

# American

BUSINESS & TECHNOLOGY UNIVERSITY

## Corporate Catalog

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American Business & Technology University

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## Accreditation and Affiliations



Accredited by the  
Distance Education Accrediting Commission

**American Business & Technology University (ABTU)** is accredited by the Distance Education Accrediting Commission (DEAC) located 1101 17th Street NW, Suite 808 in Washington, DC. [www.DEAC.org](http://www.DEAC.org) (202.234.5100 Tel). The Distance Education Accrediting Commission is listed by the U.S. Department of Education as a recognized accrediting agency.

**American Business & Technology University (ABTU)** is listed on The Council for Higher Education Accreditation (CHEA) website as an institution accredited by a recognized United States accrediting organization. For additional accreditation information, visit [www.CHEA.org](http://www.CHEA.org).

**American Business & Technology University (ABTU)** is certified to operate by the Missouri Coordinating Board for Higher Education.

**American Business & Technology University (ABTU)** is an approved member institution of NC-SARA, the National Council for State Authorization Reciprocity Agreements. [www.NC-SARA.org](http://www.NC-SARA.org)

**American Business & Technology University (ABTU)** is approved by *Workforce Investment Act (WIA)* as a qualified government-training provider in Missouri, Kansas, Nebraska, Colorado, Pennsylvania, Oklahoma, Maine, Michigan, New York, New Jersey, Indiana, Massachusetts, Arkansas, and California.

### **Faculty Memberships:**

ABTU faculty members belong to the following educational associations and organizations:

- American Association of Adult and Continuing Education
- Computer Society of the Institute of Electrical and Electronic Engineers, Inc. (IEEE)
- Association of Information Technology Professionals
- American Business Women's Association
- Association of National Advertisers
- American Association of Professional Coders (AAPC)
- American Board for Certification in Homeland Security
- Information Systems Audit and Control Association

### **Professional Affiliations:**

ABTU is a member of the following community organizations:

- St. Joseph Chamber of Commerce
- Better Business Bureau

### **Military Affiliations:**

- VA Eligible, Military-Friendly School
- Vocational Rehabilitation Approved
- DoD MyCAA Approved

## ABTU Learning Model

**ABTU** utilizes a sophisticated, user-friendly, online learning platform. ABTU's model consists of video lectures led by highly qualified instructors reviewed at your convenience.



The **ABTU** model provides asynchronous learning content. Recorded instruction is accessible from the University's learning platform at any time convenient to the student using a laptop, smartphone, or tablet. The recordings also provide opportunity for participants to review the recordings as often as desired



<u>Office hours</u>	
Monday – Thursday:	8AM – 7PM CST
Friday:	8AM – 5PM CST
Saturday:	9:30AM – 3PM CST
Sunday:	Chat/Phone Support

<u>After hours</u>	
Voice Message Service:	816-279-7000
Chat Support:	<a href="http://www.abtu.edu">www.abtu.edu</a>
Email Support:	<a href="mailto:support@abtu.edu">support@abtu.edu</a>



# Continuing Education & Professional Development Modules

## Business Training Module Descriptions

### **BA-0500 Building a Career**

*This module introduces the participant to what career paths looks like. The module will review the outlook on careers and what skills are required to succeed in a career today.*

### **BA-1000 Introduction to Business**

*This module provides participants with an overview of various business types, management styles, organizational structures, human resources, marketing, the impact of technology, the process of converting raw resources into products/services, and pricing. It is also designed to help the participant apply basic accounting practices and procedures, financial services, and business on a global scale.*

### **BA-1001 Professionalism in the Office**

*This module introduces the importance of professionalism. Taking responsibility for meeting your objectives, including deadlines and work targets, demonstrates your attitude of professionalism. While it can be difficult at times, being accountable for delivering on your objectives shows that you are reliable, organized, and dedicated to your work. This module introduces the importance of personal accountability, and outlines strategies for developing a personal accountability framework. This helps empower you to set your own standards and carry yourself with professionalism and confidence.*

### **BA-1002 Business Etiquette and Professionalism**

*Your reputation often precedes you in any work environment. It can define your credibility, impact your career opportunities, and shape your relationships with your colleagues. Because your reputation is so important, you must proactively build a positive one if you want to succeed in your career. Developing a professional reputation takes more than simply having the right skills and talents for the job. It also requires being self-aware, polite, and, essentially, treating those you interact with in a respectful way. This course introduces you to the basics of how to act professionally and practice proper business etiquette. It also explains how to present yourself in the work environment, including both looking the part of a professional and ensuring your workspace reflects positively upon you.*

### **BA-1003 Computer Fundamentals**

*Your computer and its applications are designed to give you flexibility and power, and this module provides you with an introduction to computers and the terminology associated with them. This module reviews the differences between hardware and software, as well as how they operate together to create an operating system. topics include common features, applications, storage, network components, licensing, devices, backups, and restoring systems.*

**BA-1004 Microsoft Word®**

*This module focuses upon using Microsoft Word® processing software to create, edit, and format engaging documents. Foundation components of Word® are reviewed, and the learner will learn how to perform common tasks. In addition to opening the application, creating new documents, and an introduction to the tools, this module reviews the intermediate techniques used in Word. Learners will work with tables and charts, customize documents, create templates, and perform mail merging. This module also contains topics including using and adjusting images and videos, creating custom graphic elements, using quick parts, controlling text flow, creating macros, and automating tasks with macros. This module addresses the advanced features included in Word® such as using security features, sharing, reviewing, and coauthoring documents, adding reference marks and notes, and simplifying long documents. This module helps participants prepare to sit for the Microsoft Office® Specialist and Expert Certifications in Word. These certifications are premier credentials and shows the world that you have the skills to use the features and functionality of Microsoft Word®.*

**BA-1005 Microsoft PowerPoint®**

*This module is an introduction to the main components of the PowerPoint® interface, and how to use its functions to make professional-looking presentations. Topics covered in this module include Navigating the PowerPoint® Environment, creating a PowerPoint Presentation, Performing Text Editing. Other topics covered are Adding Graphical Elements, Objects, Tables, and Charts to the Presentation, and Preparing to Deliver the Presentation. Additional topics include how to use the advanced features of PowerPoint to create professional and interactive presentations, such as Customizing Design Templates, Adding SmartArt and Audio to a Presentation, Creating Slideshows, and Creating Videos or CDs from Presentations. This module helps prepare participants to sit for the Microsoft Office Specialist (MOS) Certification exam in PowerPoint®. This certification is a premier credential shows the world that you have the skills to use the features and functionality of Microsoft PowerPoint®.*

**BA-1006 Microsoft Excel® Basics**

*This module is the first in a series focused upon using Microsoft Excel® software to create, edit, and format spreadsheets. Foundational components of the software used to create spreadsheets are reviewed, and the learner will be able to perform common tasks. In addition to opening the application, creating basic worksheets, and an introduction to the tools, this module reviews topics including creating formulas, inserting and editing data, using formatting tools, managing worksheets and workbooks, and customizing the excel environment. This module helps participants prepare to sit for the Microsoft Office® Specialist Certification in Excel. This certification is a premier credential and shows the world that you have the skills to use the features and functionality of Microsoft Excel®.*

**BA-1007 Microsoft Excel® Intermediate**

*Building upon Microsoft Excel® Basic, this module reviews the intermediate techniques used in Microsoft Excel® software. Learners will be able to create advanced formulas and analyze data to present data in an enhanced, logical, and organized method. This module includes also contains topics including advanced formulas, using logical and lookup functions, database functions, charts functions, pivot tables, smart art, themes, and file protection options. This module helps participants prepare to sit for the Microsoft Office® Expert Certification. This certification is a premier credential shows the world that you have the skills to use the features and functionality of Microsoft Excel®.*

**BA-1008 Microsoft Excel® Advance**

*Building upon Microsoft Excel® Basic and Intermediate, this module addresses the advanced features included in Microsoft Excel® software. This course enables the learner to use advanced features to analyze, evaluate, and present data at a critical thinking level. Topics reviewed in this module include Creating Automated Functions, Auditing and troubleshooting data, analyzing and presenting data, working with multiple workbooks, and exporting data from the web. This module helps participants prepare to sit for the Microsoft Office® Master Certification (Microsoft Word Expert, Excel Expert, and PowerPoint Expert certifications required, and Outlook or Access Certification required). These certifications are premier credentials and obtaining MOS Certifications shows the world that you have the skills to use the features and functionality of Microsoft Office®.*

**BA-1009 Communication Essentials**

*Effective communication in the workplace can be a balancing act. If you are too passive, you may have trouble getting others to do what you want. Whereas if you are too aggressive, you may turn people off. Getting what you want in the workplace requires a balance of assertiveness without aggressiveness. This module will guide you to move into a more straightforward and more effective communication style. You will learn about the benefits of assertive behavior, and how to distinguish it from passive, aggressive, or passive-aggressive behavior. You will also learn about the requirements for assertive communication, such as being honest and straightforward, being respectful of others' needs and feelings, and using assertive body language and tone.*

**BA-1010 Office Communication**

*This module introduces learners to using the Web to both search for information and communicate information. The legal and ethical use of communicating online is reviewed, along with methods of protection when communicating online. Topics reviewed in this course include basic web browsing, communicating online via email and chat, legal and responsible communications in the modern world, and how to protect yourself when communicating online.*

**BA-1011 Microsoft Outlook®**

*This module introduces the learner to Outlook® email features, and reviews the basic functions to effectively compose, send, and retrieve email messages. Topics reviewed in this module include navigating, performing basic email functions, composing, reading, and responding to emails, and managing messages, calendar, contacts, and tasks. Advanced features in Outlook® are also reviewed such as advanced message options, advanced calendar management, advanced contact management, recording journal entries, sharing workspaces, and managing Outlook® data files. This module helps prepare participants to sit for the Microsoft Office® Specialist (MOS) Certification exam in Outlook. This certification is a premier credential shows the world that you have the skills to use the features and functionality of Microsoft Outlook®.*

**BA-1012 Thinking Critically**

*Critical thinking is something everyone does – to some degree or another – in their professional and personal lives. Almost all your everyday activities require you to seek information, analyze alternatives, assess the alternatives, and reach some conclusion. All these processes are part of critical thinking. Thinking plays a powerful role in your life – it determines how you feel, what you do, and what you want. Improving the quality of your thinking, then, improves your life – helping you to achieve your goals, make better decisions, and take charge of what you do. This module defines critical thinking, describes the elements of critical thought, and outlines strategies for improving the quality of your thinking.*

**BA-1013 Time Management**

*Effectively managing time entails analyzing your goals, breaking those goals down into tasks, and then prioritizing those tasks. Prioritizing is not always easy or clear cut, given the number of tasks you may need to complete. But if you set clear and measurable goals, and then develop an effective to-do list, you will find prioritizing your many tasks is easier. In the end, this will help you to better manage your time. This module focuses on ways to prioritize your workload. It discusses how to prepare a useful to-do list and prioritize the items on it. This module also outlines how to sequence and queue tasks to help improve your time management.*

**BA-1014 Customer Service Basics**

*How do you make a good impression when providing customer service? When meeting customers, your initial meeting forms the basis for their overall impression of you, your abilities, and your company. You can enhance the impressions you make in the field by using a few tried-and-true techniques; these include being prepared, practicing customer recognition, and employing active listening so that customers feel reassured by your presence. To kick off your face-to-face service meeting, you should try to start on a positive note, clearly set the expectations for resolution time and scope, and help customers fully understand your products and services, as well as your intentions. This skill-building module takes your customer service proficiency up a notch toward excellent customer assistance.*

**BA-1015 Business Law and Ethics**

*This module provides participants with an understanding of how influences such ethics, the environment, technology, and public policy shape the law and effect today's modern business world. Subjects covered in this course include the legal system, business law (torts, contracts, property, business organizations), public policies (regulatory and promotional), and approaches to ethical analysis for decision-making. Attention is paid to technological areas including intellectual property and cyber law, as well as social and environmental regulations.*

**BA-1016 Introduction to Finance**

*This introductory module to finance provides participants with an overview of various financial concepts. Three general areas of finance are presented: financial markets and institutions, managerial finance, and investments. Having financial knowledge is valuable in the business world and in daily life with investment concepts, such as stock and bond valuation and selection, how the financial markets work, how risk and rates of return affect financial decision making. The module is designed to help the participant apply basic financial to help maximize by making sound decisions in such areas as capital budgeting, choice of capital structure, and working capital management.*

**BA-1017 Microsoft Access® Basic**

*This module is designed to teach and acquaint learners with the proper procedures to create Microsoft Access® databases that are suitable for coursework, professional purposes, and personal use. The module focuses include relational database concepts as well as the utilization of many features and techniques that make Access® a valuable software tool to retrieve, change and store data as needed. Topics include basic relational database concepts and characteristics, graphical user interface, creating a database, creating tables, and inputting data into and work with data in multiple tables. This module in combination with Microsoft Access® Advance helps prepare participants to sit for the Microsoft Office® Specialist (MOS) Certification exam in Access. This certification is a premier credential shows the world that you have the skills to use the features and functionality of Microsoft Access®.*

**BA-1018 Microsoft Access® Advance**

*Building upon Microsoft Access® Basic, this module is designed to take your knowledge up a notch. The module presents advanced features of Microsoft Access® databases such as creating a table relationship and a primary key, referential integrity and how to use it, and creating a query and use it within a database. The module also focuses on creating a form and a report and use both within a database and database maintenance techniques. This module in combination with Microsoft Access® Basic helps prepare participants to sit for the Microsoft Office® Specialist (MOS) Certification exam in Access. This certification is a premier credential shows the world that you have the skills to use the features and functionality of Microsoft Access®.*

**BA-1900 Introduction to Project Management**

*This module focuses on the practical basics of project management – project integration, scope, time, cost, quality, human resources, communications, risk, procurement and procurement - using the experiences of real-life businesses. Focus is placed on the ANSI and IEEE accepted standards for professional project management. This module in combination with Certified Association Project Management Professional will help prepare participants to sit for the Project Management Institute® (PMI) Certified Associate in Project Management (CAPM)® Certification (secondary degree-high school diploma, associate degree, or equivalent and 1,500 hours of project experience OR 23 hours of project management education completed by the time you sit for the exam). This certification helps validate your knowledge and skill level of project management to potential employers.*

**BA-1901 Certified Assoc. Project Mgt. Professional**

*This module participants focus on the basics of project management and professional responsibility. The project management body of knowledge includes proven traditional practices that are widely applied as well as innovative practices that are emerging in the profession. Included in this module are the different specific areas of project management; project environment, role of the project manager, integration, scope, schedule, cost, quality, human resource, communications, risk, procurement, and stakeholders. This module in combination with Introduction to Project Management will help prepare participants to sit for the Project Management Institute® (PMI) Certified Associate in Project Management (CAPM)® Certification (secondary degree-high school diploma, associate degree, or equivalent and 1,500 hours of project experience OR 23 hours of project management education completed by the time you sit for the exam). This certification helps validate your knowledge and skill level of project management to potential employers.*

**BA-1902 Microsoft Project® Basic**

*Learners are prepared to create Microsoft Project® files suitable for coursework, professional purposes, and personal use. The module focuses on the utilization of many functions and features that make Microsoft Project® a valuable software tool and will also focus on the principles of project management so students can become more productive in the workplace. Topics include Microsoft Project® graphical user interface, creating and manipulating files, using different project views, assigning tasks, resources, tracking, budgeting, and scheduling. This module in combination with Microsoft Project® Advance helps prepare participants to sit for the Microsoft® Certified Professional (MCP) Certification exam in Managing Projects with Microsoft Project®. This certification is a premier credential shows the world that you have the skills to use the features and functionality of Microsoft Project®.*

**BA-1903 Microsoft Project® Advance**

*Building upon Microsoft Project® Basic, learners will increase their knowledge of the software and their application skills of project management. The module focuses on the advanced features of tasks, developing the project critical path, assigning multiple pay rates, advanced scheduling, creating Gantt Chart formatting and project reporting. Advancing the learners skills and knowledge to plan, execute, and control the use of resources to complete their project. This module in combination with Microsoft Project® Basic helps prepare participants to sit for the Microsoft® Certified Professional (MCP) Certification exam in Managing Projects with Microsoft Project®. This certification is a premier credential shows the world that you have the skills to use the features and functionality of Microsoft Project®.*

**BA-2000 Accounting Fundamentals**

*This module provides you with an introduction to the importance of accounting in a business or for personal use. Topics addressed include: the expectations of an employer and the skills necessary to record transactions and prepare key financial reports for the company management. The module emphasizes the importance of accuracy in thorough record keeping and the importance of ethics in accounting. Accounting Fundamentals prepares learners for handling the fundamental aspects of a company's financial record keeping, including recording financial transactions, managing the closing process and readying the books and records for the next year's accounting cycle. This module in combination with Effective Bookkeeping & Payroll will help prepare participants to sit for the National Association of Certified Public Bookkeepers (NACPB) Uniform Bookkeeper Certification. This certification helps validate your knowledge and skill level of accounting to potential employers.*

**BA- 2001 Effective Bookkeeping & Payroll**

*This module is designed to increase the learner's knowledge of the accounting cycle. including recording financial transactions, managing accounts payable and receivable, reconciling bank statements, and completing annual tax forms. This module takes you in depth into the process of recording transactions specific to the payroll operation. In addition, you will learn how to reconcile cash, deal with credit notes and refunds as well as manage accounts receivable and bad debts. This module in combination with Accounting Fundamentals will help prepare participants to sit for the National Association of Certified Public Bookkeepers (NACPB) Uniform Bookkeeper Certification. This certification helps validate your knowledge and skill level of accounting to potential employers.*

**BA- 2100 Accounting in QuickBooks®**

*This module introduces participants to the functions used in the most popular business accounting software, QuickBooks.® This software allows you to run business functions such as A/R, A/P and payroll. You will be able to apply your accounting knowledge to run accounting processes through the QuickBooks® program through inputting accounting entries, customer transactions, managing expenses, bank reconciliation, reports, time and billing, company file setup, adjustments, and year-end procedures maximizing efficiencies. This module in will help prepare participants to sit for the National Association of Certified Public Bookkeepers (NACPB) Uniform QuickBooks Online Certification. This certification helps validate your knowledge and skill level of QuickBooks to potential employers.*

**BA-3000 Introduction to Human Resource Concepts**

*This module will introduce the participant to the world of Human Resources. Topics include attracting and retaining the best employees, recruiting, selection, and orientation, training and development, and performance appraisal. Also covered is the legal environment of HRM, motivating and satisfying employees and teams, contemporary views on motivation, key motivation techniques, and teams and team work. This module in combination with Effective Human Resource Concepts will help prepare participants to sit for the HR Certification Institute Associate Professional in Human Resources (aPHR) Certification (high school diploma required). This certification helps validate your knowledge and skill level of human resource to potential employers.*

**BA-3001 Effective Human Resource Concepts**

*This module expands upon the introductory course by delving deeper into the topic of Human Resources. Topics covered include the fundamentals of motivation, individual behavior, group behavior, the informal organization, technology and people at work, and productivity and quality improvement. Also covered is job redesign and job enrichment, fundamentals of leadership, developing, appraising and rewarding employees, communicating for effectiveness, managing conflict, and change and human relations in global business. This module in combination with Introduction to Human Resource Concepts will help prepare participants to sit for the HR Certification Institute Associate Professional in Human Resources (aPHR) Certification (high school diploma required). This certification helps validate your knowledge and skill level of human resource to potential employers.*

**BA-3100 Introduction to Social Media for Business**

*Social Media trends have been exploding onto the scene at a rapid pace, changing the way we do just about everything. Today most businesses and government agencies use some form of social media daily to improve their efficiencies and grow their business. There are more Social Media platforms than we can mention in a single course. However, there are some big ones that needs everyone's awareness. This module provides you with the knowledge, practical expertise and analytical skills of several different Social Media Platforms, explaining the intention and purpose of each, as well as the tools to start setting up all the platforms as part of your Social Media Strategy. This module in combination with Social Media Strategist will help prepare participants to sit for the National Institute for Social Media (NISM) Social Media Strategist (SMS) Certification (work experience or 64 credit hours required). This certification helps validate your knowledge and skill level of social media to potential employers.*

**BA-3101 Social Media Strategist**

*This module takes you through the world of social media. In this module, it is assumed participants possess the knowledge and skills to setup social media accounts. Intermediate and advanced concepts and techniques are discussed to create a full market analysis and social media strategy. Social media is more than updating what you had for breakfast or posting a picture of it. The world of social media starts with understanding the power of social media and having a strategy before you start posting. Goal setting, strategies, auditing and creating effective content and rules of engagement and how to make social media decisions will all be covered. This module in combination with Introduction to Social Media for Business will help prepare participants to sit for the National Institute for Social Media (NISM) Social Media Strategist (SMS) Certification (work experience or 64 credit hours required). This certification helps validate your knowledge and skill level of social media to potential employers.*

**BA-4000 Introduction to Legal Concepts**

*Legal secretaries need to have a fundamental knowledge of basic legal concepts and specific technical skills to successfully build a career and manage a law office. This module provides you with an introduction to some basic concepts of the legal system and related terminology to build these critical skills in a manner that creates the special law-related knowledge. This module in combination with Effective Legal Office Administration will help prepare participants to sit for the NALS...the association for legal professionals Accredited Legal Professional (ALP)<sup>®</sup> Certification and the Certified Legal Professional (CLP)<sup>®</sup> (ALP certification and work experience required). This certification helps validate your knowledge and skill level of project management to potential employers.*

**BA-4001 Effective Legal Office Administration**

*This module creates a foundation to various areas of law, research skills, and technical writing. begin adding value as a member of the law office team. Various areas of law include family, business, real estate, bankruptcy, contracts, torts, and criminal. In addition concepts litigation, billing, and the law office will provide the learner with the necessary knowledge and skills to become effective in the legal office. This module in combination with Introduction to Legal Concepts will help prepare participants to sit for the NALS...the association for legal professionals Accredited Legal Professional (ALP)<sup>®</sup> Certification and the Certified Legal Professional (CLP)<sup>®</sup> (ALP certification and work experience required). This certification helps validate your knowledge and skill level of project management to potential employers.*

## **Healthcare Training Module Descriptions**

### **HIT-1000 Introduction to Healthcare**

*This module is designed to teach the students about various health care delivery systems and the importance of patients as a customer. Topics of discussion include careers available in the health care field, the roles of the CDC and OSHA, the importance of lifestyle and stress management, professionalism and lifelong learning, the use of computers in health care, and the role of effective communication in healthcare settings.*

### **HIT-1100 Medical Terminology**

*This course is intended to instruct the student in word parts used to form medical terms, the structural organization of the body, body systems, common abbreviations, pathologic conditions, and diagnostic procedures related to specific body systems.*

### **HIT-1300 Anatomy, Physiology, and Medical Terminology**

*This module is intended to instruct the learner in word parts used to form medical terms, the structural organization of the body, body systems, common abbreviations, pathologic conditions, and diagnostic procedures related to specific body systems. Learner review basic concepts of biology biochemistry (cell theory, cell structure, cell metabolism, and cell reproduction) before proceeding to a detailed study of the normal histology, gross anatomy, and physiology of each body system within the human organism. Emphasis is placed on homeostatic mechanisms as they relate to health and disease.*

### **HIT-1500 Health Insurance Billing and Coding**

*This module is intended to instruct the participants towards information about major insurance programs and federal health care legislation. It provides participants with knowledge in Electronic Data interchange and a basic knowledge of national diagnosis and procedure coding systems. Participants will be able to accurately utilize the ICD-10, CPT, and HCPCS coding systems and simplify the process of completing claims.*

*The module also prepares participants for national certifications. This module in combination with*

- *Introduction to Healthcare*
- *Healthcare Administration*
- *Medical Law & HIPPA*
- *Health Information Management*
- *Anatomy, Physiology, and Pathophysiology*
- *Health Insurance Billing and Coding*
- *Electronic Health Records*

*will help prepare participants to sit for the National Healthcare Association's Certified Medical Administrative Assistant (CMAA) certification that will help you run a healthcare office efficiently and effectively and set the stage for a patient's experience and NHA's Electronic Health Records Specialist (CHERS) and the Billing & Coding Specialist (CBCS). These certifications demonstrate to potential employers your knowledge and skills essential to hospitals, physician offices, surgery centers, nursing homes, dental offices, home healthcare agencies, mental health facilities, and insurance and consulting firms*

### **HIT-2000 Administrative Healthcare**

*This module is intended to instruct the student in the administrative functions of a medical setting. It will expose the student to the medicolegal and ethical responsibilities associated with the position of a Medical Assistant. The learner will become familiar with various forms of scheduling appointments and various systems of filing medical and business records. In addition, learners will gain knowledge and skills in record management, scheduling, and the role of office manager.*

### **HIT-2200 Medical Law and HIPPA Compliance**

*This module covers medical law, liability, and ethics which will familiarize participants with how the medicolegal system functions, what constitutes malpractice, and ethics as it relates to births and deaths. The module also instructs the participant in understanding the reasoning behind the Health Insurance Portability and Privacy Accountability Act of 1996, appreciate the need to protect the privacy and security of health information, and know the areas in the delivery of health care that are affected by HIPAA.*

### **HIT-2300 Health Information Management**

*The module is designed to introduce the participant to the basic services of the health information department, the purpose of the patient health record, general documentation issues that impact all patient records and accreditation standards and federal and state laws and regulations that impact patient record content. The module is also designed to teach the student how health care workers apply ethics on the job, explain the purpose of managed care systems and describe methods used to control costs, identify the major categories of health record filing, understand uses of indexes, registers and health data collection, and maintain confidentiality of the patient health record. Participants will be able to accurately utilize the ICD-10, CPT, and HCPCS coding systems and simplify the process of completing claims. The module also prepares participants for national certification. This module in combination with*

- *Introduction to Healthcare*
- *Medical Terminology*
- *Healthcare Administration*
- *Medical Law & HIPPA*
- *Health Information Management*

*will help prepare participants to sit for the National Healthcare Association's Certified Medical Administrative Assistant (CMAA) certification that will help you run a healthcare office efficiently and effectively and set the stage for a patient's experience. This certification demonstrates to potential employers your knowledge and skills essential to hospitals, physician offices, surgery centers, nursing homes, dental offices, home healthcare agencies, mental health facilities, and insurance and consulting firms*

### **HIT-2500 Electronic Health Records**

*This module introduces learners to the fundamental components, terminology, and functions associated with electronic health record (EHR) systems in the health care provider practice. The role of the EHR in facilitating complete documentation, efficient workflow, and timely communications among clinicians, staff and patients. The module also includes strategies and action steps required for successful EHR implementations to complete common work tasks in the health care provider office setting.*

*The module also prepares participants for national certifications. This module in combination with*

- *Introduction to Healthcare*
- *Healthcare Administration*
- *Medical Law & HIPPA*
- *Health Information Management*
- *Health Insurance Billing and Coding*

*will help prepare participants to sit for the National Healthcare Association's Certified Medical Administrative Assistant (CMAA) certification that will help you run a healthcare office efficiently and effectively and set the stage for a patient's experience and NHA's Electronic Health Records Specialist (CHERS) and the Billing & Coding Specialist (CBCS). These certifications demonstrate to potential employers your knowledge and skills essential to hospitals, physician offices, surgery centers, nursing homes, dental offices, home healthcare agencies, mental health facilities, and insurance and consulting firms*

### **HPT-1000 Pharmacy Technician**

*This module is designed to instruct students in the skills needed to become a pharmacy technician in a hospital or retail setting. The module prepares students in the skills and knowledge to qualify for entry-level positions in pharmacies. Topics of the knowledge and skills include pharmacy law and ethics, calculations, populations, body systems, and billing. The module also prepares participants for national certifications. This module in combination with*

- *Introduction to Healthcare*
- *Healthcare Administration*
- *Medical Law & HIPPA*
- *Health Information Management*

*will help prepare participants to sit for the National Healthcare Association's Certified Medical Administrative Assistant (CMAA) certification that will help you run a healthcare office efficiently and effectively and set the stage for a patient's experience and NHA's Certified Pharmacy Technician (ExCPT) exam demonstrating knowledge that is essential to excellence in pharmacy practice. Successfully passing NHA's ExCPT exam results in a nationally recognized certification (CPhT) ensuring employers you obtained a high standard of the core knowledge expected in a pharmacy technician.*

## **IT Training Module Descriptions**

### **IT-1000 IT Fundamentals**

*Your computer and its applications are designed to give you flexibility and power, and this module provides you with an introduction to computers and the terminology associated with them. This module reviews the differences between hardware and software, as well as how they operate together to create an operating system. topics include common features, applications, storage, network components, licensing, devices, backups, and restoring systems. In addition, the modules will introduce beginning features of Microsoft Word®, Microsoft PowerPoint®, and Microsoft Excel®.*

### **IT-1100 Microsoft Office®**

*This module focuses upon using Microsoft Word® to create, edit, and format engaging documents, work with tables and charts, customize documents, create templates, and perform mail merging. This module also contains topics including using and adjusting images and videos, creating custom graphic elements, using quick parts, controlling text flow, creating macros, and automating tasks with macros. This module also introduces the main components of the PowerPoint® including navigating, text editing, adding graphical elements, objects, tables, and charts to the presentation, customizing design templates, adding SmartArt and audio to a presentation. In addition, this module focuses upon Microsoft Excel® basics foundational components used to create spreadsheets, creating basic formulas, inserting and editing data, using formatting tools, managing worksheets and workbooks, and customizing the excel environment. This module helps participants prepare to sit for the Microsoft Office® Specialist (MOS) Certification in Microsoft Word®, PowerPoint®, and Excel®. These premier credentials show the world that you have the skills to use the features and functionality of Microsoft Office®.*

### **BA-1006 Microsoft Excel® Basics**

*This module is the first in a series focused upon using software to create, edit, and format spreadsheets. Foundational components of the software used to create spreadsheets are reviewed, and the learner will be able to perform common tasks. In addition to opening the application, creating basic worksheets, and an introduction to the tools, this module reviews topics including creating formulas, inserting and editing data, using formatting tools, managing worksheets and workbooks, and customizing the excel environment. This module helps participants prepare to sit for the Microsoft Office® Specialist Certification in Excel. This certification is a premier credential and shows the world that you have the skills to use the features and functionality of Microsoft Excel®.*

### **BA-1007 Microsoft Access® Basic**

*This module is designed to teach and acquaint learners with the proper procedures to create Microsoft Access® databases that are suitable for coursework, professional purposes, and personal use. The module focuses include relational database concepts as well as the utilization of many features and techniques that make Access® a valuable software tool to retrieve, change and store data as needed. Topics include basic relational database concepts and characteristics, graphical user interface, creating a database, creating tables, and inputting data into and work with data in multiple tables. This module in combination with BA-1008 Microsoft Access® Advance helps prepare participants to sit for the Microsoft Office® Specialist (MOS) Certification exam in Access. This certification is a premier credential shows the world that you have the skills to use the features and functionality of Microsoft Access®.*

### **IT-1500 Networking Essentials**

*This module is designed to provide students with the fundamentals of networking technology. Concepts covered include network terminology and protocols, network standards, LANs and WANs, the layers of the TCP/IP and OSI reference models, cabling practices, network topologies, IP addressing, and email protocols.*

### **IT-1600 Windows Server I**

*This module is designed to prepare students to develop the skills needed to manage a Windows Server 2012 R2 system. Topics include the installation and configuration of Windows servers, configure various server roles and features, configure Hyper-V, deploy and configure core network services, install and administer Active Directory, create and manage Group Policy. This module helps prepare participants to sit for the MCSA 70-410 certification exam.*

### **IT-1700 Windows Server II**

*This course is designed to prepare students to develop the skills needed to manage a Windows Server 2012 R2 system. Course topics include the deployment, management, and maintenance of a Windows server, configure file and print services, configure network services and access, implement a network policy server, configuration of an Active Directory, and the configuration and use of group policies. This module helps prepare participants to prepare to attempt the MCSA 70-411 certification exam.*

### **IT-1800 Windows Server III**

*This course is designed to prepare students to develop the skills needed to manage a Windows Server 2012 R2 system and to prepare to attempt the MCSA 70-412 certification exam. Course topics include ability to perform the advanced configuring tasks required to deploy, manage, and maintain a Windows Server 2012 infrastructure, such as fault tolerance, certificate services, and identity federation. Passing this exam along with MCSA 70-410 and 411 confirms that you have the skills and knowledge necessary for implementing, managing, maintaining, and provisioning services and infrastructure in a Windows Server 2012 environment.*

### **IT-2000 Principles of Information Security**

*This module provides a broad review of the entire field of information security, background on many related elements, and enough detail to facilitate an understanding of the topic. It covers the terminology of the field, the history of the discipline, and strategies for managing an information security program.*

### **IT-2500 Introduction to Computer Forensics Basics**

*In this module, students are introduced to computer forensics and incident response essentials. This module shows the learner how to collect and analyze the digital evidence left behind in a digital crime scene. Computer forensics, the newest branch of computer security, focuses on the aftermath of a computer security incident. The goal of computer forensics is to conduct a structured investigation to determine exactly what happened and who was responsible and to perform the investigation in such a way that the results are useful in a criminal proceeding and to lay the foundation for further study of computer forensics. Topics in this basic module include an understanding of the digital forensics profession and investigation, the investigator's office and laboratory, data acquisition, processing crimes scenes, working with Windows and CLI systems, current digital forensics tools, and Linux and Macintosh file systems.*

### **IT-2510 Introduction to Computer Forensics Advanced**

*This module continues to build upon the knowledge acquired from Introduction to Computer Forensics Basics. Taking the foundational knowledge of the profession and basic knowledge of gathering and processing data using digital forensic tools, this module deepens the skills and knowledge of computer forensics. Topics in this advanced module include recovering graphic files, digital forensics analysis and validation, virtual machine forensics, live acquisitions and network forensics, email and social media investigations, mobile device forensics, cloud forensics, and writing a report, providing expert testimony in digital investigations, and ethics for being an expert witness.*

### **IT-3000 Principles of Information Systems**

*This module gives participants a modern survey of how today's information systems serve business needs. Topics covered include multimedia in business, application development, cloud computing, hardware, environmental computing, knowledge management, virtual communities, e-commerce, m-commerce, decision support systems, and enterprise systems.*

### **IT-3050 CompTIA A+ Computer Essentials**

*This module covers introductory concepts for the CompTIA A+ exam including PC set up, hardware, motherboards, RAM types and features, installing and configuring expansion cards and storage devices, connection interfaces, power supplies and installing displays and peripherals. Printer set up and maintenance, basic networking, and Wi-Fi network standards are also discussed. Participants will have the knowledge required to assemble components based on customer requirements, install, configure and maintain devices, PCs and software for end users, understand the basics of networking and security/forensics, properly and safely diagnose, resolve and document common hardware and software issues while applying troubleshooting skills. Learners will be prepared to attempt the CompTIA® A+ Essentials exam.*

### **IT-3100 CompTIA A+ Computer Applications I**

*This module covers additional computer concepts building upon the knowledge and skills gained from CompTIA A+ Computer Essentials. Participants learn the functionality of Windows operating system, best practices in procedures and professionalism, maintenance and security of operating systems, Mac OS, Linux, troubleshooting theory, and virtualization. Combined with CompTIA A+ Computer Applications II, participants will be prepared to attempt the CompTIA® A+ Practical Applications exam.*

### **IT-3110 CompTIA A+ Computer Applications II**

*This module covers additional computer concepts building upon the knowledge and skills gained from CompTIA A+ Computer Essentials. Participants learn the functionality of operating system software as well as suggested best practices in maintenance, and security, including systems architecture, mobile devices, troubleshooting theory, preventative maintenance, and command line tools. Combined with CompTIA A+ Computer Applications I, participants will be prepared to attempt the CompTIA® A+ Practical Applications exam.*

**IT-4000 CompTIA Network+**

*This module includes a basic introduction to skills and concepts for network technicians building upon existing user-level knowledge and experience with personal computer operating systems and networks to present fundamental skills and concepts that learners will use on the job in any type of networking career. Topics in this module include network architecture, network operations, network security, troubleshooting network hardware and software, security fundamentals, threats and vulnerabilities, data application and host security, network security, compliance and Op security, risk management, business continuation and disaster recovery. This module is intended for entry-level computer support professionals with basic knowledge of computer hardware, software, and operating systems, who wish to increase their knowledge and understanding of networking concepts and skills to prepare for a career in network support or administration, or to prepare for the CompTIA® Network+ certification. The CompTIA® A+ certification is an excellent first step to take before preparing for the CompTIA® Network+ certification.*

**IT-4010 Database Security Basic**

*This module gives participants the tools to maintain the confidentiality, integrity, and availability of a database environment from pre-installation through post security auditing. Topics within this module include a database overview, threat analysis, installation and configuration of Microsoft SQL server, and installation and configuration of Oracle 12c.*

**IT -4020 Database Security Advanced**

*This module builds upon the foundation established in Database Security Basic. Participants are given the remaining tools to maintain the confidentiality, integrity, and availability of a database environment from pre-installation through post security auditing. Topics within this module include installation and configuration of MySQL, password, profiles, privileges and roles, SQL injection, identification, exploitation and defense, and security auditing and testing.*

**IT-4050 CompTIA Security+**

*This module covers concepts including identifying risk, risk mitigation activities, and provide infrastructure, application, information, and operational security. In addition, the participants will apply security controls to maintain confidentiality, integrity, and availability, identify appropriate technologies and products, troubleshoot security events and incidents, and operate with an awareness of applicable policies, laws, and regulations. Participants will be prepared to attempt the CompTIA® Security+ exam.*

**IT-4100 Disaster Recovery**

*This module examines detailed aspects of incident response and contingency planning consisting of incident response planning, disaster recovery planning, and business continuity planning. Developing and executing plans to deal with incidents in the organization is a critical function in information security. This module focuses on the planning processes for all three areas of contingency planning, incident response, disaster recovery and business continuity, and the execution of response to human and non-human incidents in compliance with these policies.*

### **IT-4200 Wireless Networking**

*This module is intended to prepare participants for the Certified Wireless Network Administrator (CWNA) exam. Participants will learn an overview of wireless standards, organizations, and fundamentals, radio frequency fundamentals, radio frequency components, measurements, and mathematics radio frequency signal and antenna concepts, IEEE 802.11 standards, wireless networks and spread spectrum technologies wireless LAN topologies 802.11 medium access, 802.11 MAC architecture wireless devices, WLAN deployment and vertical markets, WLAN troubleshooting, 802.11 network security architecture, wireless attacks, intrusion monitoring, and policy, radio frequency site survey fundamentals, site survey systems and devices power over ethernet (POE), high throughput (HT) and 802.11n, very high throughput (VHT) and 802.11ac and bring your own device (BYOD).*

### **IT-4250 Linux+ Basic**

*This module provides a foundation in system architecture; Linux installation and package management. Topics included are an overview of Linux Pro, basic Linux commands and settings, and processes and procedures using Linux.*

*This module in combination with Linux+ Advance prepares participants to sit for the CompTIA® Linux+ certification.*

### **IT-4250 Linux+ Advance**

*This module builds upon the basic knowledge and skills acquired from Linux+ Basic. Participants will learn through videos, lab simulations, and mini-exams using LabSim Online Labs. This module includes topics such as GNU and Unix commands; devices, Linux file systems, and file system hierarchy standard, shells, scripting and data management; user interfaces and desktops; administrative tasks; essential system services; and networking fundamentals; security. This module in combination with Linux+ Basic prepares participants to sit for the CompTIA® Linux+ certification.*

### **IT-4300 Network Defense**

*This module offers a comprehensive overview of network defense. It introduces learners to network security threats and methods for defending the network. Learners are presented with knowledge and skills regarding firewalls and intrusion-detection systems and are provided a basic introduction to encryption. Combining information on the threats to networks, the devices and technologies used to ensure security, as well as concepts such as encryption provides learners with a solid, broad-based approach to network defense.*

### **IT-4500 Cisco Certified Network Associate Basic**

*This module is intended to provide a basic layer of knowledge and skills in the area of network associate. The module covers ICND1 & ICND2 introduction, networking concepts, IPv4 and IPv6 addressing, Cisco Device Basics, LAN switching, IP Routing Technologies, IP Services, and Device configuration and management. Participants will learn using a combination of videos, lab simulations, and mini-exams using LabSim Online Labs. Completion of this module in combination with Cisco Certified Network Associate Advance prepares participants for the Cisco® Certified Network Associate (CCNA) exam over Routing and Switching.*

**IT-4500 Cisco Certified Network Associate Advance**

*This module continues to build upon the knowledge and skills acquired from Cisco Certified Network Associate Basic module. Topics within the module include advanced switching and routing, WANs, IPV4 & 6 routing protocols, and network management using Cisco devices. Participants will learn using a combination of videos, lab simulations, and mini-exams using LabSim Online Labs. Completion of this module in combination with Cisco Certified Network Associate Basic prepares participants for the Cisco® Certified Network Associate (CCNA) exam over Routing and Switching.*