

# NCWorks Training for Careers Grant

EARN A CREDENTIAL IN A HIGH DEMAND FIELD



The NCWorks Training for Careers program is a collaboration between Durham NCWorks and Durham Technical Community College and provides short term training that lead to industry recognized or state level credentials for in demand jobs. After training is completed, the NCWorks team will be there to provide assistance with your job search and networking.

This grant will pay for registration fees, exam and certification test fees, books and supplies for the training program. There is a cost of \$20.00 that all students must pay for the NC Career Readiness Certificate (NC CRC) assessments.

Program	Credentials Earned Upon Completion	Entry Level Wage
<b>BioWork Plus</b>	Aseptic Manufacturing Certification, GMP and SOP certificates, OSHA 10 and NC Biowork Technician credential and NC CRC	<b>\$30,000-37,000</b>
<b>Clinical Support Technician</b>	Health Unit Coordinator, Nurse Aide I, CPR and NC CRC	<b>\$25,000-37,000</b>
<b>Certified Production Technician</b>	Safety, Quality Practices and Measurement, Manufacturing Processes, and Production and Maintenance Awareness, OSHA 10 and NC CRC	<b>\$28,000-35,000</b>
<b>Customer Service/ Call Center</b>	Certificate in Customer Satisfaction and NC CRC	<b>\$18,000-24,000</b>
<b>START: Careers in Hotel and Lodging</b>	Up to 6 industry related credentials such as: Certified Guest Services Gold, ServSafe for Managers, ServSafe Alcohol, Responsible Alcohol Seller's Program (RASP), and NC CRC. Students will also have the option to choose an additional credential from American Hotel and Lodging Educational Institute (AHLEI).	<b>\$18,000-30,000</b>

**Attend a NCWorks Information Session to Learn More!**

**June 26, 2015**

Durham Technical Community College  
Corporate and Continuing Education Building 6  
1637 Lawson Street - Durham, NC  
Room 603                                      10am - 12pm

**July 15, 2015**

Durham Technical Community College  
Northern Durham Center  
2401 Snow Hill Road - Durham, NC  
Room 111-B                                      6pm - 8pm

**July 7, 2015**

NCWorks Career Center  
1105 South Briggs Avenue - Durham, NC  
Conference Room                              10am - 12pm

**July 20, 2015**

Durham Technical Community College  
Corporate and Continuing Education Bldg 6  
1637 Lawson Street - Durham, NC  
Room 603    4pm - 6pm

To establish eligibility, please contact Kelli McLean at the Durham Career Center at 919-560-6880 ext. 243 or KMcLean@edsolutions.com. Space are filling up quickly for Summer and Fall courses!



## Want to Know A Little More About The Training Programs Available?

Listed below are course descriptions offered at Durham Tech for the NCWorks Training for Careers program. In addition to their program specific training, all students in the NCWorks program will participate in career assessments, HRD/Workforce Development employability skills, the NC Career Readiness Certificate, career coaching and exploration, skills gap training, and job referral services.

**BioWork Plus:** The BioWork PLUS Certification program brings together the basics of manufacturing technology and the fundamentals of science—two essential needs for competent, entry-level technicians working in biotechnology, pharmaceutical manufacturing, and chemical manufacturing. The program includes courses in BioWork, GMP and SOP, Aseptic Manufacturing and OSHA 10. 228 hours, 5 months. Courses are held on Durham Tech's Northern Durham campus on Snow Hill Road.



**Clinical Support Technician:** This course is designed to allow the graduate to function in a dual role of Health Unit Coordinator (HUC) and Certified Nursing Aide I (CNA I). Clinical Support Technicians learn basic nursing skills plus clerical skills that will allow them to work in healthcare settings. 285 hours, 4 months. Courses are held on Durham Tech's location at Northgate Mall.

**Certified Production Tech:** This certification addresses the core technical competencies of higher-skilled production workers in all sectors of manufacturing. A full Certified Production Technician (CPT) Certification is awarded to those who pass modules in Safety, Quality Practices and measurement, Manufacturing processes and Production and Maintenance Awareness. 160 hours, 5 months. Courses are held on Durham Tech's Main Campus.



**Customer Service/Call Center:** The Customer Service Certification is appropriate for anyone interested in pursuing a career in customer service—focused industries, including workplaces that provide industry and product support. This course, utilizing American Management Association, materials is comprised of six modules: How to Be A Call Center Representative, Communication for Managers, Managing the Customer Satisfaction Process, Interpersonal Negotiations, Breaking Down the Barriers, Keeping Customers for Life, Delivering Knock-Your-Socks-Off Service. 96 hours, 2 months. Courses are held on Durham Tech's Main Campus.

**START: Careers in Hotel and Lodging:** The START (Skills, Tasks, and Results Training) program developed by the American Hotel & Lodging Educational Institute (AHLEI) gives students the real-world knowledge and skills needed for a long-term career in the lodging industry. At the completion of the START program, students can graduate with a total of six industry-recognized professional certifications. Additionally, students may qualify for an externship. 250 hours, 5 months. Courses are held at Durham Tech's Main Campus.

