

## NASBA Compliant Course Listing

SkillSoft Course ID	Title	Field of Study	CPE Credits	Compliant
en_US_48525_ng	Fundamentals of Cost Accounting	Accounting	3.50	Dec-07
en_US_48601_ng	Financial Management: Accounting Fundamentals	Accounting	2.00	Dec-07
en_US_48602_ng	Financial Management: Understanding Financial Statements	Accounting	2.00	Dec-07
en_US_48603_ng	Financial Management: Financial Planning and Forecasting	Accounting	2.50	Dec-07
en_US_48605_ng	Financial Management: Analyzing Financial Statements	Accounting	2.00	Dec-07
en_US_48606_ng	Financial Management: Inventory Costing and Depreciation	Accounting	2.00	Dec-07
en_US_48621_ng	Business Accounting: Accounting for Assets	Accounting	1.50	Dec-07
en_US_48622_ng	Business Accounting: Accounting for Liabilities	Accounting	1.00	Dec-07
en_US_48623_ng	Business Accounting: Accounting for Stockholders' Equity	Accounting	1.50	Dec-07
en_US_48631_ng	Advanced Financial Statements: Financial Statement Analysis	Accounting	1.50	Dec-07
en_US_48632_ng	Advanced Financial Statements: Reading and Analyzing an Annual Report	Accounting	1.50	Dec-07
en_US_48633_ng	Advanced Financial Statements: Analyzing Cash Flows	Accounting	1.50	Dec-07
FIN0121	Accounting Fundamentals	Accounting	4.00	Feb-04
FIN0122	Accrual Accounting Procedures	Accounting	1.50	May-04
FIN0123	Accounting Systems and Closing Activities	Accounting	3.50	May-04
FIN0124	Accounting for Cash Control	Accounting	2.50	May-04
FIN0125	Accounting for Merchandising Businesses	Accounting	2.00	May-04
FIN0221	Accounting for Partnerships	Accounting	4.00	Mar-05
FIN0241	Overview of Managerial Accounting	Accounting	2.00	Nov-04
FIN0242	Managerial Decisions and Capital Budgeting	Accounting	3.00	Nov-04
FIN0243	Managing for Asset Control	Accounting	4.00	Mar-04
FIN0244	Cost Accounting Decisions	Accounting	2.50	Nov-04
ADM0101	Getting Started--The Administrative Support Professional	Administrative Practice	2.50	Dec-04
ADM0102	Overview to Effective Business Communication	Administrative Practice	2.50	Dec-04
ADM0103	Using Effective Business Communication	Administrative Practice	1.50	Dec-04
ADM0104	Administrative Functions	Administrative Practice	2.50	Dec-04
ADM0105	Advancing Your Administrative Career	Administrative Practice	2.50	Dec-04
ADM0111	Behavior: Putting Your Best Foot Forward	Administrative Practice	3.00	Dec-04
ADM0112	Managing Yourself and Those Around You	Administrative Practice	3.00	Dec-04
ADM0113	Partnering with Your Boss	Administrative Practice	2.50	Dec-04
ADM0114	Communicating with Power and Confidence	Administrative Practice	2.50	Dec-04
en_US_46041_ng	Delegation: Understanding Delegation	Administrative Practice	2.00	Dec-07
en_US_48524_ng	Fundamentals of Auditing	Auditing	3.50	Dec-07
FIN0231	Introduction to Auditing	Auditing	2.50	Oct-04
FIN0232	Introduction to Internal Auditing	Auditing	4.00	Feb-04
FIN0233	Principles of Internal Auditing	Auditing	2.50	Apr-04
FIN0234	Introduction to External Auditing	Auditing	3.50	Oct-04
FIN0235	Principles of External Auditing	Auditing	3.50	Oct-04
en_US_41071_ng	Business Ethics: Ethical Decision Making	Behavioral Ethics	3.00	Dec-07
en_US_41072_ng	Business Ethics: Managerial Business Ethics	Behavioral Ethics	2.50	Dec-07
en_US_41073_ng	Business Ethics: Organizational Ethics	Behavioral Ethics	2.50	Dec-07
en_US_46610_ng	Business Code of Conduct: Ethical Responsibility	Behavioral Ethics	1.00	Dec-07
en_US_46614_ng	Business Code of Conduct - Sarbanes Oxley Act	Behavioral Ethics	1.00	Dec-07
en_US_46625_ng	Financial Reporting and Scandals	Behavioral Ethics	1.00	Dec-07

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en_US_46626_ng	Fraud Detection and Prevention	Behavioral Ethics	1.00	Dec-07
lchr_01_a02_lc_enus	Workplace Ethics	Behavioral Ethics	1.00	Nov-07
lchr_01_a03_lc_enus	Workplace Diversity Awareness	Behavioral Ethics	1.50	Nov-07
pd_02_a01_bs_enus	Making Decisions Ethically	Behavioral Ethics	3.00	Nov-08
pd_02_a02_bs_enus	Business Ethics for Managers	Behavioral Ethics	1.50	Nov-08
pd_02_a03_bs_enus	Understanding Organizational Ethics	Behavioral Ethics	3.00	Nov-08
pd_02_a04_bs_enus	Social Responsibility in Corporations	Behavioral Ethics	2.50	Nov-08
PROJ0041	Ethics and Professional Knowledge	Behavioral Ethics	2.00	Dec-04
en_US_47412_ng	Human Resource Law: Americans with Disabilities Act	Business Law	2.00	Dec-07
LAW0101	A Manager's Introduction to Business Law	Business Law	2.00	Sep-04
LAW0102	Contracts in Commercial Transactions	Business Law	2.50	Sep-04
LAW0103	Employment and Labor Law	Business Law	3.00	Mar-04
LAW0104	American Business Formations in the 21st Century	Business Law	2.50	Sep-04
LAW0105	Intellectual Property and Proprietary Rights	Business Law	5.00	Jul-04
LAW0106	Lawsuits and Negotiations	Business Law	3.00	Apr-04
LCO0105	Conflict of Interest	Business Law	1.00	Dec-06
LCO0106	E-mail and Internet Use	Business Law	1.00	Dec-06
LCO0109	Intellectual Property Overview	Business Law	1.50	Dec-06
LCO0111	Trade Secrets	Business Law	1.00	Dec-06
LCO0114	Doing Business on the Internet	Business Law	1.50	Dec-06
LCO0115	Doing Business with the Government	Business Law	1.50	Dec-06
LCO0116	Fair Labor Standards Act (FLSA)	Business Law	1.00	Dec-06
LCO0119	Record Retention	Business Law	1.00	Dec-06
LCO0121	Independent Contractors and Temporary Employees	Business Law	1.00	Dec-06
LCO0123	Union Awareness	Business Law	1.50	Dec-06
LCO0202	Sexual Harassment Awareness for Supervisors and Managers	Business Law	1.00	Dec-06
232192_ENG	Making the Right Outsourcing Decision	Business Management & Organization	2.00	Nov-07
232202_ENG	Planning the Outsourcing Deal	Business Management & Organization	1.50	Nov-07
232209_ENG	The Outsourcing Project	Business Management & Organization	2.50	Nov-07
232224_ENG	Determining Project Quality Standards and Milestones	Business Management & Organization	1.50	Nov-07
cons_01_a01_bs_enus	Core Concepts in Business Analysis	Business Management & Organization	1.50	Nov-07
cons_01_a02_bs_enus	Enterprise Analysis and Making a Business Case	Business Management & Organization	2.50	Nov-07
cons_01_a03_bs_enus	Introduction to Requirements Planning	Business Management & Organization	2.50	Nov-07
cons_01_a04_bs_enus	Requirements Planning and Management	Business Management & Organization	3.00	Nov-07
cons_01_a05_bs_enus	Eliciting Requirements	Business Management & Organization	4.00	Nov-07
cons_01_a06_bs_enus	Analyzing Requirements Using Models	Business Management & Organization	4.00	Nov-07
cons_01_a07_bs_enus	Refining and Documenting Requirements	Business Management & Organization	1.50	Nov-07
cons_01_a08_bs_enus	Communicating and Implementing Requirements	Business Management & Organization	4.00	Nov-08
cust_03_a03_bs_enus	Management Tools and Metrics	Business Management & Organization	3.00	Nov-07
en_US_41044_ng	Coaching: Building Relationships	Business Management & Organization	2.50	Dec-07
en_US_41045_ng	Coaching: Applying the Coaching Process	Business Management & Organization	2.00	Dec-07
en_US_41046_ng	Coaching: Communicating with Employees	Business Management & Organization	2.50	Dec-07
en_US_41054_ng	Managing Performance: Establishing a Performance Plan	Business Management & Organization	2.50	Dec-07
en_US_41055_ng	Managing Performance: The Performance Appraisal Process	Business Management & Organization	2.50	Dec-07
en_US_41056_ng	Managing Performance: Overcoming Performance Appraisal Challenges	Business Management & Organization	2.00	Dec-07
en_US_41064_ng	Correcting Performance Problems: Identifying Performance Problems	Business Management & Organization	2.00	Dec-07

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en_US_41065_ng	Correcting Performance Problems: Addressing Performance Problems	Business Management & Organization	1.50	Dec-07
en_US_41066_ng	Correcting Performance Problems: Disciplining Employees	Business Management & Organization	2.00	Dec-07
en_US_41097_ng	The Fundamentals of Business Execution	Business Management & Organization	1.50	Dec-07
en_US_41098_ng	The Culture and Foundations of Business Execution	Business Management & Organization	1.50	Dec-07
en_US_41099_ng	The Practice of Effective Business Execution	Business Management & Organization	1.50	Dec-07
en_US_41101_ng	Organizational Behavior: Organizational Dynamics for Individuals	Business Management & Organization	2.00	Nov-07
en_US_41102_ng	Organizational Behavior: Organizational Group Dynamics	Business Management & Organization	2.50	Nov-07
en_US_41103_ng	Organizational Behavior: The Organizational System	Business Management & Organization	3.00	Nov-07
en_US_41109_ng	Conducting Meetings: The Meeting Process	Business Management & Organization	2.50	Dec-07
en_US_41110_ng	Conducting Meetings - Managing a Meeting	Business Management & Organization	2.50	Dec-07
en_US_41111_ng	Conducting Meetings: Effective Meeting Communication	Business Management & Organization	2.50	Dec-07
en_US_41119_ng	Essentials of Management: Negotiating Skills	Business Management & Organization	2.50	Dec-07
en_US_41120_ng	Essentials of Management: Succeeding as a New Manager	Business Management & Organization	3.00	Dec-07
en_US_41121_ng	Essentials of Management: Creating a Positive Workplace	Business Management & Organization	2.50	Dec-07
en_US_41122_ng	Essentials of Management: Maintaining a Productive Workforce	Business Management & Organization	1.50	Dec-07
en_US_41134_ng	Facilitation: The Effective Facilitator	Business Management & Organization	3.50	Dec-07
en_US_41135_ng	Facilitation: The Facilitation Process	Business Management & Organization	3.50	Dec-07
en_US_41136_ng	Facilitation: Facilitating Challenging Situations	Business Management & Organization	3.50	Dec-07
en_US_41231_ng	Managing Change: The Change Process	Business Management & Organization	2.50	Dec-07
en_US_41232_ng	Managing Change: Overcoming Change Obstacles	Business Management & Organization	2.50	Dec-07
en_US_41233_ng	Managing Change: Managing Yourself Through Change	Business Management & Organization	2.00	Dec-07
en_US_41401_ng	Balanced Scorecard: Corporate Strategy	Business Management & Organization	2.00	Nov-07
en_US_41402_ng	Balanced Scorecard: Implementing	Business Management & Organization	3.00	Nov-07
en_US_41403_ng	Balanced Scorecard: Measuring Business Objectives	Business Management & Organization	3.00	Nov-07
en_US_41411_ng	Talent Management: Knowing Talent	Business Management & Organization	2.50	Nov-07
en_US_41412_ng	Talent Management: Selecting Talent	Business Management & Organization	3.00	Nov-07
en_US_41413_ng	Talent Management: Developing Talent	Business Management & Organization	2.00	Nov-07
en_US_41416_ng	Remote Manager Practices - Hiring a Telecommuting Employee	Business Management & Organization	1.00	Nov-07
en_US_41417_ng	Remote Manager Practices - Communicating with Employees	Business Management & Organization	1.00	Nov-07
en_US_41418_ng	Remote Manager Practices - Motivating Employees	Business Management & Organization	1.00	Nov-07
en_US_41419_ng	Remote Manager Practices- Monitoring Employee Performance	Business Management & Organization	1.00	Nov-07
en_US_41420_ng	Remote Manager Practices- Delivering Performance Evaluations	Business Management & Organization	1.00	Nov-07
en_US_41421_ng	Remote Manager Practices- Managing Poor Performance	Business Management & Organization	1.00	Nov-07
en_US_41432_ng	Contractors and Temporary Workers - Working with Contractors	Business Management & Organization	3.00	Dec-07
en_US_41433_ng	Contractors and Temporary Workers - Managing Temporary Employees	Business Management & Organization	2.50	Dec-07
en_US_42011_ng	Team Management: High Performance Teams	Business Management & Organization	2.00	Dec-07
en_US_42204_ng	Team Leadership: Developing A High-Performance Team	Business Management & Organization	2.50	Nov-07
en_US_42205_ng	Team Leadership: Conducting Productive Team Meetings	Business Management & Organization	2.50	Nov-07
en_US_42206_ng	Team Leadership: Promoting Your Team's Effectiveness	Business Management & Organization	2.50	Nov-07
en_US_43008_ng	Stress Management: Fundamentals for Managers	Business Management & Organization	2.00	Dec-07
en_US_45214_ng	Emotional Intelligence: Developing Emotional Intelligence Skills	Business Management & Organization	2.50	Dec-07
en_US_45215_ng	Emotional Intelligence: Applying Emotional Intelligence in the Workplace	Business Management & Organization	2.00	Dec-07
en_US_45216_ng	Emotional Intelligence: Emotional Intelligence for Executives	Business Management & Organization	2.00	Dec-07
en_US_46026_ng	Systems Thinking: Tools and How to Use Them	Business Management & Organization	2.50	Dec-07
en_US_46027_ng	Systems Thinking: Applications and Benefits	Business Management & Organization	1.50	Dec-07
en_US_46028_ng	Fundamentals of Critical Thinking within Organizations	Business Management & Organization	2.00	Dec-07
en_US_46104_ng	Frontline Leadership: Preparing to Lead	Business Management & Organization	2.50	Dec-07
en_US_46105_ng	Frontline Leadership: Knowledge in the Workplace	Business Management & Organization	2.00	Dec-07

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en_US_46106_ng	Frontline Leadership: Positively Influencing Workplace Culture	Business Management & Organization	2.50	Dec-07
en_US_46114_ng	Managerial Leadership: Creating a Vision	Business Management & Organization	2.00	Dec-07
en_US_46115_ng	Managerial Leadership: Leading Through Change	Business Management & Organization	2.50	Dec-07
en_US_46116_ng	Managerial Leadership: Motivating Employees	Business Management & Organization	2.00	Dec-07
en_US_46301_ng	Succession Planning: Elements and Approaches	Business Management & Organization	3.50	Dec-07
en_US_46302_ng	Succession Planning: Setting up a Succession Planning Program	Business Management & Organization	2.50	Dec-07
en_US_46303_ng	Succession Planning: Successors, Plan Evaluations, and Planning Tools	Business Management & Organization	2.50	Dec-07
en_US_47108_ng	Diversity: Diversity in the Workplace	Business Management & Organization	1.50	Dec-07
en_US_47109_ng	Diversity: Managing Diversity in the Workplace	Business Management & Organization	2.00	Dec-07
en_US_47301_ng	Sexual Harassment: What Employees Should Know	Business Management & Organization	1.50	Dec-07
en_US_47302_ng	Sexual Harassment: Preventing Sexual Harassment Claims	Business Management & Organization	1.50	Dec-07
en_US_47303_ng	Sexual Harassment: Resolving Sexual Harassment Claims	Business Management & Organization	2.00	Dec-07
en_US_47307_ng	Sexual Harassment - California Edition: Recognizing Harassment	Business Management & Organization	2.00	Dec-07
en_US_47308_ng	Sexual Harassment - California Edition: Preventing Harassment	Business Management & Organization	2.00	Dec-07
KNOW0101	The Art of Knowledge Management	Business Management & Organization	2.00	Oct-04
KNOW0102	Knowledge as Capital	Business Management & Organization	1.50	Oct-04
KNOW0103	Putting Knowledge to Work	Business Management & Organization	2.00	Oct-04
KNOW0104	Managing Knowledge Workers	Business Management & Organization	1.00	Oct-04
KNOW0105	Being a Knowledge Activist	Business Management & Organization	2.00	Oct-04
KNOW0111	Knowledge as Strategy: Performance Improvement	Business Management & Organization	2.50	Oct-04
KNOW0112	The Power of the Learning Organization	Business Management & Organization	1.50	Oct-04
KNOW0113	The Potential of Self-directed Learning	Business Management & Organization	1.50	Oct-04
KNOW0114	Implementing and Evaluating Self-directed Learning	Business Management & Organization	2.50	Oct-04
KNOW0115	Performance Support	Business Management & Organization	2.50	Oct-04
KNOW0116	Benchmarking for Best Practices	Business Management & Organization	2.50	Oct-04
KNOW0301	Training for Business Results	Business Management & Organization	2.00	Jan-05
LEAD0151	Foundations for Business Execution	Business Management & Organization	3.50	Mar-04
LEAD0152	Creating a Business Execution Culture	Business Management & Organization	3.50	Mar-04
mgmt_03_a02_bs_enu	Becoming a Manager: Responsibilities and Fears	Business Management & Organization	5.50	Jan-08
mgmt_09_a02_bs_enu	Successfully Coaching Relationships	Business Management & Organization	2.50	Feb-08
oper_04_a04_bs_enu	Managerial Skills and Abilities	Business Management & Organization	3.50	Nov-08
oper_04_a05_bs_enu	Communication Skills and Project Management	Business Management & Organization	1.50	Nov-08
oper_05_a01_bs_enu	Six Sigma and Lean in the Organization	Business Management & Organization	2.50	Nov-08
oper_05_a02_bs_enu	Design for Six Sigma in the Organization	Business Management & Organization	2.00	Nov-08
oper_07_a03_bs_enu	Data Classification and Collection in Six Sigma	Business Management & Organization	2.00	Nov-08
oper_07_a04_bs_enu	Summarizing and Presenting Data in Six Sigma	Business Management & Organization	2.00	Nov-08
oper_07_a05_bs_enu	Probability Distributions and Measurement Systems Analysis in Six Sigma	Business Management & Organization	2.50	Nov-08
oper_07_a06_bs_enu	Measuring Process Capability and Performance in Six Sigma	Business Management & Organization	1.50	Nov-08
oper_08_a01_bs_enu	Exploratory Data Analysis in Six Sigma	Business Management & Organization	1.00	Nov-08
oper_08_a02_bs_enu	Introduction to Hypothesis Testing and Testing for Means in Six Sigma	Business Management & Organization	1.50	Nov-08
oper_08_a03_bs_enu	Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma	Business Management & Organization	2.50	Nov-08
oper_09_a01_bs_enu	Design of Experiments and Validation of Solutions in Six Sigma	Business Management & Organization	1.50	Nov-08
oper_09_a02_bs_enu	Statistical Process Control and Control Plans in Six Sigma	Business Management & Organization	2.00	Nov-08
oper_09_a03_bs_enu	Using Basic Control Charts in Six Sigma	Business Management & Organization	3.00	Nov-08
proj_03_a01_bs_enu	Introduction to Portfolio Management	Business Management & Organization	1.50	Nov-07
proj_03_a02_bs_enu	Portfolio Management Processes and the Organization	Business Management & Organization	2.00	Nov-07
proj_03_a03_bs_enu	Portfolio Management Process Groups	Business Management & Organization	2.50	Nov-07
PROJ0001	Project Initiation (PMBOK 2000-aligned)	Business Management & Organization	3.00	Sep-04

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PROJ0002	Project Planning (PMBOK 2000-aligned)	Business Management & Organization	3.00	Sep-04
PROJ0003	Project Execution (PMBOK 2000-aligned)	Business Management & Organization	4.50	Apr-04
PROJ0004	Project Controlling (PMBOK 2000-aligned)	Business Management & Organization	3.00	Sep-04
PROJ0005	Project Closing (PMBOK 2000-aligned)	Business Management & Organization	1.50	Sep-04
PROJ0042	Stakeholder Interests and Cultural Diversity	Business Management & Organization	2.50	Jan-04
PROJ0351	Introduction to IT Project Management	Business Management & Organization	2.50	Sep-04
PROJ0352	Functions of IT Project Management	Business Management & Organization	1.50	Sep-04
PROJ0353	The Life Cycle of an IT Project	Business Management & Organization	2.00	Sep-04
PROJ0354	Managing the Execution and Control of IT Projects	Business Management & Organization	1.50	Sep-04
PROJ0355	Managing Efficiencies of IT Projects	Business Management & Organization	1.00	Sep-04
PROJ0361	Strategic Planning and Positioning for IT Projects	Business Management & Organization	1.50	Sep-04
PROJ0362	Strategic Approaches to Managing IT Projects	Business Management & Organization	2.00	Oct-04
PROJ0363	Estimating the IT Project Work Effort	Business Management & Organization	2.50	Nov-04
PROJ0364	IT Project Leadership, Authority & Accountability	Business Management & Organization	2.00	Nov-04
PROJ0365	Managing Multiple IT Projects	Business Management & Organization	3.50	Nov-04
PROJ0366	Cost Management and IT Project Trade-offs	Business Management & Organization	3.00	Nov-04
PROJ0421	Project Plan Development (PMBOK 2000)	Business Management & Organization	1.00	Jan-05
PROJ0422	Project Plan Execution (PMBOK 2000)	Business Management & Organization	1.00	Jan-05
PROJ0423	Project Integrated Change Control	Business Management & Organization	1.50	Jan-05
PROJ0431	Project Initiation and Planning (PMBOK 2000)	Business Management & Organization	1.00	Jan-05
PROJ0432	Project Scope Definition (PMBOK 2000)	Business Management & Organization	1.00	Jan-05
PROJ0433	Project Scope Verification and Change Control	Business Management & Organization	3.00	Jul-04
PROJ0441	Project Activity Planning (PMBOK 2000)	Business Management & Organization	2.50	Jul-04
PROJ0442	Project Activity Duration Estimating (PMBOK 2000)	Business Management & Organization	1.50	Jul-04
PROJ0443	Project Schedule Development (PMBOK 2000)	Business Management & Organization	2.50	Jul-04
PROJ0444	Project Schedule Control (PMBOK 2000)	Business Management & Organization	3.00	Jul-04
PROJ0451	Project Resource Planning (PMBOK 2000)	Business Management & Organization	2.00	Jul-04
PROJ0452	Project Cost Estimating and Budgeting (PMBOK 2000)	Business Management & Organization	3.00	Jul-04
PROJ0453	Project Cost Control (PMBOK 2000)	Business Management & Organization	2.00	Jul-04
PROJ0461	Project Quality Planning (PMBOK 2000-aligned)	Business Management & Organization	1.50	Jul-04
PROJ0462	Project Quality Assurance	Business Management & Organization	2.00	Jul-04
PROJ0463	Project Quality Control (PMBOK 2000)	Business Management & Organization	3.50	Sep-04
PROJ0471	Project Organizational Planning (PMBOK 2000)	Business Management & Organization	2.50	Sep-04
PROJ0472	Project Staff Acquisition (PMBOK 2000)	Business Management & Organization	2.00	Sep-04
PROJ0473	Project Team Development (PMBOK 2000)	Business Management & Organization	2.50	Sep-04
PROJ0481	Project Communications Planning (PMBOK 2000-aligned)	Business Management & Organization	3.00	Sep-04
PROJ0482	Project Performance Reporting (PMBOK 2000)	Business Management & Organization	3.00	Sep-04
PROJ0483	Project Information Distribution and Closure (PMBOK 2000)	Business Management & Organization	2.00	Sep-04
PROJ0491	Project Risk Planning and Identification	Business Management & Organization	3.50	Sep-04
PROJ0492	Project Qualitative Risk Analysis (PMBOK 2000 aligned)	Business Management & Organization	3.50	Sep-04
PROJ0493	Project Quantitative Risk Analysis (PMBOK 2000)	Business Management & Organization	4.50	Sep-04
PROJ0494	Project Risk Response Planning (PMBOK 2000)	Business Management & Organization	2.50	Nov-04
PROJ0495	Project Risk Monitoring and Control (PMBOK 2000)	Business Management & Organization	2.00	Nov-04
PROJ0501	Project Procurement Planning (PMBOK 2000)	Business Management & Organization	1.50	Nov-04
PROJ0502	Project Solicitation (PMBOK 2000)	Business Management & Organization	1.50	Nov-04
PROJ0503	Project Source Selection (PMBOK 2000)	Business Management & Organization	1.00	Nov-04
PROJ0504	Project Contract Management (PMBOK 2000)	Business Management & Organization	2.50	Nov-04
PROJ0511	An Introduction to Project Management	Business Management & Organization	2.50	Oct-05

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PROJ0512	Project Lifecycles and Stakeholders	Business Management & Organization	2.00	Oct-05
PROJ0513	Introduction to Project Process Groups and Initiating a Project	Business Management & Organization	1.00	Oct-05
PROJ0514	Project Planning	Business Management & Organization	2.50	Oct-05
PROJ0515	Executing, Monitoring & Controlling, and Closing a Project	Business Management & Organization	1.00	Oct-05
PROJ0521	Initiating a Project and Preparing the Project Plan	Business Management & Organization	2.00	Oct-05
PROJ0522	Project Integration: Executing and Completing a Project	Business Management & Organization	1.50	Oct-05
PROJ0531	Planning Project Scope	Business Management & Organization	1.00	Oct-05
PROJ0532	Controlling Project Scope	Business Management & Organization	1.50	Oct-05
PROJ0541	Elements of Project Time Management	Business Management & Organization	1.50	Oct-05
PROJ0542	Project Scheduling	Business Management & Organization	2.00	Oct-05
PROJ0551	Estimating Activity Costs	Business Management & Organization	1.00	Oct-05
PROJ0552	Budgeting and Controlling Costs	Business Management & Organization	1.00	Oct-05
PROJ0561	Planning for Quality	Business Management & Organization	1.50	Oct-05
PROJ0562	Performing Quality Assurance and Control	Business Management & Organization	2.00	Oct-05
PROJ0571	Elements of Project Human Resource Management	Business Management & Organization	1.00	Oct-05
PROJ0572	Implementing Project Human Resource Management	Business Management & Organization	1.00	Oct-05
PROJ0581	Communications Planning and Information Distribution	Business Management & Organization	1.50	Oct-05
PROJ0582	Performance Reporting and Stakeholder Management	Business Management & Organization	1.50	Oct-05
PROJ0591	Planning and Identifying Project Risk	Business Management & Organization	1.50	Oct-05
PROJ0592	Analyzing Project Risk	Business Management & Organization	1.50	Oct-05
PROJ0593	Responding to and Controlling Project Risk	Business Management & Organization	2.00	Oct-05
PROJ0601	Planning Project Procurement and Requesting Seller Responses	Business Management & Organization	2.50	Oct-05
PROJ0602	Choosing Sellers and Administering and Closing Contracts	Business Management & Organization	2.00	Oct-05
STGY0212	Developing Target Market Strategy	Business Management & Organization	1.50	Jan-05
STGY0213	Understanding Positioning	Business Management & Organization	1.50	Jan-05
STGY0215	Pricing for Profitability	Business Management & Organization	2.50	Oct-04
STGY0216	Presenting Your Case	Business Management & Organization	2.50	Oct-04
STGY0301	Strategic Management - Planning	Business Management & Organization	2.50	Oct-04
STGY0302	Strategic Management - Analysis and Choice	Business Management & Organization	1.50	Oct-04
STGY0303	Strategic Management - Corporate Implementation	Business Management & Organization	1.50	Oct-04
STGY0311	Technology Forecasting	Business Management & Organization	1.50	Oct-04
STGY0321	Business Management and Strategy	Business Management & Organization	1.00	Oct-04
STGY0322	Technology Management and Strategy	Business Management & Organization	1.50	Oct-04
STGY0331	Value Chain: Structure and Analysis	Business Management & Organization	1.00	Oct-04
STGY0332	Cost Advantage via Value Chain Analysis	Business Management & Organization	1.50	Oct-04
STGY0333	Differentiation Advantage via Value Chain Analysis	Business Management & Organization	2.00	Oct-04
STGY0334	Focus Advantage via Value Chain Analysis	Business Management & Organization	1.50	Oct-04
STGY0341	Competitive Intelligence: Planning and Direction	Business Management & Organization	1.00	Oct-04
STGY0342	Competitive Intelligence: Information Gathering	Business Management & Organization	1.00	Oct-04
STGY0343	Competitive Intelligence: Analysis & Dissemination	Business Management & Organization	1.50	Oct-04
STGY0351	Globalization and Our Changing World	Business Management & Organization	1.00	Jan-05
STGY0353	The Process of Globalizing a Product or Service	Business Management & Organization	2.00	Jan-05
STGY0354	Managing from a Global Viewpoint	Business Management & Organization	2.00	Jan-05
STGY0401	What is Systems Thinking?	Business Management & Organization	3.00	Jan-05
STGY0402	Building a Healthy System	Business Management & Organization	2.00	Jan-05
STGY0403	Systems-thinking Models and Thinking Skills	Business Management & Organization	2.00	Jan-05
STGY0404	System Archetypes	Business Management & Organization	2.00	Jan-05
STGY0405	Redesigning Your Organization: Part 1	Business Management & Organization	2.50	Jan-05

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STGY0406	Redesigning Your Organization: Part II	Business Management & Organization	1.50	Oct-04
STGY0407	Taking Systems Thinking into Your Personal Life	Business Management & Organization	1.50	Oct-04
comm_01_a01_bs_enus	Preparing a Business Case	Communications	3.50	Dec-06
comm_01_a02_bs_enus	Writing a Business Case	Communications	3.00	Nov-07
comm_01_a02_bs_fr	Rédaction d'une analyse de rentabilité	Communications	3.00	Nov-07
comm_01_a03_bs_enus	Presenting Your Case	Communications	2.50	Dec-06
comm_02_a01_bs_enus	Interpersonal Communications: The Process	Communications	2.00	Jan-08
comm_02_a02_bs_enus	The Mechanics of Communicating Effectively	Communications	2.00	Jan-08
comm_02_a03_bs_enus	Workplace Communication Skills	Communications	3.50	Jan-08
comm_02_a04_bs_enus	Communicating for Results	Communications	4.00	Jan-08
comm_02_a05_bs_enus	Leadership Communication Skills	Communications	4.50	Jan-08
comm_02_a06_bs_enus	Resolving Conflict with Communication Skills	Communications	4.50	Jan-08
comm_02_a07_bs_enus	Communicating for Contacts	Communications	3.00	Jan-08
comm_03_a01_bs_enus	Listening Basics	Communications	1.00	Jan-08
comm_03_a02_bs_enus	Listening to Comprehend	Communications	1.50	Jan-08
comm_03_a03_bs_enus	Higher Purpose Listening	Communications	1.00	Jan-08
comm_03_a04_bs_enus	Enhancing Listening Skills	Communications	2.00	Jan-08
comm_04_a01_bs_enus	Difficult People in the Workplace Environment	Communications	1.00	Feb-08
comm_04_a02_bs_enus	How to Work with Aggressive People	Communications	1.00	Feb-08
comm_04_a03_bs_enus	How to Work with Negative People and Procrastinators	Communications	1.00	Feb-08
comm_04_a04_bs_enus	How to Work with Arrogant and Duplicitous People	Communications	1.00	Feb-08
comm_05_a01_bs_enus	Presenting Successfully	Communications	2.50	Mar-08
comm_05_a02_bs_enus	Delivering the Message	Communications	3.50	Mar-08
comm_05_a03_bs_enus	Available Presentation Resources	Communications	3.50	Mar-08
comm_06_a01_bs_enus	Planning an Effective Business Meeting	Communications	1.00	Feb-08
comm_06_a02_bs_enus	Leading an Effective Business Meeting	Communications	2.50	Feb-08
comm_06_a03_bs_enus	Participating Effectively in a Business Meeting	Communications	1.00	Feb-08
comm_07_a01_bs_enus	Perspectives on Conflict in the Workplace	Communications	3.50	Feb-08
comm_07_a02_bs_enus	Handling Conflict	Communications	3.50	Feb-08
comm_07_a03_bs_enus	Managing Organization Conflict	Communications	4.50	Feb-08
comm_08_a01_bs_enus	Crafting Deals	Communications	2.50	Feb-08
comm_08_a02_bs_enus	Connecting and Communicating	Communications	2.50	Feb-08
comm_08_a03_bs_enus	The Process of Negotiation	Communications	2.50	Feb-08
comm_08_a04_bs_enus	The Dynamics of Interacting	Communications	2.50	Feb-08
comm_08_a05_bs_enus	Negotiating Inclusively	Communications	2.00	Feb-08
comm_08_a06_bs_enus	What to Do When the Going Gets Tough	Communications	1.50	Feb-08
comm_08_a07_bs_enus	Mastering Negotiation	Communications	1.50	Feb-08
comm_09_a01_bs_enus	Defining Emotional Intelligence	Communications	2.50	Apr-08
comm_09_a02_bs_enus	Emotional Intelligence in the Workplace	Communications	1.50	Apr-08
comm_09_a03_bs_enus	Emotional Intelligence and Teamwork	Communications	1.50	Apr-08
comm_09_a04_bs_enus	Increasing Emotional Intelligence	Communications	2.00	Apr-08
comm_09_a05_bs_enus	Emotionally Intelligent Leadership	Communications	1.50	Apr-08
comm_10_a01_bs_enus	Asserting Yourself Professionally	Communications	2.50	Apr-08
comm_10_a02_bs_enus	Assertiveness from Inside to Outside	Communications	1.50	Apr-08
comm_11_a01_bs_enus	Standard Business Etiquette	Communications	1.00	Apr-08
comm_11_a02_bs_enus	Communication Business Etiquette	Communications	1.00	Apr-08
comm_11_a03_bs_enus	Etiquette at the Business Meeting	Communications	1.50	Apr-08

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comm_11_a04_bs_enu	Business Etiquette for Supervisors	Communications	3.00	Apr-08
comm_12_a01_bs_enu	Effective Interfunctional Relationships	Communications	2.00	Apr-08
comm_12_a02_bs_enu	Effective Intercultural Relationships	Communications	2.00	Apr-08
comm_12_a03_bs_enu	Effective Intergender Relationships	Communications	2.50	Apr-08
comm_12_a04_bs_enu	Effective Relationships with Customers	Communications	2.00	Apr-08
comm_12_a05_bs_enu	Effective Relationships with Business Partners	Communications	2.00	Apr-08
comm_13_a01_bs_enu	Getting Results by Building Relationships	Communications	1.50	May-08
comm_13_a02_bs_enu	Results and Teamwork without Authority	Communications	2.50	May-08
comm_13_a03_bs_enu	Leading without Authority	Communications	3.00	May-08
comm_13_a04_bs_enu	Creating Change, Gaining Allies	Communications	2.00	May-08
comm_13_a05_bs_enu	Communicating to Get Results	Communications	2.00	May-08
comm_13_a06_bs_enu	Obtaining Results from the Boss	Communications	2.00	May-08
COMM0011	Writing with Intention	Communications	1.50	Sep-04
COMM0012	Avoiding Errors in Usage and Punctuation	Communications	1.50	Sep-04
COMM0013	Avoiding Grammatical Errors in Business Writing	Communications	2.00	Jun-04
COMM0014	Crisp Composition	Communications	3.50	Mar-04
COMM0015	Writing to Reach the Audience	Communications	3.50	Jan-04
COMM0016	Getting the Most from Business Documents	Communications	3.00	Mar-04
COMM0017	The Writing Process	Communications	3.50	Apr-04
COMM0201	Foundations of Grammar	Communications	2.50	Mar-04
COMM0202	Sentence Construction	Communications	2.00	Mar-04
COMM0203	Understanding Writing Mechanics	Communications	1.50	Apr-04
COMM0204	Punctuating with Skill	Communications	4.00	May-04
COMM0231	Essentials of Electronic Communication	Communications	1.50	Nov-04
COMM0232	Optimizing Email at Work	Communications	2.00	Nov-04
COMM0233	E-mail and Organizational Communication	Communications	3.00	Nov-04
COMM0234	E-mail as a Marketing Tool	Communications	2.50	Nov-04
COMM0331	Planning Effective Business Meetings	Communications	1.00	Oct-04
COMM0332	Leading Effective Business Meetings	Communications	2.50	Nov-04
COMM0333	Participating Effectively in Business Meetings	Communications	1.00	Oct-04
COMM0411	Effective Telephone Techniques	Communications	2.50	Aug-04
COMM0501	Crafting a Deal	Communications	2.50	Aug-04
COMM0502	Connect and Communicate	Communications	2.50	Aug-04
COMM0503	The Negotiation Process	Communications	2.50	Sep-04
COMM0504	The Dynamics of Interaction	Communications	2.50	Sep-04
COMM0505	Inclusive Negotiating	Communications	2.00	Sep-04
COMM0506	When the Going Gets Tough	Communications	1.50	Dec-04
COMM0507	The Master Negotiator	Communications	1.50	Dec-04
COMM0521	An Essential Guide to Giving Feedback	Communications	1.50	Mar-04
COMM0522	Coping with Criticism and Feedback	Communications	2.50	Nov-04
COMM0523	Giving Feedback to Colleagues	Communications	2.00	Oct-04
COMM0524	Team Feedback: A guide	Communications	2.50	Aug-04
COMM0525	Giving Feedback: A Manager's Guide	Communications	2.50	Aug-04
COMM0701	Experiencing Anger	Communications	2.50	Aug-04
COMM0702	Managing Your Anger	Communications	2.00	Feb-04
cust_03_a02_bs_enu	Managing the Quality of the Customer Support Service Center	Communications	3.50	Dec-06
en_US_41094_ng	Business Case: Overview	Communications	2.00	Dec-07
en_US_41095_ng	Business Case: Preparing	Communications	2.50	Nov-07

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en_US_41096_ng	Business Case: Designing and Presenting	Communications	2.50	Dec-07
en_US_42101_ng	Virtual Teams: The Fundamentals	Communications	2.00	Dec-07
en_US_42102_ng	Virtual Teams: Communicating Effectively	Communications	2.50	Dec-07
en_US_42103_ng	Virtual Teams: Participating in Virtual Meetings	Communications	2.50	Dec-07
en_US_42104_ng	Team Participation: Teamwork Fundamentals	Communications	2.00	Dec-07
en_US_42105_ng	Team Participation: Team Communication	Communications	2.00	Dec-07
en_US_42106_ng	Team Participation: Resolving Conflict in Teams	Communications	2.00	Dec-07
en_US_42107_ng	Team Participation: Decision Making in Teams	Communications	2.00	Dec-07
en_US_42214_ng	Team Conflict: Resolving Team Conflict	Communications	2.00	Dec-07
en_US_42215_ng	Team Conflict: Working in Diversified Teams	Communications	2.00	Dec-07
en_US_42216_ng	Team Conflict: Overcoming Conflict with Communication	Communications	2.00	Dec-07
en_US_45101_ng	Advanced Interpersonal Communication: Building Relationships	Communications	2.50	Dec-07
en_US_45102_ng	Advanced Interpersonal Communication: Communication with Co-Workers	Communications	2.00	Dec-07
en_US_45103_ng	Advanced Interpersonal Communication: Communicating to Build a Positive Culture	Communications	2.00	Dec-07
en_US_45104_ng	Grammar Skills - An Introduction to Basic Grammar	Communications	2.50	Dec-07
en_US_45105_ng	Grammar Skills - Writing Effectively	Communications	2.00	Dec-07
en_US_45106_ng	Grammar Skills - Punctuation, Mechanics, and Spelling	Communications	2.00	Dec-07
en_US_45107_ng	Business Writing - The Fundamentals	Communications	2.00	Dec-07
en_US_45108_ng	Business Writing - Writing Effective Proposals	Communications	1.00	Dec-07
en_US_45115_ng	Effective Presentations: Planning a Presentation	Communications	2.50	Dec-07
en_US_45116_ng	Effective Presentations: The Presentation Process	Communications	2.50	Dec-07
en_US_45117_ng	Effective Presentations: Essentials of Persuasion	Communications	3.00	Dec-07
en_US_45201_ng	Communicating with Difficult People: Working with Difficult Employees	Communications	2.00	Dec-07
en_US_45202_ng	Communicating with Difficult People: Handling Difficult Co-Workers	Communications	2.00	Dec-07
en_US_45203_ng	Communicating with Difficult People: Communicating with Your Manager	Communications	2.00	Dec-07
en_US_45221_ng	Cross-Cultural Business Communication: Understanding Cultural Differences	Communications	1.50	Dec-07
en_US_45222_ng	Cross-Cultural Business Communication: Developing Cross-Cultural Communication Skills	Communications	2.00	Dec-07
en_US_45223_ng	Cross-Cultural Business Communication: Addressing Cross-Cultural Business Situations	Communications	1.50	Dec-07
en_US_45231_ng	E-mail Etiquette: E-mail in the Workplace	Communications	2.00	Dec-07
en_US_45232_ng	E-mail Etiquette: Using E-mail to Communicate Successfully	Communications	1.50	Dec-07
en_US_45233_ng	E-mail Etiquette: Writing Effective E-mail Messages	Communications	2.50	Dec-07
en_US_45241_ng	Organizational Communication: The Fundamentals	Communications	2.50	Nov-07
en_US_45242_ng	Organizational Communication: Communicating in the Workplace	Communications	2.50	Nov-07
en_US_45243_ng	Organizational Communication: Managing Communication	Communications	3.00	Nov-07
en_US_45271_ng	Advanced Business Communication: Guidelines for Effective Communication	Communications	3.00	Nov-07
en_US_45272_ng	Advanced Business Communication: Business Writing for Results	Communications	3.00	Nov-07
en_US_45273_ng	Advanced Business Communication: Effective Business Communication	Communications	3.00	Nov-07
en_US_47201_ng	360-Degree Feedback: Experiencing 360-Degree Feedback	Communications	1.50	Dec-07
en_US_47202_ng	360-Degree Feedback: Implementing a 360-Degree Program	Communications	2.00	Dec-07
en_US_47203_ng	360-Degree Feedback: Maximizing the Benefits of 360-Degree Feedback	Communications	2.00	Dec-07
oper_04_a02_bs_enus	Team Dynamics	Communications	2.00	Nov-07
pd_03_a01_bs_enus	Views on Organizational Change	Communications	2.50	Apr-08
pd_03_a02_bs_enus	Preparing for Change	Communications	2.50	Apr-08
pd_03_a03_bs_enus	Communication during Organizational Change	Communications	2.50	Nov-08
234748_ENG	Reporting Basics with Crystal Reports XI	Computer Science	2.50	Nov-07
234758_ENG	Managing Data and Distributing Reports with Crystal Reports XI	Computer Science	3.00	Nov-07
239866_ENG	New Features for End Users in Microsoft Office 2007	Computer Science	1.50	Nov-07

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239874_ENG	Microsoft Office Excel, PowerPoint, and Outlook 2007	Computer Science	1.50	Nov-07
239976_ENG	Microsoft Access 2007 and Microsoft Publisher 2007	Computer Science	1.00	Nov-07
240019_ENG	Sharing and Collaboration in Microsoft Office Enterprise 2007	Computer Science	2.50	Nov-07
242954_ENG	Windows Vista User Experience	Computer Science	3.00	Nov-07
242964_ENG	Windows Vista Security and Performance Improvements	Computer Science	2.00	Nov-07
en_US_14201_ng	SAP Business Information Warehouse (BW) - Configuration Overview	Computer Science	5.00	Nov-07
en_US_14202_ng	SAP Business Information Warehouse (BW) - Configuration Advanced	Computer Science	7.00	Nov-07
en_US_14203_ng	SAP Strategic Enterprise Management (SEM)	Computer Science	5.00	Nov-07
en_US_14210_ng	ABAP 6.10 Overview	Computer Science	5.50	Nov-07
en_US_14211_ng	ABAP Reporting 6.10	Computer Science	6.50	Nov-07
en_US_14212_ng	ABAP Objects 6.10 Overview	Computer Science	4.50	Nov-07
en_US_14318_ng	Introduction to PCs and Software	Computer Science	5.00	Dec-07
en_US_14342_ng	SAP R/3 FI AR / AP: Organization, Master Records and Posting	Computer Science	7.00	Nov-07
en_US_14343_ng	SAP R/3 4.6 FI AR / AP: Account/Document Posting and Periodic Processing	Computer Science	5.00	Nov-07
en_US_14345_ng	SAP R/3 4.6 FI: General Ledger Organization and G/L Account	Computer Science	6.00	Nov-07
en_US_14346_ng	SAP R/3 4.6 FI: General Ledger Posting and Periodical Processing	Computer Science	6.00	Nov-07
en_US_15863_ng	Adobe Acrobat 7.0 Pro: Getting Started	Computer Science	1.00	Nov-07
en_US_15864_ng	Adobe Acrobat 7.0 Pro: Modifying PDF Documents	Computer Science	1.00	Nov-07
en_US_15865_ng	Adobe Acrobat 7.0 Pro: Document Review and Validation	Computer Science	1.00	Nov-07
en_US_15866_ng	Adobe Acrobat 7.0 Pro: Beyond the Basics	Computer Science	1.00	Nov-07
en_US_16462_ng	Introduction to e-Commerce	Computer Science	7.00	Nov-07
en_US_16463_ng	Evaluating e-Commerce Options	Computer Science	8.00	Nov-07
en_US_16464_ng	e-Commerce Security	Computer Science	8.50	Nov-07
en_US_16465_ng	e-Commerce Implementation Issues	Computer Science	7.00	Nov-07
en_US_16466_ng	Building an e-Commerce Business Case	Computer Science	7.50	Nov-07
en_US_16467_ng	e-Business Part 1: Facing the e-Business Challenge	Computer Science	8.00	Nov-07
en_US_16468_ng	e-Business Part 2: Building the Infrastructure	Computer Science	8.50	Nov-07
en_US_16469_ng	e-Business Part 3: Choosing Tools and Technologies	Computer Science	8.00	Nov-07
en_US_16470_ng	e-Business Part 4: Securing Your Infrastructure	Computer Science	8.50	Nov-07
en_US_16471_ng	e-Business Part 5: Understanding the Applications	Computer Science	8.00	Nov-07
en_US_16473_ng	e-Business Part 7: Satisfying the Customer	Computer Science	7.50	Nov-07
en_US_16474_ng	e-Business Part 8: Supply Chain Management and e-Procurement	Computer Science	6.00	Nov-07
en_US_16489_ng	Workplace Security Principles and Policies	Computer Science	5.00	Dec-07
en_US_16490_ng	Network Security Fundamental Structures	Computer Science	4.50	Dec-07
en_US_16491_ng	Information Access Best Practices	Computer Science	4.00	Dec-07
en_US_66113_ng	Oracle Applications 11i General Ledger Fundamentals Part 1	Computer Science	3.00	Dec-07
en_US_66114_ng	Oracle Applications 11i General Ledger Fundamentals Part 2	Computer Science	3.00	Dec-07
en_US_66115_ng	Oracle Applications 11i General Ledger Fundamentals Part 3	Computer Science	3.00	Dec-07
en_US_66315_ng	Oracle 11i Procure-to-Pay Fundamentals Part 1	Computer Science	8.00	Nov-07
en_US_66316_ng	Oracle 11i Procure-to-Pay Fundamentals Part 2	Computer Science	7.00	Dec-07
en_US_66317_ng	Oracle 11i Procure-to-Pay Fundamentals Part 3	Computer Science	6.00	Dec-07
en_US_66318_ng	Oracle 11i Procure-to-Pay Fundamentals Part 4	Computer Science	6.00	Dec-07
en_US_66319_ng	Oracle 11i Procure-to-Pay Fundamentals Part 5	Computer Science	6.00	Dec-07
en_US_68061_ng	Oracle 11i10 Order to Cash: Lifecycle and Key Components	Computer Science	3.50	Nov-07
en_US_68062_ng	Oracle 11i10 Order to Cash: Customer and Credit Management Setup	Computer Science	4.00	Nov-07
en_US_68063_ng	Oracle 11i10 Order to Cash: Order Entry Overview	Computer Science	4.00	Nov-07
en_US_68064_ng	Oracle 11i10 Order to Cash: Order Creation and Setup	Computer Science	4.50	Nov-07
en_US_68065_ng	Oracle 11i10 Order to Cash: Manage Order Updates and Order Inquiry	Computer Science	4.00	Nov-07

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en_US_68066_ng	Oracle 11i10 Order to Cash: Basic Pricing	Computer Science	4.50	Nov-07
en_US_68067_ng	Oracle 11i10 Order to Cash: Shipping Overview and Setups	Computer Science	3.50	Nov-07
en_US_68068_ng	Oracle 11i10 Order to Cash: Shipping Execution	Computer Science	5.00	Nov-07
en_US_68069_ng	Oracle 11i10 Order to Cash: Invoicing Overview	Computer Science	4.50	Nov-07
en_US_68070_ng	Oracle 11i10 Order to Cash: Processing Invoices	Computer Science	4.50	Nov-07
en_US_68071_ng	Oracle 11i10 Order to Cash: Setting Up and Processing Receipts	Computer Science	4.50	Nov-07
en_US_68072_ng	Oracle 11i10 Order to Cash: Tax Accounting and Period Closing	Computer Science	3.00	Nov-07
en_US_72006_ng	Microsoft Windows 2000 Professional User Fundamentals	Computer Science	6.00	Dec-07
en_US_72007_ng	Microsoft Windows 2000 Professional Advanced User	Computer Science	6.50	Dec-07
en_US_74001_ng	Microsoft Windows XP Professional User Fundamentals	Computer Science	5.50	Dec-07
en_US_74002_ng	Microsoft Windows XP Professional Advanced User	Computer Science	6.50	Dec-07
en_US_75001_ng	Microsoft Office 2003 - Introduction to Office 2003	Computer Science	2.00	Dec-07
en_US_75010_ng	Microsoft Office 2003 - New Features for Office Users	Computer Science	4.50	Dec-07
en_US_75022_ng	Microsoft Word 2003 Fundamentals	Computer Science	3.00	Dec-07
en_US_75023_ng	Microsoft Word 2003 Proficient User	Computer Science	3.00	Dec-07
en_US_75024_ng	Microsoft Word 2003 Expert Part 1	Computer Science	2.50	Dec-07
en_US_75026_ng	Microsoft Word 2003 Expert Part 2	Computer Science	4.00	Dec-07
en_US_75032_ng	Microsoft Excel 2003 Fundamentals	Computer Science	3.50	Dec-07
en_US_75033_ng	Microsoft Excel 2003 Proficient User	Computer Science	2.00	Dec-07
en_US_75034_ng	Microsoft Excel 2003 Expert Part 1	Computer Science	2.50	Dec-07
en_US_75041_ng	Microsoft PowerPoint 2003 Fundamentals	Computer Science	2.50	Dec-07
en_US_75042_ng	Microsoft PowerPoint 2003 Proficient User	Computer Science	3.50	Dec-07
en_US_75050_ng	Microsoft Access 2003 Fundamentals	Computer Science	3.50	Dec-07
en_US_75051_ng	Microsoft Access 2003 Proficient User	Computer Science	3.50	Dec-07
en_US_75070_ng	Microsoft Outlook 2003 Fundamentals	Computer Science	2.50	Dec-07
en_US_75071_ng	Microsoft Outlook 2003 Proficient User	Computer Science	1.00	Dec-07
en_US_75081_ng	Microsoft Project 2003 Fundamentals	Computer Science	3.50	Dec-07
en_US_75082_ng	Microsoft Project 2003 Proficient User	Computer Science	3.00	Dec-07
en_US_75091_ng	Microsoft FrontPage 2003 Proficient User	Computer Science	2.50	Dec-07
en_US_75092_ng	Microsoft FrontPage 2003 Expert User	Computer Science	3.00	Dec-07
indo_02_a11_bs_enus	Industry Overview: Information Technology	Computer Science	3.50	Nov-08
mo_bgol_a01_dt_enus	Getting Started with Outlook 2007	Computer Science	1.50	Nov-07
mo_bgol_a02_dt_enus	Formatting and Managing E-mail in Outlook 2007	Computer Science	3.00	Nov-07
en_US_48611_ng	Business Finance: Risk Analysis	Finance	1.50	Dec-07
en_US_48612_ng	Business Finance: Time Value of Money	Finance	1.50	Dec-07
en_US_48613_ng	Business Finance: Valuation of Stocks and Bonds	Finance	2.00	Dec-07
en_US_48641_ng	Budgeting: Creating and Analyzing a Budget	Finance	1.50	Dec-07
en_US_48642_ng	Budgeting: Operating and Manufacturing Budgets	Finance	1.50	Dec-07
en_US_48643_ng	Budgeting: Capital Budgeting	Finance	1.50	Dec-07
fin_01_a01_bs_enus	The Principles of Financial Management	Finance	3.00	May-08
fin_01_a02_bs_enus	The Basics of Budgeting	Finance	3.00	May-08
fin_01_a03_bs_enus	Management of Cash Flows	Finance	3.00	May-08
fin_01_a04_bs_enus	Financial Statements	Finance	3.00	May-08
FIN0141	Introduction to Finance	Finance	2.50	Feb-04
FIN0142	Making Budgets Work	Finance	1.00	May-04
FIN0143	Cash Management	Finance	1.50	Apr-04
FIN0144	Financial Statements and Analysis	Finance	2.00	Feb-04

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FIN0145	Sources of Funding	Finance	2.00	Mar-04
FIN0146	Manager's Performance Guide - Business Finance	Finance	1.00	May-04
FIN0211	Introduction to Advanced Finance	Finance	2.50	Apr-04
FIN0212	Investment Project Analysis and Selection	Finance	2.00	Oct-04
FIN0213	Raising Capital and Financing Decisions	Finance	3.00	Oct-04
FIN0214	Managing Working Capital	Finance	3.50	Oct-04
FIN0215	Corporate Restructuring	Finance	3.00	Apr-04
FIN0216	Financial Risk Management	Finance	1.50	Oct-04
FIN0217	International Finance	Finance	2.50	Oct-04
FIN0222	Accounting for Corporations	Finance	3.00	Aug-04
FIN0223	Analyzing Cash Flow Statements	Finance	2.50	Oct-04
FIN0224	Master Budgets	Finance	3.50	Nov-04
FIN0251	Principles of Financial Statements	Finance	3.00	Mar-04
FIN0252	Components of Financial Statements	Finance	3.00	May-04
FIN0253	Analyzing the Income Statement and Balance Sheet	Finance	2.50	Nov-04
FIN0254	The Income Statement and Balance Sheet Connection	Finance	1.50	Nov-04
FIN0255	Analyzing Cash Flow	Finance	2.50	Apr-04
FIN0256	Ratio Analysis for Financial Statements	Finance	3.00	Apr-04
FIN0257	Credibility and Disclosure in an Annual Report	Finance	1.00	May-04
FIN0258	Analyzing an Annual Report	Finance	2.50	May-04
FIN0261	The Basics of Budgeting	Finance	2.50	Jan-05
FIN0262	Building an Operating Budget	Finance	1.50	Jan-05
FIN0263	Capital Budgeting	Finance	2.00	Jan-05
FIN0264	Managing Budgets Effectively	Finance	1.50	Jan-05
FS0101	Financial Planning	Finance	2.00	Mar-04
FS0102	Consumer Credit Products	Finance	1.00	Nov-04
FS0103	Trust Customer Referrals	Finance	1.00	Aug-04
FS0104	Financial Planning Products	Finance	2.50	Nov-04
FS0105	Insurance and Annuities Referrals	Finance	1.50	Nov-04
FS0106	Making Securities Referrals	Finance	1.50	Mar-04
FS0201	The Financial Services Industry	Finance	2.50	Oct-04
FS0401	Automated Teller Fraud	Finance	1.50	Mar-04
FS0402	Bank Security for Customer Contact Personnel	Finance	1.50	Mar-04
FS0403	Bank Security for Officers	Finance	1.50	Oct-04
FS0404	Embezzlement	Finance	1.50	Mar-04
FS0405	Forgeries and Counterfeits	Finance	1.50	Oct-04
FS0406	Identity Theft	Finance	1.00	Apr-04
FS0407	Dealing with Robberies	Finance	3.00	Mar-04
CONS0111	Essentials of External Consulting	Management Advisory Services	4.00	Mar-04
CONS0112	The Client-Consultant Relationship	Management Advisory Services	3.00	Sep-04
CONS0113	Diagnosing and Planning	Management Advisory Services	2.00	Sep-04
CONS0114	Managing Delivery	Management Advisory Services	3.00	Sep-04
CONS0115	Evaluation and Review	Management Advisory Services	3.50	Sep-04
CONS0121	Essentials of Internal Consulting	Management Advisory Services	3.50	Sep-04
CONS0122	Internal Consulting Skills	Management Advisory Services	2.50	Sep-04
CONS0123	Establishing a Relationship with Internal Clients	Management Advisory Services	3.00	Nov-04
CONS0124	A Workable Solution for Internal Clients	Management Advisory Services	2.50	Sep-04

## NASBA Compliant Course Listing

CONS0125	Evaluating Internal Assignments	Management Advisory Services	2.50	Sep-04
CONS0131	The Technical Professional as Internal Consultant	Management Advisory Services	2.00	Sep-04
CONS0132	Creating Effective Contracts	Management Advisory Services	1.50	Sep-04
en_US_41015_ng	Employee Performance: Managing Difficult People	Management Advisory Services	2.00	Dec-07
en_US_41016_ng	Employee Performance: Providing Feedback	Management Advisory Services	2.00	Dec-07
en_US_41017_ng	Employee Performance: Resolving Conflict	Management Advisory Services	2.50	Dec-07
en_US_41081_ng	Negotiating: Preparing for a Negotiation	Management Advisory Services	2.00	Dec-07
en_US_41082_ng	Negotiating: The Negotiation Process	Management Advisory Services	2.00	Dec-07
en_US_41083_ng	Negotiating: Advanced Negotiation Tactics	Management Advisory Services	2.00	Dec-07
en_US_41091_ng	Mentoring: Implementing a Formal Mentoring Program	Management Advisory Services	2.50	Dec-07
en_US_41092_ng	Mentoring: Developing Your Mentoring Skills	Management Advisory Services	2.00	Dec-07
en_US_41093_ng	Mentoring: Using a Mentor to Your Advantage	Management Advisory Services	2.50	Dec-07
en_US_41201_ng	Managing the Expert: Understanding Experts	Management Advisory Services	2.00	Nov-07
en_US_41202_ng	Managing the Expert: Developing a Successful Environment	Management Advisory Services	2.00	Nov-07
en_US_41203_ng	Managing the Expert: Managing the Unique Needs of Experts	Management Advisory Services	2.00	Nov-07
en_US_41210_ng	Managing Generations in the Workplace: Understanding the Generations	Management Advisory Services	2.00	Dec-07
en_US_41211_ng	Managing Generations in the Workplace: Generations Working Together	Management Advisory Services	2.00	Dec-07
en_US_41221_ng	Managing High Performers: Creating a Retention Strategy	Management Advisory Services	2.50	Nov-07
en_US_41222_ng	Managing High Performers: Defining and Finding High Performers	Management Advisory Services	3.00	Nov-07
en_US_41223_ng	Managing High Performers: Implementing Recognition Programs	Management Advisory Services	3.50	Nov-07
en_US_41261_ng	Organizational Crisis Management: Planning for Crises	Management Advisory Services	2.00	Dec-07
en_US_41262_ng	Organizational Crisis Management: Managing a Crises	Management Advisory Services	4.00	Dec-07
en_US_41263_ng	Organizational Crisis Management: Resolving Crises in Organizations	Management Advisory Services	3.00	Dec-07
en_US_41512_ng	Advanced Project Management: Building Productive Stakeholder Relationships	Management Advisory Services	2.50	Nov-07
en_US_41513_ng	Advanced Project Management: Project Estimating Techniques	Management Advisory Services	2.50	Nov-07
en_US_41514_ng	Advanced Project Management: Managing Accelerated Projects	Management Advisory Services	3.00	Nov-07
en_US_41515_ng	Advanced Project Management: Setting Up a Project Office	Management Advisory Services	2.50	Nov-07
en_US_41516_ng	Advanced Project Management: Portfolio Management	Management Advisory Services	3.00	Nov-07
en_US_41517_ng	Advanced Project Management: Project Management Maturity	Management Advisory Services	3.00	Nov-07
en_US_41521_ng	Project Leadership: Leading the Project Team	Management Advisory Services	2.50	Nov-07
en_US_41522_ng	Project Leadership: Communicating Within a Project Team	Management Advisory Services	2.00	Nov-07
en_US_41523_ng	Project Leadership: Overcoming Obstacles	Management Advisory Services	2.50	Nov-07
en_US_41524_ng	Advanced Project Leadership: Organization, Strategy and Business Needs	Management Advisory Services	2.00	Nov-07
en_US_41525_ng	Advanced Project Leadership: Navigating Corporate Structures	Management Advisory Services	2.00	Nov-07
en_US_41526_ng	Advanced Project Leadership: Bringing Home the Value	Management Advisory Services	3.00	Nov-07
en_US_41527_ng	Advanced Project Leadership: Selling Project Management to the Organization	Management Advisory Services	2.50	Nov-07
en_US_41551_ng	Project Management Essentials: Planning a Project	Management Advisory Services	2.00	Dec-07
en_US_41552_ng	Project Management Essentials: Project Scheduling and Budgeting	Management Advisory Services	2.50	Dec-07
en_US_41553_ng	Project Management Essentials: Controlling and Closing a Project	Management Advisory Services	2.00	Dec-07
en_US_42221_ng	Project Team Management: Participating in a Project Team	Management Advisory Services	2.00	Nov-07
en_US_42222_ng	Project Team Management: Team Building Techniques	Management Advisory Services	2.00	Nov-07
en_US_42223_ng	Project Teams: Building a Project Team	Management Advisory Services	2.00	Nov-07
en_US_42231_ng	Cross-Functional Teams: Goal Setting in a Cross-Functional Team	Management Advisory Services	2.00	Dec-07
en_US_42232_ng	Cross-Functional Teams: Selecting Cross-Functional Team Members	Management Advisory Services	1.50	Dec-07
en_US_42233_ng	Cross-Functional Teams: Cross-Functional Team Development	Management Advisory Services	2.00	Dec-07
en_US_42301_ng	Virtual Team Management: Developing Virtual Teams	Management Advisory Services	3.00	Nov-07
en_US_42302_ng	Virtual Team Management: Managing Virtual Team Relationships	Management Advisory Services	2.50	Nov-07
en_US_42303_ng	Virtual Team Management: Coaching Virtual Team Members	Management Advisory Services	2.50	Nov-07

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en_US_42501_ng	Strategic Management: Establishing Strategic Focus	Management Advisory Services	2.50	Dec-07
en_US_42502_ng	Strategic Management: Analyzing Strategic Options	Management Advisory Services	2.50	Dec-07
en_US_42503_ng	Strategic Management: Developing a Successful Process	Management Advisory Services	2.50	Dec-07
en_US_42511_ng	Competitive Intelligence: Implementing a Competitive Intelligence System	Management Advisory Services	3.00	Dec-07
en_US_42512_ng	Competitive Intelligence: Analysis and Dissemination	Management Advisory Services	2.50	Dec-07
en_US_42513_ng	Competitive Intelligence: Researching Online	Management Advisory Services	2.50	Dec-07
en_US_42521_ng	Managing Business Risk: Developing a Risk Management Plan	Management Advisory Services	1.50	Nov-07
en_US_42522_ng	Managing Business Risk: Risk Assessment and Control	Management Advisory Services	2.50	Nov-07
en_US_42523_ng	Managing Business Risk: Financing and Contingency Planning	Management Advisory Services	2.50	Nov-07
en_US_42561_ng	Project Management: Project Management Framework	Management Advisory Services	4.50	Dec-07
en_US_42562_ng	Project Management: Project Management Processes	Management Advisory Services	3.00	Dec-07
en_US_42563_ng	Project Management: Project Integration Management	Management Advisory Services	2.50	Dec-07
en_US_42564_ng	Project Management: Project Scope Management	Management Advisory Services	3.50	Dec-07
en_US_42565_ng	Project Management: Project Time Management	Management Advisory Services	3.50	Dec-07
en_US_42566_ng	Project Management: Project Cost Management	Management Advisory Services	3.50	Dec-07
en_US_42567_ng	Project Management: Project Quality Management	Management Advisory Services	3.00	Dec-07
en_US_42568_ng	Project Management: Human Resource Management	Management Advisory Services	3.50	Dec-07
en_US_42569_ng	Project Management: Project Communications Management	Management Advisory Services	3.50	Dec-07
en_US_42570_ng	Project Management: Project Risk Management	Management Advisory Services	3.50	Dec-07
en_US_42571_ng	Project Management: Project Procurement Management	Management Advisory Services	3.50	Dec-07
en_US_46011_ng	Strategic Decision Making: Preparing to Make Decisions	Management Advisory Services	1.50	Dec-07
en_US_46012_ng	Strategic Decision Making: Making the Right Decision	Management Advisory Services	2.00	Dec-07
en_US_46013_ng	Strategic Decision Making: Advanced Decision Making	Management Advisory Services	2.50	Dec-07
en_US_46021_ng	Business Problem Solving: Problem Solving Fundamentals	Management Advisory Services	1.50	Dec-07
en_US_46022_ng	Business Problem Solving: The Problem-Solving Process	Management Advisory Services	2.00	Dec-07
en_US_46023_ng	Business Problem Solving: Critical Thinking and Information Analysis	Management Advisory Services	2.00	Dec-07
en_US_46024_ng	Business Problem Solving: Problem Solving Teams	Management Advisory Services	1.50	Dec-07
en_US_46031_ng	Goal Setting: Reaching Individual Goals	Management Advisory Services	2.00	Nov-07
en_US_46032_ng	Goal Setting: Goal Setting Tools for Managers	Management Advisory Services	2.00	Nov-07
en_US_46033_ng	Goal Setting: Organizational Goal Setting	Management Advisory Services	2.00	Nov-07
en_US_46042_ng	Delegation: The Delegation Process	Management Advisory Services	2.00	Dec-07
en_US_46043_ng	Delegation: Monitoring and Evaluating Results	Management Advisory Services	2.50	Dec-07
en_US_46121_ng	Motivation: Fostering Employee Motivation	Management Advisory Services	2.00	Dec-07
en_US_46122_ng	Motivation: Motivating Through Rewards and Recognition	Management Advisory Services	2.00	Dec-07
en_US_46123_ng	Motivation: Empowering to Increase Motivation	Management Advisory Services	2.00	Dec-07
en_US_48604_ng	Financial Management: Cash Analysis and Management	Management Advisory Services	2.50	Dec-07
mgmt_02_a01_bs_enus	Managing in a Global Business Environment	Management Advisory Services	3.00	Nov-07
mgmt_02_a02_bs_enus	Managing Cross-Functions	Management Advisory Services	3.00	Nov-07
mgmt_02_a03_bs_enus	Managing for High Performance	Management Advisory Services	3.00	Nov-07
mgmt_02_a04_bs_enus	Managing Managers	Management Advisory Services	3.00	Nov-07
mgmt_02_a05_bs_enus	Managing Upward Relationships	Management Advisory Services	3.00	Nov-07
mgmt_11_a01_bs_enus	Assessing Performance Continuously	Management Advisory Services	4.00	Nov-08
mgmt_11_a02_bs_enus	Performance Reviews	Management Advisory Services	2.50	Nov-08
oper_04_a07_bs_enus	Problem-Solving and Process Management Tools	Management Advisory Services	3.50	Nov-08
oper_04_a09_bs_enus	Customer-Focused Management	Management Advisory Services	2.50	Nov-08
oper_06_a01_bs_enus	Processes and Customer Analysis in Six Sigma Projects	Management Advisory Services	3.00	Nov-08
oper_06_a02_bs_enus	Basics of Six Sigma Projects and Teams	Management Advisory Services	3.50	Nov-08
oper_06_a03_bs_enus	Tools for Planning and Managing Six Sigma Project Opportunities	Management Advisory Services	2.50	Nov-08

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oper_07_a01_bs_enus	Modeling and Analyzing Processes in Six Sigma	Management Advisory Services	2.50	Nov-08
proj_01_a01_bs_enus	Project Management Fundamentals	Management Advisory Services	2.00	Nov-07
proj_01_a02_bs_enus	Transitioning into a Project Management Role	Management Advisory Services	2.50	Nov-07
proj_01_a03_bs_enus	Initiating and Planning a Project	Management Advisory Services	1.50	Nov-07
proj_01_a04_bs_enus	Managing a Project	Management Advisory Services	1.50	Nov-07
proj_01_a05_bs_enus	Troubleshooting and Closing the Project	Management Advisory Services	1.50	Nov-07
proj_02_a01_bs_enus	Introduction to Program Management	Management Advisory Services	1.50	Nov-07
proj_02_a02_bs_enus	Program Life Cycle and Organization	Management Advisory Services	2.50	Nov-07
proj_02_a03_bs_enus	Program Management Processes and the Initiating Process Group	Management Advisory Services	1.50	Nov-07
proj_02_a04_bs_enus	Program Planning	Management Advisory Services	2.00	Nov-07
proj_02_a05_bs_enus	The Executing Process Group	Management Advisory Services	1.50	Nov-07
proj_02_a06_bs_enus	Monitoring, Controlling, and Closing Programs	Management Advisory Services	2.00	Nov-07
COMM0412	Making Telephone Calls Count	Marketing	4.00	Mar-05
cust_01_a01_bs_enus	The Customer Support Specialist (CSS)	Marketing	4.50	Dec-06
cust_02_a01_bs_enus	Interacting with the Customer	Marketing	3.50	Dec-06
cust_02_a02_bs_enus	Effective Communication Skills	Marketing	3.00	Dec-06
cust_03_a01_bs_enus	Customer Service Procedures	Marketing	4.50	Dec-06
cust_05_a01_bs_enus	Corporate Culture: Building the Service Foundation	Marketing	1.50	Apr-08
cust_05_a02_bs_enus	The Fundamentals of Exceptional Customer Service	Marketing	1.50	Apr-08
cust_05_a03_bs_enus	The Customer's Voice	Marketing	1.50	Apr-08
cust_05_a04_bs_enus	Advancing Service Expertise	Marketing	2.50	Apr-08
cust_05_a05_bs_enus	Customers, Confrontation and Conflict	Marketing	1.50	Apr-08
cust_05_a06_bs_enus	Overcoming Difficult Service Situations	Marketing	1.50	Apr-08
cust_05_a07_bs_enus	The EXCEL Acronym: Instilling Service Excellence	Marketing	5.00	Apr-08
cust_05_a08_bs_enus	Service Teams and Service Stars	Marketing	1.50	Apr-08
CUST0111	The Call Center Industry	Marketing	2.00	Dec-04
CUST0112	Call Center Communication Skills	Marketing	3.50	Dec-04
CUST0113	Call Center Customer Service	Marketing	1.00	Aug-04
CUST0114	Call Center Telephone Sales	Marketing	1.50	Aug-04
CUST0121	The Customer-driven Organization	Marketing	1.00	Sep-04
CUST0122	Hiring and Retaining Service Professionals	Marketing	3.50	Oct-04
CUST0123	Effective Service Recovery	Marketing	3.00	Oct-04
CUST0124	Serving Your Internal Customers	Marketing	3.00	Nov-04
CUST0125	Beginning Electronic Customer Relationships	Marketing	2.50	Nov-04
CUST0126	Sustaining Excellent Customer Service	Marketing	3.50	Nov-04
CUST0131	Discovering What Your Customers Want	Marketing	1.00	Aug-04
CUST0132	Developing Customer Satisfaction Surveys	Marketing	1.50	Aug-04
CUST0133	Customer Satisfaction: Analysis and Implementation	Marketing	1.50	Aug-04
CUST0141	Excellence in Internal Customer Service	Marketing	1.50	Sep-04
CUST0142	Working With Internal Customers	Marketing	2.50	Sep-04
CUST0143	Overcoming Internal Customer Service Problems	Marketing	1.00	Sep-04
CUST0151	The Customer Service Agent in Action	Marketing	1.50	Sep-04
CUST0152	Professional Skills for Customer Service Agents	Marketing	1.00	Sep-04
CUST0153	Managing Challenges in Customer Service	Marketing	1.50	Sep-04
CUST0154	Cross-selling in a Customer Service Call	Marketing	1.50	Sep-04
CUST0161	The Contact Center and Technical Support Agent	Marketing	1.50	Sep-04
CUST0162	Technical Support Essentials	Marketing	1.50	Sep-04

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CUST0163	Assessing Customer Behavior	Marketing	1.50	Sep-04
CUST0164	Technical Support Agent Survival Skills	Marketing	1.50	Sep-04
CUST0171	Identifying Your Customer's Expectations	Marketing	4.00	Sep-04
CUST0172	Using Surveys to Measure Customer Satisfaction	Marketing	2.50	Sep-04
CUST0173	Bridge The Expectations Gap	Marketing	4.00	Sep-04
CUST0174	Leading A Customer-Focused Team	Marketing	3.00	Dec-04
CUST0181	ITIL: The Service Desk and Incident Management	Marketing	3.00	Nov-04
CUST0182	ITIL: Configuration and Release Management	Marketing	2.50	Nov-04
CUST0183	ITIL: Service Level and Capacity Management	Marketing	2.00	Nov-04
CUST0184	ITIL: Problem and Change Management	Marketing	2.00	Nov-04
CUST0185	ITIL: Continuity and Availability Management	Marketing	2.00	Nov-04
CUST0186	ITIL: Financial and Security Management	Marketing	2.00	Nov-04
CUST0211	The Inbound Call Center	Marketing	1.50	Sep-04
CUST0212	Inbound Call Center Management: Leadership	Marketing	2.50	Dec-04
CUST0213	Inbound Call Centers: People Management	Marketing	2.50	Dec-04
CUST0214	Inbound Call Center Technology	Marketing	4.50	Dec-04
CUST0215	Performance Metrics for an Inbound Call Center	Marketing	2.50	Dec-04
EBUS0101	The Fundamentals of e-Business	Marketing	1.50	Oct-04
EBUS0102	Approaches to e-Business	Marketing	1.50	Oct-04
EBUS0103	e-Business Opportunities	Marketing	2.00	Oct-04
EBUS0104	e-Business Design	Marketing	2.00	Nov-04
EBUS0105	Building a Successful Web Site	Marketing	2.00	Jan-05
EBUS0106	e-Business Solutions	Marketing	1.50	Jan-05
EBUS0111	Introduction to Customer Relationship Management	Marketing	2.00	Jan-05
EBUS0112	Electronic Customer Relationship Management	Marketing	2.00	Jan-05
EBUS0113	Data Mining	Marketing	2.00	Jan-05
EBUS0114	Profiting from Customer Relationship Management	Marketing	1.50	Jan-05
EBUS0115	Profit Networks	Marketing	1.50	Jan-05
EBUS0121	Integrating e-Commerce with Traditional Business	Marketing	2.00	Jan-05
EBUS0122	E-Commerce: B2C	Marketing	2.00	Jan-05
EBUS0123	e-Commerce: B2B	Marketing	1.50	Jan-05
EBUS0124	e-Marketplaces: B2B Exchanges	Marketing	2.00	Sep-04
EBUS0125	Customer Relationship Management in e-Commerce	Marketing	2.50	Sep-04
EBUS0126	Performance Measurement and e-Commerce Evaluation	Marketing	2.50	Sep-04
en_US_42401_ng	Principles of Marketing: Fundamentals of Marketing	Marketing	2.50	Nov-07
en_US_42402_ng	Principles of Marketing: Product Strategy	Marketing	2.50	Nov-07
en_US_42403_ng	Principles of Marketing: Distribution Strategy	Marketing	2.00	Nov-07
en_US_42404_ng	Principles of Marketing: Promotion Strategy	Marketing	2.50	Nov-07
en_US_42405_ng	Principles of Marketing: Pricing Strategy	Marketing	2.50	Nov-07
en_US_42406_ng	Principles of Marketing: Writing a Marketing Plan	Marketing	2.00	Nov-07
en_US_42411_ng	Brand Management: Fundamentals of Brand Management	Marketing	1.50	Dec-07
en_US_42412_ng	Brand Management: Building Brand Equity	Marketing	3.00	Dec-07
en_US_42413_ng	Brand Management: Managing Brand Equity	Marketing	3.00	Dec-07
en_US_42414_ng	Brand Management: Developing a Brand Strategy	Marketing	3.50	Dec-07
en_US_42415_ng	Brand Management: Integrated Marketing	Marketing	3.00	Dec-07
en_US_42416_ng	Brand Management: Branding on the Web	Marketing	3.50	Dec-07
en_US_44031_ng	Customer Relationship Management: Fundamentals of CRM	Marketing	3.00	Nov-07
en_US_44032_ng	Customer Relationship Management: Implementing CRM	Marketing	3.00	Nov-07

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en_US_44033_ng	Customer Relationship Management: eCRM	Marketing	2.50	Nov-07
en_US_44034_ng	Technical Support Agents - Your Role in the Contact Center	Marketing	2.00	Dec-07
en_US_44035_ng	Technical Support Agents - Technical Support Essentials	Marketing	2.00	Dec-07
en_US_44036_ng	Technical Support Agents – Assessing Customer Behavior	Marketing	2.00	Dec-07
en_US_44037_ng	Technical Support Agents - Survival Skills	Marketing	2.00	Dec-07
en_US_44104_ng	Excellence in Service: Fundamentals for Employees	Marketing	2.00	Dec-07
en_US_44105_ng	Excellence in Service: Solving Customer Problems	Marketing	3.00	Dec-07
en_US_44106_ng	Excellence in Service: Working with Upset Customers	Marketing	2.00	Dec-07
en_US_44107_ng	Excellence in Service: Communicating with Customers Virtually	Marketing	2.50	Dec-07
en_US_44108_ng	Excellence in Service: Creating an Exceptional Service Environment	Marketing	2.50	Dec-07
en_US_44109_ng	Excellence in Service: Establishing Service Standards	Marketing	2.50	Dec-07
en_US_44110_ng	Excellence in Service: Building a Customer Service Team	Marketing	3.00	Dec-07
en_US_44111_ng	Excellence in Service: Building Lasting Customer Relationships	Marketing	3.00	Dec-07
en_US_44501_ng	Sales Skills: The Fundamentals	Marketing	2.00	Dec-07
en_US_44502_ng	Sales Skills: Prospecting and Addressing Needs	Marketing	2.50	Dec-07
en_US_44503_ng	Sales Skills: Overcoming Obstacles	Marketing	2.50	Dec-07
en_US_44504_ng	Sales Skills: Gaining Customer Commitment	Marketing	1.50	Dec-07
en_US_44505_ng	Sales Skills: Developing a Winning Strategy	Marketing	2.00	Dec-07
en_US_44506_ng	Sales Skills: Effectively Closing a Sale	Marketing	1.50	Dec-07
en_US_44516_ng	Sales Presentations - Preparing for Sales Presentations	Marketing	2.00	Nov-07
en_US_44517_ng	Sales Presentations - Developing High Quality Sales Presentations	Marketing	2.00	Nov-07
en_US_44518_ng	Sales Presentations - Delivering the Sales Presentation	Marketing	2.00	Nov-07
en_US_44523_ng	Sales Management: Building a Championship Sales Team	Marketing	3.00	Dec-07
en_US_44524_ng	Sales Management: Leading a Sales Team	Marketing	2.00	Dec-07
en_US_44525_ng	Sales Management: Motivating Sales Teams to Win	Marketing	2.00	Dec-07
en_US_44531_ng	Strategic Sales: Gaining Access to the Executive	Marketing	2.00	Dec-07
en_US_44532_ng	Strategic Sales: Building the Executive Relationship	Marketing	2.00	Dec-07
en_US_44533_ng	Strategic Sales: Developing Executive Proposals	Marketing	2.00	Dec-07
en_US_44541_ng	Competitive Selling: Defining Value	Marketing	2.00	Nov-07
en_US_44542_ng	Competitive Selling: Enhancing Value	Marketing	2.50	Nov-07
en_US_44543_ng	Competitive Selling: Beating the Competition	Marketing	2.50	Nov-07
en_US_44545_ng	Sales Negotiations: Fundamentals of Negotiation	Marketing	2.50	Nov-07
en_US_44546_ng	Sales Negotiations: Negotiation Strategies	Marketing	2.50	Nov-07
en_US_44547_ng	Sales Negotiations: Negotiation Execution	Marketing	2.00	Nov-07
en_US_44548_ng	Sales Forecasting: Forecasting for Success	Marketing	2.50	Nov-07
en_US_44549_ng	Sales Forecasting: Forecasting Your Own Accounts	Marketing	2.00	Nov-07
en_US_44550_ng	Sales Forecasting: Applying Forecasting Methods	Marketing	2.50	Nov-07
en_US_44554_ng	Consulting Skills: Building Consulting Relationships	Marketing	2.50	Dec-07
en_US_44555_ng	Consulting Skills: The Consulting Process	Marketing	2.00	Dec-07
en_US_44556_ng	Consulting Skills: Serving as an Internal Consultant	Marketing	2.50	Dec-07
en_US_44561_ng	Territory Management: Creating a Territory Management Plan	Marketing	2.50	Dec-07
en_US_44562_ng	Territory Management: Implementing Your Territory Management Plan	Marketing	2.00	Dec-07
en_US_44563_ng	Territory Management: Managing Success	Marketing	2.00	Dec-07
en_US_44565_ng	Relationship Management: Preparing the Client Relationship	Marketing	2.50	Nov-07
en_US_44566_ng	Relationship Management: Building the Client Relationship	Marketing	2.50	Nov-07
en_US_44567_ng	Relationship Management: Maintaining the Client Relationship	Marketing	2.00	Nov-07
en_US_44611_ng	Professional Selling Over the Phone: Preparation and Strategies	Marketing	2.00	Dec-07
en_US_44612_ng	Professional Selling Over the Phone: Prospecting	Marketing	2.00	Dec-07

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en_US_44613_ng	Professional Selling Over the Phone: Closing a Sale	Marketing	1.00	Dec-07
MKT0201	Elements of Marketing Strategy	Marketing	2.50	Oct-04
MKT0202	Analyzing the Market	Marketing	2.00	Oct-04
MKT0203	Competitive Factors in Strategic Marketing	Marketing	2.00	Oct-04
MKT0204	Writing a Marketing Plan: Phase 1	Marketing	2.00	Oct-04
MKT0205	Writing the Marketing Plan: Creative Strategy	Marketing	2.50	Oct-04
MKT0206	Creating a Marketing Campaign	Marketing	4.00	Oct-04
MKT0207	Marketing Management	Marketing	3.00	Oct-04
MKT0208	Financial Analysis for Successful Marketing	Marketing	3.00	Oct-04
MKT0211	Introduction to Brand Management	Marketing	2.50	Oct-04
MKT0212	Building Brand Equity	Marketing	3.50	Dec-04
MKT0213	Managing the Creative Elements of Brand	Marketing	3.00	Dec-04
MKT0214	Promoting Your Brand to Consumers	Marketing	2.00	Oct-04
MKT0215	Evaluating Brand Effectiveness	Marketing	3.00	Oct-04
MKT0216	Managing and Maintaining Brand Equity	Marketing	2.00	Oct-04
MKT0221	Introduction to Online Branding	Marketing	2.50	Oct-04
MKT0222	The Online Branding Environment	Marketing	2.00	Oct-04
MKT0223	Strategies for Building an Online Brand	Marketing	4.00	Oct-04
SALE0101	Field Sales Foundations	Marketing	2.50	Oct-04
SALE0102	Planning Your Field Sales Approach	Marketing	4.00	Oct-04
SALE0103	Applying Your Field Sales Approach	Marketing	3.50	Oct-04
SALE0104	Completing Your Field Sales Approach	Marketing	3.00	Oct-04
SALE0111	The Territorial Account Sales Approach	Marketing	3.00	Oct-04
SALE0112	Understanding Your Target Customer's Business	Marketing	3.50	Oct-04
SALE0113	Effectively Using Customer-focused Research Meetings	Marketing	3.00	Oct-04
SALE0114	Gaining Access to Key Personnel at Your Target Accounts	Marketing	2.50	Oct-04
SALE0115	Delivering High-impact Territorial Account Sales (TAS) Presentations	Marketing	3.00	Oct-04
SALE0121	Preparing for Outbound Sales Calls	Marketing	3.50	Oct-04
SALE0122	Initiating Outbound Sales Calls	Marketing	2.00	Oct-04
SALE0123	Completing Outbound Sales Calls	Marketing	4.00	Jan-05
SALE0124	Preparing for Inbound Sales Calls	Marketing	3.50	Jan-05
SALE0125	Completing Inbound Sales Calls	Marketing	3.50	Jan-05
SALE0131	The Strategic Account Sales Approach	Marketing	2.00	Oct-04
SALE0132	Understanding Your Customer	Marketing	2.50	Oct-04
SALE0133	Conducting Effective Sales Research Meetings	Marketing	2.50	Nov-04
SALE0134	Working with Your Customer's Key Players	Marketing	2.50	Oct-04
SALE0135	Delivering High-Impact Sales Presentations	Marketing	3.50	Oct-04
SALE0141	Moving from Product Selling to Solution Selling	Marketing	2.00	Oct-04
SALE0142	Power Prospecting	Marketing	2.00	Oct-04
SALE0143	Finding the Pain You Can Cure	Marketing	2.00	Oct-04
SALE0144	Influencing Your Customer's Decision	Marketing	2.50	Oct-04
SALE0145	Presenting Your Solution	Marketing	2.50	Oct-04
SALE0146	Building Relationships for Continuing Success	Marketing	2.00	Nov-04
SALE0151	Building a Winning Sales Team	Marketing	3.50	Nov-04
SALE0152	Using Business Tools to Manage Sales Teams	Marketing	2.00	Nov-04
SALE0211	Sales Motivation	Marketing	1.00	Oct-04
SALE0212	Developing Your Full Sales Potential	Marketing	1.00	Oct-04
SALE0213	Advanced Sales Communication Techniques: Part One	Marketing	1.00	Oct-04

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SALE0214	Advanced Sales Communication Techniques: Part Two	Marketing	1.50	Oct-04
SALE0215	Maintaining Your Customer Base	Marketing	1.00	Oct-04
SALE0216	Expanding Your Customer Base	Marketing	1.00	Oct-04
SALE0217	Time is Money: Spend it Well	Marketing	2.00	Oct-04
SALE0218	Product Knowledge	Marketing	1.00	Oct-04
SALE0221	Prepare for Success	Marketing	2.00	Nov-04
SALE0222	Strategic Planning	Marketing	2.50	Nov-04
SALE0223	Progressing through the Complex Sale	Marketing	3.50	Nov-04
SALE0224	Presenting Your Proposition	Marketing	3.00	Nov-04
SALE0225	Negotiating to Mutual Benefit	Marketing	2.50	Nov-04
SALE0226	From Executive-level Sale to Strategic Partnership	Marketing	3.50	Nov-04
SALE0401	The Profession of Selling	Marketing	2.50	Nov-04
SALE0402	Professional Selling in the Knowledge Economy	Marketing	4.50	Nov-04
SALE0411	Sales Math 101: Developing a Sales Plan for Success	Marketing	3.50	Nov-04
SALE0421	Sales Manufacturing (TM): Identifying Sales Opportunities	Marketing	4.50	Nov-04
SALE0422	Sales Manufacturing (TM): Sales Production	Marketing	5.00	Nov-04
SALE0431	Sales Communications Foundations	Marketing	5.00	Nov-04
SALE0432	Sales Communications Essentials	Marketing	6.00	Nov-04
SALE0433	Telesales Communications	Marketing	4.50	Nov-04
STGY0211	Fundamental Components of a Business Case	Marketing	2.00	Jan-05
STGY0214	The Marketing and Sales Plan	Marketing	2.50	Oct-04
FNDT0101	Whole Numbers, Fractions, and Equations	Mathematics	3.00	Dec-04
cust_01_a02_bs_enus	Support Center Services	Personal Development	3.00	Nov-07
cust_01_a03_bs_enus	Establishing Team and Customer Relationships	Personal Development	2.00	Nov-07
cust_02_a03_bs_enus	Managing Conflict, Stress, and Time	Personal Development	3.00	Nov-07
en_US_43007_ng	Stress Management: Fundamentals for Employees	Personal Development	2.00	Dec-07
en_US_43009_ng	Remote Employee Practices - Working as a Telecommuting Employee	Personal Development	2.00	Nov-07
en_US_43021_ng	Time Management: Developing a Plan	Personal Development	2.00	Dec-07
en_US_43044_ng	Career Development: Developing a Career Strategy	Personal Development	2.50	Dec-07
en_US_43045_ng	Career Development: Excelling in Your Career	Personal Development	2.00	Dec-07
en_US_43046_ng	Career Development: Professional Networking	Personal Development	2.00	Dec-07
en_US_43051_ng	Achieving Success Without Authority: Focusing on Results	Personal Development	3.00	Dec-07
en_US_43052_ng	Achieving Success Without Authority: Personal Accountability	Personal Development	3.50	Dec-07
en_US_43061_ng	Business Travel Safety: Domestic Travel	Personal Development	1.50	Nov-07
en_US_43062_ng	Business Travel Safety: International Travel	Personal Development	1.50	Nov-07
en_US_43063_ng	Business Travel Safety: Forming a Corporate Travel Safety Program	Personal Development	1.50	Nov-07
en_US_43064_ng	Business Travel Safety: Safety Measures for Travelers	Personal Development	1.50	Nov-07
en_US_43110_ng	Self Development: Balancing Your Personal and Professional Life	Personal Development	1.50	Dec-07
en_US_43111_ng	Self Development: Motivating Yourself to Perform	Personal Development	3.00	Dec-07
en_US_43112_ng	Self Development: Increasing Your Assertiveness	Personal Development	1.50	Dec-07
en_US_43113_ng	Self Development: Developing Rapport Through Communication	Personal Development	3.00	Dec-07
en_US_43114_ng	Self Development: Improving Your Memory	Personal Development	2.50	Dec-07
en_US_43115_ng	Self Development: Positively Influencing Others	Personal Development	3.00	Dec-07
en_US_43130_ng	Creativity and Innovation: Thinking Creatively	Personal Development	3.00	Dec-07
en_US_43131_ng	Creativity and Innovation: Increasing Personal Creativity	Personal Development	2.50	Dec-07
en_US_43132_ng	Creativity and Innovation: Fostering a Creative Environment	Personal Development	2.50	Dec-07

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en_US_43133_ng	Creativity and Innovation: Promoting Team Creativity	Personal Development	2.00	Dec-07
en_US_45251_ng	Business Etiquette: Office Protocol	Personal Development	2.50	Dec-07
en_US_45252_ng	Business Etiquette: Communicating in Today's Workplace	Personal Development	2.50	Dec-07
en_US_45253_ng	Business Etiquette: Business Functions and Travel	Personal Development	2.00	Dec-07
en_US_45281_ng	Telephone Skills: Professionalism Through Basic Skills	Personal Development	1.50	Dec-07
en_US_45282_ng	Telephone Skills: Handling Difficult Calls	Personal Development	1.50	Dec-07
en_US_45283_ng	Telephone Skills: Effectively Managing Inbound and Outbound Calls	Personal Development	2.00	Dec-07
en_US_45291_ng	Listening Skills: The Fundamentals of Listening	Personal Development	1.50	Dec-07
en_US_45292_ng	Listening Skills: Listening Challenges	Personal Development	1.50	Dec-07
en_US_46204_ng	Executive Level Leadership: Becoming an Executive Leader	Personal Development	2.50	Nov-07
en_US_46205_ng	Executive Level Leadership: Change and the Executive Leader	Personal Development	2.50	Nov-07
en_US_46206_ng	Executive Level Leadership: Leadership and Communication	Personal Development	2.50	Nov-07
en_US_46350_ng	Women in Leadership: Leadership Roles and Styles	Personal Development	2.00	Dec-07
en_US_46351_ng	Women in Leadership: Becoming A Leader	Personal Development	2.50	Dec-07
en_US_46352_ng	Women in Leadership: Developing a Leadership Path	Personal Development	2.00	Dec-07
lead_01_a01_bs_enus	Recognizing a Leader	Personal Development	2.50	Mar-08
lead_01_a02_bs_enus	The Communication of a Shared Vision	Personal Development	2.50	Mar-08
lead_01_a03_bs_enus	Leading by Enabling	Personal Development	2.50	Mar-08
lead_01_a05_bs_enus	Communication and Leadership	Personal Development	2.00	Mar-08
lead_01_a06_bs_enus	Coaching Performance	Personal Development	2.00	Mar-08
lead_01_a07_bs_enus	Leadership and Change	Personal Development	1.00	Mar-08
lead_01_a08_bs_enus	The Model Leader	Personal Development	1.50	Mar-08
LEAD0121	Challenges of the 21st Century	Personal Development	1.00	Aug-04
LEAD0122	Organizational Culture and Leadership	Personal Development	1.00	Aug-04
LEAD0123	Energizing and Empowering Employees	Personal Development	1.00	Aug-04
LEAD0124	Leadership and the Knowledge Worker	Personal Development	1.50	Sep-04
LEAD0125	Leading Change from the Front Line	Personal Development	1.50	Sep-04
LEAD0126	Dynamics of Leadership	Personal Development	1.50	Mar-04
LEAD0131	The Secrets of Female Leaders	Personal Development	3.00	Mar-04
LEAD0132	Building Your Support System	Personal Development	2.00	Sep-04
LEAD0133	Playing by the Rules	Personal Development	2.00	Aug-04
LEAD0134	Groundbreaking: The Paradigm Shift toward Women	Personal Development	1.50	Sep-04
LEAD0135	Establish and Maintain Authority	Personal Development	2.00	Aug-04
LEAD0144	Removing Performance Barriers	Personal Development	2.00	Aug-04
LEAD0153	Business Execution in Action	Personal Development	1.00	Aug-04
LEAD0231	Introduction to Work Force Generations	Personal Development	2.00	Aug-04
LEAD0232	Attracting, Developing, and Retaining Generations	Personal Development	2.00	Aug-04
LEAD0233	Leading Silent Generation and Baby Boom Workers	Personal Development	2.00	Aug-04
LEAD0234	Leading Generations X and Next	Personal Development	2.50	Aug-04
LEAD0235	Making Cross-generational Teams Work	Personal Development	2.00	Aug-04
LEAD0236	Cross-generational Workers in the 21st Century	Personal Development	2.00	Aug-04
LEAD0301	Succession Planning Overview	Personal Development	1.50	Jul-04
LEAD0302	Succession Planning Strategies	Personal Development	4.00	Jul-04
LEAD0303	Succession Planning and Human Resources	Personal Development	2.00	Aug-04
LEAD0304	Succession Planning Management	Personal Development	2.00	Sep-04
mgmt_03_a01_bs_enus	Taking on a Management Role	Personal Development	5.50	Jan-08
mgmt_03_a03_bs_enus	Becoming a Manager: Leading and Communicating	Personal Development	3.50	Jan-08
mgmt_03_a04_bs_enus	A New Manager and the Company's Future	Personal Development	4.00	Jan-08

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mgmt_04_a01_bs_enus	Tomorrow's Managers' Competencies	Personal Development	4.50	Jan-08
mgmt_04_a02_bs_enus	Tomorrow's Managers' Development Tools	Personal Development	5.00	Jan-08
mgmt_04_a03_bs_enus	Managing as Coach and Counselor	Personal Development	5.00	Jan-08
mgmt_04_a04_bs_enus	Managing as Project Champion	Personal Development	4.00	Jan-08
mgmt_04_a05_bs_enus	A Primer for Ensuring Accountability	Personal Development	3.00	Jan-08
mgmt_05_a01_bs_enus	Problem Performance Prevention	Personal Development	2.00	Jan-08
mgmt_05_a02_bs_enus	Problem Performance Identification	Personal Development	2.00	Jan-08
mgmt_05_a03_bs_enus	Problem Performance Improvement	Personal Development	3.00	Jan-08
mgmt_05_a04_bs_enus	Addressing Problem Performance	Personal Development	2.50	Jan-08
mgmt_06_a01_bs_enus	Starting the Change Process	Personal Development	4.00	Jan-08
mgmt_06_a02_bs_enus	Managing the Change Process	Personal Development	3.50	Jan-08
mgmt_06_a03_bs_enus	Integrating Change in Your Organization	Personal Development	3.50	Jan-08
mgmt_07_a01_bs_enus	The Basics of Delegation	Personal Development	1.00	Jan-08
mgmt_07_a02_bs_enus	Delegation: the Personal Approach	Personal Development	2.00	Jan-08
mgmt_07_a03_bs_enus	Managing Delegation	Personal Development	5.00	Jan-08
mgmt_08_a01_bs_enus	The Facilitator Role	Personal Development	3.00	Feb-08
mgmt_08_a02_bs_enus	Facilitative Fundamentals: Tools and Techniques	Personal Development	2.00	Feb-08
mgmt_08_a03_bs_enus	Facilitating Meetings and Work Groups	Personal Development	2.50	Feb-08
mgmt_08_a04_bs_enus	Facilitating Difficult Situations	Personal Development	2.00	Feb-08
mgmt_08_a05_bs_enus	Facilitative Tools and Formats: Offering Options	Personal Development	2.50	Feb-08
mgmt_08_a06_bs_enus	Facilitative Leadership	Personal Development	1.50	Feb-08
mgmt_09_a01_bs_enus	Business Coaching	Personal Development	1.50	Feb-08
mgmt_09_a03_bs_enus	The Key Stages of Coaching	Personal Development	3.00	Feb-08
mgmt_09_a04_bs_enus	The Coaching Skillset	Personal Development	1.50	Feb-08
mgmt_09_a05_bs_enus	Emotions, Mindsets and Coaching	Personal Development	3.00	Feb-08
mgmt_09_a06_bs_enus	Trends in Coaching	Personal Development	1.50	Feb-08
mgmt_10_a01_bs_enus	Mentoring Effectively	Personal Development	1.50	Mar-08
mgmt_10_a02_bs_enus	Mentoring as a Manager	Personal Development	2.00	Mar-08
mgmt_10_a03_bs_enus	Implementing a Mentoring Program for the Organization	Personal Development	2.00	Mar-08
mgmt_10_a04_bs_enus	Mentoring Strategies for the 21st Century	Personal Development	1.50	Mar-08
mgmt_10_a05_bs_enus	Achieving Success: the Help of a Mentor	Personal Development	3.50	Mar-08
mgmt_10_a06_bs_enus	Mentoring On-line	Personal Development	1.50	Mar-08
MGMT0111	Competencies for Tomorrow's Managers	Personal Development	4.50	Feb-04
MGMT0112	Development Tools for Tomorrow's Managers	Personal Development	5.00	Feb-04
MGMT0113	The Manager as Coach and Counselor	Personal Development	5.00	Feb-04
MGMT0114	The Manager as Project Champion	Personal Development	4.00	Feb-04
MGMT0115	A Manager's Primer for Ensuring Accountability	Personal Development	3.00	Mar-04
MGMT0116	Continuous Learning for Tomorrow's Managers	Personal Development	4.50	Feb-04
MGMT0121	Management Development for Technical Professionals	Personal Development	5.00	Mar-04
MGMT0122	Communication Skills for Successful Management	Personal Development	3.00	Mar-04
MGMT0123	Process Management Skills	Personal Development	2.50	Mar-04
MGMT0124	Leadership Development for Technical Professionals	Personal Development	2.50	Mar-04
MGMT0125	Strategies for Transitioning into Management	Personal Development	3.00	Mar-04
MGMT0151	About 360-Degree Performance Feedback	Personal Development	1.00	Jan-05
MGMT0152	Elements of a 360-degree Performance Review	Personal Development	1.00	Jan-05
MGMT0153	Delivering 360-Degree Performance Feedback	Personal Development	1.50	Jan-05
MGMT0161	Preventing Problem Performance	Personal Development	2.00	Jul-04
MGMT0162	Identifying Problem Performance	Personal Development	2.00	Nov-04

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MGMT0163	Improving Problem Performance	Personal Development	3.00	Mar-04
MGMT0164	Dealing with Problem Performance	Personal Development	2.50	Mar-04
MGMT0291	Understanding Technical Professionals	Personal Development	1.50	Jan-05
MGMT0292	Attracting, Motivating, and Retaining Technical Professionals	Personal Development	3.00	Mar-04
MGMT0293	Models for Managing Technical Professionals	Personal Development	3.50	Apr-04
MGMT0294	Developing Career Plans for Your Technical Professionals	Personal Development	2.00	Jan-05
MGMT0311	The Path from Pessimism to Optimism	Personal Development	4.50	Feb-04
MGMT0312	Proactive Approaches to Stop Negativity	Personal Development	1.50	Jul-04
MGMT0313	Overcoming Organizational Negativity	Personal Development	1.50	Jul-04
MGMT0331	Change Leadership	Personal Development	2.00	Nov-04
MGMT0332	Communicating and Reinforcing Change	Personal Development	1.50	Jan-05
MGMT0333	Overcoming the Challenges of Change	Personal Development	2.00	Nov-04
MGMT0701	Doing Business with Independent Contractors	Personal Development	1.50	Nov-04
MGMT0702	Hiring Temporary (Contingent) Employees	Personal Development	1.50	Oct-04
MGMT0703	Managing Contingent Employees	Personal Development	2.00	Oct-04
MGMT0704	Legal Pitfalls Regarding Independent Contractors	Personal Development	1.50	Oct-04
MGMT0705	Working with Temporary Agencies	Personal Development	2.00	Oct-04
oper_04_a01_bs_enus	Leadership	Personal Development	1.50	Nov-07
pd_01_a01_bs_enus	Your Time and You	Personal Development	3.50	Apr-08
pd_01_a02_bs_enus	Techniques for Improved Time Management	Personal Development	1.50	Apr-08
pd_01_a03_bs_enus	Developing Excellent Time Management Habits	Personal Development	1.50	Apr-08
pd_04_a01_bs_enus	The Fundamentals of Effective Thinking	Personal Development	2.00	May-08
pd_04_a02_bs_enus	Problem Framing	Personal Development	2.00	May-08
pd_04_a03_bs_enus	Problem Solving: Generating Alternatives	Personal Development	1.50	May-08
pd_04_a04_bs_enus	Making Decisions Dynamically	Personal Development	2.00	May-08
pd_04_a05_bs_enus	Decision Making: Implementation and Evaluation	Personal Development	2.00	May-08
pd_04_a06_bs_enus	Group Problem Solving and Decision Making	Personal Development	2.00	May-08
pd_05_a01_bs_enus	Working for Your Inner Boss: Personal Accountability	Personal Development	2.50	May-08
pd_05_a02_bs_enus	Managing from Within: Self-empowerment	Personal Development	2.50	May-08
pd_05_a03_bs_enus	Goals and Setting Goals	Personal Development	2.50	May-08
pd_05_a04_bs_enus	Creating a Positive Attitude	Personal Development	2.00	May-08
pd_05_a05_bs_enus	Pursuing Successful Lifelong Learning	Personal Development	3.00	May-08
PD0031	The Foundations of Creativity and Innovation	Personal Development	1.50	Sep-04
PD0032	Generating Creative and Innovative Ideas	Personal Development	2.00	Apr-04
PD0033	Evaluating Creative and Innovative Ideas	Personal Development	1.00	Sep-04
PD0034	Implementing Creative and Innovative Ideas	Personal Development	2.50	May-04
PD0102	Set Goals and Prioritize Your Use of Time	Personal Development	1.00	Mar-04
PD0103	Major Time Management Challenges	Personal Development	1.50	May-04
PD0112	Setting a Course	Personal Development	3.50	Feb-04
PD0113	Managing Time	Personal Development	3.00	Mar-04
PD0114	Coping with Stress	Personal Development	4.00	Feb-04
PD0121	Time as a Resource	Personal Development	2.00	Apr-04
PD0122	Eliminate the Time Wasters	Personal Development	1.50	Jun-04
PD0123	Organize to Remember	Personal Development	2.00	Feb-05
PD0124	Create Your Time and Memory Management Program	Personal Development	1.50	Oct-04
PD0131	Get Your Career on the Fast Track	Personal Development	2.50	Mar-04
PD0132	Basic Business Skills to Get You on the Fast Track	Personal Development	1.50	Oct-04
PD0133	Communication Skills to Fast-track Your Career	Personal Development	1.50	Apr-04

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PD0134	Interpersonal Skills on the Fast Track	Personal Development	1.50	Mar-04
PD0135	The Boss Factor	Personal Development	1.50	Mar-04
PD0136	Improving Your Image	Personal Development	2.50	Sep-04
PD0141	Managing Your Cash Flow and Credit	Personal Development	2.00	Sep-04
PD0142	Homes and Vacation Homes	Personal Development	2.50	Sep-04
PD0143	Tax Planning	Personal Development	3.50	Apr-04
PD0145	Financing Your Family's Education	Personal Development	3.00	Sep-04
PD0146	Investing Wisely	Personal Development	2.50	Mar-04
PD0147	Planning for Retirement and Retirement Accounts	Personal Development	3.00	Sep-04
PD0148	Separation and Divorce	Personal Development	2.00	Aug-04
PD0149	Basic Estate Planning	Personal Development	2.00	Feb-04
PD0181	Finding Your Life Balance	Personal Development	4.00	Mar-04
PD0182	Success Over Stress	Personal Development	2.50	Sep-04
PD0183	Strategies for Better Balance	Personal Development	2.00	Aug-04
PD0221	Breakthrough Strategies	Personal Development	1.50	Dec-04
PD0222	Solution Thinking for Breakthrough Decisions	Personal Development	1.50	Oct-04
PD0223	Breakthrough Innovation	Personal Development	1.50	Oct-04
PD0224	Enabling Breakthrough Creativity	Personal Development	2.00	Mar-04
PD0225	Breakthrough Motivation	Personal Development	1.50	Nov-04
PD0226	Different Intelligences for Business Breakthroughs	Personal Development	1.50	Sep-04
PD0241	Risk Basics	Personal Development	2.50	Oct-04
PD0242	Approaches to Risk Management	Personal Development	2.00	Oct-04
PD0243	Decisions and Risk	Personal Development	2.00	Oct-04
PD0244	Strategic Planning and Risk Management	Personal Development	2.50	Oct-04
PD0245	Risk Strategies: The Cutting Edge	Personal Development	2.50	Oct-04
PD0251	The Role of Critical Thinking in Organizations	Personal Development	5.00	Jun-04
PD0252	Developing Fundamental Critical Thinking Skills	Personal Development	4.00	May-04
PD0253	Strategies for Facilitating Critical Thinking	Personal Development	4.00	Jun-04
PD0254	Critical Thinking Skills for Managing	Personal Development	4.00	Apr-04
PD0255	Organizational Scope of Critical Thinking	Personal Development	3.50	Aug-04
stgy_01_a01_bs_enus	Thinking Strategically	Personal Development	3.00	Nov-07
stgy_01_a02_bs_enus	Sustaining Competitive Advantage	Personal Development	3.00	Nov-07
stgy_01_a03_bs_enus	The Imperatives of Innovation and Leadership in Strategy	Personal Development	2.50	Nov-07
stgy_01_a04_bs_enus	Planning and Implementing a Business Strategy	Personal Development	2.50	Nov-07
team_01_a01_bs_enus	Launching Successful Virtual and On-site Teams	Personal Development	2.50	May-08
team_01_a02_bs_enus	Leading High-performance On-site Teams	Personal Development	2.00	Jun-08
team_01_a03_bs_enus	Leading High-performance Virtual Teams	Personal Development	4.50	May-08
team_01_a04_bs_enus	Facilitating Virtual and On-site Teams	Personal Development	4.50	May-08
TEAM0121	Determine Need and Select the Project Manager	Personal Development	1.00	Sep-04
TEAM0122	Select, Evaluate, and Fund Cross-functional Teams	Personal Development	1.50	Sep-04
TEAM0123	Developing the Cross-functional Team	Personal Development	2.00	Sep-04
TEAM0124	Achieving Results as a Cross-functional Team	Personal Development	2.00	Sep-04
TEAM0142	Harnessing Collective Knowledge	Personal Development	1.50	Mar-04
TEAM0171	Effective Team-building Strategies	Personal Development	2.00	Sep-04
TEAM0172	Effectively Communicating in Teams	Personal Development	2.00	Sep-04
TEAM0173	The Individual's Role in a Team	Personal Development	1.50	Sep-04
TEAM0211	Team Conflict: The Seeds of Dissent	Personal Development	3.50	Mar-04
TEAM0212	Analyzing Workplace War Zones	Personal Development	2.00	Sep-04

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TEAM0213	Getting Past Clashes: Valuing Team Diversity	Personal Development	1.50	Jul-04
TEAM0214	Conquering Conflict through Communication	Personal Development	1.50	Jan-05
TEAM0215	The Path to Peace and Harmony	Personal Development	1.00	Sep-04
TEAM0216	Manager's Performance Guide - Team Conflict Skills	Personal Development	1.00	Sep-04
en_US_41212_ng	Managing Generations in the Workplace: Recruitment and Retention	Personnel/HR	2.00	Dec-07
en_US_47014_ng	Exit Interviewing Skills: Preparing for an Exit Interview	Personnel/HR	2.00	Dec-07
en_US_47015_ng	Exit Interviewing Skills: Conducting an Exit Interview	Personnel/HR	3.00	Dec-07
en_US_47016_ng	Exit Interviewing Skills: The Termination Process	Personnel/HR	3.00	Dec-07
en_US_47020_ng	Interviewing Skills: Preparing for an Interview	Personnel/HR	2.50	Dec-07
en_US_47021_ng	Interviewing Skills: Conducting an Interview	Personnel/HR	2.00	Dec-07
en_US_47022_ng	Interviewing Skills: Laws Governing the Interview Process	Personnel/HR	2.00	Dec-07
en_US_47104_ng	Workplace Aggression: Recognizing Aggressive Behavior	Personnel/HR	3.00	Dec-07
en_US_47105_ng	Workplace Aggression: Defusing Aggressive Situations	Personnel/HR	2.50	Dec-07
en_US_47106_ng	Workplace Aggression: Taking a Proactive Approach	Personnel/HR	3.00	Dec-07
en_US_47111_ng	Recruiting and Retention: Staffing Your Organization	Personnel/HR	2.00	Dec-07
en_US_47112_ng	Recruiting and Retention: Internet Recruiting	Personnel/HR	1.50	Dec-07
en_US_47113_ng	Recruiting and Retention: Keeping Your Good Employees	Personnel/HR	2.00	Dec-07
en_US_47411_ng	Human Resource Law: Management's Role	Personnel/HR	2.50	Dec-07
en_US_47413_ng	Human Resource Law: Equal Employment Opportunity Law	Personnel/HR	2.00	Dec-07
en_US_47414_ng	Human Resource Law: Family and Medical Leave Act	Personnel/HR	2.00	Dec-07
en_US_47415_ng	Human Resource Law: Fair Labor Standards Act	Personnel/HR	2.00	Dec-07
en_US_47416_ng	Human Resource Law: Understanding Privacy Rights	Personnel/HR	2.50	Dec-07
hr_01_a01_bs_enus	The Strategic Role of HR in Organizations	Personnel/HR	3.00	Dec-06
hr_01_a03_bs_enus	Workforce Planning and Employment Strategies	Personnel/HR	3.00	Dec-06
hr_01_a04_bs_enus	Strategic Human Resource Development	Personnel/HR	5.00	Dec-06
hr_01_a05_bs_enus	Compensation and Benefits Strategies	Personnel/HR	3.00	Dec-06
hr_01_a06_bs_enus	Employee and Labor Relations Strategies	Personnel/HR	4.00	Dec-06
hr_01_a07_bs_enus	Safety, Health, and Security Strategies	Personnel/HR	2.00	Dec-06
hr_01_a08_bs_enus	Managing the HR Process	Personnel/HR	2.50	Dec-06
hr_02_a01_bs_enus	The Reasons Why Diversity Matters	Personnel/HR	1.50	Nov-08
hr_02_a02_bs_enus	Changing Corporate Culture	Personnel/HR	2.00	Nov-08
hr_02_a03_bs_enus	Planning a Diversity Initiative	Personnel/HR	3.00	Dec-07
hr_02_a04_bs_enus	Diversity: the Future	Personnel/HR	1.50	Nov-08
hr_03_a01_bs_enus	What to Consider When Hiring	Personnel/HR	1.00	Dec-07
hr_03_a02_bs_enus	Interviewing Effectively	Personnel/HR	2.50	Nov-08
hr_03_a03_bs_enus	Choosing the Best Applicant	Personnel/HR	1.50	Nov-08
hr_04_a01_bs_enus	HR's Strategic Role in the Organization (HRCI/SPHR - 2007-aligned)	Personnel/HR	2.00	Nov-08
hr_04_a02_bs_enus	Management of the HR Process (HRCI/SPHR - 2007-aligned)	Personnel/HR	1.50	Nov-08
hr_04_a03_bs_enus	Strategic Approaches to Workforce Planning and Employment (HRCI/SPHR - 2007-aligned)	Personnel/HR	2.50	Nov-08
hr_04_a05_bs_enus	Strategic Approaches to Total Rewards (HRCI/SPHR - 2007-aligned)	Personnel/HR	2.50	Nov-08
hr_04_a06_bs_enus	Strategic Approaches to Labor Relations (HRCI/SPHR - 2007-aligned)	Personnel/HR	3.00	Nov-08
hr_04_a07_bs_enus	Strategic Approaches to Risk Management (HRCI/SPHR - 2007-aligned)	Personnel/HR	3.00	Nov-08
HR0001	Health, Safety, and Security Challenges	Personnel/HR	3.50	Aug-04
HR0002	Laws and Ethics in the Workplace	Personnel/HR	3.50	Aug-04
HR0003	Understanding Employee Benefits	Personnel/HR	3.00	Sep-04
HR0101	Human Resources Planning and Analysis	Personnel/HR	2.50	Sep-04
HR0102	Getting the Workforce Your Company Needs	Personnel/HR	2.00	Sep-04

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HR0103	Workforce Compensation	Personnel/HR	2.50	Sep-04
HR0104	The Climate for Performance	Personnel/HR	3.00	Sep-04
HR0134	The Employer's Liability and Responsibilities	Personnel/HR	3.50	Mar-04
HR0141	Workplace Diversity	Personnel/HR	3.00	Aug-04
HR0142	Culture and Behavior	Personnel/HR	2.50	Mar-04
HR0143	Organizational Inclusion	Personnel/HR	3.00	Aug-04
HR0144	Corporate Culture and Diversity	Personnel/HR	2.50	Aug-04
HR0145	Management Skills for the Diverse Work Force	Personnel/HR	2.50	Oct-04
HR0146	Communication and Diversity Adoption	Personnel/HR	3.50	Oct-04
HR0151	Workplace Harassment	Personnel/HR	1.00	Aug-04
HR0152	Diversity in the Workplace	Personnel/HR	1.50	Sep-04
HR0153	Business Ethics	Personnel/HR	1.00	Aug-04
HR0154	Family Medical Leave Act (FMLA)	Personnel/HR	2.00	Mar-04
HR0155	Equal Employment Opportunity (EEO)	Personnel/HR	1.00	Oct-04
HR0156	Americans with Disabilities Act	Personnel/HR	1.00	Aug-04
HR0157	Rightful Termination	Personnel/HR	1.00	Aug-04
HR0159	E-mail and Internet Use Policy	Personnel/HR	1.00	Aug-04
HR0161	Questionable Interviewing Questions	Personnel/HR	1.00	Aug-04
HR0162	Documenting Discipline	Personnel/HR	1.00	Aug-04
HR0163	Conflicts of Interest	Personnel/HR	1.00	Sep-04
HR0164	Drug-free Workplace	Personnel/HR	1.00	Sep-04
HR0165	Understanding the Fair Labor Standards Act (FLSA)	Personnel/HR	1.50	Sep-04
HR0166	Record Retention Policy	Personnel/HR	1.00	Sep-04
HR0172	Sarbanes Oxley: Whistleblower Protection	Personnel/HR	1.00	Nov-04
HR0181	Sexual Harassment Awareness for Employees	Personnel/HR	1.00	Nov-04
HR0182	Dealing with Sexual Harassment Claims	Personnel/HR	2.00	Mar-05
HR0191	HIPAA: Electronic Health Data Transactions	Personnel/HR	1.00	Sep-04
HR0192	HIPAA: Evaluating the Impact of the Privacy Rule	Personnel/HR	1.00	Sep-04
HR0193	HIPAA: Implementing Privacy Rules	Personnel/HR	1.00	Nov-04
HR0194	HIPAA: Securing Protected Health Information	Personnel/HR	2.00	Nov-04
HR0195	Understanding Healthcare Rights Under HIPAA	Personnel/HR	1.00	Aug-04
HR0202	Conducting Effective Interviews	Personnel/HR	1.50	Mar-04
HR0211	Building a Firm Foundation	Personnel/HR	2.00	Oct-04
HR0212	Screening Applicants	Personnel/HR	2.00	Oct-04
HR0213	Preparing for the Behavioral Interview	Personnel/HR	2.00	Mar-04
HR0214	Conducting the Behavioral-based Interview	Personnel/HR	3.00	Apr-04
HR0215	Preparing as the Interviewee	Personnel/HR	2.00	Sep-04
HR0216	Experiencing the Behavioral-based Interview	Personnel/HR	1.00	Aug-04
HR0221	Recruiting for the 21st Century: The Market	Personnel/HR	1.50	Oct-04
HR0222	Recruiting for the 21st Century: Strategies	Personnel/HR	2.00	Oct-04
HR0223	Recruiting Successfully	Personnel/HR	1.50	Sep-04
HR0224	Online Recruiting	Personnel/HR	1.00	Sep-04
HR0225	Facilitating Effective Hiring	Personnel/HR	1.00	Sep-04
HR0226	Retention	Personnel/HR	1.50	Sep-04
HR0251	Recruitment and Selection (HRCI/PHR)	Personnel/HR	1.50	Oct-05
HR0253	Employee Compensation (HRCI/PHR)	Personnel/HR	2.50	Oct-05
HR0254	Offers, Contracts, and Organizational Exit (HRCI/PHR)	Personnel/HR	2.00	Dec-06
HR0261	Human Resources Fundamentals (HRCI/PHR - 2007-aligned)	Personnel/HR	1.00	Nov-08

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HR0262	Strategic Management (HRCI/PHR - 2007-aligned)	Personnel/HR	2.00	Nov-08
HR0263	Affirmative Action and the EEO (HRCI/PHR - 2007-aligned)	Personnel/HR	2.50	Nov-07
HR0264	Employment Management (HRCI/PHR - 2007-aligned)	Personnel/HR	2.00	Nov-07
HR0265	Recruiting and Selecting Candidates (HRCI/PHR - 2007-aligned)	Personnel/HR	2.00	Nov-07
HR0266	Offers, Contracts, and Exit from the Organization (HRCI/PHR - 2007-aligned)	Personnel/HR	2.50	Nov-07
HR0267	Developing Employees (HRCI/PHR - 2007-aligned)	Personnel/HR	1.00	Nov-08
HR0268	Developing Human Resources (HRCI/PHR - 2007-aligned)	Personnel/HR	1.00	Nov-08
HR0269	Compensating Employees (HRCI/PHR - 2007-aligned)	Personnel/HR	1.50	Nov-08
HR0271	Programs to Benefit Employees (HRCI/PHR - 2007-aligned)	Personnel/HR	1.00	Nov-08
HR0272	Employment Relations (HRCI/PHR - 2007-aligned)	Personnel/HR	1.00	Nov-08
HR0273	Sexual Harassment at Work (HRCI/PHR - 2007-aligned)	Personnel/HR	1.00	Nov-07
HR0274	Non-Unionized Workplaces (HRCI/PHR - 2007-aligned)	Personnel/HR	1.00	Nov-07
HR0275	Unionized Workplaces (HRCI/PHR - 2007-aligned)	Personnel/HR	1.00	Nov-08
HR0276	Health and Safety in the Workplace (HRCI/PHR - 2007-aligned)	Personnel/HR	1.00	Nov-08
HR0277	Risk Assessment and Prevention (HRCI/PHR - 2007-aligned)	Personnel/HR	3.00	Nov-08
HR0341	Workplace Aggression: The Scope of the Problem	Personnel/HR	2.00	Oct-04
HR0342	The Three Stages of Aggressive Behavior	Personnel/HR	2.50	Dec-04
HR0343	Potential Powder Kegs: Identifying & Defusing Them	Personnel/HR	3.00	Dec-04
HR0344	How to Make Your Company Safer	Personnel/HR	2.50	Dec-04
HR0345	Keeping Your Company out of Legal Trouble	Personnel/HR	3.00	Dec-04
HR0346	Managing a Violent Crisis	Personnel/HR	3.00	Dec-04
lch_01_a01_lc_enu	Employee Sexual Harassment Awareness	Personnel/HR	1.00	Nov-07
lch_01_a02_lc_enu	Supervisor and Manager Sexual Harassment Awareness	Personnel/HR	1.50	Nov-07
lchr_01_a01_lc_enu	Code of Conduct Awareness	Personnel/HR	1.00	Nov-07
lchr_01_a05_lc_enu	Anti Money Laundering	Personnel/HR	1.00	Nov-07
mgmt_01_a01_bs_enu	Managing and Rewarding Top Performers	Personnel/HR	2.50	Dec-06
oper_04_a11_bs_enu	Training and Development	Personnel/HR	2.00	Nov-08
en_US_44711_ng	Quality Management: The Quality Management Process	Production	2.50	Nov-07
en_US_44712_ng	Quality Management: Quality Management Tools	Production	3.50	Nov-07
en_US_44713_ng	Quality Management: Business Process Improvement	Production	2.50	Nov-07
en_US_44721_ng	Operations Management: Fundamentals of Operations Management	Production	2.50	Nov-07
en_US_44722_ng	Operations Management: Operations Components	Production	2.00	Nov-07
en_US_44723_ng	Operations Management: Operations Management Tools	Production	2.00	Nov-07
en_US_44741_ng	Value Chain Management: Elements of the Value Chain	Production	2.50	Dec-07
en_US_44742_ng	Value Chain Management: Managing a Value Chain	Production	3.00	Dec-07
en_US_44743_ng	Value Chain Management: Managing the Transition to a Value Chain	Production	2.00	Dec-07
en_US_44751_ng	Six Sigma Part 1: Six Sigma Essentials	Production	2.50	Dec-07
en_US_44752_ng	Six Sigma Part 2: Deploying Six Sigma	Production	1.50	Dec-07
en_US_44753_ng	Six Sigma Part 3: Managing Six Sigma Projects	Production	2.00	Dec-07
en_US_44754_ng	Advanced Six Sigma: The Define Phase of DMAIC	Production	3.00	Dec-07
en_US_44755_ng	Advanced Six Sigma: The Measure and Analysis Phases of DMAIC	Production	2.50	Dec-07
en_US_44756_ng	Advanced Six Sigma: The Improve and Control Phases of DMAIC	Production	2.00	Dec-07
en_US_44757_ng	Advanced Six Sigma: Leading Six Sigma Deployment	Production	3.50	Dec-07
en_US_44758_ng	Advanced Six Sigma: Your Role as a Green Belt	Production	3.50	Dec-07
en_US_44759_ng	Advanced Six Sigma: Preparing for Black Belt Projects	Production	2.50	Dec-07
en_US_44761_ng	Supply Chain Management: Principles and Concepts	Production	2.50	Dec-07
en_US_44762_ng	Supply Chain Management: Building a Sustained Competitive Advantage	Production	3.50	Dec-07

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en_US_44763_ng	Supply Chain Management: Using Models	Production	3.50	Dec-07
en_US_44771_ng	Lean Manufacturing: Lean Manufacturing Fundamentals	Production	2.00	Dec-07
en_US_44772_ng	Lean Manufacturing: Lean Manufacturing Processes	Production	3.00	Dec-07
en_US_44773_ng	Lean Manufacturing: Application of Lean Manufacturing	Production	2.50	Dec-07
en_US_44851_ng	Total Quality Management: Fundamentals	Production	3.50	Nov-07
en_US_44852_ng	Total Quality Management: Principles	Production	3.00	Nov-07
en_US_44853_ng	Total Quality Management: Implementation and Tools	Production	2.50	Nov-07
oper_01_a01_bs_enus	Lean Concepts	Production	5.00	Dec-06
oper_01_a02_bs_enus	Non-value-added Steps and Tasks	Production	3.50	Dec-06
oper_01_a03_bs_enus	Lean Tools	Production	3.50	Dec-06
oper_01_a04_bs_enus	Total Productive Maintenance	Production	3.00	Dec-06
oper_02_a01_bs_enus	Quality Function Deployment (QFD)	Production	1.00	Nov-07
oper_02_a02_bs_enus	Robust Design and Process	Production	3.00	Nov-07
oper_02_a03_bs_enus	Failure Mode and Effect Analysis	Production	2.50	Nov-07
oper_02_a04_bs_enus	Design for X (DFX)	Production	2.50	Nov-07
oper_02_a05_bs_enus	Special Design Tools	Production	2.50	Nov-07
oper_04_a06_bs_enus	Quality Systems, Models, and Theories	Production	2.00	Nov-07
oper_04_a10_bs_enus	Supply Chain Management	Production	1.50	Nov-07
oper_10_a01_bs_enus	Introduction to Six Sigma	Production	2.00	Apr-08
OPER0121	Why Customer Driven?	Production	2.00	Sep-04
OPER0122	Identifying What the Customer Wants	Production	1.50	Sep-04
OPER0123	Translating Requirements into Process Goals	Production	1.50	Sep-04
OPER0124	Understanding Processes	Production	1.00	Sep-04
OPER0125	Implementing Improvements	Production	1.00	Sep-04
OPER0126	Managing Process Improvements	Production	1.00	Oct-04
OPER0141	Six Sigma: Reducing Variation to Improve Quality	Production	1.00	Oct-04
OPER0142	Six Sigma: Listening to the Voice of the Customer	Production	1.50	Oct-04
OPER0143	Six Sigma DMAIC: Defining the Problem	Production	1.00	Oct-04
OPER0144	Six Sigma DMAIC: Measuring the Process	Production	1.50	Oct-04
OPER0145	Six Sigma DMAIC: Analyzing the Data	Production	1.00	Oct-04
OPER0146	Six Sigma DMAIC: Analyzing the Process	Production	2.50	Sep-04
OPER0147	Six Sigma DMAIC: Improving the Process	Production	3.50	Sep-04
OPER0148	Six Sigma DMAIC: Controlling the Improved Process	Production	3.50	Sep-04
OPER0151	Lean Logic	Production	3.50	Sep-04
OPER0152	Lean Value	Production	3.00	Sep-04
OPER0153	Lean Techniques	Production	4.50	Sep-04
OPER0154	Lean Strategies	Production	3.50	Sep-04
OPER0161	Six Sigma and the Corporate Enterprise	Production	4.00	Oct-05
OPER0162	Leadership in Six Sigma	Production	4.00	Oct-05
OPER0163	Organizational Goals and Objectives	Production	2.00	Oct-05
OPER0164	History of Organizational Improvement and the Foundations of Six Sigma	Production	2.00	Oct-05
OPER0165	Overview of Business Process Management	Production	3.00	Oct-05
OPER0166	The Importance of Metrics to Six Sigma	Production	2.50	Oct-05
OPER0174	Six Sigma Team Dynamics and Performance	Production	1.50	Dec-06
OPER0175	The Six Sigma Change Agent	Production	1.50	Dec-06
OPER0176	Six Sigma Management and Planning Tools	Production	1.00	Dec-06
OPER0177	Six Sigma and the Voice of the Customer	Production	1.00	Dec-06
OPER0178	Six Sigma and Critical Customer Requirements	Production	1.00	Dec-06

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OPER0179	Defining and Mapping the Six Sigma Process	Production	2.00	Dec-06
OPER0191	Process Analysis and Documentation	Production	2.00	Dec-06
OPER0193	Collecting and Summarizing Data	Production	1.50	Dec-06
OPER0194	Properties and Applications of Probability Distributions	Production	1.00	Dec-06
OPER0195	Measurement Systems	Production	1.00	Dec-06
OPER0196	Analyzing Process Capability	Production	1.50	Dec-06
OPER0211	Design of Experiments (DOE)	Production	1.50	Dec-06
OPER0222	Control Charts and the Pre-control Process	Production	1.50	Dec-06
OPER0251	Exploratory Data Analysis	Production	1.50	Dec-06
OPER0253	Tracking and Reporting Progress using Project Professional 2003	Production	2.00	Dec-06
OPER0321	Overview of Logistics Management	Production	3.00	Sep-04
OPER0322	Inventory Management	Production	2.50	Sep-04
OPER0323	Supply Chain Logistics Management	Production	2.50	Sep-04
OPER0401	The Who, What & Why of ISO 9000:2000	Production	2.00	Sep-04
OPER0402	Building a Quality Management System	Production	1.50	Sep-04
OPER0403	Quality-minded Management	Production	2.00	Sep-04
OPER0404	Customer Satisfaction Through Resource Management	Production	2.00	Sep-04
OPER0405	Processes for Quality Products and Services	Production	3.00	Sep-04
OPER0406	Continual Quality Improvement	Production	3.00	Sep-04
OPER0407	Steps for Successful ISO Registration	Production	3.00	Sep-04
OPER0408	Transitioning from ISO 9000:1994 to ISO 9001:2000	Production	3.00	Sep-04
OPER0501	The Fundamentals of Supply Chain Management	Production	2.00	Sep-04
OPER0502	Supply Chain Management Strategies	Production	3.50	Sep-04
OPER0503	Supply Chain Planning and Inventory Management	Production	3.00	Sep-04
OPER0504	Supply Chain Management and e-Business	Production	2.00	Sep-04
OPER0505	Supply Chain Transportation and Facility Design	Production	2.00	Sep-04
232292_ENG	Measuring Project Outsourcing Success	Social Environment of Business	2.50	Dec-06
OPER0181	Scoping the Six Sigma Project	Social Environment of Business	2.00	Dec-06
OPER0213	Taguchi and Quality Improvement	Social Environment of Business	2.00	Dec-06
OPER0214	Experimenting for Process Improvement	Social Environment of Business	2.50	Dec-06
OPER0223	Six Sigma--Lean Tools for Control	Social Environment of Business	1.50	Dec-06
OPER0224	Six Sigma--Measurement System Re-analysis	Social Environment of Business	2.50	Dec-06
110946_ENG	Microsoft Office 2000 - Beginning Word	Specialized Knowledge & Applications	4.00	Oct-04
110947_ENG	Microsoft Office 2000 - Intermediate Word	Specialized Knowledge & Applications	3.00	Oct-04
111009_ENG	Microsoft Office 2000 - Advanced Word	Specialized Knowledge & Applications	3.00	Oct-04
111010_ENG	Microsoft Office 2000 - Word for Power Users	Specialized Knowledge & Applications	3.50	Nov-04
111080_ENG	Microsoft Office 2000 - Beginning Excel	Specialized Knowledge & Applications	3.50	Nov-04
111081_ENG	Microsoft Office 2000 - Intermediate Excel	Specialized Knowledge & Applications	3.50	Nov-04
111238_ENG	Microsoft Office 2000 - Advanced Excel	Specialized Knowledge & Applications	2.50	Nov-04
111287_ENG	Microsoft Office 2000 - Excel for Power Users	Specialized Knowledge & Applications	3.50	Nov-04
111348_ENG	Microsoft Office 2000 - Beginning PowerPoint 2000	Specialized Knowledge & Applications	3.50	Jan-05
111352_ENG	Microsoft Office 2000 - Beginning Access	Specialized Knowledge & Applications	5.00	Jan-05
111353_ENG	Microsoft Office 2000 - Intermediate Access	Specialized Knowledge & Applications	3.50	Jan-05
111354_ENG	Microsoft Office 2000 - Advanced Access	Specialized Knowledge & Applications	4.00	Jan-05
111408_ENG	Microsoft Office 2000 - Advanced PowerPoint 2000	Specialized Knowledge & Applications	3.50	Jan-05
112000_ENG	Microsoft Office 2000 - Beginning Outlook	Specialized Knowledge & Applications	4.00	Jan-05

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112030_ENG	Microsoft Office 2000 - Advanced Outlook	Specialized Knowledge & Applications	4.00	Jan-05
112243_ENG	Microsoft Office 2000 - Beginning Project	Specialized Knowledge & Applications	3.00	Jan-05
112268_ENG	Microsoft Office 2000 - Intermediate Project 2000	Specialized Knowledge & Applications	3.50	Jan-05
112366_ENG	Office 2000 - Advanced Project	Specialized Knowledge & Applications	3.50	Jan-05
112997_ENG	Getting Started with Word 2003	Specialized Knowledge & Applications	1.00	Nov-04
112998_ENG	Working with Documents in Word 2003	Specialized Knowledge & Applications	2.00	Nov-04
113095_ENG	Advanced Formatting in Word 2003	Specialized Knowledge & Applications	2.00	Nov-04
113114_ENG	Advanced Data Manipulation Features in Word 2003	Specialized Knowledge & Applications	1.50	Nov-04
113139_ENG	Collaborative Features in Word 2003	Specialized Knowledge & Applications	3.00	Nov-04
113187_ENG	Basic Features of Excel 2003	Specialized Knowledge & Applications	3.00	Nov-04
113221_ENG	Excel 2003 Formulas and Functions	Specialized Knowledge & Applications	2.00	Nov-04
113262_ENG	Advanced Data Management in Excel 2003	Specialized Knowledge & Applications	2.00	Nov-04
113309_ENG	Advanced Data Analysis in Excel 2003	Specialized Knowledge & Applications	2.50	Nov-04
113430_ENG	Sending and Receiving Messages in Outlook 2003	Specialized Knowledge & Applications	2.00	Nov-04
113469_ENG	Configuring Rules, Alerts, and Junk Mail Settings in Outlook 2003	Specialized Knowledge & Applications	1.50	Nov-04
114325_ENG	Creating Documents in Word 2002	Specialized Knowledge & Applications	3.00	Feb-05
114346_ENG	Working with Documents in Word 2002	Specialized Knowledge & Applications	1.50	Jan-05
114389_ENG	Managing Outlook 2002	Specialized Knowledge & Applications	3.00	Nov-04
114461_ENG	Advanced Data Management in Excel 2002	Specialized Knowledge & Applications	5.00	Dec-04
114635_ENG	Advanced Data Manipulation and Analysis in Excel 2002	Specialized Knowledge & Applications	4.00	Dec-04
114968_ENG	Advanced Formatting and Navigation in Word 2002	Specialized Knowledge & Applications	2.50	Nov-04
114983_ENG	Advanced Document Features in Word 2002	Specialized Knowledge & Applications	4.00	Dec-04
115008_ENG	Collaborative Features in Word 2002	Specialized Knowledge & Applications	3.00	Jan-05
115027_ENG	Creating Presentations using PowerPoint 2002	Specialized Knowledge & Applications	2.50	Jan-05
115096_ENG	Basic Features of Excel 2002	Specialized Knowledge & Applications	2.50	Dec-04
115117_ENG	Optimizing Excel 2002	Specialized Knowledge & Applications	3.00	Dec-04
115146_ENG	Introducing Outlook 2002	Specialized Knowledge & Applications	4.50	Dec-04
116022_ENG	Advanced Database Design in Access 2002	Specialized Knowledge & Applications	3.50	Jan-05
116051_ENG	Advanced Database Features in Access 2002	Specialized Knowledge & Applications	5.00	Jan-05
116195_ENG	Customizing, Running, and Broadcasting PowerPoint 2002 Presentations	Specialized Knowledge & Applications	2.00	Jan-05
116211_ENG	PowerPoint 2002 Customization and Office XP Integration	Specialized Knowledge & Applications	1.00	Nov-04
116299_ENG	Printing, Help, and Automated Formatting in Word 2003	Specialized Knowledge & Applications	2.50	Nov-04
116894_ENG	Working with Tables and Media Features in Word 2003	Specialized Knowledge & Applications	3.00	Nov-04
117077_ENG	Creating Diagrams in Visio 2002	Specialized Knowledge & Applications	3.00	Mar-05
117090_ENG	Working with Diagrams in Visio 2002	Specialized Knowledge & Applications	2.00	Feb-05
117147_ENG	Introduction to Access 2002	Specialized Knowledge & Applications	6.00	Jan-05
117172_ENG	Intermediate Access 2002	Specialized Knowledge & Applications	3.50	Jan-05
117529_ENG	Microsoft Office 2003: New Features for End Users	Specialized Knowledge & Applications	3.00	Nov-04
117530_ENG	Microsoft Office 2003: New Features for Advanced Users	Specialized Knowledge & Applications	2.50	Nov-04
117531_ENG	Microsoft Office 2003: New Applications	Specialized Knowledge & Applications	1.00	Nov-04
119748_ENG	Advanced Data Exchange in Excel 2003	Specialized Knowledge & Applications	3.00	Nov-04
119827_ENG	Formatting Data in Excel 2003	Specialized Knowledge & Applications	2.00	Nov-04
119828_ENG	Excel 2003 Chart and Multimedia Features	Specialized Knowledge & Applications	3.00	Nov-04
119829_ENG	Advanced Customization in Excel 2003	Specialized Knowledge & Applications	1.50	Nov-04
121072_ENG	Advanced Document Features in Word 2003	Specialized Knowledge & Applications	2.00	Nov-04
121344_ENG	Advanced Validation and Collaboration in Excel 2003	Specialized Knowledge & Applications	2.00	Nov-04
121838_ENG	Creating Basic Presentations using PowerPoint 2003	Specialized Knowledge & Applications	1.50	Nov-04
121956_ENG	Customizing PowerPoint 2003 Presentations	Specialized Knowledge & Applications	2.00	Feb-05

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121957_ENG	Settings, Customization, and Office 2003 Integration with PowerPoint 2003	Specialized Knowledge & Applications	2.00	Feb-05
122518_ENG	Printing and Collaborating in Excel 2003	Specialized Knowledge & Applications	2.00	Nov-04
123164_ENG	Slide Layout and Design in PowerPoint 2003	Specialized Knowledge & Applications	1.00	Nov-04
123167_ENG	Finalizing PowerPoint 2003 presentations	Specialized Knowledge & Applications	1.50	Nov-04
123383_ENG	Structuring, editing, saving, and opening documents in Word 2003	Specialized Knowledge & Applications	2.00	Nov-04
124981_ENG	Working with text and paragraphs in Word 2003	Specialized Knowledge & Applications	1.50	Nov-04
124997_ENG	Running, Broadcasting, and Reviewing PowerPoint 2003 Presentations	Specialized Knowledge & Applications	3.50	Feb-06
125656_ENG	Advanced formatting in Excel 2003	Specialized Knowledge & Applications	1.50	Nov-04
125830_ENG	Preparing PowerPoint 2003 Presentations for Effective Delivery	Specialized Knowledge & Applications	2.00	Feb-05
125933_ENG	Using Visuals in PowerPoint 2003 Presentations	Specialized Knowledge & Applications	1.50	Nov-04
125937_ENG	Getting Started with Access 2003	Specialized Knowledge & Applications	2.00	Nov-04
125947_ENG	Basic Access 2003 Tables	Specialized Knowledge & Applications	2.50	Nov-04
125956_ENG	Basic Access 2003 Forms	Specialized Knowledge & Applications	2.50	Nov-04
125964_ENG	Using Queries and Reports in Access 2003	Specialized Knowledge & Applications	3.50	Nov-04
125984_ENG	Personalizing and Maintaining Access 2003	Specialized Knowledge & Applications	1.00	Nov-04
126060_ENG	Microsoft Office 2003: New Features for Outlook Users	Specialized Knowledge & Applications	2.50	Nov-04
126778_ENG	Advanced Document Navigation in Word 2003	Specialized Knowledge & Applications	1.00	Nov-04
126789_ENG	Using Tables, Charts, and Graphs in Word 2003	Specialized Knowledge & Applications	1.00	Nov-04
126934_ENG	Enhancing Tables, Forms, and Reports in Access 2003	Specialized Knowledge & Applications	2.00	Nov-04
126944_ENG	Advanced Querying in Access 2003	Specialized Knowledge & Applications	1.50	Nov-04
126950_ENG	Working with Data and Presentation in Access 2003	Specialized Knowledge & Applications	1.50	Nov-04
126959_ENG	Access 2003 and the Web	Specialized Knowledge & Applications	1.00	Nov-04
126965_ENG	Access 2003 Programmability	Specialized Knowledge & Applications	1.00	Nov-04
126973_ENG	Database Administration in Access 2003	Specialized Knowledge & Applications	1.50	Nov-04
128879_ENG	Formatting and Managing Messages in Outlook 2003	Specialized Knowledge & Applications	2.00	Nov-04
128880_ENG	Scheduling events, Appointments, and meetings in Outlook 2003	Specialized Knowledge & Applications	2.50	Nov-04
128881_ENG	Using Task Lists, Contact Lists, and Notes in Outlook 2003	Specialized Knowledge & Applications	2.00	Nov-04
129976_ENG	Sharing Folders, Schedules, and Contacts and Using SharePoint Data in Outlook 2003	Specialized Knowledge & Applications	3.50	Nov-04
131326_ENG	Customizing E-mail, Views, Navigation, and E-mail Accounts in Outlook 2003	Specialized Knowledge & Applications	3.00	Nov-04
131341_ENG	Tracking, Categorizing, Searching, and Printing in Outlook 2003	Specialized Knowledge & Applications	3.50	Nov-04
132490_ENG	Creating and Defining a Project	Specialized Knowledge & Applications	3.00	Dec-04
132504_ENG	Tracking and Reporting Progress using Project Professional 2003	Specialized Knowledge & Applications	3.50	Dec-04
132510_ENG	Specifying and Assigning Resources	Specialized Knowledge & Applications	2.50	Dec-04
132531_ENG	Creating Diagrams with Visio 2003	Specialized Knowledge & Applications	4.00	Dec-04
132532_ENG	Developing Diagrams with Visio 2003	Specialized Knowledge & Applications	3.50	Dec-04
132533_ENG	Visio 2003 and Other Programs	Specialized Knowledge & Applications	2.00	Dec-04
132659_ENG	Sharing Project Data and Working with Macros	Specialized Knowledge & Applications	2.00	Dec-04
132661_ENG	Advanced Customization	Specialized Knowledge & Applications	2.00	Dec-04
201354_ENG	Working Collaboratively	Specialized Knowledge & Applications	3.00	Jan-05
201357_ENG	Enterprise Project Management	Specialized Knowledge & Applications	2.00	Jan-05
203973_ENG	Introduction to Reporting with Crystal Reports 10	Specialized Knowledge & Applications	1.50	Nov-04
203992_ENG	Creating Basic Reports with Crystal Reports 10	Specialized Knowledge & Applications	2.50	Nov-04
204489_ENG	Manipulating Report Data with Crystal Reports 10	Specialized Knowledge & Applications	2.50	Nov-04
204490_ENG	Presenting and Distributing Reports with Crystal Reports 10	Specialized Knowledge & Applications	2.00	Nov-04
205433_ENG	Organizing and Managing Project Information	Specialized Knowledge & Applications	3.00	Jan-05
206372_ENG	Advanced Analysis of your Project	Specialized Knowledge & Applications	2.50	Jan-05
208386_ENG	ECDL/ICDL 4 Module 1: Concepts of Information Technology (IT) - Computers and IT	Specialized Knowledge & Applications	1.00	Oct-05
208426_ENG	ECDL/ICDL 4 Module 1: Concepts of Information Technology (IT) - IT in Daily Life	Specialized Knowledge & Applications	1.50	Oct-05

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209091_ENG	ECDL/ICDL 4 Module 2: Using the Computer and Managing Files - Using Windows XP	Specialized Knowledge & Applications	1.50	Oct-05
210026_ENG	ECDL/ICDL 4 Module 2: Using the Computer and Managing Files - Files and Folders	Specialized Knowledge & Applications	1.50	Oct-05
210027_ENG	ECDL/ICDL 4 Module 2: Using the Computer and Managing Files - Customization	Specialized Knowledge & Applications	2.00	Oct-05
210475_ENG	ECDL/ICDL 4 Module 5: Database - Getting Started with Access 2003	Specialized Knowledge & Applications	1.50	Oct-05
210559_ENG	ECDL/ICDL 4 Module 7: Information and Communication - Using IE 6	Specialized Knowledge & Applications	1.50	Oct-05
210573_ENG	ECDL/ICDL 4 Module 7: Information and Communication - Using Web Sites in IE 6	Specialized Knowledge & Applications	2.50	Oct-05
210582_ENG	ECDL/ICDL 4 Module 5: Database - Basic Access 2003 Tables	Specialized Knowledge & Applications	1.50	Oct-05
210684_ENG	ECDL/ICDL 4 Module 5: Database - Basic Access 2003 Forms	Specialized Knowledge & Applications	2.00	Oct-05
210721_ENG	ECDL/ICDL 4 Module 5: Database - Access 2003 Queries and Reports	Specialized Knowledge & Applications	1.50	Oct-05
210848_ENG	ECDL/ICDL 4 Module 7: Information and Communication - Introducing Outlook 2003	Specialized Knowledge & Applications	2.00	Oct-05
210849_ENG	ECDL/ICDL 4 Module 7: Information and Communication - Outlook 2003 E-mail	Specialized Knowledge & Applications	2.00	Oct-05
210894_ENG	ECDL/ICDL 4 Module 4: Spreadsheets - Basic Features of Excel 2003	Specialized Knowledge & Applications	1.00	Oct-05
210895_ENG	ECDL/ICDL 4 Module 4: Spreadsheets - Formatting Data in Excel 2003	Specialized Knowledge & Applications	2.00	Oct-05
210896_ENG	ECDL/ICDL 4 Module 4: Spreadsheets - Printing and Using Charts in Excel 2003	Specialized Knowledge & Applications	1.50	Oct-05
210897_ENG	ECDL/ICDL 4 Module 4: Spreadsheets - Formulas and Functions in Excel 2003	Specialized Knowledge & Applications	1.50	Oct-05
211028_ENG	ECDL/ICDL 4 Module 7: Information and Communication - Outlook 2003 Messages	Specialized Knowledge & Applications	2.00	Oct-05
211781_ENG	ECDL/ICDL 4 Module 6: Presentation - Introducing PowerPoint 2003	Specialized Knowledge & Applications	2.00	Oct-05
211815_ENG	ECDL/ICDL 4 Module 6: Presentation - Slide Layout and Design in PowerPoint 2003	Specialized Knowledge & Applications	1.50	Oct-05
211839_ENG	ECDL/ICDL 4 Module 6: Presentation - Charts and Multimedia in PowerPoint 2003	Specialized Knowledge & Applications	2.00	Oct-05
211857_ENG	ECDL/ICDL 4 Module 6: Presentation - Finalizing Presentations in PowerPoint 2003	Specialized Knowledge & Applications	2.00	Oct-05
212610_ENG	ECDL/ICDL 4 Module 3: Word Processing - Getting Started with Word 2003	Specialized Knowledge & Applications	1.50	Oct-05
212620_ENG	ECDL/ICDL 4 Module 3: Word Processing - Word 2003 Text and Paragraphs	Specialized Knowledge & Applications	2.00	Oct-05
212629_ENG	ECDL/ICDL 4 Module 3: Word Processing - Editing and Printing in Word 2003	Specialized Knowledge & Applications	1.00	Oct-05
212639_ENG	ECDL/ICDL 4 Module 3: Word Processing - Formatting and Editing in Word 2003	Specialized Knowledge & Applications	2.50	Oct-05
212656_ENG	ECDL/ICDL 4 Module 3: Word Processing - Tables and Graphics in Word 2003	Specialized Knowledge & Applications	2.00	Oct-05
216913_ENG	Introduction to information security	Specialized Knowledge & Applications	2.00	Oct-05
216960_ENG	Information security and the Internet	Specialized Knowledge & Applications	2.00	Oct-05
217043_ENG	Malicious code and information security	Specialized Knowledge & Applications	1.50	Oct-05
217983_ENG	Operational information security	Specialized Knowledge & Applications	1.50	Oct-05
221552_ENG	Using Adobe Reader 6.0	Specialized Knowledge & Applications	1.50	Dec-06
233489_ENG	Getting Started with Lotus Notes 7 and Mail	Specialized Knowledge & Applications	3.00	Dec-06
233490_ENG	Managing Mail, Instant Messaging, and Contacts in Lotus Notes 7	Specialized Knowledge & Applications	2.50	Dec-06
233491_ENG	Working with Databases, the Calendar, and the To Do List in Lotus Notes 7	Specialized Knowledge & Applications	2.50	Dec-06
233492_ENG	Using Lotus Notes 7 Remotely	Specialized Knowledge & Applications	1.50	Dec-06
31768_ENG	Basic Features of Excel 2002 (non-audio)	Specialized Knowledge & Applications	1.50	Mar-04
31772_ENG	Optimizing Excel 2002 (non-audio)	Specialized Knowledge & Applications	5.50	Mar-04
67356_ENG	Creating Reports with Crystal Reports	Specialized Knowledge & Applications	5.50	Nov-04
82567_ENG	Creating Diagrams in Visio 2002 (non-audio)	Specialized Knowledge & Applications	2.00	Sep-04
en_US_41531_ng	Managing IT Projects: Project Initiation and Fundamentals	Specialized Knowledge & Applications	3.50	Dec-07
en_US_41532_ng	Managing IT Projects: Project Planning and Execution	Specialized Knowledge & Applications	3.00	Dec-07
en_US_41533_ng	Managing IT Projects: Project Control and Closure	Specialized Knowledge & Applications	3.00	Dec-07
en_US_41601_ng	Project Management: Government	Specialized Knowledge & Applications	3.00	Nov-07
en_US_43490_ng	Moving from Technical Professional to Manager: Getting Started	Specialized Knowledge & Applications	2.50	Dec-07
en_US_43491_ng	Moving from Technical Professional to Manager: Managing Personnel	Specialized Knowledge & Applications	2.50	Dec-07
en_US_43492_ng	Moving from Technical Professional to Manager: Managing the IT Department	Specialized Knowledge & Applications	2.50	Dec-07
en_US_49921_ng	Government Contracting: Overview of Government Contracts	Specialized Knowledge & Applications	1.50	Nov-07
en_US_49922_ng	Government Contracting: Working with Government Contracts	Specialized Knowledge & Applications	2.00	Nov-07
FS0202	Customer Service for New Account Representatives	Specialized Knowledge & Applications	3.00	Oct-04

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FS0203	Financial Service Representatives in Action	Specialized Knowledge & Applications	2.00	Nov-04
FS0204	Sales for New Account Representatives	Specialized Knowledge & Applications	1.00	Nov-04
FS0205	Savings and Checking for New Account Representatives	Specialized Knowledge & Applications	1.00	Nov-04
FS0206	IRAs for New Account Representatives	Specialized Knowledge & Applications	1.00	Nov-04
FS0207	Commercial Accounts for New Account Representatives	Specialized Knowledge & Applications	1.00	Nov-04
FS0208	Legal Aspects for New Account Representatives	Specialized Knowledge & Applications	1.00	Nov-04
FS0251	Customer Service Improves Your Results	Specialized Knowledge & Applications	1.50	Jun-04
FS0252	Knowing Your Customers -- The Key to Success	Specialized Knowledge & Applications	3.00	Oct-04
FS0253	Essential Customer Service Communication Skills	Specialized Knowledge & Applications	3.00	Mar-04
FS0254	Helping Your Customer to Make the Right Decisions	Specialized Knowledge & Applications	3.50	Oct-04
FS0255	Continuous Customer Service	Specialized Knowledge & Applications	4.00	Oct-04
IND0101	The Federal Government is You	Specialized Knowledge & Applications	2.50	Dec-04
IND0102	Purposes of the Federal Government	Specialized Knowledge & Applications	2.00	Dec-04
IND0103	Organization of the Federal Government	Specialized Knowledge & Applications	2.00	Dec-04
IND0104	Dealing with the Federal Government	Specialized Knowledge & Applications	2.00	Dec-04
IND0201	The Automotive Industry Overview: Version 1	Specialized Knowledge & Applications	1.50	Oct-04
IND0202	The Oil and Gas Industry Overview: Version 1	Specialized Knowledge & Applications	3.00	Apr-04
IND0203	The Pharmaceutical Industry Overview: Version 1	Specialized Knowledge & Applications	2.00	Sep-04
IND0204	The Food and Beverage Industry Overview: Version 1	Specialized Knowledge & Applications	1.50	Oct-04
IND0205	The Health Care Industry Overview: Version 1	Specialized Knowledge & Applications	1.00	Nov-04
IND0206	Banking Industry Overview: Version 1	Specialized Knowledge & Applications	1.50	Mar-04
IND0207	Manufacturing Industry Overview: Version 1	Specialized Knowledge & Applications	1.00	Nov-04
IND0208	Retail Industry Overview: Version 1	Specialized Knowledge & Applications	1.00	Nov-04
indo_01_a01_bs_enus	The Automotive Industry Overview: Version 2	Specialized Knowledge & Applications	3.00	Nov-07
indo_01_a02_bs_enus	The Oil and Gas Industry Overview: Version 2	Specialized Knowledge & Applications	2.50	Nov-07
indo_01_a03_bs_enus	The Pharmaceutical Industry Overview: Version 2	Specialized Knowledge & Applications	2.50	Nov-07
indo_01_a04_bs_enus	The Food and Beverage Industry Overview: Version 2	Specialized Knowledge & Applications	3.00	Nov-07
indo_01_a05_bs_enus	The Health Care Industry Overview: Version 2	Specialized Knowledge & Applications	2.50	Nov-07
indo_01_a06_bs_enus	The Banking Industry Overview: Version 2	Specialized Knowledge & Applications	3.00	Nov-07
indo_01_a07_bs_enus	The Manufacturing Industry Overview: Version 2	Specialized Knowledge & Applications	3.00	Nov-07
indo_01_a08_bs_enus	The Retail Industry Overview: Version 2	Specialized Knowledge & Applications	2.50	Nov-07
indo_01_a09_bs_enus	The Telecommunications Industry Overview: Version 2	Specialized Knowledge & Applications	2.50	Nov-07
indo_01_a10_bs_enus	The Insurance Industry Overview: Version 2	Specialized Knowledge & Applications	2.50	Nov-07
indo_02_a12_bs_enus	Industry Overview: Federal Government	Specialized Knowledge & Applications	2.00	Nov-08
mo_acpu_a01_dt_enus	Programmability and Administration in Access 2007	Specialized Knowledge & Applications	2.00	Nov-08
mo_acpu_a02_dt_enus	Database Administration in Access 2007	Specialized Knowledge & Applications	3.00	Nov-08
mo_adax_a01_dt_enus	Importing and Exporting Data and Data Presentation in Access 2007	Specialized Knowledge & Applications	3.00	Nov-08
mo_adax_a02_dt_enus	Advanced Data Management in Access 2007	Specialized Knowledge & Applications	4.00	Nov-08
mo_adex_a01_dt_enus	Advanced Formatting in Excel 2007	Specialized Knowledge & Applications	3.50	Nov-08
mo_adex_a02_dt_enus	Advanced Data Management in Excel 2007	Specialized Knowledge & Applications	2.50	Nov-08
mo_adex_a03_dt_enus	Advanced Customization in Excel 2007	Specialized Knowledge & Applications	3.00	Nov-08
mo_bgac_a01_dt_enus	Getting Started with Access 2007	Specialized Knowledge & Applications	2.50	Nov-08
mo_bgac_a02_dt_enus	Basic Access 2007 Tables	Specialized Knowledge & Applications	3.00	Nov-08
mo_bgac_a03_dt_enus	Basic Access 2007 Forms	Specialized Knowledge & Applications	3.00	Nov-08
mo_bgac_a04_dt_enus	Queries and Reports in Access 2007	Specialized Knowledge & Applications	3.00	Nov-08
mo_bgex_a01_dt_enus	Getting Started with Excel 2007	Specialized Knowledge & Applications	2.00	Nov-08
mo_bgex_a02_dt_enus	Manipulating and Formatting Data and Worksheets	Specialized Knowledge & Applications	3.00	Nov-08
mo_bgex_a03_dt_enus	Reviewing and Printing in Excel 2007	Specialized Knowledge & Applications	1.50	Nov-08

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mo_bgex_a04_dt_enus	Excel 2007 Formulas and Functions	Specialized Knowledge & Applications	2.50	Nov-08
mo_bgex_a06_dt_enus	Excel 2007 Charts, Pictures, Themes, and Styles	Specialized Knowledge & Applications	2.50	Nov-08
mo_expu_a01_dt_enus	Analyzing Data in Excel 2007	Specialized Knowledge & Applications	4.50	Nov-08
mo_expu_a02_dt_enus	Protecting and Sharing Excel 2007 Workbooks	Specialized Knowledge & Applications	2.50	Nov-08
mo_expu_a03_dt_enus	Exchanging Data with Excel 2007	Specialized Knowledge & Applications	3.00	Nov-08
oper_03_a01_bs_enus	Introduction to Six Sigma for Champions	Specialized Knowledge & Applications	2.00	Nov-07
oper_03_a02_bs_enus	Six Sigma Process Improvement	Specialized Knowledge & Applications	2.50	Nov-07
oper_03_a03_bs_enus	Six Sigma Projects and Project Teams	Specialized Knowledge & Applications	2.50	Nov-07
oper_03_a04_bs_enus	Managing and Deploying Six Sigma	Specialized Knowledge & Applications	2.50	Nov-07
oper_04_a03_bs_enus	Developing and Deploying Strategic Plans	Specialized Knowledge & Applications	2.00	Nov-07
oper_04_a08_bs_enus	Measurement: Assessment and Metrics	Statistics	2.00	Nov-08
oper_06_a04_bs_enus	Using Six Sigma Analysis Tools and Metrics for Project Decisions	Statistics	2.00	Nov-08
oper_07_a02_bs_enus	Statistics and Probability in Six Sigma	Statistics	2.00	Nov-08
OPER0197	Calculating Process Capability	Statistics	1.00	Dec-06
OPER0212	Design and Analysis	Statistics	1.50	Dec-06
OPER0221	Six Sigma--Statistical Process Control	Statistics	1.00	Dec-06
OPER0252	Hypothesis Testing	Statistics	2.00	Dec-06
OPER0254	Variance, Contingency Tables, and Nonparametric Tests	Statistics	2.00	Dec-06