

Information Technology: Professional | Occupational Training

VLANs and common internal and external network security threats. *Prerequisites:* strong working knowledge of Windows, mouse and keyboarding skills. Prior completion of Operating systems and Computer Hardware (DAP-548) is recommended.

Cost: \$155 (MD Senior Adults: \$90); includes text

Course #: DAP-549-A3

Mon. & Wed., Feb. 27 - Mar. 7, 6:00 - 9:15 PM (4 sessions)

Washington Road Campus, Rm. K204

Communication Skills for the IT Professional

Communicating technical information to non-technical users is a challenge every IT professional faces. Learn effective communication methods that can make communicating with end users, coworkers and supervisors easier. Learn about technical communication on support calls and via telephone support, providing technical direction to users, and improving customer service. *Prerequisites:* strong working knowledge of Windows, mouse and keyboarding skills. Prior completion of Computer Networking and Security Fundamentals (DAP-549) is recommended.

Cost: \$95 (MD Senior Adults: \$40)

Course #: DAP-550-A4

Mon. & Wed., Mar. 19 & 21, 6:00 - 9:15 PM (2 sessions)

Washington Road Campus, Rm. K204

Information Technology Certification Training

Become a CompTIA A+ Certified Professional!

If you are getting ready for a career as an entry-level information technology professional or personal computer service technician, the CompTIA A+ Certification course is the first step in your preparation. Whether you plan to work in a mobile or corporate environment, this course provides the background knowledge and skills you will require to be successful. It will also assist you in preparing for the following certification exams:

- CompTIA A+ Essentials 220-701
- CompTIA A+ Practical Application 220-702

A+ Certification

Acquire the essential skills and information needed to install, upgrade, repair, configure, troubleshoot, optimize and perform preventative maintenance of basic personal Computer hardware and operating systems. *Prerequisites:* Familiarity with Windows based personal computers and components, ability to search on the internet and understanding of file management in Windows Explorer (cut, copy and rename files).

Cost: \$995 (MD Senior Adults: \$175); includes text, toolkit

& technician briefcase

Course #: TEC-007-A3

Tue. & Thu., Jan. 31 - Apr. 19, 6:00 - 9:45 PM (22 sessions; no class 4/3 & 4/5)

Washington Road Campus, Rm. M062

Network+ Certification

Learn the fundamentals and basics of networking. Through hands-on training, students learn the vendor-independent networking skills and concepts that affect all aspects of networking, such as installing and configuring the TCP/IP client. This course helps prepare students for CompTIA's Network+ Certification. This course can be the first step in achieving a Windows MCSE or CNE Certification. *Prerequisite:* A+ certification courses or similar experience.

Cost: \$495 (MD Senior Adults: \$135); includes text

Course #: DAP-434-A3

Mon. & Wed., Jan. 23 - Feb. 22, 6:00 - 9:45 PM (10 sessions)

Washington Road Campus, Rm. M062

Security+ Certification

Prepares students for the CompTIA Security+ certification exam. Topics include: preventing against external attacks, fundamentals of computer security, infrastructure security, communications security, and cryptography, as well as mitigation techniques and hacking. *Prerequisites:* Network+ certification or equivalent experience.

Cost: \$495 (MD Senior Adults: \$135); includes text

Course #: TEC-426-A3

Mon. & Wed., Mar. 12 - Apr. 18, 6:00 - 9:45 PM (10 sessions; no class 4/2 & 4/4)

Washington Road Campus, Rm. M062

OCCUPATIONAL TRAINING

Earn a Continuing Education Certificate

Prepare for professional certification, industry licensure or a new occupation. For details go to carrollcc.edu/cecertificates

- Animal Control Officer
- Travel Agent
- Truck Driver—CDL-A & B
- Veterinary Assistant

Animal Care

NEW! Introduction To Pet Massage

This course provides a step-by-step approach for the pet owner, pet sitter, or other animal caregiver to massage dogs or cats. Focus on the holistic philosophy of animal well-being, while learning elementary knowledge of pet anatomy, basic animal psychology, and massage

techniques. Practice skills learned on life-like plush dogs and students will receive a book to use as a reference after class. The class also provides a basic overview for those considering an occupation in the pet message field. Live animals will be brought into the class room by the instructor; however students are not permitted to bring animals. *Carroll Community College takes all necessary safety precautions when students interact with live animals; however, students must be aware that live animals by nature may not be absolutely controlled. Therefore, a potential exists for students to be scratched, bitten or injured by an animal while participating in this training. Carroll Community College does not provide medical insurance for any injury suffered.*

Cost: \$69 (MD Senior Adults: \$69); includes text

Course #: XXZ-108-A3

Sat., Mar. 31, 10:00 AM - 2:30 PM

Washington Road Campus, Rm. K115

Human Resources

HRCI/PHR Certification Program

The Human Resource Certification Institute (HRCI) is the credentialing affiliate of the Society for Human Resource Management (SHRM), the world's largest association devoted to professional human resource management. HRCI works to define and maintain the HR body of knowledge, and offers assessments and certification of this knowledge. Human Resource certification demonstrates mastery of the HR body of knowledge and is widely accepted as a symbol of professional achievement. This online 13 course series entitled the HRCI/ Professional in Human Resources Certification Program, which maps to the six functional areas, is an excellent tool for helping learners refresh for the PHR exam.

Cost: \$1,695 (MD Senior Adults: \$1,695)

Course #: VOC-388-A3

Online

For information go to

www.theknowledgebase.org/carrollcc

Tuition **\$200**
...or more?
Pay in installments!

Go to
www.carrollcc.edu/factsplan
to learn more!

Start Truckin'!

Train for a career as a Commercial Truck Driver

Truck driving opportunities are predicted to continue increasing*, and forecasts show over 10,000 openings in Maryland over the next 4 years!

*Occupational Outlook Handbook, published by the Federal Bureau of Labor Statistics.

Carroll Community College, in partnership with the Community College of Baltimore County, offers:

- 4-week CDL-A and 2-week CDL-B classes combining classroom sessions and on-the-road practice on a driving range
- Experienced instructors providing personal attention
- State of the industry equipment
- Job search tips

Classes start monthly and are held Monday – Friday. Classroom sessions are held 8 a.m. – 4 p.m. Range sessions are held 7 a.m. – 3 p.m.

085-A12-1011 CAR

Continuing Education & Training:
410-386-8100
www.carrollcc.edu

Human Resources Certificate

This comprehensive online program includes ten courses: Managing Diversity in the Workplace, Behavioral Interviewing, Recruiting & Retention Strategies for the Tight Labor Market, Effective Hiring and Interviewing, HRCI/PHR Certification Program, HRCI/SPHR (Senior Professional Human Resource), New Employee Orientation, Human Resources Management Essentials, Managing Diversity and Inclusiveness, Hostility and Aggression in the Workplace. Target audience; managers, team leaders, supervisors, human resources directors, organizational development directors and employees

Cost: \$2,450 (MD Senior Adults: \$2,450)

Course #: XKP-007-A3

Online

For information go to

www.theknowledgebase.org/carrollcc

Insurance

NEW! Good Ethics vs. Bad Ethics

Gain an understanding of ethics and learn to determine between good ethical behavior and bad ethical behavior. Understand the importance of good ethics, the consequences of bad ethical decisions/actions, and recognize when good and/or bad ethical decisions were made by others. This class is approved for Insurance Agents CEUs 4 hours in Maryland and PA. Maryland approval is 3 Hrs Ethics and 1 hr P&C/L&H, PA 4 Hrs. Offered in partnership with MODA Systems, Inc.

Cost: \$49 (MD Senior Adults: \$38)

Course #: INE-002-A3

Thu., Mar. 15, 6:00 - 10:15 PM

Washington Road Campus, Rm. T315

NEW! What Are Insurance Scores?

Learn how Insurance Scores are developed and why they are necessary. Learn the differences between Credit Scores and Insurance Scores and how the insurance carriers developed the rating model for the development of the Insurance Scores. Types of coverage and how the scores address them will also be discussed. Offered in partnership with MODA Systems, Inc. Approved for 4 hours CEU for Property and Casualty, Life and Health, Bail Bonds and Title Producers for both Maryland and Pennsylvania.

Cost: \$49 (MD Senior Adults: \$38)

Course #: INE-001-A3

Tue., Feb. 28, 6:00 - 10:15 PM

Washington Road Campus, Rm. K132

Pool/Spa Operator

Pool/Spa Operator Training

Prepare to become a certified pool/spa operator and stay current on the safe and healthy operation of public swimming pools, spas, and hot tubs. You must pass the written exam to become certified. *Instructor: Ken Schmidl*

Cost: \$185 (MD Senior Adults: \$77); includes text

Course #: MGT-300-A4

Sat., May 5 & 12, 8:00 AM - 5:00 PM (2 sessions)

Washington Road Campus, Rm. K116

Pool/Spa Operator Update Course

Renew your pool and spa operator certification with this course. Participants must have a current certification card. *Instructor: Ken Schmidl*

Cost: \$75 (MD Senior Adults: \$57)

Course #: MGT-737-A3P

Fri., Feb. 24, 8:30 AM - 3:00 PM

Washington Road Campus, Rm. K116

Course #: MGT-737-A4P

Fri., May 11, 8:30 AM - 3:00 PM

Washington Road Campus, Rm. K116

Transportation

DOT Mandatory Drug and Alcohol Training

This training will provide information mandated by the Federal Highway Administration (FHWA) as it pertains to the drug and alcohol training for supervisors and reasonable suspicion training. The session will teach you how to recognize signs of drug and alcohol abuse in your employees, confront employees, document findings, refer employees for drug and alcohol evaluation and other key requirements to remain in compliance. If your business has only one CDL licensed driver or one hundred, this class is essential for all supervisors. This training is held in partnership with Carroll Occupational Health Solutions, LLC.

Cost: \$50 (MD Senior Adults: \$50)

Course #: VOC-144-A3

Wed., Mar. 14, 9:00 - 11:00 AM

Washington Road Campus, Rm. M157

Travel Agent

Travel Agent Career Development I

Review career opportunities in the travel industry, plan and book domestic and international air travel, book domestic and international ground transportation and accommodations. Acquire in-depth knowledge of domestic and international destinations and learn to plan and book vacations.

Cost: \$395 (MD Senior Adults: \$115); includes text

Course #: VOC-044-A3

Mon. & Thu., Feb. 27 - Apr. 12, 6:30 - 9:45 PM (12 sessions; no class 4/2 & 4/5)

Washington Road Campus, Rm. M055

Travel Agent Career Development II

Acquire in-depth knowledge about cruises and their destinations, travel agency operations and technology, customer service and closing the sale. Complete the National Travel Agent Proficiency (TAP) exam from The Travel Institute (cost is included). The text is the same as Travel Agent Career Development I. Prerequisite: Travel Agent Career Development I

Cost: \$436 (MD Senior Adults: \$130); includes text

Course #: VOC-045-A4P

Mon. & Thu., Apr. 16 - May 31, 6:30 - 9:45 PM (13 sessions; no class 5/28)

Washington Road Campus, Rm. M055

More Occupational Training Opportunities

See ad on inside front cover for more job training opportunities

REAL ESTATE

Real Estate Pre-Licensing

Maryland Real Estate Principles & Practices

Are you interested in becoming a real estate sales person? This basic 60 clock-hour course meets the educational requirements for all applications for licensure as real estate salespersons and is approved by the Maryland Real Estate Commission. Successful completion of the course will qualify you to take the Real Estate Salespersons Examination. Topics include: real property, leasing, contracts, agencies and listing, property transfers, appraising, financing, license law, human relations, ethics and basic mathematics. In addition, the day-to-day activities of the real estate person are covered. Instructors: Stan Dill and Joe Stephens

Cost: \$435 (MD Senior Adults: \$140); includes text

Course #: REA-266-A3

Tue. & Thu., Mar. 13 - May 24, 6:00 - 9:15 PM (20 sessions; no class 4/3 & 4/5)

Washington Road Campus, Rm. K205

Real Estate Continuing Education

Attendance Regulations for Real Estate Continuing Education: All licensees must attend all hours of each course session to comply with the Maryland Real Estate Commissions continuing education time requirements. Individuals who arrive late or leave early will not receive credit for the course. There will be no exceptions.

All attendees must bring a photo ID and real estate license number with them to gain entrance to the class. No exceptions will be made. Students should arrive at least 15 minutes prior to the start of class to allow time for the new verification process.

NEW! Light refreshments will be provided at all Real Estate Continuing Education courses. Please register for classes at least 3 days in advance for caterer planning purposes.

Legislative Update and Fair Housing

Legislative update includes synopses of select and most recent federal, Maryland and local laws, bills, regulation and updates related and relevant to the real estate industry are reviewed, discussed and analyzed with particular attention to their effective dates and real estate licensee's responsibility to be informed and be able to inform the public they serve. MREC Approved 3 clock hrs law (category -a). Fair Housing covers broad issues on fair housing laws, how discrimination is defined in real estate, how a real estate licensee can avoid discriminating practices, and what the consequences are for non-compliance with fair housing laws. MREC Approved 1.5 clock hrs fair housing law (category -c). Instructor: Stan Dill

Cost: \$45 (MD Senior Adults: \$34); includes morning refreshments

Course #: REA-386-B2M

Thu., Dec. 8, 9:00 AM - 2:30 PM

Washington Road Campus, Rm. K115

Course #: REA-386-A4M

Wed., Apr. 25, 9:00 AM - 2:30 PM

Washington Road Campus, Rm. K116

MREC Agency—Residential

This approved course of the Maryland Real Estate Commission for 3 clock hrs (category -h) provides the real estate licensee the opportunity to become familiar with recently revised MREC Agency and Consent for Dual Agency forms, develop their understanding of the concepts and distinctions of various types of agency, inform licensees of their agency responsibilities to fellow licensees and the public they serve, as well as enable licensees to incorporate the rationale and regulations of

agency in their real estate practice. Instructor: Stan Dill

Cost: \$30 (MD Senior Adults: \$30); includes light refreshments

Course #: REA-385-A3M

Thu., Jan. 26, 6:00 - 9:15 PM

Washington Road Campus, Rm. K122

Real Estate Ethics: Predatory Lending/ Flipping

Review and discuss real estate related ethical dilemmas, Maryland Code of Real Estate Ethics, MREC complaint process, predatory mortgage lending and illegal property flipping, real estate professionalism and ways to avoid disputes. Students will understand both their legal and moral obligation as a real estate licensee to the public they serve, be able to describe ethical dilemmas that could occur in working with the public and fellow licensees and the rationale for solving them, as well as develop a greater sense of professionalism. MREC approved for 3 clock hrs (category- d) Real Estate Ethics & Professional Standards. Instructor: Stan Dill

Cost: \$30 (MD Senior Adults: \$30); includes light refreshments

Course #: REA-313-A3M

Wed., Feb. 22, 6:00 - 9:15 PM

Washington Road Campus, Rm. K129

Real Estate Appraisal Continuing Education

Carroll Community College is partnering with The Maryland Association of Appraisers to offer continuing education courses held at the Washington Road Campus. For information contact Sandra Fournier at 410-386-8574.

Green Residential Valuation

Wed., Mar. 7, 8:00 AM - 4:00 PM

Statistics, Modeling, & Finance

Mon. & Tue., Mar. 19 - 20, 8:00 AM - 4:30 PM (2 sessions)

Understanding Market Trends and Their Impact On Value

Mon., May 14, 9:00 AM - 12:15 PM

What's It Worth: Understanding Residential Market Values

Mon., May 14, 1:00 - 4:15 PM

National USPAP

Mon., Jun. 4, 8:00 AM - 4:00 PM

Insurance

Good Ethics vs. Bad Ethics What Are Insurance Scores?

See Occupational Training/Insurance section for course details