



UNIVERSITY OF  
CENTRAL  
MISSOURI  
LEARNING TO A GREATER DEGREE

**WORKFORCE CATALOG**

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**OPPORTUNITY IN ACTION**



## Equal Opportunity Policy

Future Students,

It is the policy of University of Central Missouri to provide equal opportunity to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, we will provide reasonable accommodations for qualified individuals with disabilities.

LOCATION: KC Metro

## Audio Engineering Technician Certificate Program

**Program Description:** The program prepares individuals for applying their 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. The 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 Details:** This holistic training program prepares students to be a well-rounded and work-ready Audio Engineer Technician. The program will provide students with the following skills:

- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
- Introduction to Audio Engineering Technology
- Audio Theory
- Sound Mixing
- Master Theory
- Digital Signal Flow
- Mixing Techniques
- Introduction to Pro Tools v10 (Mac), Logic, and Ableton
- Studio Hardware
- Program also includes fundamentals of programming principles and C++ constructs for Protools software development kit for plug-ins, giving students the foundation they need to build their own plug-ins for the AAX Plug-in Portal.

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, HS diploma or equivalent, basic to intermediate computer proficiency. Must have an interest in music and music production.

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion

**Tuition:** \$3,495 (includes, books, fees and exam costs if applicable)

**Contact Hours (including out of class work):** 225

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Bilingual Computer Support Specialist

### Program Description:

The Bilingual 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.

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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. The curriculum effectively addresses the Personal Effectiveness, Academic and Workplace Competencies (Tiers 1-3) of the DOL-ETA Competency Model Pyramid.

### Program Details:

**Hardware:** Identifying, using and connecting hardware components and devices

**Windows Operating Systems:** Install and support Windows operating systems (OS) including client support and command line

**Software Troubleshooting:** Troubleshoot mobile device and PC issues including application security support

**Networking:** Describe the types of networks and connections including Wi-Fi, SOHO and TCP/IP

**Hardware and Network Troubleshooting:** Troubleshoot network and device issues

**Security:** Identify and protect against security vulnerabilities on devices and related network connections.

**Mobile Devices:** Install and configure laptops and other mobile devices

**Operational Procedures:** Follow best practices for safety, environmental impacts, communication and professionalism

**Other Operating Systems and Technologies:** Understand Mac OS, mobile OS and Linux Computer

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**Program Prerequisites:** 18 years of age or older. HS diploma or equivalent, basic to intermediate computer proficiency. Basic 8<sup>th</sup> grade Math and Reading skills.

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion | CompTIA A+ Certification

**Tuition (including out of class work):**  
\$3,495

**Contact Hours:** 200 (includes, books, fees and exam costs if applicable)

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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Computer Support Specialist with Customer Service Professional

### Program Description:

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.

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.

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.

### Program Details:

**Hardware:** Identifying, using and connecting hardware components and devices

**Windows Operating Systems:** Install and support Windows operating systems (OS) including client support and command line

**Software Troubleshooting:** Troubleshoot mobile device and PC issues including application security support

**Networking:** Describe the types of networks and connections including Wi-Fi, SOHO and TCP/IP

**Hardware and Network Troubleshooting:** Troubleshoot network and device issues

**Security:** Identify and protect against security vulnerabilities on devices and related network connections.

**Mobile Devices:** Install and configure laptops and other mobile devices

**Operational Procedures:** Follow best practices for safety, environmental impacts, communication and professionalism

**Other Operating Systems and Technologies:** Understand Mac OS, mobile OS and Linux Computer

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, HS Diploma or equivalent, basic to intermediate computer proficiency, basic 8<sup>th</sup> grade math and reading skills.

**Contact Hours (including out of class work):** 200

**Delivery Format:** Instructor-led

**Expected Award:** State of Missouri Certification | CompTIA A+ Certification | NRFF Customer Service Certification

**Tuition:** \$3,495 (includes, books, fees and exam costs if applicable)

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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Computer Support Specialist

### Program Description:

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 experienced in procedures for installing, configuring, upgrading, troubleshooting and repairing applicable, hardware, software and peripherals.

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.

### Program Details:

**Hardware:** Identifying, using and connecting hardware components and devices

**Windows Operating Systems:** Install and support Windows operating systems (OS) including client support and command line

**Software Troubleshooting:** Troubleshoot mobile device and PC issues including application security support

**Networking:** Describe the types of networks and connections including Wi-Fi, SOHO and TCP/IP

**Hardware and Network Troubleshooting:** Troubleshoot network and device issues

**Security:** Identify and protect against security vulnerabilities on devices and related network connections.

**Mobile Devices:** Install and configure laptops and other mobile devices

**Operational Procedures:** Follow best practices for safety, environmental impacts, communication and professionalism

**Other Operating Systems and Technologies:** Understand Mac OS, mobile OS and Linux Computer

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.

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**Program Prerequisites:** 18 years of age or older, HS Diploma or equivalent, basic to intermediate computer proficiency, basic 8<sup>th</sup> grade math and reading skills.

**Contact Hours (including out of class work):** 280

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion | CompTIA A+ Certification

**Tuition:** \$3,495 (includes, books, fees and exam costs if applicable)

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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Digital Literacy Certificate Program

### Program Description:

The Digital Literacy Certificate Program prepares students for basic engagement in the digital world. Students will learn the basics of computing, how to engage in a digital workplace and how to conduct computing basics at home. Students successfully completing this program will be prepared to perform basic computer and Internet tasks. Students will participate in a learning program that strengthens their ability to apply the related knowledge, skills, and abilities required to successfully perform in life and on-the-job. This program is a combination of basic technical skills and basic career management skills.

### Program Details:

This certificate program includes modules covering the following topic areas:

- Computer Mousing & Keyboarding
- Computer Terminology Basics
- Computer Performance & Features
- Computer Operating Sys Basics
- Computer Security & Privacy
- The Internet and the World Wide Web
- Productivity Software Awareness
- Intro to Word Processors
- Intro to Spreadsheet Programs
- Intro to Presentation Programs
- Intro to Database Programs
- Using e-mail and other Online Communication
- Creating an Internet e-mail account
- Finding Online Resources
- Intro to Computer Ethics
- Intro to Social Networking
- Intro to Digital Audio
- Intro to Digital Video
- Intro to Digital Photography
- Intro to Career Management
- Computer & Digital Technology Career Overview

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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. 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.

**Expected Award:** UCM Certificate of Completion | Microsoft Digital Literacy Certificate

**Contact Hours (including out of class work):** 80

**Tuition:** \$1,595 (includes, books, fees and exam costs if applicable)

**Delivery Format:** Instructor-led

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LOCATION: KC Metro

## Digital Media and Design Specialist Certificate Program

### Program Description:

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 web sites, 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.

### Program Details:

The overall program has three integrated components including technical skills, CoreBuilder© skills and work readiness skills.

Areas of technical study include:

- HTML and XHTML
- Formatting Text
- Working with Graphics and Images
- Creating and Distributing Complex Documents
- Understanding Layers
- Working with Brushes
- CSS
- Publishing Web Sites
- Drawing and Working with Shapes
- Working with Color Separations, Special Layouts and e-books
- Levels, Curves and Color
- Creating Tables
- Organizing Layouts
- Designing Tables and Creating Forms
- Sharpening and Noise Reduction
- Photo Layouts

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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.

**Program Prerequisites:** 18 years of age or older. HS Diploma or equivalent. Basic to Intermediate Computer and Digital Proficiency.

**Expected Award:** UCM Certificate of Completion and digital badges

**Tuition:** \$3,495 (includes, books, fees and exam costs if applicable)

**Contact Hours (including out of class work):** 210

**Delivery Format:** Instructor-led and online

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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).



LOCATION: KC Metro

## Introduction to Modern Programming

### Program Description:

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 to help their future employer create or enhance their interactive presence on the Internet.

### Program Details:

Students will participate in a blended learning environment that requires active participation in and outside the classroom. Participants will select one of three tracks: Web Design, Front-end Development, or Back-end Development. Depending on the selection, the technical skills from this list vary:

- HTML 5
- jQuery
- PHP
- PhotoShop
- GitHub
- SEO Basics
- CSS & Sass
- Bootstrap
- MySQL
- Illustrator
- Trello
- JavaScript
- AJAX
- Python
- UX Design
- Asana

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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.

**Program Prerequisites:** 18 years of age or older, HS Diploma or equivalent, strong computer user skills, some programming experience preferred, and a strong desire to learn.

**Contact Hours (including out of class work):** 300

**Delivery Format:** Instructor-led | Blended learning

**Expected Award:** UCM Certificate of Completion | Digital Badges

**Tuition:** \$4,200 (includes, books, fees and exam costs if applicable)

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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Modern Application Development Certificate Program

### Program Description:

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 fundamentals and knowledge of professional development tools. Students will have the foundational education to take this knowledge and expand on it in several different ways professionally.

### Program Details:

Students will participate in a blended learning environment that requires active participation. The overall program includes the following components:

- Essential Skills for Employment Success:
  - CoreBuilders® Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
- Technical Areas:
  - HTML5
  - CSS3
  - JavaScript
  - Object-Oriented Programming
  - Node.js
  - NPM
  - React Native
  - Command Line
  - Git

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. HS Diploma or equivalent. Strong computer user skills. Some prior programming experience preferred. Strong desire to learn.

**Contact Hours (including out of class work):** 300

**Expected Award:** UCM Certificate of Completion

**Tuition:** \$4,600 (includes, books, fees and exam costs if applicable)

**Delivery Format:** Instructor-led and online

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LOCATION: KC Metro

## Object Oriented Development Using C# Certificate Program

### Program Description:

This certificate 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. As a final program project, students will build an application requested from a pseudo-company and will also make a presentation to the class in a mock-client scenario.

### Program Details:

Students will participate in a blended learning environment that requires active participation. The overall program includes these components:

- CoreBuilders® Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
- Technical Area
  - Intro to Object Oriented Development
    - Classes, Methods, Interfaces
  - Setting Up a Development Environment
  - Intro to C# Fundamentals
    - Operators, Arrays, Types
  - Advanced C# Concepts
    - Generics, Delegates, File I/O
  - Writing Test Cases
  - C# Design Patterns
  - Intro to UWP-XAML, SQLite, and NuGet

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, HS Diploma or equivalent, strong computer user skills, some programming experience preferred, and a strong desire to learn.

**Contact Hours (including out of class work):** 300

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion

**Tuition:** \$5,600 (includes, books, fees and exam costs if applicable)

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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Object Oriented Software Development Using Java

**Program Description:** This 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.

Additionally, this program teaches students how enterprise technology teams are structured and highlights the role of a software developer. To further empower the student, the students use technology tools, software, tips and tricks that most organizations use today.

### Program Details:

Students will participate in a blended learning environment that requires active participation. The overall program includes these components:

- Essential Skills for Employment Success
  - CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
- Technical Area
  - Software Development and Life Cycles
  - Java Fundamentals
  - Object Oriented Programming
  - Constructors and Strings
  - Memory Management
  - Data Structures
  - Exception Handling
  - Databases and Connectivity

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, HS Diploma or equivalent, strong computer user skills, some programming experience preferred, and a strong desire to learn.

**Contact Hours (including out of class work):** 300

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion

**Tuition:** \$5,600 (includes, books, fees and exam costs if applicable)

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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Web Development Using JavaScript Certificate Program

### Program Description:

HTML, CSS & JavaScript are the primary technologies that makeup today's Web world. This Web Development using JavaScript certificate program is designed to show students to how the World Wide Web, internet and online applications work. This program teaches students the power of JavaScript (A language that is used by 94.9% of all websites that make up today's web) by building a web application using JavaScript and Node.js (Popular backend JavaScript framework).

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 new frameworks and languages more quickly on the job in the future. This course will also cover building a simple website using Wordpress.

### Program Details:

Students will participate in a blended learning environment that requires active participation. The overall program includes these components:

- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
- Technical Area
  - Introduction to Software and the Web, Fundamentals of Web Technologies
  - Everything HTML and CSS
  - Bootstrap Framework
  - JavaScript
  - Objects & Core Objects
  - Node.js
  - Manipulating the DOM
  - Build a JavaScript application
  - Build a Wordpress Website

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, HS Diploma or equivalent, strong computer user skills, some programming experience preferred, and a strong desire to learn.

**Contact Hours (including out of class work):** 300

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion

**Tuition:** \$5,600 (includes, books, fees and exam costs if applicable)

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Web Page Design JumpStart Certificate

### Program Description:

Students will create and post their own Web site on the Internet using HTML in this hands-on, certificate program. First, you'll learn about the capabilities of the World Wide Web and the fundamentals of web design. Then you'll plan the content, structure and layout of your 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. You'll also learn critical and timely information on securing the best possible location in search engine listings, and powerful no-cost or low cost web marketing strategies.

### Program Details:

This training program prepares students to be able to create basic web sites for themselves, their employers or organizations in the community. Career opportunities in the KC metro and local region are growing rapidly.

These careers also have opportunities for advancement and additional skills should be learned to build more complex web sites.

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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.

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**Program Prerequisites:** 18 years of age or older, HS Diploma or equivalent, basic to intermediate computer and digital proficiency

**Contact Hours (including out of class work):** 80

**Delivery Format:** Instructor-led and online

**Expected Award:** UCM Certificate of Completion and Digital Badges

**Tuition:** \$1,795 (includes, books, fees and exam costs if applicable)

LOCATION: KC Metro

## Certified Medication Technician Development Program

### Program Description:

The Certified Medication Technician Development Program ensures that students develop the knowledge needed to advance their skills as Certified Nursing Assistants and qualify them for employment as Certified Medication Technicians and Insulin Administrators in intermediate care or skilled nursing facilities. The program also includes Supervisory skills training.

### Program Topics:

- Certified Medication Technician:
  - Review of body systems and drug effects; medical terminology; infection control; drug classifications; dosage, measurements, and forms; storage and accountability; problems of observation in drug therapy; administration of oral, rectal, vaginal, optic, ophthalmic, nasal, skin, topical, transdermal patches, and oral metered dose inhaler.
- Insulin Administrators:
  - Diabetes and its treatment and complications; types of insulin; technique of insulin administration; methods of monitoring blood sugar levels.
- Supervisory:
  - Handling conflict among staff members, using counseling effectively, learning how to delegate, making the transition to your supervisory style, turning ideas and plans into results.

**Program Prerequisites:** HS or GED Certificate. Minimum score of 9.0 on both Vocabulary and Comprehension test and a minimum score of 9.0 on Mathematics Concepts and Application tests on the D level of the Test of Adult Basic Education (TABE); Six (6) months employment as a certified nurse assistant who is listed on the Missouri State Nurse Assistant Register with a letter of recommendation submitted to the training agency or school by the administrator or director of nursing of the facility. Pass a Background Check.

**Tuition:** \$2,485 (includes, books, fees and exam costs if applicable)

**Contact Hours (includes out of class work):** 96 classroom | 8 clinical

**Delivery Format:** Instructor-led | Clinical

**Expected Award:** UCM Certificate of Completion | Certified Medication Technician (CMT) and Insulin Administration certifications from the Missouri Department of Health and Senior Services (DHSS).

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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Clinical Medical Assistant with Externship Certificate Program

### Program Description:

This program is intended for students who want to prepare for an exciting, challenging and rewarding career in healthcare. This program will train students to assist physicians by performing functions related to the clinical responsibilities of a medical office. Instruction includes among other things preparing patients for examination and treatment, routine laboratory procedures, diagnostic testing, technical aspects of phlebotomy and the cardiac life cycle. Students will review important topics including phlebotomy, pharmacology, the proper use and administration of medications, taking and documenting vital signs, cardiology including proper lead placements, a professional workplace behavior, ethics and the legal aspects of healthcare. This program includes classroom lecture and hands on labs and a clinical externship opportunity at a local healthcare provider. To be eligible for the clinical rotation, students must successfully complete the 170 hour program, submit to a thorough background check, drug screening and meet other requirements. Note: Upon successful completion of this program, students would be eligible to sit for the National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA) national examination.

**Program Details:** The overall program has these integrated components:

1). Patient Examination and Treatment, 2). Laboratory Procedures, 3). Diagnostic Testing, 4). Use and Administration of Medication, 5). Ethics and Legal Aspects of Healthcare, 6). Customer Service, as well as CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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.

**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 (including out of class work):**  
170 hours classroom | 160 hours clinical hours

**Delivery Format:** Instructor-led | Clinicals

**Tuition:** \$3,995 (includes, books, fees and exam costs if applicable)

**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.

**Expected Award:** UCM Certificate of Completion | National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA)

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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).



LOCATION: KC Metro

## Certified Nursing Assistant Development Program

**Program Description:** The University of Central Missouri has created a Development Program 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. In addition to the technical skills training, this program addresses “soft” skill gaps expressed by most healthcare employers. The program is unparalleled in Missouri

**Program Details:** The overall program has three integrated components:

- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
- Basic Life Support
- Certified Nursing Assistant Classroom/laboratory
  - Classroom training and Clinical experience

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.

**About CNAs:** CNAs are responsible for direct, hands-on care to patients. Certified Nursing Assistants help patients with daily living activities, including dressing, eating, bathing, dining and other assistance as needed. Certified Nursing Assistants may be found in every area of the healthcare field, including: hospitals, nursing homes, assisted living facilities, doctors’ offices and clinics. This job is vital to the care and well-being of patients.

**Program Prerequisites:** 18 years of age or older. HS diploma or equivalent. Not convicted of any felonies or specified misdemeanors. Have a negative TB test.

**Contact Hours (including out of class work):**  
210

**Delivery Format:** Instructor-led | Clinicals

**Expected Award:** State of Missouri CNA Certification | UCM Certificate of Completion | American Heart Association Basic Life Support Certification

**Tuition:** \$2,795 (includes, books, fees and exam costs if applicable)

**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.

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Certified Nursing Assistant Home Health Aide Development Program

**Program Description:** The University of Central Missouri has created a development program that equips participants with a variety of skills purposely integrated to give graduates of the program the tools necessary to attain employment and succeed in the health care field. The Certified Nursing Assistant – Home Health Aide Development Program prepares students to work in long term care facilities and/or in homes assisting patients with their medical needs. In addition to the technical skills training, this program addresses “soft” skill gaps expressed by most healthcare employers.

**Program Details:** This Missouri State approved training program provides a holistic learning program developed to provide a well-rounded and work-ready Home Health Aide. Program components include:

- CoreBuilders® Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
- Certified Nursing Assistant Classroom/laboratory
  - Classroom training
  - Clinical experience
  - Basic Life Support (CPR/AED)
  - Supervised clinical experience in a skilled nursing facility
- Home Health Care Skills

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.

**About CNAs:** CNAs are responsible for direct, hands-on care to residents of long-term care facilities. They help patients with daily living activities, including dressing, eating, bathing, dining and other assistance as needed. CNAs may be found in every area of the healthcare field, including: hospitals, nursing homes, assisted living facilities, doctors’ offices and clinics.

**Program Prerequisites:** 18 years of age or older. HS diploma or equivalent. Not convicted of specified felonies or misdemeanors. Have a negative TB test.

**Contact Hours (to include out of class work):** 280

**Delivery Format:** Instructor-led | Clinicals

**Expected Award:** State of Missouri CNA Certification | UCM Certificate of Completion | American Heart Association Basic Life Support Certification

**Tuition:** \$3,295 (includes, books, fees and exam costs if applicable)

**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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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Certified Nursing Assistant Mental Health Care Program

**Program Description:** The Certified Nursing Assistant Mental Health Care Program is for those interested in earning certification in Missouri as a Certified Nursing Assistant (CNA). This course will prepare the eldercare specialist for work in a Long Term Care facility, in homecare, or other elder living environments involved in the care of individuals with mental health challenges. The program broadens the traditional role of CNAs to include this additional specialty area.

**Program Details:** The overall program has three integrated components:

- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
- Certified Nursing Assistant
  - Classroom training, clinical experience, Basic Life Support (CPR/AED)
- Mental Health Care Specialty
  - Person-centered care & Modeling behavior, Stop-redirect-reinforce
  - Assessment and positive consequences, Principles of behavior management
  - Safety and emergency issues, Bi-polar and depression awareness
  - How to help patients with homicidal or suicidal thoughts or history
  - Normalizing, but not providing therapy

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, not listed on the Missouri Employee Disqualification List. Not convicted of specified felonies or misdemeanors. Have a negative TB test.

**Contact Hours (including out of class work):** 280

**Expected Award:** State of Missouri CNA Certification | UCM Certificate of Completion | American Heart Association Basic Life Support Certification

**Tuition:** \$3,295 (includes, books, fees and exam costs if applicable)

**Delivery Format:** Instructor-led | Clinicals

**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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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu)

LOCATION: KC Metro

## Certified Nursing Assistant - Special Needs Advancement Program

**Program Description:** The Certified Nursing Assistant (CNA) Special Needs Advancement Program is for those interested in earning certification in Missouri as a CNA. CNAs with training in Special Needs may find employment in all levels of long-term care facilities, acute care clinics and hospitals, and home health services. Certified Level I Medication Aides (LIMA) may administer non-parental medications in a residential or assisted living setting under the direction of a nurse or physician. Level I Medication Aides may also be certified for Insulin Administration.

**Program Details:** All the components listed below provide classroom & clinical experiences.

- Certified Nursing Assistant
  - Classroom training, clinical experience, Basic Life Support (CPR/AED)
- Certified Special Needs Assistant
  - Alzheimer's Disease and related dementia disorders, Communicating with persons with dementia, Self-care for direct care workers, Understanding family issues
- Certified Level I Medication Aide (LIMA)
  - Drug classifications and implications, Assessing drug reactions, Techniques of drug administration, Storage and control, Drug reference resources
- Insulin Administration
  - Diabetes treatment and complications, Types of insulin, Techniques of insulin administration, Methods of monitoring blood sugar levels
- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.

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, not listed on the Missouri Employee Disqualification List. Not convicted of specified felonies or misdemeanors. Have a negative TB test.

**Contact Hours (including out of class work):** 360

**Delivery Format:** Instructor-led | Clinicals

**Expected Award:** State of Missouri CNA Certification | State of Missouri Certified Special Needs Assistant | State of Missouri Level 1 Medication Aide | Certified Insulin Administration | UCM Certificate of Completion | American Heart Association Basic Life Support Certification

**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.

**Tuition:** \$3,495 (includes, books, fees and exam costs if applicable)

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu)

LOCATION: KC Metro

## Medical Billing and Coding Program

**Program Description:** This Medical Billing and Coding 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.

**Program Details:** The course covers the following areas:

- Skills for employment success
- CPT (Introduction, Guidelines, Evaluation, and Management)
- Specialty fields (such as surgery, radiology and laboratory)
- ICD-10 (Introduction and Guidelines)
- Manual 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).
- Human Behavior Model and Application

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.

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.

### About Medical Billing and Coding:

Over 50% of employers reported having open medical coding and billing positions. Medical coding professionals can earn \$40,000/yr on average and the US Department of Labor expects there to be over 40,000 new jobs in their field by 2022.

**Program Prerequisites:** 18 years of age or older. HS diploma or equivalent. Basic use of Computers. Access to a computer with Internet at home or another access point on a regular basis

**Contact Hours (including out of class work):** 125

**Expected Award:** UCM Certificate of Completion | Certified Billing & Coding Specialist Certification through National Healthcareer Association

**Tuition:** \$3,410 (includes, books, fees and exam costs if applicable)

For more information, visit [ucmo.edu/workforce](https://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Medical Office Assistant with ICD-10

### Program Description:

The Medical Office Assistant with ICD-10 Certificate Program prepares students for employment in entry-level medical office positions that can include insurance billing responsibilities. Students will learn how to effectively work in administrative medical office roles. Students successfully completing this program will be prepared to work in various medical office environments. 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.

### Program Details:

The overall program has four integrated components:

1. CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
2. Skills for employment success
3. Basic Microsoft Word & Excel Skills
4. Basic Medical Terminology
5. Medical Office Assistant Training to include:
  - a. HIPAA compliance
  - b. Medical documentation
  - c. EDI and E-Health records
  - d. Payments and problem solving
  - e. Medicare & Medicaid basics
  - f. TRICARE & CHAMPVA
  - g. Inpatient & outpatient billing
  - h. Diagnostic coding
  - i. Procedural coding
  - j. Collection strategies.

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:** HS Diploma or equivalent. 18 years of age. Access to a computer with Internet and a basic understanding and use of computers.

**Tuition:** \$3,495 (includes, books, fees and exam costs if applicable)

**Contact Hours (including out of class work):** 210

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Personal Care Assistant Development Program

### Program Description:

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. Personal care assistants help clients with appointments for doctors, provide or arrange transportation, make and serve meals, make sure they take their medicine and serve as a companion for their clients. Effective PCA's must exhibit strong skills in relating to people, time management, written and verbal communication, attention to details, strong at following instructions and reliable.

**Program Details:** Students will participate in a blended learning environment that requires active participation. The overall program includes these components:

- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
- Technical Area
  - Why personal and self-care is important
  - How people with disabilities were historically treated
  - Help people with a variety of health and disability related activities
  - The importance of physical activity to include nutrition and relaxation
  - Serving clients with cerebral palsy, diabetes, and dementia
  - How to stay safe at home and in the community
  - Roles and responsibilities of a home care provider
  - How to prepare for an emergency

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, HS Diploma or equivalent, pass background check and not convicted of specified felonies or misdemeanors, able to be listed on the Missouri Family Care Safety Registry, able to lift 50lbs, English proficiency, reliable transportation, valid

**Contact Hours (including out of class work):** 210

**Delivery Format:** Instructor-led

**Expected Award:** State of Missouri CNA Certification | HIPAA Certification | American Heart Association Basic Life Support/CPR Certification

**Tuition:** \$3,295 (includes, books, fees and exam costs if applicable)

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Pharmacy Technician Certificate Program

### Program Description:

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 Details:

The overall program has these integrated components:

1. CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
2. Technician role and responsibilities
3. Drug regulation and control
4. Terminology and related anatomy
5. Pharmacy calculations and math review
6. Measures and abbreviations
7. Routes, formulations & compounds
8. Aseptic technique and sterile handling
9. Total Parenteral Nutrition (TPN)
10. Factors affecting drug activity
11. Inventory management
12. Drug names and classes and more

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:** HS Diploma or equivalent. 18 years of age. Access to a computer with Internet and a basic understanding and use of computers.

**Tuition:** \$3,325 (includes, books, fees and exam costs if applicable)

**Contact Hours (including out of class work):** 150

**Delivery Format:** 75% Instructor-led | 25% Online

**Expected Award:** UCM Certificate of Completion | Pharmacy Technician Certification Boards (PTCB) Certification

For more information, visit [ucmo.edu/workforce](https://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).



LOCATION: KC Metro

## Phlebotomy Technician Certificate Program

### Program Description:

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 for 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 Details:

The overall program has these integrated components:

1. CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.
2. Quality assurance and legal issues
3. Infection control and safety
4. Laboratory operations
5. Blood banks and blood typing
6. Medical terminology and lab theory
7. Anatomy & physiology of circulatory system
8. Specimen collection & processing
9. Venipuncture collection procedures
10. Capillary & Arterial procedures
11. Pediatric & geriatric procedures
12. Heel puncture, protocol & practice
13. Respiratory, pneumonia & TB isolation protocol

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.

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**Program Prerequisites:** HS Diploma or equivalent. 18 years of age. Access to a computer with Internet and a basic understanding and use of computers.

**Tuition:** \$3,410 (includes, books, fees and exam costs if applicable)

**Contact Hours (including out of class work):** 160

**Delivery Format:** Instructor-led |

**Expected Award:** UCM Certificate of Completion | National Healthcareer Association's (NHA) Phlebotomy Certification

For more information, visit [ucmo.edu/workforce](https://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Restorative Nurse Assistant Certificate Program

### Program Description:

The Restorative Nursing Assistant (RNA) is an expanded role for the Certified Nurse Assistant. The RNA acquires special knowledge, skills, and techniques in therapeutic rehabilitation as prescribed and supervised by licensed personnel. This course provides an excellent overview of the field of therapeutic healthcare, including physical, recreational, and occupational and speech therapy. Students receive instruction in several modalities of therapeutic interventions under the guidance of licensed therapists.

### Program Topics:

1. Explain procedures to residents
2. Drape the resident for treatment/procedures
3. Assist residents with therapeutic range of motion exercises
4. Use and assist residents with appropriate transfer techniques
5. Aid residents in ambulation activities

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**Program Prerequisites:** HS Diploma or equivalent. Six (6) months of employment as a certified nurse assistant who is listed on the Missouri State Nurse Assistant Register and who has a letter of recommendation submitted to the training agency or school by the administrator or director of nursing of the facility. Must be able to pass a background check.

**Tuition:** \$3,410 (includes, books, fees and exam costs if applicable)

**Contact Hours (including out of class work):** 42 classroom | 30 Clinical

**Delivery Format:** Instructor-led | Clinical

**Expected Award:** UCM Certificate of Completion | Department of Health and Senior Services (DHSS) Restorative Nursing Assistant Certification

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Sterile Processing Technician Certificate

### Program Description:

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. Because of the central role this occupation plays, the successful person will be a good communicator, good at multi-tasking and highly organized.

### Program Details:

Students will participate in a blended learning environment that requires active participation. The overall program includes these components:

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management.

- Technical Areas including, but not limited to:
  - Medical Terminology
  - Infection Control/Prevention
  - Disinfection & Decontamination
  - Basic Anatomy
  - Regulations & Standards
  - Surgical Instruments
  - Microbiology Basics
  - Cleaning
  - Assembling, packaging, and Point of Use

**Program Prerequisites:** HS Diploma or equivalent. 18 years of age or older. Good communication skills. Good manual dexterity, lift heavy objects and stand/walk for long periods of time. Strong desire to learn.

**Tuition:** \$2,295 (includes, books, fees and exam costs if applicable)

**Contact Hours (including out of class work):** 130 classroom | 400 Clinical

**Delivery Format:** Instructor-led | Clinical

**Expected Award:** UCM Certificate of Completion | Certified Registered Central Services Technician from IAHCSSM

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Administrative Office Assistant with Customer Service Professional

### Program Description:

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 in an office environment. Students successfully completing this program will be prepared to work in various office environments.

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 Details:

The overall program has three integrated components:

- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management
- Exceptional Customer Service: Includes preparation for certification exam from the National Retail Federation Foundation (NRFF) in Customer Service
- Administrative Office Assistant Training: Office Communication Systems, Office Organization Principles, and Communications Management

### About Administrative Office Assistants:

Administrative Office Assistants perform a variety of duties necessary to run an organization efficiently. They serve as information and communication managers for an office; plan and schedule meetings and appointments; organize and maintain paper and electronic files, manage projects; conduct research; and disseminate information.

**Program Prerequisites:** 18 years of age or older, High School Diploma or equivalent, Basic to intermediate computer proficiency.

**Expected Award:** UCM Certificate of Completion | National Certification in Customer Service from NRFF

**Tuition:** \$3,395 (includes, books, fees and exam costs if applicable)

**Additional Fees:** None

**Contact Hours (including out of class work):** 200

**Delivery Format:** Instructor-led

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Assistant Event Coordinator Certificate Program

### Program Description:

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.

### Program Details:

The overall program has integrated components including technical and work readiness skills.

Technical area includes:

- Venue selection
- Permits
- Décor
- Project life cycles
- Deliverables
- Contracts
- Registration Mgmt.
- Entertainment
- High performance planning
- Stakeholders
- Licenses
- Food and Beverage
- VIP Management
- Control processes

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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.

**Program Prerequisites:** 18 years of age or older, HS diploma or equivalent, basic to intermediate computer proficiency.

**Contact hours (including out of class work):** 120

**Expected Award:** UCM Certificate of Completion

**Tuition:** \$2,595 (includes, books, fees and exam costs if applicable)

**Delivery Format:** Instructor-led

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or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).



LOCATION: KC Metro

## Bank Teller Development Program

### Program Description:

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.

### Program Details:

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. Technical skills covered include:

- Providing quality customer service
- The role of the teller
- Handling checks and cash
- Processing transactions
- Cash balancing
- Bank services and security
- Typing and 10-key

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management

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:** Must be 18 years or older, HS diploma or equivalent, basic to intermediate computer proficiency.

**Delivery Format:** Instructor-led

**Contact Hours (including out of class work):** 150

**Expected Award:** UCM Certificate of Completion, The American Bankers Association Bank Teller Certificate

**Tuition:** \$2,995 (includes, books, fees, and exam costs if applicable)

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Bilingual Administrative Assistant with Customer Service Professional

### Program Description:

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 use and administrative solutions in an office environment. Students successfully completing this program will be prepared to work in various office environments or be an entrepreneur.

**Program Details:** Course of study focuses on four specific areas:

1. CoreBuilders® Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management
2. Exceptional Customer Service. Includes preparation for the national certification exam from the National Retail Federation Foundation (NRFF) in Customer Service
3. Administrative Office Assistant Training
  - a. Office Communication Systems
  - b. Communication Management
  - c. Office Organization Principles
  - d. Project Management Principles
  - e. Business Management Principles
4. Computer and Applications
  - a. Microsoft Office
  - b. Internet/WWW

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.

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**Program Prerequisites:** 18 years of age or older. HS Diploma or equivalent. Basic to intermediate computer proficiency.

**Expected Award:** UCM Certificate of Completion | National Certification in Customer Service with NRFF

**Contact Hours (including out of class work):** 200

**Tuition:** \$3,495 (includes, books, fees and exam costs if applicable)

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Bilingual Financial Process Specialist

### Program Description:

The Bilingual Financial Process Specialist Program prepares students for work in small and medium sized businesses who have a need for a trained professional who can conduct 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 is designed to meet the participants' individual needs and develop them in areas that allow them to achieve outcomes based on their unique mission while utilizing timeless principles for

### Program Details:

This holistic training program prepares students to be a well-rounded and work-ready Financial Process Specialist. 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.

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.

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management

### About Financial Processing Specialists:

Financial Processing Specialists compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Types of Jobs: Account Clerk, Account Receivable Clerk, Accounting Clerk, Bookkeeper.

**Program Prerequisites:** 18 years of age or older. HS diploma or equivalent. TABE math scores of 10 or higher.

**Contact Hours (including out of class work):** 185

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion | QuickBooks User Certification

**Tuition:** \$3,495 (includes, books, fees and exam costs if applicable)

For more information, visit [ucmo.edu/workforce](https://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).



LOCATION: KC Metro

## Customer Service Professional – Call Center

### Program Description:

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.

### Program Details:

This holistic training program prepares students to be a well-rounded and work-ready Customer Service Professional. The program includes the following components:

- The principles for providing exceptional service
- The steps to calm down angry customers and to earn their loyalty
- Techniques to discover customers' needs and expectations
- The rules to exceed customer expectations, each time and in every contact
- Techniques for communicating quality by phone and voice-mail
- How to handle complaints with expertise to avoid losing the customer
- How to translate problems/complaints into opportunities of earning customer loyalty
- How to make sure that a customer never leaves unsatisfied
- How to permanently increase the average transactions of customers; sales over sales

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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.

**Program Prerequisites:** 18 years of age or older, HS Diploma or equivalent, basic use of computers, basic 8<sup>th</sup> grade math and reading skills.

**Contact Hours (including out of class work):** 210

**Delivery Format:** Instructor-led | Blended training

**Expected Award:** UCM Certificate of Completion | National Professional Certification in Customer Service

**Tuition:** \$2,995 (includes, books, fees and exam costs if applicable)

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Customer Service Professional Development Program

**Program Description:** The Customer Service Professional Development Program 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.

**Program Details:** Customer Service Professionals will be trained in one or more of the following areas (depending on employment opportunities): Retail, Sales and Service, Call Center, or Call Center – Collections.

This holistic training program prepares students to be a well-rounded and work-ready Customer Service Professional. The program includes the following components:

- The principles for providing exceptional service
- The steps to calm down angry customers and to earn their loyalty
- Techniques to discover customers' needs and expectations
- The rules to exceed customer expectations, each time and in every contact
- Techniques for communicating quality by phone and voice-mail
- How to handle complaints with expertise to avoid losing the customer
- How to translate problems/complaints into opportunities of earning customer loyalty
- How to make sure that a customer never leaves unsatisfied
- How to permanently increase the average transactions of customers; sales over sales

CoreBuilders® Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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

**Program Prerequisites:** 18 years of age or older, HS Diploma or equivalent, basic computer proficiency.

**Contact Hours (including out of class work):** 160

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion | National Professional Certification in Customer Service

**Tuition:** \$2,595 (includes, books, fees and exam costs if applicable)

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Financial Process Specialist

### Program Description:

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

### Program Details:

This holistic training program prepares students to be a well-rounded and work ready Financial Process Specialist. 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

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.

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management

### About Financial Process Specialists:

Financial Process Specialists compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Job titles include: Account Clerk, Account Receivable Clerk, Accounts Payable Specialist, and Bookkeeper.

**Program Prerequisites:** 18 years of age or older. HS diploma or equivalent. TABE math scores of 10 or higher, Basic to intermediate computer proficiency.

**Expected Award:** UCM Certificate of Completion | QuickBooks User Certification

**Tuition:** \$3,395 (includes, books, fees and exam costs if applicable)

**Contact Hours (including out of class work):** 175

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).



LOCATION: KC Metro

## Project Management Professional Development Program

### Program Description:

In this course, students will 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. To support the fundamentals, project management methodologies, templates, tools, key terms, team and relationship building, roles and responsibilities will also be examined.

*Note:* This program benefits those where formal Project Management skills and credentials enhance their ability to perform in jobs where they did informal project management or were industry experts.

CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career Management

### About Project Managers:

The Project Manager is the person responsible for ensuring that the Project Team completes the project. The Project Manager develops the Project Plan with the team and manages the team's performance of project tasks. It is also the responsibility of the Project Manager to secure acceptance and approval of deliverables from the Project Sponsor and Stakeholders. In addition, the Project Manager is responsible for communication, including status reporting, risk management, escalation of issues that cannot be resolved within the team, and, in general, making sure the project is delivered in budget, on schedule, and within scope. Project Managers are found in every 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.

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**Program Prerequisites:** 18 years of age or older, HS diploma or equivalent, basic to intermediate computer proficiency. Associates or bachelor's degree preferred. 1-2 years business experience.

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion, Project Management Institute CAPM or PMP

**Contact Hours (including out of class work):** 160

**Tuition:** \$3,295 (includes, books, fees and exam costs if applicable)

For more information, visit [ucmo.edu/workforce](http://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).



LOCATION: KC Metro

## OSHA 10 Certificate

### Program Description:

This safety training program helps prepare students to work as effective and safe entry-level stock movers, material movers, freight movers and laborers in the construction, warehouse, distribution and supply chain/logistics fields (as well as with any organization who inventory, move products and/or supplies).

All organizations today need to be safer in their operations and this program introduces entry-level workers to concepts and skills to accomplish important organizational goals in these areas.

### Program Details:

The overall program includes:

- OSHA 10

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.

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**Program Prerequisites:** 18 years of age or older, physical ability to work in the warehouse field

**Contact Hours (including out of class work):** 10

**Tuition:** \$400 (includes, books, fees and exam costs if applicable)

**Delivery Format:** Instructor-led

**Expected Award:** State of Missouri Certificate of Completion | OSHA 10 Certification



LOCATION: KC Metro

## Sustainable Material Handling Certificate

### Program Description:

This training program prepares students to work as effective, safe and sustainably minded entry-level stock movers, material movers, freight movers and laborers in the construction, warehouse, distribution and supply chain/logistics fields (as well as with any organization who inventory /move products/supplies). All organizations today need to be safer, cleaner, leaner and greener in their operations and this program introduces entry-level workers to concepts and skills to accomplish important organizational goals in these areas.

### Program Details:

The overall program includes these components:

- OSHA 10
- Material Handling Safety
- Forklift Safety
- Working in Confined Spaces
- Lock-out, Tag-out Procedures
- Hazardous Communications
- Globally Harmonized System (GHS)
- First Aid, CPR/AED
- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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.

**Program Prerequisites:** 18 years of age or older, physical ability to work in the warehouse field.

**Contact Hours (including out of class work):** 120

**Tuition:** \$2,795 (includes, books, fees and exam costs if applicable)

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion | OSHA 10, Missouri Class 4-5 Forklift, and American Red Cross First Aid and CPR/AED credentials as well as other commonly needed OSHA related skills.

For more information, visit [ucmo.edu/workforce](https://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).



LOCATION: KC Metro

## Warehouse Distribution and Logistics Development Program

### Program Description:

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.

### Program Details:

The overall program includes these components:

- Global Supply Chain Logistics Overview
- The Logistics Environment
- Material Handling Equipment
- Safety Principles
- Safe Use of Material Handling Equipment
- Quality Control
- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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.

**Program Prerequisites:** 18 years of age or older, HS Diploma or equivalent.

**Contact Hours (including out of class work):** 210

**Tuition:** \$2,595 (includes, books, fees and exam costs if applicable)

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion | Certificate as a Logistics Associate from the Manufacturing Skill Standards Council

For more information, visit [ucmo.edu/workforce](https://ucmo.edu/workforce) or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).

LOCATION: KC Metro

## Warehouse JumpStart Certificate

### Program Description:

This training certificate program prepares students to work as effective and safe entry-level stock movers, material movers, freight movers and laborers in the construction, warehouse, distribution and supply chain/logistics fields.

Career opportunities in the KC metro and local region are growing rapidly. These careers also have opportunities for advancement.

### Program Details:

The overall program includes these components:

- OSHA 10
- Forklift Safety and Operation
- CoreBuilders© Workplace Success Skills in Active Learning, Self-Leadership, Integrity, Teamwork, Communications, Human Behavior, Goals, Problem Solving and Career 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.

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**Program Prerequisites:** 18 years of age or older, physical ability to work in the warehouse field

**Contact Hours (including out of class work):** 50

**Tuition:** \$1,795 (includes, books, fees and exam costs if applicable)

**Delivery Format:** Instructor-led

**Expected Award:** UCM Certificate of Completion | OSHA 10 certification, and Missouri Class 4-5 Forklift

For more information, visit [ucmo.edu/workforce](https://ucmo.edu/workforce)  
or contact us at [extstudies@ucmo.edu](mailto:extstudies@ucmo.edu).



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