

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**



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**For more information: [nyc.gov/ctc](http://nyc.gov/ctc) or call 212.487.5600**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
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**WORKPLACE EFFECTIVENESS COURSES**

Attitude Is Everything	C9266	.6CEU/8CPE	1	Jan 27, May 15	\$125
Building the Bridge to Trust	C9257	.6CEU/8CPE	1	May 16	\$125
Communication and Collaboration for Project Success	C9119	.6CEU/8CPE	1	Jun 6	\$125
Creating Workplace Civility	C9100	.6CEU/8CPE	1	Jan 25, Apr 11, Jun 20	\$125
Dealing with Difficult People	C6060	.6CEU/8CPE	1	Apr 12, Jun 27	\$125
Enhancing Your Personal Productivity	C9226	.6CEU/8CPE	1	Jun 11	\$125
Leading Short-Term Improvement Projects	C9014	.6CEU/8CPE	1	Apr 24	\$125
Making the Connection: Excellence in NYC Customer Service	C9130	.6CEU/8CPE	1	Mar 16	\$125
Managing Multiple Bosses: Meeting the Demands and Conflicting Priorities	C5046	.6CEU/8CPE	1	Mar 27	\$125
Managing Multiple Priorities	C5044	.6CEU/8CPE	1	Jan 20, Apr 17, Jun 19	\$125
Mind Tools for Memory <b>New</b>	C9279	.6CEU/8CPE	1	Mar 15, May 23	\$125
Negotiation and Conflict Resolution Skills for Project Team Members	C9124	.6CEU/8CPE	1	May 22	\$125
NYC Cultural Appreciation	C9150	.6CEU/8CPE	1	Jun 8	\$125
Presence and Personal Branding: What's in it for YOU? <b>New</b>	C9323	.6CEU/8CPE	1	Jun 21	\$125
Project Management Refresher	C9121	.6CEU/8CPE	1	Mar 21	\$125
Providing Exceptional Customer Service from the Help Desk	C9083	.6CEU/8CPE	1	Apr 13	\$125
Resolving Project Management Issues	C9125	.6CEU/8CPE	1	Jun 15	\$125
Sustaining High-Performance Project Teams	C9123	.6CEU/8CPE	1	Jan 20, May 30	\$125
Train-the-Trainer: Designing and Delivering Performance-Based Training	C5042	1.2CEU/16CPE	2	Mar 28-29	\$250

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COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
<b>COMMUNICATION COURSES</b>					
Action Grammar	C5031	1.2CEU/16CPE	2	Mar 21-22, Jun 6-7	\$250
Business Writing: Clarity Through Critical Thinking	C2036	.6CEU/8CPE	1	Apr 25	\$125
Communicating Across Divisions	C9039	.6CEU/8CPE	1	Apr 26	\$125
Communication Essentials for Resolving Conflict	C9077	.6CEU/8CPE	1	Mar 9	\$125
Compassionate Listening: The Under-Utilized Tool <b>New</b>	C9337	.6CEU/8CPE	1	Mar 23	\$125
Creating and Delivering Powerful Presentations	C9041	1.2CEU/16CPE	2	Apr 23-24	\$250
Customer-Focused Writing for Clear and Effective Communication	C9103	.6CEU/8CPE	1	Jun 7	\$125
Developing Dynamic Listening Skills	C2508	.6CEU/8CPE	1	Mar 8, May 21	\$125
"Easy" English for the Multi-Lingual Writer	C8005	1.2CEU/16CPE	2	Mar 28-29	\$250
Fundamentals of Effective Presentations	C9114	.6CEU/8CPE	1	Apr 10	\$125
Interpersonal Communication Skills for Technical Professionals <b>New</b>	C9316	.6CEU/8CPE	1	Apr 30	\$125
Influencing Strategies: Communicating to Get What You Want	C8003	.6CEU/8CPE	1	Jun 18	\$125
Managing Multiple Bosses: Meeting the Demands and Conflicting Priorities	C5046	.6CEU/8CPE	1	Mar 27	\$125
Powerful Project Presentations	C9122	.6CEU/8CPE	1	Apr 18	\$125
Revising, Editing, and Proofreading	C2033	1.2CEU/16CPE	2	Jun 13-14	\$250
Successful Letter and Memo Writing	C6788	1.2CEU/16CPE	2	Mar 6-7, May 9-10, Jun 27-28	\$250
Successful Workplace Communication	C1022	.6CEU/8CPE	1	Mar 22, Jun 21	\$125
Writing Effective and Efficient E-Mails	C4260	.6CEU/8CPE	1	Mar 20, May 16	\$125
Writing from Start to Finish <b>New</b>	C9317	.6CEU/8CPE	1	Apr 10	\$125
Writing in a Heartbeat	C9095	.6CEU/8CPE	1	Jun 20	\$125
Writing High-Impact Executive Summaries	C9018	.6CEU/8CPE	1	Mar 14	\$125
Writing Performance Evaluations	C9166	.6CEU/8CPE	1	Mar 13	\$125

<b>MANAGEMENT AND SUPERVISION COURSES</b>					
Compassionate Listening: The Under-Utilized Tool	C9337	.6CEU/8CPE	1	Mar 23	\$125
Developing Yourself and Others Through Delegation	C9117	.6CEU/8CPE	1	Jun 22	\$125
Fundamentals of Supervision	C1031	1.8CEU/24CPE	3	Jun 11-13	\$375
Giving Feedback and Getting Results	C1041	.6CEU/8CPE	1	Apr 19	\$125
Harvesting New Thinking for Organizational Challenges <b>New</b>		.6CEU/8CPE	1	May 8	\$125
Hitting the Bulls-eye: Setting Targets That Work <b>New</b>	C9321	.6CEU/8CPE	1	Jun 5	\$125
Increasing Productivity Through Flawless Facilitation	C9320	.6CEU/8CPE	1	May 18	\$125

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
Initiating and Managing Difficult Conversations	C9013	.6CEU/8CPE	1	Apr 27	\$125
Inspired Leadership: <i>Creating a Motivational Environment</i>	C9248	1.2CEU/16CPE	2	Apr 19-20	\$250
Managing Off-Site Employees	C5045	1.2CEU/16CPE	2	Mar 12-13	\$250
Managing the Challenges of Change	C5678	1.2CEU/16CPE	2	May 15-16	\$250
Managing Together for Success	C3034	.6CEU/8CPE	1	Mar 1	\$125
Meetings: Opportunities for Participation and Collaboration <b>New</b>	C9336	.6CEU/8CPE	1	May 23	\$125
Performance Evaluation Clinic	C9036	.6CEU/8CPE	1	Apr 25	\$125
Performance Management and Six Sigma: An Introduction to Quality and Productivity Improvement <b>New</b>	C9287	1.2CEU/16CPE	2	Mar 12-13	\$250
Preparing for Supervision: Managing the Transition	C8009	.6CEU/8CPE	1	Apr 27	\$125
Re-Energize, Re-Purpose, and Re-Invent Your Workplace Culture <b>New</b>	C9324	.6CEU/8CPE	1	May 11	\$125
Resolving Conflict: A Leadership Approach	C5151	1.2CEU/16CPE	2	Apr 26-27	\$250
Selection Interviewing: Hiring Right	C4027	.6CEU/8CPE	1	May 10	\$125
Smart Solutions for Unacceptable Employee Behavior	C9017	1.2CEU/16CPE	2	May 8-9	\$250
Would I Follow Me? Looking at Yourself as a Leader	C9165	.6CEU/8CPE	1	Jun 14	\$125
Writing Performance Evaluations	C9166	.6CEU/8CPE	1	Mar 13	\$125

**PROJECT MANAGEMENT PORTFOLIO**  
*New Opportunities for Achieving Project Management Excellence*

<b>Select FOUR of the following Courses</b>					<b>\$375</b>
Communication and Collaboration for Project Success	C9119	.6CEU/8CPE	1	Jun 6	
Negotiation and Conflict Resolution Skills for Project Team Members	C9124	.6CEU/8CPE	1	May 22	
Powerful Project Presentations	C9122	.6CEU/8CPE	1	Apr 18	
Project Management Refresher	C9121	.6CEU/8CPE	1	Mar 21	
Resolving Project Management Issues	C9125	.6CEU/8CPE	1	Jun 15	
Sustaining High-Performance Project Teams	C9123	.6CEU/8CPE	1	Jan 20, May 30	


**SPECIAL PROGRAMS**

Defensive Driving Strategies with Optional Point and Insurance Reduction	C9167	0 CEU	1	Apr 13, May 4, Jun 1 (9:00a-3:00p)	\$20
Defensive Driving Strategies <i>without</i> Optional Point and Insurance Reduction	C9170	0 CEU	1	Apr 13, May 4, Jun 1 (9:00a-3:00p)	\$9
The NYC Customer Service Professional Certificate Program	See Course Catalog for details				
NYCertified New York City's Language Assessment and Training Program	See Course Catalog for details				

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
<b>ADMINISTRATIVE PROFESSIONAL CERTIFICATE (APC) PROGRAM</b>					
<i>Three Core Courses Plus One Communication Elective, and One Technology Elective</i>				Course Code: CAPC	<b>\$495</b>
<b>CORE COURSES</b>				<b>Dates</b>	
Effective Office Management for Today's Workplace	C2202	.6CEU/8CPE	1	Apr 19	
Managing Multiple Priorities	C5044	.6CEU/8CPE	1	May 10	
Dealing with Difficult People	C6060	.6CEU/8CPE	1	May 17	
<b>COMMUNICATION ELECTIVES</b>					
<b>(CHOOSE ONE)</b>					
Action Grammar	C5031	1.2CEU/16CPE	2	Mar 21-22, Jun 6-7	
Developing Dynamic Listening Skills	C2508	.6CEU/8CPE	1	Mar 8, May 21	
"Easy" English for the Multi-Lingual Writer	C8005	1.2CEU/16CPE	2	Mar 28-29	
Successful Letter and Memo Writing	C6788	1.2CEU/16CPE	2	Mar 6-7, May 9-10, Jun 27-28	
Successful Workplace Communication	C1022	.6CEU/8CPE	1	Mar 22, Jun 21	
<b>TECHNOLOGY ELECTIVES</b>					
<b>(CHOOSE ONE)</b>					
Excel (Level 1, 2, 3, or 4)	See page 7 for Course Codes and Available Dates				
Outlook (Level 1 or 2)	See page 8 for Course Codes and Available Dates				
Word (Level 1, 2, or 3)	See page 8 for Course Codes and Available Dates				


<b>CONFLICTS OF INTEREST BOARD (COIB) SEMINARS</b>					
Special Topics in Chapter 68: Enforcement	C9071	2CLE/2CEU	2 hrs	May 18 (10:00a - 12:00p)	N/C
Special Topics in Chapter 68: Fundraising	C7073	1.5CLE/.15CEU	1.5 hrs	Apr 27 (10:00a - 12:00p)	N/C
Special Topics in Chapter 68: Gifts	C9070	1.5CLE/.15CEU	1.5 hrs	Feb 24 (10:00a - 11:30a)	N/C
Special Topics in Chapter 68: Post-Employment	C9072	2CLE/2CEU	2 hrs	Jun 29 (10:00a - 12:00p)	N/C
What Every Attorney Should Know About Chapter 68 of the City Charter	C9058	2CLE/2CEU	2 hrs	Mar 30 (10:00a - 12:00p)	N/C


<b>CUNY COURSES at The CTC</b>					 The City University of New York
<i>(Union Tuition Reimbursement May Apply)</i>					
<b>UNDERGRADUATE CERTIFICATE IN PUBLIC ADMINISTRATION AND PUBLIC POLICY</b>					<b>Class Location</b>
Government, Politics, and The Policy-Making Process	PADM211	4 Credits	—	Tuesdays, Jan 31-May 22 (6:15p-9:35p)	See Catalog
Public Administration	PADM201	4 Credits	—	Mondays, Jan 30-May 21 (6:15p-9:35p)	See Catalog
Public Issues and Public Policy	PADM221	4 Credits	—	<b>Not Currently Offered</b>	See Catalog
Research Seminar on Public Policy	PADM231	4 Credits	—	Thursdays, Feb 2-May 24 (6:15p-9:35p)	See Catalog

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COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
<b>ADVANCED CERTIFICATE IN PUBLIC ADMINISTRATION AND PUBLIC POLICY, LEVEL 1</b>					
Policy Analysis	PADM621	3 Credits	—	Mondays, Jan 30-May 21 (6:15p-8:45p)	See Catalog
Public Administration	PADM601	3 Credits	—	Wednesdays, Feb 1-May 23 (6:15p-8:45p)	See Catalog
Research Methods Seminar	PADM651	3 Credits	—	Thursdays, Feb 2-May 24 (6:15p-8:45p)	See Catalog
Social and Economic Policy in the United States	PADM611	3 Credits	—	Tuesdays, Jan 31-May 22 (6:15p-8:45p)	See Catalog

Union tuition reimbursement may apply. For more info. on CUNY courses at DCAS/CTC contact: Jenia Valentine at: 212-669-3630. **At CUNY:** The Murphy Institute at: 212-827-0200

MAYOR'S OFFICE OF CONTRACT SERVICES (MOCS) PROCUREMENT COURSES					 Mayor's Office of Contract Services
Contract Public Hearings	P6140M	.3 CEU	1/2	May 22 (9:00a - 12:30p)	N/C
Administering the Returnable Grant Fund	P6150M	.3 CEU	1/2	Feb 22 (9:00a - 12:30p)	N/C
Contracting With NYC Current Issues	<b>New</b> P6120M	.3 CEU	1/2	Mar 14 (9:00a - 12:00p)	N/C
Ethics/Legal Compliance	P6005M	.6 CEU	1	Apr 18	N/C
Prevailing Wage for Procurement and Contract Administrators	P6110M	.3 CEU	1/2	Jun 28 (9:00a - 12:30p)	N/C
Procurement Law for Non-Lawyers	P6064M	.3 CEU	1/2	May 7 (9:00a - 12:30p)	N/C
Project Labor Agreements for Resident Engineers/Project Managers	P6100M	.3 CEU	1/2	May 10 (9:00a - 12:30p)	N/C
Topics in IT Contracting	P6130M	.3 CEU	1/2	Apr 10 (1:30p - 5:00p)	N/C
Understanding the VENDEX Process	P6008M	.6 CEU	1	Apr 4	N/C
Vendor Responsibility Process	P6078M	.3 CEU	1/2	May 11 (9:00a - 12:30p)	N/C

DEPT. OF SMALL BUSINESS SERVICES (SBS) M/WBE PROGRAM - PROCUREMENT COURSES					
Best Practices for Maximizing M/WBE in Micro & Small Purchasing	P6003A	.3 CEU	1/2	Feb 9, Jun 14 (9:30a - 12:30p)	N/C
LL 129 M/WBE Program Compliance	P6002M	.3 CEU	1/2	Apr 12 (9:30a - 12:30p)	N/C
LL 129 M/WBE Subcontractor Program Administration	P6002N	.3 CEU	1/2	Mar 8 (9:30a - 12:30p)	N/C

NATIONAL INSTITUTE OF GOVERNMENTAL PURCHASING (NIGP) FOUNDATION COURSES FOR CERTIFICATION					
Contract Administration (NIGP)	P1001	1.8 CEU	3	Apr 2-4	\$695
Developing and Managing Requests for Proposals in the Public Sector	P1002	1.8 CEU	3	Mar 28-30	\$695
Introduction to Public Procurement	P1003	1.8 CEU	3	Apr 23-25	\$695

## CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
The Legal Aspects of Public Procurement	P1006	1.8 CEU	3	May 21-23	\$695
Strategic Procurement Planning	P1007	1.8 CEU	3	Jun 4-6	\$695
Sourcing in the Public Sector	P1005	1.8 CEU	3	May 9-11	\$695

### INSTITUTE FOR SUPPLY MANAGEMENT (ISM) WEBCAST PROCUREMENT COURSES



Category Management and Understanding the Importance of Relationships	P5007E	.1 CEU	1/2	Feb 9 (TBD)	N/C
Managing Demand Through Effective Forecasting	P5007F	.1 CEU	1/2	Apr 19 (TBD)	N/C

NOTE: The Institute for Supply Management is replacing satellite seminars with live streaming, one-hour Webcasts, featuring content relevant to the supply management profession.

### OTHER PROCUREMENT COURSES

Conflicts of Interest Seminar for Procurement Professionals	P4002	.3 CEU	1/2	Jun 6 (9:30a - 12:30p)	N/C
Purchasing Off the NYS Office of General Services (OGS) Contracts (via Webinar)	P4006	.2 CEU	1/2	Mar 29 (10:00a - 12:00p)	N/C

### ENERGY MANAGEMENT AND BUILDING OPERATOR COURSES

Building Operator Certification Program, Level I (Section A)	C7200	9.0 CEU	15	(Fridays 8:30a-4:30p) Feb 3, 10, 17, 24, Mar 2, 9, 16, 23, 30 Apr 13, 20, 27, May 4, 11, 18	N/C
Building Operator Certification Program, Level I (Section B)	C7200	9.0 CEU	15	(Fridays 8:30a-4:30p) Feb 10, 17, 24, Mar 2, 9, 16, 23, 30 Apr 13, 20, 27, May 4, 11, 18, 25	N/C
Building Operator Certification Program, Level II	C7202	4.8 CEU	8	<b>TBD</b>	N/C
Certified Energy Manager Program	C7100	3.6 CEU	5	(Fridays 8:30a-4:30p) Mar 19-23 or Jun 4-8	N/C
Overview of Energy Management	C7201	1.0 CEU	3	<b>TBD</b>	N/C

\* There is no cost for those selected to attend the training. However, a fee will be assessed for "no shows" or late cancellation in accordance with CTC cancellation policy.

### AUDIT COURSES

Analysis Techniques for Auditors	A7900	1.2CEU/16CPE	2	Mar 13-14	\$475
Assessing the Reliability of Performance Measures (Formerly: Assessing Controls in Performance Audits)	A8021	1.2CEU/16CPE	2	Apr 11-12	\$475
Assessing Financial Related Activities and Controls (Formerly: Assessing Financial-Related Activities in Government)	A8811	2.4 CEU/32 CPE	4	Jun 18-21	\$675
Conducting Performance Audits	A7002	1.8 CEU/24 CPE	3	May 15-17	\$550
Information Systems Auditing	A8029	1.2CEU/16CPE	2	May 7-8	\$475

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
Information Technology for Auditors	A8024	1.2CEU/16CPE	2	Jan 24-25	\$475
Interviewing Techniques for Auditors	A7012	1.8CEU/24CPE	3	Apr 2-4	\$550
Making the Case to Prosecute Fraud	A8090	1.2CEU/16CPE	2	Jun 4-5	\$475
Managing the Audit Engagement	A9102	1.8CEU/24CPE	3	Mar 26-28	\$550
Quick Response Auditing	A8011	1.2CEU/16CPE	2	Jun 11-12	\$475

**COMPUTER APPLICATION & OPERATING SYSTEM COURSES**

**MICROSOFT ACCESS**

**Access - Level 1**

2007	T4041	1.2CEU/16 CPE	2	May 3-4	\$250
2010	T4051	1.2CEU/16 CPE	2	Apr 5-6, Jun 7-8	\$250

**Access - Level 2**

2007	T4042	.6CEU/8CPE	1	May 29	\$125
2010	T4052	.6CEU/8CPE	1	Apr 30, Jun 25	\$125

**Access - Level 3**

2007	T4043	.6CEU/8CPE	1	Apr 9	\$125
2010	T4053	.6CEU/8CPE	1	May 14	\$125

**Access 2007**

Access 2007: VBA Programming	T1620	.6CEU/8CPE	1	Jun 27	\$125
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**MICROSOFT EXCEL**

**Excel Level 1**

2003	T3034	.6CEU/8CPE	1	Apr 23	\$125
2007	T3044	.6CEU/8CPE	1	Apr 13, May 7, Jun 4	\$125
2010	T3054	.6CEU/8CPE	1	Apr 2, May 11, Jun 1	\$125

**Excel Level 2**

2003	T3035	.6CEU/8CPE	1	May 18	\$125
2007	T3045	.6CEU/8CPE	1	Apr 27, May 21, Jun 18	\$125
2010	T3055	.6CEU/8CPE	1	Mar 23, Apr 16, Jun 15	\$125

**Excel Level 3**

2003	T3036	.6CEU/8CPE	1	Jun 13	\$125
2007	T3046	.6CEU/8CPE	1	Apr 25, Jun 29	\$125
2010	T3056	.6CEU/8CPE	1	Mar 30, May 31	\$125

**Excel 2007**

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
Excel 2007 Functions and Formulas	T1600	.3 CEU	1/2	May 16 (9a-12:30p)	\$60
Excel 2007: VBA	T1520	.6CEU/8CPE	1	May 17	\$125
<b>Excel 2010</b>					
Excel 2010 Functions and Formulas	T1700	.3 CEU	1/2	Apr 18, Jun 7 (9a-12:30p)	\$60
Excel 2010: VBA	<b>New</b> T1530	.6 CEU/8CPE	1	Jun 12	\$125
<b>MICROSOFT OUTLOOK</b>					
<b>Outlook Level 1</b>					
2007	T7041	.6 CEU/8CPE	1	May 8	\$125
2010	T7051	.6 CEU/8CPE	1	May 24	\$125
<b>Outlook Level 2</b>					
2007	T7042	.6CEU/8CPE	1	Apr 12	\$125
2010	T7052	.6CEU/8CPE	1	Apr 24	\$125
<b>Outlook Level 3</b>					
2007	T7043	.6CEU/8 CPE	1	May 30	\$125
2010	T7053	.6CEU/8 CPE	1	Jun 28	\$125
<b>MICROSOFT POWERPOINT</b>					
<b>PowerPoint Level 1</b>					
2007	T5041	.6CEU/8 CPE	1	May 2	\$125
2010	T6041	.6CEU/8 CPE	1	Mar 22, May 15	\$125
<b>PowerPoint Level 2</b>					
2007	T5042	.6CEU/8 CPE	1	Jun 6	\$125
2010	T6042	.6CEU/8 CPE	1	Jun 14	\$125
<b>MICROSOFT WORD</b>					
<b>Word Level 1</b>					
2007	T2044	.6CEU/8 CPE	1	May 1	\$125
2010	T2064	.6CEU/8 CPE	1	May 10	\$125
<b>Word Level 2</b>					
2007	T2045	.6CEU/8 CPE	1	Apr 10, Jun 11	\$125
2010	T2065	.6CEU/8 CPE	1	Apr 20, Jun 22	\$125
<b>Word Level 3</b>					
2007	T2046	.6CEU/8CPE	1	Apr 26, Jun 26	\$125
2010	T2066	.6CEU/8CPE	1	May 31	\$125
<b>OPERATING SYSTEM COURSES</b>					
Windows 7, L1	T9732	.6CEU/8CPE	1	Apr 20	\$125
Windows 7, L2	T9733	.6CEU/8CPE	1	May 22	\$125

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
<b>DESKTOP PUBLISHING APPLICATION COURSES</b>					
Acrobat 9.0 - L1	T5500	.6CEU/8CPE	1	May 14	\$125
Acrobat 9.0 - L2	T5501	.6CEU/8CPE	1	Jun 25	\$125
InDesign CS5, L1	T5610	.6CEU/8CPE	1	May 31	\$125
InDesign CS5, L2	T5620	.6CEU/8CPE	1	Jun 29	\$125
Publisher 2010, L1	<b>New</b> T8030	.6CEU/8CPE	1	May 4	\$125
Publisher 2010, L2	<b>New</b> T8031	.6CEU/8CPE	1	Jun 5	\$125
<b>GRAPHIC APPLICATION COURSES</b>					
Illustrator CS5, L1	T5410	.6CEU/8CPE	1	Apr 30	\$125
Illustrator CS5, L2	T5411	.6CEU/8CPE	1	May 24	\$125
Photoshop CS5, L1	T5530	.6CEU/8CPE	1	Mar 27	\$125
Photoshop CS5, L2	T5540	.6CEU/8CPE	2	May 7-8	\$250
Photoshop CS5 Photoprinting & Color	T5541	.6CEU/8CPE	1	May 29	\$125
Photoshop CS5 Web Production	T5542	.6CEU/8CPE	1	Jun 11	\$125
Visio Professional 2007, L1	T5420	.6CEU/8CPE	1	Apr 11	\$125
Visio Professional 2007, L2	T5430	.6CEU/8CPE	1	May 16	\$125
Visio Professional 2010, L2	<b>New</b> T5450	.6CEU/8CPE	1	Jun 20	\$125
<b>PROJECT MANAGEMENT APPLICATION COURSES</b>					
Project 2007, L1	T6033	.6CEU/8CPE	1	May 9	\$125
Project 2007, L2	T6034	.6CEU/8CPE	1	May 23	\$125
Project 2010, L1	<b>New</b> T6043	.6CEU/8CPE	1	Apr 4, Jun 4	\$125
Project 2010, L2	<b>New</b> T6044	.6CEU/8CPE	1	Jun 26	\$125
<b>WEB DEVELOPMENT APPLICATION COURSES</b>					
Dreamweaver CS5, L1	T9313	.6CEU/8CPE	1	Apr 27	\$125
Dreamweaver CS5, L2	T9314	.6CEU/8CPE	1	May 25	\$125
Flash CS5, L1	T9407	1.2CEU/16CPE	2	Mar 28-29, May 8-9	\$125
Flash CS5, L2	T9408	1.2CEU/16CPE	2	Jun 7-8	\$125
Web Design with XHTML HTML and CS5, L1	T9030	.6CEU/8CPE	1	Apr 2	\$125
Web Design with XHTML HTML and CS5, L2	T9031	.6CEU/8CPE	1	May 18	\$125
Web Design with XHTML HTML and CS5, L3	T9032	.6CEU/8CPE	1	Jun 22	\$125
<b>REPORT WRITING APPLICATION COURSES</b>					
Crystal Reports 2011, L1	<b>New</b> T9448	1.2CEU/16CPE	2	May 21-22	\$250
Crystal Reports 2011, L2	<b>New</b> T9449	1.2CEU/16CPE	2	Jun 28-29	\$250
<b>ACCOUNTING/FINANCE</b>					
QuickBooks 2010, L1	T9350	.6CEU/8CPE	1	Jun 14	\$125

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
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**DESKTOP E-LEARNING APPLICATION COURSES**

See Course Catalog for details

**MENTORED LEARNING**

See Course Catalog for details

**LIVE TRAINING ONLINE**

<b>DATABASE</b>					
Access 2007 Level 1	O4041	1.2CEU/16CPE	2	Apr 4-5, Apr 12-13, May 1-2, May 17-18, Jun 4-5, June 20-21	\$250
Access 2007 Level 2	O4042	.6CEU/8CPE	1	Mar 29, Apr 10, Apr 25, May 14, May 29, Jun 14, Jun 25	\$125
Access 2007 Level 3	O4043	.6CEU/8CPE	1	Apr 2, Apr 27, May 16, Jun 8, Jun 27	\$125
Access 2007: VBA Programming	O1620	.6CEU/8CPE	1	Apr 18, Jun 11	\$125
Access 2010 Level 1	O4051	1.2CEU/16CPE	2	Mar 29-30, Apr 9-10, May 7-8, May 22-23, Jun 18-19	\$250
Access 2010 Level 2	O4052	.6CEU/8CPE	1	Apr 3, Apr 27, May 15, Jun 8, Jun 26	\$125
Access 2010 Level 3	O4053	.6CEU/8CPE	1	Apr 11, May 3, May 21, Jun 15	\$125
<b>REPORT WRITING</b>					
Crystal Reports 2008 - Level 1	O9348	1.2CEU/16CPE	2	Mar 26-27, Apr 11-12, Apr 23-24, May 9-10, May 24-25, Jun 6-7, Jun 21-22	\$250
Crystal Reports 2008 - Level 2	O9349	1.2CEU/16CPE	2	Apr 2-3, Apr 16-17, May 3-4, May 14-15, May 31-Jun 1, Jun 14-15, Jun 25-26	\$250
<b>SPREADSHEET</b>					
Excel 2007 Level 1	O3044	.6CEU/8CPE	1	Apr 9, Apr 17, May 5, May 18, Jun 11	\$125
Excel 2007 Level 2	O3045	.6CEU/8CPE	1	Apr 19, May 7, May 23, May 30, Jun 18	\$125
Excel 2007 Level 3	O3046	.6CEU/8CPE	1	Mar 26, Apr 23, May 8, May 25, Jun 5, Jun 22	\$125
Excel 2007: VBA	O1520	.6CEU/8CPE	1	Mar 27, May 21	\$125
Excel 2010 Level 1	O3054	.6CEU/8CPE	1	Apr 6, Apr 16, Apr 24, May 10, Jun 1, Jun 25	\$125
Excel 2010 Level 2	O3055	.6CEU/8CPE	1	Mar 26, Apr 13, Apr 30, May 17, Jun 6, Jun 19, Jun 28	\$125
Excel 2010 Level 3	O3056	.6CEU/8CPE	1	Apr 18, May 1, May 31, Jun 11, Jun 29	\$125
<b>WEB PAGE DEVELOPMENT</b>					
Web Design with XHTML HTML and CS5 - Level 1	O9030	.6CEU/8CPE	1	Mar 30, Apr 23, May 15, Jun 4,	\$125
Web Design with XHTML HTML and CS5 - Level 2	O9031	.6CEU/8CPE	1	Mar 26, Apr 10, Apr 30, May 23, Jun 11	\$125
Web Design with XHTML HTML and CS5 - Level 3	O9032	.6CEU/8CPE	1	Apr 2, Apr 24, May 11, May 30, Jun 19	\$125

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
Dreamweaver CS5 - Level 1	O9313	.6CEU/8CPE	1	Apr 3, Apr 18, May 1, May 16, Jun 12, Jun 27	\$125
Dreamweaver CS5 - Level 2	O9314	.6CEU/8CPE	1	Apr 6, Apr 20, May 2, May 17, Jun 13, Jun 28	\$125
<b>EMAIL</b>					
Outlook 2007 - Level 1	O7041	.6CEU/8CPE	1	Mar 27, Apr 18, May 10, May 29, Jun 18	\$125
Outlook 2007 - Level 2	O7042	.6CEU/8CPE	1	Apr 6, Apr 26, May 14, Jun 6, Jun 26	\$125
Outlook 2007 - Level 3	O7043	.6CEU/8CPE	1	Apr 9, May 22	\$125
Outlook 2010 - Level 1	O7051	.6CEU/8CPE	1	Apr 3, Apr 30, May 30, Jun 25	\$125
Outlook 2010 - Level 2	O7052	.6CEU/8CPE	1	Apr 11, May 7, Jun 3	\$125
Outlook 2010 - Level 3	O7053	.6CEU/8CPE	1	Apr 17, May 17, Jun 13	\$125
<b>PRESENTATION</b>					
PowerPoint 2007 - Level 1	O5041	.6CEU/8CPE	1	Apr 2, Apr 16, May 18, May 30, Jun 14	\$125
PowerPoint 2007 - Level 2	O5042	.6CEU/8CPE	1	Mar 28, Apr 12, Apr 23, May 21, Jun 6, Jun 21	\$125
PowerPoint 2010 - Level 1	O6041	.6CEU/8CPE	1	Mar 30, Apr 9, Apr 27, May 9, May 24, Jun 7, Jun 22	\$125
PowerPoint 2010 - Level 2	O6042	.6CEU/8CPE	1	Apr 3, Apr 18, May 1, May 16, May 31 Jun 15, Jun 27	\$125
<b>PROJECT MANAGEMENT</b>					
Project 2007 - Level 1	O6033	.6CEU/8CPE	1	Mar 28, Apr 10, Apr 25, May 10 May 25, Jun 20	\$125
Project 2007 - Level 2	O6034	.6CEU/8CPE	1	Apr 4, Apr 19, May 4, May 17 Jun 1, Jun 26	\$125
Project 2010 - Level 1	T6043	.6CEU/8CPE	1	Apr 2, Apr 30, May 15, May 29 Jun 11, Jun 25	\$125
Project 2010 - Level 2	T6044	.6CEU/8CPE	1	Apr 20, May 10, Jun 12	\$125
<b>WORD PROCESSING</b>					
Word 2007 - Level 1	O2044	.6CEU/8CPE	1	Mar 28, Apr 23, May 22, Jun 20	\$125
Word 2007 - Level 2	O2045	.6CEU/8CPE	1	Apr 9, May 4, Jun 1, Jun 25	\$125
Word 2007 - Level 3	O2046	.6CEU/8CPE	1	Apr 10, May 14, Jun 12	\$125
Word 2010 - Level 1	O2064	.6CEU/8CPE	1	Apr 5, Apr 25, May 16, Jun 5	\$125
Word 2010 - Level 2	O2065	.6CEU/8CPE	1	Apr 12, May 1, May 23, Jun 15	\$125
Word 2010 - Level 3	O2066	.6CEU/8CPE	1	Mar 30, Apr 19, May 9, May 31, Jun 21	\$125
<b>DESKTOP PUBLISHING</b>					
Acrobat 9.0 - Level 1	O5500	.6CEU/8CPE	1	Apr 4, Apr 19, May 4, May 21 Jun 5, Jun 20	\$125
Acrobat 9.0 - Level 2	O5501	.6CEU/8CPE	1	Mar 28, Apr 12, Apr 26, May 11 May 30, Jun 14, Jun 29	\$125
Publisher 2007 - Level 1	O8020	.6CEU/8CPE	1	Apr 13, May 9, Jun 8, Jun 29	\$125
Publisher 2010 - Level 1	O8030	.6CEU/8CPE	1	Apr 6, May 4, May 30, Jun 27	\$125

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
<b>GRAPHICS</b>					
Visio Professional 2007 - Level 1	O5420	.6CEU/8CPE	1	Apr 18, May 14, Jun 14	\$125
Visio Professional 2007 - Level 2	O5430	.6CEU/8CPE	1	Apr 9, May 10, Jun 15	\$125
Visio Professional 2010 - Level 1	O5440	.6CEU/8CPE	1	Apr 18, May 14, Jun 14	\$125
Visio Professional 2010 - Level 2	O5450	.6CEU/8CPE	1	Apr 9, May 10, Jun 15	\$125

**IT PROFESSIONAL / CERTIFICATION COURSES  
SPECIAL COURSE PACKAGES**

**DATABASE**

**MCTS: SQL Server 2008 Implementation and Maintenance**

Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	online live O2778	1.8 CEU	3	Apr 9-11, Apr 25-27, May 7-9 May 23-25, Jun 20-22	\$525
	IT2778	1.8 CEU	3	May 16-18	\$975
Maintaining a Microsoft SQL Sever 2008 Database	online live O6231	3.0 CEU	5	Apr 2- 6, Apr 16-20, Apr 30-May 4 May 14-18, Jun 4-8, Jun 18-22	\$875
	IT6231	3.0 CEU	5	Mar 26-30, May 21-25	\$1,625
Implementing a Microsoft SQL Sever 2008 Database	online live O6232	3.0 CEU	5	Mar 26 – 30, Apr 9-13, Apr 23-27 May 21-25, Jun 11-15, Jun 25-29	\$875
	IT6232	3.0 CEU	5	Apr 2-6	\$1,625
TS: Microsoft SQL Server 2008, Installation and Maintenance exam	70432	N/A	N/A	Select your Date	\$150

**MCTS: SQL Server 2008 Database Development**

Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	online live O2778	1.8 CEU	3	Apr 9-11, Apr 25-27, May 7-9 May 23-25, Jun 20-22	\$525
	IT2778	1.8 CEU	3	May 16-18	\$975
Implementing a Microsoft SQL Sever 2008 Database	online live O6232	3.0 CEU	5	Mar 26-30, Apr 9-13, Apr 23-27 May 21-25, Jun 11-15, Jun 25-29	\$875
	IT6232	3.0 CEU	5	Apr 2-6	\$1,625
PRO: Designing, Optimizing and Maintaining a Database Server Infrastructure using Microsoft SQL Server 2008 exam	70450	N/A	N/A	Select your Date	\$150

**MCITP: Database Administrator 2008**

Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	online live O2778	1.8 CEU	3	Apr 9-11, Apr 25-27, May 7-9 May 23-25, Jun 20 – 22	\$525
	IT2778	1.8 CEU	3	May 16-18	\$975
Maintaining a Microsoft SQL Sever 2008 Database	online live O6231	3.0 CEU	5	Apr 2-6, Apr 16-20, Apr 30-May 4 May 14-18, Jun 4-8, Jun 18-22	\$875
	IT6231	3.0 CEU	5	Mar 26-30, May 21-25	\$1,625
Implementing a Microsoft SQL Sever 2008 Database	online live O6232	3.0 CEU	5	Mar 26-30, Apr 9-13, Apr 23-27 May 21-25, Jun 11-15, Jun 25-29	\$875
	IT6232	3.0 CEU	5	Apr 2-6	\$1,625

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
TS: Microsoft SQL Server 2008, Installation and Maintenance exam	70432	N/A	N/A	Select your Date	\$150
PRO: Designing, Optimizing and Maintaining a Database Server Infrastructure using Microsoft SQL Server 2008 exam	70450	N/A	N/A	Select your Date	\$150
<b>HELP DESK</b>					
<b>CompTIA A+ Certification and Training</b>					
A+ Certification 2009 (Objectives)	O419	3.0 CEU	5	Mar 26-30, Apr 9-13, May 7-11, Jun 4-8	\$875
A+ Certification 2009 (Objectives)	IT419	3.7 CEU	5	Apr 9-13	\$985
CompTIA A+ Essentials (2009 Edition) Exam	220701	N/A	N/A	Select your Date	\$178
CompTIA A+ Practical Application (2009 Edition) Exam	220702	N/A	N/A	Select your Date	\$178
<b>MCITP: Windows 7, Enterprise Desktop Support Technician</b>					
Installing and Configuring widows 7 Client	online live O6292	1.8 CEU	3	Mar 28-30, Apr 9-11, Apr 25-27, May 7-9 May 21-23, Jun 4-6, Jun 18-20	\$525
Windows 7, Enterprise Desktop Support Technician	online live O50331	3.0 CEU	5	Apr 2-6, Apr 16-20, Apr 30-May 4 May 21-25, Jun 18-22	\$875
TS: Windows 7, Configuring exam	70680	N/A	N/A	Select your Date	\$150
PRO: Windows 7, Enterprise Desktop Support Technician exam	70685	N/A	N/A	Select your Date	\$150
<b>NETWORKING</b>					
<b>CompTIA Network+ Certification and Training</b>					
Network+ Certification (Fourth Edition) 2009 Objectives	online live O490	3.0 CEU	5	Mar 26-30, Apr 9-13, Apr 23-27, May 7-11 May 21-25, Jun 4- 8, Jun 18-22	\$875
	IT490	3.0 CEU	5	May 14-18	
Network+ Exam	N10004	N/A	N/A	Select your Date	\$253
<b>NETWORK SERVER ADMINISTRATOR</b>					
<b>CompTIA Linux+ Certification and Training</b>					
Linux+ Certification: A CompTIA Certification (2009 Objectives)	online live O430	3.0 CEU	5	Mar 26-30, Apr 23-27, May 21-25, Jun 18-22	\$875
CompTIA Linux+ Exam 1	LX0101	N/A	N/A	Select your Date	\$173
CompTIA Linux+ Exam 2	LX0102	N/A	N/A	Select your Date	\$173
<b>MCTS: Windows Server 2008 Active Directory Configuration</b>					
Configuring and Troubleshooting Windows Server 2008 Active Directory Domain Services	online Live O6425	3.0 CEU	5	Apr 2-6, Apr 16-20, Apr 30-May 4 May 21-25, Jun 11-15, Jun 25-29	\$875
Configuring and Troubleshooting Identity and Access Solutions with Windows Server® 2008 Active Directory®	online Live O6426	1.8 CEU	3	Mar 26-28, Apr 9-11, Apr 25-27, May 16-18 May 30-Jun 1, Jun 25-27	\$525
TS: Windows Server 2008 Active Directory, Configuring exam	70640	N/A	N/A	Select your Date	\$150
<b>MCTS: Microsoft Exchange Server 2010 Configuration</b>					
Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	online live O10135	3.0 CEU	5	Apr 2-6, Apr 16-20, Apr 30-May 4 May 14-19, Jun 4-8, Jun 18-22	\$875
	IT1013	3.0 CEU	5	May 7-11	\$1,625
TS: Exchange Server 2010, Configuring exam	70662	N/A	N/A	Select your Date	\$150

**CITYWIDE TRAINING CENTER: WINTER/SPRING 2012 COURSE SCHEDULE**

COURSE TITLE	CODE	CREDITS	DAYS	DATES	COST
<b>NETWORKING SECURITY</b>					
<u>CompTIA Security+ Certification Training</u>					
Security+ Certification (2008 Objectives)	online live O550	3.0 CEU	5	Apr 2-6, Apr 16-20, Apr 30-May 4 May 14-18, Jun 4-8, Jun 18-22	\$875
	IT550	3.0 CEU	5	Jun 18-22	
Security+ Exam	SY0301	N/A	N/A	Select your Date	\$276
<b>PROJECT MANAGEMENT</b>					
Project Management Professionals (PMP) Certification	online live O441	3.0 CEU	5	Apr 2-6, Apr 16-20, Apr 30-May 4 May 21-25, Jun 4-8, Jun 18-22	\$1,125
	IT441	3.0 CEU	5	Apr 23-27, Jun 18-22	\$2,125
<u>CompTIA Project+ Certification Training</u>					
Project+ Certification - A CompTIA Certification (2009 Objectives)	online live O9026	3.0 CEU	5	Apr 16-20, May 14-18, Jun 11-15	\$875
Project+ Exam	PKO003	N/A	N/A	Select your Date	\$253

**WINTER/SPRING 2012 FEATURED COURSES**

**Special Training & Certificate Programs**

Defensive Driving Strategies for Driver Improvement  
 NYC Customer Service Professional Certificate Program  
 New York City's Language Assessment and Training Program

**Computer/Professional IT Training**

Mentored Learning  
 Live Training Online

see course catalog for more details!