



BUSINESS ACCESS

TRAINING CATALOGUE

2011



HELPING PEOPLE HELP THEMSELVES

After finding a job making minimum wage, over the course of six months she completed 17 online classes at night while her children slept and, later that year, landed a job making over \$20 per hour.

Trudy

ABOUT US

At our core, Business Access is a highly passionate and focused organization of people who care deeply about others. We are a technology company specializing in the development of online learning communities and technical systems that support programs for vulnerable populations. Helping people help themselves and others through the use of technology, we maximize the number of customers programs can serve and transform the lives of the people and families being served.

MISSION & PHILOSOPHY

We maximize the impact of social services. Our online communities use socialization, personal planning and distance learning to move people from dependence to self-sufficiency. Our in-home programs provide computers and Internet access along with personal mentors to extend the reach of programs into individuals' everyday lives. Our administrative systems use technology to reduce duplication, create collaboration among partnering organizations, and automatically track services and outcomes.

OUR VALUE

Our online communities are enhanced by our online training catalogue, database of over 5,000 articles and thousands of links focused on self-improvement. We understand what it takes to help people hold to a personal development plan. We know the importance of socialization and what it takes to generate social networking activity. We've seen the value of providing access to quality training and how critical it is to present it in a way that builds confidence, rather than create frustration.



Serving individuals with specific goals within a controlled online community setting.

IN-HOME LEARNING SYSTEM

The In-Home Learning System (IHLS) brings the innovation of technology, the power of shared life experiences and the compassion of mentoring and life coaching together to create a virtual community of success for end users. The IHLS is a technical platform designed for the home-based delivery of education and training to government-funded programs. Serving as a technology platform and aggregator, we work with each customer as an intermediary and wrap our services around the goals and performance expectations of our customers.

WWW.BUSINESS-ACCESS.COM



An open portal community created to serve niche groups of people with common goals.

COMMUNITY @CCCESS

Maximizing efficiency, utilization and flexibility in a highly virtualized environment is a key requirement for today's creative virtual communities. Our turn-key community learning approach is available to any client via the Internet and is designed as an innovative and unprecedented online community for individuals seeking specific employment goals. The concept of using one portal to fulfill the needs of the "job seeker" provides a virtual one-stop location solution for customers to receive services in career coaching, assessments, training and content.



A personalized job bank prepared to meet the unique needs of the people you serve.

HIRE @CCCESS

Hire @cccess is a customized job portal and job matching system, specifically designed to allow employers to name necessary skills and training expected for all job applicants. Through the use of Hire @cccess, a team of Job Coaches will be tasked with finding appropriate entry-level positions for young people, and will enter them in the system. As all program youth complete training and obtain their program goals, their on-line resume will automatically populate completed training courses and "match" them to suitable jobs within the system. Participants will have the opportunity to "shop" jobs that have been selected and entered in to the system.

Suite 1: Business Access Basics

Article Quiz - Getting Started	Usando los Cursos en Español	Planning and Writing Your Resume
Article Quiz - Domestic Violence	Customer Service Specialist Post-Test	Cover Letters, References, and Thank You Notes
Article Quiz - Optimism and Positive Thinking	Core Computer Skills Pre-Test	Working Words-Basic Employment Terms
Article Quiz - On the Job	Core Computer Skills - Laptop Computers	Working Words-Office Supply Words
Job Search - Make Your Computer Work For You	Core Computer Skills - The Mouse and Keyboard	Working Words- Mailing and Shipping Terms
Article Quiz - Anger: A Power for Positive Change	Core Computer Skills Module 3 - Windows (Part A)	Working Words-Basic Phone Terms Quiz
Article Quiz - Customer Service	Core Computer Skills Module 4 - Windows (Part B)	Working Words-Office Equipment Terms
Article Quiz - Attitude Matters	Core Computer Skills - Using Software	In the Workplace- Coping with Rejection
Article Quiz - Why Marriages Fail	Core Computer Skills - Intro to Microsoft Word	In the Workplace-Maintaining a Positive Attitude
GED Pre-Test: Math	Core Computer Skills 7 - Windows Vista Internet	Job Search- Identifying Your Skills and Experience
Article Quiz - Citizenship & Values	Core Computer Skills Post-Test	Job Search- Researching Employers
Article Quiz - Developmental Milestones	Pre-Examen	Job Search- Completing an Employment App
Article Quiz - Positive Parenting	Introduccion a la Computadora Portatil	Job Search- Setting Goals and Staying Positive
Article Quiz - Child Safety	Introduccion a Windows Vista (Parte A)	Job Search-Networking
Article Quiz - Child Care Choices	Windows Vista (Parte B)	In the Workplace- Getting Along with Others
Article Quiz - Early Learning and Education	Modulo 5 Usando Software	In the Workplace-Handling Stress
Post-Test: Orientation	Modulo 6 - Introduccion a Microsoft Word	In the Workplace- Raises, Promotions, and Adv
Core Computer Skills Introduction & Pre-Test	Modulo 7 - Windows Vista Internet	Career Development - Choosing a Career
Core Computer Skills 1 - Laptop Computers	Aptitud con Computadoras Examen Final	Career Development - Assessing Career Interests
Core Computer Skills 2 - The Mouse and Keyboard	Modulo 2 - El Raton y El Teclado	Entrepreneur - Starting Your Own Business
Core Computer Skills 3 - Windows XP (Part A)	ITTS Student User Guide Quiz	Entrepreneur - Working for Yourself
Core Computer Skills 4 - Windows XP (Part B)	Learning Activity - Coping in the Workplace	Employment Guide Comprehensive Quiz
Core Computer Skills 5 - Using Software	Learning Activity - Managing Money	Core Computer Skills Post-Test
Core Computer Skills 6 - Intro to Microsoft Word	Learning Activity - Self-Esteem	Core Computer Skills 1 - Personal Computers
Core Computer Skills 7 - Windows XP Internet	Learning Activity - Using the Internet	Article Quiz - Citizenship & Values
Core Computer Skills Post-Test	Create Your Resume	Article Quiz - Developmental Milestones
Examen de Repaso: Clase de Orientacion	Interviewing - Rules for a Good Interview	Article Quiz - Positive Parenting
Introduccion - Basicas para Asistentes de Oficina	Interviewing - How to Ace the Interview	

Suite 2: Financial Stability

Underwriting and What It Means to You	Interview Success and Follow Up	Business Introduction and Self Assessment
Underwriting and The Whole Picture	Resumes, Cover Letters, and References	Write a Simple Business Plan
Living Within Your Means	Explore Job Applications and Create Yours	Interview an Entrepreneur
Create, View, and Manage Your Budget	Learn about Paychecks and Deductions	What is Service and Volunteering?
Gather Information, Get Organized	Your Job Search and Job Resources	Service and Volunteering Self Assessment
Tools for Getting and Staying Organized	Introduction to Independent Life - Part 1	Interview a Volunteer or Service Worker
About Forecasting and Cash Flow	Preparing for Job Interviews	Peak Readiness Getting Started
How to Forecast and Stay Organized	Success with Coworkers, Bosses, and Customers	Getting and Staying Organized on the Job
Credit Scoring Basics	Keeping and Succeeding in Your Job	The Five P's in Problem Solving on the Job
Calculate What to Spend on Needs, Wants, and Saving	Finding Excellence in Your Work - YOUR Choice	The 4 Cornerstones of Good Teamwork
Credit Repair and Your Problem Accounts	Introduction to Independent Life - Part 2	Self Confidence in the Workplace
READ: Other People and Your Credit	Introduction to Independent Life - Part 3	Communicate On Purpose in the Workplace
READ: Bad Accounts	Find a Real Apartment	Move-Out Costs and Apartment Budget
Personal Checks & How They Affect Your Credit	Create Your Budget for your Kitchen	Your Total Yearly Budget, Expenses, and Income
Bank Statements & How They Affect Your Credit	Create Your Budget for your Living Room	Financial Pre-Survey
Checking Accounts & How They Affect Your Credit	Create Your Budget for your Bedroom	Set Some Goals for Your Financial Life
Checking Account Exercises	Create Your Budget for your Bathroom	
Climbing Out of Debt	Create your Budget - Utilities, Food, and Clothing	
How Bad Credit Ages	Peak Readiness Pre-Assessment	
Intro to Credit and Types of Credit	Peak Readiness Post-Assessment	
Credit Reports and Credit Reporting Agencies	Purchase, Own, and Maintain Your Car	
Explore Various Loan and Credit Options	Explore Car Insurance and Health Insurance	
Discover Interest Basics	Calculate your Leisure and Entertainment Costs	
Your Net Worth	Savings, Investing, Credit, and Financial Emergencies	
Your Overall Approach to Fixing Your Credit	Identify a Job and the Education for Your Lifestyle	
Preparing to Buy a Home: Organize Documents	Find Colleges, Compare College Costs	
About Down Payment Assistance	Peak Readiness Job Research Interview	
Credit Recovery & Timeline to Buy a Home	Goals & Commitment Decide What to do Today	

New Work, Great Life™

Lesson One: Get the Work You Want: Set a *new mindset for a new world.*

Lesson Two: Find Your Voice: *Put your talents and passion to work—and make a difference.*

Lesson Three: Take Charge: *Be in control of your life.*

Lesson Four: Set Your Course: *Find out what matters most to you and create your path.*

Lesson Five: Put First Things First: *Prioritize and do what's most important.*

Suite 3: Specific Success Tools

FMLA
ADA
Sexual Harassment
Hazard Communication
Preventing Violence in the Workplace
Appropriate Behavior in the Workplace
Leadership
Budgeting
Problems With Credit
Money Management
Social Skills in the Workplace
Anger Management
Transportation
Housing
Nutrition and Physical Fitness
Avoiding Destructive Behavior
Communication Skills
Problem Solving
Overview of HACCP
Food Safety
Preventing Food Borne Illness
Basic Facts About Microorganisms
A Clean and Sanitary Food Processor
Hand Washing Techniques
Safety and Security in Food Operations
Basic Food Facility Security
Blood Borne Pathogens
Fire Prevention and Protection

Electrical Safety
Personal Protective Equipment
Walking and Working Surfaces
Back Injury Prevention
Basic First Aid
Lock Out/Tag Out Procedures
Communication, Confidence, and Trust
Motivation, Discipline, and Goal Setting
Patience, Consistency, and Getting the Job Done
Illinois TANF
Texas EPS Session

GED Preparation Courses

Business Access offers choices when it comes to offering on high school GED program preparation programs. Our programs meet individuals where they are in the learning process, and support remediation up to the point of taking the GED exam.

We work with instructors and career coaches in order to provide notification of the appropriate time for GED testing, based on online progress.

We can also provide consult on various high school diploma programs to meet your needs.



Suite 4: Tech Trends

Excel 2007 Adv: 1 Filtering and Sorting Data
Excel 2007 Adv: 2 Using Pivot Tables
Excel 2007 Adv: 3 Working with Functions
Excel 2007 Adv: 4 Using Data Analysis Tools
Excel 2007 Adv: 5 Automating with VBA Macros
Excel 2007 Adv: 6 Adding Connections/Importing
Getting Started (Excel 2007 - Course 1)
Creating a Worksheet (Excel 2007 - Course 2)
Formatting Data (Excel 2007 - Course 3)
Editing /Printing Worksheets (Excel 2007 - 4)
Managing Worksheets (Excel 2007 - Course 5)
Using Charts and Objects (Excel 2007 - Course 6)
Sending and Receiving E-Mail (Outlook 07 - 1)
Managing E-Mail (Outlook 2007 - Course 2)
Creating Contacts /Distribution Lists (Outlook 07-3)
Using the Calendar (Outlook 2007 - Course 4)
Setting Tasks and To-Do Items (Outlook 07-5)
Staying Safe with E-Mail (Outlook 2007 - 6)
Organizing E-Mail (Outlook 2007 - Course 7)
Getting Started (PowerPoint 2007 - Course 1)
Developing a Presentation (PowerPoint 07 - 2)
Design Elements (PowerPoint 2007 - Course 3)
Inserting Shapes (PowerPoint 2007 - Course 4)
Formatting Shapes (PowerPoint 2007 - Course 5)
Clip Art, Pictures, WordArt (PowerPoint 07 - 6)
SmartArt Graphics (PowerPoint 2007 - Course 7)
Charts and Tables (PowerPoint 2007 - Course 8)
Getting Started (Word 2007 - Course 1)
Typing and Editing Text (Word 2007 - Course 2)
Formatting Text (Word 2007 - Course 3)
Formatting Paragraphs and Lists (Word 2007 - 4)
Building Tables (Word 2007 - Course 5)
Working with Images (Word 2007 - Course 6)
Windows 7: 1 New Features
Windows 7: 2 New Applications
Navigating the New Interface (Office 2007 -1)
What's New in Word (Office 2007 - Course 2)
What's New in Excel (Office 2007 - Course 3)
What's New in PowerPoint (Office 2007 - 4)
What's New in Access (Office 2007 - Course 5)
What's New in Outlook (Office 2007 - Course 6)
Common Tasks (Office 2007 - Course 7)
Understanding the New Interface (Windows Vista - 1)
Using New Features Applications (Windows Vista - 2)
Introducing the PC (Introduction to PCs - Course 1)
Using Your PC (Introduction to PCs - Course 2)
Working with Folders & Files (Intro to PCs - 3)
Inside Your PC (Introduction to PCs - Course 4)
Basic Peripherals (Introduction to PCs - Course 5)
Other Peripherals (Introduction to PCs - Course 6)
Understanding Software (Intro to PCs - Course 7)
Introducing the Internet (Introduction to PCs - 8)
Internet and E-mail Tips (Introduction to PCs - 9)
Troubleshooting and Tips (Introduction to PCs -10)
**MSO Specialist Certification Opportunity

Suite 4.1: Entrepreneur/Manager

Your E-Business (Running an Online Business - 1)
Getting Started (Running an Online Business - 2)
Influences E-Commerce (Online Business - 3)
Killer Apps (Online Business - 4)
Developing Your E-Business (Online Business - 5)
Real-Time and Data Mining (Online Business - 6)
Lowering Your Business Costs (Online Business - 7)
Customer Service and Payment (Online Business - 8)
Marketing Your E-Business (Online Business - 9)
Advertising on the Internet (Online Business -10)
Building Marketing Strategy (Online Business - 11)
Resource Planning (Running an Online Business - 12)
Managing Your E-Business (Online Business - 13)
New Rules of Marketing (Internet Marketing - 1)
Building Rules Marketing Strategy (Internet Mkt - 2)
Developing a Content-Rich Web Site (Internet Mkt -3)
Online Marketing Tactics (Internet Mkt - 4)
Negotiating Techniques (Negotiating - Course 1)
Gaining Control (Negotiating - Course 2)
Closing the Deal (Negotiating - Course 3)
Everyday Negotiations (Negotiating - Course 4)
Ready! Set! Manage! (Management Skills Intro - 1)
Motivating (Management Skills Introduction - 2)
Planning (Management Skills Introduction - 3)
Communication (Management Skills Introduction - 4)
Getting Input (Management Skills Introduction - 5)
Challenging People/Times (Management Skills Intro -6)
Building Success (Management Skills Introduction - 7)

Suite 4.2: Strategies for Success

Elements of Powerful Communication

Persuasive Appeals

Modes of Persuasion

Active Listening

Resolving Conflict

Negotiation

Stress Management: 1 Stress on the Job

Stress Management: 2 Resisting Stress

Stress Management: 3 Assertiveness

Stress Management: 4 Coping with Anger

The Concept of Productive Thinking

Productive Thinking in Principle

The Productive Thinking Model

Productive Thinking in Practice

Taming Time

Prioritizing and Procrastinating

Establishing Goals

Managing Time Together

Controlling Time Leaks

Managing Against the Odds

Define Innovation/Determine Your Point of View

Identifying the Enemies of Ideas and Innovation

Asking Questions

Harnessing Energy

Creating Ideas

Measuring Success

Setting Up QuickBooks

Adding Information and Security

Invoices, Purchases, and Payments

Timesaving Features

Recording Inventory and Assets

Working with Taxes, Equity, and Liabilities

Extra Features and Reports

Basics of Business Math: 1 Fractions

Basics of Business Math: 2 Decimals

Basics of Business Math: 3 Calculator

Basics of Business Math: 4 Equations

Basics of Business Math: 5 Percents

Basics of Business Math: 6 Reports

Management in Perspective

Functions of Front-Line Management

Managerial Finance and Accounting

Suite 4.3: Web Design

Introduction to Design

Making Your Site

Building Site with Images

Building Site with Formatting

Using Other Tools

Getting Organized (HTML 4.01 and XHTML)

Basics of HTML and XHTML

HTML, XHTML & Cascading Style Sheets

Adv Cascading Style Sheets (CSS), Forms & DHTML

Interactivity & Multimedia with HTML & XHTML



Suite 5: A+ Certification

CompTIA A+ 2009 Essentials (220-701): 1 Personal Computer System	Practice Exam 6 (CompTIA A+ Essentials 220-601 - Course 14)
CompTIA A+ 2009 Essentials (220-701): 2 Storage Dev, Power Supp, Adapters	Installing,Configuring PC Components (CompTIA A+ IT Tech 220-602 - 1)
CompTIA A+ 2009 Essentials (220-701): 3 Display Devices	Troubleshooting, Preventive Maintenance (CompTIA A+ IT Tech 220-602 - 2)
CompTIA A+ 2009 Essentials (220-701): 4 Laptops and Portable Devices	Advanced PC Troubleshooting (CompTIA A+ IT Tech 220-602 - Course 3)
CompTIA A+ 2009 Essentials (220-701): 5 Printer Installation and Configuration	Portable Computer Fundamentals (CompTIA A+ IT Tech 220-602 - Course 4)
CompTIA A+ 2009 Essentials (220-701): 6 Operating System Features, Interfaces	Maintaining, Repair Portable Computers (CompTIA A+ IT Tech 220-602 - 5)
CompTIA A+ 2009 Essentials (220-701): 7 Op System Installation, Configuration	Major Windows Structures (CompTIA A+ IT Tech 220-602 - Course 6)
CompTIA A+ 2009 Essentials (220-701): 8 Troubleshooting & Preventive Maint	Optimizing Operating Systems (CompTIA A+ IT Tech 220-602 - Course 7)
CompTIA A+ 2009 Essentials (220-701): 9 Op Systems/Hardware/Laptops	Operating System Utilities (CompTIA A+ IT Tech 220-602 - Course 8)
CompTIA A+ 2009 Essentials (220-701):10 Networking	Basic OS Troubleshooting, Maintenance (CompTIA A+ IT Tech 220-602 - 9)
CompTIA A+ 2009 Essentials (220-701):11 Network Security Fundamentals	Printers and Scanners (CompTIA A+ IT Tech 220-602 - Course 10)
CompTIA A+ 2009 Essentials (220-701):12 Operational Procedures	Troubleshooting Printer Problems (CompTIA A+ IT Tech 220-602 - 11)
CompTIA A+ 2009 Essentials (220-701):13 Practice Exam 1	Wide Area Networking (CompTIA A+ IT Tech 220-602 - Course 12)
CompTIA A+ 2009 Essentials (220-701):14 Practice Exam 2	Network Troubleshooting (CompTIA A+ IT Tech 220-602 - Course 13)
CompTIA A+ 2009 Essentials (220-701):15 Practice Exam 3	Security (CompTIA A+ IT Technician 220-602 - Course 14)
Computer Components (CompTIA A+ Essentials 220-601 - Course 1)	Safety & Environmental Issues (CompTIA A+ IT Tech 220-602 - Course 15)
Operating Systems (CompTIA A+ Essentials 220-601 - Course 2)	Professionalism & Communication (CompTIA A+ IT Tech 220-602 - 16)
Diagnosing Problems (CompTIA A+ Essentials 220-601 - Course 3)	Practice Exam 1 (CompTIA A+ IT Technician 220-602 - Course 17)
Laptops and Portable Devices (CompTIA A+ Essentials 220-601 - Course 4)	Practice Exam 2 (CompTIA A+ IT Technician 220-602 - Course 18)
Printers and Scanners (CompTIA A+ Essentials 220-601 - Course 5)	Practice Exam 3 (CompTIA A+ IT Technician 220-602 - Course 19)
Networks (CompTIA A+ Essentials 220-601 - Course 6)	Practice Exam 4 (CompTIA A+ IT Technician 220-602 - Course 20)
Security (CompTIA A+ Essentials 220-601 - Course 7)	Practice Exam 5 (CompTIA A+ IT Technician 220-602 - Course 21)
Safety, Environment, Customer Issues (CompTIA A+ Essentials 220-601 - 8)	
Practice Exam 1 (CompTIA A+ Essentials 220-601 - Course 9)	
Practice Exam 2 (CompTIA A+ Essentials 220-601 - Course 10)	
Practice Exam 3 (CompTIA A+ Essentials 220-601 - Course 11)	
Practice Exam 4 (CompTIA A+ Essentials 220-601 - Course 12)	
Practice Exam 5 (CompTIA A+ Essentials 220-601 - Course 13)	

Suite 6: Applied Math

Practical math for every day applications. This course engages students in 7 different levels in order to remediate skill levels to acceptable levels for GED or employment attainment.

From Numbers and Symbols to Application of Perimeter, Area, and Volume from levels 1-7.

Suite 6.5: Listening Level

Students will be given the opportunity to practice their on the job listening skills. Exercises through 5 levels provide opportunities to listen to mock customer orders, boss directions and other potential situations that require listening at work..

Suite 6.1: Applied Technology

Applied Technology provides training in the skills needed to solve problems with machines and equipment found in the workplace. 6 levels to meet individuals training needs.

Focus areas include working on an overheated car and understanding machine indicator lights.

Suite 6.6: Observation

Through 6 levels, students practice observing skills such as following, understanding and evaluating processes. Each course provides skills that are provided to all levels of employees.

Suite 6.2: Business Writing

Business Writing is offered in 5 levels to address skills required on the job - including memos, reports, proposals, and other formal forms of writing for internal and external communication.

Course reviews basic English fundamentals through editing and proofreading for public documents.

Suite 6.7: Reading for Information

Reading for Information measures the skill people use when they read and use written text in order to do a job. This includes reading memos, letters, graphs, signs, policies and regulations. There are 7 levels to explore in this very important area.

Suite 6.3: Work Habits

Preparing for the workplace with best work habits support all people seeking employment and promotion.

5 levels of training are offered to address basic customer service to prioritization of job duties.

Suite 6.8: Teamwork

Working on the skills people use to choosing work based behaviors that lead towards completing tasks. 6 levels of training provide exploration of team work skills, roles on team and cooperation.

Suite 6.4: Locating Information

When people start work, they are required to understand and work with workplace graphics.

From reading simple symbols to complex graphs there are 6 levels to provide lessons for all levels.

Suite 6.9: Writing

5 levels are provided to evaluate and enhance writing skills necessary for communicate with others. The courses review punctuation and sentence structure.



Healthcare careers are in demand. Provide students with an opportunity to learn more about healthcare careers.

FOCUS ON HEALTHCARE

In collaboration with ECC in Snohomish Co, Washington, Business Access offers several online course for students interested in learning more about entry level healthcare careers.

Introduction to Healthcare and Basic Anatomy are a few choices available.

COMING SUMMER 2011

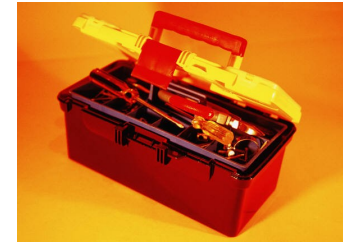


New model for WIA youth or young people seeking employment and academic goals.

.ME FOR YOUTH

An online program for youth seeking an opportunity to graduate from high school, obtain their GED, or simply find that first job. Published on a Community @ccess portal, youth are able to access information from anywhere an internet-connected computer is available.

**VISIT [HTTP://
NETWORKS.COM](http://networks.com)**



Add to your toolkit with unique workshops designed by Business Access.

TOOL SHARPENING WORKSHOPS

Business Access has converted a decade of workshops in to e-learning courses. Developing Your Job Search Self Confidence, and Using Facebook as an Internet Job Search Tool are samples of titles often requested.

APRIL 2001 LAUNCH

BUSINESS ACCESS

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PLEASE
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HERE



WELCOME TO BA

We are proud to provide you with our 2011 Training Catalogue. Enclosed are individual suites of training for your review and selection.

Our staff is standing by to assist you with your questions.