



# Workforce Development & Job Skills Training Courses

825 Cotton Street (Providence House Education Center)

(318) 221-7887

## Customer Service Certification

3 Nights, 8 Hours

Providing the foundation for quality customer service, this course focuses on building life-long customer relationship strategies. You will learn how to achieve customer service excellence along with the tools and techniques to ensure you build and maintain mutually beneficial relationships with your customers.

## ServSafe Certification

2 Nights, 8 Hours

ServSafe is a food and beverage safety training and certificate program administered by the U.S. National Restaurant Association. The program is accredited by ANSI and the Conference for Food Protection. Sanitation certification is required by most restaurants as a basic credential for their management staff.

## Industrial Readiness Training (IRT) Certification

2 Weeks, 40 Hours

This course offers training developed to prepare students for entry to mid-level jobs in the manufacturing industry. The class teaches soft skills such as workplace readiness, communication, safety and team building, along with hard skills like reading for information, basic mechanics and applied mathematics. Students will also be awarded a certificate for OSHA-10 hour training.

## OSHA - 30 Certification

4 Nights, 16 Hours

The OSHA 30 hour training course for general industry is designed to help supervisors, managers, safety committee members, safety staff, and others with responsibility for workplace safety get up to speed on the basics of general health and safety regulations for their workplace. The OSHA 30 hour general industry training course also provides students with an overview of how the Occupational Safety and Health Administration (OSHA) operates.

## First Aid / CPR / AED HeartSaver Certification

2 Nights, 8 Hours

The Adult First Aid/CPR/AED course incorporates the latest science and teaches students to recognize, care, and respond to a variety of first aid, breathing, and cardiac emergencies for victims about 12 years and older. Successful students will receive a certificate for Adult First Aid/CPR/AED valid for two years.

## Microsoft Word - Basics Certification

3 Weeks, 15 Hours

Microsoft® Word is designed to help you move smoothly through the task of creating professional-looking documents. In this course, you'll learn how to create and edit simple documents; format documents; add tables and lists; and add design elements and layout options.