**NEW! THE EFFECTIVE ADMINISTRATIVE ASSISTANT**

As a seasoned administrative assistant, are you looking for ways to revitalize your work and find a fresh perspective on all that has to be done? Or are you new to the field and looking for practical ways to start at the top of your game? This program will provide you the fundamental tools so you can be successful.

The program is an instructor-led online course to help administrative assistants deliver results in the real world. You will participate in highly interactive, live online sessions with your instructor and peers once a week for two hours. By meeting online, you minimize your time away from the office but still gain the benefits of class discussion, group participation and instructor interaction. Outside of the weekly sessions, there will be a variety of ways to communicate with the instructor and the group to reinforce concepts.

You will learn:
- Communications skills, including listening, questioning and being more assertive.
- How to increase your effectiveness in recognizing and managing conflict, as well as dealing with difficult people.
- How to influence others even when you don’t have authority over them.
- How your style works to your favor (and might work against you).
- A five step model for getting things done with less stress.
- Easy-to-use templates and tools to successfully deliver projects.
- Practical approaches to juggle all that’s on your plate.

This program qualifies for 10 CAP Recertification Points for Certified Administrative Professionals.

**NEW! PRACTICAL MATH FOR THE WORKPLACE**

Gain confidence by reviewing the math skills required for the workplace! This course is for anyone interested in understanding and performing common business activities such as payroll, banking, invoicing and purchasing. Employees and managers alike will find this course particularly beneficial in providing clear and understandable insight into the basic mathematical skills and processes needed to perform financial tasks. This course provides a basic foundation for understanding the practical applications of mathematics in common workplace activities.


**4765 PPRO 29-800 Online**

Mondays 5 sessions
October 6 to November 3
1-3 p.m.
$299
A. Kaufman

**NEW! ACCOUNTING AND FINANCE FOR NON-FINANCIAL MANAGERS**

Every successful person in the workplace uses financial information to aid in effective decision making. This course explains the financial concepts and accounting processes used in most businesses and will provide practical techniques to increase your effectiveness and enhance your career. Get a foundation by understanding the seven steps in the accounting cycle and using financial information in decision making. Come away with the knowledge to analyze resource allocation and evaluate financial performance.

**4766 PPRO 31-800 Online**

Tuesday, September 2 to Friday, September 26
$195
UGotClass

**POWERFUL PRESENTATIONS AND EFFECTIVE SPEAKING**

Nearly every job or business has an element of speaking, presentations or sales. This course will allow you to master all three and accelerate your success in every aspect of your career. Learn everything from voice and speech basics like proper breathing, diction and enunciation, all the way to specific presentation templates and techniques. You will learn how to effectively deliver a presentation to one person across the table, in front of a small group in a boardroom, from the stage for a large audience and to host webinars online. There are several critical factors that every speaker must master and this class will teach you to deliver your presentations with ease and confidence.

**4768 PPRO 49-800 Online**

Tuesday, September 2 to Friday, September 26
$195
UGotClass

All courses with UGotClass are instructor-led online courses that cannot be accessed through Blackboard. Please contact our office for access information to the online course.

Call (847) 543-2615 or email professionalworkshops@clcillinois.edu.
CUSTOMER SERVICE SERIES
Customer service is essential for business and all work organizations. With the increase of technology, human interaction with customers becomes all the more important. Whether it relates to retaining customers, serving your audience, or turning inquiries from potential customers into sales, good customer service is now one of the central factors in organizational success. Learn to improve your customer service skills to enhance your career skill set, improve productivity and increase your organization’s success. You will also take away some extraordinary customer service techniques you won’t find anywhere else.

4764 PPRO 19-800 Online
Tuesday, September 2 to Friday, October 31 $245 UGotClass

KEYS TO CUSTOMER SERVICE
Learning to build your customer service skills will have a powerful impact on your career success as well as success in other areas of your life. Through this course, you will discover the direct relationship between service skills and career achievement. You will become skilled at being an exceptional service provider. You can help your organization and your career by translating your good service intentions into a workable plan and gain knowledge of ways to consistently deliver great service.

4762 PPRO 17-800 Online
Tuesday, September 2 to Friday, September 26 $145 UGotClass

EXTRAORDINARY CUSTOMER SERVICE
Transform your customer service into something extraordinary. As a result, more repeat business will improve your bottom line. Customer service separates you from your competition. Extraordinary customer service comes from focusing on the few essential elements that yield big results. Discover how easy it is to tweak your customer service from the ordinary to the extraordinary. You’ll take away a customer service plan that will help you focus on the key elements that will get you started on your pathway to success.

4763 PPRO 18-800 Online
Monday, October 6 to Friday, October 31 $145 UGotClass

Management Series at a discount!

MANAGEMENT SERIES
Enhance your management skills through this program for supervisors, managers and emerging leaders. Nothing creates success like a solid foundation. Discover the keys for effectively managing your employees. Find out how to create clear expectations, engage and motivate employees and increase your effectiveness. Then learn how to improve your management of time and productivity. Get tips and techniques you won’t get anywhere else for managing time and increasing productivity. Finally, get the keys to managing different generations in your workplace. Discover what motivates each generation at work, what incentives they respond to and what messages they value.

4761 PPRO 4-800 Online
Tuesday, September 2 to Friday, November 28 $595 UGotClass

MANAGEMENT BOOT CAMP
Enhance your management skills through this course for supervisors, managers and emerging leaders. Nothing creates success like a solid foundation. Discover the keys for effectively managing your employees. Find out how to create clear expectations, engage and motivate employees and increase your effectiveness through use of the DiSC personality profile (included). By the end of the course you will be managing like a pro—quickly and with confidence.

4758 PPRO 1-800 Online
Tuesday, September 2 to Friday, September 26 $295 UGotClass

MANAGING GENERATIONS IN THE WORKPLACE
Get an understanding of managing workers from different generations in the workplace. Discover what motivates each generation at work, what incentives they respond to and what messages they value. Each generation has distinct expectations and styles of work. Generations X and Y are significantly different than the Boomer generation. Come explore these unique generational characteristics then identify practical, how-to tips and techniques for managing Boomers, Gen Xers and Gen Yers in the workplace.

4760 PPRO 3-800 Online
Monday, November 3 to Friday, November 28 $175 UGotClass

All courses with UGotClass are instructor-led online courses that cannot be accessed through Blackboard. Please contact our office for access information to the online course. Call (847) 543-2615 or email professionalworkshops@clcillinois.edu.
Leadership Workshops

If you are looking for a high impact way to improve your performance and the performance of those around you, attend Continuing Professional Development’s Leadership Workshop series!

Ed Hendricks will be your presenter. He has over 20 years of experience in leadership and performance management, presentation skills and sales training. He has received national recognition as a subject matter expert and leader in the training community.

All sessions include training materials you can use immediately at work. The workshops will be held at the Southlake Campus from 1-5 p.m. Each workshop costs $179.

Register online at www.clcevents.eventbrite.com.

COMMUNICATING TO GET THE JOB DONE – WEDNESDAY, SEPTEMBER 24
Be the catalyst for change in your workplace. Stop feeling the frustration of working in a team prone to miscommunication, missed deadlines and low productivity. By discovering your own interpersonal style, you will learn ways to create more efficient, productive and professional interactions with others in your organization. Participants will learn the four major interpersonal styles, including each style’s preferred communication approach, treatment of time and the best strategies to encourage decisions with each style. With this foundation, a new way to communicate will emerge that will lead to success for all involved.

BUILDING A HIGH PERFORMANCE TEAM – THURSDAY, NOVEMBER 20
Today’s global economy demands a professional interdependence that extends beyond your physical workplace. Putting people in the same department or office does not automatically make them a team; that takes knowledge, practice and development. If you are looking for ways to motivate employees or coworkers to share mutual purpose and achieve exceptional results, you must understand the needs and behavioral styles of the individuals on the team. You will learn to measure team effectiveness and develop a teamwork action plan for successful achievement of the team’s goals. Your work is dependent on the performance of others; this workshop will help you bring the best out of them and yourself.

VISIT WWW.CLCILLINOIS.EDU/PROFESSIONAL FOR MORE INFORMATION.
## Project Management Series at a discount!

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Location</th>
<th>Days</th>
<th>Times</th>
<th>Fee</th>
<th>Instructor</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPRO 88-001</td>
<td>Project Management Professional (2.5-0)</td>
<td>Grayslake Campus</td>
<td>Saturdays</td>
<td>September 20, 27, October 11, 18 and November 1</td>
<td>8:30 a.m. to 4:30 p.m.</td>
<td>$1349</td>
</tr>
<tr>
<td>PPRO 86-001</td>
<td>Essentials of Project Management (1-0)</td>
<td>Grayslake Campus</td>
<td>Saturdays</td>
<td>September 20 and 27</td>
<td>8:30 a.m. to 4:30 p.m.</td>
<td>$525</td>
</tr>
<tr>
<td>PPRO 87-001</td>
<td>Project Management Professional (PMP) Exam Prep (0.5-0)</td>
<td>Grayslake Campus</td>
<td>Saturday, November 1</td>
<td>8:30 a.m. to 5 p.m.</td>
<td>$425</td>
<td>T333 A. Kaufman</td>
</tr>
</tbody>
</table>

**ARE YOU A LICENSED PMP?**

PMP holders need to earn 60 professional development units (PDUs) over three years to maintain the credential. Your certification cycle starts the day you pass the PMP certification exam and ends on the same date three years later. If you are looking for a convenient way to refresh your skills and earn PDUs, sign up for this special section of the class. You will earn 14 PDUs for Essentials of Project Management and 14 PDUs for Advanced Project Management. The special sections for earning PDUs are listed below:

<table>
<thead>
<tr>
<th>Course Code</th>
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<th>Times</th>
<th>Fee</th>
<th>Instructor</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPRO 85-101</td>
<td>Essentials of Project Management (1-0)</td>
<td>Grayslake Campus</td>
<td>Saturdays</td>
<td>September 20 and September 27</td>
<td>8:30 a.m. to 4:30 p.m.</td>
<td>$279</td>
</tr>
<tr>
<td>PPRO 86-101</td>
<td>Advanced Project Management (1-0)</td>
<td>Grayslake Campus</td>
<td>Saturdays</td>
<td>October 11 and October 18</td>
<td>8:30 a.m. to 4:30 p.m.</td>
<td>$279</td>
</tr>
</tbody>
</table>

Please note: Experience, education and exam requirements are needed to obtain PMP certification in addition to the project management education fulfilled by the three courses offered here. For more information, visit [www.clcillinois.edu/professional/projmgmt](http://www.clcillinois.edu/professional/projmgmt).
NEW! ILLINOIS CONCEALED CARRY ACT – CONSIDERATIONS FOR YOUR BUSINESS, EMPLOYEES AND CUSTOMERS

On July 9, 2013, Public Act 98-63, the Firearm Concealed Carry Act, became state law. Concealed carry has many implications for Illinois businesses and workplaces requiring owners and managers to consider workplace policies in regard to the carrying of concealed weapons by employees and customers.

This workshop will help expand your knowledge of the law by:

- Reviewing common misconceptions and useful ideas when developing policies and training.
- Clarifying the specifications of the law regarding “gun-free zones,” including signage requirements, parking lot exemptions and liability issues.
- Knowing what to do if a concealed carry violation occurs.
- Discussing “best practices” based on case law from other states.
- Establishing strong ties with local law enforcement to keep your workplace safe and limit liability.

Lead Instructor: Chief Jeff Chudwin (retired) is a nationally recognized law enforcement legal expert, specializing in emergency response and firearms related matters. He recently retired as chief of police for the Village of Olympia Fields. Chudwin has trained thousands of police officers across the U.S. He is a lead instructor for a multitude of law enforcement disciplines, president of the Illinois Tactical Officers Association and also writes for a number of law enforcement publications and professional journals.

The workshop will be held on Friday, October 24 at the Southlake Campus in Vernon Hills, 8 a.m. to noon.

Cost: $125 (includes continental breakfast)

Register and pay online at www.clcevents.eventbrite.com or call (847) 543-2615 for more information.

NEW! MOBILE MARKETING

More than half of U.S. consumers who’ve made purchases on their smartphones have done so in response to mobile marketing messages. Smartphone sales exceeded $420 million in 2011. Analysts forecast these sales will surpass $1 billion by the end of 2016. The way consumers are interacting with brands and connecting to the world is changing. Find out about location-based marketing, mobile payments, QR codes, applications and mobile coupons. You will learn how mobile marketing can increase your capabilities to retain current customers and gain new ones.

4853 PPRO 50-800 Online
Tuesday, September 2 to Friday, September 26
$195 UGotClass

NEW! CREATING CELL PHONE APPS FOR YOUR BUSINESS

Cell phone apps are the latest way smart businesses are reaching their customers. Smart organizations are investing in building cell phone apps for their businesses. We will provide you with step-by-step instructions on how non-technical users can build, deploy and market smartphone applications across Android, iPhone and Blackberry platforms. The course is ideal for those who want to understand smartphone applications can be inexpensively built and also for technical users who want to understand how to quickly deploy smartphone applications.

4854 PPRO 51-800 Online
Monday, October 6 to Friday, October 31
$245 UGotClass

NEW! ADVANCED MOBILE MARKETING

Come get the knowledge to implement a mobile marketing plan for your organization. Find out about proximity marketing, mobile marketing metrics and developing a mobile marketing campaign. Learn how to promote your app on the web, build a landing page for your app and advanced tracking of your application usage. Then take home a blueprint for creating guidelines and standards for your mobile marketing effort and how to measure its success. You will leave this course with the knowledge to implement a mobile marketing plan for your organization.

4855 PPRO 52-800 Online
Monday, November 3 to Friday, November 28
$245 UGotClass

NEW! MOBILE MARKETING SERIES

The way consumers are interacting with brands and connecting to the world is changing because of mobile devices. Find out about location-based marketing, mobile payments, QR codes, applications, proximity marketing, mobile marketing metrics, developing a mobile marketing campaign and mobile coupons. You will learn how mobile marketing can increase your capabilities to retain current customers and gain new ones. Get step-by-step instructions on how non-technical users can build, deploy and market smartphone applications across Android, iPhone and Blackberry platforms. Finally, learn how to implement a mobile marketing plan for your organization.

4856 PPRO 53-800 Online
Tuesday, September 2 to Friday, November 28
$595 UGotClass
**NEW! CERTIFIED SUPPLY CHAIN PROFESSIONAL**

Increase your expertise and professional value in the area of global supply chain management. As a Certified Supply Chain Professional (CSCP), you will master the necessary tools to effectively manage global supply chain activities including suppliers, plans, distributors and customers around the world. This program, offered in partnership with the Highlands Chapter of APICS, takes a broad view of operations to encompass the entire supply chain. The APICS CSCP designation is the most widely recognized educational program for operations and supply chain managers around the globe and distinguishes you as an industry expert with specialized, high level knowledge and skills. All books and materials are covered in the cost of the course and will be issued to students on the first night of class. CSCP exam fees are not included in the cost of the course.

**4869 PRO 14-001**  
Grayslake Campus  
12 Sessions  
Mondays  
September 8 to November 24  
6:30-9:30 p.m.  
$1,999  
T333  
H. Schoeller

**Human Resources Series at a discount!**

**HUMAN RESOURCE SERIES (1-0)  1 HOUR**
Develop your skills and knowledge in order to make yourself a well-rounded job candidate or take on additional responsibilities in your current role. If you are new to HR or need to get up to speed quickly on the basics, this series will provide the information you need. It will also help you learn where you need to go when you need even more details and the “fine print” of regulations. The four courses in this certificate cover the HR life cycle from recruiting to what you need to do after someone leaves the company. Topics covered include hiring, compensation, benefits, training, performance management and HR laws.

**4753 PHRS 1-001**  
Grayslake Campus  
4 Sessions  
Fridays October 3-24  
8:00 a.m. to 12:30 p.m.  
$625  
T323  
K. Stevens

**FINDING AND HIRING THE RIGHT PERSON**
Finding the right person for the job can be difficult. Understanding the job you need to fill, the skills needed to do the job and where to look can make it easier to find the perfect candidate. Once you find that person you’ll need to offer a competitive compensation and benefits package. Learn how to write job descriptions, pay the right amount, develop a benefits package, source and recruit, interview, conduct background checks and write offers.

**4754 PHRS 10-001**  
Grayslake Campus  
1 Session  
Friday, October 3  
8:00 a.m. to 12:30 p.m.  
$179  
T323  
K. Stevens

**GETTING THE MOST FROM YOUR EMPLOYEES**
Once you’ve hired a new employee, what happens next? A good on-boarding process and solid training and performance management program will help ensure your new employee starts off on the right foot and continues to be a solid contributor. Learn how to make the first day and first week a good one, how to determine when training is needed and how to run a solid performance management program.

**4755 PHRS 11-001**  
Grayslake Campus  
1 Session  
Friday, October 10  
8:00 a.m. to 12:30 p.m.  
$179  
T323  
K. Stevens

**MAINTAINING YOUR WORKFORCE: UNDERSTANDING BENEFITS AND BEYOND**
Finding the right employee is only the first step in managing the multiple employment issues you will encounter. Learn about leaves from FMLA to vacation, how to avoid discrimination and keep pay fair and key issues in offering health and retirement benefits. You’ll also learn about terminations—voluntary, involuntary and reductions in force.

**4756 PHRS 12-001**  
Grayslake Campus  
1 Session  
Friday, October 17  
8:00 a.m. to 12:30 p.m.  
$179  
T323  
K. Stevens

**LEGAL REQUIREMENTS AND COMPLIANCE IN YOUR ORGANIZATION**
Understanding legislation is the key to keeping your HR practices and your company in compliance with state and federal laws. Learn how to determine if your company is covered by various pieces of legislation and keep compliant with key laws and provisions not covered in other modules including FLSA, ERISA, HIPAA, ADEA and USERRA.

**4757 PHRS 13-001**  
Grayslake Campus  
1 Session  
Friday, October 24  
8:00 a.m. to 12:30 p.m.  
$179  
T323  
K. Stevens

**QUESTIONS? CALL (847) 543-2615**
If Facebook were a country, it would be the third biggest in the world. – digitaltrends.com, 2013

Social media is not a trend; it represents the present and future of business communication. Large companies and small businesses alike need technical professionals who can navigate the social media arena and properly market their products and services in a whole new way. Social media professionals can broaden a company’s scope of business and keep them on the cutting edge of communication with their customers.

The intended audience for this certificate program includes: marketing professionals, web designers and developers, recent marketing graduates seeking to add appeal to their resumes and anyone who desires to implement and manage social media effectively in their workplace.

Social Media Series at a discount!

SOCIAL MEDIA MARKETING CERTIFICATE (3-0) 3 HOURS
Social media can broaden your company’s scope of business, keep you in contact with current customers and reach potential new clients. From Facebook to Twitter, blogging, YouTube, LinkedIn and more, discover the new principles of communication that apply across all networks. This instructor-led program will clarify the rapidly changing landscape of social media, Internet advertising and online marketing. You will learn how to use various media platforms, develop and manage social media campaigns and analyze results. Don’t be the last one to conquer social media.

4784 PSME 14-001 Grayslake Campus
Tuesdays and Thursdays, September 16 to December 18
6-9:15 p.m.
S$2,199 T338 M. Koertgen

SOCIAL MEDIA MARKETING AND INTERACTIVE CONTENT 1 HOUR
Engage your target audience by exploring the foundations of traditional and online marketing. You will be introduced to the scope of social media, the proper application of social platforms, the marketing strategies for interactive content, the content creation techniques that generate engagement, and the benefits of blogging. Learn how to develop a social media and content marketing campaign, to develop a keyword strategy, to create and manage an editorial calendar, and to design and launch a WordPress blog.

4780 PSME 10-001 Grayslake Campus
Tuesdays and Thursdays
September 16 to October 2
6-9:15 p.m.
$749 T338 M. Koertgen

SOCIAL MEDIA MANAGEMENT 0.5 HOUR
Employ solid management skills and analytical procedures for an integrated marketing campaign. Learn the strategic use of email campaigns, the demand and versatility of mobile marketing, the indelible effects of online reputations and the critical role of analytics. You will learn to amplify social marketing through integration, manage an online reputation with proactive monitoring and improve campaign results by evaluation analytics provided by tools specific to each social platform or online property.

4782 PSME 12-001 Grayslake Campus
Tuesdays and Thursdays
November 11-20
6-9:15 p.m.
$499 T338 M. Koertgen

SOCIAL MEDIA FOR BUSINESS 1 HOUR
Get acquainted with the powerful techniques businesses use to establish an identity, gain exposure and build relationships using social media. You will be introduced to the importance of user demographics and expectations, the influence of rules and algorithms, and the significance of content engagement. Students learn to setup and maintain professional profiles on key social platforms (which include Facebook, LinkedIn, Twitter, Google+, and Pinterest), how to capitalize on vital platform features and opportunities, how to employ content to earn engagement and gain exposure, and how to use social advertising to attract interest.

4781 PSME 11-001 Grayslake Campus
Tuesdays and Thursdays
October 14-30
6-9:15 p.m.
$749 T338 M. Koertgen

SOCIAL MEDIA MARKETING WORKSHOP 0.5 HOUR
This is the capstone of the Social Media Marketing Series, emphasizing putting your skills into practice. You will create an effective campaign through social media including the planning, preparation and implementation for an actual business. By incorporating the most relevant social media strategies introduced during the series, you will complete a campaign blueprint and develop the social and online properties essential to the campaign.

4783 PSME 13-001 Grayslake Campus
Tuesdays and Thursdays
November 25 to December 18
6-9:15 p.m.
$399 T338 M. Koertgen

VISIT WWW.CLICOLLINOIS.EDU/PROFESSIONAL FOR MORE INFORMATION.
NEW! MICROSOFT OFFICE 2013:
TRANSITION FROM MS OFFICE 2010/2007
You’ve used Office 2007 or Office 2010 to create various types of business materials from documents in Microsoft Word to spreadsheets in Excel to presentations in PowerPoint. Perhaps you use Outlook to manage your calendar, contacts and email or Access to manage inventory and trouble tickets. This course builds upon the foundational Microsoft Office 2007/2010 knowledge. It focuses on the enhanced features you’ll want to leverage to improve the way you manage, organize, present and distribute data and information. You’ll explore a variety of enhancements, such as Word’s ability to edit PDF files to the new Flash Fill functionality in Excel that dramatically increases the speed at which you can add data to a spreadsheet. This Microsoft Office 2013: Transition from Office 2010/2007 course will help you bridge the gap from the version you already know and love to the latest release of Microsoft’s leading productivity suite.

NEW! WORD 2013
4726 PCTR 14-001 Grayslake Campus
Wednesday, October 15 1 Session
9 a.m. to 5 p.m.
$225 T339 B. Pistella

MICROSOFT WORD: LEVEL 2 0.5 HOUR
Explore some of the more sophisticated features of word processing for increased efficiency using Microsoft Word. Learn about creating and using various document styles, customizing tables and charts, modifying pictures in a document, creating customized graphic elements, inserting content using QuickParts and using the mail merge function. A textbook is required and may be purchased in the CLC bookstore prior to class.
Prerequisite: PCTR 10, Microsoft Word Level 1 or equivalent knowledge.

MICROSOFT EXCEL: LEVEL 2 0.5 HOUR
Learn how to work faster and more productively by using many of Excel’s powerful features. Organize worksheet and table data using various techniques. Create and modify charts, work with graphic objects, calculate with advanced formulas, sort and filter data and analyze data using PivotTables, Slicers and PivotCharts. A textbook is required and is available for purchase in the bookstore. Prerequisite: Microsoft Excel Level 1 or equivalent knowledge.

EXCEL 2010
4733 PCTR 16-001 Southlake Campus
Thursday, October 2
9 a.m. to 5 p.m.
$225 V102 J. Besser
4734 PCTR 16-002 Grayslake Campus
Wednesday, October 22
9 a.m. to 5 p.m.
$225 T338 C. Horwitz
4735 PCTR 16-003 Grayslake Campus
Tuesday, November 4 and Thursday, November 6
6-10 p.m.
$225 T338 A. Sarrazine

NEW! EXCEL 2013
4736 PCTR 16-004 Southlake Campus
Friday, November 7
9 a.m. to 5 p.m.
$225 V234 B. Pistella

MICROSOFT EXCEL: LEVEL 3 0.5 HOUR
Explore tools that automate some common Excel tasks. Learn to analyze, import and export data and to collaborate with others using workbooks. You will structure those workbooks using XML and integrate Excel data with the web. A textbook is required and is available for purchase in the bookstore. Prerequisite: Microsoft Excel Level 2 or equivalent knowledge.

EXCEL 2010
4737 PCTR 17-001 Southlake Campus
Thursday, October 16
9 a.m. to 5 p.m.
$225 V102 J. Besser
4738 PCTR 17-002 Grayslake Campus
Wednesday, November 12
9 a.m. to 5 p.m.
$225 T338 C. Horwitz

Now featuring Office 2013! Classes in Word, Excel and Access are listed below.

MICROSOFT WORD: LEVEL 1 0.5 HOUR
Effectively create, edit, format, save and print letters, business documents and other professional documents using Microsoft Word. Modify the appearance of text, insert special characters and graphical objects, organize data in tables, proof and print a Word document. A textbook is required and may be purchased in the CLC bookstore prior to class.

NEW! WORD 2013
4724 PCTR 10-001 Grayslake Campus
Wednesday, September 24
9 a.m. to 5 p.m.
$225 T339 B. Salita

MICROSOFT EXCEL: LEVEL 1 0.5 HOUR
Learn to create a basic worksheet and modify the contents and appearance. You will perform calculations, modify the appearance of data within a worksheet, manage Excel workbooks and print the contents. A textbook is required and is available for purchase in the bookstore.

EXCEL 2010
4727 PCTR 15-001 Southlake Campus
Thursday, September 11
9 a.m. to 5 p.m.
$225 V102 J. Besser
4728 PCTR 15-002 Grayslake Campus
Wednesday, October 1
9 a.m. to 5 p.m.
$225 T338 C. Horwitz
4729 PCTR 15-003 Grayslake Campus
Tuesday, October 7-Thursday, October 9
6-10 p.m.
$225 T338 A. Sarrazine
4730 PCTR 15-004 Southlake Campus
Thursday, November 20
9 a.m. to 5 p.m.
$225 V102 B. Salita

NEW! EXCEL 2013
4731 PCTR 15-005 Grayslake Campus
Monday, September 15
9 a.m. to 5 p.m.
$225 T339 B. Pistella
4732 PCTR 15-006 Southlake Campus
Friday, October 17
9 a.m. to 5 p.m.
$225 V234 C. Horwitz
MICROSOFT ACCESS: LEVEL 1 0.5 HOUR
Learn the purpose of and terminology associated with a relational database and Access objects with this powerful database. Learn to store, locate, print and automate access to any type of important information. Explore how to design a database and how to create, view and edit relational tables. Create and modify queries, forms and reports. A textbook is required and is available for purchase in the bookstore.

ACCESS 2010
4739 PCTR 20-001 Southlake Campus
Wednesday, September 17 1 Session
9 a.m. to 5 p.m.
$225 V102 B. Pistella

4740 PCTR 20-002 Grayslake Campus
Tuesday, November 11 1 Session
9 a.m. to 5 p.m.
$225 T338 B. Salita

NEW! ACCESS 2013
4741 PCTR 20-003 Grayslake Campus
Monday, September 15 1 Session
9 a.m. to 5 p.m.
$225 T343 J. Besser

MICROSOFT ACCESS: LEVEL 2 0.5 HOUR
Increase efficiency by sharing Access-stored data with other applications. Improve and customize tables, queries, filter records and create custom and advanced forms and reports. Modify the design of a table to streamline data entry and maintain data integrity. A textbook is required and is available for purchase in the bookstore. Prerequisite: Microsoft Access Level 1 or equivalent knowledge.

ACCESS 2010
4742 PCTR 21-001 Southlake Campus
Wednesday, October 8 1 Session
9 a.m. to 5 p.m.
$225 V102 B. Pistella

NEW! ACCESS 2013
4743 PCTR 21-002 Grayslake Campus
Monday, October 13 1 Session
9 a.m. to 5 p.m.
$225 T339 J. Besser

MICROSOFT ACCESS: LEVEL 3 0.5 HOUR
Master the advanced tools of Access software to restructure data into appropriate tables to ensure data dependency and minimize redundancy. Write advanced queries to analyze and summarize data to create sophisticated queries, forms and reports. Learn to perform general database maintenance and write macros to automate common tasks. A textbook is required and is available for purchase in the bookstore. Prerequisite: Microsoft Access Level 2 or equivalent knowledge.

ACCESS 2010
4744 PCTR 22-001 Southlake Campus
Wednesday, October 29 1 Session
9 a.m. to 5 p.m.
$225 V102 B. Pistella

Senior Citizens
The classes in this schedule are offered through our Continuing Education department and are intended for personal enrichment and/or career development. All in-district residents who are 60 years of age or older at the time of registration may enroll in vocational credit courses offered by continuing education at one-half the regular tuition rate, with all other fees remaining unchanged. The senior citizen tuition waiver does not apply to Continuing Education classes.
MICROSOFT POWERPOINT:
LEVEL 1  0.5 HOUR
PowerPoint is an intuitive, powerful presentation graphics program that enables you to create dynamic, multimedia presentations for a variety of functions. You will create, design and deliver a presentation by learning to insert and modify a chart, insert tables and graphs, use clip art and animation to enhance your presentation. A textbook is required and may be purchased in the bookstore.

POWERPOINT 2010
4745 PCTR 30-001  Grayslake Campus
Monday
September 29 and Wednesday, October 1
6-10 p.m.
$225  T338  A. Sarrazine

POWERPOINT 2010
4746 PCTR 30-002  Southlake Campus
Tuesday, October 7
9 a.m. to 5 p.m.
$225  V102  B. Salita

NEW! POWERPOINT 2013
4747 PCTR 30-003  Grayslake Campus
Monday, October 27
9 a.m. to 5 p.m.
$225  T338  A. Sarrazine

MICROSOFT PROJECT: LEVEL 1  0.5 HOUR
Create a project plan file and enter project information. Learn to create a work breakdown structure by organizing and setting task relationships, assign project resources and finalize the project plan file. A textbook is required and is available for purchase in the bookstore.

PROJECT 2010
4748 PCTR 70-001  Grayslake Campus
Friday, October 31
9 a.m. to 5 p.m.
$225  T338  J. Besser

GRAPHIC DESIGN BASICS  0.5 HOUR
Created for the student with no formal design training, this class provides a quick and simple way to learn how to create appealing designs for print, web and other media. Learn the most important design principles that determine how we react to visual cues on a page or on a computer screen. A straightforward approach will help you learn basic design principles such as composition, layout, proportions and colors in a non-intimidating environment. Hands-on practice and application with design pieces will be included.

4752 PCTR 52-001  Grayslake Campus
Wednesdays
September 17 and 24
6-10 p.m.
$225  T338  E. Lopez

All Adobe classes are taught in CS6.

ADOBE PHOTOSHOP: LEVEL 1  0.5 HOUR
Build on the techniques learned in Photoshop Level I by adding colors to the Swatches palette, applying patterns and gradients by adding overlay layer styles. Use painting tools, filters and blending modes to simulate different media; create Smart Objects and edit images. You should be familiar with the basic functions of your computer’s operating system. A textbook is required and is available for purchase in the bookstore. Prerequisite: Adobe Photoshop Level 1 or equivalent knowledge.

MAC
4751 PCTR 41-001  Grayslake Campus
Monday, September 29
2 Sessions
and Wednesday, October 1
6-10 p.m.
$225  T323  D. Threats

PC
4750 PCTR 40-002  Grayslake Campus
Friday, October 10
1 Session
9 a.m. to 5 p.m.
$225  T338  J. Berek

Professional Interpreting

NEW! PROFESSIONAL INTERPRETER BASIC TRAINING
Enhance your skills or begin your career as a professional interpreter. The focus of this course is on critical concepts for interpreting in medical, legal and community settings, based on the “Equal Footing” Training developed by instructor Saul Arteaga and Southern Wisconsin Interpreting and Translation Services (SWITS). Equal Footing enables interpreters to meet their responsibility of placing Limited English Proficient (LEP) persons on an equal footing with those who understand English. Course participants will be empowered with a guide to professionally approach each communicative event by observing established strategies, protocols and codes of conduct.

Specific topics addressed will include the fundamentals and modes of interpreting and translating, the role of the interpreter and the Codes of Ethics proposed by the National Council on Interpreting in Health Care (NCIHC) and the International Medical Interpreters Association (IMIA). Participants will practice and implement interpreting techniques in small groups, listen to and critique recordings of interpreting scripts and record and critique their own renditions.

Students who complete all course requirements will receive a certificate of completion and will be prepared to sit for the IMIA national certification exam for medical interpreters.

*Note: While this course is open to speakers and interpreters in any language, the instructor is bilingual in Spanish and English. Students will be responsible for their own vocabulary development in preparation for any certification exams. The course will be taught in English and all students must demonstrate English language proficiency. Students will be required to purchase a book on the first day of class at the cost of $45.

Prequisite: College Reading and Writing Readiness demonstrated by one of the following:
- Test of English as a Foreign Language (TOEFL), Computer-based: Score of 197 or above
- International English Language Testing System (IELTS): Score of 6.0 or above.
- U.S. college transcript (unofficial) showing completion of an associate degree or higher
- CLC’s Academic Proficiency Language test: Score of 153 or above

All documentation proving language proficiency must be submitted to CLC via email at professionalworkshops@clcillinois.edu or delivered in person to Room T317 at the Grayslake campus. CLC must receive these documents no less than five business days prior to the start date of any class.

4859 PLNG 20-001 Grayslake Campus
Saturdays 5 Sessions
October 11 to November 8
8:30 a.m. to 4:30 p.m.
$749 T334 S. Arteaga

Attend a FREE Professional Interpreter information session on Wednesday, September 17 at 6 p.m. at the Grayslake Campus, Room T333. Register online at www.clcinfosessions.eventbrite.com.

VISIT WWW.CLCILLINOIS.EDU/PROFESSIONAL FOR MORE INFORMATION.
Start a career path that's really taking off!

Private Pilot Ground School is the first step to becoming a pilot and gaining the knowledge needed to begin a career in the aviation industry. In addition to preparing you for the FAA Private Pilot knowledge test in your quest for pilot certification, this course will also provide you with skills for operating Unmanned Aerial Vehicles (UAVs or "drones"), a career path showing signs of significant growth.

The Federal Aviation Administration estimates that as many as 7,500 commercial unmanned aerial vehicles could be flying in national airspace within a few years. The unmanned aircraft industry hopes that there will be 100,000 people with drone-related jobs by 2025 (Time, 2013).

NEW FORMAT! PRIVATE PILOT GROUND SCHOOL 3 HOURS

Be prepared for your first flight. This course is designed to fulfill FAA regulations to meet the private pilot certification requirement CFR 61. Upon completion of this course, students will be prepared for the FAA Private Pilot knowledge test. Students who successfully pass the FAA test will also have the option of referral to a certified flight school in pursuit of a Private Pilot Certificate. A textbook is required and will be available for purchase in the CLC bookstore.

Course content includes:
• Careers in Aviation
• FAA Regulations
• Weather
• Radio communications and navigation
• Flight Safety
• Aircraft components
• Aerodynamics
• Airspace and airport logistics
• Emergency procedures

Instructor Skip Goss is an aviation industry professional who has more than two decades of experience in training pilots of all backgrounds and skill levels. He is an FAA certificated airline transport pilot and flight instructor. As a testament to his knowledge and experience, he was selected and authorized as an FAA Designated Pilot Examiner in 2007.

Instructor: Skip Goss

4833 PTEC 70-001 Grayslake Campus
Wednesdays September 24 to December 17
6:30-9:30 p.m.
$499 T333 S. Goss

Forklift Training

FORKLIFT OPERATOR TRAINING

Forklift operator training provides participants with knowledge and skills to operate a powered industrial truck (forklift) in a safe and professional manner. Training combines formal classroom instruction, practical hands-on training and evaluation of workplace performance. Training is held at Equipment Depot, 1014 Progress Drive in Grayslake.

4829 PSFT 30-001 Equipment Depot
Tuesday, September 16 1 Session
8 a.m. to 12 p.m.
$135 EQDP J. Colangelo

4830 PSFT 30-002 Equipment Depot
Tuesday, October 21 1 Session
8 a.m. to 12 p.m.
$135 EQDP J. Colangelo

4831 PSFT 30-003 Equipment Depot
Tuesday, November 18 1 Session
8 a.m. to 12 p.m.
$135 EQDP J. Colangelo

4832 PSFT 30-004 Equipment Depot
Tuesday, December 16 1 Session
8 a.m. to 12 p.m.
$135 EQDP J. Colangelo

QUESTIONS? CALL (847) 543-2615
Truck Driver Training

Get on the road to a better career!

You can begin a new career as a professional truck driver. The U. S. Department of Labor states that the field continues to grow. The need for professional drivers is anticipated to grow to over 100,000 by 2014. The economic implications will not only impact the local economy but the nation. Gain the knowledge and skills to prepare for and pass the state issued Commercial Drivers License (CDL) exams.

Training provided by Eagle Training Services. Job placement assistance provided!

For more information, visit www.clcillinois.edu/professional/truckdriver or call (847) 543-2615.

Attend a FREE Truck Driver Training information session on Thursday evenings, August 21, September 18 or October 16 at 6 p.m. at the Grayslake campus, Room T334. Register online at www.clcinfosessions.eventbrite.com.

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*No class November 27 and 28.

HOME INSPECTION 4 HOURS

As of January 2003, Illinois home inspectors must be licensed. This pre-licensing course is approved by the Department of Banks and Real Estate and covers the major elements of home inspection. Successfully completing this 60-hour course allows individuals to take the Illinois state exam. Students should be aware that to open their own Home Inspection business, there are additional costs to consider such as insurance and equipment. The state requires all 60 hours of instruction. For additional information, please call (847) 543-2615. Prerequisite: This course is intended for people who have some working knowledge of the building trades.

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VISIT WWW.CLCILLINOIS.EDU/PROFESSIONAL FOR MORE INFORMATION.
Prepare to be a real estate agent!

CLC is approved by the Real Estate Bureau, part of the Illinois Department of Financial and Professional Regulation. Students must meet all the requirements to be able to take the Broker’s or Managing Broker’s Examination given by the State of Illinois.

Broker Requirements

PRLE 2 and PRLE 3 fulfill the required broker pre-licensing exam course requirements. Attendance for all class hours and a passing score of 75 percent or better on the final exams are required, as mandated by the Illinois Department of Financial and Professional Regulation. In addition to meeting the course requirements, an applicant for the State of Illinois licensing examination must be a high school graduate (or GED recipient) and 21 years of age, or 18 years of age and have two years of college course work. For more information on state requirements, please review www.idfpr.com/DPR/RE/realmain.asp.

BROKER PRE-LICENSING TOPICS - HOME STUDY (5-0) 5 HOURS

Home study is an option for completing 75 hours of the broker pre-licensing curriculum (course code PRLE 02). Students who select this option must complete and submit assignments that fulfill the class time requirement. The course is self-paced and students correspond with the instructor through email and phone as needed. This allows students the freedom to complete the approved classes without having to attend regular class meetings. Home study students are required to come to the Grayslake campus only to take the final exam.

4775 PRLE 2-981 Home Study
Monday, August 25 to Friday, October 17
$699 W. Paprocki

4777 PRLE 2-982 Home Study
Monday, October 20 to Friday, December 12
$699 W. Paprocki

BROKER PRE-LICENSING APPLIED PRINCIPLES 1 HOUR

This course, with the Broker Pre-Licensing Topics course (PRLE 2), fulfills the new education requirements for obtaining an Illinois Real Estate Broker license. This interactive course includes role play, situations, case studies and demonstration examples. You are required to attend all sessions, which include: listing presentations, buyer representations, agency disclosures, purchase agreements, handling offers, negotiating, market analysis, closing costs, escrow money, fair housing and anti-trust. A textbook is required and should be purchased at the CLC bookstore prior to class.

4778 PRLE 3-001 Southlake Campus
Thursday and Tuesday
October 16 and October 21
5:30-10 p.m.
AND
Saturday, October 18
8 a.m. to 2 p.m.
$199 W. Paprocki
Hospitality

BEVERAGE AND ALCOHOL SELLERS AND SERVERS EDUCATIONAL TRAINING
Protect your liquor license and reduce your risk as an alcohol server. Liquor license owners, alcohol sellers and servers learn how to determine servability of patrons, the physical and psychological effects of alcohol, local ordinances of alcohol consumption and driving, Blood Alcohol Concentration and determination of proper IDs. BASSET is certified by the Illinois Liquor Control Commission and is required by the Lake County Commission and various other municipalities for facilities licensed to serve and sell alcohol. The course does not prepare individuals to be bartenders. Certificates: Effective December 1, 2010, requests from past and current students to replace a BASSET “Certificates of Completion” will be honored for up to three years from the class date.

4720 PHOS 1-001 Grayslake Campus
Saturday, September 13 1 Session
8 a.m. to 12 p.m.
$49 T323 C. Parr

4721 PHOS 1-002 Grayslake Campus
Monday, October 6 1 Session
6-10 p.m.
$49 T334 C. Parr

4722 PHOS 1-003 Grayslake Campus
Saturday, November 8 1 Session
8 a.m. to 12 p.m.
$49 T323 A. DeMarco

4723 PHOS 1-004 Grayslake Campus
Monday, December 8 1 Session
6-10 p.m.
$49 T323 A. DeMarco

NEW! FOOD SAFETY CERTIFICATION/RE-CERTIFICATION
Based on the most recent food safety regulations, this course will prepare you to be certified or re-certified through the Illinois Department of Public Health. You will cover all major sanitation points, including how food becomes unsafe, proper precautions, personal hygiene, food contamination, regulations and inspection standards. Prior to class, it is highly recommended to read the entire textbook. The nationally recognized ServSafe exam is given at the end of the class and upon successful completion, you are eligible to apply for the Food Service Sanitation Manager Certification license. A textbook for this class is required and can be purchased at the CLC bookstore.

4866 PHOS 5-001 Grayslake Campus
Wednesday, September 24 1 Session
8 a.m. to 5:30 p.m.
$99 T333 J. Alvarez

Event Planning

FUNDAMENTALS OF MEETING AND EVENT MANAGEMENT 2 HOURS
Learn strategies to develop meetings and special events. You will be introduced to the many considerations involved in planning an event. You will learn how to conduct a needs analysis, balance multiple presentation formats, develop conference space schematics, create a program planning and event timeline, develop a budget, and understand the basics of marketing and promotion.

4892 PHOS 10-001 Grayslake Campus
Mondays and Wednesdays
October 6 - November 12
6-9:15 p.m.
$299 T323 C. Harris

VISIT WWW.CLCILLINOIS.EDU/PROFESSIONAL FOR MORE INFORMATION.
Concealed Carry Licensing

On July 9, 2013, Public Act 98-63, the Firearm Concealed Carry Act, became Illinois state law. The State of Illinois now issues concealed carry permits to comply with U.S. constitutional mandates. This course will satisfy the legal training requirements for eligible residents who wish to apply for permission to carry a concealed firearm. In this course, firearm knowledge, safety and personal protection are emphasized in order to gain the appropriate mindset and skills needed for responsibly exercising the right to carry. This training program includes live fire range qualification as well as the required classroom hours, which will thoroughly cover the directives and restrictions outlined in the new law.

Requirements and Course Information
Participants in this class must be at least 21 years of age and if a resident of the State of Illinois be eligible to possess a valid FOID card. Those who own a 9mm or a .38 special will use their personal weapon and provide their own ammunition as part of their range exercises. Based on availability, participants who do NOT own a handgun may be able to rent a weapon at a small additional fee in order to complete the range qualification. Students interested in this option should discuss availability with the instructor on the first night of class. Range qualification will take place at a shooting range.

This course will meet four nights, including range time on the final night or Saturday and Sunday, with range time on Sunday afternoon. All participants will be required to qualify on the range and will attend classroom topics covering state and federal laws relating to the ownership, storage, carry and transportation of a firearm as well as weapons handling as defined in the statute and administrative rules.

The College of Lake County is a weapons-free location.

Students are prohibited by law from bringing firearms to campus. This includes all buildings and parking lots. Students should not bring their firearms on campus or to class. Weapons should only be brought to the final class meeting, which is held at a shooting range.

The 12 and 8-hour training classes are listed as department consent.

Proof of prior training MUST be received before a student can register for either section. Call (847) 543-2615 for more information.

Prior Training
For participants with no prior training or who would like to refresh previously learned skills, the 16-hour training program is required. For participants with prior training, please refer to chart at www.clcillinois.edu/professional/concealedcarry to see what training is accepted by the College of Lake County and the appropriate nights to attend class. Up to eight hours total of prior training can be accepted.
CONCEALED CARRY LICENSE TRAINING – 12 HOUR COURSE
This class is only for those students who have completed four hours of previous training approved by the Illinois State Police. Any previously completed training must be authenticated by the College of Lake County prior to a student attending class. All documentation or certificates proving completed prior training must be submitted to CLC via email at professionalworkshops@clcillinois.edu or delivered in person to Room T317 at the Grayslake campus. CLC must receive these documents no less than five business days prior to the start date of any class.

4824 PPSI 31-001 Grayslake Campus
Saturday, September 27 3 Sessions
1-5 p.m.
AND Sunday, September 28
11 a.m. to 3 p.m.
AND 5-9 p.m.
$249 T334 R. Tapkowski

4825 PPSI 31-002 Grayslake Campus
Tuesday-Thursday
November 18-20
6-10 p.m.
$249 T334 R. Tapkowski

Protective Services

COMMUNITY SERVICE OFFICER 3 HOURS
This five-day course is designed with input from police departments in our region. This course prepares students for a position in a police department as a Community Service Officer (CSO). This non-sworn position augments police departments with uniformed civilian personnel authorized to operate police vehicles. Some of the duties could include issuing parking tickets, traffic control, handling motor vehicle accidents and animal complaints.
Note: To be employed as a CSO individuals must meet department standards which may include: 21 years or older, high school diploma, have a valid Illinois driver license with a clean driving record, have no criminal history, pass a department written exam and interview. Criteria for employment are set by individual law enforcement agencies.

4808 PCJI 1-001 Grayslake Campus
Saturdays
October 18 to November 15
8 a.m. to 5 p.m.
$349 T332 C. Parr

SECURITY OFFICER BASIC TRAINING 1.5 HOURS
Are you interested in finding a career in the security field as an unarmed security guard or would you like to enhance your present job skills? Security officer basic training will prepare new security officers and experienced employees for employment with a certified agency under the Illinois Private Detective, Private Security and Private Alarm Act. This course covers the security code of ethics, public and human relations, Illinois Criminal Code and the mandates of the Illinois Department of Financial and Professional Regulation. The instructor’s own experiences through a 30-year career in law enforcement and as a P.I. provide students with real-life case studies and trusted expertise. This 20-hour course will certify you for employment with a licensed agency in the State of Illinois, but will NOT prepare you to take the Illinois Private Detective License exam.

4814 PPSI 5-001 Grayslake Campus
Monday-Friday
September 15-19
6-10 p.m.
$199 T334 R. Tapkowski

4815 PPSI 5-002 Grayslake Campus
Monday-Thursday
December 1-4
10 a.m. to 3 p.m.
$199 T334 R. Tapkowski

SECURITY OFFICER FIREARM TRAINING 1.5 HOURS
This course is for individuals who have completed the 20-hour security officer basic training. Course topics include legal use of firearms, liability while armed, firearms safety and maintenance, range procedures and range qualifying. A written test, firing range practice and final qualification follow classroom instruction. A current Illinois Firearm Identification Card (FOID) is mandatory to receive firearms training. Prerequisite: Security Officer Basic Training course or proof of equivalent training.

4816 PPSI 6-001 Grayslake Campus
Monday-Friday
October 20-24
5 Sessions
6-10 p.m.
$249 T334 R. Tapkowski

PRIVATE INVESTIGATION 1.5 HOURS
Discover the art of investigation and learn what it takes to begin your career as a “private eye.” Obtain the skills and knowledge needed to go to work for a private detective agency by exploring the topics of surveillance, interrogation, evidence analysis and report writing. Prepare for the investigations you will be likely to take on including missing persons, civil disputes, retail theft, arson, terrorist threats and more. Gain a deeper understanding of the legalities involved in this field by studying the terminology and application of the Illinois Criminal Code and the mandates of the Illinois Department of Financial and Professional Regulation. The instructor’s own experiences through a 30-year career in law enforcement and as a P.I. provide students with real-life case studies and trusted expertise. This 20-hour course will certify you for employment with a licensed agency in the State of Illinois, but will NOT prepare you to take the Illinois Private Detective License exam.

4817 PPSI 20-001 Grayslake Campus
Monday-Friday
September 29 to October 3
5 Sessions
6-10 p.m.
$249 T334 R. Tapkowski

VISIT www.clcillinois.edu/professional for more information.
The Personal Success Program (PSP) offers a variety of vocational courses to meet the needs of students 18 years and older with mild to moderate cognitive impairment. The program’s focus is on gaining vocational skills to acquire entry-level employment.

Each class is led by a content expert who has experience teaching people with disabilities. A special education teacher will be present in most classes to provide additional support. The curriculum is designed to be delivered at a level and pace that is appropriate to the needs of each student.

All students must register through the Continuing Professional Development department. Call the Customer Service Center for information at (847) 543-2615 or visit www.clecillinois.edu/professional/personalsuccessprogram. For more information and a Fall 2014 registration form.

**NEW FORMAT! CAREER EXPLORATION**

Explore the world of work with such topics as getting and keeping a job, employment readiness, time management skills, getting along with co-workers and supervisors, team building, career exploration, job searching techniques, completing applications, resume and interviewing skills. This course is designed for students who have the goal of obtaining paid community employment.

**COMPUTER SKILLS I**

This course is designed to introduce students to the essential computer skills needed to successfully secure and keep a job in the modern workplace. In this hands-on class, you will learn basic workplace computer skills including how to create and save folders and files, printing, sending and receiving emails and creating basic documents, letters, memos and spreadsheets using Microsoft software. Students will also learn Internet safety and security and identification of internal and external personal computer components.

**PET CARE I**

Are you a cat or dog lover? By taking the Pet Care 1 course, you will learn how your ability in caring for animals can turn into a successful career. Gain a better understanding of pet health, development and nutritional needs. Learn training techniques to promote good behavior and obedience and learn fun activities to enjoy with pets. Also, discover the great number of job opportunities that exist in the pet care industry. This class is designed to prepare students for entry-level employment in pet care. Some of the jobs that students might consider upon completion include: dog bather/groomer assistant, dog walker, pet sitter or employment at a pet store or animal shelter.

**INTRODUCTION TO NATURAL FOODS**

An extension of the PSP Food Service skills program, this course will teach students about the growing consumer demand of natural foods in restaurants, grocery stores and local farmers’ markets. The class will reinforce basic food safety and food handling skills, introduce students to the nutritional benefits of natural foods and provide hands-on experiences in food production and preparation.

**NEW FORMAT! RETAIL SKILLS 1 – CUSTOMER SERVICE, SALES AND MERCHANDISING**

No matter what your interests are, there is a potential job for you in the retail industry. From video games and electronics to fashion, sports and food, our area has an abundance of exciting retail stores that need new employees all year round. By taking Retail Skills 1, students will learn some of the key elements that stores look for in new hires. Students will learn about providing excellent customer service, working in a team and resolving problems on the job. They will be introduced to the concepts of sales and merchandising, inventory management and the typical store layouts and organizational structures of major U.S. retail companies. Students will also be introduced to cashiering skills using a cashiering simulation program and cash registers.
Online learning anytime, anywhere... just a click away!

Most courses start at just $115!

Continuing Professional Development offers a variety of online courses including:

Computer Applications
Database Management
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Health and Wellness
Teaching and Education

Two online options:
Hundreds of engaging courses

Instructor-led
Patient, experienced professionals lead instruction.
Learn from the comfort of your computer.
• Hundreds of engaging courses
• Most courses meet for 6 weeks (12 lessons)
• Classes start every month
• Start as low as $115

Self-paced Tutorials
Course work is completed independently based on your schedule.
Work when you want, where you want.
• Hundreds of self-paced courses
• Start when you want
• Self-directed courses – you set the pace
• Range from $99 – 399

See page 2 for additional UGotClass Online classes for those seeking specific business skills.

Visit www.ed2go.com/clc for more information or to find a specific course.

For registration details or to learn more call (847) 543-2615 or visit www.clcillinois.edu/professional/onlineclasses.