

# VOCATIONAL EDUCATION (VOCED) COURSES

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## **VOCED 600 Noncredit**

### **Introduction to the Workplace**

**Lecture:** 18 contact hours

This noncredit course is designed to provide students with the skills to identify and develop tools for success in the workplace. The topics covered include, but are not limited to, career-discovery, job market analysis, workplace skills, workplace law, workplace and personal finances, and time management.

## **VOCED 601 Noncredit**

### **Customer Service in the Workplace**

**Lecture:** 18 contact hours

This noncredit course is designed to provide students with the customer service skills required to interact with customers or clients in the workplace. The topics covered include understanding customer needs, listening to customers, and telephone customer service.

## **VOCED 602 Noncredit**

### **Job Search Strategies**

**Lecture:** 9 contact hours

This noncredit course is designed to provide prospective employees with a support system that will assist them in preparation for the workforce. The topics covered but are not limited to planning their job search, utilizing outside resources, the hidden job market, and job market research. After completing this course, the student has an option to continue their education or become gainfully employed.

## **VOCED 603 Noncredit**

### **Positive Strategies for the New Employee**

**Lecture:** 9 contact hours

This noncredit course is designed to provide students with the knowledge to increase their level of customer services and colleague relations. The topics covered will include new employee skills, workplace culture, continuing education, and work-life balance.

## **VOCED 631 Noncredit**

### **Fundamentals of Business English**

**Lecture:** 36 contact hours

This noncredit course is a review of effective business communication in the workplace. Emphasis is placed on basic grammar, punctuation, capitalization, vocabulary, and spelling in common business documents.