

# WORKFORCE LITERACY SKILLS CERTIFICATE OF COMPLETION

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This noncredit certificate is designed to prepare students for entry into the work force by; researching careers, developing a resume and learning interview skills.

Code	Title	Units
<b>Required Courses:</b>		
CIT 601	Introduction to Basic Computer Skills	0
MATH 601	Independent Lab for Fundamental Mathematical Skills	0
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
VOCED 631	Fundamentals of Business English	0
<b>Total Hours</b>		<b>194-297</b>

## Program Learning Outcomes

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

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