



**Follow Our FORMULA for Results
Experience the Benefits...**

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Improve your employees Microsoft skills.

Go to: www.bhc.edu/computers for current information.

Moving Up to Word 2007

For users of previous versions of Microsoft Word.

Learn to use: Contextual Spell Check and Exclusion Dictionary, Quick Styles, and Document Themes. Use Quick Parts & Building Blocks to avoid having to repeatedly re-enter the same content in different documents, create a chart in Word using data from an Excel worksheet, work with revisions and comments, produce letters or labels for mass mailings with Mail Merge, and develop forms.

1 Tuesday **Sept. 1**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81783 Fee \$89

Moving Up to Excel 2007

For users of previous versions of Microsoft Excel.

Learn how and why to (or why not to) convert old files to the new XML format used by Office 2007. Use of the Compatibility Checker, Document Inspector, and a host of improvements in conditional formatting, PivotTables, data tables, functions, sorting and filtering, styles and themes, and charts and graphs are also a part of this session.

1 Friday **Sept. 11**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81784 Fee \$89

Moving Into Outlook Email 2007

For users of previous versions of Microsoft Outlook.

Learn the functions and changes including the new ribbon bar for Outlook, attachments, signatures, auto archive, flagging messages, desktop alerts, organize folders, distribution groups, contacts, using the calendar and manage meetings.

1 Monday **Sept. 28**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81785 Fee \$89

Moving Up to Access 2007

For users of previous versions of Microsoft Access.

Learn to use multi-valued fields, the Trust Center, Rich Text memo fields, and the calendar for date picking. Learn database design, attachment data type, split forms, form and report design changes, data collection via e-mail, temporary variables in macros, and embedded macros.

1 Thursday **Oct. 15**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81786 Fee \$89

Word 2003/2007, Level 1

Prerequisite: Basic Windows skills

Learn about creating a basic document, margins, editing, find and replace, using numbers and bullets, spell checking, saving, paragraph and character formatting, and printing.

1 Tuesday **Sept. 8 (Word 2007)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81794 Fee \$89

1 Tuesday **Oct. 20 (Word 2003)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81795 Fee \$89

Word 2003/2007, Level 2

Prerequisite: Word, Level 1 or equivalent experience

Topics include: templates, Quick Parts, styles and themes, tabs, file management, headers and footers, tables, graphics and Smart Art, section breaks and columns.

1 Tuesday **Sept. 15 (Word 2007)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81796 Fee \$89

1 Tuesday **Oct. 27 (Word 2003)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81797 Fee \$89

Word 2003/2007, Level 3

Prerequisite: Word, Level 2 or equivalent experience.

This class is for the advanced Word user and includes the following topics: developing forms, producing letters and address labels with Mail Merge, creating a table of contents and index, creating a chart from Excel, working with lists, and using Macros.

1 Tuesday **Sept. 29 (Word 2007)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81798 Fee \$89

1 Tuesday **Nov. 3 (Word 2003)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81799 Fee \$89

Business Group Discounts

Enroll the following number of employees in one class and receive the following discounts:

6 - 7 people 10% off total fee
10 - 11 people 15% off total fee

8 - 9 people 12% off total fee
12 - 13 people 20% off total fee

Excel 2003/2007, Level 1

Prerequisite: Basic Windows skills

Learn about toolbar identification; creating new and working with existing workbooks; data entry; formulas; selecting and formatting cells; adjusting rows, columns, and cells; page setup, and printing.

1 Thursday **Sept. 10 (Excel 2007)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81800 Fee \$89

1 Friday **Oct. 16 (Excel 2007)**
8:30 A.M. - 3:00 P.M. **BHCTECH - Rm. 113**
 CRN 81801 Fee \$89

1 Tuesday **Nov. 10 (Excel 2003)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81802 Fee \$89

Excel 2003/2007, Level 2

Prerequisite: Excel, Level 1 or equivalent experience

Enhance your skills in the following topics: formulas, auto-formats, sorting information, working with multiple worksheets and moving between them, named ranges, labels, and basic charts.

1 Thursday **Sept. 17 (Excel 2007)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81803 Fee \$89

1 Friday **Oct. 23 (Excel 2007)**
8:30 A.M. - 3:00 P.M. **BHCTECH - Rm. 113**
 CRN 81804 Fee \$89

1 Tuesday **Nov. 17 (Excel 2003)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81805 Fee \$89

Excel 2003/2007, Level 3

Prerequisite: Excel, Level 2 or equivalent experience.

Learn about managing files, working with databases, formatting charts and advanced charting, drawing object, working with labels in formulas, consolidating worksheets, using data tables, exporting and importing data, and using advanced functions.

1 Thursday **Oct. 1 (Excel 2007)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81806 Fee \$89

1 Friday **Nov. 13 (Excel 2007)**
8:30 A.M. - 3:00 P.M. **BHCTECH - Rm. 113**
 CRN 81807 Fee \$89

1 Tuesday **Nov. 24 (Excel 2003)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81808 Fee \$89

Excel 2003/2007, Level 4

Prerequisite: Excel, Level 3 or equivalent experience.

Learn how to build and use macros, share workbooks, create and revise PivotTables, solve problems, work with outlines, and use HTML files.

1 Thursday **Oct. 8 (Excel 2007)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81809 Fee \$89

1 Friday **Nov. 20 (Excel 2007)**
8:30 A.M. - 3:00 P.M. **BHCTECH - Rm. 113**
 CRN 81810 Fee \$89

1 Tuesday **Dec. 1 (Excel 2003)**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81811 Fee \$89

Access 2007, Level 1

Learn the basics of creating or changing an Access database. This class focuses on: creating tables, editing and modifying tables, setting field properties, finding and filtering data, creating relationships, using simple queries, creating basic forms and reports, and printing data.

1 Friday **Sept. 11**
8:30 A.M. - 3:00 P.M. **BHCTECH - Rm. 113**
 CRN 81812 Fee \$89

1 Thursday **Oct. 22**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81813 Fee \$89

Access 2007, Level 2

Prerequisite: Access, Level 1 or equivalent experience.

This course works on advanced form and report design including: creating action queries, manipulating controls, using design view, using editing tools, subforms, and creating a PivotTable.

1 Friday **Sept. 18**
8:30 A.M. - 3:00 P.M. **BHCTECH - Rm. 113**
 CRN 81814 Fee \$89

1 Thursday **Oct. 29**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81815 Fee \$89

Lab Rental: Interested in renting a computer lab for your company? Labs are available with Windows XP and Office 2003 and 2007.
Call Barb at 309-796-8244 for more details.



Computer Training Room 402

- Flat panel monitors
- Latest high-end computers
- Highly knowledgeable instructors

Access 2007, Level 3

Prerequisite: Access, Level 2 or equivalent experience.

This class covers the following topics: analyzing tables, exporting data to Excel and Word, using advanced query wizards, using charts, working with ActiveX controls and indexes, replicating databases, using Access and the Internet, creating and using macros and switchboard.

1 Friday **Sept. 25**
8:30 A.M. - 3:00 P.M. **BHCTECH - Rm. 113**
 CRN 81816 Fee \$89

1 Thursday **Nov. 5**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81817 Fee \$89

Access 2007, Level 4

Prerequisite: Access, Level 3 or equivalent experience.

You will create a database from scratch incorporating higher level Access skills. Instructor will tailor training to the group's needs.

1 Friday **Oct. 2**
8:30 A.M. - 3:00 P.M. **BHCTECH - Rm. 113**
 CRN 81818 Fee \$89

1 Thursday **Nov. 12**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81819 Fee \$89

Using Speaking Software to Document Records

Create documents in Word, e-mail and also do worksheets in Excel using the Dragon software program. Save time and errors doing long documents and budget worksheets. Users have found it easier to speak the information into each cell rather than type it along with it doing the math. Dragon is available for many specialized fields.

1 Friday **Sept. 25**
11:00 A.M. - 4:00 P.M. **Bldg. 1 - Rm. 312**
 CRN 81787 Fee \$58

1 Friday **Oct. 23**
11:00 A.M. - 4:00 P.M. **Bldg. 1 - Rm. 312**
 CRN 81788 Fee \$58

Computer Windows Basics

Learn the basics of using Windows taking you from the Start Menu to using Windows features. Workbook included.

1 Thursday **Sept. 3**
8:30 A.M. - NOON. **Outreach - Rm. 402**
 CRN 81789 Fee \$41

1 Tuesday **Oct. 13**
8:30 A.M. - NOON. **Outreach - Rm. 402**
 CRN 81790 Fee \$41

1 Friday **Dec. 4**
8:30 A.M. - NOON. **BHCTECH - Rm. 113**
 CRN 81791 Fee \$41

Publisher

Prerequisite: Basic Windows skills.

Use Publisher's wizards and design elements to create professional looking marketing materials such as a one-page flyer, booklet, newsletter or cards.

1 Friday **Oct. 2**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81792 Fee \$93

PowerPoint

Prerequisite: Keyboarding/Basic Word skills.

Learn basic skills in creating a presentation using templates; formatting and editing text; preparing and printing outlines, handouts, and speaker notes; adding special effects of sound and animation; inserting graphics and tables; use transitions and timing; run slide shows.

1 Friday **Sept. 4**
8:30 A.M. - 3:00 P.M. **Outreach - Rm. 402**
 CRN 81793 Fee \$89

Business Group Discounts

Enroll the following number of employees in one class and receive the following discounts:

- 6 - 7 people, 10% off total fee**
- 8 - 9 people, 12% off total fee**
- 10 - 11 people, 15% off total fee**
- 12 - 13 people, 20% off total fee**



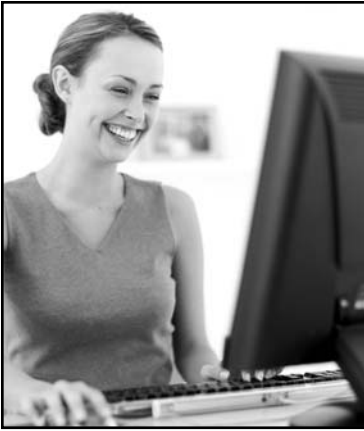
Work Place Computer Skills Certificate

Earn a special "Work Place Computer Skills Certificate" by successfully completing 3 qualifying classes within 6 months.

Call 309-796-8223 for more information.

New

- Word
- Excel
- Access
- Outlook
- Publisher
- PowerPoint
- Speaking Software



Online Learning @

www.bhc.edu/OnlineLearning

Make learning convenient and cost effective for your employees.

Looking for affordable, self-paced, online programs that can train you for the latest, in-demand job skills?

With online training you have flexible anytime, anywhere learning. Take a look at what we have to offer and start training today!

We offer a wide range of highly interactive courses that you can take entirely over the Internet.

All of the courses include expert instructors, many of whom are nationally known authors.

Online courses are affordable, fun, fast, convenient, and geared just for you.

Some examples of our programs

Business

- Accounting
- Business Administration
- Business Programs
- Sales & Marketing
- Start Your Own Business
- Grant Writing & Nonprofit Management
- Business and Professional
- Entertainment Industry
- Manufacturing/Industrial
- Manufacturing and Corporate
- Pronto Spanish



Computers

- Basic Computer Literacy
- Computer Applications
- Graphic Design
- Web Page Design
- Web & Computer Programming
- Web Graphics & Multimedia
- PC Troubleshooting, Networking & Security
- The Internet
- Database Management & Programming
- Internet, Design, and Technical Programs
- Video Game Design & Development Programs
- Digital Photography & Digital Video
- IT Certification Programs

Careers

- Certified Wedding Planner
- Career Certificate Programs
- Law & Legal Careers
- Home Inspection Certificate
- HVAC Technician
- Healthcare Programs
- Health Care Continuing Education
- IT Certification Programs
- Courses for Teaching Professionals
- Certification Prep
- Project Managers PMP Exam Prep
- Paralegal Certificate
- Green Technologies
- Manufacturing Excellence Certificate

How to Get Started:

1. Go to www.bhc.edu/OnlineLearning
2. Click on the **link to your area of interest.**
3. Choose the class you would like to take.
4. Click on the Enroll or Register link and follow the enrollment instructions.

If you need assistance please call Linda at 309-796-8223 or 1-888-749-6887 ext. 8223.

Online Learning



Enhance your Supervisors' Management Skills

Use our Management Skills Classes for your managers to:

GET TRAINED GET CERTIFIED GET RECOGNIZED

Develop skills, understanding, and confidence in your managers and supervisors.

These management courses build skills in the basic competencies key to successful supervision of others, including communication, relationship building, leadership and empowerment needed to lead employees to greater individual, team and organizational performance.

Management Skills I: Foundations of Management

Instructor: J. Hiatt, MBA, MAS, CM

The Foundations of Management course addresses the following:

- Managerial roles and skills
- Management functions - planning, organizing, leading, controlling
- Management history
- Entrepreneurship

- Career development
- Managing diversity
- Managing globally
- Ethics and social responsibility
- Communication skills
- Managing information systems

Fee includes training and manual 2.1 CEU

7 Tuesdays

Sept. 29 - Nov. 10

6:00 - 9:00 P.M.

Outreach - Rm. 204

CRN 81765

*Tuition Fee \$475

Other Management Classes:

Management Skills II: Planning and Organizing

Offered February 2010

Management Skills III: Leading and Controlling

Offered April 2010

You can select any or all three Management Skills courses based on the topics you feel are important to your position and career. However, you can use these three courses as an exam prep for certification as a Certified Manager(CM).

Meet your instructor: John Hiatt, MBA, MAS, CM
John is currently the Manager of Worldwide Security and Aviation Planning and Implementation. He is a Certified Manager with over twenty years experience managing and leading other managers in multiple industries. His varied experiences provide real life examples of the class materials.

What They Say:

Jim Gibson, former CM student

Since attending the CM classes, I see my position as well as managers around me from a different perspective. I have been able to associate a large portion of what I have learned in class to my current situation at work; this knowledge as well as experience will help me get to the next level. The class without certification has value of its own, but certification is icing on the cake.



Bill Davis, former CM instructor

"The CM Program offers 3 exceptional courses that enhance skills and knowledge of professional management. As an outcome, the CM program adds immediate and long term value as students improve their technical, conceptual, and human skills and are able to apply them in their workplace. In the process, the three classes lead to professional management certification which is an exceptional professional accomplishment. As an instructor of other management courses, I still find the CM curriculum to be the strongest I have used."



For current information on these courses and certification: www.bhc.edu/cm or e-mail hunth@bhc.edu



Communication – An Essential Piece of Leadership

Have you ever wondered why your employees have a hard time achieving their goals or questioned why the messages you send aren't always understood? If you have, you aren't alone. One of the most important and often overlooked aspects of leading others is your ability to effectively construct and manage meaning for your employees. This class offers strategies to improve your leadership communication to get the most out of your employees.

Class topics include:

- Communication Defined
- Contemporary Communication Methods
- Communication Challenges
- Framing Messages that Manage Meaning
- Trust & Credibility in Communication
- Communicate Your Brand
- Social Identity in your Organization
- Social Capital and Communication

4 Mondays

6:00 - 8:00 P.M.

CRN 81767

Oct. 26 - Nov. 16

Bldg. 1 - Rm. 405

*Tuition Fee \$65

Check Out Our Other Management/Leadership Courses

- Fundamentals of Supervision and Management – online
- Leadership – online
- Interpersonal Communication – online
- Keys to Effective Communication – online
- Communicating Like a Leader - online

Meet your instructor: Pamela Allen

Pamela is currently VP of Training and Development for Heartland Restaurants and brings an abundance of training skills to the classroom.

Go to: www.bhc.edu/mgmt for current information.



SOCIETY FOR
HUMAN
RESOURCE
MANAGEMENT

Certificate In Human Resource Management

With our blended approach and utilization of the SHRM Learning System™, you'll learn the HR body of knowledge from printed workbooks, online tools, and current HR practitioners as well as have the opportunity to verify your knowledge and to network with other Human Resource personnel.

11 Thursdays
6:00 - 9:00 P.M.

Sept. 17 - Dec. 3
CRN 81768

Outreach - Rm. 204 (No class Nov. 26)
*Tuition Fee \$795

Certificate In Human Resource Management - Online

Utilizing the SHRM Learning System™ and featuring web-based sample testing with real-time response, bulletin board or discussion forums, and online activities, this course provides the same body of knowledge as the classroom course while giving you the convenience of setting your own schedule.

11 Weeks

Sept. 15 - Dec. 4

CRN 81770

*Tuition Fee \$795

The Certificate in Human Resource Management classes serve as a preparation tool for the PHR/SPHR certification examination, this course consistently beats the national pass rate.



Classes offered in partnership with SHRM and the Great River Human Resource Association

The SHRM® Essentials of Human Resource Management

Designed to strengthen your employee management skills as an entry-level HR professional, as someone exploring HR as a career field, as a small business owner, or as a supervisor who has HR responsibilities.

5 Mondays
6:00 - 9:00 P.M.

Oct. 19 - Nov. 16
CRN 81772

Outreach - Rm. 204
*Tuition Fee \$400

Go to: www.bhc.edu/HR for current information.

Check out our online Management/Leadership courses!



Project Managers - PMP Exam Prep

Black Hawk College in partnership with University Learning Institute offers an exam prep course for the PMP certification available online. This course is pre-approved by the Project Management Institute (PMI) to prepare students for certification as Project Management Professionals. Course materials include PMI's Guide to the Project Management Body of Knowledge 4th Edition (PMBOK®), workbooks tailored for TheCourse, and TheTest™, a Test Engine containing 500 exam-like questions, to download and use on your own computer.

TheCourse teaches the core competencies of project management. It covers the five process groups and nine knowledge areas of PMBOK, the PMP code of ethics and professional conduct, and a review of general management topics that are in the PMP examination.

Fee \$895

Certificate in Project Management Principles - Online

This is a series of three online courses (\$89 per course) that if completed in 12 months results in a college certificate of completion.

The three courses include:

- Project Management Fundamentals
- Project Management Applications
- High Speed Project Management

Go to www.bhc.edu/PM for current information or call 309-796-8248.

More online Management/Leadership Courses:

- Fundamentals of Supervision and Management – online
- Leadership – online
- Interpersonal Communication – online
- Keys to Effective Communication – online
- Communicating Like a Leader - online

For more information go to <http://www.bhc.edu/mgmt>

Should Your Employees Seek Certification?

Most people understand that CPA signifies the individual has met requirements of a certified public accountant. However, thousands of industries utilize many other professional certifications to recognize individuals for their competency in a chosen career field as assessed by their ability to perform to a set of standards.

Ask a certified professional, “Why?” and they'll tell you that the certification process is one of the single most important steps you can make in your career development.

Your employees should pursue certification because:

1. It demonstrates commitment
2. It enhances a profession's image
3. It reflects achievement
4. It builds self-esteem
5. It leads to greater on-the-job responsibilities
6. It yields professional recognition

Certification exam prep courses available at BCEC

Human Resources - PHR, SPHR
Management/Supervision - CM
Quality - CQIA, CMQ/OE, CQE, CQA
Payroll - FPC, CPP
Project Management – PMP



Are you in payroll compliance?

Who Should Enroll in PayTrain?

- Experienced and entry-level payroll professionals
- Managers and supervisors providing strategic payroll management
- Sales professionals and consultants serving the payroll industry
- Systems analysts and engineers writing payroll programs
- Payroll service bureau client representatives

The PayTrain College & University program consists of two courses, Fundamentals and Mastery, designed to increase your knowledge of payroll compliance from a basic understanding to an advanced level. They will also prepare you for the Fundamental Payroll Certification (FPC) and/or Certified Payroll Professional (CPP) certification exams.

Earn the APA PayTrain Certificate for completion of both courses.

PayTrain C/U Fundamentals

Instructor: B. Curtis, CPP

Learn the fundamental payroll calculations and applications that provide you with the basic knowledge and skills required to maintain payroll compliance and prevent costly penalties. This course is ideal for new payroll professionals as well as those who support the payroll industry, those who are preparing for FPC certification, and those who wish to take the Mastery course. You receive classroom instruction and access to interactive online quizzes, games, and application exercises.

Topics include:

- Payroll concepts
- Calculations
- Fringe benefits
- Payroll reporting and Employment taxes
- Recordkeeping and Payroll practices

- Payroll accounting
- Administration

10 Wednesdays

6:00 - 9:00 P.M.

CRN 81774

(No class Nov. 11)

Sept 16 - Nov. 25

Outreach - Rm. 405

***Tuition Fee \$750**

PayTrain C/U Mastery

This course is ideal for experienced payroll professionals seeking compliance training, professional development, or CPP certification preparation. This course is scheduled for Jan. 2010. *PayTrain Fundamentals is a prerequisite.*

See www.bhc.edu/payroll for additional information.

IN PARTNERSHIP WITH



Meet your instructor: Beverly Curtis, CPP, PHR
Beverly has worked at Alter Trading Corp for 27 years as an HR/Payroll Manager with over 850 employees in 34 locations. She has served as President of the local APA chapter which she helped create and has taught the APA payroll courses at Black Hawk College for ten years.

Go to: www.bhc.edu/Payroll for current information.



Bookkeeping~Accounting

Build your skills and knowledge for your personal use or small business. You will be covering: assets, liabilities, and capital, credits and debits, posting transactions, depreciation, journals and ledgers, inventory and creating reports.

Required textbook, must be purchased at the BHC Bookstore prior to class.

7 Tuesdays

6:30 - 8:00 P.M.

CRN 81712

(Tuition fee class, call for out-of-state or out-of-district rates.)

Sept. 8 - Oct. 20

Outreach - Rm. 405

***Tuition Fee \$57**



Quality is everyone's responsibility in your organization.

Quality/Process Improvement

Certified Quality Auditor

Instructor: D. Schultz, CQA, CQE

Obtain a foundation in auditing principles and practices and prepare yourself to: effectively conduct objective and ethically based audits; develop, communicate, and execute an audit plan; and apply basic auditing tools and techniques with this course. It is also an excellent way to prepare for the Certified Quality Auditor Examination. The learning materials are included in the cost of the class. 3.0 CEU

10 Tuesdays **Sept. 15 - Nov. 17**
6:00 - 9:00 P.M. **Bldg. 2 - Rm. 220**
 CRN 81776 *Tuition Fee \$675

ISO 9001:2008 Internal Auditor Training

Instructor: N. Fox

Discover the strategies and tactics used to develop, implement, and audit ISO 9000 based quality systems.

Learn through group exercises and case studies practices:

- The 8 Quality Principles listed in ISO 9004:2008
- Internal Audit – determining the effectiveness of the quality management system Process and Product Realization audits
- Control of Documents and Records
- Planning the Audit Program
- Audit Implementation (Execution)
- Group Exercises including preparation of audit plans
- Corrective Action/Follow-up
- The 4 “Core Process” model
- ISO 19011:2002 “Guidelines for quality and/or environmental management systems auditing”

Intended for anyone who will lead, direct, coordinate or participate in internal and subcontractor quality system audits, this course will satisfy training requirements to conduct audits. Materials include a comprehensive workbook and a copy of ISO 9001:2008.

1 Thurs. & Fri. **Oct. 15 - Oct. 16**
8:00 A.M. - 4:30 P.M. **Outreach - Rm. 204**
 CRN 81778 *Tuition Fee \$525

Meet your instructors:

Nick Fox, certified third party ISO 9001 Auditor and owner of Power Way Solutions, has extensive experience in manufacturing, industrial, project management, and quality assurance. His knowledge is varied, from continuous process improvements, to a hands-on working program.

Darren Schultz CQA, CQE has been serving employers as a Quality Coordinator and Quality Engineer his entire career. He is employed by John Deere as the Advanced Quality Planning Engineer and ISO Mgmt. Rep. and coordinates the Internal auditing program. He has taught quality classes at BHC for 9 years.

Quality 101

Instructor: D. Schultz, CQA, CQE

Discover fundamental quality principles and practices for success of an organization with our cost effective, base-line quality training. This course can be used as an introduction of quality tools, refresher training, or general professional development.

Topics to be covered include: *Quality Benefits, The Evolution of Quality, Total Quality Management, Process Management, Quality Tools, and Quality Deployment.*

This class prepares individuals for the Certified Quality Improvement Associate (CQIA) certification exam. The learning materials are included in the cost of the class. 1.5 CEU.

5 Mondays **Oct. 26 - Nov. 23**
6:00 - 9:00 P.M. **Bldg. 2 - Rm. 218**
 CRN 81780 *Tuition Fee \$375

ISO 9001:2008 Overview

Instructor: N. Fox

Update your knowledge of the International Organization of Standardization recently released version of ISO 9001. This course is designed to discuss the changes of the standard, impacts within your current systems, and rules changes. Participants will have opportunities to review how their existing system may need to be modified and create plans for implementation of the modified standard.

Registration deadline: Nov. 6

1 Thursday **Nov. 12**
8:00 A.M. - 12:30 P.M. **RI Arsenal - Bldg. 340**
 CRN 81782 Fee \$95

Note: Class meets at RI Arsenal Bldg. 340 (Rodman Ave to Whittemore St. north) Photo ID required for admittance on Arsenal Island.

Root Cause Analysis

Instructor: N. Fox

Learn various methods of root cause analysis including 5W method and Global 8-D. Corrective action performance and writing skills will be stressed as well as the importance of verifying corrective actions. This class is intended for quality and management personnel and supervisors/operators continuously involved in corrective action process. The learning materials are included in the cost of the class.

1 Friday **Nov. 20**
8:00 A.M. - 4:30 P.M. **Outreach - Rm. 406**
 CRN 81922 *Tuition Fee \$255



Go to: www.bhc.edu/Quality for current information.



We Provide Opportunities for You to Expand Training in 'Green' Energy

Residential Energy Auditor Certificate

Learn how to make a home more energy efficient as you examine, measure, and evaluate the factors that affect a home's energy use including: building envelope, energy efficient appliances, lighting, heating/cooling systems, and hot water systems. You will also be acquainted with tools such as an infrared thermometer, light meter, and software which will help determine the heat loss/gain of your home. A certificate for successful completion will be issued for this class.

3 Thursdays **Sept. 24 - Oct. 8**
6:00 - 8:30 P.M. **RI Arsenal - Bldg. 340**
 CRN 81956 *Tuition Fee \$160

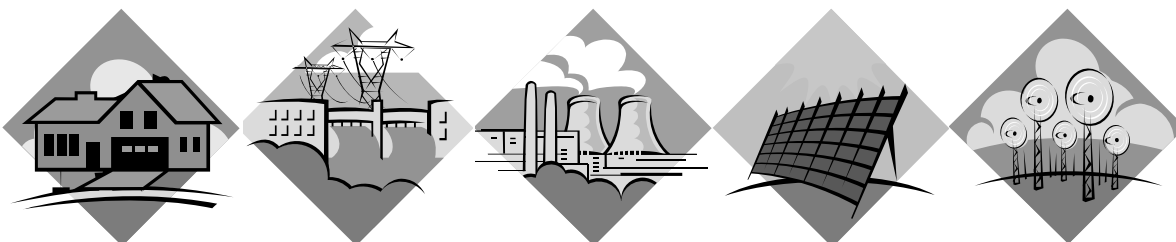
Note: Class meets at RI Arsenal Bldg. 340 (Rodman Ave to Whittemore St. north). Photo ID required for admittance on Arsenal Island.

Meet the Instructor: John Root has owned and operated a renewable energy company for 25 years and has a comprehensive background in the basics of 'green' energy. He also served as Energy Educator at the Center for Energy and Environmental Education at the Univ. of Northern Iowa.

WWW.BHC.EDU/GREEN

Check out some of our other online 'Green' classes.

- **Alternative Energy Operations**
- **Certified Sustainability Professional**
- **LEED for New Construction**
- **Green Building for Contractors**
- **Green Supply Chain Professionals**
- **HVAC Systems/Controls Fundamentals**
- **Fundamentals of Solar Hot Water Heating**
- **Certified Indoor Air Quality Manager**
- **Energy Auditing Software training**
- **Photovoltaic System Design/Install**
- **Green Building Sales Professionals**
- **Home Energy Analyst (HERS)**
- **Smart Home Technologies**



Green Technology



"Classes will not be canceled because of low enrollment."

Black Hawk College and Eastern Iowa Community College

OSHA

Four Convenient Locations:

- Outreach** Black Hawk College-Outreach Center, 301 Avenue of the Cities, Room 204, East Moline, IL
- RIA** RI Arsenal, Bldg. 340 AMCAD, Rock Island, IL (Rodman Ave to Whittemore St. north). Photo ID required for admittance on Arsenal Island.
- SCC** Scott Community College, 500 Belmont Road, Bettendorf, IA
- Blong** Scott Community College, Blong Technology Center, 8500 Hillandale Rd. Davenport, IA

Meet your instructor John Morgan:

"John has 20 years of experience in the area of occupational safety and environmental compliance for both construction and general industry and is familiar with OSHA, DOT, and EPA regulations as well as their practical application in business and industry. John is a Certified Safety Manager and associate member of the World Safety Organization."

Examples of some of the OSHA classes offered.
For more descriptions go to www.bhc.edu/OSHA

Accident Investigation

Proactive safety - the aggressive pursuit of zero accidents - relies not only on knowledge of safe work principles and practices, but also on a positive attitude toward safety among all employees and managers. Topics include hazard recognition and classification; ergonomic hazards; accident investigation; performing safety audits; personal responsibility for safe work practices; and developing a positive attitude toward safety, which results in a readiness to respond effectively when a dangerous situation arises. A Safety Audit checklist will be provided to participants.

Behavior-Based Safety

This course is an introduction to Behavior-Based Safety (BBS) programs. Topics include a brief history, the principles of BBS, implementation and procedural steps, a review of BBS misconceptions, factors that shape human nature, continual safety improvement, training observers/coaches, and implementing safety observation procedures. Upon completion, participants will have an understanding of the BBS concept that encourages personal responsibility for

safety from everyone in an organization, be able to identify the rewards of safe behavior, and avoid the pitfalls of affixing blame for unsafe behavior.

Bloodborne Pathogens in Industry

This training is designed to inform workers on how to prevent exposure to bloodborne pathogens, how to react in emergency situations involving bloodborne pathogens, how to properly decontaminate a site, and what to do if a worker is exposed. This training will also cover proper labeling of potentially infectious materials and proper disposal of sharps and other potentially infectious waste.

Developing an Effective Safety and Health Program

The keys to an effective safety and health program include an on-site safety committee and a thorough job hazard analysis. Participants will learn a step-by-step procedure for forming and managing an effective safety committee. Other topics include program development, planning and conducting meetings, job hazard analysis, accident investigation, and recordkeeping and reporting requirements. This course is

designed for safety and health professionals, managers, team leaders, and others responsible.

Introduction to OSHA

This course is for people with little or no knowledge of OSHA regulations who need this information because of their job responsibilities. Participants will be led step-by-step through the Code of Federal Regulations (29 CFR 1910) Safety and Health Standards for General Industry. An explanation of the main standards and their application will be given.

When OSHA Calls

When the OSHA inspector arrives, an employer has certain rights and responsibilities. Learn what you, as an employer, can do to be prepared for an inspection, what the inspection involves, how to respond to questions, what records need to be readily available, what the most common citations are and how they are connected, and what you can do if OSHA issues a citation.

District have joined together to provide a wide range of OSHA classes to the Quad Cities area.

For detailed descriptions on the following classes go to www.bhc.edu/OSHA

Class Title	Cost	CRN	Day	Date	Time	Location
10-HR Construction Industry Training	\$150*	81723	Tues.-Wed.	Nov. 24-25	Tues. 1:00 - 5:00 P.M. Wed. 8:00 A.M. - 3:00 P.M.	SCC SCC
10-HR General Industry Training	\$150*	81724	Mon.-Tues.	Sept. 14-15	Mon. 8:00 A.M. - 5:00 P.M. Tues. 8:00 - 10:00 A.M.	Outreach Outreach
10-HR General Industry Training	\$150*	81725	Mon.-Tues.	Nov. 23-24	Mon. 8:00 A.M. - 3:00 P.M. Tues. 8:00 A.M. - NOON	SCC SCC
30-HR General Industry Training	\$500*	81726	Mon.-Thurs.	Sept. 14-17	M-W 8:00 A.M. - 5:00 P.M. Thurs. 8:00 A.M. - 3:00 P.M.	Outreach Outreach
40 HR HAZWOPER	\$575*	81729	Mon.-Fri.	Oct. 12-16	8:00 A.M. - 5:00 P.M.	SCC
40 HR HAZWOPER	\$575*	11600	Mon.-Fri.	Jan. 25-29	8:00 A.M. - 5:00 P.M.	SCC
Accident Investigation (4 HR)	\$75	81730	Thurs.	Nov. 19	12:30 - 4:30 P.M.	Outreach
Behavior-Based Safety (2 HR)	\$35	81731	Fri.	Nov. 6	1:00 - 3:00 P.M.	Outreach
Bloodborne Pathogens for Industry (2 HR)	\$35	81732	Fri.	Nov. 6	8:00 - 10:00 A.M.	Outreach
Developing Safety & Health Program (4 HR)	\$75	81733	Fri.	Nov. 20	12:30 - 4:30 P.M.	Outreach
DOT Hazardous Materials (8 HR)	\$125	81734	Fri.	Oct. 9	8:00 A.M. - 5:00 P.M.	Outreach
DOT Hazardous Materials (8 HR)	\$125	81735	Wed.	Nov. 4	8:00 A.M. - 5:00 P.M.	SCC
DOT Hazardous Materials (8 HR)	\$125	11601	Tues.	Jan. 5	8:00 A.M. - 5:00 P.M.	Outreach
Drug and Alcohol Awareness (2 HR)	\$35	81736	Mon.	Nov. 2	1:00 - 3:00 P.M.	SCC
Drug and Alcohol Refresher (1 HR)	\$25	81737	Mon.	Nov. 2	3:00 - 4:00 P.M.	SCC
Electrical Safety (4 HR)	\$75	81738	Fri.	Dec. 4	8:00 A.M. - NOON	SCC
Ergonomics (4 HR)	\$75	11602	Mon.	Jan. 4	12:30 - 4:30 P.M.	SCC
Fall Protection (2 HR)	\$35	81739	Fri.	Dec. 4	2:30 - 4:30 P.M.	SCC
Forklift Operators Training (Driving) (4 HR)	\$75	81740	Tues.	Sept. 22	NOON - 4:00 P.M.	Blong
Forklift Operators Training (Driving) (4 HR)	\$75	81741	Wed.	Dec. 2	NOON - 4:00 P.M.	Blong
Forklift Safety (2 HR)	\$35	81742	Tues.	Sept. 22	8:00 - 10:00 A.M.	Blong
Forklift Safety (2 HR)	\$35	81743	Fri.	Oct. 2	NOON - 2:00 P.M.	Outreach
Forklift Safety (2 HR)	\$35	81744	Wed.	Dec. 2	8:00 - 10:00 A.M.	Blong
Forklift Supervisor (1 HR)	\$25	81745	Tues.	Sept. 22	10:00 - 11:00 A.M.	Blong
Forklift Supervisor (1 HR)	\$25	81746	Fri.	Oct. 2	2:00 - 3:00 P.M.	Outreach
Forklift Supervisor (1 HR)	\$25	81747	Wed.	Dec. 2	10:00 - 11:00 A.M.	Blong
Hazardous Energy Regs. (Lockout/Tagout)	\$35	81748	Fri.	Dec. 4	12:30 - 2:30 P.M.	SCC
HAZWOPER Refresher (8 HR)	\$125*	81749	Thurs.	Sept. 24	8:00 A.M. - 5:00 P.M.	SCC
HAZWOPER Refresher (8 HR)	\$125*	81750	Tues.	Oct. 20	8:00 A.M. - 5:00 P.M.	SCC
HAZWOPER Refresher (8 HR)	\$125*	81751	Mon.	Nov. 16	8:00 A.M. - 5:00 P.M.	SCC
HAZWOPER Refresher (8 HR)	\$125*	81752	Fri.	Dec. 18	8:00 A.M. - 5:00 P.M.	Outreach
HAZWOPER Refresher (8 HR)	\$125*	11603	Wed.	Jan. 20	8:00 A.M. - 5:00 P.M.	SCC
Industrial Chemical Spill Response Refresher (8 HR)	\$125*	81753	Mon.	Oct. 19	8:00 A.M. - 5:00 P.M.	SCC
Industrial Chemical Spill Response Refresher (8 HR)	\$125*	11604	Tues.	Jan. 19	8:00 A.M. - 5:00 P.M.	SCC
Industrial Chemical Spill Response (24 HR)	\$325*	81754	Mon.-Wed.	Dec. 14-16	8:00 A.M. - 5:00 P.M.	SCC
Introduction to OSHA (4 HR)	\$75	81755	Fri.	Nov. 20	8:00 A.M. - NOON	Outreach
RCRA Awareness (3 HR)	\$65	81756	Thurs.	Sept. 3	1:00 - 4:00 P.M.	SCC
RCRA Awareness (3 HR)	\$65	81757	Fri.	Oct. 2	8:00 - 11:00 A.M.	Outreach
Recordkeeping (3 HR)	\$65	81758	Wed.	Nov. 18	8:00 - 11:00 A.M.	SCC
Respiratory Protection (2 HR)	\$35	81759	Fri.	Nov. 6	10:00 A.M. - NOON	Outreach
When OSHA Calls (2 HR)	\$35	81760	Thurs.	Dec. 3	12:30 - 2:30 P.M.	Outreach



Culture

Travel Italy

Do your travel plans include Italy? Get your passports ready and come along as you learn from a native Italian how to enjoy your visit in Italy.

1 Thursday, Nov. 12

6:00 - 8:30 P.M.

Outreach - Rm. 408

CRN 81838

Fee \$15

CHINA: The People and Places

Instructor: L. Ke

Designed for people who may be interested in learning more about China and its culture, this class will cover the people, geography, history, government, religions, and business climate.

The instructor has worked in China as a teacher and in the export/import business.

4 Thursdays, Oct. 22 - Nov. 12

6:30 - 8:30 P.M.

Bldg. 1 - Rm. 404

CRN 81839

*Tuition Fee \$55

*Tuition fee classes - please call for out-of-state or out-of-district rates.

English as a Second Language

If English is not your first language, improve your English speaking, listening, and writing skills.
Call 309-796-8216

How Can We Help Your Business?

—Language Skills?

—Cultural Understanding?



Black Hawk College has partnered with PRONTO SPANISH

Now you can take an occupational Spanish course on your terms!

Learn Spanish for your job when you want, where you want, and at your own pace. Pronto Spanish is the leader in offering online Spanish for the workplace courses for a variety of industries, including Spanish for Health Care, Spanish for Educators, and Spanish for Construction.

Current courses include:

“Spanish for...”

- General Workplace
- Banking
- Construction
- Educators
- EMTs & Paramedics
- Firefighters
- Food Service
- Health Care
- Hospitality
- Human Resources
- Law Enforcement
- Manufacturing
- Public Safety Officers
- Social Services
- Warehouses & Distribution Centers

You can get more information at www.bhc.edu/onlinelearning and click on Pronto Spanish or call 309-796-8248.

Beginning Chinese (Mandarin) Language - I

6 Wednesdays

6:00 - 8:00 P.M.

CRN 81840

Sept. 30 - Nov. 4

Bldg. 1 - Rm. 403

*Tuition Fee \$85

Chinese (Mandarin) Language - II

3 Wednesdays

6:00 - 8:30 P.M.

CRN 81841

Nov. 18 - Dec. 2

Bldg. 1 - Rm. 403

*Tuition Fee \$55

Beginning Spanish, Part 1

7 Wednesdays

6:00 - 8:00 P.M.

CRN 81842

Sept. 16 - Oct. 28

Bldg. 1 - Rm. 409

*Tuition Fee \$75

7 Tuesdays

NOON - 2:00 P.M.

CRN 81843

RI Arsenal - Bldg. 340 (Rodman Ave to Whittemore St. north). Photo ID required for admittance on Arsenal Island.

Oct. 6 - Nov. 17

RI Arsenal - Bldg. 340

*Tuition Fee \$75

French 1 - Conversational

8 Wednesdays

6:00 - 8:00 P.M.

CRN 81844

Sept. 16 - Nov. 4

Bldg. 1 - Rm. 406

*Tuition Fee \$90

French 2 - Conversational

4 Mon./4 Wed.

6:00 - 8:00 P.M.

CRN 81845

Nov. 16 - Dec. 9

Bldg. 1 - Rm. 406

*Tuition Fee \$90

Basic Italian Language (For Beginners)

8 Wednesdays

6:30 - 8:30 P.M.

CRN 81846

(No class Nov. 11)

Oct. 14 - Dec. 9

Bldg. 1 - Rm. 407

*Tuition Fee \$90

Go to: www.bhc.edu/global for current descriptions.



Help Desk Customer Service Certificate

- The Computer Support Industry is one of the fastest-growing industries.
- In 10 weeks you will be able to start your new career.
- Quality training at an affordable price.
- Receive a Help Desk Customer Service Certificate.

Class begins Tuesday, September 8
 10 weeks - 2 evenings a week (50 hours)
 Tuesdays & Thursdays 6:00 - 8:30 p.m.
 *Tuition Fee \$388 (Books additional)

For more information:

Call: 309-796-8223
 Or e-mail: virtueb@bhc.edu
 Or visit: www.bhc.edu/HelpDesk

Meet the Instructor: Rita Hahnbaum

- Ran a Help Desk for 6 years and has a strong background in Help Desk procedures and Customer Service.
- Developed best practices for communication, customer relations and service. She trained end users in one-on-one and group settings for various intercompany resources.
- Instrumental in establishing a formal in-house Help Desk system and continued maintenance of the system.

Workplace Skills

Refresh Your Skills

Strengthen Your Math Skills

Do you need to improve your math skills? Whether for your job, the math sections of an apprenticeship test or the Armed Forces Vocational Aptitude Battery (ASVAB), our individualized instruction provides an opportunity to build on strengths and fill in learning gaps. Content areas include: fractions, decimals, percentages, ratios and proportions, basic algebra, and basic geometry. Handouts provided.

5 Wednesdays **Sept. 23 – Oct. 21**
6:00 - 8:00 P.M. **Outreach – Rm. 406**
 CRN 81931 *Tuition Fee \$59

2 Saturdays **Nov. 7 - Nov. 14**
8:30 A.M. - 2:00 P.M. **Outreach – Rm. 204**
 CRN 81933 *Tuition Fee \$59
 Class will break for ½-hour lunch (on your own).

Writing and Grammar Skills Made Easy

Develop and improve your basic English communication skills in business settings. A strong emphasis will be placed on written and oral communication including correct use of grammar, punctuation, vocabulary, composition of business correspondence and verbal presentation.

6 Tuesdays **Sept. 8 – Oct. 13**
6:00 - 7:30 P.M. **Bldg. 1 – Rm. 401**
 CRN TBA Tuition Fee \$51



Food Service

Do your employees need certification?

Classes prepare students for the certification examination in food service for the State of Illinois.

Classes offered:

- Food Service Sanitation
- 5-Hour Refresher Seminar on Food Codes

Group Training

We Want To Serve You!

Do you have a group of employees that need Food Service training? Call 309-796-8223 or e-mail: virtueb@bhc.edu

www.bhc.edu/foodservice for current information.

Services Provided to Small Businesses

Small Business Development Center (SBDC)
 Phone: 309-796-5714 www.sbdc.bhc.edu/index.htm

Procurement Technical Assistance Center (PTAC)
 Phone: 309-796-5712 Email: madunica@bhc.edu

International Trade Center (ITC)
 Phone: 309-796-5713 www.bhc.edu/index.asp?NID=38

Business Training Center (BTC)
 Phone: 309-796-5701 www.bhc.edu/index.asp?NID=939



Business and Community Education Center

We place an emphasis on real-world, practical training and career development.

Follow Our **FORMULA** for Results Solutions + Programs & Services = Results

Our results set us apart from other training providers.

For more information call:
309-796-8215

Visit:
www.bhc.edu/bcec

Our Solutions Increase Performance in:

- Workforce Development
- Business Productivity Development
- Professional & Career Development
- Trades & Skills
- Global Language & Culture Training

Our Formula provides results for employers to:

- Maximize employee performance
- Minimize lost work time
- Increase promotions from within
- Reduce recruiting costs

Experience the BCEC Benefits:

- Flexible scheduling options
- Highly-qualified, professional instructors with real-world experience
- Group rates
- Broad-based programs
- Real-world, practical training
- Convenient location, parking, and registration

