

NORTH SHORE COMMUNITY COLLEGE

SUMMER 2023
noncredit
courses
DANVERS • LYNN

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Corporate & Professional
EDUCATION

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DEAN'S MESSAGE



Summer classes are ready for you! And many of them are **FREE!** NSCC is excited to continue to offer programs funded by the State of MA that are short-term, career-oriented, and free to eligible students. Sign up for an information session so you can learn more about eligibility and course requirements.

For more details about the programs below, contact the Corporate and Professional Education Division at 978-236-1200 or email professional@northshore.edu.

Healthcare jobs are in demand! Interested in becoming a **Nurse Assistant/Home Health Aide**, providing personal care to patients in hospitals, nursing homes, or in-home settings, providing direct care to patients such as bathing, feeding, dressing, assistance with transferring from bed to chair? If so, this course prepares you to take the State certification exam for Nurse Assistants. You will also receive a Home Health Aide certification, your CPR certification, and Hand-in-Hand Dementia training. There are in-class lectures, skills training in the lab, and assignment to a nursing facility to apply the skills learned. This program covers the course fee and textbooks, and provides coaching, tutoring, two stipends totaling \$1,000, in addition to scrubs, shoes, and more. Average starting salary based on U.S. Bureau of Labor Statistics is \$17.22/hour. These free classes are for those 18 years of age or older, unemployed, underemployed, or underrepresented and have their COVID-19 vaccination plus booster.

Another in-demand field is **Community Health Worker** and is a great first step toward a job and to continuing your pathway to college. CHWs ensure the health and well-being of multi-cultural residents in a variety of community-based settings such as homes, schools, clinics, shelters, local businesses, and community centers. Course content is based on the 10 core competencies of Community Health Workers: www.mass.gov/service-details/core-competencies-for-community-health-workers. This grant-funded program covers the course fee and textbooks, and provides coaching, tutoring, two stipends totaling \$1,000, and more. Average starting salary based on recent graduates is \$19.63/hour. Must be 18 years of age or older, unemployed, underemployed, or underrepresented and have a COVID-19 vaccination.

“The more you read, the more things you shall know. The more that you learn, the more places you shall go.” —DR. SEUSS

An **IT Help Desk Support Professional Program** is designed to assist with issues related to both computer hardware and software. Duties range from: security compliance considerations to upgrading, repairing, optimizing performance, and performing preventative maintenance. Program includes three distinct courses: CompTIA IT Fundamentals, CompTIA A+, and CyberSafe. Learn how to use technology safely and securely. The grant covers the course fee and textbooks, cost of three certification exams and provides coaching, tutoring, two stipends totaling \$1,000, and more. Course also is a pathway to credit courses at NSCC and a great beginning for a career in cyber security. Average starting salary based on recent graduates is \$26.81/hour. You must be 18 years of age or older, unemployed, underemployed, or underrepresented, and have your COVID-19 vaccinations. For more details about this and the programs above, contact the Corporate and Professional Education Division at 978-236-1200 or email professional@northshore.edu.

A **CNC Machinist** is another high-demand career and NSCC offers this program funded by the GE Foundation in conjunction with Essex Technical High School. Explore how your dream of a well-paying career as a CNC machinist can come true. Average starting salary based on recent graduates is \$22/hour. Demand for trained workers has never been higher. For more information or to sign up for the next information session contact Susan Ryan at sryan@northshore.edu.

Dianne Palter Gill, Ed. D., *Dean Corporate and Professional Education NSCC*

We frequently add

NEW COURSES!

Always remember to visit:

northshore.edu/professional

for new course offerings and updates.



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Credit for Prior & Experiential Learning



Your life experience is valuable. Now you can apply that know-how towards earning your certificate or college degree on campus or online. With Credit for Prior Learning (CPL), we can potentially reward the knowledge you've gained over the years by translating those learning experiences into college-level coursework. Save money and complete your degree faster by demonstrating what you already know through workplace experience and training, military service, professional certifications, or your volunteer service.

<https://myexperiencecounts.mass.edu/home>

At the Center for Alternative Studies and Educational Testing (CAS) you may be able to receive college credit through Prior Learning Assessment and Experiential Learning that takes place via volunteering, employment, seminars, and workshops, completion of non-credit courses, military training, or cultural experiences.

Visit www.northshore.edu/cas/credit/evaluation-credit.html for more information.

Noncredit Programs of Study

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Who is MassHire and Why Should I Care?



MassHire is the brand name for the Massachusetts Workforce System. The North Shore Career Center and North Shore Workforce Board are your local MassHire connections to job listings, labor market information and information about skills training opportunities here on the North Shore. MassHire-North Shore Career Center and MassHire-North Shore Workforce Board envisions a better future for area job seekers and businesses in this region through helping residents find great jobs with sustainable career pathways.

Need help with a job search or would you like to learn about new career training options? The staff from the MassHire-North Shore Career Centers are prepared to help companies and individuals get all available services in the simplest and most efficient manner. Staff is prepared to help our customers explore career pathways in local priority industries, the skills needed in these industries, and where to find the training to get the jobs. Assistance from MassHire-North Shore Career Center is only a phone call away at 978-825-7200 or at our website <https://masshire-nscareers.org>.

Do I have to be unemployed to use the Career Centers? No. The career center services are available to everyone. As a matter of fact, many of our customers are currently students or employed but use our services to explore their new career options.

Am I eligible for re-training dollars? Training is a great way to close skills gaps in your work experience and help customers to become more competitive for current job openings. The staff of the MassHire-North Shore Career Center can help determine if residents qualify for specialized skills training funds or other grant funded training programs. Training funds may be available to you if you are receiving unemployment benefits, are on certain public assistance programs, or are basic skills deficient. The Workforce Investment Opportunity Act (WIOA), is designed to provide access to and opportunities for the employment, education, training, and support services you need to succeed in the labor market.

As a business owner, what services can I receive from the Career Center? Area businesses may list company job openings, get assistance with pre-screening job applicants, obtain information about the local labor market, assistance with basic worker recruitment or information related to participating in a job fair.

North Shore Community College offers many certificate and certification training programs that may qualify for funding. For more information visit www.masshire-nscareers.org or call 978-825-7200.

Did You Know...

Each of our classes has a minimum enrollment!

If you find that perfect class that you just have to take, encourage a friend to join you! Sometimes one or two students make the difference between a class running, or a class cancelling. Many of our classes fill up fast, so enroll early to ensure your spot in that perfect class!

Our Refund Policy

Students registered for Professional Education (noncredit) workshops and courses must withdraw in writing by email to professional@northshore.edu at least three days prior to the first session in order to receive a full refund of tuition, less a 6% processing fee. All other charges are nonrefundable. All remaining amounts paid to North Shore Community College will be refunded directly to the student or to the credit card that was used to pay for the course(s). After the three-day withdrawal period, no refunds will be given.

Register today! We've made registration easy for you at <https://northshore.coursestorm.com> or call 978-236-1200.

Online Courses & Career Training Programs



Career Training: In as little as six-months, these open enrollment programs designed to provide the skills necessary to acquire professional level positions for many in-demand occupations. These programs are eligible for the TOP program and WIOA funding. Topics include:

- Digital Marketing Strategist GES2040
- Comprehensive Medical Billing and Coding (vouchers included) GES1014
- Medical Billing and Coding Comprehensive with Certified Medical Administrative Assistant (vouchers included) GES2015
- Web Design Professional GES517
- Certified Administrative Professional with Microsoft Office Specialist 2019
- CompTIA Certification Training: A+, Network+, Security+
- Certified Administrative Professional with Microsoft Office Specialist 2019 GES2047
- Full Stack Software Developer GES375
- CISCO CCNA Certification (vouchers included) GES3023

For a complete listing of courses and to register go to
www.careertraining.ed2go.com/northshorecc

Professional Development and Personal Enrichment: Six-week courses start monthly, and you can work anytime and anywhere that is convenient for you. Topics include:

- Accounting and Finance
- Computer Applications
- Multimedia
- Web Design
- Spanish for Law Enforcement
- LSAT Prep
- Grant Writing
- HTML and Java Programming

For a complete listing of courses and to register go to www.ed2go.com/nsc



ProTrain Online

Synchronous and Asynchronous Online Training

Synchronous and self-paced online certificate programs can train you for the latest, in-demand job skills?

For a complete listing of courses and to register go to
<https://nsc.theknowledgebase.org>

Live Online, Instructor Led

Courses are taught in real time, online by a live instructor based on a predetermined schedule.

<https://nsc.theknowledgebase.org/connect-live-online/catalog>

Coming Fall 2023!

Essential Skills for Leaders

This highly interactive training program consists of ten three-hour modules delivered over ten consecutive weeks on Wednesdays 8:30–11:30AM or 12:30–3:30PM. To learn more about this training, scan the QR code.

Interested? Contact:

Adelin Nunez, CTS Sales | 978-236-1205 or anunez@northshore.edu



 Find us on
Facebook

[www.facebook.com/
NSCCProfessionalEducation](http://www.facebook.com/NSCCProfessionalEducation)

Follow us on
LinkedIn

Would you like to be on our preferred customer email list to receive early notifications of new noncredit classes and special events? Send your email address to professional@northshore.edu.

Classes Begin August 2023

Start Your Career in Manufacturing for Free!

Explore how your dream of a well-paying career as a CNC machinist can come true.
Demand for trained workers has never been higher.

For more information or to sign up for the next information session, scan the code on your phone. You may also contact Susan Ryan at sryan@northshore.edu.



Remote and In-Person Learning is Happening at the NSCC Adult Learning Center (ALC)!

Unique Opportunities for Education, Career Exploration, and IT Workplace Training at No Financial Cost to Students

Need your high school diploma? At least 16 years old?

With a combination of face-to-face and online remote learning, the ALC's High School Equivalency Test (HiSET) preparation classes integrate academics and college and career readiness in the classroom, supported with advising to assist with next steps after graduation. You must be able to commit to twelve hours per week for instruction and outside classwork. All face-to-face classes are held on the Danvers Campus. There is an opportunity for every starting point:

- Class 3: at least ninth grade skills in reading and math
- Class 2: at least fifth to eighth grade skills in reading and math
- Class 1: at least second to fifth grade skills in reading and math

To learn more or complete the online interest form, go to www.northshore.edu/adult_learning.
Contact Erin O'Brien at 978-236-1226 or eobrien08@northshore.edu to begin the enrollment process.

Cannot attend classes in person at all?

The Adult Learning Center also offers an online Distance Learning option to help students study for their HiSET from their own homes. Students must be able to:

- Commit to 5 hours of Distance Learning work per week
- Attend an orientation session
- Participate in periodic face-to-face meetings
- Conduct ongoing email communication with instructors

To find out more, email Distance Learning Coach Zoe Fogarty at zfogarty01@northshore.edu.



Get into the Tech Industry! Earning IT industry certification will give you the skills needed to advance in your career or discover a new one.

An innovative and individualized 20-week education and training program is offered at the Adult Learning Center twice per year. You will learn CyberSafe, CompTIA IT Fundamentals, Service Desk and Support Analyst, Elements of Coding, Microsoft Office and Google Docs, and more! In addition to the IT classes, students will study for their HiSET if needed, strengthen academic skills, develop a professional resume, and discuss workplace skills in the 21st Century.

Don't miss this life-changing opportunity for students with OR without a high school diploma!
The median level wages for these jobs range from \$41,940 to \$60,090.

Interested? Ready to take the next step in your life?
Contact the Program Coordinator Stephanie Moriarty at smoriart01@northshore.edu.

HEALTHCARE OCCUPATIONS



Workers in these occupations help clients maintain and improve wellbeing. Overall employment in healthcare occupations is projected to grow 13 percent from 2021 to 2031—much faster than the average for all occupations.

This increase is expected to result in about 2 million new jobs over the decade. In addition to new jobs from growth, opportunities arise from the need to replace workers who leave their occupations permanently. About 1.9 million openings each year, on average, are projected to come from growth and replacement needs.

— US BLS OCCUPATIONAL HANDBOOK, SEPTEMBER 2022

NURSE ASSISTANT PLUS: NURSE ASSISTANT, PHLEBOTOMY & EKG

Demand for this occupation continues to grow! Enhance your skills and employment opportunities when you combine these three certifications. See schedules below for class information.



NURSE ASSISTANT/HOME HEALTH AIDE (XCN)

QUICK FACTS: Nursing assistants give personal care to patient in hospitals and nursing homes. They work under the direction of nurses and doctors. Home health aides care for recovering patients, the elderly, or people with disabilities in their own homes.

Entry Level to Experienced Level Wages	\$29,920–\$47,820
Preparation	High school diploma or equivalent recommended. Be at least 16 years old. Short-term training program, and pass the Massachusetts state licensing exam.
Certification Opportunities	Nurse Assistants must be certified by the State of Massachusetts.
Massachusetts Outlook	Demand is very strong for this occupation. Many nurse assistants continue their education in the healthcare field.

Nurse Assistant/Home Health Aide

Nurse Assistant training prepares you for an entry-level career in healthcare. Training includes preparation for the State Board exam to become certified and issues certifications in Home Health Aide, CPR, and CMS Hand in Hand Dementia Training. Clinical experience in a local nursing facility with Registered Nurse Instructors will be provided.* Skills will be taught in our state-licensed lab.* Skills include vital signs, moving and turning patients, personal care basics, bed-making, bed, bath and feeding, record keeping and responding to emergencies. Students must take and pass the State Board examination to become a Certified Nurse Assistant in the state of Massachusetts. The cost of the textbook, workbook, and state exam is included as part of the scholarship funded program. **Prerequisites:** (1) A CORI check is required. (2) Proof of immunizations and a negative TB test is required at the start of class. Proof of a COVID-19 vaccine and a booster is required. *Lab and clinical portion of the program is subject to change depending on the status of the COVID-19 pandemic.

Nurse Assistant Course is Scholarship-Funded Only.

Please call 978-236-1200 or email professional@northshore.edu to find out if you may be eligible.

— BLS, CAREER.ONESTOP.ORG

Phlebotomy and EKG Career Path

The combined Phlebotomy and EKG Technician program provides the necessary skills required to function as a vital member of the clinical laboratory team. Phlebotomists and EKG Technicians are employed throughout the healthcare system including in hospitals, neighborhood health centers, medical group practices, HMO's, public health facilities, veteran hospitals, insurance carriers, and in other healthcare settings. Learn to collect blood specimens from clients for the purpose of laboratory analysis, become familiar with all aspects of blood collection, and the necessary skills needed to perform venipunctures safely. Combined with EKG, the course further covers topics and processes critical to conducting and interpreting electrocardiograms (EKGs) including the anatomy and physiology of the heart, technology used such as the EKG machine, how to interpret a rhythm strip, and details of a myocardial infarction. After completing this program, learners will have the opportunity to take the leading national/industry-recognized certification exam(s) essential to entry-level employment in this fast-growing field: National Workforce Career Association (NWCA) Certified Phlebotomy Technician (CPT), and National Workforce Career Association (NWCA) Certified EKG Technician (CEKG). Learners who successfully complete this program are eligible to participate in an optional volunteer externship* opportunity with a local company/agency/organization whose work aligns with this area of study in order to gain valuable hands-on experience. Course includes CPR Note: Additional documentation including health records, immunizations, drug-screening, criminal background checks, etc. may be required by the clinical/fieldwork facility. Proof of a COVID-19 vaccine and a booster is required. Cost includes the required textbooks. Exam(s) not included in the cost of the program. **Prerequisite:** High School Diploma or Equivalent.



It is strongly recommended that students take the Accuplacer Placement Exam for advising purposes. For exam information or to schedule an exam please visit: www.northshore.edu/cas/testing. *Lab and externship portion of the program is subject to change depending on the status of the COVID-19 pandemic.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA115 F	65191	JUN 12-OCT 4	6:00PM-9:30PM	MON/WED	DANVERS	STAFF	\$2,499
HEA115 F1	65615	JUL 17-OCT 18	9:00AM-1:00PM	MON/WED	LYNN	STAFF	\$2,499

Jerome Kanoni: Mr. Kanoni was fantastic. He went above and beyond to assure the class was ready and prepared for our exam. I gained hands on experience by taking this course and feel ready to enter the workforce. — Jessica G.

PHLEBOTOMY TECHNICIAN (XPH)

QUICK FACTS: Phlebotomists draw blood from people to be analyzed or donated.		WIOA Approved
Entry Level to Experienced Level Wages	\$37,480–\$48,490	
Preparation	High school diploma or equivalent recommended for training, required for certification. Short-term training program.	
Certification Opportunities	National Workforce Career Association (NWCA) – Certified Phlebotomy Technician (CPT), National Healthcareer Association (NHA) Phlebotomy Technician Certification (CPT)	
Massachusetts Outlook	Demand will grow as hospitals and blood donor centers need more phlebotomists to perform blood collection. Doctors will continue to use lab procedures, such as blood analysis, to diagnose and treat diseases.	

— BLS, CAREER ONESTOP.ORG

Phlebotomy

The phlebotomist is a vital member of the clinical laboratory team, whose main function is to obtain patient's blood specimens by venipuncture and micro-collection for testing purposes. Phlebotomists are employed throughout the healthcare system including in hospitals, neighborhood health centers, medical group practices, HMO's, public health facilities, veteran hospitals, insurance carriers, and in other healthcare settings. The demand for phlebotomy technicians has increased substantially with the overall complexity of healthcare services and the risks of infectious disease. Current healthcare industry experts predict a 15% increase in phlebotomy jobs by 2024. Learn to collect blood specimens from clients for the purpose of laboratory analysis, become familiar with all aspects of blood collection, and the skills needed to perform venipunctures safely. Topics in this course include medical terminology, related anatomy and physiology, blood collection procedures, and procedures for collection of other types of specimens within the scope of practice of the phlebotomist. After completing this program, learners will have the opportunity to take the leading national/industry-recognized certification exam(s) essential to entry-level employment in this fast-growing field: National Workforce Career Association (NWCA) Certified Phlebotomy Technician (CPT). Learners who successfully complete this program are eligible to participate in an optional volunteer externship* opportunity with a local company/agency/organization whose work aligns with this area of study in order to gain valuable hands-on experience. Course includes CPR. Note: Additional documentation including health records, immunizations, drug-screening, criminal background checks, etc. may be required by the clinical/externship facility. Proof of a COVID-19 vaccine and a booster is required. Cost includes the required textbook. Exam not included in the cost of the program. **Prerequisite:** High School Diploma or Equivalent. It is strongly recommended that students take the Accuplacer Placement Exam for advising purposes. For testing information or to schedule exam please visit: www.northshore.edu/cas/testing. *Lab and externship portion of the program is subject to change depending on the status of the COVID-19 pandemic.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA103 F	65190	JUN 1-SEP 7	8:30AM-12:00PM	TUE/THU	DANVERS	STAFF	\$1,899

EKG TECHNICIAN (XET)

QUICK FACTS: EKG technicians use machines and monitors to perform diagnostic cardiac testing on patients.		WIOA Approved
Entry Level to Experienced Level Wages	\$36,650–\$78,170	
Preparation	High school diploma or equivalent required. Short-term training program.	
Certification Opportunities	National Workforce Career Association (NWCA) – Certified EKG Technician (CEKG), National Healthcareer Association (NHA) Certified EKG Technician (CET)	
Massachusetts Outlook	Job growth will be very strong in this occupation. This is due to developments in technology that allow non-invasive treatments for cardiac problems. The strongest job growth will occur in health clinics because more procedures are done outside hospitals.	

— BLS, CAREER ONESTOP.ORG

EKG Technician

EKG technicians are in demand and are expected to continue to grow substantially. As an EKG technician you can work in a physician's office, hospital, clinic, healthcare facility, and even an insurance company to provide data for health and life insurance policies. This program covers topics and processes critical to conducting and interpreting electrocardiograms (EKGs) including the anatomy and physiology of the heart, equipment technology, how to interpret a rhythm strip, and details of a myocardial infarction. Course prepares students to take the leading national/industry-recognized certification exam(s) essential to

entry-level employment in this fast-growing field: National Workforce Career Association (NWCA) Certified EKG Technical (CEKG). Cost includes the required textbook. Exam not included in the cost of the program. **Prerequisite:** High School Diploma or GED. It is strongly recommended that students take the Accuplacer Placement Exam for advising purposes. For testing information or to schedule exam please visit www.northshore.edu/cas/testing. Lab portion of the program is subject to change depending on the status of the COVID-19 pandemic. Proof of a COVID-19 vaccine and a booster is required.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA102 F	65192	AUG 7-OCT 4	6:00PM-9:00PM	MON/WED	LYNN	STAFF	\$999

PHARMACY TECHNICIAN (XPT)

QUICK FACTS: Pharmacy technicians prepare medications under the direction of a pharmacist. May measure, mix, count out, label, and record amounts and dosages of medications according to prescription orders.

WIOA
Approved

Entry Level to Experienced Level Wages	\$29,620–\$47,580
Preparation	High school diploma or equivalent required. Be at least 18 years old. Complete a moderate-term training.
Certification Opportunities	Pharmacy Technician Certification Board (PTCB), National Workforce Career Association Pharmacy Technician Associate Certification (PTAC)
Massachusetts Outlook	Demand for pharmacy technicians also grows as pharmacy technicians do more tasks formally done by pharmacists.

— BLS, CAREER ONESTOP.ORG

Pharmacy Technician

The need for Pharmacy Technicians continues to grow with demand expected to increase substantially through 2024. Technicians work under the supervision of a registered pharmacist in hospitals, home infusion pharmacies, community pharmacies and other healthcare settings. Approximately 400,000 technicians will be employed by the year 2024 to meet our nation's growing healthcare demands. Learn pharmacy medical terminology, reading and interpreting prescriptions, and defining generic and brand names drugs and much, much more. Prepares you to enter the pharmacy field and to pursue certification including the Pharmacy Technician Certification Board's PTCB exam(s): Pharmacy Technician Certification Board (PTCB) Certified Pharmacy Technician (CPhT) and National Workforce Career Association (NWCA) Pharmacy Technician Associate Certification (PTAC). After successful completion of this program you are eligible to participate in an optional volunteer externship opportunity with a local company/agency/organization whose work aligns with this area of study in order to gain valuable hands-on experience. Note: Additional documentation including health records, immunizations, drug-screening, criminal background checks, etc. may be required by the externship facility. Proof of a COVID-19 vaccine and a booster is required. Cost includes required textbook. Exam not included in the cost. **Prerequisite:** High School Diploma or Equivalent. It is strongly recommended that students take the Accuplacer Placement Exam for advising purposes. For testing information or to schedule exam please visit: www.northshore.edu/cas/testing. *Lab and externship portion of the program is subject to change depending on the status of the COVID-19 pandemic.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA116 F	65206	JUN 6-AUG 8	6:00PM-9:00PM	TUE/THU	DANVERS	STAFF	\$1,299

CENTRAL STERILE PROCESSING (XSP)

QUICK FACTS: CRSTs are responsible for decontaminating, inspecting, assembling, disassembling, packaging, and sterilizing reusable surgical instruments or devices in a healthcare facility that are essential for patient safety.

WIOA
Approved

Entry Level to Experienced Level Wages	\$36,930–\$60,300
Preparation	High school diploma or equivalent required. Short-term training with moderate on-the-job-training. Certification will increase wage.
Certification Opportunities	Certified Registered Central Service Technician (CRST)
Massachusetts Outlook	Demand for this occupation will be strong. Advancements in technology will increase the use of new, complex medical equipment that will need to be prepared.

Look for this
class in Fall and
Winter/Spring
semesters!

— BLS, CAREER ONESTOP.ORG

Central Sterile Test Prep

Don't miss out! Legislation requiring Central Sterile Technicians to be certified in Massachusetts is currently being reviewed. Prepare now for the Healthcare Sterile Processing Association (HSPA) certification exam. Test materials and test strategies will be covered to increase your success on the exam. **Textbook required:** Please visit www.SHOPNSCC.com to order book. Note: Students should not open the workbook until the first class meeting with the instructor.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA105 V	65899	AUG 2-AUG 30	6:00PM-8:00PM	WED	REMOTE CLASS	STAFF	\$159

DENTAL ASSISTANT (XDA)

WIOA
Approved

QUICK FACTS: Dental assistants perform limited clinical duties under the direction of a dentist. Including equipment preparation, preparing patients for exams, assisting during treatment, and office duties.	
Entry Level to Experienced Level Wages	\$38,400–\$59,640
Preparation	High school diploma or equivalent required. Short-term training.
Certification Opportunities	National Workforce Career Association (NWCA) Dental Assistant Clinical Certification (DACC) DANB-Radiology Health & Safety
Massachusetts Outlook	This occupation will see strong growth due to the increased demand for preventative dental care services. More people have health insurance that includes dental coverage.

— BLS, CAREER ONESTOP.ORG

Dental Assisting

Entry-level positions in Dental Assisting is one of the fastest growing healthcare fields, with a growing workforce of over 300,000 strong. This program prepares you for entry-level positions as a chair-side dental assistant, familiarizing you with all areas of administrative and clinical dental assisting to function in a dental practice. Learn the history of dentistry, introduction to the dental office, the legal aspects of dentistry, introduction to oral anatomy, dental operator, introduction to tooth structure (primary and permanent teeth), the oral cavity; and other areas. After course completion, learners will have the opportunity to take the leading national/industry-recognized certification exam(s) essential to entry-level employment in this fast-growing field: National Workforce Career Association (NWCA) Dental Assistant Clinical Certification (DACC). Includes CPR and lab.* After successful completion of this program you are eligible to participate in an optional volunteer externship* opportunity with a local company/agency/organization whose work aligns with this area of study in order to gain valuable hands-on experience. Note: Additional documentation including health records, immunizations, drug-screening, criminal background checks, etc. may be required by the clinical/fieldwork facility. Proof of a COVID-19 vaccine is required and a booster maybe required. Cost includes required textbook. Exam not included in the cost of the program. **Prerequisite:** High School Diploma or equivalent. It is strongly recommended that students take the Accuplacer Placement Exam for advising purposes. For testing information or to schedule exam please visit: www.northshore.edu/cas/testing.

*Lab and externship portion of the program is subject to change depending on the status of the COVID-19 pandemic.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA106 F	65183	JUN 1-AUG 31	6:00PM-9:00PM	TUE/THU	DANVERS	STAFF	\$1,699
HEA106 F1	65184	AUG 14-OCT 13	9:00AM-12:00PM	MON/WED/FRI	DANVERS	STAFF	\$1,699

COMMUNITY HEALTH WORKER

QUICK FACTS: CHWs provide health education, referral and follow up, case management, and basic preventive health care and home visiting services to specific communities.

Entry Level to Experienced Level Wages	\$38,700–\$70,720
Preparation	High school diploma or equivalent required. Short-term training with moderate on-the-job-training.
Certification Opportunities	Recommended, not required. Wage will increase with certification.
Massachusetts Outlook	Demand for this occupation will be very strong. As health care costs go up, there is more interest in educating people about how to stay healthy and the healthcare resources in their community. Educators can also help people manage chronic illnesses they already have such as asthma or diabetes.

Community Health Worker

Community Health Workers (CHWs) play a key role in ensuring the health and well-being of multi-cultural residents in a variety of community-based settings such as homes, schools, clinics, shelters, local businesses, and community centers. Learn the various components and functions of community health work including outreach methods and strategies, individual and community assessment, effective communication, cultural responsiveness and mediation, education to promote healthy behavior change, care coordination and system navigation, use of public health concepts and approaches, advocacy and community capacity building, documentation along with professional skills and conduct. The Community Health Worker (CHW) training program has been developed to align with the Massachusetts Department of Public Health's recommended ten core competencies to prepare you for an entry-level positions in community health. **Textbook included.**

STARTS-ENDS: JUN 20-AUG 31 MTG TIME: 5:30PM-9:20PM LOCATION: LYNN

This section is for grant funded eligible students only.
Please call 978-236-1200 or email professional@northshore.edu to find out if you may be eligible.

— BLS, CAREER ONESTOP.ORG

MEDICAL INTERPRETING (XMC)

QUICK FACTS: Interpreters and translators convert spoken or written words from one language to another.

Entry Level to Experienced Level Wages	\$41,250–\$86,820
Preparation	High school diploma or equivalent recommended. Short-term training.
Certification Opportunities	Certification preferred.
Massachusetts Outlook	Interpreters and translators will be needed in schools, other public agencies, and large work places. In addition, the growth of the health care industry will create more jobs.

— BLS, CAREER ONESTOP.ORG

Medical Interpreting Certification Prep—Remote Learning Course

Medical interpreters are in great demand both in person and remotely by video or phone. Interpreters can elect to work for a hospital, school, or state agency, or as contractors with many agencies throughout the country. They can also elect to work remotely from home where they can work independently and make their own hours. Open to all languages, this 60-hour program provides working knowledge of medical interpreting, including standards of practice, ethics, HIPAA regulations, cultural competency, and medical terminology/vocabulary. Course provides intense practice via oral role plays on a variety of medical topics. You will also be introduced to VRI (Video Remote Interpreting) and OPI (Over the Phone Interpreting). Offered in collaboration with TransFluenci LLC, this course is designed for those preparing for entry-level careers as medical interpreters as well as for working interpreters preparing for the National Board Certification exam. This program meets the National Board for Medical Interpreter Certification training requirement. Upon successful completion of the course, you will receive a certificate of completion from the college and may elect to apply for national certification. Certification fees are not included in the price of the course. **Prerequisites:** High school diploma or equivalent. Students must be fluent in English and one other language. Screening required, call 978-236-1200 to request a screening appointment after registration. **Textbook required:** What You Need to Know to Become a Medical Interpreter, ISBN: 9780578411910. Available at Amazon.com.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA110 V	65193	JUN 6-AUG 17	6:00PM-9:00PM	TUE/THU	REMOTE CLASS	STAFF	\$1,199

CPR

Professional Rescuer CPR

As a public safety professional or healthcare provider, it is your duty to respond to cardiac or breathing emergencies until more advanced medical personnel can take over. Utilizing the most current guidelines, you will be taught basic life support skills for all ages of patients (infant, child, and adult) including rescue breathing, foreign body airway obstruction, two-person CPR and AED use. Successful completion of all skill stations and the final exam earns a certificate from the American Heart Association for Professional Rescuer CPR, valid for two years. Proof of a COVID-19 vaccine is required. Attendance for the entire course is required for successful completion. Cost includes a textbook. Note: This course is the American Heart Association Basic Life Support (BLS) and meets the CPR requirement for accepted Health Professions students at NSCC.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA212 F	65203	MAY 31	9:00AM-1:00PM	WED	DANVERS	STAFF	\$99
HEA212 F1	65738	JUL 18	5:30PM-9:30PM	TUE	DANVERS	STAFF	\$99
HEA212 F2	65739	AUG 8	5:30PM-9:30PM	TUE	DANVERS	STAFF	\$99

ONLINE HEALTHCARE COURSES

DIALYSIS TECHNICIAN (XDT)

QUICK FACTS: Dialysis technicians assist nurses in monitoring patients and equipment during dialysis treatments.

Entry Level to Experienced Level Wages	\$38,180–\$75,340
Preparation	High school diploma or equivalent required. Complete formal training program.
Certification Opportunities	National Workforce Career Association (NWCA) Certified Dialysis Technician Associate (CDTA)
Massachusetts Outlook	11%

**WIOA
Approved**

— BLS, CAREER ONESTOP.ORG

Dialysis Technician—Online Course

Learn the knowledge needed to perform the responsibilities of a Dialysis Technician. Course covers normal kidney physiology, the basic principles of hemodialysis, kidney dialysis machines, dialyzer preparation and reprocessing as well as how to assist dialysis patients in managing their disease and treatment. To register: Please call 978-236-1200.

COURSE CODE: HEA107 OL	CRN: 65205	ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER!	FEE: \$1,299
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MEDICAL ADMINISTRATIVE ASSISTANT

QUICK FACTS: Medical Administrative Assistants perform secretarial duties using specific knowledge of medical terminology and hospital, clinic, or laboratory procedures.

**WIOA
Approved**

Entry Level to Experienced Level Wages	\$36,160–\$53,630
Preparation	High school diploma or equivalent required. Short-term training.
Certification Opportunities	Certified Medical Administrative Assistant (CMAA)
Massachusetts Outlook	Demand for this occupation will significantly increase. Job prospects are best for those with formal training.

— BLS, CAREER ONESTOP.ORG

Medical Office Manager (CCPM)—Online Course

Medical Office Managers and Administrative Medical Assistants are versatile and valuable members of the healthcare team who can handle a broad range of duties, including patient registration, telephone, scheduling, medical records, accounts receivable, data entry, compliance regulations, human resources, and health information. This in-depth program combines several programs, Medical Terminology, Microsoft Word 2016, Microsoft Excel 2016, Certified Medical Administrative Assistant (CMAA), Certified Electronic Health Records Specialist (CEHRS), and Certified Physician Practice Manager (CPPM), to give you the foundation and training needed to be a Medical Office Manager. In Certified Medical Administrative Assist (CMAA) you will learn how to handle the increasing complexities of healthcare management and patient care in offices of physicians, offices of other providers, clinics, urgent care centers, ambulatory surgery centers, hospital departments and emergency rooms, home health agencies, assisted living facilities, educational institutions and group homes. You will get hands-on practice using real EHR software and learn the benefits these systems provide and understand not only medical terms themselves, but also their application. Certified Physicians Practice Manager (CPPM) will cover the requirements of managing the revenue cycle, compliance regulations, human resources, health information, and general business processes that make practice management a challenging yet rewarding profession. Upon completion of this course, you will be ready to take the Certified Physician Practice Manager (CPPM) exam, offered by the American Academy of Professional Coders (AAPC), the Certified Medical Administrative Assistant (CMAA) and the Certified Electronic Health Records Specialist (CEHRS) national certification exams offered by the National Healthcareer Association (NHA). You will receive study guide materials, practice exams, AAPC membership, access to the Practicecode tool, and a voucher for each exam. Requirements: This course must be taken on a PC device. A Mac OS is not compatible. To register, copy this link into your browser: <https://careertraining.ed2go.com/northshorecc/search-results/?term=GES152>.

COURSE CODE: HEA002 OL **CRN:** 65752 **ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER!** **FEE:** \$3,995

CMAA: Medical Administrative Assistant

Administrative medical assistants are skilled multi-taskers who direct the flow of patients through an office. Effective patient flow allows the practice to operate efficiently, increase revenue, and provide a positive experience for the patient. These duties can include scheduling appointments, entering demographic and insurance information into practice software, managing patient check-in and check-out, answering phone calls, filing and retrieving paper records, maintaining electronic records, composing correspondence, performing daily financial practices, assigning medical codes and processing insurance claims. Upon completion of this course you will be prepared for the Certified Medical Administrative Assistant (CMAA) national certification exam offered by National Healthcareer Association (NHA). This course includes a voucher which covers the fee of the exam. To register: <https://careertraining.ed2go.com/northshorecc/search-results/?term=GES147>.

**WIOA
Approved**

COURSE CODE: HEA004 OL **CRN:** 25455 **ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER!** **FEE:** \$1,895

MEDICAL BILLING & CODING

QUICK FACTS: Medical coders and billers assign codes to illnesses, injuries, and medical procedures based on doctor's and nurse's notes. They work in every type of health career facility.

**WIOA
Approved**

Entry Level to Experienced Level Wages	\$37,630–\$59,750
Preparation	High school diploma or equivalent required. Short-term training.
Certification Opportunities	Certified Professional Coder (CPC), Certified Coding Associate (CCA), Certified Billing and Coding Specialist (CBCS)
Massachusetts Outlook	This is an emerging occupation. Certified coders will earn a higher salary.

— BLS, CAREER ONESTOP.ORG

Medical Billing and Coding Comprehensive with Certified Medical Administrative Assistant—Online Course

Are you interested in obtaining a career in the healthcare industry but have little or no experience? Administrative Medical Assistants are versatile and valuable healthcare team members. Prepare for the Certified Medical Administrative Assistant (CMAA) national exam; learn medical office management and legal, ethical, and regulatory concepts, HIPPA compliance and third-party guidelines for filing insurance claims. Medical Billers and Coders are also in high demand! Learn about the medical billing and coding field and career paths while preparing for one of the three MBC certifications; CBCS, CCA, or CPC. You will receive hands-on practical experience in medical billing and coding, and an externship starter kit, medical terminology, and the structures and functions of the human body. Exam vouchers included! Upon completion choose which MBC exam voucher that best aligns with your interests and career goals, voucher for CMAA included. To register, copy this link into your browser: <https://careertraining.ed2go.com/northshorecc/training-programs/certified-medical-administrative-assistant-with-medical-billing-coding-voucher-included>.

COURSE CODE: HEA007 O **CRN:** 65685 **ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER!** **FEE:** \$3,695

Comprehensive Medical Billing and Coding—Online Course

Medical Billers and Coders are in high demand! Learn medical billing and coding and career paths while preparing for one of the three MBC certifications—CBCS, CCA, or CPC. Study medical terminology, structures and functions of the human body, disorders and medical procedures common to each body system. Legal, ethical, and regulatory concepts, HIPAA compliance and third-party guidelines for filing insurance claims. You will receive hands-on practical experience in medical billing and coding, and an externship starter kit, medical terminology, and the structures and functions of the human body. Upon completion choose which MBC exam voucher that best aligns with your interests and career goals. To register, copy this link into your browser: <https://careertraining.ed2go.com/northshorecc/training-programs/medical-billing-coding-plus-medical-terminology>.



COURSE CODE: HEA008 OL CRN: 65686

ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER!

FEE: \$2,995

RECOVERY COACH TRAINING

QUICK FACTS: Recovery coaches work with persons with active addictions as well as persons already in recovery. May counsel individuals, families, or groups or engage in prevention programs.

Entry Level to Experienced Level Wages	\$38,650–\$77,980
Preparation	High school diploma or equivalent recommended. Short-term training.
Certification Opportunities	Certified Addiction Recovery Coach (CARC)
Massachusetts Outlook	Demand is expected to be strong for addictions counselors. New health care laws require that insurance providers cover more mental health services. This will lead to more jobs for addictions counselors.

The Recovery Coach Training includes the courses below.**Recovery Coach Training: Part I—Remote Learning Course**

The gold standard for Recovery Coach Training fulfills 30 of the 60 educational hours required to become a Massachusetts Certified Addiction Recovery Coach. Recovery Coaches play a vital role in the community; they serve as guides and mentors to individuals with drug and alcohol problems, and empower people on their personal journey by providing many options and “paths” to recovery. Training participants will receive tools and resources designed to help people heal from the devastating effects of addiction, whether they are just entering recovery or looking to deepen and sustain their recovery. For individuals considering a career as a recovery coach or peer mentor, or individuals who simply want to learn more effective methods for supporting people through their recovery process. Taught by Michelle Simons who brings a professional and life experience to her work with individuals, families and organizations.

Textbook required: Available on Amazon CCR’s Recovery Coach Academy: Rev. November 2021 979-8756114867.

START-ENDS: JUN 8-JUN 29 MTG TIME: 9:00AM-5:00PM DAYS: THU LOCATION: REMOTE CLASS INSTRUCTOR: SIMONS

Recovery Coach Training: Part II—Remote Learning Course

Recovery Coach Academy fulfills 30 of the 60 educational hours required to become a Massachusetts Certified Addiction Recovery Coach. Designed to provide those seeking to work as Recovery Coaches with a thorough overview of addiction science, the various substances of misuse and their effects, and how addiction impacts mental health, physical health, and overall wellness. Stages of change related to recovery are examined, along with Motivational Interviewing, an evidence-based intervention used to promote recovery goal attainment. The course utilizes case studies and experiential exercises that will strengthen the students’ cultural awareness and responsiveness to differences. A great deal of time is spent examining the accepted ethical standards for coaches-how best to navigate boundaries and ‘stay in the lane’ of a Recovery Coach. There are no prerequisites for attending this class; all are welcome. Training participants will receive knowledge and resources designed to help people heal from addiction, whether they are just entering recovery or looking to deepen and sustain their recovery. Topics covered required by the state of Massachusetts for the CARC certification are: Addiction 101, Mental Health, Motivational Interviewing, Cultural Competencies and Ethical Responsibilities. Course materials are included in the cost of the class.

STARTS-ENDS: JUL 20-AUG 10 MTG TIMES: 9:00AM-5:00PM DAY: THU LOCATION: REMOTE CLASS INSTRUCTOR: SIMONS

This program is scholarship funded only. Please call 978-236-1200 or email professional@northshore.edu to find out if you are eligible. You may be able to receive college credit through Prior Learning Assessment and Experiential Learning.

— BLS, CAREER ONESTOP.ORG

Reiki Usui/Holy Fire III: Level 1

Learn about the concepts, energies, history, and lineages of Usui and Holy Fire III Reiki, a form of Reiki developed by the International Center for Reiki Training. It is a powerful yet gentle form of healing that provides purification, empowerment and guidance. Gain a general understanding of the concepts of chakras, auras and Reiki energy healing using scanning and traditional Reiki hand positions. Learn to give yourself, your friends, family, and even your pets Reiki. For beginners or for anyone interested in learning more about Holy Fire Reiki. Training consists of lecture and discussion, Holy Fire III Reiki placement/attunement, hands-on practice, as well as the Reiki Healing. Cost of class includes course manual and certificate of completion of Usui/Holy Fire III Reiki Level One.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA200 F	65195	JUN 9	9:00AM-5:00PM	FRI	DANVERS	BAVARO	\$169

Reiki Usui/Holy Fire III: Level 2 Practitioner Certification

Enhance your healing power and intuition as well as your confidence and skills with Level 2 training. Learn full treatment session techniques including advanced body scanning and traditional Japanese Reiki techniques. At course completion you will have an understanding of the following concepts: clearing negative energy from your clients and their homes, distance healing, healing of emotional problems and trauma, and changing unwanted habits. As a Usui/Holy Fire III Reiki Level Two Practitioner, you can see clients and open your own Reiki healing practice if you chose to do so. **Textbook required:** Same as level one. Please call 978-236-1200 if you do not have the book from Level One. **Prerequisite:** Successful completion of any level 1 Reiki lineage.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA201 F	65197	AUG 4	9:00AM-5:00PM	FRI	DANVERS	BAVARO	\$169

Reiki Review/Practice Workshop

Looking to practice and discuss Reiki? This workshop is designed for people who want to brush up on their Reiki skills and learn a few new techniques. The workshop will include Q&A time and practice. For all levels of Reiki practitioners. **Prerequisites:** Students must be certified in any lineage or system of Reiki at Level I or higher. Students must be able to provide their Reiki course completion certificate upon request.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA208 F	65356	AUG 22	6:00PM-8:00PM	TUE	DANVERS	BAVARO	\$49

Facial Threading

The ancient art of threading is becoming increasingly popular. This hair removal modality is less painful, more precise and longer lasting. Learn the history, fundamentals, eyebrow shaping, and full face threading techniques along with business tips. Something new to add to your repertoire! You will even learn how to thread yourself. There are no prerequisites.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
PSS306 F	65312	JUN 5	9:00AM-3:00PM	MON	DANVERS	BAVARO	\$189

PERSONAL FITNESS TRAINER CERTIFICATION (XPF)

QUICK FACTS: Fitness trainers and aerobics instructors help people get in shape. They teach classes or set up individual training programs.

Entry Level to Experienced Level Wages	\$30,530–\$75,940
Preparation	High school diploma or equivalent required. Short-term training.
Certification Opportunities	World Instructor Training School (WITS)
Massachusetts Outlook	Demand for this occupation is growing. As retirees are expected to be active and want to stay in shape, many of them will take exercise classes. In addition more companies are providing incentives to their employees to stay healthy.

— BLS, CAREER ONESTOP.ORG

Personal Trainer Certification—Hybrid Course

Gain all the information and skills needed to start an exciting fitness career as a Certified Personal Trainer. Course includes the ONLY IN-PERSON hands on practical skill labs in the fitness industry and a virtual LIVE lecture on core knowledge led by Mark Cassidy, MS, a Certified Personal Trainer for 25 years. Topics covered include anatomy, exercise physiology, kinesiology, biomechanics, nutrition, equipment usage, fitness testing and more. The course is NCCA Accredited program with the options of 3 college credits towards a degree through the American Council on Education. Cost includes a national test voucher (\$450 value), online study tools, a full online video course to use 24/7, and a 30-hour employer internship (Level 2 Certification) to help walk you into jobs with local employers. To become a Level I Certified Personal Trainer you must successfully complete the written and practical exams. For Level II Nationally Certified Personal Trainer you must successfully complete your Level I exams followed by a 30-hour internship. Hands-on practical training occurs off-site and you must provide your own transportation. Class meets online from 9:00am to 12:00pm followed by off-site lab from 1:00pm to 4:00pm. National exam is on 7/22/2023. **Textbook required** and not included in the cost of the course. Howley, Edward T. and Thompson, Dixie L. 2017. Fitness Professional's Handbook. 7th Edition. Publisher: Human Kinetics, Champaign, IL. The e-book costs \$74 and the cost for the hard cover version is \$99, plus \$15.95 for shipping, and must be purchased by the student. Amazon Prime also has a rent a book set up. Check it out and save here.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
PSS210 H	65194	JUN 10-JUL 15	9:00AM-4:00PM	SAT	HYBRID	STAFF	\$899

New! Medical Fitness Specialist Certification—Hybrid Course

Attention all fitness professionals and other types of health occupations. Ready to take the next step in your career and offer safe new services to a wide variety of clients? In this challenging exercise course learn the core essentials of helping clients with specialized chronic illness. You will be able to apply the practical knowledge learned to program safe and effective workouts. What could be more rewarding than working with the medical community to help individuals with special medical issues improve their health. This MFS Level 1 Certification includes a written core exam and a practical case scenario exam to demonstrate operational safe and effective competency. This five-week course meets Thursday night for a virtual lecture and Saturday afternoon at a fitness center for in-person skill lab. **Prerequisite:** An Associate's Degree or higher in health sciences or a fitness certification. **Textbook required:** ACSM's Exercise Management for Persons with Chronic Diseases and Disabilities-4th, American College of Sports Medicine Geoffrey Moore J. Larry Durstine Patricia Painter, ©2016.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
HEA122 F	65873	JUN 8-JUL 15	6:30PM-9:30PM / 12:00PM-3:00PM	THU/SAT	DANVERS	FIELD STAFF	\$875

ADVANCED TECHNOLOGY



Workers in these occupations create or support computer applications, systems, and networks. Overall employment in computer and information technology occupations is projected to grow 15 percent from 2021 to 2031, much faster than the average for all occupations.

This increase is expected to result in about 682,800 new jobs over the decade. Information Technology (IT) is an area that is growing and always changing with new developments. In IT, you would be part of an industry that continues to make an impact on society and individuals. You would have the opportunity to work in all types and sizes of businesses from Microsoft and Google to your local hospital.

— US BLS OCCUPATIONAL HANDBOOK, SEPTEMBER 2022

IT TECHNICAL SUPPORT SPECIALIST (XDH)

QUICK FACTS: Computer user support specialists help people solve problems with their computer hardware and software.	
Entry Level to Experienced Level Wages	\$46,590–\$101,440
Preparation	High school diploma or equivalent. Short-term training..
Certification Opportunities	CompTIA IT Fundamentals and CompTIA A+ national Certifications.

The IT Technical Support Specialist includes the three courses below and the program runs August through December 2023, evenings.

INF307 CompTIA IT Fundamentals

CompTIA IT Fundamentals certification is your launch pad for an IT career. Course provides a strong IT foundation for non-technical professionals and advanced end-users at home, work, college, or high school. Focus on essential IT skills including features and functions of common operating systems and establishing network connectivity, identifying common software applications and their purpose, and using security and web browsing best practices. Prepares you for the CompTIA IT Fundamentals examination (Exam FC0-U61) and is a suggested prerequisite to CompTIA A+. Cost of the exam and textbook are included.

INF300 CompTIA A+ Certification

CompTIA A+ Certification is the foundation of your Information Technology Profession and provides you with an industry recognized, valued credential. Learn the essential skills and information needed to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic PCs, and the ability to connect users to the data they need to do their jobs regardless of the devices being used. This course prepares you to take the CompTIA A+ Certification Exams. Cost of the exams are not included in the cost of the program. Cost of the exam and textbook are included.

INF106 CyberSafe

Attention all end-users of computers, mobile devices, networks, and the Internet! Time to use technology more securely to minimize digital risks. Learn and understand security compliance considerations, social engineering malware, and various other data security related concepts. Explore the hazards and pitfalls and learn how to use technology safely and securely. Book and CyberSafe Certification Exam included.

This program is scholarship funded only. Please call 978-236-1200 or email professional@northshore.edu to find out if you are eligible.

You may be able to receive college credit through Prior Learning Assessment and Experiential Learning for these courses.

— DATA FROM BLS.GOV

COMPUTER NETWORKING & SECURITY SPECIALISTS

QUICK FACTS: Network and Computer Systems Administrators install, configure, and maintain an organization's local area network (LAN), wide area network (WAN), data communications network, operating systems, and physical and virtual servers.	
Entry Level to Experienced Level Wages	\$62,920–\$157,110
Preparation	High school diploma or equivalent. Formal training, certification preferred.
Certification Opportunities	CompTIA Network and Security certifications are recognized throughout the industry.
Massachusetts Outlook	This is an emerging occupation. Certified coders will earn a higher salary.

— BLS, CAREER ONESTOP.ORG

CompTIA A+ with Exam Vouchers—Online Course

CompTIA A+ Certification is the foundation of your information Technology Profession and provides you with an industry recognized, valued credential. Learn the essential skills and information needed to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic PC's and the ability to connect users to the data they need to do their jobs regardless of the devices being used. This course prepares you to take the CompTIA A+ Certification Exams. Please call 978-236-1200 for more information. This class will be taught with the new updated CompTIA A+ exams-CompTIA A+ 220-1101 (Core 1) and 220-1102 (Core 2) Course includes textbooks and exam voucher. This course is self paced and can begin at any time. To register, copy this link into your browser: <https://careertraining.ed2go.com/northshorecc/training-programs/a-plus-certification-with-exam>.



COURSE CODE: INF056 OL CRN: 65882 ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER! FEE: \$1,995

CompTIA Network+ with Exam Voucher—Online Course

CompTIA Network+ Certification is a widely recognized and respected credential within the Information Technology industry. Build on your existing IT knowledge by exploring computer-networking concepts, including layers of the OSI model and the TCP/IP model. This vendor neutral certification will give you the skills needed to manage, troubleshoot, install, and configure basic network infrastructure. Prepares you to take the CompTIA Network+ Exam N10-008. Course includes textbooks and exam voucher. This course is self-paced and can begin at any time. To register, copy this link into your browser: <https://careertraining.ed2go.com/northshorecc/search-results/?term=GES329>.



COURSE CODE: INF055 OL CRN: 65176 ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER! FEE: \$1,895

CompTIA Security+ with Exam Voucher—Online Course

Do your job responsibilities include securing network services, devices and traffic in your organization? If so, build on your knowledge and skills with CompTIA Security+ Certification to keep up with what today's job market demands. Learn security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any type of computer network. Course prepares you to take the CompTIA Security+ Certification Exam SY0-601. The exam is intended for candidates who possess Network+ certification and two years of experience in IT administration with a security focus. Course includes textbooks and exam voucher. This course is self-paced and can start at any time. To register, copy this link into your browser: <https://careertraining.ed2go.com/northshorecc/training-programs/security-plus-certification-with-exam>.



COURSE CODE: INF057 OL CRN: 65177 ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER! FEE: \$1,895

CompTIA Certification Training: A+, Security+, and Network+ with Exam Vouchers—Online Course

Careers in Information Technology are steadily growing, and what better way to train for a new career than to prepare for three respected certifications in one convenient online program? Build on your foundational knowledge needed for employment in cutting-edge IT roles. You will study a range of related disciplines, including building and managing a data network, troubleshooting networking issues, routing and switching, risk assessment, and data recovery. To gain further understanding, you will be able to practice the concepts being taught, using interactive virtual software. Possible careers include Tech Support, IT Specialist, Network Administrator, Network Installer, and Security Consultant. Upon successful completion you will receive exam vouchers for CompTIA A+ Exams 220-1001, 220-1002, CompTIA Network+ Exam N10-007 and CompTIA™ Security+ Exam SY0-601 at no additional cost. To register, copy this link into your browser: <https://careertraining.ed2go.com/northshorecc/search-results/?term=GES327>.



COURSE CODE: INF058 OL CRN: 65179 ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER! FEE: \$3,995

COMPUTER USER SUPPORT SPECIALIST GOOGLE IT

QUICK FACTS: Computer User Support Specialists provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone, or electronically.

Entry Level to Experienced Level Wages	\$47,050–\$102,150
Preparation	High school diploma or equivalent. Formal training, certification preferred.
Certification Opportunities	CompTIA certifications are recognized throughout the industry.
Massachusetts Outlook	This is an emerging occupation. Certified coders will earn a higher salary.

— BLS, CAREER ONESTOP.ORG

Google IT Support Professional Certificate—Online Course

Prepare for an entry-level job in IT support. Designed for students who have basic computer skills and an interest in expanding on those skills. This online program with learning support and coaching from an NSCC instructor has the flexibility to fit your schedule. The program includes five courses: Technical Support Fundamentals, The Bits and Bytes of Computer Networking, Operating Systems and You, System Administration and IT Infrastructure Services, and IT Security: Defense Against the Digital Dark Arts. Students should plan on committing 10 to 20 hours a week. **Prerequisite:** High School Diploma or equivalent.



COURSE CODE: INF400 OL CRN: 65644 ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER! FEE: \$1,899

BASIC COMPUTER SKILLS



Keyboarding—Online Course

Do you want to learn to touch-type or improve your existing typing skills? If so, this is the course for you! Using the Keyboarding Pro 5 program, a typing tutorial designed for personal computers, you will learn how to touch-type. That is, to type text you read from a printed page or a computer screen without looking at your keyboard. At completion, you will be able to touch-type the alphabetic, numeric, and symbol keys, create, save, and edit word processing documents, and successfully take a timed writing test during a job interview. To register visit: www.ed2go.com/nscc/SearchResults.aspx?SearchTerms=keyboarding.

COURSE CODE: INF021 CRN: 65274 ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER! FEE: \$115

Computer: An Introduction

An ideal beginner's class from learning computer hardware basics to exploring Windows and Microsoft Office (including Word). Learn through hands-on sessions to open, close, size and switch between windows; create, edit, format, save and print a document. Build the necessary foundation for further study in computers. Knowledge of the keyboard is necessary. Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF101 F	65275	MAY 30-JUN 20	9:00AM-12:00PM	TUE	DANVERS	PARTLAN	\$209

Google Apps—Remote Learning Course

This course provides an introduction to Google Productivity Apps, including Docs (Word Processor), Sheets, (Spreadsheet), Slides (Presentation App), Drive (Online file storage), Calendar and Gmail.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF105 V	65286	AUG 2-AUG 9	6:00PM-9:00PM	WED	REMOTE CLASS	PARTLAN	\$149

CyberSafe—Remote Learning Course

Attention all end-users of computers, mobile devices, networks, and the Internet! Time to use technology more securely to minimize digital risks. Learn and understand security compliance considerations, social engineering malware, and various other data security related concepts. Explore the hazards and pitfalls and learn how to use technology safely and securely. Book and CyberSafe Certification Exam included.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF106 V	65174	JUN 12	5:30PM-9:30PM	MON	REMOTE CLASS	STAFF	\$99

New! Understanding the Cloud—Online Course

Wondering what the cloud is? You are not alone! Come explore how the cloud works, the different kinds of clouds (public, private, and hybrid), why the cloud is so important, and challenges and opportunities that the cloud addresses. Explore cloud services and how you and businesses can take advantage of them along with the different kinds of cloud apps. Also covered will be the data in the cloud, how it moves across continents, oceans, and airwaves. A course not to be missed! To register visit: www.ed2go.com/nscc/online-courses/understanding-cloud.

COURSE CODE: INF162 OL CRN: 65875 ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER! FEE: \$115

MICROSOFT OFFICE

Word for Beginners—Remote Learning Course

Learn to create, edit, and format professional looking documents that stand out and clearly state your ideas. Set margins and line spacing. Use the clipboard to cut, copy and paste text within a document or from one document to another. Learn how to use Font, Paragraph and Page Layout features to make your document look the way you want it. Add pictures, tables and text boxes to your document. Use the Spell check and Auto-Correct tools to help make sure your document is free of errors. Must have some experience with Windows and keyboard. **Flash drive required.** Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF110 V	65276	JUN 1-JUN 22	6:00PM-9:00PM	THU	REMOTE CLASS	PARTLAN	\$209

Word Intermediate—Remote Learning Course

Learn to align text in your document correctly using the Word Ruler to set tabs and Indents. Create, sort, and modify tables, use format styles, work with section breaks to create multiple column and margin layouts within a document, insert and control pictures. Create headers and footers with auto page, numbering. Make and use Templates for documents you use regularly. **Prerequisite:** Completion of Word for Beginners or equivalent experience. **Flash drive required.**

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF111 V	65279	JUL 20-AUG 10	6:00PM-9:00PM	THU	REMOTE CLASS	PARTLAN	\$209

Excel for Beginners—Remote Learning Course

A basic, usable knowledge of Excel, including designing, creating and editing a spreadsheet to analyze and display data used to make business and/or personal decisions. Methods will include creating formulas, functions and charts to analyze and present information. Use relative and absolute cell references to speed up your work. Must have some experience with Windows and keyboard. **Flash drive required.** Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF120 V	65281	JUN 6-JUN 27	6:00PM-9:00PM	TUE	REMOTE CLASS	PARTLAN	\$209

Excel Intermediate—Remote Learning Course

Learn the techniques for handling large spreadsheets such as freezing column and row headings so labels don't scroll off the screen. Use the Solver Add-In analysis tool, the conditional IF function, cell references linking formulas between worksheets, cell and range naming and using named ranges in functions, formatting and customizing charts, the VLOOKUP function and creating a basic macro to automate a regularly used process. **Flash drive required.** Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF121 V	65282	JUL 11-AUG 1	6:00PM-9:00PM	TUE	REMOTE CLASS	PARTLAN	\$209

Excel Advanced—Remote Learning Course

This course covers Excel Database and Table Features including importing data, sorting and filtering, Excel Table features, Input Forms, creating and using a PivotTable Report, counting functions, conditional counting and summing, financial functions PMT and PV and Editing a macro in the Visual Basic Editor. **Flash drive required.** Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF122 V	65837	AUG 8-AUG 29	6:00PM-9:00PM	TUE	REMOTE CLASS	PARTLAN	\$209

PowerPoint—Remote Learning Course

Create professional looking overheads, slides, signs and on-screen presentations. Explore creating, viewing, editing and formatting through the use of fonts, color, clip art, and drawing tools. Review bar graphs, pie graphs, and organization charts. **Flash drive required.** Must have some experience with Windows and the keyboard. Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF132 V	65236	JUN 21-JUN 28	6:00PM-9:00PM	WED	REMOTE CLASS	PARTLAN	\$149

**BUSINESS ADMINISTRATION
BOOKKEEPING & ACCOUNTING CERTIFICATE (XBA)**



QUICK FACTS: Bookkeeping and accounting clerks manage the financial records of companies or clients.

Entry Level to Experienced Level Wages	\$37,610–\$61,980
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Preparation	High school diploma or equivalent. Short-term training.
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This hybrid program is a blend of face-to-face instruction with web-based online learning.

Required Courses:

- BAA140 Bookkeeping and Accounting: Part 1
- BAA141 Bookkeeping and Accounting: Part 2
- BAA157 QuickBooks Cloud: Level 1
- BAA257 QuickBooks Cloud: Level 2
- BAA145 QuickBooks Cloud Payroll
- INF120 Excel for the Workplace: Part 1
- INF121 Excel for the Workplace: Part 2
- BAA150 Taxes for Bookkeepers and Tax Preparers: Introduction
- BAA142 How to Keep an Audit Trail
- INF104 File Management Proficiency
- INF106 CyberSafe
- BAA201 How to Manage Conflict in the Organization
- BAA202 Time Management: Take Control

You may enroll in any of these courses even if you are not in the certificate program.

You may be able to receive college credit through Prior Learning Assessment and Experiential Learning for these courses.

BOOKKEEPING & ACCOUNTING CERTIFICATE (XBA) WITH MICROSOFT OFFICE

Add value to your bookkeeping and accounting certificate with Microsoft Office. Microsoft Office classes are available on campus (see page 15), or self-paced online www.ed2go.com/nscc search Microsoft Office.



WIOA
Approved

Bookkeeping and Accounting: Part 1

An introduction to bookkeeping and accounting covering the accounting cycle. Analyze and record transactions using debits, credits, and T accounts, along with posting in the journal and the ledger. Prepare trial balance, create adjustments, and produce financial statements. Calculator and ruler are required.

Textbook required: Please visit www.SHOPNSCC.com to order book. Students must activate their My Northshore account prior to first class. There is an instructor led virtual or in person option for this course. Please see schedule.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA140 V	65262	MAY 31-JUL 12	9:00AM-12:00PM	WED	REMOTE CLASS	MCALARNEY	\$299
BAA140 F	65263	JUL 25-AUG 29	6:00PM-9:00PM	TUE	DANVERS	PETERSON	\$299

***Kevin McAlarney Testimonial:** Even though you're learning on Zoom, Professor McAlarney makes it feel like you're in a classroom together. He's an upbeat person who's passionate about students learning the material, so he will take the time to explain a concept before moving on. The examples he uses while teaching are easy to follow and support the material in the book. When I finished his class I felt like I had a solid grasp on the fundamentals of bookkeeping. One of the best! — Student*

Bookkeeping and Accounting: Part 2—Remote Learning Course

Continue the accounting cycle in more depth, covering banking procedures, cash and understanding payroll and payroll taxes. Work with sales and cash receipts including credits and accounts receivables. Purchases and accounts payable posting procedures will be prepared. Calculator and ruler are required.

Textbook required: Same as Bookkeeping and Accounting: Part 1. Please visit www.SHOPNSCC.com to order book. **Prerequisite:** Bookkeeping and Accounting Part 1 or equivalent experience. Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA141 V	65264	JUL 26-AUG 30	9:00AM-12:00PM	WED	REMOTE CLASS	MCALARNEY	\$299

QuickBooks Cloud: Level 1

An introduction to the current version of QuickBooks. Topics include chart of accounts, list of vendors, items, customers, cash sales, invoicing, payments, deposits, bank reconciliation, bill payments, and creating reports and graphs. Knowledge of computers and Windows required. **Flash drive required.**

Textbook required. Available at Danvers Campus Bookstore. **Prerequisite:** Bookkeeping and Accounting: Part 1 or equivalent experience. Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA157 F	65872	JUN 1-JUN 29	6:00PM-9:30PM	THU	DANVERS	PETERSON	\$299
BAA157 V	65270	JUL 25-AUG 29	9:00AM-12:00PM	TUE	REMOTE CLASS	STAFF	\$299

Quickbooks Cloud: Level 2

Learn the various areas of QuickBooks that go beyond the basics such as reconciliations, credit cards and other liabilities, class usage, 1099 reporting, sales tax, utilities including importing and exporting files and various back up choices, budgeting, forecasting, and journal entries. **Flash drive required.**

Textbook required: Please visit www.SHOPNSCC.com to order book. **Prerequisite:** QuickBooks Level 1 or equivalent experience. Students must activate their My Northshore account.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA257 F	65871	JUL 20-AUG 24	6:00PM-9:00PM	THU	DANVERS	PETERSON	\$299

Audit Paper Trail—Remote Learning Course

What to do with all that paperwork? Bookkeeping and accounting transactions originate from a document source. What happens to all those documents when you are done with them? What happens when you need to produce these documents upon audit? How long do you need to save these documents? These are some of the questions surrounding all those papers you need to put somewhere. Learn how to set procedures creating a proper audit trail. Covered topics include: accounts receivable, accounts payable, fixed assets, manual files, electronic files, scanning, shredding, sales tax returns, income tax returns, payroll and payroll tax returns and much more. Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA142 V	65272	AUG 18	9:00AM-12:00PM	FRI	REMOTE CLASS	MCALARNEY	\$79

PROFESSIONAL BUSINESS COURSES

Time Management: Take Control

Learn proven time management strategies for increasing your productivity and efficiency. Discover how to use effective systems for setting and achieving your goals and reducing on-the-job stress. Applying the tools and techniques outlined here, you will be prepared to meet your contemporary time challenges and balance the demands of work and personal life.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA202 V	65289	MAY 23-JUN 27	6:00PM-8:30PM	TUE	REMOTE CLASS	STAFF	\$299

How to Manage Conflict in the Organization

Conflict can destroy productivity and performance. Learn the practical knowledge, proven techniques, and psychological insights you need to resolve conflict successfully. Respond quickly and effectively to issues as they arise, turn conflict into constructive forces for improving your performance, and understand the fundamental processes and factors that cause and perpetuate conflict.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA201 F	65569	JUL 25-AUG 29	6:00PM-8:30PM	TUE	DANVERS	STAFF	\$299

SHRM ESSENTIALS OF HUMAN RESOURCES MANAGEMENT (XSH)

QUICK FACTS: Human resource assistants organize and file companies' information about their employees.

Entry Level to Experienced Level Wages	\$34,530–\$70,010
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Preparation	High school diploma or equivalent. Short-term training.
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— BLS, CAREER ONESTOP.ORG

SHRM Essentials of Human Resources Management

Knowledge of HR essentials can make you a better manager, protect your company from needless litigation, and help advance your career. In cooperation with the Society for Human Resources Management (SHRM), this course covers real-life HR issues including employment law, selecting qualified employees, compensation, the employee performance process, and much more. Earn a Certificate of Completion from SHRM and earn 1.5 CEUs. Cost of class includes required textbook.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA132 F	65293	JUL 27-AUG 31	6:00PM-9:00PM	THU	DANVERS	KUPFER	\$530

SHRM-CP LEARNING SYSTEM (XSL)

QUICK FACTS: Human resource managers and specialists plan and direct policies about employees, and recruit, screen, interview, and place qualified job applicants.

Entry Level to Experienced Level Wages	\$47,410–\$126,960
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Preparation	High school diploma or equivalent. Associate degree. Five years or more work experience in human resources.
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Certification Opportunities	Society of Human Resource Management Certified Professional (CP), Senior Certified Professional (SCP)
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**Look for
this course in
Fall 2023**

— BLS, CAREER ONESTOP.ORG

***Melissa Frisina Testimonial:** This SHRM course is a challenging process and one of the hardest things I have done in some time, but it was all worth it. I am more confident in my work and I have a deeper understanding of Human Resources as a whole. The competencies were presented relevantly, tying them in to prepare for the exam, and for future reference. Thank you, Melissa, for your thorough teaching on the subject and useful pre-exam insight. Taking this course provided me with the resources needed to achieve my goal of obtaining the SHRM credentials. — Lisa C.*

REAL ESTATE

Real Estate Salesperson's Exam Preparation—Remote Learning Course

Designed to provide knowledge and understanding of real estate principles and practices necessary to qualify for a position as a real estate salesperson. Prepare for the Massachusetts Real Estate Salesperson's Examination. Learn state required content including property, contracts, closing, financing, brokerage, housing, zoning, appraisal, Massachusetts license law, and real estate math. Students must attend all 40 hours of class to receive their certificate of completion to sit for the exam. Taught by Massachusetts certified instructor. **Textbooks required:** Modern Real Estate Practice, 20th Edition, ISBN 9781475463729 and Massachusetts Real Estate Practice & Law, ISBN 9781475456684. Available for purchase online at: www.dearborn.com/products/bookstore.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA160 V	65294	MAY 30-JUL 20	6:00PM-9:00PM	TUE/THU	REMOTE CLASS	HEIL	\$399

DIGITAL MARKETING CERTIFICATE (XDM)

QUICK FACTS: Digital marketers/public relations help build a positive public image for organizations, and promote business.

Entry Level to Experienced Level Wages	\$38,680–\$130,560
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Preparation	High school diploma or equivalent. Short-term training. Excellent communication and media skills. Computer proficiency.
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Required Courses:

- INF238 Digital Marketing for Small Business
- INF233 Website Design and Management with WordPress
- BAA228 Adobe Creative Cloud: Design Amazing Graphics: Part 1
- INF053 HTML and CSS Series—Online
- INF054 Creating Mobile Apps with HTML—Online
- INF240 Google Analytics: Why Every Business Should be Using It

In addition: Students must provide documentation of 40 hours of supervised field work.

You may enroll in any of these courses even if you are not in the certificate program.

You may be eligible to receive college credit through Prior Learning Assessment and Experiential Learning for these courses.

— BLS, CAREER ONESTOP.ORG

Digital Marketing for Small Business: Stay in the Game—Remote Learning Course

Now is the time more than ever to develop your online presence to grow your business through digital marketing. Learn the fundamentals of digital marketing including SEO, content marketing, social media, email campaigns and more that will help you achieve your goals. Students must activate their My Northshore account prior to the first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF238 V	65429	MAY 23-JUN 27	6:00PM-9:00PM	TUE	REMOTE CLASS	STAFF	\$289

Website Design and Management with WordPress

WordPress has grown to become one of the world's most popular content management systems (CMS) and blogging tools. Creating a simple blog or website no longer requires knowledge of any programming language. Learn how to get your blog or website started from installing and configuring the software, to using themes, plug-ins, and widgets. At conclusion, you will have begun to design and develop your first blog or website along with managing and changing content, creating posts, adding pages, embedding video and changing media files. Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF233 F	65310	JUN 7-JUL 19	6:00PM-9:00PM	WED	DANVERS	PRATT	\$289

Google Analytics: Why Every Business Should Be Using It

Do you know how many people visit your website, where visitors come from, what websites send traffic to YOUR website, and which pages are most popular? Learn the answer to these by gaining the skills on how google analytics works, the proper setup, navigating google analytics, understanding reports, and utilizing dashboard. Maximize the amount of traffic directed to your website providing you with invaluable information for your business. Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF240 F	65170	JUN 22-JUN 29	6:00PM-9:00PM	THU	DANVERS	STAFF	\$99

HTML and CSS Series—Online Course

Looking to survive and excel in the fast-paced world of web publishing? Then you're going to need to keep up with ever-evolving standard sites like the pros by learning the new standard for web developers—CSS3 and HTML5. Almost every web development tool, including Dreamweaver, Microsoft Expressions Web, and Visual Web Developer, offers support for CSS3 and HTML5. These powerful languages make it easier for you to build and manage large websites, and allow more precise control over the appearance of every page you build. Course includes creating state-of-the-art websites using modern CSS3 and HTML5 techniques. Gain the foundation you'll need to master two critical and fast-growing new web languages. Begin your transition to CSS3 and HTML5 today! To register, copy this link into your browser: www.ed2go.com/nscs/online-courses/learn-html5.

COURSE CODE: INF053 OL CRN: 65166 **ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER!** FEE: \$299

Creating Mobile Apps with HTML 5—Online Course

Want to discover a better way to build apps? Learn to make mobile apps that run on iPhone and iPad, as well as on Android, and Windows Phone without being forced to learn five different programming languages. Course covers how to imagine, design, build, and optimize a cross-platform mobile app using the very latest HTML5 standards. The result will be a mobile app that's fast and runs on just about any smartphone, tablet, or computer. By the end you'll have built your first mobile web app, and you'll be on your way to making your dream of being a successful mobile app developer a reality! To register, copy this link into your browser: www.ed2go.com/nscs/SearchResults.aspx?SearchTerms=creating%20mobile%20apps%20with%20html5&ac=True.

COURSE CODE: INF054 OL CRN: 65167 **ONLINE COURSES CAN BE STARTED ANYTIME THROUGHOUT THE SEMESTER!** FEE: \$115

Social Media for Small Business: Stay in the Game—Remote Learning Course

Learn to effectively use social media for a variety of professional purposes including connecting with a larger network, improving relationships with existing customers and businesses, and channeling relevant information to the right people. Learn the nuts and bolts of social media platforms including etiquette and ethics, writing effective business content, identifying and how to target your audience, and doing it all on a budget! Includes Facebook, Instagram, Twitter, LinkedIn, YouTube and Pinterest. Students must activate their My Northshore account prior to first class.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
INF248 V	65672	JUL 11-JUL 25	6:00PM-9:00PM	TUE	REMOTE CLASS	CALDWELL	\$149

GRAPHIC DESIGN CERTIFICATE (XGD)

QUICK FACTS: Graphic designers create designs using print, electronic, and film media.

Entry Level to Experienced Level Wages	\$43,410–\$98,260
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Preparation	High school diploma or equivalent. Computer proficiency and artistic aptitude. Short-term training.
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Required Courses:

- BAA100 Principles of Design
- BAA227 Graphic Design Theory
- BAA228 Adobe Creative Cloud: Design Amazing Graphics: Part 1
- BAA232 Adobe Creative Cloud: Design Amazing Graphics: Part 2
- INF233 Website Design and Management with WordPress
- BAA201 How to Manage Conflict in the Organization
- BAA202 Time Management: Take Control

In addition: Students must provide documentation of 40 hours of supervised field work.

You may enroll in any of these courses even if you are not in the certificate program.

You may be eligible to receive college credit through Prior Learning Assessment and Experiential Learning for these courses.

— BLS, CAREER ONESTOP.ORG

Adobe Creative Cloud Tips and Tricks Boot Camp—Remote Learning Course

Learn top strategies to master Photoshop, Illustrator, and InDesign like a pro! Topics covered will be photo manipulation, layering, brushes, compositing methods, shape manipulation, layering, setting text, color, gradients, layout wireframes, importing graphics, setting text, and master pages. A small amount of experience with Photoshop, Illustrator, and InDesign is preferred to get the most out of this workshop. Access to Adobe software is required, educational discount is available upon activation of NSCC account. Please see www.adobe.com/creativecloud/buy/students.html for details.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA235 V	65806	JUL 25-AUG 29	6:00PM-8:00PM	TUE	REMOTE CLASS	STAFF	\$189

New! Adobe Creative Cloud: Photoshop Tips and Tricks—Remote Learning Course

Learn top strategies to master Photoshop like a pro! Topics covered will include photo manipulation, layering, brushes, and compositing methods. A small amount of experience with Photoshop is preferred to get the most out of this workshop. Access to Adobe software is required, educational discount is available upon activation of NSCC account. Please see www.adobe.com/creativecloud/buy/students.html for details.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA236 V	65807	JUL 25-AUG 1	6:00PM-8:00PM	TUE	REMOTE CLASS	STAFF	\$79

New! Adobe Creative Cloud: Illustrator Tips and Tricks—Remote Learning Course

Learn top strategies to master Illustrator like a pro! Topics covered will include shape manipulation, layering, setting text, color and gradients. A small amount of experience with Illustrator is preferred to get the most out of this workshop. Access to Adobe software is required, educational discount is available upon activation of NSCC account. Please see www.adobe.com/creativecloud/buy/students.html for details.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA237 V	65808	AUG 8-AUG 15	6:00PM-8:00PM	TUE	REMOTE CLASS	STAFF	\$79

New! Adobe Creative Cloud: InDesign Tips and Tricks—Remote Learning Course

Learn top strategies to master InDesign like a pro! Topics covered will include layout wireframes, importing graphics, setting text, and master pages. A small amount of experience with InDesign is preferred to get the most out of this workshop. Access to Adobe software is required, educational discount is available upon activation of NSCC account. Please see www.adobe.com/creativecloud/buy/students.html for details.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA238 V	65809	AUG 22-AUG 29	6:00PM-8:00PM	TUE	REMOTE CLASS	STAFF	\$79

PHOTOGRAPHY**Digital Photography: Part 1—Camera Operations—Remote Learning Course**

If you've always been shooting in Auto mode, you'll be amazed at how much your images can improve when you take control of your camera settings. Learn the different features on your camera, how to use them, and techniques that result in more creative images. Topics include exposure controls (ISO, aperture, and shutter speed), scene presets, exposure modes, focus options, composition, color balance, lens choice and the use of in-camera flash. The camera required for this class needs to allow you to leave Auto and work in other modes. Have your camera available as we explore technical and artistic ways to better your photography. This virtual class will meet live using the Zoom platform which requires a computer with microphone, camera and internet access. **Textbook required:** Stunning Digital Photography by Tony and Chelsea Northrup.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA173 V	65313	JUN 6-JUL 11	6:00PM-8:00PM	TUE	REMOTE CLASS	WEST	\$189

Digital Photography: Part 2—Shooting Challenges and Post Production—Remote Learning Course

If you are comfortable shooting images, whether with a digital camera or an iPhone, this course will challenge you with weekly photo assignments, critiques and advanced skills. Explore more advanced photography topics including shooting in the raw format, capturing motion, utilizing selective focus, HDR shooting, and more. We will establish an efficient post-production workflow and learn to evaluate, organize and enhance our images using Adobe Lightroom Classic (the computer, not tablet/web-based version). This virtual class will meet live using the Zoom platform, which requires a computer with microphone, camera and internet access. Requirements: Any digital camera, Adobe Lightroom Classic (\$10/month subscription required), and a computer capable of running Lightroom. An external hard drive dedicated to your photo library is recommended.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA182 V	65315	JUL 18-AUG 22	6:00PM-8:00PM	TUE	REMOTE CLASS	WEST	\$189

Photographing the North Shore

The North Shore is a spectacular place to shoot photos especially in the Summer. Each class meeting we will gather at some local, photogenic area and discover new ways of capturing the beauty of our region. While shooting you will learn about creative composition and the way light, shadows and textures help to create great photographs. Bring any camera you wish from cell phone to DSLR to mirrorless, the basics are the same and you'll develop your photographer's eye as we build our portfolios.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
BAA179 F	65318	JUN 22-JUL 27	10:00AM-12:00PM	THU	FIELD	STAFF	\$159

OCCUPATIONAL TRADES

AUTO DAMAGE APPRAISAL (XAD)



QUICK FACTS: Appraisers assess the damage on vehicles to evaluate repair costs and support insurance claims.

Entry Level to Experienced Level Wages	\$50,200–\$91,680
Preparation	High school diploma or equivalent. Two years experience or formal education.
Certification Opportunities	Licensing issued by the State of Massachusetts

— BLS, CAREER ONESTOP.ORG

Auto Damage Appraisal: 60-Hour Test Prep

Have some automotive experience? Obtain the necessary knowledge needed to get your Automobile Appraisal License in this Massachusetts state-approved course. Learn to read, write, and appraise auto damage and prepare for the state certification exam. Cost includes digital access required manual.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
OTD150 V	65326	JUN 6-AUG 17	6:00PM-9:00PM	TUE/THU	REMOTE CLASS	NAZZARO	\$629

AGRICULTURE

LANDSCAPE DESIGN CERTIFICATE (XLD)



QUICK FACTS: Landscape architects design and plan outdoor areas for use and beauty.

Entry Level to Experienced Level Wages	\$60,830–\$130,210
Preparation	High school diploma or equivalent. Formal training including an internship.

Required Courses:

- AFS210 Perennials, Annuals and Vines—Identification and Culture
- AFS211 Landscape Design Drawing: Session 1
- AFS212 Landscape Design Drawing: Session 2
- AFS213 Landscape Design Drawing: Session 3
- AFS214 Landscape Design Drawing: Session 4
- BAA100 Principles of Design (formerly Basic Design)
- AFS200 Landscape Garden Maintenance—Spring*
- AFS201 Landscape Garden Maintenance—Summer*
- AFS202 Landscape Garden Maintenance—Fall*
- AFS215 Trees—Identification and Culture
- AFS217 Shrubs—Identification and Culture
- AFS219 The Business of Landscaping
- AFS203 Materials and Methods of Landscape Construction
- INF308 AutoCAD
- BAA230 Adobe Creative Cloud: Photoshop with InDesign: Part 1

Recommended Supporting Courses:

- SketchUp
- Adobe Illustrator

In addition: Students must provide documentation of 120 hours of supervised field work.

* See Landscape and Garden Maintenance box for course information.

Earn a certificate by passing the required courses. Courses vary every semester.

You may enroll in any of these courses even if you are not in the certificate program.

You may be able to receive college credit through Prior Learning Assessment and Experiential Learning for these courses.

— BLS, CAREER ONESTOP.ORG

Landscape Design Drawing: Session 2—Remote Learning Course

Build on the basic skills learned in Session 1. Advanced rendering techniques to present professional quality project drawings will be discussed and practiced in class. Weekly drawing assignments will be given in addition to weekly class work. Some basic drawing tools will be recommended. **Textbook required:** Please visit www.SHOPNSCC.com to order books. **Prerequisite:** Landscape Design Drawing: Level 1 or equivalent experience.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS212 V	65570	MAY 30-JUL 18	6:00PM-8:00PM	TUE	DISTANCE	DRYDEN	\$289

Business of Landscaping—Remote Learning Course

Learn the skills needed to develop and operate a successful landscape business. Design, design-build, and maintenance-only firms will be considered. You will develop your own business and marketing plans. Topics include proposals and contracts, setting fees, dealing with clients and subcontractors, and record keeping. Hints for evaluating your own personal and financial capabilities will be given. Textbooks will be discussed at first session.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS219 V	65658	JUN 1-JUL 20	6:00PM-8:00PM	THU	REMOTE CLASS	DRYDEN	\$289

Materials and Methods of Landscape Construction—Remote Learning Course

Introduction to construction details, materials, and methods for the landscape. Wood arbors, decks, fences and gates, stone walls, site furniture, patio and walkway paving and other subjects such as soils, grading and earthwork will be discussed. Hands-on drawing exercises will be given. Drawing experience helpful. Homework exercises required.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS203 V	65657	AUG 3-SEP 14	6:00PM-8:00PM	THU	REMOTE CLASS	DRYDEN	\$289

LANDSCAPE & GARDEN MAINTENANCE CERTIFICATE (XLG)

QUICK FACTS: Landscapers and groundskeepers plant and take care of flowers, lawns, shrubs, and trees.

Entry Level to Experienced Level Wages	\$30,770–\$59,390
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Preparation	Complete a hands-on or on-the-job training. Valid driver's license.
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Required Courses:

• AFS200 Landscape and Garden Maintenance—Spring • AFS201 Landscape and Garden Maintenance—Summer • AFS202 Landscape and Garden Maintenance—Fall

In addition: Students must provide documentation of 120 hours of supervised field work.

You may enroll in any of these courses even if you are not in the certificate program.

You may be able to receive college credit through Prior Learning Assessment and Experiential Learning for these courses.

— BLS, CAREER ONESTOP.ORG

Landscape and Garden Maintenance—Summer

Gain hands-on experience at Long Hill, an outstanding country estate with historic gardens in Beverly owned by The Trustees of Reservations. Participate in summer landscaping and garden maintenance supervised by the Long Hill staff horticulturists. Learn about planting, weed identification/removal, garden rejuvenation, summer pruning (including hedges), mulching, propagation and cuttings, stone laying, landscape equipment, design of summer containers, and more. Informational handouts provided.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS201 F	65302	JUN 6-AUG 10	09:00AM-12:00PM	TUE/THU	FIELD	BOUCHARD	\$289

LANDSCAPE WORKSHOP**Gardening with Bulbs**

There is an amazing variety of bulbs for brightening up your garden. Learn about selecting, planting, and caring for these easy and rewarding plants. Designing garden beds to include bulbs, and how to combine colors, heights, and bloom times for the best effect will also be covered.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS225 F	65870	AUG 30	6:30PM-8:30PM	WED	DANVERS	FLANAGAN	\$49

FLORAL DESIGN CERTIFICATE (XFL)

QUICK FACTS: Floral designers cut and arrange live, dried, and artificial flowers and plants.

Entry Level to Experienced Level Wages	\$29,930–\$44,820
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Preparation	High school diploma or equivalent recommended. Short-term training.
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Required Courses:

• AFS230 Floral Design I: Bring on the Flower Power • AFS232 Floral Design III: Beyond the Rule of Three • BAA201 How to Manage Conflict in the Organization

• AFS231 Floral Design II: Let Your Creativity Blossom • AFS233 Floral Merchandising and Business Practice • BAA202 Time Management: Take Control

In addition: Students must provide documentation of 40 hours of supervised field work.

You may enroll in any of these courses even if you are not in the certificate program.

You may be able to receive college credit through Prior Learning Assessment and Experiential Learning for these courses.

— BLS, CAREER ONESTOP.ORG

Floral Design I: Bring on the Flower Power

From round, long and low, vertical, loose and airy, and cottage garden styles, learn to create a beautiful arrangement to take home each week. Includes flowering plant care, culture, and handling. Fresh cut flowers and florist supplies are provided in class. Please bring scissors, knife, ribbon cutters and wire cutters to class. **Textbook required:** Please visit www.SHOPNSCC.com to order book. Flower Arranging Complete Guide by Blacklock: ISBN# 9780955239175. Cost of class includes a \$120 perishable fee.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS230 F	65162	JUN 14-JUL 26	9:30AM-12:00PM	WED	DANVERS	ALEXANDRA	\$369

Floral Design II: Let Your Creativity Blossom

Keep your creativity flowing! Create more challenging arrangements using tropical flowers, exotics, lilies, Dutch flowers, and several species of roses. Use an unusual and diverse variety of greenery and interesting containers to complement each arrangement. Discuss cut flower identification and preservation. Fresh cut flowers and floral supplies are provided in class. Please bring scissors, knife, ribbon cutters and wire cutters to class. **Textbook required:** Same as Floral Design I. Please visit www.SHOPNSCC.com to order book, Flower Arranging Complete Guide by Blacklock: ISBN# 9780955239175. **Prerequisite:** Floral Design I or equivalent experience. Cost of class includes a \$150 perishable fee.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS231 F	65163	AUG 9-SEP 13	9:00AM-12:00PM	WED	DANVERS	ALEXANDRA	\$399

Floral Design III: Beyond the Rule of Three

Take your passion of floral design to an advanced level by improving your design skills and speed with the principles and elements of floral design along with floral terminology. Reviewing what you have learned from Design I and Design II, you will expand on the concepts. Sessions will include a lecture and demo, followed by each student creating a design. Fresh cut flowers and florist supplies are provided in class. Please bring scissors, wire cutters, and floral clippers to the class. **Textbook required:** Same as Floral Design I and II. Please visit www.SHOPNSCC.com to order book, Flower Arranging Complete Guide by Blacklock: ISBN# 9780955239175. **Prerequisite:** Floral Design I and Floral Design II or equivalent experience. Cost of class includes \$150 perishable fee.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS232 F	65164	JUN 8-JUL 20	9:30AM-12:00PM	THU	DANVERS	ALEXANDRA	\$399

FLORAL DESIGN WORKSHOPS

Table Scapes: Designing in Multiples

Learn the elements of designing in this artistic presentation. Table scapes tell a story and create a rich theme. Designing in multiples brings a surprise element in your floral presentation. Flower care and handling, as well as floral choices are covered. Please bring scissors, knife, ribbon cutters and wire cutters to class. Cost of class includes a \$30 perishable fee.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS264 F	65696	JUN 21	1:00PM-3:30PM	WED	DANVERS	ALEXANDRA	\$79

European Hand Tied Bouquets

Summer brings us rich brilliant colors. This design style is a must to have in your design toolbox. Expand your design skills as you work with an exciting variety of flowers and colors. Flower care and handling, as well as floral choices are covered. Please bring scissors, knife, ribbon cutters and wire cutters to class. Course fee includes a \$30 perishable fee.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS239 F	65698	JUL 20	1:00PM-3:30PM	THU	DANVERS	ALEXANDRA	\$79

Farm to Table

The farm-to-table movement reflects the growing desire to supports locally sourced products. You will create designs using fresh flowers from New England Farms. Flower care and handling, as well as floral choices are covered. Please bring scissors, knife, ribbon cutters and wire cutters to class. Course fee includes a \$30 perishable fee.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
AFS245 F	65420	AUG 16	1:00PM-3:30PM	WED	DANVERS	ALEXANDRA	\$79

LANGUAGE & COMMUNICATION

WRITING & LITERATURE



Novel Bootcamp: Part 1

Join author and former Bantam Doubleday Dell editor, Anthony Gangi, who will guide you through the steps of getting from beginning to end of that ever elusive first draft. With a bulk of the writing being done outside class time, this intensive course will guide you through the process of writing a novel with a full draft completed by the end of the eight week cycle. Particular attention will be paid to structure, characterization, and dialogue. Support will be provided by the instructor and fellow students.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC140 F	65755	MAY 30-JUL 25	10:00AM-12:00PM	TUE	DANVERS	GANGI	\$199

Creative Writing

Do you have a story to tell or an emotion to convey? Begin each class with an exercise that will initiate you into the process of creative writing. Explore the genre of short fiction, and you are also welcome to explore creative non-fiction and poetry. Topics of discussion will include strategies for keeping the process flowing in the midst of our busy lives and ways to publish your work in print or online. You will have the opportunity to share your work and receive feedback from other writers. Current writers are welcome, and no prior experience is necessary.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC149 F	65319	AUG 3-SEP 7	6:00PM-8:00PM	THU	DANVERS	GANGI	\$159

FOREIGN LANGUAGES

Italian 1

Vogliamo Imparare l'italiano? Learn how to understand and carry on simple conversations in Italian. Explore cultural aspects along with various dialects spoken throughout Italy.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC120 F	65322	JUL 12-AUG 30	6:00PM-8:00PM	WED	DANVERS	MCCLELLAND	\$249

Spanish 1

An informal approach to learning the Spanish language through interactive in-class communication, exchanging greetings, engaging in simple conversations and learning useful everyday vocabulary. You'll enjoy conversing in class, at home, at work, or on vacation using your newly learned Spanish skills.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC122 F	65323	JUN 14-AUG 9	6:00PM-8:00PM	WED	LYNN	TELLEZ VILCHES	\$249



ENGLISH AS A SECOND LANGUAGE

NSCC's English as a Second Language (ESL) program provides non-native speakers of English with skills necessary for their personal, professional, and academic

growth. We offer online and face-to-face classes in a supportive multicultural environment to assist students as they work towards their desired level of linguistic competence necessary for their participation in the local and global community. At North Shore Community College, we are committed to respecting individual cultural and linguistic diversity.

Ready to advance your English language skills? Please see chart for registration steps or contact us directly at onramp@northshore.edu or 978-762-4073.

¿Tiene alguna pregunta? Si no está seguro por dónde empezar y desea más información, llame al 978-762-4073 o comuníquese por email a: onramp@northshore.edu.

STEP 1: CONTACT

- Student calls 978-762-4073 or emails onramp@northshore.edu

OR

- Student comes to campus and fills out questionnaire at the ESL check-in station

STEP 2: LEVEL ASSESSMENT

- Student comes to campus or receives material online for level testing and course placement

STEP 3: REGISTRATION

- Student registers for class online via CourseStorm or in person at the Lynn or Danvers Campus offices

Basic English as a Second Language I

This course is for students whose first language is not English and who are at the very beginning stage of learning English. All skill areas are taught: listening, speaking, reading, and writing. The focus is also on practicing everyday vocabulary and foundational grammatical concepts in preparation for Basic ESL II.

Textbook required. Prerequisite: Placement upon initial registration.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC100 F	65208	MAY 22-JUL 12	6:00PM-9:00PM	MON/WED	LYNN	STAFF	\$249
LAC100 F1	65209	JUL 18-AUG 24	6:00PM-9:00PM	TUE/THU	LYNN	STAFF	\$249

Basic English as a Second Language II

This course is intended for students at the low-beginner level who already possess some foundational English language skills. The focus is on further building vocabulary as well as strengthening grammatical concepts. Students write short paragraphs, develop basic strategies for listening comprehension, and improve their speaking skills in preparation for a mid-beginner class. **Textbook required. Prerequisite:** Successful completion of Basic ESL I or placement upon initial registration.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC101 F	65211	MAY 23-JUN 29	6:00PM-9:00PM	TUE/THU	LYNN	STAFF	\$249
LAC101 F1	65212	JUL 17-AUG 23	6:00PM-9:00PM	MON/WED	LYNN	STAFF	\$249

Basic English as a Second Language III

This course is intended for students at the mid-beginner level who already possess foundational English language skills. The focus is on further building vocabulary as well as more complex grammatical structures. Students will practice writing short paragraphs, reading and responding to a greater variety of texts, and improving their listening and speaking skills in preparation for a high-beginner class. **Textbook required. Prerequisite:** Successful completion of Basic ESL II or placement upon initial registration. Classes are offered in person on the Lynn Campus and online.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC102 F	65215	MAY 22-JUL 12	6:00PM-9:00PM	MON/WED	LYNN	STAFF	\$249
LAC102 F	65213	JUL 18-AUG 24	6:00PM-9:00PM	TUE/THU	LYNN	STAFF	\$249

Basic English as a Second Language IV

This course is intended for students at the high-beginner level who already possess most foundational English language skills. The focus is on further building vocabulary as well as advanced grammatical structures. Students will practice writing short paragraphs, reading longer and more complex texts, and improving their listening and speaking skills in preparation for the intermediate level. **Textbook required. Prerequisite:** Successful completion of Basic ESL III or placement upon initial registration. Classes are offered in person on the Lynn Campus and online.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC103 V	65216	MAY 22-JUL 12	6:00PM-9:00PM	MON/WED	REMOTE CLASS	STAFF	\$249
LAC103 F	65218	MAY 22-JUL 12	6:00PM-9:00PM	MON/WED	LYNN	STAFF	\$249
LAC103 F1	65217	JUL 18-AUG 24	6:00PM-9:00PM	TUE/THU	LYNN	STAFF	\$249

Low-Intermediate ESL

This course is recommended for students who intend to take more advanced level noncredit classes or who wish to transition to credit ESL classes in the future. It concentrates on reinforcing and developing individual reading, writing, and oral skills in preparation for high-intermediate ESL classes. **Textbook required. Prerequisite:** Successful completion of Basic ESL IV or placement upon initial registration. Classes are offered in person on the Lynn Campus and online.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC105 F	65221	MAY 22-JUL 12	6:00PM-9:00PM	MON/WED	LYNN	STAFF	\$249
LAC105 V	65219	JUL 17-AUG 23	6:00PM-9:00PM	MON/WED	REMOTE CLASS	STAFF	\$249
LAC105 F1	65220	JUL 18-AUG 24	6:00PM-9:00PM	TUE/THU	LYNN	STAFF	\$249

High Intermediate ESL

This course is recommended for students who intend to take more advanced level noncredit classes or who wish to transition to credit ESL classes in the future. It concentrates on reinforcing and developing more academically geared reading, writing, and oral skills in preparation for low-advanced ESL classes. **Textbook required. Prerequisite:** Successful completion of Low-Intermediate ESL or placement upon initial registration. Classes are offered in person on the Lynn Campus and online.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC106 V	65224	MAY 23-JUN 29	6:00PM-9:00PM	TUE/THU	REMOTE CLASS	STAFF	\$249
LAC106 F	65226	MAY 23-JUN 29	6:00PM-9:00PM	TUE/THU	LYNN	STAFF	\$249
LAC106 F1	65225	JUL 24-AUG 30	6:00PM-9:00PM	MON/WED	LYNN	STAFF	\$249

Low Advanced ESL

This course is intended for students who already possess intermediate-level English skills and are ready for more advanced level noncredit classes or who wish to transition to credit classes in the future. The focus is on reinforcing and developing individual reading, writing, and oral skills as well as reviewing more advanced grammatical concepts. **Textbook required. Prerequisite:** Successful completion of High-Intermediate ESL or placement upon initial registration. Classes are offered in person on the Lynn Campus and online.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC107 F	65222	MAY 22-JUL 12	6:00PM-9:00PM	MON/WED	LYNN	STAFF	\$249
LAC107 V	65223	JUL 18-AUG 24	6:00PM-9:00PM	TUE/THU	REMOTE CLASS	STAFF	\$249

Low-Intermediate English Pronunciation for ESL Students

This course is intended for students at the basic to low-intermediate level who want to improve their English pronunciation to better communicate with native speakers. The focus is on differentiating between similar vowel and consonant sounds as well as practicing American English rhythm and intonation. **Textbook required. Prerequisite:** Open to students placed in the Basic III to low-intermediate levels.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC104 F	65227	MAY 23-JUN 29	6:00PM-9:00PM	TUE/THU	LYNN	STAFF	\$249

Intermediate-Advanced English Pronunciation for ESL Students

This course is intended for students at the high-intermediate to advanced level who want to further improve their English pronunciation to communicate more successfully with native speakers. The focus is on differentiating between more complex vowel and consonant sounds as well as practicing more complicated American English stress and intonation patterns. **Textbook required. Prerequisite:** Successful completion of Low-Intermediate English Pronunciation or placement upon initial registration.

COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC204 F	65228	JUL 17-AUG 23	6:00PM-9:00PM	MON/WED	LYNN	STAFF	\$249

An Introduction to Academic Writing

This course is designed to prepare non-credit ESL students for the credit ESL program. Students work on writing well-formed sentences using academic language. They also learn to apply an organizational plan in developing clear and cohesive paragraphs. Emphasis is on expanding use of academic vocabulary, writing with topic sentences, supporting details, correct verb tenses and word forms. **Textbook required. Prerequisite:** LLC 110-123 and ELLW 1-2, or ESL 063 C to A and ESL 061 C to A, or ESL 065 C- to D- or placement upon initial registration.

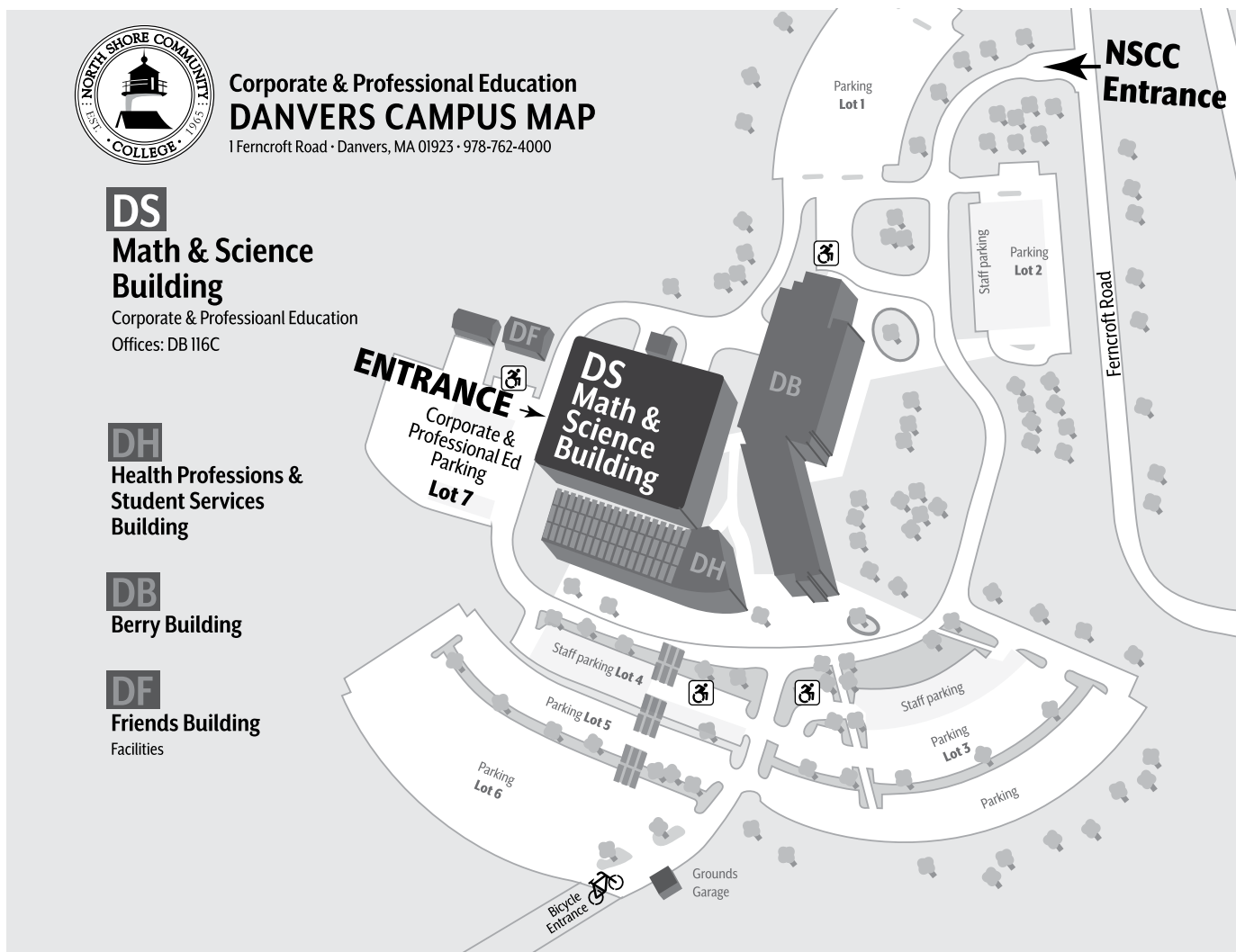
COURSE CODE	CRN	STARTS-ENDS	MTG TIME	DAY(S)	LOCATION	INSTRUCTOR	FEE
LAC010	65416	MAY 22-JUL 12	6:00PM-9:00PM	MON/WED	LYNN	STAFF	\$249

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GENERAL INFORMATION

CAMPUS LOCATIONS



Corporate & Professional Education DANVERS CAMPUS MAP

1 Ferncroft Road · Danvers, MA 01923 · 978-762-4000

DS

Math & Science Building

Corporate & Professional Education
Offices: DB 116C

DH

Health Professions & Student Services Building

DB

Berry Building

DF

Friends Building

Facilities

DANVERS. The Danvers Campus at 1 Ferncroft Road is located off Route 1 and houses administrative offices, a Health Professions and Science Building, and Frederick E. Berry Building, a new state-of-the-art academic building and Learning Resource Center.

From the south to Ferncroft Road, Danvers. Route 1 North to Danvers or Route 95 North to Danvers, Exit 50. From either route follow signs for NSCC onto Route 1 South. Take right onto Ferncroft Road. NSCC Campus first left.

From the north to Ferncroft Road, Danvers. Route 95 south to Danvers, Exit 50, Route 1 South. Right onto Ferncroft Road. NSCC Campus first left.

From Route 128 South. Take Route 62 West toward Middleton. Take Route 1 North—passing the Route 95 exit—to Route 1 South (you will essentially be making a U-turn from Route 1 North to South). Take the first right onto Ferncroft Road. NSCC is on your left.

LYNN. The Lynn Campus located at 300 Broad Street, adjacent to the Lynnway, includes science and technology laboratories and a library. The College also houses Community Education courses, classrooms, offices and the Campus Police Office at the MBTA station across from the Lynn Campus on the corner of Broad and Market Streets.

From south on Route 1A to Lynn Campus, 300 Broad Street. Route 1A from Callahan Tunnel onto the Lynnway. Follow signs for Route 1A/Downtown Lynn. At second light take right onto Broad Street. Campus immediately on right. To park: right onto Washington Street. Parking lot is on right, behind campus building.

From north/south to Lynn Campus, 300 Broad Street. Route 128 to Route 1 South. From Route 1 South, take Route 129 East. Follow Route 129 past Atlanticare Medical Center to traffic lights at intersection of Boston Street (pond on your left). Continue straight onto Chestnut Street (Route 129A) and follow to end (intersection of Lewis and Broad Streets). Right onto Broad Street. Pass through five sets of lights, campus (McGee Building) on left. To park: before campus, take left from Broad Street onto Washington Street. Parking lot is on right behind campus building.

PARKING. Parking permits are available from the Campus Police Officer on duty at the Lynn and Danvers Campuses. Free parking for students is provided within the white lined spaces.

OFF CAMPUS. Call 978-236-1200 for locations and directions.

POLICIES

Affirmative Action/Equal Opportunity

North Shore Community College is an affirmative action/equal opportunity employer and does not discriminate on basis of race, creed, religion, color, gender, sexual orientation, age, disability, genetic information, maternity leave, and national origin in its education programs or employment pursuant to Massachusetts General Laws, Chapter 151B and 151C, Title VI, Civil Rights Act of 1964; Title IX, Education Amendments of 1972; Section 504, Rehabilitation Act of 1973; Americans with Disabilities Act, and regulations promulgated thereunder, 34 C.F.R. Part 100 (Title VI), Part 106 (Title IX), and Part 104 (Section 504). All inquiries concerning application of the above should be directed to the College's Affirmative Action Officer and/or the College's Coordinator of Title IX and Section 504. A complete copy of the Affirmative Action Policy is available in the Library, in the Human Resources Office, and on the college website.

Accessibility Services

Accessibility Services works one-on-one with students to set up reasonable academic accommodations and services for students in credit and noncredit courses. We assist with the implementation of accommodations and provide guidance to students with disabilities. We also serve as a resource to faculty and staff and promote disability awareness throughout our community. Students with documented disabilities who anticipate the need for accommodations are encouraged to visit www.northshore.edu/accessibility and follow the outlined procedure to request accommodations at least four to six weeks before the start of classes. For more information, please visit our website or call: Danvers Campus: 978-762-4000 x4501 or the Lynn Campus: 781-593-6722 x2134.

Alcohol and Drug Policy

The use of alcohol in any form and the illegal use of drugs at any College-sponsored activity is strictly forbidden, regardless of location. Violators will be subject to disciplinary action by the appropriate governing body.

Drug Free Schools and Campuses

North Shore Community College is committed to maintaining a drug-free workplace in accordance with the requirements of the U.S. Drug-Free Workplace Act of 1988, Appendix C to 45 C.F.R, part 620, Subpart F-Certification regarding Drug-Free Workplace Requirements, and the Drug-Free Schools and Communities Act of 1989. For further information, contact Director of Human Resource Development: 978-762-4000 x5470 or 781-593-6722 x5470.

Community Notification of Where to Access Sex Offender Information

In accordance with federal law, the College is required to advise the campus community where information concerning registered sex offenders may be obtained. Information concerning Level 2 and Level 3 offenders is available to the general public by contacting the Commonwealth of Massachusetts Sex Offender Registry Board, located at P.O. Box 4547, Salem, MA 01970-4547, 978-740-6400, or the following Police Departments:

- Lynn Police Department: 300 Washington Street, Lynn, MA 01901
- Danvers Police Department: 120 Ash Street, Danvers, MA 01923

Level 3 offender information is also available online at www.mass.gov/sorb.

If you have any questions regarding access to sex offender information, please feel free to contact the Colleges Chief of Police, Douglas P. Puska at 781-593-7032.

Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act

North Shore Community College is committed to assisting all the members of the college community in providing for their own safety and security. The annual security compliance document is available on the North Shore Community College website at www.northshore.edu/safety/police. If you would like to receive a booklet called the Jeanne Clery Disclosure of Campus Security Policy & Crime Statistics Act, which contains this information, you can stop by the Campus Police Desk at our Lynn Campus or you can request a copy be mailed to you by calling 978-762-4090. The website contains information on campus security and personal safety, including crime prevention, college police law-enforcement authority, crime reporting policies, disciplinary procedures, and other important matters about security on campus. It also contains statistics for the three previous calendar years on reported crimes that occurred on campus and certain off-campus buildings or property owned or controlled by North Shore Community College, and on public property within or immediately adjacent to and accessible from the campus. This information is required by law and provided by the Campus Police Department.

Computer Use Policy

Computers at North Shore Community College are made available to students, faculty, staff, and when appropriate, to the community at large. Use is devoted exclusively to educational purposes, including scholarly and institutional communication, information gathering, and computing instruction. It is understood that all users agree to abide by the following rules and regulations as presented in the Information Technology Resources Usage Policy here www.northshore.edu/legal/computer_use.html.

INFORMATION DIRECTORY

Connecting All Departments	978-762-4000	781-593-6722
Adverse Weather Hotline	978-762-4200 978-236-1200	781-593-6722 x4200
Center for Alternative Studies & Educational Testing	Danvers 978-762-4000	Lynn 781-593-6722 x4376
Campus Bookstore	Danvers 978-762-4046	Lynn 781-477-2127
Corporate Training Solutions	Danvers 978-236-1200	
Admissions and Enrollment	Danvers 978-762-4188	Lynn 781-477-2107
Emergency – Campus Police	x6222	
Enrollment and Student Records	x4342, 4458, 4336, 4315	x6261, 6202, 2131, 6649
Adult Basic Education	978-236-1277	
Library	Danvers 978-739-5526	Lynn 781-477-2133
Media	Danvers 978-739-5400	Lynn 781-477-2157
Noncredit Registration – Division of Corporate & Professional Education	978-236-1200	
Student Financial Services	Danvers 978-762-4189	Lynn 781-477-2191
Student Support Center	Danvers 978-762-4036	Lynn 781-477-2132
TTY for the Deaf	Danvers 978-762-4140	Lynn 781-477-2136
Veterans	978-762-4000 x4368	Lynn 781-593-6722 x4368
Email	professional@northshore.edu	

NORTH SHORE COMMUNITY COLLEGE BOOKSTORE

The Northshore Community College Bookstore is here for you!

Please visit www.SHOPNSCC.com to order books.

If you have direct questions please email Shawn at scronin@northshore.edu.

Summer 2023 Store Hours, Danvers and Lynn

The Bookstore will be open Monday through Friday, from 9:00 am to 4:00 pm, and will be closed July 4.

Important Bookstore information

Lynn Bookstore will be taking students from their side door that opens to the outside on the side of the building (on the side where the green house is). Students will receive a confirmation email once they place their online order that states that they have to wait until their order is fulfilled and a bookstore employee calls them to set up a time and day to come pick up their order. Once a time and day has been set up they can come at that time to the school and park in the small parking lot on broad street, then call the store at 781-477-2127 to state they have arrived and tell us their name and order number, then come to the side door with their i.d. so we can confirm their information and hand them their order. Signs are posted, so students will know how to get from the parking lot to the side door.

Danvers Bookstore. Students will be able to pick up their books outside of the back of math and science building (near door 4) and signs are posted around the campus indicating where the book pick-up is located. Their online orders will have the same process as Lynn in that the confirmation email that is sent after a student places an online order. In the email it tells them that they must wait until a bookstore employee calls them to set a time and day for them to pick up their order. Once a time and day are set up they can come at that time and pick up their books and supplies. When they arrive at the pick-up location, there is a sign including our phone number, indicating they need to call and let us know they're here. When they call, an employee will meet them at their vehicle, and hand them their order.

SUMMER 2023 HOLIDAY SCHEDULE

The following is a list of holidays/breaks when the college is closed:

Monday, May 29: Memorial Day—College closed, no classes ■ June 19: Juneteenth—College closed, no classes

July 3-July 8: Summer break—No classes ■ September 4: Labor Day—College closed, no classes

For additional academic calendar information, please go to www.northshore.edu/calendar

Registration Information

Online Registration

Register with ease at northshore.coursestorm.com

Policies

Information Subject to Change. The college reserves the right to add or delete courses and programs or to revise tuition, fees, and insurance requirements to allow for unforeseen developments. The college cannot guarantee that the instructor whose name is printed by the course will teach that course.

Nonpayment. Failure to pay your account balance in full on or before the first day of the class may result in your losing your seat in the class. If you have a third party sponsor they must provide a valid billing authorization or purchase order on or before the first day of the class. NSCC reserves the right to charge you a \$50 late fee for any past due account balances.

Course Cancellation. Individual courses may be cancelled due to insufficient enrollment. Noncredit courses are generally cancelled one week prior to start date. NSCC makes every effort to notify students by phone and/or email as soon as the decision is made. If the college is unable to reschedule a cancelled course or the student is unable to attend the rescheduled course date, the student will receive a full refund.

Course Refund. Students registered for Professional Education (noncredit) workshops and courses must withdraw in writing by email to professional@northshore.edu at least three days prior to the first session in order to receive a full refund of tuition, less a 6% processing fee. All other charges are nonrefundable. All remaining amounts paid to North Shore Community College will be refunded directly to the student or to the credit card that was used to pay for the course(s). After the three-day withdrawal period, no refunds will be given.

Third Party Billing. If for any reason a student's sponsor (or whomever is paying for the course) refuses payment, the student is responsible for full payment.

Tuition Waivers. Students with approved tuition waivers, tuition remission, or tuition vouchers may register at any time by calling 978-236-1200. Tuition waivers, tuition remission, or tuition vouchers do not apply to special programs, seminars, or online courses. To verify whether a course is eligible for a waiver or voucher call 978-236-1200. In the event that the class is cancelled, the individual has the option to resubmit for the next scheduled class. Individuals with tuition waivers will be responsible for the cost of all materials and/or books even when materials are included in tuition.

Walk-in Registration. Walk in registration is welcome on both campuses.

Danvers Campus:

- Admissions, Student Financial Services, Enrollment, Advising: 978-762-4074
- Testing Center: 978-739-5429
- Textbook Pick-Up at Bookstore: 978-762-4046

Lynn Campus:

- Admissions, Student Financial Services, Enrollment, Advising: 781-477-2188
- Placement Testing: 781-593-6722 x6695
- Textbook Pick-Up at Bookstore: 781-477-2127

Students must pay in full, for each course, at the time of registration.

Suggestions To Be Successful

We will continue to offer the following style classes:

Face to Face: We're back on campus!

Remote Classes: Train with your favorite NSCC instructors using Blackboard, Zoom, Google Classroom and other platforms. Courses meet at scheduled times.

Online: Self-paced classes that flex with your schedule. This structure allows you to plan study time around your day, and balance work and family commitments with your schedule.

Hybrid: A combination of live remote, self-paced course work and if required lab time. *Note: Lab and clinical portion of programs is subject to change depending on the status of the COVID-19 pandemic.*

Review the schedule carefully to see how your class is being offered. If you need support visit: northshore.edu/help.

Tips for taking an online course:



Schedule times several days a week to work on the course. Treat your school work like it's your job.



Read the information. The directions for completing assignments are written in the course!



Do your own work! Plagiarism is not acceptable and could make you fail the course.



Ask questions always. Communicate with your teacher via email, text, or phone.



Stay Organized. Save all the files for the course in the same folder.



Use a calendar to schedule reminders for assignment due dates.



Try and find a quiet space without distractions. Complete your assignment on time, doing your best work. Let your instructor know if you are not able to meet the deadline.



Check your email every day.



Make a copy of your answers for EVERYTHING you turn in including your answers and questions for your online tests and quizzes.



Download any documents or files that you want to have access to offline.



Corporate Training SOLUTIONS

Train your people. Transform your company.

Train Your People. Transform Your Company.

Corporate Training Solutions (CTS) at North Shore Community College works with businesses to provide:

- **Custom Training for Employers** – Work with us to design a high quality, interactive, customized program for your team! Our team will work with you to make sure the content of the programs matches your specific learning objectives.
- **Group Training for Employees** – CTS creates a much richer learning experience for your team! Our group training programs are delivered by expert facilitators who understand the importance of updating the skills of the workforce.

Upcoming Opportunity: Essential Skills for Leaders

This highly interactive training program consists of ten three-hour modules delivered over ten consecutive weeks on Wednesdays 8:30-11:30AM or 12:30-3:30PM. To learn more about this training, scan the QR code.



The Workforce Training Fund will reimburse you for up to 100% of training costs for businesses with under 100 employees, and up to 50% for larger businesses.

CONTACT

Adelin Nunez, CTS Sales | 978-236-1205 | anunez@northshore.edu



NORTH SHORE COMMUNITY COLLEGE
Corporate & Professional
EDUCATION

NONPROFIT ORGANIZATION
U.S. POSTAGE
PAID
NORTH SHORE
COMMUNITY COLLEGE
ECRWSS POSTAL CUSTOMER

1 Ferncroft Road • Danvers, MA 01923-1840
northshore.edu/professional
978-236-1200

FREE Training Available.



North Shore Community College, through funding from the Commonwealth of Massachusetts, is offering **Nurse Assistant/Home Health Aide, Community Healthworker, and Recovery Coach Training**. Please view pages 5, 8, and 11 for course descriptions.

Look for IT Technical Support Specialist Fall 2023.

For more information please contact
PHONE: 978-236-1200
EMAIL: professional@northshore.edu
northshore.edu/professional

We are happy to answer your questions!



northshore.edu/professional/free-training.html