

# JOB READINESS SKILLS CERTIFICATE OF COMPLETION

This noncredit Job Readiness Skills Certificate prepares students to enter the workforce through career exploration, resume development, and interview skills. The certificate includes training for the newly employed including time management, reading paychecks, office etiquette, and customer service skills.

Code	Title	Units
<b>Required Courses:</b>		
VOCED 600	Introduction to the Workplace	0
VOCED 601	Customer Service in the Workplace	0
VOCED 602	Job Search Strategies	0
VOCED 603	Positive Strategies for the New Employee	0
<b>Total Hours</b>		<b>48-54</b>

## Program Learning Outcomes

At the completion of this program, students will be able to:

- Use proper, effective communication with employers, co-workers, and customers.
- Develop an effective resume that matches a job description.
- Prepare for an employment interview, including developing responses, describing experience, and dressing for success.
- Deliver excellent customer service.