire to
communicate with individuals
who share a common interest.**

Call 615.230.3360

Personal Safety

Handgun Safety/TN Carry Permit

Saturday	1 day	3/3	830AM-530PM	\$85
Saturday	1 day	6/23	830AM-530PM	\$85

Photography

Digital Photography with Photoshop 1

Thursday	8 wks	5/10-6/28	630PM-900PM	\$99+ materials
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Digital Photography with Photoshop 2

Thursday	8 wks	2/23-4/19	630PM-900PM	\$99+ materials
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Discover Digital Photography

Online	6 wks	Starts Monthly	TBA	\$109
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Travel for Digital Photographer

Online	6 wks	Starts Monthly	TBA	\$109
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Sports, Wellness and Exercise

Step Aerobics

Tuesday & Thursday	15 wks	1/12-4/26	500PM-555PM	\$129
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Golf, Beginning

Tuesday & Thursday	15 wks	3/1-4/24	1245PM-210PM	\$129
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Golf, Intermediate

Tuesday & Thursday	15 wks	3/1-4/24	1245PM-210PM	\$129
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Table Tennis

Tuesday & Thursday	7 wks	1/12-2/28	935AM-1100AM	\$129
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Tennis

Tuesday & Thursday	7 wks	3/1-4/24	935AM-1100AM	\$129
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Weight Training

Tuesday & Thursday	15 wks	1/12-4/26	800AM-855AM	\$129
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Physical Fitness

TBA	15 wks	1/12-4/27	Call for Information	\$129
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Stationary Cycling

Tuesday & Thursday	15 wks	1/12-4/26	1110AM-1205PM	\$129
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Sport Yoga

Monday & Wednesday	15 wks	1/18-4/25	1220PM-115PM	\$129
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Tuesday & Thursday	15 wks	1/12-4/26	1000AM-1055AM	\$129
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Pilates

Monday & Wednesday	15 wks	1/18-4/25	1115AM-1210PM	\$129
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Tuesday & Thursday	15 wks	1/12-4/26	1000AM-1055AM	\$129
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Zumba

Monday & Wednesday	15 wks	1/18-4/25	1115AM-1210PM	\$129
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Tuesday & Thursday	15 wks	1/12-4/26	1110AM-1205PM	\$129
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Tuesday & Thursday	15 wks	1/12-4/26	500PM-555PM	\$129
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Core Circuit Weight Training

Monday & Wednesday	15 wks	1/18-4/25	1220PM-115PM	\$129
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Tuesday & Thursday	15 wks	1/12-4/26	1245PM-140PM	\$129
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Boot Camp

Tuesday & Thursday	15 wks	1/12-4/26	1245PM-140PM	\$129
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Writing

Beginners Writer's Workshop

Online	6 wks	Starts Monthly	TBA	\$109
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Writing for Children

Online	6 wks	Starts Monthly	TBA	\$109
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The Business & Industry Institute

The B&I offers a comprehensive selection of services to meet your workforce and professional development needs. We bring over 30 years of hands-on experience developing and directing training programs for area business and industry as well as other agencies. Our staff of professionals and highly qualified practitioners will assist with developing training content and outcomes specific to your company's needs.

The Institute brings up-to-date training to you at affordable prices. Select from our basic, essential core of topics - on ground and online classes - or customize your training program.

All classes listed may be offered at your site or ours.

Continuous Improvement Strategies

- Fundamentals of Continuous Improvement
- Visual Management
- Total Productive Maintenance
- Workplace Organization
- Cellular Manufacturing
- Value Stream Mapping
- Standardized Work
- Kaizen
- Quick Changeovers

General Business Management

- Conducting Effective Meetings
- Facilitation Skills
- Improved Work Performance Through Training
- Improving Customer Service Skills
- Managing Diversity
- Stress Management

Effective Supervision

- Certificate in Effective Supervision
- Coaching & Training Your Employees
- Dealing With People
- Effective Discipline
- Holding Work Improvement Discussions
- Managing Problem Performance
- Supervising Your Peers
- Supervisory Skills In Planning
- Training Employees On The Job



Human Resource Skills

- Preventing Discrimination
- Employment Interviewing
- Effective Performance Appraisals
- Sexual Harassment Prevention

Management Development

- Assessment of Management Skills
- Communicating Effectively
- Communications Skills
- Conflict Management
- Leadership
- Learning About Your Leadership Style
- Managing Change
- Motivation and Productivity
- Negotiation and Influence
- Problem Solving Tools And Techniques
- Productivity Improvement Through Problem Solving
- Team Building
- Time Management
- Timely Decision Making

Professional Education Classes Online

Through a unique partnership with Bisk Education, the B & I provides online classes to individuals and business and industry.

Classes are developed by Tulane University, Villanova University, and the University of San Francisco. Training categories include:

- Contract Management
- Internet Marketing
- IS Security
- Leadership
- Project Management
- ROI
- Sales Management
- Supply chain Management
- And More!

For a complete listing, go to www.volstate.edu/Workforce/Online.php



Customized Training

We offer customized programs at your site or ours to meet the specific needs of your business culture, number of employees, schedule, learning styles, and priorities.

Whether you need a half-day, one-day, one-month, or one-year training program, *we can help you realize your goals.*

*Consider our training team
an extension of yours!*

Call 615.230.3359 for a free consultation.

Workforce & Professional Development Classes



APICS

The **APICS CPIM** Program (Certified in Production and Inventory Management) is recognized world-wide as the standard of professional competence in production and inventory control. Obtaining the APICS certification shows a commitment to the profession that leads to a sense of accomplishment, demonstrates value to the employer, enhances earning potential, and provides a path to career advancement. The program is divided into five process-oriented topic areas to provide the best possible educational assessment and knowledge base.

CSCP Learning System Certification Preparation Course (Instructor-Led)

Wednesday	10 wks	1/18-3/21	500PM-900PM	\$1,999
Thursday	10 wks	3/22-5/24	500PM-900PM	\$1,999
Saturday	5 wks	3/3-3/31	730AM-430PM	\$1,999

ASO Exam Preparation Courses

The Body of Knowledge for certification is affected by new technologies, policies, and the changing dynamics of manufacturing and service industries. Changed versions of the examination based on the current Body of Knowledge are used at each offering. For more information, call 230.3359.



CSSBB - Six Sigma Black Belt Certification

Saturday	8 wks	1/7-2/25	900AM-Noon	\$750
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CQT - Quality Technician Certification

Monday	8 wks	1/9-2/27	600PM-900PM	\$750
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CMQ/OE- Manager of Quality/Organizational Excellence Certification

Tuesday	8 wks	1/10-2/28	600PM-900PM	\$750
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CQI - Quality Inspector Certification

Thursday	8 wks	1/12-3/1	600PM-900PM	\$750
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CQE - Quality Engineer Certification

Saturday	9 wks	3/24-5/19	900AM-Noon	\$835
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CQA - Quality Auditor Certification

Monday	8 wks	4/2-5/21	600PM-900PM	\$750
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CQIA - Quality Improvement Associate Certification

Tuesday	8 wks	4/3-5/22	600PM-900PM	\$750
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CSSGB - Six Sigma Green Belt Certification

Thursday	8 wks	4/5-5/24	600PM-900PM	\$750
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Business

Business & Professional Communication

Wednesday 15 wks 1/18-5/2 600PM-900PM \$387+ text

Accounting Fundamentals

Online 6 wks Starts Monthly TBA \$109

Effective Selling

Online 6 wks Starts Monthly TBA \$109

Marketing Your Business on the Internet

Online 6 wks Starts Monthly TBA \$109

Computer Training

Access 2007, Introduction

Wednesday 6 wks 2/1-3/14 600PM-900PM \$149+ text

Access 2010, Introduction

Monday 2 wks 3/19-3/26 900AM-500PM \$250+ text

Thursday 2 wks 7/12-7/19 900AM-500PM \$250+ text

Access 2010, Intermediate

Thursday 2 wks 5/3-5/10 900AM-500PM \$250+ text

Excel 2007, Introduction

Tuesday 4 wks 2/7-2/28 600PM-900PM \$99+ text

Monday 4 wks 4/2-4/23 600PM-900PM \$99+ text

Tuesday 4 wks 6/5-6/26 600PM-900PM \$99+ text

Excel 2010, Introduction

Thursday 1 day 2/2 900AM-500PM \$135+ text

Friday 1 day 5/25 900AM-500PM \$135+ text

Thursday 1 day 7/26 900AM-500PM \$135+ text

Excel 2007, Intermediate

Tuesday 4 wks 3/20-4/10 600PM-900PM \$99+ text

Monday 4 wks 4/30-5/21 600PM-900PM \$99+ text

Tuesday 4 wks 7/10-7/31 600PM-900PM \$99+ text

Excel 2010, Intermediate

Friday 1 day 3/2 900AM-500PM \$135+ text

Friday 1 day 6/8 900AM-500PM \$135+ text

Excel 2007, Advanced

Tuesday 4 wks 5/1-5/22 600PM-900PM \$99+ text

Monday 4 wks 6/4-6/25 600PM-900PM \$99+ text

Excel 2010, Advanced

Friday 1 day 4/13 900AM-500PM \$135+ text

Thursday 1 day 6/21 900AM-500PM \$135+ text

PowerPoint 2010, Introduction

Friday 1 day 1/27 900AM-500PM \$135+ text

Friday 1 day 5/18 900AM-500PM \$135+ text

Thursday 1 day 8/9 900AM-500PM \$135+ text

Word 2007, Introduction

Thursday 4 wks 1/26-2/16 600PM-900PM \$99+ text

Wednesday 4 wks 5/2-5/23 600PM-900PM \$99+ text

Word 2010, Introduction

Friday 1 day 2/10 900AM-500PM \$135+ text

Friday 1 day 6/1 900AM-500PM \$135+ text

Thursday 1 day 8/2 900AM-500PM \$135+ text

Word 2007, Intermediate

Thursday 1 day 3/1 900AM-500PM \$135+ text

Wednesday 4 wks 6/6-6/27 600PM-900PM \$99+ text

Word 2010, Intermediate

Thursday 1 day 3/15 900AM-500PM \$135+ text

Thursday 1 day 6/14 900AM-500PM \$135+ text

Personal Computers/Windows, Introduction

Monday	6 wks	2/6-3/19	600PM-900PM	\$149+ text
Wednesday	6 wks	3/21-4/25	600PM-900PM	\$149+ text
Friday	2 wks	2/17-2/24	900AM-500PM	\$250+ text
Thursday	2 wks	4/19-4/26	900AM-500PM	\$250+ text
Thursday	6 wks	5/3-6/7	600PM-900PM	\$149+ text
Monday	6 wks	7/9-8/13	600PM-900PM	\$149+ text

The following computer classes are wait listed. Give us a call and as soon as we have enough interest to schedule a class, one of our staff will contact you.

■ **Excel 2007, Macro Programming for Beginners**

■ **MS Excel 2007, Scorecards with**

■ **MS Project 2007, Introduction to**

■ **Minitab, Introduction to**

Fiber Optics Training

Certified Fiber Optics Technician (CFOT)

Monday thru Wednesday	3 days	2/6-2/8	800AM-500PM	\$700
Monday thru Wednesday	3 days	6/18-6/20	800AM-500PM	\$700

Certified Fiber Optic Technician Outside Plant (CFOT/OSP)

Thursday thru Saturday	3 days	2/9-2/11	800AM-500PM	\$775
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Certified Fiber Optics Specialist/Testing and Maintenance (CFOS/T)

Sunday & Monday	2 days	2/12-2/13	800AM-500PM	\$675
Thursday & Friday	2 days	6/21-6/22	800AM-500PM	\$675

Certified Fiber Optics Splicing Specialist CFOS/S

Saturday & Sunday	2 days	6/23-6/24	800AM-500PM	\$675
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Health & Safety Training

OSHA 1910: 10-Hour General Industry

Monday & Tuesday	2 days	1/23-1/24	M, 800AM-500PM T, 800AM-Noon	\$364
Monday & Tuesday	2 days	3/12-3/13	M, 800AM-500PM T, 800AM-Noon	\$364
Monday & Tuesday	2 days	5/7-5/8	M, 800AM-500PM T, 800AM-Noon	\$364

OSHA 1910: 30-Hour General Industry (CFR and Workbook)

Monday thru Thursday	5 days	2/6-2/9	800AM-500PM	\$749
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OSHA 1926: 10 Hour Construction

Wednesday & Thursday	2 days	3/14-3/15	W, 800AM-500PM Th, 800AM-Noon	\$364
Wednesday & Thursday	2 days	5/9-5/10	W, 800AM-500PM Th, 800AM-Noon	\$364

OSHA 1926: 30-Hour Construction Industry (CFR and Workbook)

Monday thru Thursday	5 days	6/18-6/21	800AM-500PM	\$749
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Accident Investigation & Root Cause Analysis – Accidents & Injuries

Wednesday thru Friday	3 days	1/25-1/27	800AM-400PM	\$515
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Power Industrial Truck: Site Specific Operator Training

Wednesday thru Friday	3 days	2/22-2/24	800AM-400PM	\$435
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Wednesday, Classroom Training; Thursday, Field Training; Friday, Field Observation

Safety First – Behavior Based Safety

Monday thru Wednesday	3 days	4/16-4/18	800AM-400PM	\$515
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Writing Effective Safety & Health Plans

Thursday & Friday	2 days	4/19-4/20	800AM-400PM	\$364
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Environmental Management

The following classes are wait listed. Give us a call at 615.230.3358. One of our staff will take your name and number. As soon as we have enough interest to offer the class, generally 8 to 10 students, we will contact you with the dates and times of the class.

■ **Understanding the Basics - A look at the Requirements**
Established in ISO 14001:2004

■ **Basic Internal Auditor Training - ISO 14001:2004**
Environmental Management Systems

Leadership - Leadership Vision Group

Compass Program (Meets 3rd Thursday each month - Enroll at any time)

Thursday	12 wks	1/19-12/20	100PM-500PM	\$2,500
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January 19 – Building Trust

February 16 - The Awesome Powers of Persuasion

March 15 – High Payoff Hiring

April 19– Positive Impact, Communicate Openly and Directly

May 17 – Diversity, Valuing the Individual

June 21 – Customer Service, A Strategic Advantage

July 19– Time Management, Managing Your Time

August 16– Effective Supervisory Skills

September 20– Change Management, Managing Change

October 18– Managing Interpersonal Conflict

November 15– Principles of High Performance

December 20– Emotional Intelligence, The Integrity Model

Effective Communication

Tuesday	1/2 day	2/14	100PM-500PM	\$250
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Managing Diversity

Tuesday	1/2 day	6/19	100PM-500PM	\$250
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Coaching Customer Service

Tuesday	1/2 day	7/24	100PM-500PM	\$250
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Leading Others for Effective Time Management

Tuesday	1/2 day	8/21	100PM-500PM	\$250
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Communication Skills for Supervisors

Tuesday	1/2 day	9/18	100PM-500PM	\$250
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Leading Others Through Change

Tuesday	1/2 day	10/16	100PM-500PM	\$250
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Managing Organizational Conflict

Tuesday	1/2 day	11/27	100PM-500PM	\$250
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Emotional Intelligence

Thursday	8 wks	2/16-4/5	600PM-800PM	\$450
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High Performance Leadership

Wednesday	8 wks	4/11-5/30	130PM-430PM	\$1,500
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Exploding Identity Theft, How It Is Impacting Your Company

Thursday	1 mtg	1/12	130PM-330PM	\$100
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Thursday	1 mtg	2/9	130PM-330PM	\$100
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Thursday	1 mtg	3/8	130PM-330PM	\$100
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Thursday	1 mtg	4/12	130PM-330PM	\$100
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Thursday	1 mtg	5/10	130PM-330PM	\$100
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Thursday	1 mtg	6/14	130PM-330PM	\$100
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Thursday	1 mtg	7/12	130PM-330PM	\$100
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Thursday	1 mtg	8/9	130PM-330PM	\$100
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Leadership - John Maxwell Leadership Courses

Leadership Gold

Tuesday	1/2 day	1/17	100PM-500PM	\$250
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Everyone Communicates Few Connect

Tuesday	1/2 day	2/21	100PM-500PM	\$250
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Put Your Dream to the Test

Tuesday	1/2 day	3/20	100PM-500PM	\$250
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Becoming a Person of Influence					
Tuesday	1/2 day	4/17	100PM-500PM	\$250	
21 Irrefutable Laws of Leadership					
Tuesday	1/2 day	5/15	100PM-500PM	\$250	
How to be a Real Success					
Tuesday	1/2 day	6/19	100PM-500PM	\$250	
Leadership Gold					
Tuesday	1/2 day	7/17	100PM-500PM	\$250	
Everyone Communicates - Few Connect					
Tuesday	1/2 day	8/21	100PM-500PM	\$250	
Put Your Dream to the Test					
Tuesday	1/2 day	9/18	100PM-500PM	\$250	

TOSHA Training

Sharps Injury Prevention					
Tuesday	1/2 day	1/24	830AM-Noon	\$75	
Dock and Warehouse Safety					
Tuesday	1 day	2/21	830AM-400PM	\$125	
Written Programs - Training Requirements					
Tuesday	1/2 day	3/20	830AM-Noon	\$75	
Combustible Dust					
Tuesday	1 day	4/17	830AM-400PM	\$125	
Creating an Effective Safety Program					
Tuesday	1 day	5/15	830AM-400PM	\$125	
OSHA 300 Log Recordkeeping					
Tuesday	1/2 day	6/19	830AM-Noon	\$75	
Maintenance Related TOSHA Standards					
Tuesday	1 day	7/17	830AM-400PM	\$125	
Safety Committee Strategies					
Tuesday	1/2 day	8/21	830AM-Noon	\$75	

TWI - Training Within Industry

TWI is a dynamic program of hands-on learning and practice, teaching essential skills for supervisors, team leaders, and anyone who directs the work of others from all industries and vocations. It is sometimes called the “culture side of lean,” promoting building people before building your product, and taking the culture before tools approach. TWI teaches the skills of job instruction, methods improvement, and leadership. Your team not only learns a well-defined and easy-to-implement method for each skill, but brings in actual jobs from their own work sites in an efficient and effective “learn-by-doing.” TWI is taught by certified instructors, using proven methodology. TWI provides an immediate return on investment for organizations by utilizing the productive potential of their employees.

Training Within Industry Overview

Thursday	1 mtg	2/2	800AM-900AM	\$25	
TWI - Job Relations (AM Session) and TWI - Job Instruction (PM Session)					
Tuesday & Wednesday	2 days	2/21-2/22	800AM-500PM	\$550	
TWI - Job Safety (AM Session) and TWI - Job Methods (PM Session)					
Tuesday & Wednesday	2 days	3/27-3/28	800AM-500PM	\$550	

Does your staff need training?

We can come to you!

Customized, on-site training is available for most offerings listed in this schedule.

**Give us a call at
615.230.3359**

American Management Association

Online Certificate Programs

- The Administrative Assistant
- Business Communications Management
- Customer Satisfaction Management
- General Management
- Finance and Accounting Management
- Human Resources Management
- Manufacturing Management
- Quality Improvement Management
- Sales And Marketing Management
- Strategic Leadership
- Success Skills In The Workplace

For information about these AMA certificate programs, call 615.230.3358 or go to our website (www.volstate.edu/CE) and click on "Online Course Information."

Home Inspection

Home Inspection Course

Tennessee Approved Pre-License Course

Prepare for the State of Tennessee license as a home inspector.



Home Inspection

9 days	Tuesday through Sunday	4/10-4/15	800AM-630PM	\$1,995
	Friday	4/20	600PM-1000PM	
	Saturday & Sunday	4/21-4/22	800AM-630PM	



Personal Trainer Certification Course

Personal Trainer

Saturday 6 wks 3/17-4/28 900AM-400PM \$559+ text

Quality Tools

The following Quality Tools classes are wait listed. Give us a call and we will let you know when we have a sufficient number to meet the class.

- Measurement Systems Analysis
- Process Mapping
- Process Failure Modes Effect Analysis
- Introduction to Minitab and Weibull Analysis for Accelerated Life Testing
- Basic Statistics
- Control Charts
- Quality Function Deployment
- Brainstorming and Its Results
- Benchmarking
- Regression
- Design of Experiment (DOE)
- Monte Carlo Simulation (using Crystal Ball)
- Fundamentals of Quality Management
- Statistical Decision Making
- Gage Repeatability and Reliability (GRR - w/AIAG MSA)



Teamsters Select Vol State as Training Site

On August 7, 2011, the Brotherhood of Maintenance of Way Employees Division (BMWED) of the International Brotherhood of Teamsters began an intensive two-week training program through the Division of Continuing Education and Economic Development. The program is an extension of the Union's ten-year plan to transition to the next generation of leadership. Long-time union leaders have realized that they have needed to train the next generation of union leadership and turned to the College to combine a diverse set of subjects into an intensive two-week session. "It is important that we train the next generation of union leadership if we expect our union to grow and move forward," offered BMWED President Freddie Simpson. "Many of those in leadership positions today are rapidly reaching retirement age and we have a growing number of young folks taking over the helm. It is incumbent on those currently leading this union to make sure the skills needed to adequately represent our members are provided to those taking over."

"We've never done anything like this

before in a comprehensive way with classes in bargaining economics, labor history, computer training, and writing and communication skills," said BMWED President Freddie Simpson. "It's great to have a central location with all of the resources of the College. One of the advantages of utilizing the school's facilities was their technical services. The use of their computer lab meant that the participants didn't have to bring their own computers or share computers with others. The school provided a state-of-the-art television studio that the BMWED used to stage and record mock discipline hearings. This allowed participants to review the video and see what they did right or did not do right so that they could learn from the experience."

The BMWED also completed training October 16 - 28, 2011, and a third class is scheduled for January 8 - 20, 2012.

The BMWED represents railroad workers who build and maintain the tracks, bridges and buildings for the nation's railroads. The union members in this training span the country, from Rhode Island to California.



Lean and Six Sigma

DMAIC - Lean Six Sigma Black Belt

Monday thru Friday	4 wks	Week 1: 2/6-2/10	800AM-500PM	\$5,699
		Week 2: 3/5-3/9	800AM-500PM	
		Week 3: 4/2-4/6	800AM-500PM	
		Week 4: 4/30-5/4	800AM-500PM	

DMAIC - Lean Six Sigma Black Belt

Monday thru Friday	4 wks	Week 1: 4/16-4/20	800AM-500PM	\$5,699
		Week 2: 5/14-5/18	800AM-500PM	
		Week 3: 6/11-6/15	800AM-500PM	
		Week 4: 7/9-7/13	800AM-500PM	

DMAIC - Six Sigma Green Belt

Monday thru Friday	2 wks	Week 1: 2/13-2/17	800AM-500PM	\$2,799
		Week 2: 3/12-3/16	800AM-500PM	

DMAIC - Six Sigma Green Belt

Monday thru Friday	2 wks	Week 1: 5/7-5/11	800AM-500PM	\$2,799
		Week 2: 6/4-6/8	800AM-500PM	

DMAIC - Six Sigma Green Belt

Monday thru Friday	2 wks	Week 1: 6/18-6/22	800AM-500PM	\$2,799
		Week 2: 7/16-7/20	800AM-500PM	

DMAIC - Six Sigma Yellow Belt

Monday thru Friday	1 wk	3/19-3/23	800AM-500PM	\$2,049
Monday thru Friday	1 wk	4/9-4/13	800AM-500PM	\$2,049
Monday thru Friday	1 wk	5/21-5/25	800AM-500PM	\$2,049



Health Sciences Continuing Education Center of Emphasis

The Health Sciences Continuing Education Center of Emphasis provides quality training for healthcare professionals in a variety of fields including, but not limited to EMTs/Paramedics, Nurses, Dental Assistants, Physical Therapist Assistants, Sonographers, etc. New courses are developed on a regular basis and may be delivered at your facility or ours. In addition to American Heart Association classes, the Center offers First Aid/CPR and other essential health-related courses for the general community.

New classes are developed regularly. If you have an interest in a specific offering, contact the Center of Emphasis at 615.230.3338. To view additional offerings added throughout the semester, go to

Healthcare Professionals Training

Additional classes for healthcare professionals are added frequently.

For an updated listing go to www.volstate.edu/healthsciences

Advanced Cardiac Life Support Provider Course

Thursday & Friday	2 days	1/26-1/27	830AM-430PM	\$155
Thursday & Friday	2 days	3/8-3/9	830AM-430PM	\$155
Wednesday & Thursday	2 days	5/16-5/17	830AM-430PM	\$155

Advanced Cardiac Life Support Provider Renewal Course				
Tuesday	1 day	1/31	830AM-430PM	\$85
Tuesday	1 day	3/20	830AM-430PM	\$85
Tuesday	1 day	5/29	830AM-430PM	\$85
Basic Life Support for Healthcare Providers – Initial				
Wednesday	1/2 day	1/18	830AM-1230PM	\$50
Tuesday	1/2 day	2/28	830AM-1230PM	\$50
Wednesday	1/2 day	3/14	830AM-1230PM	\$50
Tuesday	1/2 day	4/24	830AM-1230PM	\$50
Thursday	1/2 day	5/24	830AM-1230PM	\$50
Tuesday	1/2 day	6/5	830AM-1230PM	\$50
Tuesday	1/2 day	7/10	830AM-1230PM	\$50
Basic Life Support for Healthcare Providers – Renewal				
Wednesday	1/2 day	1/18	830AM-1230PM	\$50
Tuesday	1/2 day	2/28	830AM-1230PM	\$50
Wednesday	1/2 day	3/14	830AM-1230PM	\$50
Tuesday	1/2 day	4/24	830AM-1230PM	\$50
Thursday	1/2 day	5/24	830AM-1230PM	\$50
Tuesday	1/2 day	6/5	830AM-1230PM	\$50
Tuesday	1/2 day	7/10	830AM-1230PM	\$50
EMT-Basic Refresher				
Tuesday thru Thursday	3 days	1/10–1/12	830AM-430PM	\$185
Tuesday thru Thursday	3 days	4/10-4/12	830AM-430PM	\$185
EMT-Paramedic Refresher				
Monday thru Saturday	6 days	2/6–2/11	830AM-430PM	\$250
EMT-IV (Extended Skills)				
Monday thru Friday	5 days	2/27–3/2	830AM-430PM	\$400
Monday thru Friday	5 days	5/21-5/25	830AM-430PM	\$400
Pediatric Advanced Life Support Provider Course				
Wednesday & Thursday	2 days	2/15-2/16	830AM-430PM	\$155
Wednesday & Thursday	2 days	4/18-4/19	830AM-430PM	\$155
Thursday & Friday	2 days	7/12-7/13	830AM-430PM	\$155
Pediatric Advanced Life Support Provider Renewal Course				
Wednesday	1 day	2/22	830AM-430PM	\$85
Thursday	1 day	4/26	830AM-430PM	\$85
Thursday	1 day	6/14	830AM-430PM	\$85

Online Healthcare Courses

Health Sciences Continuing Education is pleased to offer American Heart Association on-line training. Each online course requires an additional skills performance and/or test. For more information, please contact us at 230.3338.

- HeartSaver CPR/First Aid - \$55
 - BLS Provider - \$55
- HeartSaver Bloodborne Pathogens - \$30
- Rapid ST-Segment Elevation Myocardial Infarction (STEMI) Identification - \$85
 - Learn Rhythm Adult Online - \$75
 - Learn Rhythm Pediatric Online - \$50
 - Acute Stroke Online - \$40
 - ACLS Online - \$200
 - PALS CD Course - \$200



TENNESSEE SMALL BUSINESS
DEVELOPMENT CENTERS

**Your Success
is our Business!**

www.tsbdc.org/

The Tennessee Small Business Development Center (TSBDC) at Volunteer State Community College is a FREE and confidential one-on-one counseling service for existing and start-up small businesses. Our consultant provides guidance every step of the way -- *by appointment please.*

The TSBDC offers:

- Training seminars on a wide array of topics for small business owners.
- Assistance with various funding proposals including SBA loans.
- Referral to professional services and agencies.

The TSBDC is here to serve you, the small business community, in ways you can only imagine. If you have a business problem, we are most certain that we have the right solution for you.

**Seminars are offered throughout the year.
For an updated training schedule,
call 615.230.4780 or go to www.tsbdc.org/**

E-learning through Continuing Education

Check our website for the complete list of online classes available in a variety of workforce development and personal enrichment subjects.

Go to www.volstate.edu/ContinuingEd/Online.php

Through a unique partnership with Bisk Education and its University Alliance Online Division, the Business & Industry Institute provides courses to individuals and businesses. Consider classes in

- Contract management
- IS security
- ROI
- Supply chain management
- Internet marketing
- Project management
- Sales management
- And More!!



100% Online
**Business
Training**
Developed by:

VILLANOVA
UNIVERSITY

University of
San Francisco

Tulane
University

transform my career

How to Register for Non-Credit Classes

ONLINE

Go to <http://registration.xenegrade.com/volstate/> and register/pay online.

IN PERSON

Continuing Education Office
Betty Gibson Hall, Suite 102
Office hours: Monday-Friday,
800AM-430PM

BY PHONE

Call 615.230.3358 or 1.888.335.8722
ext. 3358

VISA, MasterCard, Discover, or
American Express payment required

BY MAIL

Send the completed Registration Form*
with a check or credit card information
to

Volunteer State Community College
Continuing Education
1480 Nashville Pike
Gallatin, TN 37066

BY FAX

Fax the completed registration form*
with credit card information to
615.230.3362 or 1.888.335.8722
ext. 3362

VISA, MasterCard, Discover, or
American Express payment required

*Registration Forms can be printed
from our website at

[www.volstate.edu/ContinuingEd/
Documents/RegForm.pdf](http://www.volstate.edu/ContinuingEd/Documents/RegForm.pdf)

Continuing Education Credit

The Continuing Education Unit (CEU) is awarded to students who have successfully completed non-credit coursework and for which CEUs have been approved in advance. One CEU is defined as ten contact hours of participation in an organized continuing education experience under responsible sponsorship, capable direction, and qualified instruction. A record of CEUs earned is maintained in the Division of Continuing Education & Economic Development. Transcripts are available upon receipt of a written request from the student.

Course Fees

Fees for classes are listed in this publication. A course fee with a plus (+) sign indicates that the instructor has a materials list or textbook for the course. Online courses have specific computer and software requirements and may also require a textbook.

Refunds

Continuing Education NON-CREDIT Classes

Classes Listed with an "RP"

A refund will be approved **ONLY** under the following conditions.

A 100% REFUND of the course fee is approved:

- When a course is canceled by the College;
- When a faculty member recommends that a student drop a non-credit course;
- When a student is deemed ineligible by the institution;
- When a student's death occurs during the period of enrollment; or
- When a student officially withdraws or drops a course prior to the first scheduled class meeting date.

A 50% REFUND of the course fee is approved when a student officially withdraws or drops a course from/on the first scheduled class meeting date and prior to the second class meeting date.

NO REFUND of course fees is approved on or after the second scheduled class meeting date.

Classes listed with an "NR"

Fees for these classes/workshops are non-refundable unless the activity is canceled by the College. Companies, agencies, or organizations that have sponsored (paid fees for) an employee may substitute an employee in the workshop or transfer the employee's fee to another class/workshop. Individual students may transfer their fee for enrollment in another class/workshop.

Continuing Education ONLINE Classes

Refunds for online classes vary; **most are non-refundable**. Call Continuing Education for information.

Note: Continuing Education reserves the right to cancel, postpone, limit enrollment, split or combine classes, and change instructor and room assignments as necessary. *This schedule is subject to revision.*