

BLUE CROSS BLUE SHIELD OF ARIZONA

2001-2012 Credit Recommendation Guide

The following courses have been evaluated by Corporate Articulation to potentially fulfill General Education or Elective credits for an Undergraduate Degree. In order to receive any of the credits recommended below, students should submit supporting documents to Prior Learning Assessment. For more information on PLA visit: ecampus.phoenix.edu/pla or contact the department toll free at 866-440-4707.

There are fees associated with your PLA submission. However, you may be eligible for PLA benefits. Please contact your Finance Advisor for more information.

PLA will not award credit for certifications or coursework that duplicates the content of credits earned through PLA, transfer credit, National Testing Program credit or University of Phoenix.

Clock hour to semester credit hour conversions are made by the University using current U.S. Department of Education standards.

University of Phoenix Equivalency: General Education or Elective category to which credit can be applied.

Combinable: Courses may only be combined with courses of similar content and General Education/Elective areas.

Non-Academic: Lack of college level theory and/or principle necessary for credit recognition. Company specific and skill-based training.

Too Few Hours: Courses/training that cannot receive credit because they are less than 1 hour total in length. Similar content in a 1(+) hour timeframe may be eligible for credit.

Applicable Hours: Indicates the total amount of actual learning time. Any breaks or lunch time included in the initial clock hours have been removed.

Updated: 08/08/2012

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Advanced Customer Service	Classroom	09/2006 - 12/2012	7.5 Hour(s)	7.5	0.5	Interdisciplinary/Elective
	After All, You're the Supervisor	Classroom	06/2004 - 12/2012	15 Hour(s)	15	1.0	Interdisciplinary/Elective
	Best Place Etiquette	Classroom	04/2008 - 12/2012	4 Hour(s)	0	0.0	Non-Academic
	Business Etiquette	Classroom	01/2006 - 12/2012	4 Hour(s)	0	0.0	Non-Academic
	Change Management for Teams Using DiSC	Classroom	04/2010 - 12/2012	3 Hour(s)	3	Combinable	Interdisciplinary/Elective
	Communicating for Clarity and Impact	Classroom	03/2006 - 12/2012	7.5 Hour(s)	7.5	0.5	Communication Arts
	Creating Professional Email	Self-Paced	02/2010 - 12/2012	2 Hour(s)	0	0.0	Non-Academic
	Crucial Confrontations	Classroom	09/2005 - 12/2012	16 Hour(s)	16	1.0	Communication Arts
	Cultural Diversity Spanish	Self-Paced	02/2008 - 12/2012	1 Hour(s)	0.5	Combinable	Communication Arts
	Customized Team Building	Classroom	05/2012 - 12/2012	7.5 Hour(s)	7.5	0.5	Interdisciplinary/Elective
	DiSC Team Building	Classroom	05/2006 - 12/2012	3 Hour(s)	3	Combinable	Interdisciplinary/Elective

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
	Diversity and Inclusion	Self-Paced	05/2009 - 12/2012	1 Hour(s)	0	0.0	Non-Academic
	Ensuring Management Success through Performance Management	Classroom	01/2007 - 12/2012	7.5 Hour(s)	0	0.0	Non-Academic
	Generations: Let's Get Together	Classroom	02/2007 - 12/2012	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Getting More Acquainted with Spanish	Self-Paced	01/2009 - 12/2012	1 Hour(s)	0.5	Combinable	Communication Arts
	Getting Teams in Sync Workshop	Classroom	09/2009 - 12/2012	4 Hour(s)	0	0.0	Non-Academic
	Giving Feedback	Self-Paced	09/2008 - 12/2012	1.5 Hour(s)	0.75	Combinable	Interdisciplinary/Elective
	Juggling Multiple Priorities	Self-Paced	07/2009 - 12/2012	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Labor and Employment Law	Classroom	10/2011 - 12/2012	2.5 Hour(s)	2.5	Combinable	Interdisciplinary/Elective
	Leadership Mentoring Program	Classroom	06/2009 - 12/2012	20 Hour(s)	0	0.0	Non-Academic
	Leading Effective Meetings	Self-Paced	03/2008 - 12/2012	2 Hour(s)	1	Combinable	Interdisciplinary/Elective
	Managing the Generations	Classroom	05/2007 - 12/2012	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	Medical Terminology	Self-Paced	12/2006 - 12/2012	12 Hour(s)	6	Combinable	Interdisciplinary/Elective
	Our Iceberg is Melting	Classroom	05/2011 - 12/2012	2 Hour(s)	0	0.0	Non-Academic
	Performance Management Process	Self-Paced	01/2007 - 12/2012	1 Hour(s)	0	0.0	Non-Academic
	Project Management	Classroom	05/2001 - 12/2012	15 Hour(s)	15	1.0	Interdisciplinary/Elective
	Receiving Constructive Feedback	Self-Paced	09/2008 - 12/2012	1 Hour(s)	0	0.0	Non-Academic
	S.P.A.R.K.L.E. (Service Practices Are Recognized Keys to Lasting Excellence)	Classroom	12/2003 - 12/2012	12 Hour(s)	0	0.0	Non-Academic
	S.P.I.C.E.S. (Supplying Professional Internal Service Excellent Service)	Classroom	12/2010 - 12/2012	8 Hour(s)	0	0.0	Non-Academic
	Situational Leadership II	Classroom	05/2010 - 12/2012	20 Hour(s)	20	1.0	Interdisciplinary/Elective
	Strengths Finder for Teams	Classroom	12/2011 - 12/2012	2 Hour(s)	0	0.0	Non-Academic
	Telework Training: Managing the Success	Classroom	08/2006 - 12/2012	3.5 Hour(s)	3.5	Combinable	Interdisciplinary/Elective
	The Art of Successful Coaching	Self-Paced	09/2008 - 12/2012	2 Hour(s)	0	0.0	Non-Academic
	The Power of Emotional Intelligence	Classroom	02/2009 - 12/2012	4 Hour(s)	4	Combinable	Interdisciplinary/Elective
	The Value of Diversity	Self-Paced	01/2008 - 12/2012	1 Hour(s)	0.5	Combinable	Interdisciplinary/Elective
	Write for Success	Classroom/Self-Paced	06/2009 - 12/2012	3/4 Hour(s)	5	Combinable	Communication Arts