

**HOLYOKE  
COMMUNITY  
COLLEGE**



# SPRING

2017

CLASSES BEGIN IN JANUARY. REGISTER NOW AT [WWW.HCC.EDU/BCE](http://WWW.HCC.EDU/BCE)

## New spring 2017 classes in **Ware**

### Professional Development

#### Career

Career Planning, Goal Setting

#### Healthcare

Nursing Assistant / Home Health Aide  
Emergency Medical Technician

#### Hospitality 1 - Core Skills

ServSafe Prep. & Exam

### Personal Enrichment

#### Health & Fitness

HeartSaver CPR AED Course  
First Aid Course

#### Home & Garden

Basic Home Repair

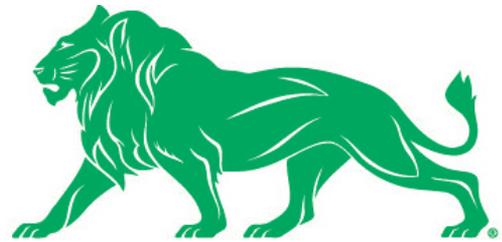
#### Living Fully at 55+

Elder Law & Estate Planning

#### Money & Investment

How to Get Debt Free

Classes to be held at the  
**Quaboag Region Workforce Training and Community College Center,**  
79 Main Street, Ware. (Between Country Bank and TVA Electronics)  
For more information, call: 413-552-2086



**MGM will open its casino, retail, dining, and entertainment complex in the fall of 2018, bringing over 3,500 new jobs to the area. Now is the time to get ready. For training opportunities for upcoming jobs at MGM Springfield, go to:**

**[www.mccti.org/2.html](http://www.mccti.org/2.html)**



Training for upcoming jobs at MGM Springfield presented by Training and Workforce Options (TWO), a joint venture of Springfield Technical and Holyoke Community Colleges

## Certificate & Training Programs

#### Management

- American Management Association University Certificate
- Project Management Certificate
- Six Sigma Green Belt Certification
- Nonprofit Management Certificate

#### Job Oriented

- Call Center (Advanced) and Customer Service Training
- Manufacturing Production Technician Training

#### Career Focused

- Educators (Pre-School, K-12, PDP Certification Courses)
- Event Planning Certificate
- Interior Design Certificate Program
- Real Estate Principles and Practices

#### Healthcare

- CNA (Certified Nursing Assistant) Program\*
- EMT-B (Emergency Medical Technician Basic Course)
- Pharmacy Technician\*
- ICD 9 and 10 Training

#### Hospitality

- Hospitality and Culinary Program\*
- ServSafe Certificate Program – TIPS training

#### Computers

- CompTIA A+, Network+ and Security+
- Cisco CCNA Training Programs: Modules I, II, III and IV (Scholarships Available)
- Microsoft Office Certifications

#### Safety

- OSHA-10 Certification
- OSHA-30 Certification
- Hoisting License Renewal Training
- Moderate Risk De-Leading Program

#### Other

- Hypnosis (Advanced) Intensive Certification

\* = Funding available for unemployed and low income workers through the Department of Labor and Workforce Development and the Department of Transitional Assistance

For more information, please call 413.552.2086 or visit us online at [www.hcc.edu/bce](http://www.hcc.edu/bce)

# Business and Community Education Courses

## Computers & Technology ..... 4

Quickbooks.....	5
Web & Web Design.....	5
Information Technology.....	6
Cisco Training Academy.....	7
At PAFEC.....	7
Free Classes At PAFEC.....	7

## Professional Development ..... 8

Bookkeeping.....	8
Career.....	8
Commercial Drivers License.....	8
Construction Trades.....	9
Customer Service.....	9
Event Planning.....	9
Healthcare.....	10
Hoisting New License Exam Prep.....	10
Hoisting License Renewal.....	11
Hospitality.....	12
Free Culinary and Hospitality Program.....	12
Hospitality 1 - Core Skills.....	12
Hospitality 2 - Food Servers.....	13
Hospitality 3 - Food Preparers.....	13
Hospitality 4 - Hotel Workers.....	13

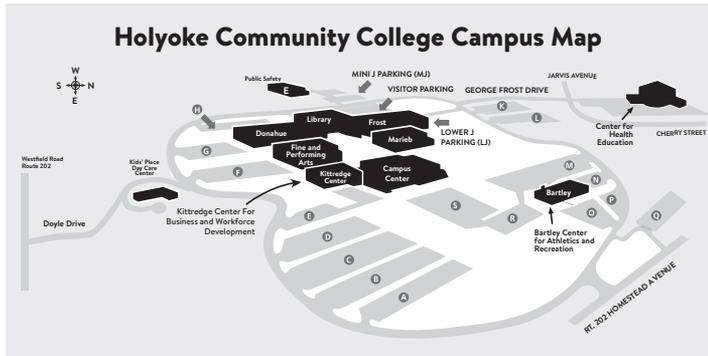
Hospitality 5 - Supervisors and Managers.....	14
Interior Design.....	14
Management.....	15
Manufacturing.....	15
Notary.....	16
Online.....	16
Project Management.....	16
Real Estate.....	17
Safety.....	17
Small Business.....	17

## Personal Enrichment..... 18

Arts.....	19
Expression.....	19
Health & Fitness.....	20
Home & Garden.....	21
Language.....	21
Leisure & Outdoors.....	22
Living Fully at 55+.....	22
Money & Investment.....	23
Safety.....	23
Vet2Vet for Veterans.....	23

## Adult Basic Education..... 25

### Holyoke Campus Map / Parking



**Parking:** All students are required to register their vehicles with the Campus Police Department. During the evening, students may register their cars at the switchboard located on the third floor of Frost. You must provide a valid vehicle registration. Consult the campus map (above) for student parking areas. There is no charge for a parking sticker.

#### BUILDINGS

- BC Bartley Center** David M. Bartley Center for Athletics & Recreation
- CC Campus Center** Bookstore, Cafeteria
- CHE Center for Health Education**
- DON Donahue** Social Sciences; Arts & Humanities; Library; AV Center
- FPA Fine & Performing Arts** Fine & Performing Arts; Leslie Phillips Theater
- FR Frost** Administration (Welcome Center, Student Records, FR 221), Admissions
- KC Kittredge Center** Business, Science, Technology, Engineering & Math
- MRB Marieb** Health & Natural Sciences
- PS Public Safety** Power Plant, Campus Police

**For maps, directions and more on parking go to [www.hcc.edu/location](http://www.hcc.edu/location)**

#### Main Campus

**Kittredge Center for Business and Workforce Development**  
303 Homestead Avenue  
Holyoke, MA 01040  
413.552.2500  
[www.hcc.edu](http://www.hcc.edu)

#### Additional Locations

**E2E: Quaboag Region Workforce and Training Center**  
79 Main St. Ware, MA 01082  
413.552.2086, [rgriffin@hcc.edu](mailto:rgriffin@hcc.edu)

**Ludlow Area Adult Learning Center (LAALC)**  
54 Winsor St., Ludlow, MA 01056  
413.583.0320  
[www.ludlowcenter.org](http://www.ludlowcenter.org)

**Picknelly Adult and Family Education Center (PAFEC)**  
206 Maple St., Holyoke, MA 01040  
413.552.2990

# COMPUTERS & TECHNOLOGY

Students enrolled in computer classes should bring a flash drive to class to save work.



## Computers & Technology

### Introduction to Microsoft Office 2016 • TECH 017 • 4 sessions

CRN 15482 Feb 16-Mar 9 Th 6-9 p.m.

Understand how to use Microsoft Office, a necessity for workers, job seekers, and home computer users. Learn the basics of creating, formatting, and working with documents using Word, or create Excel spreadsheets by working with formulas, and build presentations using PowerPoint. Finally, we'll review Publisher and learn about all the best uses for this dynamic

software. PC Fundamentals or basic computer skills required.

**\$229**

### Introduction to Microsoft Word 2016 TECH 006 • 4 sessions

CRN 15498 Mar 16-Apr 6 Th 6-9 p.m.

Topics include: typing and deleting text, undoing/redoing, formatting and cutting, copying and pasting text, creating documents and inserting images and clip art. You'll learn how to modify line spacing, create lists, change views as well the overall look of your document. Course covers the most commonly used commands and features. Students should have keyboarding and computer experience.

**\$229**

### Introduction to Microsoft Excel 2016 TECH 007 • 4 sessions

CRN 15483 Apr 13-May 4 Th 6-9 p.m.

Become proficient at spreadsheet basics and design, including creating, editing, formatting and printing. Learn how to create and use common formulas and functions containing cell references to automate calculations. We also cover Excel charting and graphing techniques. Students must have keyboarding and computer experience.

**\$229**

### MOS Word 2010 Exam Prep. CWD 832 • 6 sessions

CRN 15081 Feb 15-Mar 1 WTh 6-9:30 p.m.

Prepares you to pass the Microsoft Office Specialist exam for Word and to gain a marketable credential and a valuable addition to your resume. Topics: sharing and maintaining documents, formatting content, applying page layout and reusable content, such as illustrations and graphics, proofreading, applying references and hyperlinks, performing mail merge operations. Your certification exam can be scheduled in the HCC Testing and Workforce Certification Center. Exam fees not included.

**\$199**

### MOS Excel 2010 Exam Prep. CWD 833 • 6 sessions

CRN 15082 Mar 8-23 WTh 6-9:30 p.m.

Preparation for Microsoft Office Specialist certification exam in Excel will help you add a valuable credential to your resume. Topics include: managing the worksheet environment, creating cell data, formatting cells and worksheets, applying formulas and functions, presenting data visually, sharing worksheet data with others, analyzing and organizing data. Exam can be taken at the HCC Testing and Workforce Certification Center. Exam fees not included.

**\$199**

### MOS PowerPoint 2010 Exam Prep. CWD 820 • 4 sessions

CRN 15075 Feb 18-Mar 11 S 9 a.m.-1 p.m.

Earn a Microsoft Office Specialist certification in PowerPoint. This course prepares you for the exam. Topics include: managing the PowerPoint environment, creating a slide presentation, working with graphical and multimedia elements, creating charts and tables, applying transitions and animations, collaborating on presentations, preparing and delivering presentations. Exam can be taken in the testing center at HCC. Exam fees not included.

**\$159**

## Introduction to Adobe Photoshop CC TECH 008 • 4 sessions

CRN 15487 Feb 16-Mar 9 Th 6-9 p.m.

Discover the power of Photoshop CC. Learn tools and basic image manipulation techniques, including image formats, filter effects, retouching digital photos, color correction, layers, and painting tools. You should have a working knowledge and basic level of computer proficiency. Ideal for beginning web designers and digital camera owners. Class taught on PCs, but Mac owners encouraged to attend.

**\$229**

## Advanced Adobe Photoshop CC TECH 072 • 3 sessions

CRN 15731 Mar 16-30 Th 6-9 p.m.

Learn how to use color fills, gradients, patterns, and overlays. Create layer masks, grayscale masks, and clipping masks to show or hide various parts of an image. Understand how to create and edit paths and convert type to paths. Plus, learn how to apply a variety of creative effects, to use the vanishing point feature and smart filters, and to work more efficiently in Photoshop.

**\$179**

## Adobe LightRoom for Photography TECH 071 • 3 sessions

CRN 15732 Apr 6-20 Th 6-9 p.m.

Adobe Lightroom is an essential software tool for serious photographers. Learn workflow techniques to quickly edit, import, sort, view, rate, compare and organize your images. Make adjustments and enhancements by utilizing advanced techniques to optimize your images. This learning experience is fun, engaging, and effective.

**\$179**

## Introduction to Adobe Illustrator CC TECH 015 • 4 sessions

CRN 15529 Mar 20-Apr 10 M 6-9 p.m.

Illustrator is the software of choice for designing high quality logos, vectors, and complex, multi-layered artistic work, broadcast graphics, and titles. Learn the basics of each tool, in addition to creating 3D shapes. Gain proficiency using paints, pen, brush and colors. If you need to work in both small and larger formats with ultra high quality, this course is for you.

**\$229**

## Introduction to Adobe InDesign CC TECH 016 • 4 sessions

CRN 15500 Apr 24-May 15 M 6-9 p.m.

Use this powerful layout software to learn graphics design. Create dynamic visual communications including “knock-out” magazines, letterheads, business cards, flyers, and publications. Learn to use the work area elements that make up the main screen including: edit commands; all of the drawing, frame, and shape tools; tables; paths; and additional palettes. Learn

techniques to manage documents, to add photos, and to create unique designs.  
**\$229**

## Quickbooks

See “Bookkeeping” in the “Professional Development” Section.



## Web & Web Design

### Introduction to WordPress TECH 067 • 4 sessions

CRN 15485 Feb 27-Mar 20 M 6-9 p.m.

Build beautiful, easy-to-update websites with WordPress—no coding required. In this four-week course, you’ll learn how to get your content out there, choose a modern and secure design, expand your audience, and ultimately build the website of your dreams. If you want to showcase your business, build your online portfolio, or just get started blogging, this is the course for you.  
**\$149**



# COMPUTERS & TECHNOLOGY

## Advanced WordPress TECH 079 • 4 sessions

CRN 15705 Mar 27-Apr 24 M 6-9 p.m.

Take your website to the next level. Over four weeks, you'll learn to make quick style changes to your WordPress site, build application and sign up forms, send automatic newsletters, and much more. If you have an existing WordPress site you want to enhance and empower, join us for this class. Prior WordPress experience required.

**\$149**

## Facebook & LinkedIn CWD 616 • 1 session

CRN 15089 Feb 25 S 9 a.m.-Noon

CRN 15090 Mar 22 W 6-9 p.m.

Through this interactive three-hour workshop you will get started building your professional

network with Facebook and LinkedIn. You will better understand general usage and best practices while avoiding the most common pitfalls. The workshop will help you define creative strategies for the growth and success of your business with a combination of learned concepts and practical computer training.

**\$79**

## Beginning Blogging TECH 080 • 2 sessions

CRN 15717 May 2-9 T 6-8:30 p.m.

Bloggging is a fun, low-cost way to share your knowledge and passion while you develop an increasing audience of loyal contributors Covers:

- Reasons to start blogging, content and writing;
- Platform (free and paid) options;

- Blog Planning, and determining your audience;
- Gaining Reach, marketing and;
- Making money with sponsored posts and/or ads.

The instructor is a blogger for the pet and beer industries, a guest blogger/writer and brand ambassador for numerous companies.

**\$69**

## Information Technology

### CompTIA A+ • CWD 900 • 5 sessions

CRN 15530 Jan 30-Feb 3 MTWThF 8 a.m.-4:30 p.m.

CRN 15531 Mar 6-10 MTWThF 8 a.m.-4:30 p.m.

CRN 15532 Apr 10-14 MTWThF 8 a.m.-4:30 p.m.

CRN 15533 May 1-5 MTWThF 8 a.m.-4:30 p.m.

If you are pursuing a career as an entry-level information technology professional or personal computer service technician, CompTIA A+ is your first step. The course will build on your existing user-level knowledge and experience and present fundamental skills and concepts that you will use on the job. You will learn to install, upgrade, repair, configure, troubleshoot, optimize, and maintain personal computer hardware and operating systems. An introductory course in Windows, or equivalent skills and knowledge, is required.

**\$1999**

### CompTIA Security+ CWD 901 • 5 sessions

CRN 15534 Mar 13-17 MTWThF 8 a.m.-4:30 p.m.

CRN 15535 May 8-12 MTWThF 8 a.m.-4:30 p.m.

CompTIA Security+ is the primary course you will need if your job responsibilities include securing network services, devices, and traffic in your organization. This course prepares you for the CompTIA Security+ certification examination (Exam SY0-401). You will build on your professional experience as you acquire the specific skills required to implement basic security services on any type of computer network. Fundamental computer skills are required. CompTIA A+ and Network+ certifications or equivalent knowledge are recommended.

**\$1999**

### CompTIA Network+ CWD 902 • 5 sessions

CRN 15536 Apr 24-28 MTWThF 8 a.m.-4:30 p.m.

The CompTIA Network+ course presents the fundamental skills and concepts that you will need to use on the job in any type of networking career. The course prepares you for the CompTIA Network+ certification examination (Exam N10-005). To ensure your success, you will need basic Windows end-user computer skills. In addition, we highly recommend that you hold the CompTIA



A+ certification, or have equivalent skills and knowledge.  
**\$1999**

## Cisco Training Academy

Develop your knowledge and skills. Prepare to pass the certification exam and become a Cisco Certified Network Associate (CCNA) by taking these four courses, two of which are offered every semester:

- Module I: Introduction to Networks
- Module II: Routing & Switching Essentials
- Module III: Scaling Networks
- Module IV: Connecting Networks

Income-based scholarships are available.

### Cisco I: Introduction to Networks CWD 814 • 17 sessions

CRN 15077 Mar 13-May 9 MT 6-10 p.m.

Develop your knowledge and skill and prepare to become a certified network administrator. This is the first course in a series of prep courses designed to help you pass your certification exam and become a Cisco Certified Network Associate (CCNA). Includes: exploring the network operating system, network protocols and communications, network access, Ethernet, network layer, transport layer, IP addressing, subnetting IP networks, and application layers.  
**\$849**



## At PAFEC

These courses are offered at our downtown Holyoke campus in the Picknelly Adult and Family Education Center (PAFEC) at 206 Maple St., a renovated 19th century firehouse with all the latest technology, easy access to major highways, and ample parking.

### There's an App for That TECH 073 • 1 session

CRN 15741 Feb 22 W 9-11 a.m. (English)

CRN 15744 Apr 11 T 6-8 p.m. (English)

CRN 15746 Apr 13 Th 9-11 a.m. (Spanish)

Make the most of your smartphone in this class. We will discuss how to connect your various devices, use email and google drive, and explore apps that can make your life easier and more interesting.  
**\$25**

### Google Like a Pro • TECH 074 • 1 session

CRN 15745 Mar 1 W 9-11 a.m. (English)

CRN 15747 Apr 18 T 6-8 p.m. (English)

CRN 15748 Apr 20 Th 9-11 a.m. (Spanish)

Learn how to make Google work for you. Learn how to use Google Drive to store and share documents, and Google Docs and Sheets to work

collaboratively. It's the best parts of Microsoft Office in a free, sharable space.  
**\$25**

### Troubleshooting Basics TECH 075 • 1 session

CRN 15749 Mar 8 W 9-11 a.m. (English)

CRN 15750 Apr 25 T 6-8 p.m. (English)

CRN 15751 Apr 27 Th 9-11 a.m. (Spanish)

Computers are wonderful tools, but what should you do when things go awry. This class will provide you guidance in dealing with common issues (freezing, popup boxes, warning messages, screen or mouse malfunction), to get your computer running smoothly again.  
**\$25**

### Buyer's Guide to Finding the Right Computer for You • TECH 038 • 1 session

CRN 15740 Feb 15 W 9-11 a.m. (English)

CRN 15742 Apr 4 T 6-8 p.m. (English)

CRN 15743 Apr 6 Th 9-11 a.m. (Spanish)

In this class we will explore the different types of computers and brands, as well as the vocabulary of memory systems, processing speed, and operating systems.  
**\$25**

## Free Classes At PAFEC

### Acing the Online Class TECH 076 • 1 session

CRN 15752 Mar 22 W 9-11 a.m. (English)

CRN 15753 May 2 T 6-8 p.m. (English)

CRN 15754 May 4 Th 9-11 a.m. (Spanish)

Are you thinking about taking an online class? Join us for tips and tricks to be successful in the classroom of the future: your living room. We'll discuss how to navigate online platforms, time management, and what to expect from online learning.

**Free**

### Tech Tools for Students TECH 077 • 1 session

CRN 15755 Mar 29 W 9-11 a.m. (English)

CRN 15756 May 9 T 6-8 p.m. (English)

CRN 15757 May 11 Th 9-11 a.m. (Spanish)

Successful students need to use technology on a daily basis. This class explores the applications and tools that students can use to maximize their learning. We'll cover Microsoft Office programs (and their free versions), how to work collaboratively, and locating relevant information.  
**Free**

# PROFESSIONAL DEVELOPMENT



## Bookkeeping

### Introduction to Quickbooks 2014 TECH 010 • 4 sessions

CRN 15499 Mar 22-Apr 12 W 6-9 p.m.

Includes step-by-step instructions in getting the software up and running. We'll cover invoicing for services, accounts receivable management, entering and paying bills, accounts payable management, writing checks, managing petty cash and checking accounts, reconciling bank statements. Prerequisite: PC (preferably Windows) and mouse experience and some basic bookkeeping and/or accounting experience assumed.

\$229

### Intermediate Quickbooks 2014 TECH 066 • 4 sessions

CRN 15484 Apr 19-May 10 W 6-9 p.m.

Learn how to make your software do more with less effort. Course includes: setting up and running payroll, paying payroll liabilities, preparing payroll tax forms and reports; manually entering payroll when using an outside payroll service; creating budgets, budget reports and cash flow projections; entering sales and credit card payments when using an outside POS system; importing and exporting lists and reports; finding, customizing, printing, and saving reports; balance sheets; and profit and loss statements.

\$229

## Career

### Career Planning, Goal Setting & Assessment • CRER 038 • 1 session

CRN 15694 Apr 18 T 6-9 p.m.

Whether you are employed, not employed, or just finished school or college—learn what career fields are hot and those that are not in the Springfield/Worcester metro areas. Learn how to set goals and develop your personal career plan. Includes assessing your skills, interests, preferences, aptitudes and past experiences to guide you in your career search. Limited Enrollment. Individuals must register three business days prior for this free offering. Program to be held at 79 Main St. in Ware.

## Commercial Drivers License

### Commercial Driver's License - Class B Training Program • CMDL 019

CRN 15056 Feb 27-Mar 3 MTWThF 6:15-9:30 p.m.

Train for a lucrative new career without quitting your day job. Offered in association with Tri-State CDL, this class includes classroom and on-the-road instruction. Upon successful completion, you'll be federally licensed to operate a Class B motor vehicle and will be scheduled to take your CDL exam with the State Police. The diploma is an RMV recognized document and will allow you to enter the transportation industry. Unemployed individuals can apply for WIA training funds.

\$1749

### Coach & Bus Driver Training - Class B License (P Endorsement) • CMDL 020

CRN 15055 Feb 27-Mar 3 MTWThF 6:15-9:30 p.m.

Twenty hours of classroom and 40 hours of field instruction prepare you for the Registry of Motor Vehicles Test to become a licensed bus driver. Classroom hours include: orientation, log book training, vehicle inspection, and special features with a focus on passenger safety. The yard portion covers start up, shut down, speed and space management, emergency maneuvers, skid control, roadway hazards, and extreme weather—all with the safety of passengers in mind. Offered in conjunction with Tri-State CDL.

\$2999

### Commercial Driver's License - Class B Full-Time Training Program (with Air Brake Endorsement) CMDL 022 • 10 sessions

CRN 15663 Feb 27-Mar 3 MTWThF 8 a.m.-3 p.m.

Offered in association with Tri-State CDL, this full-time course includes classroom and on-the-

road instruction. Upon successful completion, you'll be federally licensed to operate a Class B motor vehicle and will be scheduled to take your CDL exam with the State Police. The diploma is an RMV recognized document and will allow you to enter the transportation industry. Unemployed individuals can apply for WIA training funds. Includes Air Brake endorsement. Course meets at Tri-State CDL, 255 Liberty St. in Springfield. **\$2999**

## Construction Trades

### Introduction to General Construction • CWD 938 • 42 sessions

CRN 15733 Jan 17-Jun 8 6-9 p.m.

Sixty hour program includes: OSHA 10-Hour; construction math; power and hand tools; introduction to construction drawings, basic rigging, introduction to materials handling, communication skills; and basic employability skills.

**\$500**

### Plumbing Tier 1 • CWD 939 • 42 sessions

CRN 15734 Jan 17-Jun 8 6-9 p.m.

This course consists of 120 classroom hours covering the following areas: introduction to plumbing, safety & installation practices, education and experience requirements 248CMR 3.00 and 11.00, materials, tools, and joining methods used in plumbing, valves and devices used in plumbing, residential blueprint reading, math, definitions.

**\$975**

### Plumbing Tier IV CWD 940 • 42 sessions

CRN 15735 Jan 17-Jun 8 6-9 p.m.

Covers the following: gas code; general provisions; scope and jurisdiction; drainage piping; water supply; fixture installations; hospital fixtures; manufactured homes & construction trailers; public and semi-public swimming pools; vacuum drainage systems; basic principles, definitions.

**\$975**

### Plumbing Tier V • CWD 941 • 42 sessions

CRN 15736 Jan 17-Jun 8 6-9 p.m.

Reviews all sections of the Massachusetts State Plumbing Code 248 CMR 3.00, 248 CMR 10.00, and 248 CMR 11.00; NFPA-54-2012, NFPA-58-2011, Massachusetts Fuel Gas Code 248 CMR 4.00, amendments for NFPA-54-2012 248 CMR 5.00, Large Gas Utilization Equipment 248 CMR 7.00 and amendments to NFPA 58-2011 248 CMR 8.00; plumbing related math covered in Tier I through Tier V; all sketches in Massachusetts State Plumbing Code Section 10.22 Figures; and business related costs.

**\$975**

### Sheet Metal 1 • CWD 942 • 42 sessions

CRN 15737 Jan 17-Jun 8 6-9 p.m.

In 150 classroom hours this course covers: basic safety, communication and employability skills; introduction to construction math, construction drawings, hand tools, power tools, rigging, materials handling, the sheet metal trade, and sheet metal layout and processes; tools of the trade; trade math one; fabrication one; and parallel line development.

**\$1215**

### Sheet Metal 2 • CWD 943 • 42 sessions

CRN 15738 Jan 17-Jun 8 6-9 p.m.

This course consists of 150 classroom hours covering the following areas: installation of ductwork, installation of air distribution accessories, insulation, architectural sheet metal, trade math two, plans and specifications, fabrication two (radial line development), and sheet metal duct fabrication standards.

**\$1100**

## Customer Service

### Customer Service • CWD 946

CRN 15759 TBA

Offered in conjunction with local companies, as funds are available, this is an excellent training option for anyone interested in an entry level position in customer service, hospitality, culinary, sales, etc. Key foundational competencies addressed include service, communications, teamwork, sales techniques, and conflict resolution. For more information, call 413.552.2086.

## Event Planning

Businesses and organizations need to manage large scale meetings and events. This requires talented individuals to develop, manage, coordinate, and execute these functions. Complete the following three modules and you



# PROFESSIONAL DEVELOPMENT

can earn a continuing education certificate in this fast growing field.

## Certificate in Event Planning - Module I • CWD 837 • 6 sessions

CRN 15091 Mar 7-23 TTh 6-8 p.m.

Successful event planners have a toolbox that has all they need to create and launch successful events. To begin, you will learn the basic operations, techniques and strategies required to develop an event including: event feasibility, logistics, financial management, risk management. You will use tools and industry formulas including those for the food and beverage industry that will help you tackle the tasks you will need to master to become a successful and in-demand event planner.

**\$239**

## Certificate in Event Planning - Module II • CWD 838 • 3 sessions

CRN 15092 Mar 28-Apr 4 TTh 6-8 p.m.

In this module you will work on collaboration techniques with the individuals and companies involved to understand, work with, and satisfy their needs to ensure the success of the final event. You will work on skill building in these areas: vendor and client relationship management, proposal writing, marketing and promotion, use of social media to effectively communicate the event, and creating an innovative design. A field trip may be included during this module if available.

**\$179**

## Certificate in Event Planning - Module III • CWD 839 • 3 sessions

CRN 15093 Apr 6-13 TTh 6-8 p.m.

This module will give you a toolbox for launching your event planning career. We will discuss various professional opportunities for event planners as well as tips for creating a professional appearance and business etiquette that sells you and your services. Businesses and organizations work with those who make them look good. You will work on real world examples in this module to help you learn how to appropriately offer your services while avoiding the pitfalls. Prerequisite: Module 2.

**\$179**

## Healthcare

### Nursing Assistant Exam Prep. CWD 934 • 14 sessions

CRN 15739 TBA

Prepare to pass the Massachusetts Nurse Aide Certification Test given by the American Red Cross. Learn the skills necessary to provide basic care for patients in hospitals and residents of long-term care facilities. An excellent choice for students in a nursing program who need nursing

assistant certification. Tuition does not include exam fees, the cost of scrubs, or textbooks. Candidates must take a basic skills test, pass a background check, and have a recent physical exam and TB test.

**\$780**

### Nursing Assistant Exam Prep/Home Health Aide • CWD 945

CRN 15758 TBA

This course meets in Ware and prepares you for certifications as both a Nursing Assistant and a Home Health Aide. You will learn the skills necessary to provide basic care for patients in hospitals, long-term care facilities, and private homes. Tuition does not include the cost of exams fees or scrubs. Candidates must pass a basic skills test, a background check, a physical exam, and a TB test. Call 413.552.2122 for dates, times, and additional information.

**\$1200**

### EMT-B (Emergency Medical Technician Basic Course) CERT 019 • 38 sessions

CRN 15724 Jan 23-Jun 15 S 8 a.m.-4 p.m.  
Jan 23-Jun 15 TTh 6-10 p.m.

Up to 200 hours of in class lectures and a minimum of 20 hours on-line training, a field trip, and workshops will prepare students to take the Massachusetts State Certification Examination. Based on the Department of Transportation curriculum and approved by the Massachusetts Office of Emergency Medical Services, this program provides an excellent foundation in basic life support skills and techniques; patient assessment; and safe transportation. State exam costs, certification fees, and textbooks are extra expenses. Texts are approximately \$250.

**\$1000**

### Emergency Medical Technician (EMT) Basic Program CERT 004 • 38 sessions

CRN 15723 TBA TTh 6-10 p.m.

Up to 200 hours of extensive training. Similar to CERT 019, but offered at the Quaboag Region Workforce Training and Community College Center, 79 Main St., Ware. Tuition includes texts; state exam fees are additional. Occasional Saturday mornings will be scheduled by the instructor. For more information, call 413.552.2324.

### ICD-10 Medical Coding System

The implementation of the new ICD-10 medical classification system requires training for billing clerks, medical secretaries, medical coders and other medical professionals. Offered to companies on a contract basis by Training and Workforce Options (TWO), a joint effort of Holyoke Community College and Springfield Technical Community College. Call 413.552.2086 for details

### American Heart Association Healthcare Provider Certification Course (2 year completion card) HLTH 034 • 1 session

CRN 15355 Feb 13 M 6-10 p.m.

Designed for nurses, doctors, dentists, and other professional with clinical responsibilities. Teaches critical concepts of high-quality CPR including:

- The American Heart Association Chain of Survival
- 1 and 2-Rescuer CPR and AED for adult, child and infant
- Differences between adult, child and infant rescue techniques
- Bag-mask techniques
- Rescue breathing
- Relief of choking
- CPR with an advanced airway

Students must pass a written test and skills exam for successful completion.

**\$60**

### Medical Interpreting Certificate CERT 017 • 20 sessions

CRN 15727 Mar 6-May 15 MW 6-9 p.m.

Designed for those preparing for entry-level careers as medical interpreters as well as for working interpreters preparing for the National Board Certificate exam. Open to all languages, students must be bilingual and must be fluent in English and one other language. Offered in collaboration with TransFluenci EDU, this 60-hour program meets the National Board for Medical Interpreter Certification training requirement and provides a working knowledge of medical interpreting, including standards of practice, ethics, HIPAA regulations, cultural competency, and medical terminology.

**\$1070**

## Hoisting New License Exam Prep.

Massachusetts requires a license to operate any equipment that lifts 500 or more pounds, raises 10 or more feet, or holds more than a quarter yard of material. The following classes prepare you to take the state licensure exams. These courses are offered in conjunction with the Western Mass. Coalition for Occupational Safety and Health.



## 1B Exam Preparation For Cable Operated Equipment

### CWD 914 • 1 session

CRN 15539	Jan 28	S	9 a.m.-1 p.m.
CRN 15540	Xxx XX	X	X a.m.-X p.m.
CRN 15541	Apr 15	S	9 a.m.-1 p.m.

\$149

## 1C and 1D Exam Preparation for Hydraulic Equipment and Forklifts

### CWD 915 • 1 session

CRN 15542	Feb 4	S	9 a.m.-1 p.m.
CRN 15543	Mar 1	W	8:30 a.m.-12:30 p.m.
CRN 15544	Apr 22	S	9 a.m.-1 p.m.

\$149

## 2A, 2B, 2C, and 2D Exam Preparation for Excavator, Front End Loader, Backhoe, etc. • CWD 916 • 1 session

CRN 15546	Mar 8	W	8:30 a.m.-12:30 p.m.
CRN 15547	Apr 29	S	9 a.m.-1 p.m.

\$149

## 4A, 4B, 4C, 4D, 4E, and 4F Class Four Exam Preparation • CWD 917 • 1 session

CRN 15548	Feb 11	S	9 a.m.-1 p.m.
CRN 15549	Mar 15	W	8:30 a.m.-12:30 p.m.
CRN 15550	May 6	S	9 a.m.-1 p.m.

\$149

## 4G Lawn Mower Exam Preparation

### CWD 918 • 1 session

CRN 15551	Feb 18	S	9 a.m.-1 p.m.
CRN 15552	Dec 1-Jun 30	W	8:30 a.m.-12:30 p.m.
CRN 15553	Dec 1-Jun 30	S	9 a.m.-1 p.m.

\$149

## Hoisting License Renewal

These courses qualify for continuing education credits now required to renew a license in Massachusetts. Topics covered include: Massachusetts regulations, equipment components, mathematical calculations, inspection parameters, standard hand signals, load charts, operations, etc. These courses are offered in conjunction with and certificates of completion are issued by the Western Mass. Coalition for Occupational Safety and Health.

## Hoisting Renewal Class Fee

### CWD 906 • 1 session

CRN 15575

This fee is required for any of the renewal classes listed below. The fee covers materials, certificates, record keeping and instruction common to all classes. When the fee is paid once, one or more of the renewal classes can be taken during the



current semester. For more information, call 413.552.2086 or 413.731.0760.

\$65

## 1A Derrick/Lattice Crane Renewal

### CWD 907 • 1 session

CRN 15554	Feb 25	S	9 a.m.-1 p.m.
CRN 15555	Jan 4	W	8:30 a.m.-12:30 p.m.
CRN 15556	Mar 29	W	8:30 a.m.-12:30 p.m.

Requires enrollment in CWD 906 above.

\$65

## 1B Cable Operated Telescoping Crane Renewal • CWD 908 • 1 session

CRN 15557	Jan 11	W	8:30 a.m.-12:30 p.m.
CRN 15558	Mar 4	S	9 a.m.-1 p.m.
CRN 15559	Apr 5	W	8:30 a.m.-12:30 p.m.

Requires enrollment in CWD 906 above.

\$65



To sign up on line  
or for complete course  
descriptions:  
[www.hcc.edu/bce](http://www.hcc.edu/bce)

## 1C and 1D Hydraulic Crane and Forklift Renewal • CWD 909 • 1 session

CRN 15560	Jan 18	W	8:30 a.m.-12:30 p.m.
CRN 15561	Mar 11	S	9 a.m.-1 p.m.
CRN 15562	Apr 12	W	8:30 a.m.-12:30 p.m.

Requires enrollment in CWD 906 above.

\$65

## 2A, 2B, 2C, and 2D Excavator, Front End Loader, Backhoe, Unloader, and Compact Renewal • CWD 910 • 1 session

CRN 15563	Jan 25	W	8:30 a.m.-12:30 p.m.
CRN 15564	Mar 18	S	9 a.m.-1 p.m.
CRN 15565	Apr 19	W	8:30 a.m.-12:30 p.m.

Requires enrollment in CWD 906 above.

\$65

## 3A Tower Renewal • CWD 911 • 1 session

CRN 15566	Feb 1	W	8:30 a.m.-12:30 p.m.
CRN 15567	Mar 25	S	9 a.m.-1 p.m.
CRN 15568	Apr 26	W	8:30 a.m.-12:30 p.m.

Requires enrollment in CWD 906 above.

\$65

# PROFESSIONAL DEVELOPMENT



## 4A, 4B, 4C, 4D, 4E, and 4F Class Four Renewal • CWD 912 • 1 session

CRN 15569	Feb 8	W	8:30 a.m.-12:30 p.m.
CRN 15570	Apr 1	S	9 a.m.-1 p.m.
CRN 15571	May 3	W	8:30 a.m.-12:30 p.m.

Requires enrollment in CWD 906 above.  
\$65

## 4G Lawn Mower Renewal CWD 913 • 1 session

CRN 15572	Feb 15	W	8:30 a.m.-12:30 p.m.
CRN 15573	Apr 8	S	9 a.m.-1 p.m.
CRN 15574	May 10	W	8:30 a.m.-12:30 p.m.

Requires enrollment in CWD 906 above.  
\$65

To sign up on line or for complete course descriptions:  
[www.hcc.edu/bce](http://www.hcc.edu/bce)

## Hospitality

Additional Hospitality classes may be scheduled throughout the semester. Call 413.552.2086 for details.

### Become a Professional Bartender FOOD 002 • 7 sessions

CRN 15263	Mar 28-May 9	T	6-9 p.m.
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Learn to make the time honored industry standards and the latest trendy cocktails. Gain knowledge about the various forms of alcohol, correct pouring techniques, drink recipes, as well as legal liability and customer service techniques. This course prepares students for a career in the industry, or to be amateur mixologists at home. No experience necessary, but a desire to learn and a can do attitude are mandatory. Text is *The Ultimate Bar Book* by Mittie Hellmich.  
\$259

## Free Culinary and Hospitality Program

A nine-week, 20-hour per week program that covers the content of the following five sections. Designed for an unemployed or underemployed individual desiring to get a job in the culinary and hospitality field. Offered at no cost to the individual. This project is funded by a Workforce Competitiveness Trust Fund through the Massachusetts Executive Office of Labor and Workforce Development and administered by the Commonwealth Corporation. For more information, call 413-552-2042

## Hospitality 1 - Core Skills

Basic entry-level program for anyone interested in starting a career in food service including waiters, waitresses, bartenders, food preparers, food handlers, kitchen workers, etc. Certificate program includes three or four of the courses shown below (TIPS may be optional for some).

### 1a. Fundamentals of Food Service Operations • CWD 847 • 2 sessions

CRN 15102	Mar 13-14	MT	5:30-9:30 p.m.
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Covers roles and responsibilities of staff and managers, basic operations and processes, teamwork, attributes of successful operations, front of house etiquette, back of house coordination, safety and legal issues when dealing with the public, emergency management, etc.

\$195

### 1b. TIPS • CWD 451 • 1 session

CRN 15103	Mar 6-7	MT	5:30-8:30 p.m.
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CRN 15130	Apr 10-11	MT	5:30-8:30 p.m.
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CRN 15156	Dec 1-Jun 30	MT	5:30-8:30 p.m.
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Training and Intervention Procedures for Servers of alcohol. Earn an essential certificate for servers of alcoholic beverages. Improves service, reduces insurance costs.

\$49

### 1c. Customer First, Communication Skills and Dealing with Difficult Customers • CWD 848 • 2 sessions

CRN 15104	Mar 20-21	MT	5:30-9:30 p.m.
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Includes customer service, communicating with flair, presentation of self, presentation of services and food products. Also covers service issues including effectively handling customer complaints, payment issues, food substitutions, and working in a multi-cultural environment.

\$195

## ServSafe Prep. & Exam CWD 026 • 2 sessions

CRN 15074	Feb 27-Mar 6	M	5:30-9:30 p.m.
CRN 15129	Apr 24-May 1	M	5:30-9:30 p.m.
CRN 15131	Mar 27-Apr 3	M	5:30-9:30 p.m.

Obtaining and maintaining your ServSafe Food Handling and Sanitation certification means you have the tools and knowledge you need to ensure your workplace meets industry standards for cleanliness along with proper safety requirements for food handling and preparation. Participants will receive a ServSafe Certificate and license directly from the National Restaurant Association (NRA). Price includes class hours and exam. Textbook (*ServSafe Manager Book 6th Ed, English*) not included but may be purchased from popular booksellers.

**\$109**

## ServSafe Prep. & Exam in Ware CWD 026 • 2 or 3 sessions

CRN 15114	Jan 16-23	M	9:00 a.m.-1:00 p.m.
CRN 15155	Mar 7-21	T	3:00-6:00 p.m.
CRN 15159	May 9-23	M	3:00-6:00 p.m.

Same as CWD 026 above, but offered at the Quaboag Region Workforce Training and Community College Center, 79 Main St., Ware.

**\$109**

## ServSafe Renewal • CWD 815 • 1 session

ServSafe renewal of current certification and course: Participants will receive a ServSafe certificate and license directly from the NRA. Price includes class hours and exam. Textbook (*ServSafe Manager Book 6th Ed, English*) not included but may be purchased from popular booksellers. Current ServSafe license must be shown to instructor to register for this course and exam.

**\$77**

## Hospitality 2 - Food Servers

Advanced skills for waitresses, waiters, hostesses, hosts, wine stewards, etc. Courses can be taken individually or together to complete the certificate.

### 2a. Etiquette and Proper Service CWD 849 • 1 session

CRN 15105	Mar 29	W	5:30-9:30 p.m.
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Topics covered include: using appropriate service-oriented terms, communication with employees and customers, approved mode of dress, rules and techniques of proper table service, pre-opening preparation, etc.

**\$99**

### 2b. Product Knowledge for Food & Beverage Servers • CWD 850 • 1 session

CRN 15106	Apr 5	W	5:30-9:30 p.m.
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Covers food and beverage pairing, the proper way to suggest food and beverage items, demonstrating knowledge of how food or a dessert is prepared, differences in wine based upon grape type and region of origin, what to look for on a label or wine list, recognizing and understanding cross-selling and up-selling opportunities.

**\$99**

## Hospitality 3 - Food Preparers

Advanced skills for food handlers, preparers, line cooks, etc. Courses may be taken individually. All four courses required for certificate.

### 3a. Fundamentals of Math for Chefs Operations • CWD 816 • 2 sessions

CRN 15107	Apr 3-4	M	5:30-9:30 p.m.
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Participants will learn the basics of math and why and how chefs use math in their daily work. A review of math principles will include weight and volume conversions, yield percentages, edible portion cost calculations, costing of recipes, and beverage cost calculations. Rule of thumb techniques and common industry usage will be explored. The course will review general math as it pertains to bills, invoices, discounts and other payment, ordering and billing calculations.

**\$195**

### 3b. Product Knowledge for Food Preparers • CWD 868 • 1 session

CRN 15110	Apr 10	M	5:30-9:30 p.m.
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This course explores the types of foods most typically served in restaurants and food courts. Topics include the keys to recognizing food quality, food safety, proper handling and storage, etc.

**\$99**

### 3c. Knife Skills I • CWD 818 • 1 session

CRN 15108	Apr 12	W	5:30-9:30 p.m.
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CRN 15132	Mar 24	F	5:30-9:30 p.m.
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A foundational program teaches participants how to determine the knife by use, protecting and using knives, making basic knife cuts, and using simple garnishing techniques. Focus of the course is also on knife sanitation, safety and storage.

**\$99**

To sign up on line or  
for complete course descriptions:  
[www.hcc.edu/bce](http://www.hcc.edu/bce)

### 3d. Knife Skills II • CWD 819 • 1 session

CRN 15109	Apr 19	W	5:30-9:30 p.m.
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CRN 15133	Mar 23	Th	5:30-9:30 p.m.
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Participants will learn and practice using more advanced and decorative cuts such as brunoise, batonnet, and tourne, filleting and advanced garnishing techniques. Class held at Holyoke Community College.

**\$99**

## Hospitality 4 - Hotel Workers

This program is designed for anyone interested in starting or developing a career in the hotel industry including housekeepers, front desk personnel, valets, bellhops, supervisors, etc. Courses can be taken individually, but taking all five courses earns you a continuing education certificate.

### 4a. Fundamentals of Hotel Operations • CWD 851 • 2 sessions

CRN 15136	Mar 6-7	MT	5:30-9:30 p.m.
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Covers roles and responsibilities of staff and managers, basic operations and processes, teamwork, attributes of successful hotel operations, front of house etiquette, back of house coordination, dealing with the public in the right way, legal issues, emergency management, etc.

**\$195**

### 4b. Room Sanitation and Safety CWD 852 • 1 session

CRN 15137	Mar 20	M	5:30-9:30 p.m.
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Identifies and addresses key safety and sanitation regulations and issues in hotels and presents effective procedures and processes.

**\$99**

### 4c. Customer First and Communication Skills for Hotels CWD 865 • 2 sessions

CRN 15143	Mar 13-14	MT	5:30-9:30 p.m.
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Includes customer service, communicating with flair, presentation of self and services, and dealing with difficult customers. Also covers service issues including effectively handling customer complaints, payment issues, food substitutions, and working in a multi-cultural environment.

**\$195**

### 4d. Etiquette and Proper Service for Hotels • CWD 866 • 1 session

CRN 15138	Mar 21	T	5:30-9:30 p.m.
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Topics covered include: using appropriate service-oriented terms, communication with employees and customers, approved modes of dress, rules

# PROFESSIONAL DEVELOPMENT

and techniques of proper hotel service, pre-shift preparation, etc.  
\$99

## 4e. Understanding Hospitality Operations and Business • CWD 853 1 session

CRN 15139 Mar 27 M 5:30-9:30 p.m.

Participants will explore the basic business model for hotel operations. The typical income and expense statement will be reviewed and revenue and expense management issues will be discussed. Participants will develop an understanding of how every employee's actions can have a positive or negative impact on the hotel's operational success.

\$99

## Hospitality 5 - Supervisors and Managers

In the hospitality industry, people skills are often the most important skills. Professional management classes like these can make any supervisor a better manager of people; and for new supervisors, just making the transition into management, these three courses are critical.

### 5a. Managing Multiple Priorities CWD 854 • 1 session

CRN 15140 Mar 28 T 5:30-9:30 p.m.

How to accomplish more in less time with fewer resources. Strategies to identify key priorities,

manage workload, organize tasks, achieve objectives, collaborate, schedule effectively, improve the quality of service and reduce stress.  
\$99

### 5b. Communication Skills and Conflict Management CWD 855 • 1 session

CRN 15141 Mar 29 W 5:30-9:30 p.m.

Communication is the core competency for successful managers at all levels in all organizations. Learn to get the message across clearly, effectively, and personally – to guests, employees and other managers—in writing or in person.

\$99

### 5c. Making a Successful Shift to Supervisor or Manager CWD 867 • 1 session

CRN 15142 Apr 3-4 MT 5:30-9:30 p.m.

For current and soon-to-be supervisors, learn the skills essential to successfully transition from worker to manager. Topics covered include: effectively managing past peers, coaching and mentoring, handling difficult employees, managing employee performance, performance reviews, dealing with performance issues, etc.

\$195

## Interior Design

For designers who work in small businesses, big box and hardware stores, home centers, home improvement stores, fabric shops, and for kitchen, bath, furniture, tile and floor covering retailers, distributors, etc. Learn basic plan drawing and design skills, presentation boards, and schedule layout. Learn about the design development process and history of styles, materials and fabric selection, A.D.A. compliance, fire codes and more. Instructor: JoAnn Duza-Athas. Courses required for a continuing education certificate:

- Residential Interior Design 1
- Residential Interior Design 2
- Scale and Proportion
- Textiles and Materials
- Language of Color
- Green Design and Materials

### Residential Interior Design 1 HOME 002 • 7 sessions

CRN 15703 Feb 22-Apr 5 W 6-8 p.m.

Learn the methods professionals use to design and decorate residential environments and how they make it special. Beginning with design theory, follow the steps of designing a room from beginning to end, complete with field trips to illustrate ideas. Topics include: color, style, materials, wall and floor coverings, window treatments accessories, lighting, and furnishings



trends. You'll plan and execute residential interior design projects with confidence.

**\$179**

## Residential Interior Design 2 HOME 003 • 7 sessions

CRN 15720 Apr 12-May 24 W 6-8 p.m.

Learn to create and build an entire design board complete with colors, samples, and accessories. Integrate a room's separate elements into one cohesive style. Learn color wheel basics along with color and spatial relationships, and how these relationships can be used to create a variety of different environments.

**\$179**

## Management

American Management Association

An excellent choice for current managers or those who want to be promoted into a supervisory position. Complete any five of the following courses at HCC and you will receive the internationally recognized AMA Management Certificate:

- ABCs of Management
- Leadership Skills for Managers
- Essentials of Supervision
- Communication Skills for Managers
- Managing and Resolving Conflict
- Planning and Conducting Performance Appraisals
- Understanding Human Behavior
- How to Deliver Winning Presentations
- Fundamentals of Finance & Accounting for Non-financial Managers
- Managing Multiple Priorities
- Effective Team Building
- Delivering "Knock Your Socks Off" Customer Service

## AMA - Managing Multiple Priorities CWD 509 • 4 sessions

CRN 15086 Apr 5-27 W 8 a.m.-Noon

How to accomplish more in less time with fewer resources. Today, the ability to manage priorities is a key element in personal and professional success. This course provides you with the tools to master this essential business skill—strategies to identify key priorities, manage workload, organize tasks and projects, achieve objectives, collaborate with others, schedule effectively, meet deadlines, improve the quality of work and reduce stress.

**\$325**

## AMA - Essentials of Supervision CWD 510 • 5 sessions

CRN 15087 May 2-30 W 6-9:15 p.m.

Effective first-line supervision is critical to the success of every organization. As a supervisor, your objective is to motivate, coach, and lead your staff. This course helps you to identify your abilities and target skills to strengthen. Learn how to develop your own leadership style, understand

the important personal qualities of an effective supervisor, build a strong team, and master techniques for getting the work done. This course is recommended as a "foundation course" for current and soon-to-be supervisors

**\$325**

## AMA - Communication Skills for Managers • CWD 507 • 4 sessions

CRN 15085 Mar 1-22 W 8 a.m.-Noon

The ability to communicate clearly is the critical core competency for successful managers at all levels and in all industries. Learn to get the message across clearly, directly, and effectively—written, spoken, in person, or via email. Become a more effective manager by improving your reading, writing, speaking, and listening proficiency. Communicate correctly to avoid misunderstanding and get results. This overview of all facets of business communication offers opportunities to practice and apply new skills.

**\$325**

## AMA - ABC's of Management CWD 501 • 5 sessions

CRN 15088 Feb 21-Mar 21 T 6-9:15 p.m.

Improve your performance in key areas such as planning, organizing, staffing, directing, and controlling. You'll learn to analyze your job,

examine its functional components, spot your weaknesses, and then take concrete steps to correct them through motivation, delegation, and time management. This course is recommended as a "foundation course" for managers and would-be managers taking the AMA Certificate Program.

**\$325**

## Manufacturing

### Production Technician CWD 892 • 50 sessions

CRN 15151

Employers told us what they want potential employees to know, and this program is the result. Here is a program that prepares non-college grads for good paying jobs. Key foundational competencies that will be addressed are manufacturing production processes and principals, blue print reading, shop math, lean systems, instrumentation and measuring, general machining, teamwork, communication and workplace expectation. Offered as funds are available. For more information call 413.552.2086.



# PROFESSIONAL DEVELOPMENT



## Notary

### Notary Public • CWD 830 • 1 session

CRN 15079	Feb 25	S	9 a.m.-Noon
CRN 15080	Mar 28	T	6-9 p.m.

If you want to be a new notary or renew your commission, this course is designed to help you through the process quickly and effectively. You will review the responsibilities, duties, and powers that come with your commission as well as Massachusetts General Laws and regulations covering you as a notary. Learn how to properly offer your services, to prospect for clients, and to charge appropriately. Additional fees for the textbook, supplies, application, and exam are not included.

**\$45**

## Online

### Certificate in Nonprofit Management (with Simulation) • CERT 014

CRN 15054

Earn a CFRE (Certified Fundraising Executives) credential. An engaging and highly effective alternative to expensive credit programs, this online certificate program will introduce

key current management issues for nonprofit organizations. Fundraising, board and volunteer development, budgeting, reading financial statements, leadership, marketing, grant writing, social media, and setting strategic direction are all addressed. Course also includes a capstone simulation that puts you in the role of executive director. To see a complete course description and register, go to: <http://hcc.mindedgeonline.com/partner/courses/index.php>

**\$879**

### Online Certificate in Business Communications • CERT 015

CRN 15596

Because corporate higher-ups and stakeholders can't support your ideas, or recognize you for them, without first understanding what they are, communicating clearly and concisely in written and oral formats is critical to your professional success. This certificate offers instruction on crafting many of the most common business communication formats. Program includes the following courses:

- Communicating Collaboratively
- Effective Business Writing
- Effective Emails, Memos, and Letters
- Effective Presentations
- Effective Public Speaking

For more information and to register, go to <http://hcc.mindedgeonline.com/partner/courses/index.php>

**\$299**

### Online Certificate in Innovation & Critical Thinking • CERT 016

CRN 15597

Because organizations must innovate to stay alive in today's highly competitive marketplace, organizations need employees who can channel their creativity and innovation toward organizational challenges and goals. This certificate program help you become re-acquainted with your own stores of creativity and innovation. Courses include:

- Creativity in Teams and Organizations
- Innovation in Teams and Organizations
- Introduction to Critical Thinking
- Personal Creativity

For more information and to register, go to <http://hcc.mindedgeonline.com/partner/courses/index.php>

**\$249**

### Certificate In Cybersecurity CERT 018

CRN 15719

An introduction to the critical elements of information security, as well as information about key certifications for professionals. These eight courses will help you master the vocabulary of the industry and offers examples, videos, interactive games, and review questions to ensure mastery of the material:

- Asset Security
- Communications and Network Security
- Identity and Access Management
- Security and Risk Management
- Security Assessment and Testing
- Security Engineering
- Security Operations
- Software Development Security

For more information or to register, go to <https://hcc.mindedgeonline.com/partner/courses/index.php>

**\$499**

## Project Management

### Project Management Certificate CWD 181 • 11 sessions

CRN 15083	Mar 18-May 27	S	9 a.m.-1:15 p.m.
CRN 15084	Mar 14-May 23	T	6-9:15 p.m.

This course and exam review will focus on real world project case studies that can be easily applied to any project you are managing. Whether you want to learn about project management, to enhance your current skill base, or to sit for the PMP exam—you will gain the requisite knowledge and skill to be an effective and successful project manager. Textbooks: *Project Management Professional Exam Study Guide* by Kim Heldman (7th edition) is available at popular book sellers

**\$969**

## Six Sigma Green Belt Training CWD 899 • 10 sessions

CRN 15537 Mar 23-May 25 Th 6-9 p.m.

This course trains students in basic Six Sigma methodology. This course provides a down-to-earth blend of DMAIC project management methods and practical data analysis techniques which will provide the student with new ways to contribute to the bottom line in any organization. From executive leaders to front-line employees, Six Sigma Green Belt training enhances the way employees approach their day-to-day work.  
**\$799**

## Real Estate

### Preparation for the Real Estate Salesperson's Licensing Exam CWD 829 • 13 sessions

CRN 15078 Mar 22-May 3 WTh 6-9:15 p.m.

This 40-hour course will help prepare you to pass the licensing exam and start your career in real estate sales. Topics include: property rights, ownership, condominiums, cooperatives, time shares, land use, subdivisions, contracts, deeds, mortgages, other financing, brokerage, appraisal, fair housing laws, consumer protection issues, and Massachusetts license law. Participants must attend all classes in order to meet the forty hour training requirement set by the state. Textbook not included, available at HCC bookstore.  
**\$399**

### Home Staging

See "Home Staging: Sell Your House" under "Home & Garden" in the "Personal Enrichment" section.

### Landlord Tenant Law: How To Be a Smart Landlord • LEGL 001 • 2 sessions

CRN 15395 Apr 6-13 Th 6-9 p.m.

Whether you are renting a single-family house or multiple units at multiple properties, this class provides property owners with a basic understanding of how to avoid running afoul of tenant-landlord laws. Covers the 'life cycle of a tenancy' including: leases, tenancies-at-will, screening potential tenants, obtaining credit histories, security deposits, state and federal regulations, sanitary codes, communicating with tenants, eviction proceedings, going before a judge, tenant defenses and counter claims, and forms of ownership (LLC/Corp./Trust). Instructor is an attorney.  
**\$99**

To sign up on line or  
for complete course descriptions:  
[www.hcc.edu/bce](http://www.hcc.edu/bce)

## Property Owner/Agent: Moderate Risk Deleading Training Program 8 hours • BLDG 002 • 1 session

CRN 15041 Jan 20 F 9 a.m.-5 p.m.

CRN 15042 Feb 17 F 9 a.m.-5 p.m.

CRN 15043 Mar 10 F 9 a.m.-5 p.m.

CRN 15044 Apr 7 F 9 a.m.-5 p.m.

Designed for property owners and their agents (employees, property managers, or others under the direct supervision and control of the property owner) who want to perform moderate risk deleading on the owner's property. This is not for doing deleading as a business. After completion, the owner or agent is prepared to pass an examination, administered by the Childhood Lead Poisoning Prevention Program through the mail. Learn about proper paper work, notification requirements, clean up methods, clearance inspections, etc.  
**\$199**

## Lead Safe Renovator - Supervisor / Moderate Risk Deleading Option / add-on - 4 hours • BLDG 001 • 1 session

CRN 15037 Jan 20 F 9 a.m.-1 p.m.

CRN 15038 Feb 17 F 9 a.m.-1 p.m.

CRN 15039 Mar 10 F 9 a.m.-1 p.m.

CRN 15040 Apr 7 F 9 a.m.-1 p.m.

For property owners, landlords, and contractors. Required training for lead-safe renovators who supervise moderate risk deleading projects. Covers roles and responsibilities of a renovator supervisor, options and requirements pertaining to renovation work, eligibility requirements for moderate risk deleading work, lead inspection reports, pre-work inspection requirements, restrictions on use of test kits, specialized work practices, restrictions on occupancy during work, project cleanup and clearance, disposal, and record keeping requirements. Prerequisite: RRP EPA MA/DOS certification.  
**\$165**

## Safety

### OSHA 10 • CWD 863 • 2 sessions

CRN 15115 Apr 15-22 S 8 a.m.-1:30 p.m.

CRN 15134 Mar 7-14 T 9 a.m.-3 p.m.

This course introduces students to OSHA and the required topics for OSHA construction safety certification. This course is for construction workers, foremen, job supervisors and anyone involved in the construction industry. Successful completers will receive an OSHA construction safety and health 10-hour course completion card from the Department of Labor.  
**\$199**

## OSHA 30 Construction Safety CWD 864 • 4 sessions

CRN 15100 Mar 21-Apr 11 T 8 a.m.-4:30 p.m.

CRN 15135 May 2-23 T 8 a.m.-4:30 p.m.

This course provides construction workers, foremen, job supervisors and anyone involved in the construction industry with the 30 hours of OSHA instruction for their construction safety certification. Learn about safe practices on the job site, proper use of personal protective equipment, and safety standards. Successful completers will receive an OSHA construction safety and health 30-hour course completion card from the U.S. Department of Labor.  
**\$495**

## Small Business

### Successfully Starting Your Own Business • BUSN 001 • 5 sessions

CRN 15046 Mar 7-Apr 4 T 6-9 p.m.

Starting a business is not for the faint of heart. Now learn what it takes. We'll cover core issues of planning, legal structures, start-up, financing, marketing, advertising and building your venture. You'll develop a business plan which will give you direction, focus, credibility and demonstrate to lenders that you've done your homework. Instructor David Litchfield is the owner of two successful, large businesses and is a certified SCORE mentor.  
**\$169**

### Taxes, Business Expenses & File Keeping Requirements: What Every Small Business Should Know BUSN 036 • 1 session

CRN 15661 Apr 24 M 6-9 p.m.

Being unaware of or avoiding IRS requirements does not protect you. Penalties still apply. Get the facts from a local CPA specializing in small businesses. Class covers the pros and cons of various business entity types and legal structures such as: sole-proprietorships, LLC, partnerships, and corporations (including Sub Chapter S). Learn which business expenses are deductible and what basic recordkeeping is required for reporting. Plus, we'll discuss Subcontractor vs Employee (W-2's and 1099's).  
**\$45**



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# PROFESSIONAL DEVELOPMENT



## ONLINE Professional Development for K-12 Educators

Designed by renowned educators – VESI online, interactive courses are convenient, superior quality courses packed with practical applications for the classroom. Earn Massachusetts PDPs in these accredited, self-paced and user-friendly programs. You'll have telephone access with instructors during "office hours" and email access with a guaranteed 24-hour response time. Once HCC receives your registration, we will communicate your registration to VESI. Courses are offered in both undergraduate (UPDL) and graduate (GPDL) professional development levels.

For information: Call Community Education at 413.552.2123 and 413.552.2324, go to: [www.virtualeduc.com/holyoke](http://www.virtualeduc.com/holyoke), or go to [www.hcc.edu/bce](http://www.hcc.edu/bce).

COURSE/CATEGORY	UGRAD PDPs	GRAD PDPs	COURSE/CATEGORY	UGRAD PDPs	GRAD PDPs
<b>Classroom Management</b>			<b>Early Childhood</b>		
Advanced Classroom Management	30	40	Infant & Toddler Mental Health	30	40
Behavior is Language	45	55	<b>Exceptional Education</b>		
Educational Assessment	30	40	Attention Deficit Disorder	30	40
Teaching Diversity	30	40	Autism & Aspergers DIsorder	30	40
<b>Common Core</b>			Learning Disabilities	45	55
Reading & Writing in Content Area	30	40	Inclusion	30	40
Reading Fundamentals #1	30	40	Talented & Gifted	30	40
Reading Fundamentals #2	30	40	<b>Violence, Bullying &amp; Aggression</b>		
Reading Fundamentals #3	45	55	Understanding Aggression	45	55
Understanding & Implementing Common Core Standards	45	55	Violence in Schools	30	40
Teaching Elementary Math Conceptually	30	40	Child Abuse	30	40
<b>Differentiated Instruction</b>			Drugs & Alcohol in Schools	30	40
Why DI?	45	55	Harassment, Bullying & Cyber-Intimidation in Schools	30	40
Try DI!	45	55	Traumatized Child	30	40

Undergraduate PDPs: 30  
Graduate PDPs: 40

Fee: \$215  
Fee: \$276

Undergraduate PDPs: 45  
Graduate PDPs: 55

Fee: \$245  
Fee: \$293

For detailed course descriptions or to sign up online, go to [www.hcc.edu/bce](http://www.hcc.edu/bce)

# PERSONAL ENRICHMENT

## Arts

### Beginning Digital Photography ARTS 010 • 4 sessions

CRN 15031 Feb 14-Mar 7 T 6:15-8:30 p.m.

Whether you're a beginner who wants to learn to use a new camera or an experienced photographer switching to digital media, this short course will make you an expert. Course covers camera operation; digital fundamentals; tips for taking the best pictures; how to email, share, post, and organize your photos; how to make prints, posters, albums, greeting cards, calendars, and movies; and how to use and apply Photoshop editing techniques. Instructor: Dino Diaz.

**\$179**

### Color Photography ARTS 011 • 4 sessions

CRN 15032 Mar 14-Apr 4 T 6:15-8:30 p.m.

Refine your color picture-making skills. Work in-synch with your digital camera giving your work the wow factor. We'll cover framing, composition, light and shadow, and working with color. We'll explore your specific interests: family portraits, pet photos, action shots, close-up nature photos and more. Course is structured around student needs and includes instructor/group critiques. Instructor: Dino Diaz.

**\$179**

## Expression

### Piano for Pleasure: Private Lessons for Adults • EXPR 009 • 8 sessions

CRN 15249 Jan 30-Mar 27 M 3:30-6 p.m.

It's never too late to learn to play the piano. Learn key names, body and hand position, scales, chords, rhythmic values, and note reading in a relaxed environment. Must have access to a piano or keyboard for practice of weekly assignment. *Play Piano Now*, (#17193) published by Alfred, is available at music stores or on-line and is needed for the first lesson. Upon registration, the instructor will contact you regarding a time slot.

**\$164**

### Piano Lessons for Adults EXPR 046 • 2 sessions

CRN 15729 Feb 22-Apr 12 W 3-4 p.m.

It's never too late to learn to play the piano. In no time you will be playing melodies and enjoying this beautiful instrument. No previous experience required. Must have access to a piano or keyboard for practice. Select either 3:00 p.m. or 3:30 p.m. for a 30-minute lesson.

**\$164**



### The Ukulele and You: How to Have Fun Making Music EXPR 017 • 8 sessions

CRN 15253 Feb 14-Apr 4 T 6-7:30 p.m.

The ukulele is enjoying a world-wide renaissance in popularity. The uke is inexpensive, durable, very portable and easier to play than almost any instrument. Even if you have never played an instrument before, you will be playing complete songs by the end of the first class. No music reading required. Students need to bring their own ukuleles which are available at area music stores and on line retailers. Basic ukuleles can be purchased for \$50 - \$100.

**\$89**

### Getting More Out of a Ukulele EXPR 044 • 8 sessions

CRN 15728 Feb 14-Apr 4 T 7:30-9 p.m.

Learn a selection of simple 4-8 chord songs and find new, exciting ways to play them. We will discover how to inject variety and contrast into what we play. We will practice several new techniques, both for the left and for the right hand. Discover how to play songs more simply and musically. Learn how to put contrasts into your playing, and explore ways of performing with others where everyone plays something different.

**\$89**

### Individual Voice Lessons EXPR 025 • 7 sessions

CRN 15251 Feb 22-Apr 5 W 4-6:15 p.m.

Whether beginner or a little more advanced, you'll learn the elementary concepts of singing, focusing on posture, relaxation and the use of the body to support the vocal tone. Be it singing in the shower, solos or in a chorus, regardless of style or genre, you will learn the necessary basics, as well as gaining poise and confidence. No previous experience is necessary. Select either 4 p.m., 4:45 p.m., 5:30 p.m., or 6:15 p.m., 45 minutes per lesson. Instructor: Rick Marcil.

**\$199**

### Belly Dance For Fitness EXPR 045 • 5 sessions

CRN 15718 Mar 23-Apr 20 Th 4:30-7:30 p.m.

A fantastic aerobic exercise with the additional benefit of an abdominal and core workout. Expect a fun, upbeat, and body positive class that will get you up, moving and smiling. Each class will include a warm up stretch, fast paced belly dance workout, and cool down. You'll leave class feeling energized and accomplished. No previous dance experience necessary. Levels of intensity appropriate for all students. Students may dance barefoot or wear canvas dance slippers or indoor-only gym shoes.

**\$85**

# PERSONAL ENRICHMENT

## Getting Paid to Talk CRER 003 • 1 session

CRN 15062 Apr 24 M 6:30-9 p.m.

Explore numerous aspects of voiceover work for television, film, radio, audio books, documentaries and the Internet in your area. We will cover all the basics, including how to prepare the all-important demo, how to be successful and earn great income in this exciting field. Students will have the opportunity to ask questions and to hear examples of demos recorded by professional voice actors.

**\$45**

## Health & Fitness

### Open Fitness • HLTH 001

CRN 15357 Jan 3-May 31 SuS 8 a.m.-1 p.m.  
Jan 3-May 31 MTWThF 6 a.m.-9 p.m.

Enrollment provides you with Monday to Sunday access to HCC's fitness center and more than 65 pieces of state-of-the-art, strength and cardiovascular equipment includes: Body Masters Selectorized Strength Circuits, Stairmaster stepmills, the latest in sophisticated plate loaded and weight equipment, Concept 2 rowing ergometers, Stairmaster Freeclimbers, Precor upright and recumbent bikes, Stairmaster and Woodway treadmills, and more. Workout around your schedule and renew your commitment to great health. Orientation at 6 p.m. on January 3.

**\$129**

### Pilates Bodies • HLTH 009 • 14 sessions

CRN 15361 Jan 31-May 9 T 5:15-6:15 p.m.

This course is a total body workout on a mat that develops core strength, muscle flexibility and muscle balance. Appropriate for most people. Strength, stabilization, flexibility, range of motion, body alignment and balance are goals of this class. Class takes place in a gently lit studio room with soft background music to assist in concentration. Modifications will be taught and the workout intensity can be easily adjusted to accommodate all levels of fitness.

**\$129**

### Pilates Bodies - Bartley Center Members Only • HLTH 009 • 14 sessions

CRN 15363 Jan 31-May 9 T 5:15-6:15 p.m.

**\$69**

### "Quick" Step Into Fitness HLTH 010 • 14 sessions

CRN 15362 Jan 31-May 9 T 4:30-5 p.m.

Looking for a fun way to burn calories, get your heart rate up, and increase your metabolism? Try quick step aerobics. Warm up, get your heart pumping, and cool down all in a very quick 30 minutes. Get your workout done and be on your

way in no time. Step routines are basic and easy to follow, but intensity increases. Repetition will help beginners stay in their comfort zone.

**\$74**

### "Quick" Step Into Fitness - Bartley Center Members Only HLTH 010 • 14 sessions

CRN 15364 Jan 31-May 9 T 4:30-5 p.m.

**\$39**

### Introduction to Fencing EXPR 014 • 5 sessions

CRN 15260 Mar 10-Apr 7 F 7:15-8:45 p.m.

Fencing, as a form of warfare and sport, has been around for centuries. Learn the history and etiquette of Olympic style fencing; the techniques, such as attack, beat, parry, riposte, lunge, and, of course, en garde; and the basic tactics of the sport: offense, defense, and counter offense. All equipment is provided. Please wear athletic shoes, sweatpants, and a T-shirt. Coach of national champions and world team members, the instructor has over twenty years of experience.

**\$110**

### Introduction to Qigong/Tai Chi HLTH 006 • 8 sessions

CRN 15360 Feb 15-Apr 5 W 6:15-7:15 p.m.

Tai chi/qigong are practiced by millions of people of all ages and abilities for health, fitness, meditation and stress-reduction. Discover how to incorporate this moving meditation into your daily life. Learn a series of gentle, slow moving exercises and techniques to align body, breath, mind, and spirit. Please wear comfortable clothing and clean shoes.

**\$134**

### HeartSaver CPR AED (2 year Completion Card) HLTH 053 • 1 session

CRN 15761 Mar 14 T 6-9 p.m.

An instructor-led course utilizing video for adult, child, and infant CPR, as well as choking, and adult and child AED. Teaches skills with AHA's Practice- While-Watching technique which allows instructors to observe the students, provide feedback and guide the students' learning of skills. Successful, students receive a course completion card valid for two years. Optional text available from instructor for \$12.

**\$45**

### HeartSaver CPR AED Course (2-year Completion Card) • HLTH 032 • 1 session

CRN 15353 Mar 21 T 6-9 p.m.

Same as HLTH 053, but held at the Quaboag Region Workforce Training and Community College Center, 79 Main St., Ware.

**\$45**

### First Aid Course • HLTH 054 • 1 session

CRN 15762 Mar 16 Th 6-9 p.m.

Learn critical skills to respond to and manage emergencies in the first few minutes until medical services arrive. Includes:

- First aid basics – general principles, scene safety, protective equipment, assessment, calling 911;
- Medical emergencies – breathing problems, choking, allergic reactions, heart attacks, fainting, stroke, seizures, shock;
- Injury emergencies – bleeding, wounds, spine injuries, broken bones, sprains, burns;
- Environmental emergencies – bites, stings, ticks, heat, cold, poisonings.

If successful, students receive a course completion card valid for two years.

**\$45**

### First Aid Course • HLTH 033 • 1 session

CRN 15704 Mar 20 M 6-9 p.m.

Same as HLTH 054, but held at the Quaboag Region Workforce Training and Community College Center, 79 Main St., Ware.

**\$45**

### Herbs for Health & Well-being HLTH 042 • 3 sessions

CRN 15370 Mar 7-21 T 6-8 p.m.

From your kitchen to your medicine cabinet, herbs can be used to improve your health and wellbeing. Since ancient times, people have been utilizing herbs for their amazing healing properties. Learn how you can use herbs to help heal and regulate your body and mind. Find peace with lavender, improve your blood circulation with garlic, improve your liver health with sage, and much more. Learn how you can utilize these herbs both topically and internally.

**\$79**

### Aromatherapy for Well-being HLTH 044 • 3 sessions

CRN 15595 Mar 28-Apr 11 T 6-8 p.m.

What we smell has a direct effect on how we feel. Certain scents can alter our moods and emotions by making us feel at peace, energizing us, or by stimulating our memories. In this enjoyable hands-on course, you will learn how you can regulate and heal your mind, body, and spirit. You'll have the chance to work with essential oils and learn how to use them at home and on the go to help improve your life.

**\$79**



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## Home & Garden

### Home Staging: Sell Your House Now HOME 012 • 2 sessions

CRN 15378 Mar 8-15 T 6:15-8:45 p.m.

When selling your home, you only get one chance to make a great first impression. Learn strategies to maximize the interior and exterior appearance of your home. Covers: decluttering, creation of focal points in each room, establishment of flow from one room to the other, dated decorating, deferred maintenance, and the critical need for creating curb appeal online as well as in person. Bring in your interior photos for the first class and exterior photos for second class.

**\$89**

### Basic Home Repair HOME 001 • 4 sessions

CRN 15693 Apr 13-May 4 Th 6-8 p.m.

Learn practical applications and skills in home repair while saving money. Practical instruction on patching holes and cracks; fixing doors and windows; painting; and addressing plumbing clogs, dripping faucets, toilet issues, etc. Learn the basic tools to own, how to work safely, and when to call a professional. Take pride doing it yourself. Please wear closed-toed shoes and appropriate work clothing. Class to be held at the Quaboag Region Workforce Training and Community College Center, 79 Main St., Ware.

**\$99**

### Dry Stone Wall Construction HOME 009 • 1 session

CRN 15374 Apr 29 S 9:30 a.m.-4 p.m.

Learn techniques and secrets of beautiful mortar-less field stone walls and more. Covers the basic tools, styles, foundations, and stone types. Put knowledge to work by tearing down and rebuilding a stone wall during class so you can build your own stone walls. Bring work gloves, eye protection, lunch and water. Noted stonemason Kenn Kaminski has worked throughout the U.S. and Europe on large estate projects. Class meets at the tennis courts at Stanley Park, Westfield.

**\$149**

## Language

### Conversational Spanish 1 LANG 008 • 7 sessions

CRN 15721 Feb 14-Mar 28 T 6-8 p.m.

An introduction to basic Spanish language. Covering words, phrases, asking questions and providing answers. The first building blocks needed for achieving proficiency will be

emphasized. Finish the workshop having some confidence in speaking Spanish.

**\$149**

### Conversational Spanish 2 LANG 009 • 7 sessions

CRN 15722 Apr 4-May 16 T 6-8 p.m.

Build upon the key sounds, vocabulary, and phrases. Use everyday expressions to discuss topics such as shopping, holidays and travel and making arrangements while having fun in the process.

**\$149**

### Conversational French 1 LANG 005 • 7 sessions

CRN 15713 Mar 1-Apr 12 W 6-8 p.m.

Introduction to the French culture via fun conversations. The class covers basic topics such as introducing yourself, talking about your family, making arrangements for a trip, etc. The first building blocks needed for achieving proficiency in the French language will be emphasized. We'll also review culture, customs and French influence around the world. This course will help you gain confidence in conversing in French.

**\$149**

### Conversational French 2 LANG 006 • 7 sessions

CRN 15714 Apr 26-Jun 7 W 6-8 p.m.

Fun conversations in French continued. The goal of this class is to enhance the ability of each student to discuss topics such as holidays, services, and travel using everyday expressions. The class will prepare you with the basic foundation for a safe and fun "sejour" in France or other francophone countries. You will gain a better understanding of the French culture and will be more confident in conversing in French. Suggested prerequisite: a basic knowledge in French grammar.

**\$149**

### Advanced Polish 1 LANG 040 • 7 sessions

CRN 15386 Feb 2-Mar 16 Th 6-8 p.m.

Advanced, proficiency-based courses emphasizing spoken and written Polish. The goal of the class is to work toward active language usage through systematic conversational practice, listening exercises, reading, writing, and methodical introduction of Polish grammar while appreciating the nuances of Polish culture. Strongly suggested prerequisite: Conversational Polish I and II.

**\$149**



# PERSONAL ENRICHMENT



## Advanced Polish 2 LANG 041 • 7 sessions

CRN 15387 Mar 23-May 4 Th 6-8 p.m.

More advanced, this proficiency-based course emphasizes spoken and written Polish. You will continue to work toward active language usage through systematic conversational practice, listening exercises, reading, writing, and methodical introduction of Polish grammar. Pre-requisite: Conversational Polish I and II, and Advanced Polish 1.

**\$149**

## Leisure & Outdoors

### USCG Auxiliary Boating Skills & Seamanship • LEIS 003 • 13 sessions

CRN 15399 Feb 6-May 15 M 6:30-8:45 p.m.

Completion of this course, which is taught by the U.S. Coast Guard Auxiliary, could substantially reduce your boat insurance. Topics include piloting and navigation aids, rules of the waterways, boat handling, chart and compass usage, radio procedures, boat operating procedures, and general safety precautions. USCG Auxiliary Certificate of Completion. Attention Connecticut Boaters: Completion of this course qualifies you for the mandated Connecticut Boating Certificate. Materials fee of \$35 due at first class meeting.

**\$20**

## Living Fully at 55+

Aging often presents more questions than answers and can bring both opportunity and confusion. How will you live fully during this uncharted next chapter of life? Still creative and active, how will you handle the inevitable dilemmas that accompany this new stage? This series of courses provides guidance, options, resources and the opportunity to meet others just like you who are seeking answers.

### Exploring Your Legacy LIFE 010 • 1 session

CRN 15712 Mar 21 T 1-4 p.m.

How would you describe the purpose of your life? What have been those turning points that changed either your life path, or your sense of who you were becoming? What were the hard choices, the synchronicities, and the losses that shaped the course of your life? Share these stories, and explore the many ways you can pass them on, including writing a memoir, making a DVD, or writing an ethical will.

**\$19**

To sign up on line or  
for complete course descriptions:  
[www.hcc.edu/bce](http://www.hcc.edu/bce)

## Don't Downsize Your Life: Right Size It • LIFE 011 • 1 session

CRN 15709 May 2 T 1-4 p.m.

How will you actually begin to make plans to move toward a new stage of life? Is staying in your current home a good plan? Come learn about the concept of rightsizing and how it can be a key to informing, renewing, reframing and invigorating your life. The instructor is founder of Moving Mentor, Inc., a PhD., and a noted author.

**\$29**

## Memory, Dementia & Alzheimer's LIFE 012 • 1 session

CRN 15710 Apr 18 T 1-4 p.m.

Gain an understanding from many different angles through discussion, case studies, and film clips. Learn about: the different types, warning signs, treatment and caregiving, the role of mental stimulation, dealing with mild-impairment, and the difference between dementia and normal aging. Become more relaxed as you encounter these diseases in friends and loved ones. Instructor has worked with senior living communities for over 15 years and has implemented the first dementia friendly community in the nation.

**\$29**

## Social Security Income Enhancing Strategies • MONY 062 • 1 session

CRN 15404 Feb 27 M 6-8 p.m.

When should you start taking Social Security? Learn how to maximize your social security and survivor benefits. Strategies for those who are single, married, divorced and widowed will be discussed. Cost of living adjustments, taxation of benefits and working while collecting social security will be explained. Coordinating other retirement accounts with social security distributions and required minimum distribution rules will be explained to assist you in making informed decisions.

**\$49**

## Elder Law & Estate Planning: What You Need to Know LEGL 004 • 3 sessions

CRN 15396 May 15-Jun 5 M 6-8 p.m.

Elder law attorney Karen Jackson will explain the importance of each major document in the basic estate plan: The Will, Health Care Proxy, Advance Directive, Durable Power of Attorney, and Homestead Declaration. Covers the guardianship and conservatorship process, different types of trusts, and probate courts. Skilled nursing care, long term care insurance, life estate deeds, and Medicaid planning and applications will also be discussed.

**\$85**

## Elder Law & Estate Planning LEGL 011 • 2 sessions

CRN 15730 May 1-8 M 6-9 p.m.

Same as LEGL 004, but class will be held at Quaboag Region Workforce Training and Community College Center, 79 Main St., Ware. **\$85**

## Aging in Place • LIFE 016 • 1 session

CRN 15711 Apr 19 W 1-4 p.m.

There are many options for places to live out your senior years with comfort and safety. Learn how to assess your needs, or those of your loved ones, with a practical check list, taking into all critical factors. Find out about your options: co-housing, intergenerational communities, assisted living, retirement communities and staying at home. Instructor Suzanne McElroy, MSW, executive director, Home Instead, specialists in need-based decision considerations. **\$29**

## Why Not Do What You Love? LIFE 019 • 3 sessions

CRN 15594 Apr 25-May 9 T 1-3:30 p.m.

Are you stuck? Do you want life to be more joyful and fulfilling? Invest in yourself by taking the time to reflect on what you want, and plan the actions you can take. Join Martha Johnson, life coach and author of "Why Not Do What You Love?" for a program of clarifying exercises and discussion on what matters to you, and how it can be more central to your life. Each participant will receive a copy of the book. **\$83**

## Being Mortal Means We Need to Talk- About Your Advance Directives

### LIFE 015 • 1 session

CRN 15708 May 23 T 1-4 p.m.

No matter your age or health status, end of life issues can pose challenging conversations. Explore the what, why, who, when, and how of the Medical Orders for Life Sustaining Treatment (MOLST) now required by the state of Massachusetts. How do you translate your values and priorities into instructions for your doctors and for your family? Raise your questions with Lisa Ahbel, RN, an expert in hospice and palliative care. **\$29**

## Hearing Loss: What You Need To Know Regarding Treatment Options

### LIFE 024 • 1 session

CRN 15715 Mar 29 W 9 a.m.-Noon

Audiologist Janice Walker explains and reviews common causes of hearing loss, prevention, on-going research, and current treatment options. Included is a handout entitled "10 Tips Consumers Should Know Before Purchasing Hearing Aids." Time will be allowed for your questions and answers. **\$19**

## Everything You Always Wanted to Know About Music But Were Afraid to Ask • LIFE 025 • 1 session

CRN 15716 Feb 25 S 9 a.m.-Noon

Everyone listens to music, but do you understand what makes it up? This class will explore the elements of music including rhythm, melody, harmony, meter, dynamics and tempo. Musical styles will be discussed including classical, pop, rock, and jazz. Any questions will be answered including such topics as how songs are written and recorded, how musical instruments work, why your voice seems to sound better in the shower, or what gives certain types of music their characteristics. **\$19**

## Money & Investment

### Retirement Planning Today MONY 009 • 2 sessions

CRN 15402 Mar 7-14 T 6-9 p.m.

CRN 15725 May 9-16 T 6-9 p.m.

Will you be financially ready to retire when you want? In this comprehensive retirement planning course, learn to: create your own goals for a successful retirement; plan your income to preserve a comfortable standard of living; transfer the risk of potential losses; remain financially flexible; and reduce or eliminate taxes, expenses, delays and legal challenges with estate planning. The instructor is a certified financial practitioner. Course includes a free reference guide and personal financial fact finder. Tuition includes couples. **\$75**

### How to Get Debt Free MONY 005 • 1 session

CRN 15692 Apr 4 T 6-9 p.m.

Reduce your stress and get debt free. If you have debt, you should attend. Eliminate credit card debt in one to four years, and a 30-year mortgage in only another three to six. Learn a system guaranteed to eliminate all debt, a simple system you can implement immediately with no additional income. Bring a list of debts with minimum monthly payments and a calculator. Optional text available for \$49. Class to be held at 79 Main St. in Ware. **\$39**

## Safety

### Basic Firearms Safety SFTY 001 • 1 session

CRN 15478 Mar 25 S 9 a.m.-5 p.m.

This course fulfills the statutory requirement for a Class A license to carry firearms or for a Firearms

Identification Card (FID). Covers firearm safety issues and mechanics. Includes: safe use and handling of firearms; vocabulary; ammunition; proper storage; and rules, regulations, and laws pertaining to possession, transporting, deadly force, and personal defense. Course concludes with a pass/fail exam and a certificate upon satisfactory completion. Must be 21. Firearms and ammunition not allowed on campus. **\$99**

## Vet2Vet for Veterans

Here is a series of free, interactive programs for all veterans and their families. Designed to support, inform, educate, and facilitate networking of veterans for personal and professional growth. All programs are presented by veterans. Refreshments provided. This series is a collaboration with the Springfield Vet Center, the U. S. Department of Veteran Affairs office in West Springfield, the Holyoke Soldiers' Home, Veterans Outreach into Community Action, Soldier On, Veterans Inc., Employment Support for Guards and Reserve, and Springfield Partners for Community Action.

### Current & Pending Veteran Legislation • VETS 015 • 1 session

CRN 15578 Mar 24 F 6-8 p.m.

Covers duty and role of the Joint Committee on Veterans and Federal Affairs, a review of pending legislation including the VALOR ACT II, training opportunities, housing preferences for veterans and retirement benefits – plus your questions. Instructor: Representative John C. Velis, 4th Hampden District, captain, U.S. Army Active Duty 14 years, Bronze Star. Location: Holyoke Soldiers' Home.

### Veterans Mediation Training Certification (35 hours) VETS 017 • 5 sessions

CRN 15638 Mar 31-Apr 28 F 8:30 a.m.-3:30 p.m.

Mediation is an effective way of resolving conflicts and preserving important relationships. Mediators help people clarify issues, identify common interests, seek solutions, and create agreements that satisfy everyone involved. The process is flexible and promotes creative thinking. The training consists of skill building exercises, role plays, and interactive large and small group activities providing the opportunity to learn the skills necessary to mediate.



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- Advanced PC Security
- HIPPA Compliance
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For all other testing please call Elaine at 413.552.2112.**

# ADULT BASIC EDUCATION

## Two Keys to Success: high school diploma and good language skills

A high school diploma and good English skills are essential to get a good job. If you need help with either, we have programs for:

- **HiSET** (formerly GED) to earn a high school diploma equivalent
- **ESOL** English for Speakers of Other Languages
- **Transition** to College and Careers

### In Ludlow:

Ludlow Area Adult Learning Center (LAALC)  
54 Winsor St.

- **ESOL** classes, morning and evening, Monday to Thursday, September to June – Free.

Contact: 583-0320

### In Downtown Holyoke:

Picknelly Adult and Family Education Center (PAFEC)  
206 Maple St., next to the bus station.

- **HiSet** test preparation classes – Free and low-cost.
- **HiSet** testing – \$100-\$125, scholarships available.
- **ESOL** classes – Free.
- **Transition to College and Careers** – Free.

Includes classes by the Care Center, CareerPoint, Community Education Project (CEP), Holyoke Community College Adult Learning Center (HCC/ALC), Holyoke Adult Learning Opportunities (HALO), and Holyoke Works.

Contact: 552-2931



### In Downtown Holyoke:

Gill Technology Center at PAFEC, 206 Maple St.

- **HiSet** self-paced test preparation classes.
- Computer classes in English and Spanish.

Contact: 552-2939, [sschmidt@hcc.edu](mailto:sschmidt@hcc.edu)

### HCC Main Campus in Holyoke:

303 Homestead Ave., direct bus to/from downtown Springfield.

- **HiSet** testing – \$100-\$125, scholarships available.
- **ESOL** ESL Level 1 – Free. ESL advanced levels – financial aid available.
- **Transition** to college and careers – Free.

Contacts:

HiSet Testing: 552-2292, [teccles@hcc.edu](mailto:teccles@hcc.edu)

ESL: 552-2553, [gmontero@hcc.edu](mailto:gmontero@hcc.edu)

Transition: 552-2245, [mmartone@hcc.edu](mailto:mmartone@hcc.edu);

552-2728, [mtroppe@hcc.edu](mailto:mtroppe@hcc.edu)

### In Springfield:

Springfield Adult Learning Center (SALC)

One Armory Square, Building 27, 1st floor.

- **HiSet** test preparation classes.
- **ESOL** classes – Free.

Contact: 755-4300

## Preparation for the High School Equivalency Test (HiSET)

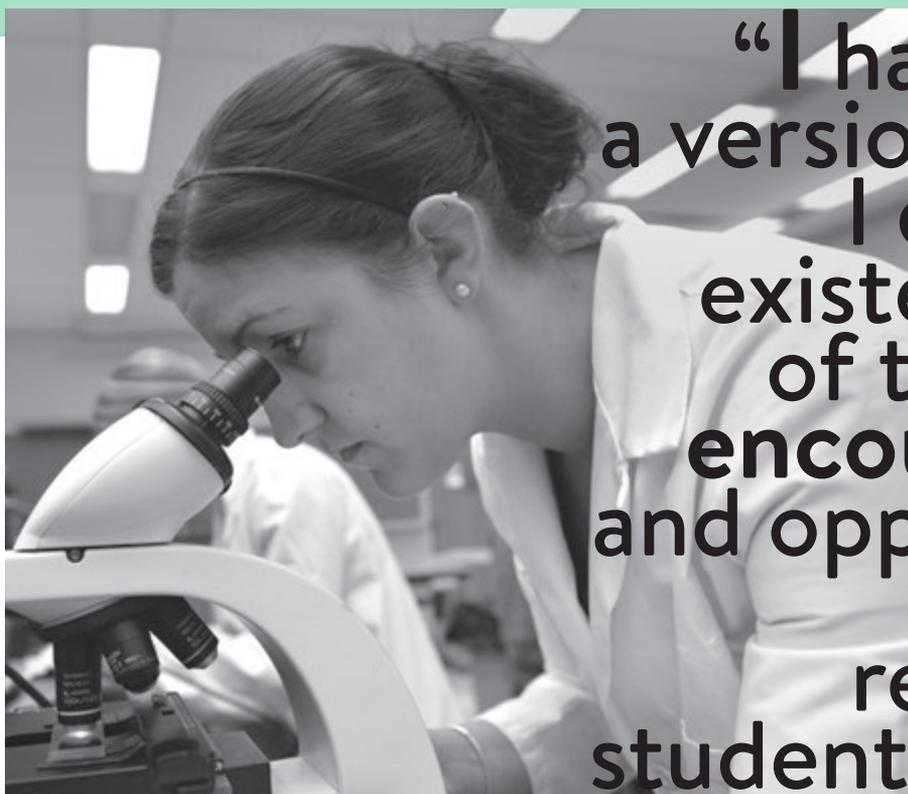
TEST 001 • 15 weeks

CRN 15763      Feb 22-Jun 7      MW      6-8:30 p.m.

For students who want to earn their high school credential and need a review of the High School Equivalency Test (HiSET) subjects (language arts, social studies, science, math), and assistance in test-taking strategies. All students will be assessed in reading comprehension, math, and writing at the first class meeting, which is required. Enrollment is limited to provide immediate and individualized attention to students. This is an accelerated program. Individuals who are missing more than two years of formal high school should contact the Dean of Community Services at 552-2324. Those 17 years of age or younger must provide official high school documentation indicating at registration that they are no longer enrolled high school. Class is held in downtown Holyoke at PAFEC, 206 Maple St.

\$199

# SUCCEED.



“I have become a version of myself I didn’t know existed, because of the amazing encouragement and opportunities I have received as a student at Holyoke Community College.”

– Jeffery Anderson-Burgos,  
*Liberal Arts, Sociology*

We want you to have a successful start to your college career. That’s why we have so many programs and services designed to make your first year experience the best it can be. Think of them collectively as your college toolkit, with all the resources you need to succeed brilliantly. What’s included?

- New student orientation
- Academic advising
- Career exploration workshops
- Group and individual tutoring
- First year learning communities
- Resource Fairs
- Identity and special interest clubs

## **THERE’S A PLACE FOR YOU AT HCC**

You’re one of a kind, with your own interests, your own unique history. At HCC, we strive to create an inclusive, respectful and welcoming environment—a place where we can learn from our differences, where all members of our community feel valued. Come find your place at HCC.

**HOLYOKE  
COMMUNITY  
COLLEGE**

“It’s really supportive here—there’s always somebody willing to help if there’s a problem. It’s always, ‘how can we help you get through this and make this so it’s going to **work for you?**’ If I run into brick walls, there’s somebody with their hand out, ‘Here, let me help you get over this hurdle.’”

— Tameika Heathman, Psychology

## START WITH SUCCESS

At HCC you’ll find a multitude of ways to deepen your understanding of a subject, and a multitude of learning environments. Ready for a challenge?

### HONORS

Honors grads go to colleges and universities such as Amherst, Smith, Wellesley, Mount Holyoke, Cornell and Brandeis. Special benefit: Honors grads get automatic acceptance into honors programs at all Massachusetts state colleges and universities.

### LEARNING COMMUNITIES

The name says it all. Team-taught, interdisciplinary courses that view one theme through multiple lenses. For example, “The Causes and Consequences of Hunger and Homelessness,” taught by an English professor and an economics professor.

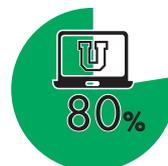
## BEYOND THE CLASSROOM

**50+ student clubs** and organizations **WEEKLY EVENTS, SPEAKERS AND ENTERTAINMENT** **Deejay a show on HCC’s radio station** **Write for the college newspaper** **SPEAK UP** as part of **HCC’s student government** **Get fit** at the **David M. Bartley Center for Athletics and Recreation (HCC’s health club, free to students!)** **Lift weights, jump on a cardio machine, or take a ZUMBA class** **JOIN A TEAM—HCC boasts an award-winning NJCAA DIVISION III athletic program** **Choose from baseball, soccer, volleyball, basketball or golf!**



## CHOICE AND FLEXIBILITY

Choose day, evening or weekend classes to fit your schedule, or take some (or all) of your classes online!



# LEARN.

# DREAM.



## TRANSFER

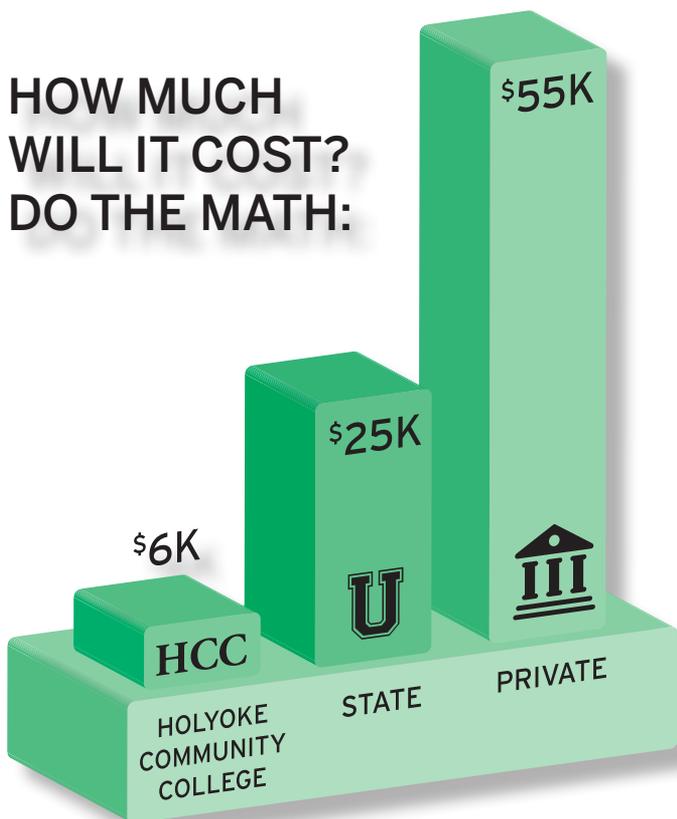
With one of the highest rates of transfer among Massachusetts community colleges, HCC prepares students for continued success. Our transfer agreements open doors at public and private colleges and universities in Massachusetts and beyond—and some even include reduced tuition and guaranteed admission!

## HCC STUDENTS GO PLACES

Where do HCC students go to earn their bachelor's degrees? Here's a partial list!

- American International College
- Amherst College
- Bay Path University
- Brandeis University
- Cornell University
- Elms College
- George Washington University
- Hampshire College
- Mount Holyoke College
- Smith College
- Springfield College
- University of Massachusetts
- Wellesley College
- Western New England University
- Westfield State University

HOW MUCH  
WILL IT COST?  
DO THE MATH:



# HOLYOKE COMMUNITY COLLEGE

# DEGREES

Accounting  
Administrative Professional Studies  
Applied Technology  
Banking  
Biology  
Biotechnology  
Business Administration  
Chemistry  
Clean Energy  
Communication, Media and Theater Arts  
Communication  
Computer User Support  
Creative Writing  
Criminal Justice  
Deaf Studies  
Early Childhood  
Electronic Media  
Elementary Education  
Engineering  
Engineering Science  
English  
Entrepreneurship

Environmental Science  
Foodservice Management  
Forensic Science  
Foundations of Health  
Gender and Women's Studies  
General Integrated Studies  
Graphics  
Health, Fitness and Nutrition  
Hospitality Management  
Human Resource Management  
Human Services  
Information Technology Management  
Liberal Arts and Science  
Marketing  
Mathematics  
Music  
Natural Resources Studies  
Nursing  
Nutrition and Food  
Paralegal  
Photography  
Physics

**Degrees** can be completed in as little as two years full time, or part time at a pace that suits you. It is challenging to complete most degree programs in two years, and some students opt to take slightly longer, especially if they have work or family responsibilities. Degrees prepare you for a career or transfer to a four-year college or university. They require completion of at least 60 credits, usually combining specific major-related courses with a choice of electives.

Programming  
Psychology  
Radiologic Technology  
Secondary Education  
Sociology  
Sport Management  
Sustainability Studies  
Sustainable Agriculture  
Theater  
Undecided  
University Without Walls  
Veterinary Technician  
Visual Art  
Web Development

# CERTIFICATES

Accounting Systems  
Addiction Studies  
Administrative Professional Studies  
Clean Energy Coaching  
Community Health Worker  
Computer Networking  
Culinary Arts  
Deaf Studies  
Developmental Disabilities Direct Support  
Direct Care Worker  
Electronic Media  
Entrepreneurship  
Forensic Science  
Graphic Design  
Health and Fitness Management  
Health and Fitness Specialist  
Hospitality Management  
Human Resource Management  
Human Services

Marketing  
Medical Assistant  
Medical Billing and Coding  
Music Performance  
Practical Nursing  
Strength and Conditioning Specialist  
Supervision and Leadership in the Helping Professions  
Sustainability Studies

## NON-CREDIT CERTIFICATES

American Management Assoc  
Certified Nursing Assistant (CNA)  
Cisco Network Certification  
Culinary and Hospitality  
Event Planning  
Microsoft Office Certification  
National Career Readiness  
Non Profit Management  
Project Management  
ServSafe Certification

**Certificates**, both credit and non-credit, as well as professional training programs, can be completed in as few as two semesters full time, or part time at a pace that is best for you. They often require the completion of nine or more related courses and are designed to provide expertise in a particular field so you can launch a new career, strengthen current skills or pursue an interest.

## TRAINING PROGRAMS

Commercial Drivers License  
Customer Service  
Emergency Medical Technician (EMT)  
Grant Writing and Management  
Pharmacy Technician  
Preschool Worker



## New training programs to help you get a job, get a better job, or do your job better

### Call Center and Customer Service Training

Employers need qualified customer service people. Working with local businesses, We built the curriculum to meet those requirements. Classes include Marketing, Financial Management, Business Etiquette, Sales, and Math for Business. Students are also put in a simulated customer call center environment where they are on the phone working through potential service call scenarios.

### Manufacturing Basics

Employers told us what they want potential employees to know, and this program is the result. Includes: Math for Manufacturing, Instrumentation and Measuring, Lean Systems, Teamwork, Communication and Workplace Expectations. Suitable for individuals and businesses.

### Hospitality and Culinary Workforce Development

Training for food service and food preparation workers and supervisors within the hospitality and food and beverage marketplace. Designed by area professionals in concert with our workforce development team, these programs are available for individuals and groups from area businesses.

### Helping Medical Practices Prepare for the Change to ICD-10 Medical Coding System.

The implementation of the new ICD-10 medical classification system will require training for billing clerks, medical secretaries, medical coders and other medical professionals. Suitable for individuals or businesses, these classes will be offered by Training and Workforce Options (TWO), a joint effort of Holyoke Community College and Springfield Technical Community College.

For information, contact Bob Griffin at 413.552.2086 or [rgriffin@hcc.edu](mailto:rgriffin@hcc.edu)

## Course Registration Information

Community Education courses fill fast. We suggest you register at least two weeks before class start date, or by registration deadline if noted. If space is still available in a class, HCC can accept registration for most classes up to the business day before a class starts.

**A \$20 fee will be charged for returned checks. All returned checks not made good will be referred to a collection agent.**

## CLASS SCHEDULES

Class dates are subject to change. Please check the website ([www.hcc.edu/bce](http://www.hcc.edu/bce)) for the latest updates, and be sure to check with the instructor on the first day of class. Classes are not held on state and national holidays, and individual instructors may make other adjustments.

## FEES

Fees for materials are now included in the tuition price unless specifically noted.

## REFUND POLICY FOR NON-CREDIT COURSES

### Courses (with six or more meetings)

Withdrawal at least five days before the first class meeting, 100 percent of all fees, less \$30. Less than five days before the first class meeting but before the third class meeting 50 percent of the course cost. No refund will be granted after the start of the third class meeting.

### Courses (with five or fewer meetings)

Refunds are available only if the student withdraws by the Friday before the first class meeting, less 25 percent of course cost, but not to exceed \$25.

## COURSE CANCELLATION

Low enrollments can necessitate course cancellations. HCC will attempt to notify students whose class has been cancelled and help them choose another course or obtain a refund. **Completing your course registrations as early as possible helps the college avoid cancelling classes.** **If the college cancels a course, 100 percent of all course costs are refunded.**

## BENEFITS, TUITION WAIVERS, AND THIRD PARTY BILLING

### State Employee Tuition Waivers

Present waivers at the time of registration. Waivers are not accepted by telephone, Fax, or mail.

For non-credit courses, full-time state employees, their spouses and dependent children up to age 25 are eligible for tuition remission of 50 percent of tuition only for any non-credit course(s) or program(s). **Tuition waivers will be honored so long as the minimum number of full-tuition-paying students per class has been met.**

### Third Party Billing (Company-Agency Payments)

Please submit, by mail or in person, an enrollment form for each student along with an original purchase order or letter on company-agency letterhead including the student name(s) and the amount to be paid.

**To sign up for classes: [www.hcc.edu/bce](http://www.hcc.edu/bce)**

**5**  
easy ways  
to register!



**Call**  
413.552.2500  
7:30 a.m. - 6 p.m.



**Fax**  
413.552.2745



**Walk in**  
Kittredge Center,  
2nd floor, Customer  
Service Lobby  
413.552.2500



**Mail**  
Community Education - Kittredge Center  
Holyoke Community College  
303 Homestead Avenue  
Holyoke, MA 01040



**Web**  
www.hcc.edu/bce

## Enrollment Form

Note: Many courses fill fast. We suggest you register at least two weeks before class start date, or by registration deadline if noted. If space is still available in a class, HCC can accept registration for most classes up to the business day before a class starts.

**How did you learn about our courses? Please check all that apply:**

- On HCC's website     
  Via an email     
  Received Community     
  Facebook  
 Received any other mailing     
  Ad or story in newspaper or on     
 Education Course Bulletin ...     
 Other: (please indicate)  
 about courses and programs     
 the radio     
 in mail     
 on campus

### About You

		Area Code	Phone Number		Email: _____		Date: _____	
Work/Day								
Home/Evening					Previous Name (if applicable)		Date of Birth	
Last Name				First Name				
Street Address								
City							State	Zip Code

**I HAVE READ AND UNDERSTAND THE REFUND POLICY ON THE PREVIOUS PAGE**

Don't forget to sign here! → SIGNATURE: \_\_\_\_\_

### Class Selections

Course Number	CRN*	Course Title	Day/Time	Non-credit Tuition
Subtotal non-credit tuition				
<b>Total</b>				

\* CRN: Course Registration Number

**Questions?  
Contact  
Community  
Education  
413.552.2500  
or  
413.552.2123**

### Payment

#### Charge Accounts

We accept personal checks, money orders, MasterCard, Visa and Discover. Complete all items below if you are charging a course or registering by fax. Please do not send cash.



Account Number: \_\_\_\_\_

Date of Expiration: \_\_\_\_\_

Signature: \_\_\_\_\_

# 2017 SPRING

Holyoke Community College  
303 Homestead Avenue, Holyoke, MA 01040  
Telephone: 413.552.2500 • [www.hcc.edu](http://www.hcc.edu)

NONPROFIT  
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SPRINGFIELD MA  
PERMIT NO 228

## Professional Development & Personal Enrichment Courses

CLASSES BEGIN IN JANUARY. REGISTER NOW AT [WWW.HCC.EDU/BCE](http://WWW.HCC.EDU/BCE)  
QUESTIONS? 413.552.2500

**HOLYOKE**  
**COMMUNITY**  
**COLLEGE**



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