



Bunker Hill Community College

**COMMUNITY EDUCATION  
NON-CREDIT COURSES**

**FALL '09**



# BHCC Fall 2009 Community Education

## Register Early

Courses can fill up quickly. To ensure your space in the class of your choice you are encouraged to enroll at least **two weeks in advance** of the start of the class. We will accept registration as long as there is room.

## How to Register For Community Education Courses

### Walk-in

Students registering for CE courses may register in person at the Enrollment Services Center in the main lobby of B-Building on the Charlestown Campus, or at Enrollment Services on the Chelsea Campus at the following dates and times:

**Mondays - Wednesdays: 8:30 a.m. - 7:00 p.m.**

**Thursdays: 11:00 a.m. - 7:00 p.m.**

**Fridays: 8:30 a.m. - 4:00 p.m.**

### Mail-in

Complete the registration form on the inside back cover of this publication and mail it along with full tuition payment to:

**Community Education, M107  
Bunker Hill Community College  
250 New Rutherford Avenue  
Boston, MA 02129**

A confirmation will be mailed to you.

### Fax-in

Complete the registration form on the inside back cover of this publication and include your Mastercard, Visa or Discover card number. Fax the form to:

**617-228-2080.** A confirmation will be mailed to you.

### Phone-in

You may phone-in your registration by calling **617-228-2462** or **617-228-2485** between the hours of 8:30 a.m.-4:30 p.m., Monday-Friday. Students registering by phone should have their course selection and credit card information available. A confirmation will be mailed to you.

## Refund Policy

Students may cancel enrollment in a Community Education course within five (5) working days prior to the first class meeting and receive a 100% refund. No refunds will be given after that time. Change of work schedule or daycare issues or non-attendance in a course does not constitute cancellation of enrollment.

- (1) All Bunker Hill Community College students are now eligible for a BHCC OneCard from Higher 1. These cards act as both official BHCC Student ID Cards and are now the only means for obtaining refunds for students not paying by credit card. Students desiring an OneCard should contact the library to have their photo taken and receive a card (with further instructions for activation) in the mail.

- (2) If you had not paid by credit card, in order to receive your refund you must activate your BHCC OneCard from Higher1 ([www.bhcconecard.com](http://www.bhcconecard.com)), which will allow you to obtain your refund. For assistance, please call 877-479-1731.
- (3) If you had paid by credit card, the usual crediting of your account will be handled automatically by the Student Payment office and you should see the credit on your next statement.
- (4) If you simply desire an OneCard for identification purposes, just follow item #1 above.

For further assistance with OneCard, please call 617-228-2213.

## Parking Permits

Students enrolled in short-term (5 weeks or less) non-credit courses do not have to purchase a parking permit, but have to request a temporary parking permit. Individuals registering by mail, phone, or fax should request a permit prior to the first class meeting by e-mailing [commed@bhcc.mass.edu](mailto:commed@bhcc.mass.edu). Vehicles parked in BHCC parking areas without a current, valid parking permit will be ticketed and/or towed as appropriate. No warning notices are given.

## To Purchase a Permit

Students enrolled in non-credit courses that meet 6 or more weeks must purchase a parking permit from the Student Payment Office. Permits are on sale Monday-Wednesday 8:30 a.m.-7 p.m., Thursday 11 a.m.-7 p.m. and Friday 8:30 a.m.-4 p.m. The following documents are required in order to purchase a permit:

- a current BHCC ID card or receipt of registration
- a current driver's license
- vehicle registration
- \$30 payable in cash, check, money order, American Express, Discover, MasterCard or Visa.

Permits are on sale at the Student Payment Office.

## Campus Locations

### Charlestown Campus

**250 New Rutherford Avenue  
Boston, Massachusetts 02129-2925**

### Chelsea Campus

**175 Hawthorne Street  
Bellingham Square  
Chelsea, Massachusetts 02150-2917**

## Campus Accessibility

Both campuses are handicapped accessible. BHCC's Charlestown Campus is conveniently located at the MBTA Rapid Transit Orange Line's Community College station. Connections to the Orange Line can be made at any MBTA Rapid Transit subway station throughout the system. There is an hourly, free shuttle service between the Charlestown and Chelsea Campuses. The MBTA Commuter Rail has a Chelsea stop at the corner of Arlington and Sixth Streets. The MBTA bus routes 111, 112 and 116/117 stop right in front of the Chelsea Campus in Bellingham Square.

# Fall 09

## Community Education Non-Credit

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### BUNKER HILL COMMUNITY COLLEGE WILL BE CLOSED ON THE FOLLOWING DATES:

October 12, 2009 - Columbus Day Holiday • November 11, 2009 - Veterans Day Holiday  
 November 26-29, 2009 - Thanksgiving Day Recess

### ASSESSMENT CENTER Walk-in Assessment Tests



**Come in for your assessment test during these times...**

Monday- Wednesday  
 8:30 a.m. - 7:00 p.m.

Thursday • 11:00 a.m. - 7:00 p.m.

Friday • 8:30 a.m. - 4:00 p.m.

Saturday • 9:00 a.m. - 1:00 p.m.

**Room B118, Charlestown Campus**

Closed Saturdays during June and July and holiday weekends.

**At the Chelsea Campus**

Tuesdays & Thursdays  
 beginning at 4 p.m. sharp

Fridays beginning at  
 9:30 a.m. sharp

Chelsea • (617) 228-2101

**Call (617) 228-2377**

for more information about  
 the Assessment Center Testing.

**No Appointment is Necessary. • Allow 2-3 Hours For the Test. A Photo I.D. is Required**

While every effort has been made to ensure accuracy, the college reserves the right to make changes at any time with respect to course offerings, instructors, course locations and times, services provided, cost of attendance, or any other subject addressed in this publication. BHCC is accredited by the New England Association of Schools and Colleges, Commission on Institutions of Higher Education.

Bunker Hill Community College is an affirmative action/equal opportunity employer and does not discriminate on the basis of race, color, religion, national origin, age, sex, sexual orientation or disability status in its education programs or in admission to, access to, treatment in or employment in its programs or activities as required by Title VI, Civil Rights Act of 1964; Title IX Education Amendments of 1972; and Section 504 Rehabilitation Act of 1973 and regulations promulgated thereunder; 34 C.F.R Part 100 (Title VI), Part 104 (Section 504). All inquiries concerning application of the above should be directed to the college's Affirmative Action Officer, Pelonomi Khumoetsile-Taylor, who is also the Title IX and Section 504 Coordinator.

## English as a Second Language/Basic

To register for any non-credit Basic English as a Second Language course, students must first take a placement test in the Assessment Center, Room B118. Classes begin September 8, 2009 and will end December 23, 2009.

### Basic Language Literacy I BLL-001

**\$219**

This literacy course is for non-native speakers of English. Students learn basic writing and reading skills such as letter and word recognition, spelling, comprehending main ideas from short readings related to employment, education, and everyday life. Students learn introductory grammar structures.

|    |                                   |                                  |
|----|-----------------------------------|----------------------------------|
| 70 | LEC<br>203                        | S 9:00 A.M. – 11:45 A.M.<br>TBA  |
|    | CLASS MEETS AT THE CHELSEA CAMPUS |                                  |
| M1 | LEC<br>E451                       | M,W 6:00 P.M. – 7:15 P.M.<br>TBA |

### Basic Conversation BLL-002

**\$219**

This course is for beginners who wish to improve their conversation and pronunciation skills. Students will practice their conversation skills by speaking about interesting topics and improve their pronunciation skills with pronunciation drills. This course should be taken with BLL-001 Basic Reading/Writing.

|    |                                   |                                  |
|----|-----------------------------------|----------------------------------|
| 70 | LEC<br>204                        | S 9:00 A.M. – 11:45 A.M.<br>TBA  |
|    | CLASS MEETS AT THE CHELSEA CAMPUS |                                  |
| M1 | LEC<br>E451                       | M,W 7:30 P.M. – 8:45 P.M.<br>TBA |

### Speak/Listen I BSL-001

**\$219**

Students will practice speaking about formal and informal topics such as employment, education, and everyday life. They will complete listening exercises and answer comprehension questions. Students will read and write in this course and learn basic grammar structures. The emphasis is on general English.

|    |                                   |                                   |
|----|-----------------------------------|-----------------------------------|
| 01 | LEC<br>E451                       | T,TH 8:30 A.M. – 9:45 A.M.<br>TBA |
| 70 | LEC<br>208                        | T,TH 8:30 A.M. – 9:45 A.M.<br>TBA |
|    | CLASS MEETS AT THE CHELSEA CAMPUS |                                   |
| M1 | LEC<br>M105A                      | M,W 6:00 P.M. – 7:15 P.M.<br>TBA  |
| S1 | LEC<br>B130                       | S 8:45 A.M. – 11:45 A.M.<br>TBA   |
| T1 | LEC<br>E140                       | T 6:00 P.M. – 8:45 P.M.<br>TBA    |
| 71 | LEC<br>206                        | S 9:00 A.M. – 11:45 A.M.<br>TBA   |
|    | CLASS MEETS AT THE CHELSEA CAMPUS |                                   |
| 90 | LEC<br>203                        | M 6:00 P.M. – 8:45 P.M.<br>TBA    |
|    | CLASS MEETS AT THE CHELSEA CAMPUS |                                   |

### Read/Write I BSL-002

**\$219**

Students will read and write about beginning reading materials. They will learn to identify main ideas and supporting information and write sentences and paragraphs. Students will learn basic grammar structures. The emphasis is on general English.

|    |                                   |                                     |
|----|-----------------------------------|-------------------------------------|
| 01 | LEC<br>D114                       | T,TH 10:00 A.M. – 11:15 A.M.<br>TBA |
| 70 | LEC<br>209                        | T,TH 10:00 A.M. – 11:15 A.M.<br>TBA |
|    | CLASS MEETS AT THE CHELSEA CAMPUS |                                     |
| H1 | LEC<br>M105B                      | TH 6:00 P.M. – 8:45 P.M.<br>TBA     |
| M1 | LEC<br>M105A                      | M,W 7:30 P.M. – 8:45 P.M.<br>TBA    |
| S1 | LEC<br>B105                       | S 12:15 P.M. – 3:00 P.M.<br>TBA     |

### Grammar and Vocabulary I BSL-003

**\$219**

This course is for beginner level 1 and 2 students who wish to improve their grammar and vocabulary. Students learn new grammar structures and vocabulary in readings, and then speak and write about readings.

|    |                                   |                                   |
|----|-----------------------------------|-----------------------------------|
| 70 | LEC<br>209                        | T,TH 8:30 A.M. – 9:45 A.M.<br>TBA |
|    | CLASS MEETS AT THE CHELSEA CAMPUS |                                   |
| M1 | LEC<br>M105B                      | M,W 6:00 P.M. – 7:15 P.M.<br>TBA  |

### Speak/Listen II BSL-005

**\$219**

Students will learn to speak about formal and informal topics such as work, home, school and places around town such as clinics, supermarkets and the library. They will learn to listen to and understand beginning to high beginning listening materials and answer comprehension questions in sentences and short writings. Students will learn grammar structures. The emphasis is on general English.

|    |                                   |                                   |
|----|-----------------------------------|-----------------------------------|
| 01 | LEC<br>M105B                      | T,TH 8:30 A.M. – 9:45 A.M.<br>TBA |
| 70 | LEC<br>208                        | M,W 8:30 A.M. – 9:45 A.M.<br>TBA  |
|    | CLASS MEETS AT THE CHELSEA CAMPUS |                                   |
| 71 | LEC<br>207                        | S 9:00 A.M. – 11:45 A.M.<br>TBA   |
|    | CLASS MEETS AT THE CHELSEA CAMPUS |                                   |
| 90 | LEC<br>203                        | W 6:00 A.M. – 8:45 A.M.<br>TBA    |
|    | CLASS MEETS AT THE CHELSEA CAMPUS |                                   |
| M1 | LEC<br>D218                       | M 6:00 P.M. – 7:15 P.M.<br>TBA    |
|    | LEC<br>E235A                      | W 6:00 P.M. – 7:15 P.M.<br>TBA    |
| S1 | LEC<br>B129B                      | S 9:00 A.M. – 11:45 A.M.<br>TBA   |
| T1 | LEC<br>E236                       | T 6:00 P.M. – 8:45 P.M.<br>TBA    |
| T2 | LEC<br>D218                       | T,TH 6:00 P.M. – 7:15 P.M.<br>TBA |

**Read/Write II  
BSL-006**

**\$219**

Students will learn to read and understand high beginning reading materials and answer comprehension questions. They will learn to write sentences, paragraphs, and short compositions about everyday English, workplace English, and academic English. Students will learn grammar structures. The emphasis is on general English.

|    |              |   |
|----|--------------|---|
| 01 | LEC<br>B221  | T,TH 10:00 A.M. – 11:15 A.M.<br>TBA                                     |
| 70 | LEC<br>209   | M,W 10:00 A.M. – 11:15 A.M.<br>TBA<br>CLASS MEETS AT THE CHELSEA CAMPUS |
| 90 | LEC<br>203   | TH 6:00 P.M. – 8:45 P.M.<br>TBA<br>CLASS MEETS AT THE CHELSEA CAMPUS    |
| H1 | LEC<br>M105A | TH 6:00 P.M. – 8:45 P.M.<br>TBA   |
| M1 | LEC<br>D218  | M 7:30 P.M. – 8:45 P.M.<br>TBA  |
|    | LEC<br>E235A | W 7:30 P.M. – 8:45 P.M.<br>TBA  |
| S1 | LEC<br>B129B | S 12:15 P.M. – 3:00 P.M.<br>TBA   |
| T1 | LEC<br>D218  | T,TH 7:30 P.M. – 8:45 P.M.<br>TBA                                       |

**Speak/Listen III  
BSL-010**

**\$219**

Students will practice speaking about familiar and unfamiliar topics in different situations such as employment and education. They will practice public speaking. Students will learn to listen to and understand high beginning to low intermediate materials and answer comprehension questions with sentences and short writings. Students will read and write in this course and learn grammar structures. The emphasis is on academic English.

|    |              |  |
|----|--------------|--|
| 01 | LEC<br>E236  | T,TH 8:30 A.M. – 9:45 A.M.<br>TBA                                    |
| 90 | LEC<br>204   | TH 6:00 P.M. – 8:45 P.M.<br>TBA<br>CLASS MEETS AT THE CHELSEA CAMPUS |
| M1 | LEC<br>D114  | M,W 6:00 P.M. – 7:15 P.M.<br>TBA                                     |
| S1 | LEC<br>B129A | S 9:00 A.M. – 11:45 A.M.<br>TBA                                      |
| T1 | LEC<br>E451  | T,TH 6:00 P.M. – 7:15 P.M.<br>TBA                                    |

**Read/Write III  
BSL-011**

**\$219**

Students will learn to read and understand high beginning to low intermediate reading materials. They will learn to answer factual questions and draw inferences and conclusions. Students will learn the process-writing model and write compositions with an introduction, a body, and a conclusion. Students will learn grammar structures. The emphasis is on academic English.

|    |             |                                     |
|----|-------------|-------------------------------------|
| 01 | LEC<br>E451 | T,TH 10:00 A.M. – 11:15 A.M.<br>TBA |
|----|-------------|-------------------------------------|

|    |             |                                   |
|----|-------------|-----------------------------------|
| M1 | LEC<br>D114 | M,W 7:30 P.M. – 8:45 P.M.<br>TBA  |
| S1 | LEC<br>B130 | S 12:15 P.M. – 3:00 P.M.<br>TBA   |
| T1 | LEC<br>E451 | T,TH 7:30 P.M. – 8:45 P.M.<br>TBA |

**Grammar and Vocabulary II  
BSL-012**

**\$219**

This course is for BSL010 and BSL011 students who wish to improve their vocabulary repertoire and grammar knowledge. Students will master grammar structures and new vocabulary in the context of reading, writing and speaking. The skills learned in this course will serve as a springboard for students both to graduate into academic English classes and/or to upgrade work skills.

|    |             |   |
|----|-------------|---|
| 90 | LEC<br>203  | T 6:00 A.M. – 8:45 A.M.<br>TBA<br>CLASS MEETS AT THE CHELSEA CAMPUS |
| T1 | LEC<br>D114 | T,TH 6:00 P.M. – 7:15 P.M.<br>TBA                                   |

**Computer Literacy I  
BSL-020**

**\$219**

This course is for BSL 001, 002, 005, and 006 students. Students will learn how to use a keyboard and learn how to use a computer to type letters, send emails, and perform simple Internet searches.

|    |             |                                |
|----|-------------|--------------------------------|
| W1 | LEC<br>D117 | W 6:00 P.M. – 8:45 P.M.<br>TBA |
|----|-------------|--------------------------------|

**Free Resource for  
BHCC Students**

**Multi-Purpose  
Multimedia  
Language Lab**

**Located at the Charlestown Campus  
in Room E226**

**LAB HOURS**

**Monday - Thursday:**  
9:00 a.m. - 9:00 p.m.

**Friday:**  
9:00 a.m. - 1:00 p.m.

**Saturday & Sunday:**  
9:00 a.m. - 4:30 p.m.

Phone (617)228-3440

e-mail: [Langlabs@bhcc.mass.edu](mailto:Langlabs@bhcc.mass.edu)

**Website: [www.noblenet.org/bhcc/LL](http://www.noblenet.org/bhcc/LL)**

## English for Professionals

Classes begin September 8, 2009 and will end December 23, 2009.

### Intermediate Pronunciation

#### LNG-515

**\$225**

Pronunciation class will be open to students in level Academic ESL 2 and higher.

This course focuses on the pronunciation, rhythm and intonation of the English Language to enable students to communicate more clearly, effectively, and naturally in English. This is ideal for students who have fluency, but need to reduce their accents. Students may be required to complete assignments in the Language Lab in Room E226 in Charlestown. Prerequisite: students must register for this course in the Assessment Center in Charlestown in Room B118. Minimum student enrollment of 10 and maximum of 20.

|    |                 |                       |
|----|-----------------|-----------------------|
| M1 | MONDAY          | 6:00 P.M. – 8:45 P.M. |
|    | ARTHUR FOURNIER | TBA                   |

### Practical Grammar (classroom)

#### LNG-513

**\$225**

Grammar classes will be open to native speakers and students in level Academic ESL 3 or higher. This course is for students with intermediate to advanced oral and reading skills and basic knowledge of English grammar structure. Prerequisite: students must register for this course in the Assessment Center in Charlestown in Room B118. Minimum student enrollment of 9 and maximum of 18.

|    |                |                       |
|----|----------------|-----------------------|
| W1 | WEDNESDAY      | 6:00 P.M. – 8:45 P.M. |
|    | SUZANNE CRISCI | B135A                 |

### Grammar Connections: A Way to Improve Your Grammar (online course)

#### LNG-511

**\$225**

Grammar classes will be open to native speakers and students in level Academic ESL 3 or higher. This high level course is for students who wish to improve their grammar and editing skills. We will cover common sentence problems such as fragments and run-ons; punctuation; mechanics; verb tenses and forms, in the context of short writing assignments. ESL students who want to take this course must be tested in the Assessment Center, Room B118, Charlestown Campus. 16 weeks. Taught by Nada Jecmenica.

OL FOR USERNAME AND PASSWORD GO TO  
WWW.BHCC.MASS.EDU/MYCOURSEACCESS  
FOR ONLINE CLASS

## Business English for Professionals

### WCE-501

**\$225**

Business English will be open to native speakers and students in level Academic ESL 3 or higher. This course will provide English skills training to improve communication and effectiveness in the workplace. The objective is to develop the student's listening, speaking, reading, and pronunciation abilities as well as cross cultural adaptation in global business. Prerequisite: students must register for this course in the Assessment Center in Charlestown in Room B118. Minimum student enrollment of 10 and maximum of 18.

|    |               |                       |
|----|---------------|-----------------------|
| T1 | TUESDAY       | 6:00 P. M. – 8:45 P.M |
|    | SUSAN DEMARLE | TBA                   |

## Coming for the Spring 2010 Semester:

### TOEFL Preparation Online

#### TFL-101

**\$225**

TOEFL class will be open to students in level Academic 2 and higher.

This course addresses the four language skills-reading, writing, listening, and speaking- that the TOEFL iBT exam focuses on. The course provides information about the overall layout and organization of the entire test, and more specifically, breaks down each of the four sections of the test, so students are familiar with each type of question they will encounter on the TOEFL iBT exam. Students have the opportunity to improve upon and sharpen key language skills that are needed to be successful on the TOEFL iBT exam, like note-taking, paraphrasing, skimming, comparing/contrasting, and so on. The students will also have the opportunity to learn a variety of test-taking strategies that can be applied to the TOEFL iBT exam. Students are strongly recommended to have basic computer literacy and typing skills, as well as a strong foundation and understanding of the English language and its grammar. Ultimately, the main objective of this course is to help students develop academic skills in English and learn useful test-taking techniques so they can get higher scores on the TOEFL iBT. 16 weeks.

Taught by Todd Hannig.

OL FOR USERNAME AND PASSWORD GO TO  
WWW.BHCC.MASS.EDU/MYCOURSEACCESS  
FOR ONLINE CLASS

## Ready for the GED Test?

Find out by taking the free BHCC college placement test at the Charlestown Campus in room B118 or in the Chelsea Campus. The test takes 2-3 hours and bring a photo identification. After testing, you will know whether you need the GED preparation course or need referral to another program. Students placing into 090 or 095 courses can register for the classroom GED class. Students needing ESL should not register. Students placing below 095 should not register for the online GED class.

### General Educational Development (GED) Preparation GED-104A \$225

Prepare for the State Department of Education's High School Diploma Equivalency Examination. Students will take practice tests and develop individualized study plans. Beginning with diagnostic testing, instruction focuses on writing, reading, math, science and social studies. Students will use up to date textbooks/workbooks and calculators which are not included in the fee. Separate fee for official testing.

|    |   |  |
|----|---|--|
| T1 | TUESDAY, THURSDAY<br>TBA  | 6:00 P.M. – 7:15 P.M.<br>09/8 – 12/17* |
|    | * NO CLASS ON 11/26/09  |  |
| OL | FOR USERNAME AND PASSWORD GO TO<br>WWW.BHCC.MASS.EDU/MYCOURSEACCESS<br>FOR ONLINE CLASS |  |

## Languages

### Beginning Spanish I LNG-400 \$129

¡Hola! As the second most commonly spoken language in the U.S., Spanish is an important part of our future. In this level, we will focus on the alphabet, pronunciation and basic communication. Specifically, we will work on the acquisition of basic listening, speaking, reading, and writing skills within a cultural framework. Recommended book: Spanish dictionary available for purchase at the BHCC Book Store. Students have free access to the language laboratory in Charlestown in room E226 with the latest software like Rosetta Stone® to practice. 6 week class. 18 hours.

|    |                |  |
|----|----------------|--|
| T1 | TUESDAY<br>TBA | 6:00 P.M. – 9:00 P.M.<br>09/22 – 10/27 |
|----|----------------|--|

### Beginning Spanish II LNG-400A \$129

¡Hasta pronto! Continuation of LNG-400. Beginning Spanish II focuses on furthering the acquisition of basic listening, speaking, reading, and writing skills within a cultural framework. Students have free access to the language laboratory in Charlestown in room E226 with the latest software like Rosetta Stone® to practice. 6 week class. 18 hours.

|    |                |  |
|----|----------------|--|
| T1 | TUESDAY<br>TBA | 6:00 P.M. – 9:00 P.M.<br>11/03 – 12/15 |
|----|----------------|--|

### Conversational French for Beginners Online LNG-499 \$129

Open yourself to “la vie en rose”. This online interactive course is designated to give you basic French. The major focus is to speak comfortably about a number of subjects ranging from food to likes and dislikes, concentrating less on grammatical comprehension and more on speaking ability. No prior knowledge of French is required. Audio and video clips are used.

|    |   |  |
|----|---|--|
| OL | FOR USERNAME AND PASSWORD GO TO<br>WWW.BHCC.MASS.EDU/MYCOURSEACCESS<br>FOR ONLINE CLASS |  |
| S1 | CLASS STARTS 09/21 TO 10/30/2009 (6 WEEKS CLASS)  |  |
| S2 | CLASS STARTS 11/02 TO 12/11/2009 (6 WEEKS CLASS)  |  |

### Beginning American Sign Language I LNG-480 \$129

Learn the third most well-known language in the United States and open new paths of communication. We will work on the basics of sign language as a first step to developing receptive and expressive skills. Students will learn commonly used signs, the basic grammatical rules of ASL, and information about the deaf. 9 week class. 18 hours.

|    |                       |   |
|----|-----------------------|---|
| H1 | THURSDAY<br>TBA       | 6:00 P.M. – 8:00 P.M.<br>10/15 – 12/10* |
|    | *NO CLASS ON 11/26/09 |   |

#### INFORMATION ON BHCCONLINE COURSES

##### Students Enrolling in Web and Hybrid Courses:

To receive a username and password for your BHCC online course, please go to the BHCConline website: [www.bhcc.mass.edu/mycourseaccess](http://www.bhcc.mass.edu/mycourseaccess). Online courses will be accessible to students on the first day of classes, September 8, 2009. To login, go to [www.bhcc.mass.edu/mycourselogin](http://www.bhcc.mass.edu/mycourselogin).

Students must begin their coursework during the first week of classes. Students should e-mail [onlinehelp@bhcc.mass.edu](mailto:onlinehelp@bhcc.mass.edu) or attend an orientation session ([www.bhcc.mass.edu/bhcconline](http://www.bhcc.mass.edu/bhcconline)) or call 617-228-2466 if they are having technical difficulties logging on to their course.

##### Technical skills required to take BHCConline courses

- Students must possess basic computer skills such as navigating the World Wide Web, sending and receiving e-mail, word-processing, attaching documents, and toggling back-and-forth between applications and pages.
- Multimedia computer with at least a 600 MHz processor, 256 MB of RAM, or a comparable Macintosh is required. Macintosh computers may not be used for CIT-110.
- A recent version of Microsoft Office is recommended. *Note:* Attachments should be sent as Microsoft Word documents.
- Access to the Internet with broadband is recommended.
- Browser requirements: Mozilla Firefox 1.0x is recommended.
- An e-mail account with sufficient storage capacity for messages. *Note:* Spam filters and firewalls may prevent you from receiving automated responses.
- Access to a printer.

# GATLIN ED2GO

## TRAIN FOR A NEW CAREER ONLINE.

For online certificate offerings and demonstrations or to chat with admissions live, checkout [www.gatlineducation.com/bhcc](http://www.gatlineducation.com/bhcc). Start any time. Complete the program at your convenience. These self-paced programs can generally be completed in less than six months. Each program includes everything needed to succeed (active instructors, books, lessons, quizzes, and assignments). These courses are not eligible for Massachusetts state tuition remission waivers.

Gatlin Education Services (GES) is the world's largest provider of Web-based, instructor-supported training programs to colleges nationwide. Our open-enrollment programs are designed to provide the skills necessary to acquire professional-caliber personnel for many in-demand occupations. GES currently offers online certificate programs in collaboration with Bunker Hill Community College's Office of Community Education in the following fields of study: Healthcare, Business, IT Networking and CompTIA™ Certification, Microsoft Certification, and under Skilled Trades and Industrial: Automotive and Principles of Green Buildings.

**NEW:  
PRINCIPLES OF GREEN BUILDINGS  
WCE-601**

**30 HOURS  
\$595**

There is a rapidly growing need for those in the building, remodeling, or trade industries to understand green building. This program explains the science that professionals in these fields need to know in order to make buildings perform more efficiently and provide the healthiest possible environment for their occupants. It also helps prepare individuals for BPI, NATE, NARI, RESNET, and other industry credentials for green buildings. Successful completion of this course is recognized by NATE for 28 hours of continuing education units (CEUs) applicable to the NATE certifications.

### HOW TO REGISTER:

Students may register for Gatlin Online Courses through the BHCC's Office of Community Education. You may register for any course by telephone or in person. Students can apply for a Gatlin loan application on line at [gatlin@tfcloaninfo.com](mailto:gatlin@tfcloaninfo.com) or call 1-800-832-5626 if you have questions.

CALL 617-228-2462

Or visit Monday – Friday, 8:30 a.m. – 4:30 a.m.

BHCC's Office of Community Education, Room M107

BHCC Charlestown Campus

250 New Rutherford Avenue

Boston, MA 02129

# COMMAND SPANISH® e-TRAINING PROGRAMS

## WHAT ARE COMMAND SPANISH® E-TRAINING PROGRAMS?

Web-based Spanish language training courses that the student can take whenever and wherever they want, because they are asynchronous and non-instructor-led. These programs were designed to be efficient, effective, and not teacher-bound. Moreover, the student takes the course at his/her convenience and pace, not the institution's convenience and pace.

The following Command Spanish® e-Training courses are available online NOW for \$99.00 each:

- Spanish for Financial Institutions
- Spanish for Construction Supervisors
- Spanish for Pharmacy Personnel
- Spanish for Hospital Nurses
- Spanish for Physicians
- Spanish for Real Estate Sales
- Spanish for Travel
- Spanish for Law Enforcement Officers
- Spanish for the Community
- Spanish for the Workplace
- Spanish for Medical Office Nursing
- Spanish for Library Personnel
- Spanish for School Teachers

## WITH COMMAND SPANISH® E-TRAINING PROGRAMS, YOU CAN:

- promote better communication in the work environment;
- enhance workers' job performance;
- receive cost-effective instruction without leaving your house; and
- increase safety in the workplace;
- decrease or remove communication barriers;
- provide better service to persons in the Hispanic community.

Command Spanish® online courses are designed to be efficient, reliable, and effective. These are one-of-a-kind programs. For many, the convenience and benefits of e-Training are too good to pass up.

All programs are based on our exclusive Language Power-Lock System™.

## COMMAND SPANISH® E-TRAINING PROGRAMS ARE:

- Self-Paced (You, not an educational institution, decides at what pace you will take the course.)
- Asynchronous (You can start the course on any day, at any hour.)
- Non-Teacher-Led (You are not dependent on the availability of a teacher.)
- Based on Adult Education Principles
- Economical (You save gas and time by not commuting to and from class.)

Each Command Spanish® e-Training program includes important cross-cultural information and tips relevant to the specific occupation or profession that is being targeted. These cross-cultural capsules are designed to eliminate or reduce misunderstandings in the workplace.

### All e-Training courses feature:

- Work-Specific Language;
- Phonetic Encoding;
- One-Way Communication; and
- Non-Grammar Based Materials;
- Generic Spanish;
- Diagnostic and Screen Questions.

Upon completion of each course, the learner will have immediate access to and be able to print his or her own personalized Certificate of Completion.

For more information regarding  
Command Spanish programs for the workplace,  
call 617-228-2462  
or visit the web page at [www.bhcc.mass.edu/ce](http://www.bhcc.mass.edu/ce).



## Computers

### Introduction to PC (Personal Computer) CPT-201 \$112

Designed for the beginner, this hands-on class will introduce students to the personal computer. You will learn the difference between hardware and software as well as computer concepts such as naming, saving, retrieving, printing, and file management. Microsoft programs will be used to cover the basics of word processing, database management, and spreadsheets. Please bring a memory stick to the first class meeting. 6 week class. 18 hours.

M1 MONDAY 6:00 P.M. – 9:00 P.M.  
TBD 09/14 – 10/26\*  
\*NO CLASS ON 10/12/09

### Microsoft Word 2007 CPT-203 \$112

This class introduces students to the basics of latest edition of Word. Participants will create and edit business and personal documents, letterheads, and flyers and learn to use the Internet to access information and clip art to incorporate into documents and flyers. Please bring a USB drive to the first class meeting. Prerequisite: Familiarity with computers. 6 week class. 18 hours.

T1 TUESDAY 6:00 P.M. – 9:00 P.M.  
TBA 09/08 – 10/13

### Microsoft Excel 2007 CPT-204 \$112

Learn the latest edition of Excel. Use it to format worksheets and develop charts and graphs from your data without cumbersome conversions. This popular spreadsheet program is useful for both the office and home. Participants will learn to create budgets and put some zip into proposals by entering data and learning the powerful calculation and sorting functions that Excel offers. Please bring a USB drive to class. Prerequisite: Familiarity with computers. 6 week class. 18 hours.

H1 THURSDAY 6:00 P.M. – 9:00 P.M.  
TBA 09/10 – 10/15

### Advanced Microsoft Excel 2007 CPT 204B \$112

This course will teach advanced Excel applications. Through instructor-led or self-paced, step-by-step instruction, participants will learn how to perform “what if” analysis, create PivotTables, exchange data with other programs, control worksheet properties and calculations. Please bring a USB drive to the first class. Prerequisite: Microsoft Excel (CPT-204). 6 week class. 18 hours.

H1 THURSDAY 6:00 P.M. – 9:00 P.M.  
TBA 10/22 – 12/03\*  
\*NO CLASS ON 11/26

### Microsoft Access 2007 CPT-206 \$112

This course provides a working knowledge of the latest version of Microsoft Access, a database software program.

Participants will learn how to use Access to connect and use resources on the Internet. Topics will include designing and creating databases, entering and editing data into tables, designing and using basic forms, integrating Access data with other office applications and Internet, establishing relationships between tables, finding, sorting and filtering information, creating basic queries, and designing and using basic reports. Prerequisite: Familiarity with computers. 6 weeks class. 18 hours.

T1 TUESDAY 6:00 P.M. – 9:00 P.M.  
TBA 10/20 – 11/24

## Fitness, Safety, Recreation

### CPR for Health Care Provider FSR-106 \$77

This one-day course covers the basic skills needed to treat air breathing, and cardiac emergencies in adult, children, and infants. Included in the skills are one- and two-person CPR, use of a mask for ventilation and the use of automated external defibrillator. Upon successful completion the participant will be issued an American Heart Association CPR card at the Health Care Provider Level and is good for two years. This is a required certificate for BHCC students in the nursing program to graduate.

S1 SATURDAY 9:00 A.M. – 1:00 P.M.  
TBA 11/14

S2 SATURDAY 9:00 A.M. – 1:00 P.M.  
TBA 12/05

### Golf for Everyone FSR-506 \$75

If you want to learn to play golf or improve your game, this is the class for you! In-class topics covered include: rules and regulations, equipment, and golf club repair. The first class is held at Bunker Hill Community College and the next five sessions are held at the practice range at Golf Town, Route 1, Saugus, MA. At the range, you will learn how to swing properly, play and manage your game and will include long woods, irons, and putters. Instructor provides training tools and clubs. There is an additional discounted charge rate for practice balls. 6 week class. 12 hours.

H1 THURSDAY 6:30 P.M. – 8:30 P.M.  
TBA 09/17 – 10/22

### Beginning – Intermediate Tennis FSR-508 \$85

This class will introduce the beginning tennis player to the fundamentals of the game. This class will cover tennis basics, forehand and backhand strokes, the stance and serve and effective net techniques. Please bring your own tennis racquets; some spare racquets will also be available. Tennis balls will be provided. Note: Our 4 tennis courts have been recently re-surfaced. Class is limited to 16 students. 8 week class. 24 hours.

S1 SATURDAY 10:00 A.M. – 1:00 P.M.  
FIELD/TENNIS COURTS 09/12 – 10/31

**R.A.D. Women's Self-Defense Workshop**  
**FSR-619C \$57**

The Rape Aggression Defense system is a program of realistic self-defense tactics and techniques. The R.A.D. system is a comprehensive, women-only course that begins with awareness, prevention, risk reduction, and risk avoidance while progressing on the basics of hands-on defense training. R.A.D. is not a martial arts program, but does offer women instruction on physical self-defense. Minimum enrollment for this class is 16. On-site child care available if needed for an additional nominal fee. 6 week class. 12 hours.

T1 TUESDAY 6:00 P.M. – 8:00 P.M.  
 M105 A+B 09/29 – 11/03

**Basic Rider Course/  
 Motorcycle Safety Training**  
**FSR-725 \$275**

This is a 15-hour course (5 hours of classroom study and 10 hours of riding) designed to teach the challenge of motorcycling. Classroom sessions will cover motorcycle controls, basic riding skills, street strategies, turning and braking techniques, and dangers of impaired. Riding sessions will cover straight line riding, turning, shifting, and stopping as well as crash avoidance maneuvers. Training motorcycle (250cc or less), helmets, and course books are provided in tuition. Participants must have a motorcycle learner's permit. Classes are on weekends from April to October. For more information please contact the Community Education Division at 617-228-2462 or e-mail [commed@bhcc.mass.edu](mailto:commed@bhcc.mass.edu). To register for the course please contact Ironstone Ventures at 508-278-0172 or visit [www.ironstoneventures.com](http://www.ironstoneventures.com).

**Preparing for Birth & Baby 101  
 Childbirth, Breastfeeding  
 & Newborn Care Class**  
**FSR - 109 \$125/per couple\***

\*Please check with your health insurance for partial reimbursement

This class is a comprehensive childbirth class that covers all aspects of pregnancy, labor, birth and postpartum including the 'how to' breastfeeding and the first six weeks at home with a newborn. We will review the anatomy and physiology of late pregnancy so you understand how your body has changed, the labor and birth process, signs and stages of labor, options for coping and pain management, and promoting positive communication with your partner. We will help prepare you for all aspects of birth from knowing when to leave for the hospital or birth center to taking care of yourself after birth. In addition, this prenatal class offers practical information and tips on the 'how to' of breastfeeding. Learn latching and positioning techniques, how to establish or increase an abundant milk supply, signs of success and how to avoid or treat common breastfeeding concerns. In-depth discussion about the first days of feeding, the importance of skin-to-skin contact and responding to your baby's hunger cues. No birthing class is complete without a breakdown of the

first six weeks: the essential introduction to life with a newborn. From the first hours after birth, to the first weeks at home, this class offers information, tips and proven techniques to keep your baby safe, happy and healthy. You'll learn the basics of bathing, diapering, swaddling, umbilical cord and circumcision care, colic holds, gas relief techniques, and how to comfort a crying infant. Newborn health concerns, signs of illness, how to take a temperature, and when to call the doctor will be reviewed; as well as, reducing risk factors for SIDS and maintaining a safe home environment. 3 week class. 9 hours.

W1 WEDNESDAY 6:30 P.M. – 9:30 P.M.  
 TBA 09/09 – 09/23

**Workplace & Career Education**

**Professional Film & Production  
 Training Program**  
**FSR-111 \$150**

Learn how to use an Apple computer and digital camera. Write a script and compose a story board. Generate music and how it fits into a story. Apply post-production techniques. With today's evolving technology, the field of multimedia film and video arts are rapidly expanding into an exciting area to work. Explore your talents and express your ideas in filming arts. Taught by Mandy Chan, producer/actor from Hollywood to Hong Kong. 36 hours.

H1 THURSDAYS 9:00 A.M. – 11:00 A.M.  
 01 FRIDAYS 9:00 A.M. – 11:00 A.M.  
 E171 09/10 – 11/06

**Bartending**  
**WCE-301 \$195**

This class will present basic principles of bar organization and equipment with a view to training participants to properly serve drinks and cocktails. This class will also cover basic preparation of frozen drinks and non-alcoholic beverages using state-of-the art equipment. All class sessions will be conducted in a simulated bar environment. Certificates of completion will be distributed. 6 week class. 18 hours.

W1 WEDNESDAY 6:00 P.M. – 9:00 P.M.  
 TBA 09/23 – 10/28  
 SU SUNDAY 1:00 P.M. – 4:00 P.M.  
 TBA 11/01 – 12/13\*  
 \*NO CLASS ON 11/29/09

**Tips-Alcoholic**  
**WCE-301A \$65**

This program is designed to teach acceptable standards of practice for serving alcoholic beverages, including legal issues concerning intoxication of bar or restaurant patrons. Upon successful completion of this five-hour workshop, certificates will be issued stating that participants have been trained in these standards of practice. The certificate is valid for three years. This class is highly recommended for bartenders, waiters and wait-

resses, restaurant managers and owners, as well as parents of teenagers. Additional cost for manual is payable to the instructor at the start of the class.

W1 WEDNESDAY 5:00 P.M. – 10:00 P.M.  
TBA 12/16

**Pre License Real Estate Sales**  
**WCE-473 \$211**

This 24-hour class is geared for the individual seeking to become a real estate salesperson. The class covers all the areas necessary to prepare participants for taking the Massachusetts Real Estate Salesperson's examination. Students who successfully complete the mandatory 24-hour class will receive a certificate and be certified to sit for the examination. Attendance at every class is required.

W1 WEDNESDAY 6:00 P.M. – 9:00 P.M.  
TBA 09/30 – 11/18

**Ophthalmic Assisting Program**  
**WCE-911 \$395**

This 42-hour course (14 weeks) will introduce the student to the basic knowledge needed for a career in ophthalmic medical assisting. This growing field is one in which the

assistant works independent of the ophthalmologist preparing patients for their eye exams. There is an expected employment growth of 35% from 2006-2010 according to the "Occupational Outlook Handbook, 2008-2009". Topics to be covered include anatomy and physiology of the eye, medical terminology, ocular disease and pharmacology as well as hands-on skills. Some courses will be held in the offices of local ophthalmologists. Prerequisite: High school graduate, English language proficiency, high school algebra, ophthalmic experience or medical assisting background desirable but not necessary. No internship component for this session. No financial aid nor scholarship is available. Minimum enrollment is 10 students with maximum enrollment of 20 students. For more information, please check out the instructor Jane Shuman's website: [www.eyetechs.com](http://www.eyetechs.com). Required book: Ophthalmic Medical Assisting. The teacher will bring the book (cost \$90) and is payable at the first class session. Certificates of completion will be issued.

W1 WEDNESDAY 6:00 P.M. – 9:00 P.M.  
TBA 09/16 – 12/23\*  
\*NO CLASS ON 11/25/09



Established in 1915, Associated Industries of Massachusetts is the largest nonprofit, nonpartisan association of Massachusetts employers. AIM's mission is to promote the well-being of its members and their employees and the prosperity of the Commonwealth of Massachusetts by:

- Improving the economic climate of Massachusetts
- Proactively advocating fair and equitable public policy,
- Providing relevant, reliable information and excellent services.

The cost of each course is \$100.00 per student with a minimum of 8 students per class. Open to BHCC community. For more information, visit [www.aimnet.org](http://www.aimnet.org).

**Key Survival Skills for Managers/Supervisors**  
**AIM-119 \$100**

Appropriate for newer managers and supervisors or for those who would like to refresh or update their skills, this highly interactive program examines core management skills such as problem solving, conflict management, delegation, coaching and training, and managing performance. Participants will discover their own tendencies for solving problems and learn methods that can be applied in any situation. Through this program, participants will realize how taking the time to effectively delegate, coach, and manage employees results in much greater personal productivity and success. 7 hours.

H1 Thursday 9:00 a.m. – 12:30 p.m.  
TBA 09/17, 09/24  
H2 Thursday 6:00 p.m. – 9:30 p.m.  
TBA 11/05, 11/12

**Project Management Basics**  
**AIM-123 \$100**

This interactive program outlines a systematic approach to basic project management. Course discussion and activity will focus on learning the key components of project management, and develops skill at measuring and monitoring project performance that will increase the probability of success. The session is not geared toward the use of project management software, but is designed to provide a foundation of conceptual knowledge that will be valuable regardless of the technological tools available to the individual. This session is appropriate for managers, supervisors, technicians or any individual contributor with little or no experience in project management methodology. Also serves as a great refresher for the more experienced. 7 hours.

H1 Thursday 6:00 p.m. – 9:30 p.m.  
TBA 09/17, 09/24  
H2 Thursday 9:00 a.m. – 12:30 p.m.  
TBA 11/05, 11/12

**Human Resources for Non-Human Resources Managers**  
**AIM-121** **\$100**

This program provides a solid foundation of HR functional knowledge and helps participants identify situations that may put their company at risk. Participants will review key federal and state laws and regulations, recordkeeping requirements, pre-employment screening strategies and gain pointers for policy development. Participants will learn about performance management and understand obligations regarding benefits administration. This course is perfect for the "accidental" HR manager, but is also appropriate for HR professionals whose experience has been in a single functional area or for line managers who want an introduction to the human resource function. 7 hours.

|    |           |                        |
|----|-----------|------------------------|
| 01 | Friday    | 9:00 a.m. – 12:30 p.m. |
|    | TBA       | 09/18, 09/25           |
| W1 | Wednesday | 6:00 p.m. – 9:30 p.m.  |
|    | TBA       | 10/28, 11/04           |

**Human Resources Overview for Administrative Staff Support**  
**AIM-129** **\$100**

As a human resources (HR) assistant, you play an increasingly vital role in your company's success, both from a legal and administrative perspective. This program will help you support and administer the HR function more effectively while avoiding costly employee claims and legal problems. A human resources assistant whose skills and knowledge are out of date or who hasn't received training can put an organization at serious risk for fines, penalties or expensive lawsuits. 7 hours.

|    |           |                        |
|----|-----------|------------------------|
| 01 | Friday    | 6:00 p.m. – 9:30 p.m.  |
|    | TBA       | 09/18, 09/25           |
| W1 | Wednesday | 9:00 a.m. – 12:30 p.m. |
|    | TBA       | 10/28, 11/04           |

**Communicating to Make the Sale**  
**AIM-109** **\$100**

This program highlights the importance of strong communication skills and positive attitudes and behaviors in building customer relations. Students will learn how selling has evolved from a seller-driven process to a customer-focused effort, relying heavily on trust. This session uses assessments, practice exercises, videos, role-playing, and feedback to develop winning sales skills. Students identify four major communications styles and how to use them in face-to-face meetings as well as how to frame questions in ways that build trust and confidence. This program is perfect for all types of sales representatives – new or experienced, inside or outside. 3.5 hours.

|    |         |                        |
|----|---------|------------------------|
| T1 | Tuesday | 9:00 a.m. – 12:30 p.m. |
|    | TBA     | 09/22                  |
| M1 | Monday  | 9:00 a.m. – 12:30 p.m. |
|    | TBA     | 11/02                  |

**Telesales**  
**AIM-113** **\$100**

Have hang-ups about phone sales? Want to excel at selling over the phone? Energize your telesales technique by giving yourself the communication skills and resiliency to drive and sustain results. Participants will refine a product-specific opening statement, hear themselves as they sound over the phone and get feedback in a safe and constructive environment. They will learn the importance of being concise and using appropriate tone, grammar and diction to establish rapport and trust. 3.5 hours.

|    |         |                        |
|----|---------|------------------------|
| T1 | Tuesday | 6:00 p.m. – 9:30 p.m.  |
|    | TBA     | 09/22                  |
| M1 | Monday  | 9:00 a.m. – 12:30 p.m. |
|    | TBA     | 11/09                  |

**Developing a Winning Sales Technique**  
**AIM-111** **\$100**

This highly participative program allows new sales representatives to acquire critical sales skills or can serve as a tune-up for established sales representatives. Common mistakes sellers make are identified in moving through the sales process. From prospecting to identifying decision makers, through handling objections and closing, this program will show the participants how they can fully control the sales call – all the while representing their organization with the utmost professionalism. 3.5 hours.

|    |         |                        |
|----|---------|------------------------|
| T1 | Tuesday | 9:00 a.m. – 12:30 p.m. |
|    | TBA     | 09/29                  |
| M1 | Monday  | 9:00 a.m. – 12:30 p.m. |
|    | TBA     | 11/16                  |

**Selling for Repeat Business**  
**AIM-115** **\$100**

This program helps participants understand and define the reasons behind a customer's decision to continue buying from a vendor, or bring their business elsewhere. Participants come away with sensitivity to the right fit of sales approach and culture that will ensure repeat business. There is an emphasis on soliciting and incorporating feedback from various sources and learning how to ask the right value-add questions. 3.5 hours.

|    |         |                        |
|----|---------|------------------------|
| T1 | Tuesday | 6:00 p.m. – 9:30 p.m.  |
|    | TBA     | 09/29                  |
| M1 | Monday  | 9:00 a.m. – 12:30 p.m. |
|    | TBA     | 11/30                  |

**Becoming a Customer Service Professional**  
**AIM-101** **\$100**

In this program, students develop an understanding of the value of customer service and learn how to contribute to a culture of service in the workplace. The program identifies critical behaviors, introduces the concepts of internal and external customers, and the critical stages of the customer service cycle. 3.5 hours.

|    |          |                        |
|----|----------|------------------------|
| H1 | Thursday | 9:00 a.m. – 12:30 p.m. |
|    | TBA      | 10/01                  |
| 01 | Friday   | 9:00 a.m. – 12:30 p.m. |
|    | TBA      | 11/13                  |

**Good Communication Means Great Customer Service**  
**AIM-103** **\$100**

This program illustrates the value of communication in day-to-day dealings with customers, both internal and external. It focuses on the impact of common communication barriers, such as perceptions, personal bias, assumptions, viewpoints, and lack of practice. Students learn to identify their own communication style, identify barriers to good communication and develop skills for clear communication. Active listening skills are developed, for both the telephone and in person. 3.5 hours.

|    |          |                        |
|----|----------|------------------------|
| H1 | Thursday | 6:00 p.m. – 9:30 p.m.  |
|    | TBA      | 10/01                  |
| 01 | Friday   | 9:00 a.m. – 12:30 p.m. |
|    | TBA      | 11/20                  |

## Train the Trainers AIM-117

**\$100**

In this program participants will learn how to plan and deliver effective on-the-job training (OJT) to others within their organization. It begins with the analysis of training needs, the creation of learning objectives, development and delivery of the training and evaluation of effectiveness. Participants will create a sample training plan, and practice one-on-one training methods. Anyone at the supervisory or individual contributor level who may be called upon to train others through OJT should take this course. 3.5 hours.

|    |         |                        |
|----|---------|------------------------|
| T1 | Tuesday | 9:00 a.m. – 12:30 p.m. |
|    | TBA     | 10/06                  |
| 01 | Friday  | 6:00 p.m. – 9:30 p.m.  |
|    | TBA     | 11/20                  |

## Meeting Management AIM-125

**\$100**

Well-planned and moderated meetings are essential to organizational effectiveness. Most meetings have little structure and unclear goals, and end up wasting people's precious time. This program allows participants to learn how to plan an effective meeting, identify roles and responsibilities, and develop techniques for managing and facilitating meetings more successfully. Anyone who would like to enhance their ability to run and attend, productive effective meetings—both new and experienced managers, supervisors and team leaders, project leaders, HR professionals, and more. 3.5 hours.

|    |         |                       |
|----|---------|-----------------------|
| T1 | Tuesday | 6:00 p.m. – 9:30 p.m. |
|    | TBA     | 10/06                 |
| 01 | Friday  | 6:00 p.m. – 9:30 p.m. |
|    | TBA     | 11/13                 |

## Dealing with Difficult Customers AIM-105

**\$100**

This program focuses on difficult customers, and how to build trust and relationships with those customers. Careful attention is given to "angry" customers, although other definitions

of "difficult" are explored. Students will develop skills for building rapport in stressful situations, including techniques for diffusing anger, saying no, and offering alternatives to help satisfy customers when things go wrong. 3.5 hours.

|    |          |                        |
|----|----------|------------------------|
| H1 | Thursday | 9:00 a.m. – 12:30 p.m. |
|    | TBA      | 10/08                  |
| 01 | Friday   | 9:00 a.m. – 12:30 p.m. |
|    | TBA      | 12/04                  |

## Managing Multiple Priorities AIM-107

**\$100**

Welcome to the customer service time juggle! This program is designed to help students prioritize their work and responsibilities, and overcome barriers to productivity. The class features techniques for time management, organization and stress management. Many small group activities and self-assessment tools are used in this class. 3.5 hours.

|    |          |                        |
|----|----------|------------------------|
| H1 | Thursday | 9:00 a.m. – 12:30 p.m. |
|    | TBA      | 10/08                  |
| 01 | Friday   | 9:00 a.m. – 12:30 p.m. |
|    | TBA      | 12/11                  |

## The Supervisor and the Law AIM-127

**\$100**

According to the EEOC, 95% of discrimination and harassment complaints are filed as a result of something a direct manager or supervisor either does or fails to do. This program is designed to help supervisors and managers understand how employment laws work in the real world—and how they apply very directly to their every-day duties, decisions and interactions. Invest in the education of the people with the greatest opportunity to minimize risk, and cost, by preventing discrimination and harassment in your workplace. 3.5 hours.

|    |         |                        |
|----|---------|------------------------|
| T1 | Tuesday | 9:00 a.m. – 12:30 p.m. |
|    | TBA     | 10/13                  |
| 01 | Friday  | 6:00 p.m. – 9:30 p.m.  |
|    | TBA     | 12/04                  |

## COMING SOON TO BHCC:

### **BASICS OF ENTREPRENEURSHIP NON CREDIT CERTIFICATE PROGRAM**

This non-credit basics of entrepreneurship program provides information to prospective and current entrepreneurs in assisting them in starting and building a successful business.

The program includes:

| Hours     | Session Title                   |
|-----------|---------------------------------|
| 16        | Writing a Business Plan         |
| 8         | Should You Incorporate?         |
| 16        | Basic Business Finance          |
| 8         | Principles of Marketing         |
| 4         | Principles of Negotiating       |
| 8         | Supervisory & Leadership Skills |
| 4         | Writing Your First Contracts    |
| <b>64</b> |                                 |

- ❖ Each 2 hour class will meet twice a week over a 16 week period for a total of 64 hours.
- ❖ Classes can be taken individually or as a group (10% discount applies).
- ❖ A certificate is granted upon completion.
- ❖ For more information, please contact 617-228-2462 or visit [www.bhcc.mass.edu/entrepreneurship](http://www.bhcc.mass.edu/entrepreneurship).

SOCIAL SECURITY NUMBER (Optional)

□ □ □ - □ □ - □ □ □ □

DATE OF BIRTH

□ □ - □ □ - □ □

GENDER

M  F

STUDENT'S LAST NAME

□ □

STUDENT'S FIRST NAME

□ □

MAILING ADDRESS

□ □

□ □

CITY

□ □

STATE

□ □

ZIP

□ □ □ □ □ □

AREA CODE & HOME PHONE

□ □ □ - □ □ □ - □ □ □ □ □ □

AREA CODE & WORK PHONE

□ □ □ - □ □ □ - □ □ □ □ □ □

AREA CODE & MOBILE PHONE

□ □ □ - □ □ □ - □ □ □ □ □ □

(Please print) **E-mail address** \_\_\_\_\_

OPTIONAL INFORMATION (NOT REQUIRED)

With which ethnic background do you most clearly identify yourself?

- American Indian/Alaskan Native   
 African American   
 Cape Verdean   
 Asian/Pacific Islander  
 Hispanic/Latino   
 Caucasian/Non-Hispanic

First semester attended BHCC?  FALL  SPRING  SUMMER YEAR \_\_\_\_\_

METHOD OF PAYMENT

- Check   
 Money Order   
 AMERICAN EXPRESS  
 VISA   
 MASTERCARD   
 DISCOVER

NAME \_\_\_\_\_

ACCOUNT NUMBER \_\_\_\_\_

EXPIRATION DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

COURSE SELECTION

| COURSE NUMBER              | SECTION CODE | COURSE TITLE      | AMOUNT |
|----------------------------|--------------|-------------------|--------|
| <i>SAMPLE :</i><br>WCE-473 | W1           | Real Estate Sales | \$211  |
|                            |              |                   |        |
|                            |              |                   |        |

### How to register for Gatlin ED2GO Courses

Students may register for **Gatlin ED2GO Courses** only through the BHCC's *Office of Community Education*. You may register for any course by phone or in person. Call, 617-228-2462, or visit BHCC's *Office of Community Education*, Room M107, BHCC Charlestown Campus, 250 New Rutherford Ave., Boston, MA 02129.

**NOTE TO STUDENT:** When you sign this registration form, you are academically and financially responsible for the courses for which you register.

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_



[www.bhcc.mass.edu/CE](http://www.bhcc.mass.edu/CE)

CHARLESTOWN CAMPUS  
COMMUNITY EDUCATION

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