



University of Phoenix®



Professional Development

Noncredit Course Listing

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University of Phoenix

Committed to helping keep workforce skills relevant

Overview

Let us help build employee skill sets to better meet organizational goals with our flexible educational solutions. We offer a variety of course topics that can be bundled to suit your individual needs.

For over 40 years, University of Phoenix has specialized in helping working professionals further their educations. That's why we provide features that allow employees to successfully balance their work, school and home lives — including our convenient online format and short course durations.

Why University of Phoenix?

Relevant curriculum.

Created by subject-matter experts, our content is current and appropriate for today's workforce.

Flexible online and local campus formats.

With 24/7 access, employees can study at their convenience without disrupting work schedules.

Instructor-led environment.

Our courses feature the structure and interaction that allow students to ask questions, participate in discussions and stay on track.

Practitioner faculty.

Our instructors bring years of professional experience.

Short course durations.

Most noncredit courses are just four-to-eight instructional hours.

For more information or to enroll, please visit phoenix.edu/professionaldevelopment.

Employees interested in learning more about these courses can call **866.354.1800**.

Table of Contents

- Overview2
- Accounting and Finance.....3
- Basic Skills.....3
- Business.....4
- Business Intelligence.....5
- Communications.....5
- Computer Skills.....5
- Customer Service.....7
- Education.....7
- Human Resources.....8
- Leadership and Management.....8
- Marketing.....9
- Military.....9
- Project Management.....10
- Security.....10

Accounting and Finance

BMCEU/5010

Financial Analysis for the Business Manager

Success of an organization is often measured in numbers. Organizations must make sound economic decisions to stay competitive in today's economy. One way to make appropriate and informed decisions is to review financial analyses. This course provides students with an overview of commonly used financial statements and performance metrics found in the workplace. Students will learn the purpose of each financial statement and how to use them in decision-making. This course provides 0.6 continuing education units in one, 6-hour workshops.

BMCEU/5030

Accounting Basics for the Business Manager

Every organization has a need to keep track of spending and income which are some of the core elements of the accounting function. Accounting provides ongoing visibility into financial progress and is used both internally and externally to communicate performance. This course focuses on common accounting principles that govern organizations and ways the business manager can use this information. Students will learn how the accounting system relates to business activity and will identify methods of accounting for assets, inventory, and liabilities. Student also explore methods of calculating the time value of money as well as stockholders' equity. This course provides 0.6 continuing education units in one, 6-hour workshop.

Basic Skills

BSCEU/1005

Problem Solving Skills

One of the essential constants in business is that problems arise that need to be solved. This course helps prepare students with the tools to solve problems. In a corporate environment, using specialized groups to solve problems is becoming more and more common. Knowing how to work in groups to solve problems will enhance the student's effectiveness and value to an organization. This course will show students the fundamentals of problem solving -- from defining a problem, to identifying solutions and then presenting to the key decision-makers in an organization. This course provides 0.6 continuing education units in one, 6-hour workshop.

BSCEU/1010

Basic Business Math

Most business transactions involve some form of math. Transactions commonly include commissions, markups and markdowns, discounts, sales tax, interest calculations, and installment loan repayment terms. This course begins with a review of the basic mathematical concepts of whole numbers, fractions, decimals, percentages, simple equations, and percentage formulas. Students will then learn how these basic concepts are applied to business applications. Graphs commonly used in business, as well statistical applications for business are presented. This course provides 0.6 continuing education units in one, 6-hour workshop.

BSCEU/1035

Ethical Decision Making Essentials

Making ethical decisions can be a difficult task. The decision-maker must collect details about the situation, consider the ethical issues and people involved, and then implement the best action possible. This course provides students with a self-assessment, tools, and techniques to make ethical decisions. Students will be able to use ethical decision-making concepts to select the best decision in various ethical situations.

BSCEU/1045

Making Effective Decisions

Decision-making skills are essential in today's workplace. Whether making simple or complex decisions, one needs to consider various factors that influence a decision and its results. This course provides information, tools, and techniques to enable you make effective decisions. Students will be practice using decision-making concepts to consider options and select the best choice in various situations.

CMCEU/1040

Time Management

Time management involves balancing time, priorities, projects and expectations. Sounds easy enough until you factor in environmental and self-generated time-wasters and you find yourself slowing being consumed by long work days, lost weekends, and passed deadlines This course provides the basics of time management then presents techniques and tips to manage your time. Strategies to address time-wasters are presented and students learn how to maximize time when your job takes you on the road. This course provides 0.6 continuing education units in one, 6-hour workshop.

Business

BECEU/1110

The Role of Operations Management

A business counts on operations professionals to execute the strategy of an organization. Operations management contributes to this process by defining how the goods and services of the organization will be delivered and by designing, planning, directing, and controlling how resources will be utilized. In course, students will learn the key concepts, functions, and goals of the operations function in both the service and manufacturing sectors. Students will also learn how quality factors into the operations function

BECEU/1135

Business Law & Ethics

Supervisors blend the role of a leader and manager in guiding a team of employees to achieve the goals of an organization. In this role, supervisors are expected to act both legally and ethically and are expected to provide an example for their team. This course will explore the relationship between law and ethics and set the stage for the importance of conducting oneself in a legal and ethical manner to protect the organization. Students will complete an ethics self-assessment to guide them in decision making when faced with ethical situations. This course provides 0.6 continuing education units in one, 6-hour workshop.

MKCEU/2010

Statistics

Statistics play an important role in business analytics by providing a set of standardized methods and equations that can be applied to data for analysis, interpretation of results, explanation of variations, and the prediction of future behavior. In this course, students will learn basic statistical terminology and how statistics relate to data analysis. Students also will learn how software packages can aid in statistical calculations to help summarize and analyze data, and how the derived statistical calculations can be used to draw conclusions about the data set.

BMCEU/5005

Entrepreneurship

Some people are driven to be their own boss. Becoming an entrepreneur provides that opportunity, but it comes with a unique and broad set of responsibilities. As a small business owner, an entrepreneur holds the responsibility for success or failure of their organization. Entrepreneurs both lead and manage risks, and are responsible for all functions of a business. This course will introduce students to the

principles of entrepreneurship, the components of starting a business, and resources necessary. Students will also explore how leadership plays a role in the success of a business. This course provides 0.6 continuing education units in one, 6-hour workshop.

BMCEU/5020

Operations & Supply Chain Management

It is the function of supply chain management to enable an organization to get things done, ensure materials and supplies are on hand at the right time, and create processes by which a business functions. Supply chain professionals who understand how to procure resources, produce goods, and sequence activities on time are critical to the success of a business and to the cost-efficient delivery of goods and services. This course covers the basics of operations and supply chain management. Students will learn why supply chain is an essential business function and how it drives the cost-efficient, on-time delivery of goods and services.

BMCEU/5035

Legal, Regulatory, & Ethical Considerations

Businesses are subject to laws and regulations which provide a framework for the legal and ethical execution of business strategy. These laws and regulations detail the obligations and responsibilities expected when conducting day-to-day activities. Adherence to these guidelines while conducting business speaks to the corporate and personal ethics of an organization. This course provides basic information about business law, regulations, and ethical considerations. Students will learn the difference between laws, regulations, and ethics and how to take these in to consideration when making business decisions.

BMCEU/5040

SWOT Analysis in Strategic Planning

Strategic planning involves defining the path forward for an organization and determining the decisions and actions a business should take to achieve organizational goals. A SWOT analysis is a key tool used by business managers to conduct an internal and external scan of the business environment. This course explores the development and factors used when creating a SWOT analysis. Students will learn how a SWOT analysis is used as part of an effective strategic plan.

Business Intelligence

BACEU 2000

Foundation in Data Analytics

Quantitative and qualitative data can both be used to investigate data behavior and patterns to enhance business productivity and decision-making. In this course, students will learn how data is analyzed and applied to the decision-making function of an organization. Concepts on data collection, processing, and integration will be presented as well as issues that may exist within the data. Students also will explore the role that statistics play in data analytics and learn about the multiple ways one can present data to tell a compelling story. This course provides 0.6 continuing education units over one 6-hour workshop.

BACEU/2020

Business Intelligence

In today's competitive market, businesses cannot afford to rely on "gut feelings" or anecdotes to make decisions that impact their future course of action. Instead, business intelligence, or information, is now methodically collected from data mining, online analytical processing, benchmarking, and other components to uncover new opportunities and create market advantage. In this course, students will gain insight into the numerous functions associated with business intelligence and how proper analysis informs decision making. This course provides 0.6 continuing education units in one, 6-hour workshop

Communications

CMCEU/1000

Effective Business Communication

To be successful in the business environment, one must be able to develop ideas, express them clearly, and persuade others of their viability. This course offers students effective strategies to sharpen their writing skills in letters and reports by structuring their ideas logically, exercising diplomacy and shaping their arguments for optimal effect. Students will also learn proper communication etiquette and the need for professionalism in various forms of business communication.

CMCEU/1030

Face to Face Communication

Even as technology has allowed us to connect with an ever-expanding global network through the click of a mouse, many workplace situations, often those involving conflict, feelings,

or other sensitive issues, still demand human contact. In this course, students discover the power and need for face-to-face communication and how to improve skills to become an excellent communicators. Topics include verbal and non-verbal elements of message delivery, how words are used to create positive relationships and resolve conflict, and how good listening ability factors into human interaction. Ways to adapt face-to-face communication principles for remote settings are also explored. This course provides 0.6 continuing education units in one, 6-hour workshops.

Computer Skills

ADCEU/2100

Introduction to Adobe® Photoshop®

Adobe® Photoshop® is a valuable creative tool used by a variety of professionals to enhance and manipulate photos. This course focuses on the basic features of Photoshop® that allows students to navigate the environment and use Photoshop® tools to work with photographic images. In addition, students will learn how to enhance, modify, and organize photographs. Students taking this course should have a basic comfort level with digital photograph, using a digital camera, and downloading images. This course provides 0.6 continuing education units in one, 6-hour workshop.

ADCEU/2200

Introduction to Adobe® InDesign®

Giving your documents a well-designed, professional look will put you a step ahead in the marketplace. Whether you are working with print publications, interactive PDFs, or digital magazines, Adobe® InDesign® CC is a publishing application that has the tools you need to elevate the look of your documents whether it be in print or on the web. This course will introduce students to the basic tools and features of Adobe® InDesign®. Students will learn how to navigate the InDesign® interface, create and customize a document, manage page elements, insert tables and prepare documents for deployment. This course provides 0.6 continuing education units in one, 6-hour workshop.

ADCEU/2300

Introduction to Adobe® Dreamweaver®

The fundamental elements and technologies of web page design can take quite some time to master. Adobe® Dreamweaver® allows for the ability to create web pages and sites in the most efficient manner. In this course students will be introduced to Adobe® Dreamweaver® to create web pages, focusing on content, styling, and design. Students will also become familiar with the fundamentals of maintaining

and administering websites with Dreamweaver's site and page management tools to display professionally accurate content and design for site visitors. This course provides 0.6 continuing education units in one, 6-hour workshop

BACEU/2010

Database Fundamentals

Organizations keep their business records within databases. To successfully extract information for use in business decisions, it is important to understand how data is structured and stored. In this course, students will learn the general principles involved in designing a database as it applies to a relational database model. Further, students will learn the terminology, data types, and integrity elements of database design and how queries allow data to be extracted from the database. To complete this course, students are required to have access to Microsoft® Access® software. This course provides 0.6 continuing education units over one 6-hour workshops.

BACEU/2040

Advanced Spreadsheets

Using Excel® software's advanced spreadsheet functions, users are able to improve their efficiency and effectiveness by using powerful tools provided in the software. Users can extract and organize data using tools and formulas, sort and filter data, create PivotTables and PivotCharts, and customize workbooks. In this course, advanced formulas and various tools to analyze data will be presented. Students will learn to organize table data, present data as charts, and enhance the look and appeal of workbooks by adding graphical objects. This course provides 0.8 continuing education units over one 8-hour workshop.

BSCEU/1025

Basic Computer Skills

In today's workplace a person must be computer literate to be productive. Computer literacy is a combination of understanding the hardware, software, operating system and productivity software elements and how they interact. In this course, students will learn with basic computer components and function of each component. Using Windows® 7 as the operating system, students will explore methods for managing files and folders and customizing the desktop. Students will learn about various software applications used to be productive in a business environment. This course provides 0.6 continuing education units in one, 6-hour workshop.

BSCEU/1100

Basic Word Processing with Microsoft® Word®

Microsoft® Word plays a critical role in assisting employees in

their everyday word processing tasks. In this course, students will explore the basic functions of Word, which is designed to help users move smoothly through the task of creating professional documents. Students will learn how to create and edit simple documents, format, add tables and lists, incorporate design elements, and proof documents. This course provides 0.6 continuing education units in one, 6-hour workshop.

BSCEU/1150

Advanced Word Features

Microsoft Word® plays a critical role in assisting employees in their everyday word processing tasks. In this course, students will explore the advanced features of Word® including creating complex documents, automating tasks, and methods to maintain consistency between documents. Students will learn how to control text flows between paragraphs and pages, insert hyperlinks, and modify how graphics and text appear together on the pages. This course provides 0.6 continuing education units in one, 6-hour workshop.

BSCEU/1200

Organizing your Day with Outlook® Basics

Productivity software is a vital part of today's workplace. Microsoft Outlook® plays a key role in assisting employees in organizing and managing their day and communications, both internally and externally. In this course, students will explore the basic features of Outlook® and the interface. Students learn how to create and send emails, to use Outlook® to manage appointments and meeting, maintain contact information, create Tasks and Notes, and customize the Outlook® interface. This course provides 0.4 continuing education units in one, 4-hour workshop.

BSCEU/1240

Advanced Outlook® Features

Productivity software is a vital part of today's workplace. Microsoft Outlook® plays a key role in assisting employees in organizing and managing their day and communications, both internally and externally. In this course, students will explore the more advanced features of Outlook®. Students learn how to use advanced messaging options, calendar management, share Outlook® workspaces with other users, and manage Outlook® data files. This course provides 0.4 continuing education units in one, 4-hour workshop.

BSCEU/1300

Foundations of Microsoft® Excel®

Organizations rely on information to make sound decisions. The ability to make sense of all of that data is becoming more challenging and a tool like Microsoft Excel® can assist in organizing and presenting data. In this course, students

will explore the basic foundational skills of Microsoft Excel®. Students will learn how to perform calculations, modify and format worksheets, print workbooks, and manage workbooks. This course provides 0.6 continuing education units in one, 6-hour workshop.

BSCEU/1400

Microsoft® PowerPoint® Level 1

In today's workplace, information is in abundance creating a challenge deciding how to use the information to grab people's attention. This course introduces students to the basic concepts of Microsoft® PowerPoint® for presenting clear, organized, and engaging information. Students will learn how to use the vast array of features and functionalities of PowerPoint® to organize content, enhance it with high-impact visuals, and effectively deliver content. This course provides 0.6 continuing education units in one, 6-hour workshop.

Customer Service

BECEU/1130

Customer Service

The key to a successful organization is a solid customer base. To develop and maintain a customer base, an organization must understand their customers and provide quality customer service. In this course, students explore the value of customer care and the definition of customer success. They learn about various types of customer relationships, how to increase customer loyalty and how sales are related to service. This course provides 0.6 continuing education units in one, 6-hour workshop.

BSCEU/1015

Dealing with Challenging Customer Interactions

Customer service representatives and client-facing employees often find themselves faced with challenging customer situations. It is helpful to be equipped with proven strategies to effectively resolve such situations. In this course, students will explore methods to deal with common customer interactions, which may be difficult. Students will focus on establishing a solid customer relationship, overcoming communication issues, and resolving conflict. This course provides 0.6 continuing education units in one, 6-hour workshop.

Education

EDCEU/1001

Classroom Management / Student Engagement

Excellent classroom management is critical for new and experienced teachers alike. This professional development course focuses on strategies used in managing a positive classroom. Topics include management models, motivation, working with disruptive students, classroom expectations and procedures, and communication. Students will practice using multiple strategies for student engagement and classroom management. This course provides 0.5 continuing education units in one, 5-hour course.

EDCEU/1002

Assessment & Evaluation

Educators recognize the need for regular assessment and effective student evaluation; however, implementation can be challenging. This professional development course examines the importance of regular assessment within classroom instruction and identifies ways to interpret the data obtained from those assessments. Participants will explore the different types of assessment, the analysis of data and corresponding instructional techniques. This course provides 0.5 continuing education units in one 5-hour course.

EDCEU/1003

Differentiated Learning

Differentiation is no easy feat. This professional development course will provide a foundation for educators to create reading and writing activities that meet the needs of students with varied abilities and learning preferences. Participants will review selected pre-reading, guided reading, and post-reading activities that heighten comprehension and retention for diverse learners. Tools and resources will be reviewed to assist educators in the creation of rubrics that reflect reading comprehension, writing skills, and content area mastery, including selecting supplemental content area media for a variety of reading levels.. This course provides 0.5 continuing education units in one, 5-hour course.

Human Resources

HRCEU/1000

Coaching Essentials

Business leaders are expected to help their team meet or exceed expectations and help ensure productivity and profitability for the organization. Coaching is a leadership tool that is effective in improving performance and contributing to the goals of the organization. In this course, students will explore the benefits of coaching, coaching approaches, how to develop an action plan and methods for ensuring the coaching process is successful.

Leadership & Management

BECEU/1125

Organizational Behavior

Every organization, department and team has its own organizational dynamic. The team members, organization structure, company climate, and employee attitudes all play into organizational behavior. Organizational behavior affects the success of a company, and managers must be equipped to deal with the challenges that arise within their teams. In this course, students will learn the definition of organization behavior, variables and characteristics that influence organizational behavior at the individual and team level as well as how attitudes of employees drive the culture of the organization. This course provides 0.6 continuing education units in one, 6-hour workshop.

BSCEU/1020

Emotional Intelligence for Managers

To be an effective manager it is important to be aware of emotional intelligence and its significant impact on the ability to manage effectively. In this course, students will assess their current emotional intelligence capabilities, determine their strengths, and identify areas of improvement. Students will examine how emotions affect behavior and how those behaviors impact their relationships with others. Students will also be introduced to strategies for managing the emotional energy in themselves and others. This course provides 0.6 continuing education units in one, 6-hour workshop.

BSCEU/1040

Managing Conflict

In order to manage conflict, it is helpful to both understand how individuals react in conflict situations and identify what they can do to reduce conflict. This course will provide

students with tools and assist you in understanding and implementing strategies that will help you manage conflict effectively.

LDCEU/1000

Applying Leadership Principles

Leaders and managers must exhibit critical leadership skills and build solid business relationships to be successful. In this course, you will learn the principles of effective leadership and practical strategies to apply on the job to improve your performance as a leader within your work group or organization.

LDCEU/1005

Developing Yourself as a Leader

As a first-time manager or team lead, individuals will need to develop a skillset as a leader in order to be successful. This course will provide methods for new managers to perform a personal assessment to identify areas for improvement and apply strategies to develop and grow leadership capabilities. New managers will learn best practices and proven techniques and strategies that can be leveraged to grow leadership skills. This course provides 0.6 continuing education units in one, 6-hour workshop.

LDCEU/5000

Managerial Leadership

In today's workplace, the need for leaders who can manage, and managers who can lead, is critical. Leaders influence others both inside and outside an organization and promote working together towards a common goal. In this course, students will focus on identifying the role of leadership, communicating vision, and ways to motivate employees. Students will also explore the phases of change, motivating employees through change, and how to respond to distress and reduce stress. This course provides 0.6 continuing education units in one, 6-hour workshops.

MGCEU/1000

Managing Organizational Goals

Managers are responsible for setting the goals for their team and for managing their work. Organizational goals can often get lost in layers of management and not get communicated to the individual contributors. In the absence of goals, employees can feel unmotivated or can even set their own goals for achievement, which can result in poor and conflicting team performance. In this course, students will develop the necessary skills to establish tactical goals for their team based on organizational directives, and create and manage action plans to achieve these goals.

MGCEU/1005

What Good Managers Do: The First 100 Days

This course will orient new managers to the basics of effective management for their first 100 days on the job. Professionals who have achieved success as individual contributors often transition into management roles. New managers want to be able to step forward and assume their new responsibilities with confidence. Managers want to be able to conduct performance appraisals, monitor work processes, communicate effectively with team members, build an internal network of supportive colleagues, and avoid common management pitfalls. Managers will also want to be able to resolve conflicts, coach teams to optimal performance, and serve as an advocate for their team within the wider corporate structure. This course provides 0.4 continuing education units in one, 4-hour workshop.

MGCEU/1010

Effective Management

The world of business is increasingly centered on the interaction of different teams, both within and outside the organization. The success of a team within a company is often directly linked to the ability of a manager to lead and manage the team effectively. In order to perform the job well, the manager must understand the different roles of those on the team. A manager should be trained to develop the capabilities of all team members and address issues as soon as they surface. This course will help students gain an understanding of the fundamentals of becoming an effective manager for their team. This course provides 0.6 continuing education units in one, 6-hour workshop.

Marketing

BMCEU/5015

Marketing Principles

At a strategic level, marketing provides many elements that guide an organization's development and execution of its business strategy. Marketing also plays a key role in identifying the competitive set, defining points of differentiation and establishing the brand. This course explains the role marketing plays in the development and execution of a business strategy and how this affects an organization. In this course, students will learn the principles of the marketing mix and the 4-Ps of marketing: Product, Price, Place, and Promotion.

DMCEU/2000

Digital Marketing Fundamentals & Strategy

Digital marketing harnesses the power of technology to promote and position an organization through various forms of electronic media. To be effective, however, businesses must understand how marketing strategy and market segmentation relate to the digital space. In this course, students will learn how to integrate digital marketing ideas into the overall marketing strategy -- and what digital platforms are the best options for that strategy. Students also will further explore segmentation best practices and the metrics used to measure performance.

Military

MLTRY/1001

Introduction to Military

Military servicemembers and veterans are an important population in our communities. People who work the military population must be aware of unique military characteristics and behaviors. This course provides insights and information for encounters with servicemembers and veterans. Students will learn about the structure, organization, culture and common characteristics when working with those affiliated with the military. This course provides 0.1 CEU over a 1-hour course.

MLTRY/1002

Working with Servicemembers & Veterans

People exiting the military are accustomed to working in diverse environments and collaborating with team members. Veterans are adaptable, flexible and possess excellent leadership skills. Hiring managers and supervisors who are aware of veterans' behaviors, experience and expertise have important information to make employment decisions. The course provides examples of the benefits and differences of hiring and working with veterans. Students will be able to recognize the advantages of hiring and working with military-affiliated employees. This course provides 0.1 CEU over a 1-hour self-paced course.

Project Management

PMPDU/2000

Project Management Fundamentals

An understanding of the foundational knowledge, skills, tools and techniques of project management is integral to the success of a project. Using the Knowledge Areas and Process Groups related to project management methodologies, the principles in the course align to the standards set forth by the Project Management Institute, the world's leading professional association for the project management profession. Learners will gain a basic understanding of the methodologies, principles and practices fundamental to project management. This course provides 24 professional development hours in three, 8-hour weeks.

BSCEU/1030

Project Management Skills for Non-Project Managers

Even if not formally employed as a project manager, one may occasionally be called upon to lead a small- to medium-sized project for their organization. In this course, students learn the basics of the project management process and the tools needed to manage small- to medium-size projects. Project planning and project implementation will be explained and how these processes play into delivering a project on time and on budget. This course provides 0.6 continuing education units in one, 6-hour workshop.

Security

PSCEU/1000

Conducting a Physical Security Assessment

A physical security assessment is a valuable tool used to evaluate and improve the security of an organization. This course will introduce students to the practice of a risk analysis used to identify an organization's assets and threats and the physical security assessment used to protect them. Students will learn how the assessment results are used to develop appropriate countermeasures. This course provides 1 continuing education unit in one, 10-hour workshop.

PSCEU/1010

Crime Prevention through Environmental Design

The purpose of Crime Prevention through Environmental Design (CPTED) is to modify the physical setting with the goal to create a safe environment. This course examines

CPTED principles and strategies to modify or build a safe environment. Students will learn how CPTED can be implemented into a security plan to direct human behavior through the physical design of a space. This course provides 1 continuing education units in one, 10-hour workshop.

PSCEU/1020

Access Control Systems

Access control systems are critical in regulating who, what, and how resources are accessed. This course examines how fundamental components of access control systems align to a security plan. Students will explore weaknesses and vulnerabilities in access control systems and what resources can be used to strengthen an access control system. This course provides 1 continuing education units in one, 10-hour workshop.

PSCEU/1030

Video Surveillance & Analytics

Video surveillance is the eyes and ears of an organization and is a valuable component to an organizations security plan. This course introduces students to the elements of a video surveillance system, including the differences and various types of surveillance tools. Students will learn the purpose of remote access surveillance systems and how video analytics plays a key role. This course provides 1 continuing education units in one, 10-hour workshop.

SSCEU/1000

Proactive Security Measures for Events

Security planning is a vital component to the overall success of an event and it is critical that all levels of security personnel know their part. This course provides an introduction to the responsibilities of those individuals working on the front-lines of customer interaction and preventative security at an event. In this course students will be introduced to effective communication skills necessary for preventative security, general security standards, the rings of protection, and what it means to be proactive versus reactive. Students will be introduced with basic concepts involving access control, crowd control, and emergency response. Additionally, this course will provide an overview of how to follow prescribed event procedures at an event.



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Professional development courses are not credit-bearing and are not eligible for federal financial aid. Students intending to use courses to satisfy continuing education or professional development requirements are responsible for determining whether courses taken at University of Phoenix will satisfy such requirements. In addition, none of this coursework is eligible to be converted into academic credit at University of Phoenix.

Courses are not available in Kentucky, Massachusetts and Minnesota.

To learn more about non-credit-bearing courses, go to phoenix.edu/content/dam/altcloud/doc/SCEPolicy&ProceduresManual.pdf.

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