



# Business Skills

## Learning Series

### Business Operations Professional

#### Course Description

This course teaches the skills that students must acquire to be successful as an Administrative Professional using the Microsoft Office suite of programs. Students receive training on the most popular Microsoft Office programs including Word, Excel, Power Point, and Outlook.



#### Competency Goals:

- Basic to Advanced skills in:
  - Microsoft Word
  - Microsoft Excel
  - Microsoft PowerPoint
  - Microsoft Outlook

#### Sample Job Titles:

Administrative Assistant, Executive Assistant, Secretary, Office Manager, Data Entry Clerk, Customer Service Representative, or other similar jobs.

**Tuition:** \$3,675.00



# Green Training

## Learning Series

### Weatherization Auditor

#### Competency Goals:

Linked with the BPI Building Analyst Certification, students in this program will learn how to use diagnostic techniques to measure energy efficiency and learn how to develop a weatherization plan to improve energy inefficiency. Students will also gain knowledge of the many building design defects and energy conservation and usage problems they can cause. The certificate program for Energy Auditors is 2 weeks long and is specifically offered to students that are current energy workers or have experience in the energy field.

Students in the Weatherization Auditor program will learn how to install the components within a residential structure to improve energy efficiency and conservation. The students will also learn about insulation materials, how they work and how they are installed to improve energy conservation. The program for Weatherization Technicians is 12 weeks long and is geared toward entry-level energy workers.

#### Sample Job Titles:

Energy Auditor, Energy Rater, Energy Consultant, Home Performance Consultant, Building Performance Consultant, Home Energy Rater, or other similar titles.



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## Learning Series

### Business Customer Service

#### Course Description

The goal of this course is to prepare students to work in the Customer Service field. Students will learn all the skills they need to communicate positively and professionally with customers, both internal and external.

Completers will be prepared to pass an industry-recognized Customer Service certification exam, and will be qualified to pursue a large variety of positions in the Customer Service field. These positions are in demand, as small, medium, and large companies in all industries work to improve customer satisfaction and efficiency.

Students will learn to build a rapport with customers using clear, positive communication techniques. They will learn to work through the call and any customer issues comfortably and effectively, confirming an understanding of the problem and offering the best possible solutions.

#### Sample Job Titles:

Customer Service Representative, Account Manager, Client Services Representative, Account Representative, Customer Service Specialist, Customer Service Agent, Member Services Representative, Hub Associate, Account Service Representative, Call Center Representative, and other similar titles.





# Business Skills

## Learning Series

### Introduction to Business Computing

#### Course Description

This course introduces students to basic computer skills needed to succeed in today's modern work environment.

#### Competency Goals:

- Typing
- Basic Computer Concepts (Components, Powering On/Off, Resetting, Mouse, USB & other slots, etc.)
- Windows
- The Desktop
- File Management
- Internet & Email
- Computer Safety & Cleaning (Viruses, etc.)
- Understanding Applications
- Basic Microsoft Office skills in Word & Outlook.





## Medical Technology Learning Series

### Medical Office Assistant

#### Course Overview:

Learners gain quality training on a number of topics important in the medical assistant profession including: medical terminology, legal documents and HIPAA, appointments and reports, records management, diagnostic tests and procedures, health insurance, and finding employment as a medical office assistant.

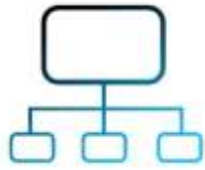
#### Competency Goals:

- Display a working knowledge of medical terminology.
- Be proficient in skills such as: communication, telephone techniques, organization, and time management.
- Have knowledge of medical practice settings and specialties, as well as the differences in Traditional and Managed Care.
- Have knowledge of the legal and ethical responsibilities of an administrative medical specialist, including the HIPAA mandates, the rules for maintaining privacy of medical records and protected health information, and the types of consents and disclosures that are required in a medical office environment.
- Be able to perform tasks associated with the entire accounts receivable and revenue cycle, including: scheduling and registration of patients, posting of accounting transactions, completion of insurance claim forms, and collections.
- Become familiar with the basics of medical coding, medical billing, and completing insurance forms.



#### Sample Job Titles:

Medical Secretary, Receptionist, Unit Support Representative, Office Manager, Medical Receptionist, Patient Relations Representative (PRR), Front Office Manager, Health Unit Coordinator, Medical Office Specialist, Patient Coordinator, Medical Coder, Insurance Claims Analyst, Coding Technician, Medical Billing Specialist, Medical Records Clerk, and Health Information Specialist.



## Microsoft Certified IT Professional

### Competency Goals:

The Technical E-Learning: Microsoft Certified IT Professional program prepares students to operate in computing environments that use Microsoft Windows 7 as a desktop operating system in an enterprise environment.

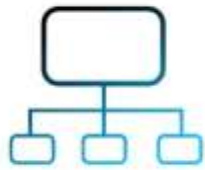
Completers will be prepared to pass MCITP certification exams designed and administered by Microsoft. These certifications can be applied anywhere Microsoft operating systems are used, giving certification holders a great advantage in the competitive IT job market.

By the end of the program, students will be able to install, deploy, and upgrade to Windows 7, including ensuring hardware and software compatibility. They will learn to configure hardware and applications, network connectivity, access to resources, mobile computing, and backup and recovery options, as well as monitor and maintain systems that run Windows 7. Finally, successful students will know how to identify the cause of desktop application issues, networking and security issues, and be able to develop resolutions to all of these problems.

### Sample Job Titles:

Server Administrator, Systems Administrator, Network Administrator, Systems Engineer, Network Operation Technician, Network Support Specialist, Network Support Technician, Network Technician, Computer Support Specialist, Helpdesk Support, Desktop Support, or other similar jobs.





## Information Technology Learning Series

# Microsoft Certified Professional Developer

### Competency Goals:

The goal of the Technical E-Learning: Microsoft Certified Professional Developer program is to prepare students to work in the Information Technology field in a variety of positions working in software programming & development. Completers will be prepared to pass certification exams designed and administered by Microsoft. These certifications can be applied anywhere Microsoft operating systems are used, giving certification holders a great advantage in the competitive IT job market.

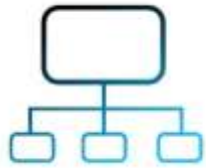


This course combines MCPD competencies in Visual Studio Web Development & Windows Development. Students will learn how to design & implement relational database models (both logical & physical) as well as database storage objects. They will also learn how to program servers by using user-defined functions, triggers, stored procedures, Transact-SQL, or the CLR. They will also retrieve & modify data using SQL queries, as well as tuning & optimizing queries.

See next page for example Outline.

### Sample Job Titles

Software Engineer, Application Integration Engineer, Programmer Analyst, Software Development Engineer, Computer Consultant, Software Architect, Software Developer, Technical Consultant, Applications Developer, Business Systems Analyst, Programmer Analyst, Programmer, Analyst Programmer, Computer Programmer, Software Developer, Applications Developer, Computer Programmer Analyst, Internet Programmer, Java Developer, Web Programmer, , Computer Support Specialist, Helpdesk Support, Desktop Support, or other similar jobs.



## Information Technology Learning Series

# Microsoft Certified Technology Specialist

### Course Description:

The Technical E-Learning: Microsoft Certified Technology Specialist (MCTS) program will prepare students to work in the complex computing environment of medium to large companies. Completers will learn to manage 250 to 5,000 or more users, multiple physical locations, and multiple domain controllers.

Students will learn to configure domain name system (DNS) for active directory, including DNS server settings, zone transfers and replication, active directory infrastructure, trusts, sites, and management services. They will create, maintain, and assess active directory objects – accounts, group policies, software, backup and recovery, file servers, network security/access, and network infrastructure.

By the end of the course, students will be prepared to pass one or more certification exams for Microsoft Certified Technology Specialist, which are designed and administered by Microsoft, and applicable wherever Microsoft technology is used.

### Sample Job Titles

Computer Support Specialist, Helpdesk Support, Desktop Support, Information Technology Specialist (IT Specialist), Support Specialist, Computer Technician, Help Desk Analyst, Technical Support Specialist, Network Support Specialist, Network Technician, Computer Specialist, or other similar jobs.







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