Continuing Education

The mission of Piedmont Community College's Continuing Education division is to serve as a catalyst for economic development by providing citizens within the College's service area with quality programming that identifies and delivers educational programs and training that meet the educational needs for professional and personal development and to provide training for area businesses, industries, and governmental agencies.

Fees for Continuing Education Programs
Registration fees are established in compliance with North Carolina law and vary according to the type and length of course. Students must contact the appropriate Continuing Education program area to register for classes. Fees are payable prior to or at the first class meeting and are subject to change by the N.C. General Assembly and/or the State Board of Community Colleges. Current registration fees are:

<table>
<thead>
<tr>
<th>Type of Course</th>
<th>Fees</th>
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<tbody>
<tr>
<td>Occupational Extension Courses</td>
<td></td>
</tr>
<tr>
<td>0-24 hrs</td>
<td>$65</td>
</tr>
<tr>
<td>25-50 hrs</td>
<td>$120</td>
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<tr>
<td>51+ hrs</td>
<td>$175</td>
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<tr>
<td>Self-Supporting</td>
<td>varies</td>
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<tr>
<td>GED® Testing</td>
<td>$25</td>
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</tbody>
</table>

Fee Waivers
Continuing Education registration fees are waived for the following:

1) Persons not enrolled in elementary or secondary schools taking courses leading to a high school diploma or equivalent certificate.

2) Courses requested by the following entities that support the organizations' training needs and are on a specialized course list approved by the State Board of Community Colleges.

3) Trainees enrolled in courses conducted under the:
   a. Volunteer fire departments;
   b. Municipal, county, or State fire departments;
   c. Volunteer EMS or rescue and lifesaving departments;
   d. Municipal, county, or State EMS or rescue and lifesaving departments;
   e. Radio Emergency Associated Citizens Teams (REACT) under contract to a county as an emergency response agency;
   f. Municipal, county, or State law enforcement agencies;
   g. The Department of Correction for the training of full-time custodial employees and employees of the Department's Division of Community Corrections required to be certified under Chapter 17C of the General Statutes and the rules of the Criminal Justice and Training Standards Commission; or
   h. The Department of Juvenile Justice and Delinquency Prevention for the training of employees required to be certified under Chapter 17C of the General Statutes and the rules of the Criminal Justice and Training Standards Commission.

4) Customized Training Program.
5) Elementary and secondary school employees enrolled in courses in first aid or cardiopulmonary resuscitation (CPR).
6) Up to six hours of credit instruction and one course of noncredit instruction per academic semester for senior citizens age 65 or older who are qualified as legal residents of North Carolina.
7) Human resources development courses for any individual who:
   - is unemployed,
   - has received notification of a pending layoff,
   - is working and is eligible for the Federal Earned Income Tax Credit (FEITC), or
   - is working and earning wages at or below two hundred percent (200%) of the federal poverty guidelines.
8) In addition, any federal law enforcement officers, firefighters, EMS personnel, and rescue and lifesaving personnel whose permanent duty station is within North Carolina are eligible for the State resident community college tuition rate for courses that support their organizations' training needs and are approved for the purpose by the State Board of Community Colleges.

Grading System
Continuing Education instructors will award each student in a class a grade as follows:

P – Pass
Indicates that a student has fulfilled the course requirements to successfully complete the course including 80 percent minimum attendance.

NC – No Credit
Indicates that a student did not successfully complete the course.

INC – Incomplete
Indicates that a student was unable to complete the course requirements with the timeframe of the class. To receive a grade, a student must complete the remaining requirements as specified by the instructor.

AU – Audit
Indicates that a student chose to attend a course but did not desire to earn credit. A student must attend a minimum 80 percent of the class to earn a grade.

H – Hours only, no grade
A student attended the class for hours only.

S – Satisfactory
Indicates that a student has successfully passed both the practical and written course exam and attended a minimum 80 percent of the class.*

U – Unsatisfactory
Indicates that a student has not successfully passed the written course exam. A student may retake the exam within 90 days of the initial exam date.*
Class Attendance Policy
Regular attendance at all class meetings is necessary for students to achieve educational success. Students are expected to be punctual in meeting all classes. To receive credit for a course, the student must attend class prior to the 10 percent point of the class and attend a minimum of 80 percent of classes, including labs, clinical and shop hours. Adult Basic Skills (ABS) students are required to attend 100 percent of class meetings. After four unexcused absences, ABS students may be dropped from the class.

Refund Policy
Piedmont Community College complies with the North Carolina System Administrative Code on the Refund Policy.

A student who officially withdraws from an occupational extension class prior to the first day of the class will be eligible for a 100 percent refund, if requested. A 75 percent refund shall be made if the student officially withdraws from the class prior to or on the official 10 percent point. Requests will not be considered after the 10 percent point.

Pursuant to 23 NCAC 02D.0203 (e), upon request of the student, Piedmont Community College shall grant a full refund of registration fees to military reserve and National Guard personnel called to active duty or active personnel who have received temporary or permanent reassignments as a result of military operations taking place outside the State of North Carolina that make it impossible for them to complete their course requirements; and, the College’s bookstore will buy back textbooks to the extent possible. The College shall use distance learning technologies and other educational methodologies to help these students, under the guidance of faculty and administrative staff, complete their course requirements.

Repeat Policy
Piedmont Community College complies with the North Carolina Administrative Code on the Repeat Policy. State regulations require that students who take an Occupational Extension course more than twice within a five-year period shall pay a registration fee based on self-supporting rates, not the Occupational Extension Fee Schedule. Students may repeat Occupational Extension courses more than once if the repetitions are required for certification, licensure or recertification.

Continuing Education Units (CEU)
Continuing Education Units (CEU) are a standard used nationally to represent completion of classes, programs and workshops not in the regular academic course of study leading to a degree or vocational diploma or certificate, but for which credit is deserving. One CEU credit may be awarded for 10 hours of class instruction. CEU credits earned at the College are kept on student transcripts. Official transcripts will be issued upon written request by the student to the Continuing Education Office.

Occupational Extension Courses
Occupational Extension courses consist of single courses each complete in itself, designed for the specific purposes of training an individual for employment, upgrading the skills of persons presently employed and retraining others for new employment in occupational fields. These courses are offered in both the traditional classroom and on-line formats.

Self-Supporting Courses
Self-supporting courses are courses which Piedmont Community College may provide at the request of the community. State funds appropriated as operating expenses for allocation to the colleges will not be used to support these courses. Financing of these courses by any college will be on a self-supporting basis. Recreational programs are one example of self-supporting courses.

Adult Basic Skills Programs (ABS)
The purpose of the Adult Basic Skills Programs, as addressed in the Adult Education and Family Literacy Act of 1998, is to offer adults, ages 18 and older the opportunity to:

- Become literate and obtain the knowledge and skills necessary for employment and self-sufficiency,
- Obtain the educational skills necessary to become full partners in the educational development of their children, and
- Complete a secondary school education.

Minors, ages 16-17, may also enroll, provided written permission is granted from the last school they attended (public, private or home school) and the minor’s guardian.

Registration
Registration is required for ABS classes including ABE, CED, ESL, high school equivalency classes leading to GED® testing, and Workplace & Family Basic Skills.

ABS classes are offered at no cost to the student and are offered on campus and in the community. To participate in ABS classes (classes range from instruction for non-readers through high school equivalency level):

- Contact the local ABS office to register for an Intake and Placement Test session. At the conclusion of this session, students are assigned to a class or classes. Intake and Placement Test sessions are offered at the beginning of the fall, spring and summer semesters.
- Returning students do not have to register for Intake and Placement Test sessions, if they are returning within the same year.
- Students who have been out of the program for a year

*Students enrolled in Fire and Rescue Training classes must receive a grade of “S” in order to fulfill the requirements of the North Carolina Fire & Rescue Commission for the electronic transfer of grades to the Commission for certification purposes.
or more must register for an Intake and Placement Test session before attending classes. Students who have not attended in the last 90 days must take a progress test to update their test scores and placement into the program.

- A minor’s legal guardian must attend the first hour of the Intake and Placement Test session with his/her minor.
- Students exit the program any time during the semester when they achieve their goals or complete the requirements set forth by GED® testing (a high school equivalency test).

To enroll in ABS classes, contact the local ABS office. Deadlines for enrollment are established each semester.

To enroll in ABS distance learning classes, contact the local ABS office. This program of study allows students to enroll at any time during the semester.

Adult Basic Skills program includes Adult Basic Education (ABE), high school equivalency preparation for GED® testing, English as a Second Language (ESL), Compensatory Education (CED), Workplace and Family Literacy. All of these courses are offered at no cost to the student.

**Adult Basic Education (ABE)**
Adult Basic Education is for adults who have difficulty with basic literacy, computation skills and/or life skills. Instruction targets the individual’s needs and is available for levels from non-readers to intermediate level students. Students in this program are functioning below a high school level. Basic skills include academics and life skills such as: reading, writing, math, consumer economics, health, employability skills, government and law, community resources, problem solving and critical thinking, lifelong learning, communication skills and independent living skills. Classes are offered day and night at each campus, online, and at established sites in the community. To request that a new site be opened, please contact the Director, Adult Basic Skills.

**Compensatory Education (CED)**
Intellectually disabled adults have an opportunity to learn the basic skills of reading, writing, math and survival skills in this program. Classes may be offered day or night and can be established as needed.

**English as a Second Language (ESL)**
Classes are offered for non-English speaking adults or those whose English skills are limited. These classes are designed to help students learn basic English speaking skills. Conversation and writing are taught. Help is also provided to prepare the student for citizenship tests. Classes are established at locations based on need and interest.

**High School Equivalency Study Program**
Piedmont Community College is designated as an official testing center for GED® testing. GED® testing consists of five tests in five subjects: Language Arts-Reading; Language Arts-Writing; Social Studies; Science; and Mathematics. In order for an adult to qualify for GED® testing at PCC, the adult must:
- Take a Basic Skills placement test,
- Meet the required score on the Basic Skills placement test in order to qualify for the Official Practice Tests for the high school equivalency test,
- Pay $25 for GED® testing prior to the test date, and
- Bring receipt of payment for the GED® testing fee and a current government issued, photo identification to the testing site on the day of the test.

The high school equivalency program of study and all pre-tests are free. Pretests are offered at various times and days on-campus and at off-campus ABS class sites. Students who do not achieve the qualifying Basic Skills test scores or Official Practice Test scores are advised to continue their studies.

GED® testing is administered on a regularly scheduled basis on the Person and Caswell County Campuses. GED® testing is also administered at two approved PCC off-campus locations. Both day and evening test schedules are available. Students are issued a “High School Diploma Equivalency” by the North Carolina State Board of Community Colleges when they meet the following requirements of GED® testing:

- Achieve an average standard score of 450 on each of the five tests with no score below 410 and with a total score of a minimum of 2,250.
- Be at least 18 years old or out of school for six months. Students under age 18 are eligible for GED® testing provided they have met the ABS program’s entrance criteria for minors.
- Submit an application for GED® testing with appropriate ABS faculty or staff.

**Workplace & Family Basic Skills**
The Adult Basic Skills programs can be adapted to meet business or industry’s needs for basic skills training and to meet the needs of parents with preschoolers. These programs are partnerships with industries, public schools, Head Start and other early childhood educational programs. Programs are tailored to meet the needs of the partnership. Programs can be offered at businesses, industries and public school sites. To request that a new site be opened, please contact the Director, Adult Basic Skills.

**Customized Training Programs**
The Customized Training Program (CTP) supports the economic development efforts of the State by providing education and training opportunities for eligible businesses and industries. The program was developed in recognition of the fact that one of the most important factors for a business or industry considering locating, expanding, or remaining in North Carolina is the ability of the State to ensure the presence of a well-trained workforce. The program is designed to react quickly to the needs of businesses and to
respects the confidential nature of proprietary processes and information within those businesses.

The purpose of the CTP is to provide customized training assistance in support of full-time production and direct customer service positions created in the State of North Carolina; thereby, enhancing the growth potential of companies located in the state, while simultaneously preparing a well-trained workforce. The CTP offers programs and training services to assist new and existing businesses and industry. Through Job Growth, Technology Investment and Productivity Enhancement, the Customized Training Program is designed to make a difference in the bottom line, whether the organization is creating jobs, investing in new machinery and equipment, or streamlining processes for efficiency.

Eligibility
Those businesses and industries eligible for support through this program include:
- Manufacturing
- Technology Intensive (i.e., Information Technology, Life Sciences)
- Regional or National Warehousing and Distribution Centers
- Customer Support Centers
- Air Courier Services
- National Headquarters with operations outside North Carolina
- Civil Service employees providing technical support to US military installations located in North Carolina

In order to receive assistance, eligible businesses and industries must demonstrate two or more of the following criteria:
- The business is making an appreciable capital investment;
- The business is deploying new technology;
- The business is creating jobs, expanding an existing workforce, or enhancing the productivity and profitability of the operations within the State; and
- The skills of the workers will be enhanced by the assistance.

WorkKeys® Job Profiling
ACT’s WorkKeys® job profiling process consists of an ACT-trained facilitator working collaboratively with specific groups of employees from employer identified job(s) for completing a job analysis profile. Job incumbents serve as the subject matter experts who define the tasks and skills needed to perform a specific job successfully. Job profiling consists of a task analysis to select the tasks most critical to a job and skill analysis to identify the skills and skill levels required to perform the job effectively. By matching the job profile information with individual scores on WorkKeys® assessments, an industry can make reliable decisions about hiring, training, and program development needs. Use of WorkKeys® Job Profiling and assessments can:
- Improve hiring selection for skilled employees for entry level jobs.
- Reduce employee turnover.
- Reduce employee training costs, and

Job Profiling
- Supports hiring, promotion, and training decisions;
- Uses focus groups and ACT-trained facilitators;
- Offers proven methodology and reliable results; and
- Meets requirements adopted by the EEOC.

Human Resources Development Program (HRD)
Human Resources Development (HRD) programs train unemployed and under-employed persons, who are at least 18 years of age, to acquire the skills necessary for obtaining and retaining employment. HRD assists students by providing classes aimed at educating individuals in job seeking skills, job search techniques, and job retention and advancement strategies. Each class provided through HRD addresses the six core components required by state mandates: assessment, positive self concept, employability skills, communication skills, problem-solving and the awareness of the impact of information technology in the workplace. Those individuals who are unemployed, have received a notice of a pending layoff, are working but eligible for the Federal Earned Income Tax Credit or have income that meet the Federal Poverty guidelines are eligible for a fee waiver and receive HRD course offerings for no charge. Students participating in HRD programs receive instruction from professional instructors trained specifically in the areas of motivation, counseling and job seeking and keeping skills. Students learn how to develop professional resumes and receive certification upon completion of each activity offered through HRD.

Workforce Investment Act of 1998 (WIA)
The Workforce Investment of 1998 (WIA) is a federal program designed to provide financial assistance with training, job search information and follow-up to economically disadvantaged adults and youth and to laid-off/displaced workers. Through WIA, eligible students may receive financial assistance with books and fees; transportation expenses; uniforms, training related supplies and licensing fees. Individuals enrolled in WIA programs must maintain good attendance and academic performance in scheduled classes, meet monthly with assigned counselors, and obtain employment in the selected careers for which they have trained. Student follow-up services are provided for one year after successful completion of the training.

A series of computer skills training classes have been developed and are offered on an ongoing basis at the Workforce Training Center, located at 303 S. Morgan Street, and at the Caswell JobLink Career Center, located on the Caswell Campus. These courses include: Keyboarding for the Job Seeker, Computer Skills Training for the Job Seeker, Computer Empowerment, Career Exploration, Creating Your Own Job Search Portfolio, Ready to Work, AIM for Work and Career Exploration. Additional courses are added on a regular basis.
Realizing Everything About Life (REAL)
REAL represents a partnership with Person County Department of Social Services Work First Program. This 36-hour class provides training in life skills to those referred to the College. This mandatory class is held when requested by either Person or Caswell Department of Health and Human Services (Department of Social Services).

North Carolina Career Readiness Certificate (WorkKeys®/KeyTrain®)
This initiative was designed to provide a common language between education, employers and job seekers. The NC Career Readiness Certificate is based on the WorkKeys® system which is comprised of following three major components: job profiling, WorkKeys® assessments of workplace skills and KeyTrain® instruction to remove skills gaps.

The College has been involved with both WorkKeys® and KeyTrain® (computer based instruction designed to remediate skill deficiencies) since 2003. This program provides job seekers, needing to upgrade their skills, with open entry/open exit KeyTrain® labs on both campuses, so that the skills they possess are adequate to learn and perform the jobs that are available in the community. Local companies have used WorkKeys® scores as a tool for hiring entry level positions and for making promotion decisions.

KeyTrain® instruction is offered at no charge to those who are unemployed. Through KeyTrain®, job seekers obtain career counseling based on ACT, Inc. Occupational Profiles listing which documents WorkKeys® levels necessary to be successful in over 12,000 jobs nationwide. Through the NC Career Readiness Certificate, job seekers obtain a portable credential which documents and certify skill levels in three WorkKeys® areas: Reading for Information, Applied Mathematics and Locating Information. These three areas have been identified by employers nationwide as being the most vital to success in the workplace. Not only does the NC Career Readiness Certificate assess individuals’ skill levels necessary to excel in the workplace, it also allows employers to use this information to make informed hiring decisions.

Allied Health Careers
In coordination with Continuing Education’s Caswell County Health Care programs (CNAI, CNAII, Med. Tech and Monitor. Tech), HRD will provide additional training to assist those interested in training in the health care field. Students will be introduced to the health care field through HRD's Orientation to Health Care Careers course which will also provide training in note taking, test taking, reducing test anxiety and preparing for certification and placement exams. Students will also receive instruction in job seeking skills through HRD's Job Search for Health Care Careers. After completion of the job search class, students will utilize new skills to obtain viable employment or enroll in entrepreneurial training through the College's Small Business Center.

Caswell JobLink Career Center
Caswell County JobLink is a partnership with the Employment Security Commission, Caswell County Department of Social Services, Vocational Rehabilitation Services, Credit Consumer Counseling, Orange Enterprises, and Piedmont Community College. Agency staff is onsite at PCC throughout the week to meet the needs of Caswell County job seekers and employers. Job seekers can access ESC job listings and request referrals, file for unemployment insurance, receive labor market information, identify training needs and receive financial assistance with educational expenses, upgrade skills through a variety of free classes and receive many other valuable services. Caswell JobLink Career Center is a Level II JobLink providing enhanced services to their customers including job fairs, onsite employer interviews and funding for sponsorship in further training.

Business Development and Entrepreneurship Center
The Business Development and Entrepreneurship Center offers training, education, counseling, information and other services to current and prospective small business owners. It is part of a network of Small Business Centers established by the North Carolina Community College System.

Services offered by the Center include:
- One-on-one business counseling for start-ups and existing businesses;
- Training and technical assistance in starting a business;
- Assistance with applications to the NC Microenterprise Loan Program and other loan programs;
- Seminars, workshops and courses on a wide variety of business topics;
- Referral to specialized advisors;
- A business resource library;
- Small Business Incubator; and
- Internet access for business research.

The Business Development Center has offices in both Roxboro and Yanceyville. For more information or to schedule an appointment with the counselor, call (336) 599-0032 or visit us on the web at www.pccbusiness.com.

Microenterprise Loan Program
The North Carolina Rural Economic Development Center, now offers loans of up to $25,000 to local entrepreneurs to start or expand small businesses in rural North Carolina. The Rural Center’s Microenterprise Loan Program works with the Business Development and Entrepreneurship Center to help people finance small business ventures when they might otherwise have difficulty getting loans from banks or other traditional lending sources.
Business Incubator

The Roxboro/Person County Business Development and Entrepreneurship Center (BDEC) has space available for entrepreneurs who are looking for a place to start their small business or have a home-based business that has outgrown the kitchen table. The BDEC, located in Uptown Roxboro, provides reasonable rents, business counseling and shared services for businesses in the early stages of development.

Services for entrepreneurs include:
• Business counseling,
• Receptionist,
• High speed Internet access,
• Copy machine,
• AV equipment,
• Janitorial service, and
• Reference library.

Workforce Certification Academy

The Workforce Certification Academy provides training to support expanded community-driven workforce strategies that help individuals who are unemployed, underemployed, experiencing economic distress due to the economy, or seeking to improve their employability. The Workforce Certification Academy is designed to help participants obtain local jobs, command better wages, and achieve greater career success by obtaining recognized certification credentials.