



**Kentucky League of Cities Insurance Services
Online University Catalog
All Course Offerings**



Green Rows = Check out these NEW Online University Courses that were added in July, 2010

Subject	Category	No.	Course Title	Length In Minutes	Cost In Credits	Includes Audio	Professional Development Program
Core and Continuing Education Courses Owned by KLC / KLCIS							
Health and Safety	Asbestos Safety	AS09	Asbestos Awareness (April, 2010)	60	1	Yes	KMESHA
Health and Safety	Back Injury Prev	BS09	Back Safety	30	1	Yes	KMESHA
Health and Safety	Bloodborne Path	BP09	Bloodborne Pathogens (O)	60	1	Yes	KMESHA
Health and Safety	Chemical Hazards	CG09	Compressed Gas Safety	60	1	Yes	KMESHA
Health and Safety	Chemical Hazards	HC09	Hazard Communication	60	1	Yes	KMESHA
Health and Safety	Chemical Hazards	LE09	Lead Safety Awareness (June, 2010)	60	1	Yes	KMESHA
Health and Safety	Chemical Hazards	MS09	Material Safety Data Sheets	60	1	Yes	KMESHA
Health and Safety	Chemical Hazards	PP09	Pollution Prevention (February, 2010)	60	1	Yes	KMESHA
Health and Safety	Confined Space	CS09	Confined Space Entry (O)	60	1	Yes	KMESHA
Driver Safety	Defensive Driving	AC11	Avoiding Collisions	30	1	Yes	KMESHA
Health and Safety	Defensive Driving	DV21	Backing Safety for Light Truck Drivers	20	1	Yes	KMESHA
Health and Safety	Defensive Driving	DV78	Defensive Driving (SC)	90	1	Yes	KMESHA
Health and Safety	Defensive Driving	DV24	Trailer for Light Truck Drivers	20	1	Yes	KMESHA
Health and Safety	Defensive Driving	WI09	Winter Driving Safety	60	1	Yes	KMESHA
Health and Safety	Electrical Safety	ES74	Construction Electrical Safety (March, 2010)	60	1		KMESHA
Health and Safety	Electrical Safety	ES09	Electrical Safety (O)	30	1	Yes	KMESHA
Health and Safety	Ergonomics	EO10	Ergonomics for the Office	60	1		KMESHA
Health and Safety	Ergonomics	EV09	Ergonomics for Supervisors	60	1	Yes	KMESHA
Health and Safety	Ergonomics	ER09	General Ergonomics (O)	30	1	Yes	KMESHA
Health and Safety	Excavation/Trenchng	TE09	Trenching and Excavation Safety	60	1	Yes	KMESHA
Health and Safety	Eye Face Head	EF09	Eye and Face Protection	30	1	Yes	KMESHA
Health and Safety	Fall Protection	FF09	Fall Protection (O)	30	1	Yes	KMESHA
Health and Safety	Fall Protection	ST09	Slips, Trips, and Falls (O)	30	1	Yes	KMESHA
Health and Safety	Fire Safety	FE09	Fire & Explosions Hazards	30	1	Yes	KMESHA
Health and Safety	Fire Safety	FP09	Fire Prevention (O)	30	1	Yes	KMESHA
Health and Safety	First Responder	EP09	Emergency & Disaster Preparedness	30	1	Yes	KMESHA
Health and Safety	First Responder	IC09	Emergency Response-Chemical Release	60	1	Yes	KMESHA
Health and Safety	First Responder	FA09	First Aid & CPR Academic Training (O)	60	1	Yes	KMESHA



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Health and Safety	Forklift Safety	FS09	Forklift Safety (O)	30	1	Yes	KMESHA
Health and Safety	General Safety	BC09	Basic Construction Safety	60	1	Yes	KMESHA
Health and Safety	General Safety	SO09	Basic Industrial Safety	30	1	Yes	KMESHA
Health and Safety	General Safety	JS09	Job Safety Analysis	60	1	Yes	KMESHA
Health and Safety	General Safety	EE09	Emergency Evacuation & Egress Safety	30	1	Yes	KMESHA
Health and Safety	General Safety	JA09	Job Safety Analysis for Supervisors	60	1	Yes	KMESHA
Health and Safety	General Safety	MH09	Materials Handling & Storage (December, 2009)	60	1	Yes	KMESHA
Health and Safety	General Safety	OF09	Office Safety	30	1	Yes	KMESHA
Health and Safety	General Safety	WC09	Welding, Cutting, Brazing Safety	30	1	Yes	KMESHA
Health and Safety	General Safety	ET09	Working in Extreme Temperatures	30	1	Yes	KMESHA
Health and Safety	General Safety	W011	Working in Warm Weather	30	1	Yes	KMESHA
Health and Safety	Hearing	HP09	Hearing Conservation (O)	30	1	Yes	KMESHA
Health and Safety	Ladder Safety	LA09	Ladder & Scaffolding Safety (O)	30	1	Yes	KMESHA
Health and Safety	Lockout/Tagout	LT09	Lockout/Tagout Training (O)	60	1	Yes	KMESHA
Health and Safety	Management	BB09	Behavior-Based Safety Training	30	1	Yes	KMESHA
Health and Safety	Management	FC09	Forming Effective Safety Committees	30	1	Yes	KMESHA
Health and Safety	OSHA Specific	EN09	Environmental Regulations Overview	30	1	Yes	KMESHA
Health and Safety	OSHA-Specific	IO10	Introduction to OSHA (January, 2010)	60	1		KMESHA
Health and Safety	OSHA-Specific	OI09	OSHA Investigations & Inspections (May, 2010)	60	1	Yes	KMESHA
Health and Safety	Protective Equip	PE09	Personal Protective Equipment (O)	60	1	Yes	KMESHA
Health and Safety	Respiratory Protect	RP09	Respiratory Protection	60	1	Yes	KMESHA
Health and Safety	Safety orientation	AI11	Accident Incident Investigation	60	1		KMESHA
Human Capital Mgt	Substance Abuse	KL01	Drug Free Workplace Refresher Training	30	1	Yes	POESI
Human Capital Mgt	Substance Abuse	KL02	Substance Abuse Awareness Refresher-Superv	30	1	Yes	POESI
Human Capital Mgt	General Safety	WS09	Stress Management	30	1	Yes	POESI
Human Capital Mgt	Harassment	SE09	Sexual Harassment Prevention (SC)	30	1	Yes	POESI
Human Capital Mgt	Legal Issues	PD09	Preventing Discrimination	30	1	Yes	POESI
Human Capital Mgt	Legal Issues	WD09	Workplace Diversity	30	1	Yes	POESI
Human Capital Mgt	Management	WV09	Workplace Violence	30	1	Yes	POESI



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Elective Courses Offered							
Business Skills	Business Skills	ML26	Basics of Business Math (16 hours)	960	6		POESI
Business Skills	Business Skills	ML27	Building Relationships	300	6		POESI
Business Skills	Business Skills	ML28	Business Ethics (5.33 hours)	320	6		POESI
Business Skills	Business Skills	ML29	Customer Service (21 hours)	1260	6		POESI
Business Skills	Business Skills	ML30	Dealing with Difficult People (8.30 hours)	498	6		POESI
Business Skills	Business Skills	ML31	Effective Business Communication (11 hours)	660	6		POESI
Business Skills	Business Skills	ML32	Effective Presentations	600	6		POESI
Business Skills	Business Skills	ML33	Fundamentals of Business Management	600	6		POESI
Business Skills	Business Skills	ML36	Management Skills Introduction (6.75 hours)	405	6		POESI
Business Skills	Business Skills	ML37	Managing Change	300	6		POESI
Business Skills	Business Skills	MM01	Motivating Team Members	60	4		POESI
Business Skills	Business Skills	ML38	Motivation (11 hours)	660	6		POESI
Business Skills	Business Skills	ML39	Motivation Methods and Strategies	60	6		POESI
Business Skills	Business Skills	ML40	Negotiating (19 hours)	1140	6		POESI
Business Skills	Business Skills	ML41	Project Management (22 hours)	1320	6		POESI
Business Skills	Business Skills	ML42	Project Management Certification (12 hours)	720	6		POESI
Business Skills	Business Skills	ML43	Sarbanes-Oxley Act	360	6		POESI
Business Skills	Business Skills	ML45	Teams That Work	240	6		POESI
Business Skills	Business Skills	ML46	Time Management Fundamentals	660	6		POESI
Business Skills	Communication Skills	ML73	E-Mailing Your Way to the Top (8 hours)	480	6		POESI
Business Skills	Customer Service	ST11	Star Service	60	4		POESI
Business Skills	Grammar	ML34	Grammar (10 hours)	600	6		POESI
Business Skills	Innovation	ML74	Innovation in the Workplace (7 hours)	420	6		POESI
Business Skills	Personal Career Dev	ML75	Problem Solving Through Productive Thinking	420	6		POESI
Business Skills	Personal Career Dev	ML76	Time Management for Maximum Productivity	360	6		POESI
Driver Safety	Defensive Driving	DD09	Defensive Driving	30	1	Yes	KMESHA
Driver Safety	Defensive Driving	DV20	Light Trucks - Avoiding Collisions	20	1	Yes	KMESHA
Driver Safety	Defensive Driving	DV22	Light Trucks - Driving Hazards	20	1	Yes	KMESHA
Driver Safety	Defensive Driving	DV25	Light Trucks - Ergonomics	20	1	Yes	KMESHA



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Driver Safety	Defensive Driving	DV23	Light Trucks - Extreme Conditions	20	1	Yes	KMESHA
Driver Safety	Light Truck Safety	BU07	Light Trucks - Safety Suite	120	4	Yes	KMESHA
Human Capital Mgt	Communication Skills	AC02	Achieving Communication Effectiveness	90	4		POESI
Human Capital Mgt	Communication Skills	NC72	Communicating Results	120	4		POESI
Human Capital Mgt	Communication Skills	NC14	Communication Essentials	120	4		POESI
Human Capital Mgt	Communication Skills	NC70	Communication Nightmares	120	4		POESI
Human Capital Mgt	Communication Skills	NC25	Creating Messages That Motivate	240	10		POESI
Human Capital Mgt	Communication Skills	NC29	Customer Service Excellence	120	4		POESI
Human Capital Mgt	Communication Skills	NC78	Delivering Winning Presentations Every time	240	10		POESI
Human Capital Mgt	Communication Skills	NC79	Effective Communicating	120	4		POESI
Human Capital Mgt	Communication Skills	NC49	Feedback Solutions	120	4		POESI
Human Capital Mgt	Communication Skills	NC59	Negotiate with Confidence	120	4		POESI
Human Capital Mgt	Communication Skills	NC19	Giving and Receiving Feedback	120	4		POESI
Human Capital Mgt	Conflict Management	NC27	A Problem Free Approach to Problem Solving	120	4		POESI
Human Capital Mgt	Conflict Management	NC33	Conflict Management	120	4		POESI
Human Capital Mgt	Conflict Management	NC15	Dealing with Difficult Workplace Behaviors	120	4		POESI
Human Capital Mgt	Conflict Management	NC11	Defusing Workplace Violence	120	4		POESI
Human Capital Mgt	Conflict Management	NC17	Managing Workplace Conflict for Managers	120	4		POESI
Human Capital Mgt	Conflict Management	NC16	Managing Workplace Conflict (Employee)	120	4		POESI
Human Capital Mgt	Continuous Improvement	NC40	Planning Your Job Performance	120	4		POESI
Human Capital Mgt	Continuous Improvement	NC65	Talent Development	120	10		POESI
Human Capital Mgt	Customer Service	NC12	Building Customer Loyalty	120	4		POESI
Human Capital Mgt	Customer Service	NC71	But I Don't Have Customers	120	4		POESI
Human Capital Mgt	Customer Service	NC43	Creating Loyal Customers for Associates	240	10		POESI
Human Capital Mgt	Customer Service	NC24	Creating Loyal Customers for Leaders	240	10		POESI
Human Capital Mgt	Customer Service	CS01	Delivering Customer Focused Service	60	4		POESI
Human Capital Mgt	Customer Service	CS02	Difficult Customer Situations	60	4		POESI
Human Capital Mgt	Customer Service	NC44	Keep Them Calling - Customer Service/Phone	120	4		POESI
Human Capital Mgt	Service on the Phone	TS03	Making Customer Recommendations	60	4		POESI



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Elective Courses Offered (continued)							
Human Capital Mgt	Service on the Phone	NC45	Quality Service in the Public Sector	120	4		POESI
Human Capital Mgt	Diversity	NC01	Dealing with Diversity	120	4		POESI
Human Capital Mgt	Diversity	DV02	Diversity Awareness	60	4		POESI
Human Capital Mgt	Diversity	NC02	Diversity: The Real Deal	240	10		POESI
Human Capital Mgt	Diversity	NC51	Job Strategies for New Employees	120	4		POESI
Human Capital Mgt	Employee Development	NC28	Empowerment in the Workplace	120	4		POESI
Human Capital Mgt	Employee Development	NC10	Ethics in the Workplace	120	4		POESI
Human Capital Mgt	Employee Development	NC76	How to Get Everything Done	120	4		POESI
Human Capital Mgt	Employee Development	NC36	Human Touch Performance Appraisals	120	4		POESI
Human Capital Mgt	Employee Development	NC48	Listen for Understanding	120	4		POESI
Human Capital Mgt	Employee Development	PO03	Professionalism in the Office	60	4		POESI
Human Capital Mgt	Employee Development	NC64	Taking Personal Responsibility	120	4		POESI
Human Capital Mgt	Employee Development	NC42	Turning Feedback into Change	120	4		POESI
Human Capital Mgt	Employee Development	NC69	Why Didn't I Think of That	120	4		POESI
Human Capital Mgt	Finance	NC30	Fundamentals of Business Math	120	4		POESI
Human Capital Mgt	Finance	NC31	Introduction to Finance	120	4		POESI
Human Capital Mgt	Harassment	NC07	Preventing Harassment/Workplace - Employee	120	4		POESI
Human Capital Mgt	Harassment	NC06	Preventing Harassment/Workplace-Supervisor	120	4		POESI
Human Capital Mgt	Harassment	NC21	Stopping Sexual Harassment - Employees	120	4		POESI
Human Capital Mgt	Harassment	NC20	Sexual Harassment - Manager	120	4		POESI
Human Capital Mgt	HIPAA	HZ09	HIPPA Privacy for Employers	60	2	Yes	POESI
Human Capital Mgt	HIPPA	HX09	HIPAA Privacy for Healthcare Providers	60	2	Yes	POESI
Human Capital Mgt	Interviewing	HW01	Hiring Winning Talent	60	8		POESI
Human Capital Mgt	Interviewing	NC37	Interviewing and Hiring	120	4		POESI
Human Capital Mgt	Interviewing	NC03	Legal Issues in Interviewing - You Be the Judge	120	4		POESI
Human Capital Mgt	Interviewing	NC38	More Than a Gut Feeling	120	4		POESI
Human Capital Mgt	Interviewing	NC41	Talent Selection	240	10		POESI
Human Capital Mgt	Legal Issues	NC74	Discrimination Legal Issues	120	4		POESI
Human Capital Mgt	Legal Issues	NC05	Documenting Discipline	120	4		POESI



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Human Capital Mgt	Legal Issues	NC09	Legal Issues in Management	120	4		POESI
Human Capital Mgt	Legal Issues	NC60	No Privacy: Legal Issues in Email	120	4		POESI
Human Capital Mgt	Manage/Supervise	NC04	Care & Control: Better approach to termination	120	4		POESI
Human Capital Mgt	Manage/Supervise	CJ11	Coaching Job Skills	60	4		POESI
Human Capital Mgt	Manage/Supervise	CU11	Communicating Up	60	4		POESI
Human Capital Mgt	Manage/Supervise	DE11	Delegating	60	4		POESI
Human Capital Mgt	Manage/Supervise	DC11	Developing and Coaching Others	60	4		POESI
Human Capital Mgt	Manage/Supervise	NC22	Developing Effective Supervisory Skills	120	4		POESI
Human Capital Mgt	Manage/Supervise	DP11	Developing Performance Goals/Standards	60	4		POESI
Human Capital Mgt	Manage/Supervise	ED11	Effective Discipline	60	4		POESI
Human Capital Mgt	Manage/Supervise	EL12	Essential Skills of Communication	60	4		POESI
Human Capital Mgt	Manage/Supervise	EL11	Essential Skills of Leadership	60	4		POESI
Human Capital Mgt	Manage/Supervise	IW11	Improving Work Habits	60	4		POESI
Human Capital Mgt	Manage/Supervise	NC50	Investing Time for Maximum Return	120	4		POESI
Human Capital Mgt	Manage/Supervise	NC55	Manager's Mindset	120	10		POESI
Human Capital Mgt	Manage/Supervise	MC11	Managing Complaints	60	4		POESI
Human Capital Mgt	Manage/Supervise	NC57	Mentoring for Success	240	4		POESI
Human Capital Mgt	Manage/Supervise	NC58	Motivation in the Workplace	120	4		POESI
Human Capital Mgt	Manage/Supervise	NC61	Personal Workplace Issues	120	4		POESI
Human Capital Mgt	Manage/Supervise	PP11	Providing Performance Feedback	60	4		POESI
Human Capital Mgt	Manage/Supervise	RC11	Resolving Conflicts	60	4		POESI
Human Capital Mgt	Manage/Supervise	SC11	Supporting Change	60	4		POESI
Human Capital Mgt	Meeting Management	NC52	Leading Meetings to Success	120	4		POESI
Human Capital Mgt	Personal Career Dev	NC32	Coaching for Performance Excellence	120	4		POESI
Human Capital Mgt	Personal Career Dev	NC53	Making Change Work for You	120	4		POESI
Human Capital Mgt	Recruiting/Retention	NC62	Ready to Recruit	120	4		POESI
Human Capital Mgt	Team Building	NC26	Developing an Effective Team	120	4		POESI
Human Capital Mgt	Team Building/Teamwork	NC66	Team Up for Success	120	4		POESI
Human Capital Mgt	Team Building/Teamwork	NC77	The Consultant on Teamwork Challenges	120	4		POESI



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Human Capital Mgt	Training	NC73	Effective On The Job Training	120	4		POESI
Human Capital Mgt	Training	NC68	Training Other People to Train	120	4		POESI
Health and Safety	Auto Service Safety	BU02	Auto Service Safety Package (4.5 hours)	270	9		KMESHA
Health and Safety	Back Injury Prev	BI11	Back Safety for the Office Environment	30	1		KMESHA
Health and Safety	Biological Hazards	BO10	Field Biological Hazards	30	1		KMESHA
Health and Safety	Chemical Hazards	HC71	Auto Service Hazard Communication Part 1	30	1		KMESHA
Health and Safety	Chemical Hazards	HC72	Auto Service Hazard Communication Part 2	30	1		KMESHA
Health and Safety	Chemical Hazards	CA09	Carcinogen Safety	30	1	Yes	KMESHA
Health and Safety	Chemical Hazards	BD72	Controlling Brake Dust	30	1		KMESHA
Health and Safety	Chemical Hazards	HS11	Hydrogen Sulfide Awareness	30	1	Yes	KMESHA
Health and Safety	Chemical Hazards	AQ09	Indoor Air Quality	30	1	Yes	KMESHA
Health and Safety	Chemical Hazards	LR09	Laboratory Radiation Safety	60	2	Yes	KMESHA
Health and Safety	Chemical Hazards	LS09	Laboratory Safety	60	2	Yes	KMESHA
Health and Safety	Chemical Hazards	CB09	Proactive Approaches-Chemical Threats	120	4	Yes	KMESHA
Health and Safety	Chemical Hazards	PS09	Process Safety Management	120	4	Yes	KMESHA
Health and Safety	Chemical Hazards	SP09	Spill Prevention and Control	30	1	Yes	KMESHA
Health and Safety	Chemical Hazards	TX09	Toxicology Training	30	1	Yes	KMESHA
Health and Safety	Chemical Hazards	WM09	Waste Management	60	2	Yes	KMESHA
Health and Safety	DOT	DT09	DOT Hazardous Materials	60	2	Yes	KMESHA
Health and Safety	DOT	DX09	DOT Security Training	60	2	Yes	KMESHA
Health and Safety	DOT	DS09	DOT Shipper Training	60	2	Yes	KMESHA
Health and Safety	Employee Development	NC08	Office Safety/The Safety Secret	120	4		KMESHA
Health and Safety	Eye Face Head	EY72	Automotive Eye and Face Protection	30	1		KMESHA
Health and Safety	Fire Safety	FI72	Automotive Service Fire Safety	30	1		KMESHA
Health and Safety	General Safety	HF09	Hand and Finger Safety	30	1	Yes	KMESHA
Health and Safety	General Safety	HT09	Hand and Power Tool Safety	30	1	Yes	KMESHA
Health and Safety	General Safety	SA11	Safety Awareness for Seasonal Employees	30	1		KMESHA
Health and Safety	Hazardous Waste	HZ10	Hazardous Waste Operations/Emerg Response	480	10		KMESHA
Health and Safety	Hearing Protection	HP74	Construction Hearing Protection	30	1		KMESHA



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Health and Safety	Lift Truck/Hoists	HL72	Automotive Service Hoists & Lifts	30	1		KMESHA
Health and Safety	Lift Truck/Hoists	HR09	Hoisting and Rigging	60	2	Yes	KMESHA
Health and Safety	Lift Truck/Hoists	CR09	Indoor Crane and Sling Safety	60	2	Yes	KMESHA
Health and Safety	Lift Truck/Hoists	PF10	Pedestrian Safety Around Lift Trucks	60	2		KMESHA
Health and Safety	Lift Truck/Hoists	PI09	Powered Industrial Truck Safety	30	1	Yes	KMESHA
Health and Safety	Machine Guarding	MG09	Machine Guarding	30	1	Yes	KMESHA
Health and Safety	Management	OC09	Operating Safety Committees	60	2	Yes	KMESHA
Health and Safety	Respiratory Protect	RP40	Proteccion Respiratoria (Spanish)	120	4		KMESHA
Health and Safety	Slips Trips Falls	ST72	Automotive Service Slips Trips & Falls	30	1		KMESHA
PC Desktop Skills	PC Desktop	ML01	Access 2003 (22 hours)	1320	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML02	Access 2007 (24 hours)	1440	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML04	Computing Concepts (23 hours)	1380	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML06	Excel 2003 (26 hours)	1560	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML07	Excel 2007 (11 hours)	660	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML08	Excel 2007Advanced	240	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML09	Internet Explorer 6 (6 hours)	360	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML10	Internet Explorer 7	120	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML11	Introduction to PC's (35 hours)	2100	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML12	Office 2003	120	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML13	Office 2007 (17 hours)	1020	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML14	Office XP Upgrade (10 hours)	600	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML15	Outlook 2002 (18 hours)	1080	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML16	Outlook 2003 (25 hours)	1500	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML70	Outlook 2007 (13 Hours)	780	6		POESI
PC Desktop Skills	PC Desktop	ML17	PowerPoint 2002 (17 hours)	1020	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML18	PowerPoint 2003 (25 hours)	1500	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML69	PowerPoint 2007 (19 hours)	1140	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML19	Project 2003 (30 hours)	1800	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML72	Project 2007 (16 hours)	960	6		POESI
PC Desktop Skills	PC Desktop	ML20	Visio 2002 (36 hours)	2160	6	Yes	POESI



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PC Desktop Skills	PC Desktop	ML21	Windows Vista	120	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML22	Windows XP Upgrade (6 hours)	360	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML23	Word 2002 (19 hours)	1140	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML24	Word 2003 (32 hours)	1920	6	Yes	POESI
PC Desktop Skills	PC Desktop	ML25	Word 2007 (14 hours)	840	6	Yes	POESI
Quality Managemt	Continuous Improvement	NC23	Continuous Improvement in the Workplace	120	4		POESI
Quality Managemt	Personal Career Dev	NC80	Effective Project Management	120	4		POESI
ISO 9000	ISO 9000	DN00	DNV Interpretation of ISO 9001:2000	360	17		KMESHA