

SkillUp Training Resources for Common Local Jobs

*[SkillUp Greater Raritan](#) helps enhance skills and obtain industry recognized credentials by taking online courses developed by SkillSoft, a training provider used by Fortune-500 companies . FREE registration is required.

Q&A WEBINAR* Have questions on how to use SkillUP to your best advantage? Our support team is here to help. Join our weekly Q&A webinars. Webinar Link: <https://global.gotomeeting.com/join/770664261> | Join via phone: +1 (872) 240-3212 | Access Code: 770-664-261

General Skills and Vocational Training	Click Here-<i>*Skillup Sign In/Sign Up Page*</i>	
<u>JOBS</u>	<u>ASSETS</u>	<u>COURSE</u>
Customer Service/ Receptionist/ Cashiers	ACADEMIC SKILLS Requirement:	Abbreviating, Capitalizing, and Using Numbers
Adm. Assistant/Front Desk Receptionist/Retail		Creating Well-constructed Sentences
Data Entry Clerk/Office clerk/Team Member		Using the Parts of Speech
	PERSONAL SKILLS Requirement:	Emotional Intelligence: Owning Your Emotions
		Establishing Self-confidence for Life
		Interpersonal Communication that Builds Trust
		Time Management: Ready, Set...FOCUS!
	CLERICAL Requirement:	Administrative Support: Developing Your Essential Skills
		Interacting Effectively with Colleagues
		Projecting a Positive Professional Image
	CUSTOMER SERVICE Requirement:	Dealing with Customer Service Incidents and Complaints
		Facing Confrontation in Customer Service
		Polishing Your Skills for Excellent Customer Service
	CUSTOMER INTERACTION Requirement:	Communicating Effectively with Customers
		Controlling Conflict, Stress, & Time in a Customer Service Environment
		Interacting with Customers
	MS EXCEL /MS WORD 2016 Requirement:	Excel/Creating, Editing, and Saving Workbooks
		Excel/ Formatting Data/Formulas and Functions
		Word/Customizing Options and Using Document Views
		Formatting Text in Word
		Working w/the Interface & Performing Basic Tasks in Word
Call Center/Help Desk	CALL CENTER/HELP DESK Requirement:	Aligning Agent Behaviors with Caller Types
		Creating an Effective On-hold Message
		Customer Service over the Phone
		Facing Confrontation in Customer Service

		Support Center Services and Work Environment
Childcare Worker	ACADEMIC SKILLS Requirement:	Abbreviating, Capitalizing, and Using Numbers
		Creating Well-constructed Sentences
		Getting the Details Right: Spelling Basics
		Using Punctuation Marks & Parts of Speech
	PERSONAL SKILLS Requirement:	Be a Better Listener
		Becoming More Professional through Business Etiquette
		Emotional Intelligence: Owning Your Emotions
		Interpersonal Communication that Builds Trust
		Time Management: Ready, Set...FOCUS
	WORKPLACE SKILLS Requirement:	Becoming More Professional through Business Etiquette
		Essential Skills for Professional Telephone Calls
		Solving Problems: Framing the Problem
		Thinking Critically: Drawing Conclusions with Confidence
	HIPAA Requirement:	HIPAA - Privacy Rule for Business Associates & Covered Entities
		HIPAA Privacy Essentials
	ABUSE: RECOGNIZING AND REPORTING Requirement:	Child Abuse: Introduction and Neglect (w/Video)
		Child Abuse: Physical and Psychological Abuse (w/Video)
		Child Abuse: Sexual Abuse (w/Video)
		Recognizing and Reporting Child Abuse and Neglect
		Recognizing Domestic Violence
	AGE-SPECIFIC CARE Requirement:	Age-specific Care: Neonates and Infants,
		Toddlers Through Teens, and Adults
		Preschoolers, School-agers,
		Tweens and Adolescents
		Young Adults, Middle Age
		Older Adults and Elders
CNA/Home Health Aide / Caregiver	ACADEMIC SKILLS Requirement:	Abbreviating, Capitalizing, and Using Number
		Getting the Details Right: Spelling Basics
		Using Punctuation Marks
	PERSONAL SKILLS Requirement:	Be a Better Listener
		Becoming More Professional through Business Etiquette
		Interpersonal Communication that Builds Trust
	WORKPLACE SKILLS Requirement:	Being an Effective Team Member
		Solving Problems: Framing the Problem
		Time Management: Ready, Set...FOCUS!
	CUSTOMER SERVICE Requiremen:	Dealing with Customer Service Incidents and Complaints
		Facing Confrontation in Customer Service
		Providing Telephone Customer Service
	HIPAA Requirement:	HIPAA - Privacy Rule for Covered Entities

		HIPAA - Security Rule for Business Associates
		HIPAA Privacy Essentials
	LEGAL/ETHICS Requirement:	Business Ethics
		Code of Conduct Awareness
		EEO and Lawful Hiring
	PATIENT CARE Requirement:	Bathing the Resident
		Bed Making and Comfort Measures
		Bladder and Bowel Care
		Communications: Nurse-Patient Relationships
Dietary/Food Service/Servers	ACADEMIC SKILLS Requirement:	Abbreviating, Capitalizing, and Using Numbers
		Creating Well-constructed Sentences
		Getting the Details Right: Spelling Basics
	PERSONAL SKILLS Requirement:	Be a Better Listener
		Becoming More Professional through Business Etiquette
		Emotional Intelligence: Owning Your Emotions
	WORKPLACE SKILLS Requirement:	Solving Problems: Framing the Problem
		Thinking Critically: Drawing Conclusions with Confidence
		Time Management: Ready, Set...FOCUS!
	COMMUNICATION Requirement:	Communication Methods that Make Sense - and Make Your Point
		Interpersonal Communication that Builds Trust
		Listening to Improve Conversations
	TEAM SKILLS Requirement:	Being an Effective Team Member
		Establishing Team Goals and Responsibilities, and Using Feedback Effectively
		Strategies for Building a Cohesive Team
	BASIC FIRST AID Requirement:	First Aid: Automated External Defibrillator
		First Aid: Basic & CPR
		First Aid: Medical Emergencies & Mental Health Awareness
	FOOD SERVICE Requirement:	Food Allergen Safety
		Food Safety and Handling
		Foodservice Worker Safety
Driving/Transportation	ACADEMIC SKILLS Requirement:	Abbreviating, Capitalizing, and Using Numbers
		Creating Well-constructed Sentences
		Getting the Details Right: Spelling Basics
		Using the Parts of Speech/Punctuation Marks
	PERSONAL SKILLS Requirement:	Be a Better Listener
		Becoming More Professional through Business Etiquette
		Emotional Intelligence: Owning Your Emotions
		Establishing Self-confidence for Life
		Time Management: Ready, Set...FOCUS!
	WORKPLACE SKILLS Requirement:	Become a Great Listener

		Thinking Critically: Drawing Conclusions with Confidence
		Solving Problems: Framing the Problem
	COMMERCIAL VEHICLE OPERATION Requirement:	Defensive Driving: Truck Safety
		Ergonomics and Injury Prevention for Commercial Vehicle Operators
		Negotiating Hazards for Commercial Vehicles
	DEPT. OF TRANSPORTATION Requirement:	DOT 1: Hazardous Materials Table
		DOT 2: Packaging, Labeling, Marking, and Placarding
		DOT Drug and Alcohol Awareness
		DOT Security for Shipment of Hazardous Materials
		DOT: Inspections
	DRIVING Requirement:	Collision Avoidance
		Defensive Driving/Defensive Driving Fundamentals
		Distracted Driving
Housekeeper/Office Cleaner/Janitor/Porters	ACADEMIC SKILLS Requirement:	Abbreviating, Capitalizing, and Using Numbers
		Creating Well-constructed Sentences
		Getting the Details Right: Spelling Basics
	PERSONAL SKILLS Requirement:	Be a Better Listener
		Interpersonal Communication that Builds Trust
		The Art and Science of Communication
		Time Management: Ready, Set...FOCUS!
	WORKPLACE SKILLS Requirement:	Becoming More Professional through Business Etiquette
		Essential Skills for Professional Telephone Calls
		Solving Problems: Framing the Problem
		Thinking Critically: Drawing Conclusions with Confidence
		Time Management: Ready, Set...FOCUS!
	COMMUNICATING W/SUPERVISORS, PEERS, OR SUBORDINATES	Forming Peer Relationships and Alliances at Work
		Managing Your Career: You and Your Boss
		The Value of Peer Relationships
Landscaper/Warehouser/Material Handler	ACADEMIC SKILLS Requirement:	Abbreviating, Capitalizing, and Using Numbers
Receiver/Stocker/Packaging/Fork Lift Operator		Creating Well-constructed Sentences
		Getting the Details Right: Spelling Basics
		Using the Parts of Speech
	PERSONAL SKILLS Requirement:	Be a Better Listener
		Interpersonal Communication that Builds Trust
		Time Management: Ready, Set...FOCUS!
	WORKPLACE SKILLS Requirement:	Becoming More Professional through Business Etiquette
		Being an Effective Team Member
		Solving Problems: Framing the Problem
		Thinking Critically: Drawing Conclusions with Confidence
	BASIC MATHEMATICS (MFG) Requirement:	Basic Math Terms and Concepts

		Fractions and Decimals
		Geometry Basics
		Percentage, Average, and Ratio
		Working with Whole Numbers
	COMMUNICATION Requirement:	Communication Methods that Make Sense - and Make Your Point
		Listening to Improve Conversations
	PERSONAL SAFETY (MFG) Requirement:	Introduction to Personal Protective Equipment
		Types of PPE Part 1 & Part 11
		Workplace PPE Requirements
	OCCUPATIONAL SAFETY Requirement:	Accident Investigation and Reporting
		Hazards to Outdoor Workers
		Personal Protective Equipment (HAZWOPER)

Security Officer	ACADEMIC SKILLS Requirement:	Abbreviating, Capitalizing, and Using Numbers
		Creating Well-constructed Sentences
		Getting the Details Right: Spelling Basics
		Using Punctuation Marks & Parts of Speech
	PERSONAL SKILLS Requirement:	Be a Better Listener
		Emotional Intelligence: Owning Your Emotions
		Interpersonal Communication that Builds Trust
		The Art and Science of Communication
	WORKPLACE SKILLS Requirement:	Becoming More Professional through Business Etiquette
		Essential Skills for Professional Telephone Calls
		Solving Problems: Framing the Problem
	CRITICAL THINKING ESSENTIALS Requirement:	Thinking Critically: Drawing Conclusions with Confidence
		Thinking Critically: Coming to Terms with Assumptions
		Thinking Critically: Drawing Conclusions with Confidence
		Thinking Critically: Getting Your Arms around Arguments

Professional Industry Certification Training Tracks on SkillUp

Industry Certification Tracks are offered and designed to prepare you for a certification credential. Each track lists the courses in the order that you should take them.

Certification Tracks can range in the amount of courses and total training hours involved. You will not become certified solely through taking these courses.

In order to gain an industry certification, you must take an exam at a proctored testing center. Any exam fees are not included with your SkillUp license.

Please note that many exams have pre-requisites or educational requirements. In addition, many certifications require that you take and pass more than one exam.

Links to organizations for which SkillUp currently offers credential training tracks:

[CompTIA \(includes A+, Network+, Security+\)](#)

[Cisco \(includes CCNA, CCENT\)](#)

[Microsoft \(includes MCTS, MCITP\)](#)

[Oracle](#)

ASQ (includes Six Sigma Green Belt, Black Belt)		
Human Resources Certification Institute (PHR, SPHR)		
Project Management Institute (PMP, CAPM)		