

# WORKFORCE TRAINING AND CERTIFICATIONS

## Overview

BRCC's Workforce Solutions Division provides a dynamic program of workforce development services, supporting community and economic development initiatives to promote an excellent quality of life and prosperous business climate for the region.

## Fast Forward Program

The Workforce Solutions Division at BRCC responds to both demand and need for workforce training in the community, and employers rely on the division's expertise to help meet their increasingly complex workforce needs for high-demand jobs.

However, the cost of training for high-demand occupations can often create a financial barrier for those who wish to pursue training. The FastForward Program (FF) is a program available to qualifying applicants through the Workforce Division. This grant underwrites the cost of select pre-approved high-demand training programs for our area, making the opportunity to pursue training more accessible and affordable.

## What is FastForward (FF)?

The FastForward Program (FF) is funded by the Virginia General Assembly to encourage the attainment of high-demand workforce credentials by reducing the cost of tuition for approved credential preparation programs by two-thirds. This grant funding is called the Workforce Credentials Grant (WCG). Eligible students are required to pay one-third of the cost of tuition with the explicit expectation they will seek and obtain the correlating credential identified for their program of choice.

Should an applicant qualify for WCG, additional funding may be available through the Financial Aid for Noncredit Training leading to Industry Credentials (FANTIC) Program or Get Skilled, Get a Job, Get Ahead (G3) program for qualifying students who demonstrate a financial need. G3 and FANTIC cover 100% cost at the time of registration.

## FastForward Program Expectations

Eligible individuals who participate in the FastForward Program (FF) will be expected to regularly attend and actively participate in class. Furthermore, all individuals will be expected to successfully attain the designated credential or licensure at the end of their training, whether the cost of credential assessment is included in the total cost of tuition or requires an additional fee for testing at a third-party site.

## FastForward Application Procedure

To apply for the FastForward (FF) Program, students should follow the steps below:

1. Complete the FastForward Agreement and Domicile determination form ([https://brcc.augusoft.net/Customers/BRCC/Files/FF%20WCG\\_Agreement-OE\\_with\\_Domicile.pdf](https://brcc.augusoft.net/Customers/BRCC/Files/FF%20WCG_Agreement-OE_with_Domicile.pdf)) and submit to the enrollment team at the Houff Student Center to determine if you are a Virginia resident.
  - a. If the student is determined to meet domicile requirements, he/she is eligible to enroll in a FF class of their choosing. The student will be required to sign the promissory note stating their obligations upon accepting this funding. After registering for a class, the student's application and signed promissory note will be placed in the appropriate file for future reference.
  - b. If the student is determined not to meet the domicile requirements, he/she may appeal the decision to the college's domicile expert in the Admissions and Outreach department for additional review. They will be provided a checklist of documents that can be submitted as part of this appeal. If approved, the domicile expert will forward the documentation used to verify domicile status back to Admissions and Outreach staff, and it will be placed in the appropriate file for future reference.
2. Applications will be reviewed to determine eligibility for FF funding. If an applicant is deemed eligible to participate in the program, he/she will be notified by the registration staff by email or phone call. All applicants who are approved for WCG will be required to complete the FastForward Agreement and Domicile Determination forms ([https://brcc.augusoft.net/Customers/BRCC/Files/FF%20WCG\\_Agreement-OE\\_with\\_Domicile.pdf](https://brcc.augusoft.net/Customers/BRCC/Files/FF%20WCG_Agreement-OE_with_Domicile.pdf)) that outline program expectations, including but not limited to, acknowledgement of the cost to the recipient and the student's obligations and responsibilities for obtaining these funds.

## BRCC Workforce Credentials Grant Awarding Procedures

### 1.0 AWARDING PROCEDURE

**1.1 Eligibility** - Blue Ridge Community College awards tuition discounts to Virginia residents for non-credit training for programs listed in Appendix B on a first-come, first served basis. **A limited amount of funding is available.**

### FastForward Student Eligibility and Expectations

FastForward students must:

1. be domiciled in Virginia;
2. plan to enter the workforce soon after completing the FastForward program;
3. no longer be in high school or be a high school senior meeting all requirements to graduate on time as determined by the student's school division;
4. have documented permission of a parent or guardian if under the age of 18;
5. pay one third the cost of the program;
6. meet all other regulatory requirements related to course and credential completion.

Students meeting these requirements are automatically eligible to receive the WCG funding for FF programs. This is determined after the student completes the FastForward Agreement and Domicile Determination forms ([https://brcc.augusoft.net/Customers/BRCC/Files/FF%20WCG\\_Agreement-OE\\_with\\_Domicile.pdf](https://brcc.augusoft.net/Customers/BRCC/Files/FF%20WCG_Agreement-OE_with_Domicile.pdf)) and submits to the enrollment team in the Houff Student Center.

## **1.2 Course/Program Withdrawals and Refunds**

### **Non-Credit Course Refund Policy**

At Blue Ridge Community College, we understand that plans can change. Therefore, we offer the following refund policy for non-credit courses to ensure flexibility for our students:

#### **1.2.1 Full Refund**

A full refund will be issued if a student cancels their registration at least one week (7 calendar days) prior to the start of the class. Refunds will not be issued for cancellations made fewer than seven (7) calendar days before the class start date.

#### **1.2.2 Processing Time**

Refunds will be processed within 10-14 business days from the date of the refund request. Processing times vary based on the payment method:

1. Credit card refunds: 3-5 business days
2. Paper check refunds: 4-6 weeks

#### **1.2.3 Cancellation by Blue Ridge Community College**

If Blue Ridge Community College cancels the class for any reason, all registered students will receive a full refund regardless of when the cancellation occurs.

#### **1.2.4. Non-Refundable Fees**

Any applicable non-refundable registration or material fees will not be included in the refund. Students enrolled in a class where materials or textbooks are included in tuition and handed out in class are required to return those items prior to being refunded or withdrawn.

Credit card processing fees are non-refundable, regardless of whether the cancellation is initiated by the institution or the student

#### **1.2.5 Refund Request Procedure**

Refunds requested after listed refund policy dates are not automatic and must be requested via the Tuition Refund request form found here (<https://www.brcc.edu/tuition-financial-aid/tuition/refunds/refund-appeals/>) and submitted to the Vice President of Finance and Administration who will review the request. The Vice President of Finance and Administration has been delegated authority to consider requests and approve appeals for refunds. The decision of the Vice President of Finance and Administration is final and not subject to further appeal.

#### **1.2.6 Course Transfers:**

In lieu of a refund, students may have the option to transfer their enrollment to another available session of the same course or a different course of equal value. Transfer requests must also be submitted in writing at least one week (7 calendar days) prior to the start of the class and are subject to course availability and approval by the Admissions and Outreach office.

#### **1.2.7. Withdraw**

1. Students who wish to withdraw after the withdraw/refund date and do not submit a Tuition Refund request form will be charged the second third of the FastForward class cost at the end of the FastForward course and will not receive a refund for any tuition paid. Failure to pay the first 1/3 will prevent the student from being eligible to re-enroll in a FastForward course.
2. Students who wish to withdraw after the withdraw/refund date and submit a Tuition Refund request form and are approved will not be charged the second third of the FastForward cost and will receive a full refund for any tuition paid. Students are required to return any textbooks to the Houff Student Center before being officially withdrawn.
3. Students who wish to withdraw after the withdraw/refund date and submit a Tuition Refund request form and are not approved will be charged the second third of the FastForward cost and will not be refunded any tuition paid at enrollment. Failure to pay the first 1/3 will prevent the student from being eligible to re-enroll in a FastForward course.

4. If a waiting list exists for the class the student is withdrawing from, the student will be removed from the class and their spot will be filled with the next student on the waiting list.

### 1.2.8 Emergency or Exceptional Circumstances

1. In cases of documented emergencies, such as medical issues or military deployment, students may submit an appeal for a refund exception. Appeals must be submitted in writing with supporting documentation for review.

**We aim to accommodate students while maintaining program efficiency. Please refer to BRCC website or contact Admissions and Outreach office for more details on our refund policies.**

**1.2.9** All requests for refund after the stated refund period must be made using the attached Tuition Refund Appeal form (Appendix A (p. 7)) along with supporting documentation. For FF courses, requests must be made at least one week (7 calendar days) prior to the start of the class in order to receive a refund for any class or to be withdrawn without financial penalty from a FastForward funded course. If a refund is approved for any course, funds will be returned to the student in the form for which the tuition was paid. For instance, if a credit card was used, a credit will be made to the student's credit card; a written check or cash payments will be refunded with a check from the college and any refund regardless of type may take anywhere from seven to ten business days to complete.

**1.2.9.1** Refunds may be granted for the reasons listed below, and will do so, as long as the appropriate written supporting documentation is provided:

1. Major medical emergency - An extended illness or major medical emergency occurring during the semester in which you are registered which requires hospitalization, is life-threatening, or is contagious and is a danger to the remainder of the college community.
  - a. Documentation will be by a physician's statement on the doctor's official letterhead (copies of the student's medical records will not be accepted). This must be an unscheduled medical emergency diagnosed after the last day to drop for tuition refund.
  - b. The physician's letter must include the date the student was first seen for the medical condition, as well as the beginning and ending date the student was incapacitated or hospitalized and must state that the student was physically unable to attend classes during this period of time (which caused the student to miss 20 percent or more of the scheduled instruction).
  - c. A letter that does not specifically state, "the student was physically unable to attend classes" will not be grounds to approve an appeal.
  - d. Pre-existing conditions are not justifiable.
2. Extreme financial hardship – involving the sudden, unforeseen loss of an extreme nature. An example of such an extreme hardship would be that caused by the loss of the student's owned home through fire or flood.
3. Death of a student's immediate family member - with certification. A student's immediate family is defined as father, mother, spouse, sibling, or the student's child.
4. Administrative errors by BRCC personnel – The appeal for refund in these instances must be initiated through, and with the concurrence of, the BRCC employee providing you the advice and counsel.
5. Military students – involving a military student whose service in the uniformed services requires their sudden withdrawal or prolonged absence from their enrollment. For purposes of this section, military Service in the uniformed services is defined as service (whether voluntary or involuntary) on active duty in the Armed Forces, including such service by a member of the National Guard or Reserve, when mobilized or deployed for a period of more than 30 days under call or order to active duty of more than 30 days.
  - a. Dependents of military members may also be given consideration under this policy. Dependents are defined as any civilian qualifying as a military dependent under 37 USC 401 currently or as otherwise amended.
  - b. At the option of the military student, such refunds may be retained by the college and be applicable to tuition and fees charged in the semester or term in which the student returns to study.
6. These restrictions are established by Policy 4.3.2.3 of the Virginia Community College System.

**1.2.9.2** Refunds will not be approved for the following reasons:

1. Personal errors in judgment or irresponsibility involving transportation, availability of finances, academic ability, time management.
2. Misinterpretation of college policies and procedures as published in the BRCC Catalog, BRCC Student Handbook, BRCC Schedule of Classes or the BRCC webpage.
3. Lack of knowledge of college policies and procedures as published in the BRCC Catalog, BRCC Student Handbook, the BRCC Schedule of Classes or the BRCC webpage.
4. Dissatisfaction with course content. Issues concerning academic instruction must be addressed with the appropriate academic dean.
5. Dissatisfaction with academic progress in course.
6. Non-attendance or minimal attendance of class.
7. Inadequate investigation of course requirements prior to registration and attendance.

8. Non-qualification, late application, or loss of eligibility for financial aid or scholarships.
9. Non-receipt of mail due to obsolete address on file with the Admissions and Outreach Office.
10. Notification of domicile status after the refund period.
11. Changes of, or personal conflicts with, the instructor of record.
12. Student errors resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.
13. Voluntary/involuntary acceptance of employment or other activity impacting ability to attend class (i.e., lack of child care; work schedule/hours/location changed; vacation).
14. Incarceration in a civilian or military facility.

### **1.3 Repeating a program or a portion thereof or taking a second FF course:**

Students who have unsuccessfully attempted a course or program may repeat the same course/credential or program with FF funding. Provided he/she pays the second third of the cost of tuition from the first attempt, the student may use FF funding. A portion of a program may be completed at the instructor's discretion.

### **1.4 Notification of students regarding course/program beginning and ending**

When a student registers for a class, he/she will be able to view the details of their course/program by logging into the student registration system online. This includes when the course begins, when it ends and their final grade.

### **1.5 Expectations regarding time to complete and time to credential**

Students taking FF courses/programs are expected to complete the course by earning an "S" grade within thirty (30) days of the course end date. Upon successful completion of a course where the cost of the credential is embedded in the tuition of the course, the student will have a maximum of 120 days to take the credential test. Students must work closely with the instructor and/or career coach to schedule when they can take this test. The college will not pay for this test following the 120th day beyond the end of the course.

### **1.6 Payment Policy**

A student is expected to pay for the first one third (1/3) of the cost of tuition upon registering for a FF course. No student will be enrolled unless this is paid (or financial aid is approved) prior to the start of the course. Students who fail to complete successfully by earning an "S" grade within thirty (30) days of the course end date agree to pay an additional 1/3 of the total course cost to Blue Ridge Community College. If they earn an "S" grade within thirty (30) days of the program end date, they will not have any further financial obligations to the College for this course.

If the student must pay this additional one-third cost of the course tuition to the College, they will understand and agree to the following terms:

- The student will agree that he/she must pay all of the money he/she owes to the College, although there may be reasons under the law that would reduce the amount that he/she owes to the College. The student also agrees not to claim that he/she does not owe money to the College, which means that homestead and all other exemptions, presentations, demand, protest, and notice of dishonor will be waived by the undersigned.
- If the College does not receive payment within the timeframe noted in the College policy, the student will understand and agree that the Commonwealth will take all actions, including debt set-off, to collect the money he/she owes to the College.
- The student will also agree to pay all associated collection costs and/or attorney's fees if necessary to collect the money he/she owes to the College.

### **FOR STUDENTS USING THIRD PARTY PAYMENT FOR THEIR COURSE:**

In the event where the college has an agreement with the student's employer or third party provider covering specific participation in the FastForward (FF) course, the student is not responsible for the additional one-third payment of the total course cost should the student not successfully complete the course by earning an "S" grade within thirty days of the course end date. The student will acknowledge and understand that he/she may owe the employer or third party provider the additional one-third payment of the total course cost under a separate agreement if the student does not successfully complete the course.

### **1.7 Satisfactory Proof of Completion of a Workforce Credential –**

Students who complete a credential test within 120 days following the end of the course will be expected to report back to the instructor or to the career coach whether or not they passed for recording purposes. Failing to do so may prevent the student from being eligible to enroll in future FF courses or programs.

### **1.8 Grade Appeal Process for Students**

Students receiving an unsatisfactory grade in a course who feel that the grade is somehow unfair or has a complaint about a FF course or program experience may follow the appeals process ensuring their complaint or grade issue is heard and reviewed. A change in the grade may or may not

occur if the appeal is grade related. The complaint issue may also need to be addressed depending upon the nature of the issue. The steps to follow include:

1. The student should initially address their grade or issue first in writing with their instructor to see if a resolution can be made. This should be done within 30 days of the end date of the class for which the student received the grade or had an issue that warranted a complaint.
2. If a satisfactory resolution cannot be made, the student may further appeal to the Dean of Workforce Solutions in writing. This should be done within 10 days of the response to the student by the instructor in step one. The Dean will render his/her decision within 10 days of receipt of the appeal.
3. The student may then appeal this decision to the Vice President of Academic Affairs if they feel that the Dean's decision is not satisfactory. This appeal must occur within 10 days of the Dean's decision. The Vice President's decision will be made within 10 days of submission of the appeal and his/her decision will be final.

## Income Based Financial Aid Procedures

In addition to WCG funding, the student may also be eligible for need-based funding that can help pay the remaining 1/3 of the cost of tuition. The applicant must complete a financial aid application (<https://brcc.augusoft.net/Customers/BRCC/files/ce-financial-aid-form.pdf>) to determine final eligibility for the aid known as Get Skilled, Get a Job, Get Ahead (G3) and Financial Aid for Non-Credit Training (FANTIC).

The G3 and FANTIC programs provide funding for students demonstrating financial need who are enrolled in an approved noncredit workforce training program leading to the attainment of an industry recognized credential or licensure (2015 Act of Appropriation, Chapter 665, Section 4-5.01 (b) Student Financial Assistance for Higher Education). The funds allocated for this program will be used exclusively for need-based financial aid for noncredit workforce training and related testing leading to in-demand industry credentials approved for the FASTFORWARD Program (FF).

**Funding for G3 and FANTIC is limited and subject to availability**

## 2.0 AWARDING PROCEDURE

### 2.1 Eligibility

Blue Ridge Community College awards financial aid to non-credit students on a first-come first served basis. **A limited amount of funding is available.**

### 2.2 Eligibility Requirements

In order to be eligible for VCCS financial aid for noncredit training, a student must:

- Be a U.S. citizen or eligible noncitizen as defined under Addendum A of the SCHEV domicile guidelines, accessible at: <https://www.schev.edu/institutions/policies-guidelines/financial-aid-domicile-officers> (<https://www.schev.edu/institutions/policies-guidelines/financial-aid-domicile-officers/>). If the student is not a U.S. citizen, the institution shall require proof of current legal status.
- Be domiciled in the Commonwealth pursuant to the *Code of Virginia*, § 23.1-502, as determined by the eligible institution. Domicile is to be determined when enrolling a student in a FastForward Program before determining eligibility for G3 or FANTIC.
- Have
  1. completed high school requirements; or
  2. No longer be enrolled in high school and be 18 or older; Proof of age may include a valid state-issued identification card, birth certificate, or passport.
- Be in compliance with federal selective service registration requirements, unless the requirement to register has terminated or become inapplicable to the student, and the student shows by preponderance of the evidence that failure to register was not a knowing and willful failure to register; Compliance can be verified at <https://www.sss.gov/verify/>.
- Not be currently enrolled in an associate or bachelor's degree program, unless the noncredit program provides training related to the degree program and is necessary to meet a job requirement or advance student's employment success;
- Be accepted and enrolled in an eligible training program at Blue Ridge Community College. For a list of eligible programs, see Appendix B (p. 7).
- Be ineligible for other forms of tuition and/or training assistance - i.e. employer assistance, Workforce Innovation and Opportunity Act (WIOA), Supplemental Nutrition Assistance Program Employment Training (SNAPET), Virginia Initiative for Employment Not Welfare (VIEW), Virginia's work program for Temporary Assistance for Needy Families (TANF), Department for Aging and Rehabilitative Services, federal or state financial aid, etc. - for the noncredit course to which the industry based credential (IBC) funds are applied. Students in receipt of other tuition assistance are not eligible for IBC funds for the same individual course.
- Have completed and submitted a BRCC WCE Financial Aid application form (<https://brcc.augusoft.net/Customers/BRCC/files/ce-financial-aid-form.pdf>). This includes submission of the following:
  - proof that the student or the dependent student's parent (see definition of "dependent student" as used in §§23.1-500-503. Refer to <https://law.lis.virginia.gov/vacode/title23.1/chapter5/section23.1-500> (<https://law.lis.virginia.gov/vacode/title23.1/chapter5/section23.1-500/>)) has a household adjusted gross income that is 400% or below of the national federal poverty level for G3 and FANTIC

funding (See Appendix D (p. 9)). This income threshold is in effect through June 30, 2025 (end of FY24-25) and may be revisited at that time. Proof of income can be provided using at least one of the following:

- Most recent copy of Tax Transcript for IRS as obtained from <http://www.irs.gov/Individuals/Get-Transcript> (<http://www.irs.gov/Individuals/Get-Transcript/>), or,
- If the tax transcript is unavailable, satisfactory proof of prior year income, can include copies of wage stubs or W2 forms, bank statements;

NOTE: If the student's financial situation has changed within the last year a letter of appeal (see Appendix E (p. 9)) may be submitted to the Director of Financial Aid to consider the student's current financial status. The institution will determine the required documentation for proof of current income, which may include recent pay stubs, evidence of a job change, bank statements, etc. The college will make the decision for G3 or FANTIC eligibility based on the submitted appeal narrative and related documentation. The college must maintain a record of the appeal including supporting documentation and written justification for the decision to provide funding or to deny the appeal.

- A valid state issued id (e.g. Virginia Drivers' license).
- Social Security card or any other document that verifies applicant's social security number.
- Any other documentation requested for review. WCE staff ensures this documentation is placed in the appropriate file for reference.

### 2.3 Requirements of Student Recipients

Students who receive G3 or FANTIC funds are required to report back to their instructor with information regarding the results of their credential test. Students who fail to complete a funded program of study or to pass the associated credential are not eligible for FANTIC/G3 funds again. Exceptions may be made by appeal on a case-by-case basis. Please contact Admissions and Outreach for further assistance at [info@brcc.edu](mailto:info@brcc.edu).

### 2.4 Award Amount Determination

Students will be awarded funding based upon need. Students who are below 400% of poverty level for G3 & FANTIC approved classes will receive 100% of the remaining 1/3 of the tuition cost. Students may not be awarded funding to cover the tuition costs of more than one eligible program (unless stackable) in any 12-month timeframe. See the Financial Aid Award Chart (Appendix D (p. 9)) for income levels at which an individual is eligible for aid.

### 2.5 Funding Purposes

Awards that are made to students may only be utilized for an identified eligible program (see Appendix B (p. 7)) and testing for credentials and/or certifications related to that particular program. Students who fail to pass the credential testing on the first attempt are required to pay for additional testing. Awards may not be used to pay for indirect costs such as personal expenses, transportation or childcare. However, the cost of books and/or other course materials will be included in the cost of the course. Note: Appendix B (p. 7) may change periodically to include additional programs depending on approval by VCCS for Complete 2021, the new VCCS Strategic Goal.

#### 1. Failure to Complete

Students who fail to complete a funded program of study (they either withdraw from the class and receive a "W" grade or do not successfully complete and receive a "U" grade) are not eligible for additional G3 or FANTIC awards.

## 3.0 DISTRIBUTION PROCEDURE

### 3.1 Student Notification

When it has been determined that a student is eligible for Financial Aid, the staff in the Office of Financial Aid will notify the student of approval for funding and the amount of award by phone and email or regular mail. No funding will be disbursed directly to the student.

### 3.2 Course/Program Withdraws and Refunds

Students must email [info@brcc.edu](mailto:info@brcc.edu) (or call 540.453.0264) at least one week (7 calendar days) prior to the start of the class in order to receive a refund for any class or to be withdrawn without financial penalty from a FastForward funded course.

Requests made after the stated refund date are not automatic and must be requested via the Tuition Refund request form (Appendix A (p. 7)) and submitted to the Vice President of Finance and Administration, who will review the appeal. If students have been awarded a textbook or other materials, these must be returned in order for a withdrawal or refund to be given.

## 4.0 Tuition Equity Provision

Beginning with Aid Year 2022-2023, students who complete two years of high school in Virginia, finish high school in Virginia (no earlier than 2008), file two years of state income tax forms, and do not have a F, J, M, or H3 visa, have access to state financial aid.



## Appendix A

### APPENDIX A - Tuition Refund Appeals

Tuition refund appeals are accepted by the Vice President of Finance and Administration for students who have had to withdraw or were unable to pass a course due to certain circumstances beyond their control. Please visit our webpage, Refund Appeals (<https://www.brcc.edu/tuition-financial-aid/tuition/refunds/refund-appeals/>), for information related to appeals and a link to the appeal form.

## Appendix B

### APPENDIX B - Eligible Programs

#### Healthcare

- Certified Clinical Medical Assistant (<https://www.brcc.edu/workforce-development/healthcare/#program>)

(<https://www.brcc.edu/workforce-development/healthcare/#program>) Medical assistants complete administrative and clinical tasks in the offices of physicians, hospitals, and other healthcare facilities. This program prepares students for the Certified Clinical Medical Assistant (CCMA) certification through the National Healthcareer Association (NHA).

- Certified Nurse Aide (<https://www.brcc.edu/workforce-development/healthcare/#program>)

(<https://www.brcc.edu/workforce-development/healthcare/#program>) Nurse Aides provide high quality, compassionate care for residents in nursing homes, assisted living facilities, private homes, and hospitals. Graduates are eligible to take the National Nurse Aide Assessment Program (NNAAP) exam required by the Virginia Board of Nursing.

- Certified Professional Coder (<https://www.brcc.edu/workforce-development/healthcare/#program>)

(<https://www.brcc.edu/workforce-development/healthcare/#program>) Medical coding is the transformation of healthcare diagnosis, procedures, medical services, and equipment into universal medical alphanumeric codes. This program prepares students for the Certified Professional Coder certification (CPC) facilitated through AAPC.

- EKG Technician (<https://www.brcc.edu/workforce-development/healthcare/#program>)

Learn to properly administer Electrocardiograms (EKG's), resolve artifacts and record EKG's. Students learn anatomy and physiology of the heart, conduction and to recognize and interpret heart rhythms. Successful completion of this program prepares students for the National Healthcareer Association (NHA) EKG Technician Certification (CET) exam

- Medication Aide (<https://www.brcc.edu/workforce-development/healthcare/#program>)

(<https://www.brcc.edu/workforce-development/healthcare/#program>) Receive instruction and training on the procedures for preparation and administration of medications including specific training on diabetic medication administration. *Prerequisite: Approved Nurse Aide program or Direct Care Staff training required by the Department of Social Services for employment in an assisted-living facility.*

- Patient Care Technician (<https://www.brcc.edu/workforce-development/healthcare/#program>)

(<https://www.brcc.edu/workforce-development/healthcare/#program>) Are you seeking an exciting opportunity in the healthcare industry? If you'd like to work directly with patients, becoming a patient care technician could be the career you've been waiting for. Patient care technicians assist with the critical day-to-day care of patients. In addition to basic care, skills taught include drawing blood, point of care testing, EKG's, and wound care.

- Pharmacy Technician (<https://www.brcc.edu/workforce-development/healthcare/#program>)

Pharmacy Technicians assist pharmacists in preparing and dispensing medications, managing inventory, and providing essential support in healthcare settings.

- Phlebotomy Technician (<https://www.brcc.edu/workforce-development/healthcare/#program>)

(<https://www.brcc.edu/workforce-development/healthcare/#program>) Phlebotomists draw blood for tests, transfusions, research and donations. Graduates qualify for the Phlebotomy Technician (NCPT) exam given by the National Center for Competency Training (NCCT).

- Patient Service Representative/Medical Administrative Assistant (<https://www.brcc.edu/workforce-development/healthcare/#program>)

(<https://www.brcc.edu/workforce-development/healthcare/#program>) A Patient Service Representative is usually the first point of contact for patients or clients. Certified Patient Service Representatives help coordinate patient visits and facilitate the smooth running of the office or medical unit. In this class you'll learn reception and clerical skills, scheduling, customer service, electronic health record navigation, OSHA and HIPPA regulations, Medical Terminology, Financial Management, Basic Procedure and Diagnostic Coding, and Law/Ethics.

- Sterile Processing Technician (<https://www.brcc.edu/workforce-development/healthcare/#program>)

(<https://www.brcc.edu/workforce-development/healthcare/#program>) Sterile processing technicians are behind-the-scenes essential healthcare staff. The careful and detailed work of a Sterile Processing Technician affects many areas throughout a hospital, directly impacting patient's care. Students develop knowledge of surgical instruments, medical equipment, surgical terminology, packaging and distribution, and the skills required for sterilization and decontamination.

## Technology Certification Preparation ([https://brcc.augusoft.net/?method=ClassListing.ClassListingDisplay&int\\_category\\_id=11&int\\_sub\\_category\\_id=86&int\\_catalog\\_id=](https://brcc.augusoft.net/?method=ClassListing.ClassListingDisplay&int_category_id=11&int_sub_category_id=86&int_catalog_id=))

These structured review courses are designed to prepare students for success on the required exams to receive CompTIA certifications. These certifications are beneficial when pursuing a career in Information Technology. Courses are specific to the individual certification and students should have user-level knowledge and experience with the content of the objectives of each of these certifications. Receive hands on experience, lecture, practice exams, and study material through three areas:

- **CompTIA A+ Certification Review**

This certification is the industry standard for launching IT careers into today's digital world. This review course covers both Core1 and Core2 exam objectives. In Core1, the focus is on hardware related to modern computer technology, understanding computer networking, learning different mobile device technology, and troubleshooting and repair of these systems. In Core2, the focus is Windows Operating Systems, other operating systems (Linux, Mac, and Android), security issues, software troubleshooting, and proper customer service techniques. *Prerequisite: A basic understanding of computer systems or completion of the Google IT Support Professional Certificate is desired.*

- **CompTIA Network+ Certification Review**

This certification validates the core skills necessary to establish, maintain, troubleshoot and secure networks in any environment, preparing you for a rewarding career in networking and cybersecurity. This review course will focus on the material needed to understand topics related to computer networking, including Network Concepts, Network Implementations, Network Security, Troubleshooting, and Network Operations. *Prerequisite: Successful completion of A+ Certified Technician or completion of the Google IT Support Professional Certificate is desired.*

- **CompTIA Security+ Certification Review**

This certification is a global certification that validates the baseline skills necessary. This review course will focus on security topics such as security concepts, attacks, threats and vulnerabilities, architecture, operations and incident response, program management and oversight. *Prerequisite: Successful completion of A+ Certified Technician or completion of the Google IT Support Professional Certificate is desired.*

- Amazon Web Services (AWS) Solutions Architect - Associate Certification (<https://www.brcc.edu/workforce-development/it-computing/>)
- Amazon Web Services (AWS) Cloud Practitioner (<https://www.brcc.edu/workforce-development/it-computing/>)

## Transportation and Logistics

- Commercial Driver's License (<https://www.brcc.edu/workforce-development/transportation-logistics/>)

(Class A or Class B) - Commercial drivers and logistics workers in demand in our area: tractor trailer, straight truck, logistics operators. The Shenandoah Valley has many transportation and distribution jobs because of the intersection of two interstates and numerous warehouses and manufacturing facilities.

- **Certified Logistics Associate**
- **Certified Logistics Technician**
- **FAA Part 107 Certification and the Basics of Drone Technology**

Preparing for the FAA Part 107 Certification and the Basics of Drone Technology.

Flying a drone (or unmanned aerial system) for commercial use requires a Federal Aviation Administration (FAA) Part 107 remote pilot certificate. The drone operations course is for all aspiring professional drone pilots. During this course, instructors provide comprehensive classroom training and prepare drone pilots for the exam, which is administered at an FAA-certified testing center.

Course topics include regulations, airspace classifications and restrictions, weather, loading and performance, and operations. The exam ensures that commercial drone pilots have the ability to fly responsibly, interpret aeronautical maps, and abide by all applicable FAA regulations. (Note: This is a test prep program. The examination is not administered as part of the class.)

In order to fly your drone under the FAA's Small UAS Rule (Part 107), you must obtain a Remote Pilot Certificate from the FAA (please note - this certificate is not awarded from BRCC). This certificate demonstrates that you understand the regulations, operating requirements, and procedures for safely flying drones. [https://www.faa.gov/uas/commercial\\_operators](https://www.faa.gov/uas/commercial_operators) ([https://www.faa.gov/uas/commercial\\_operators/](https://www.faa.gov/uas/commercial_operators/)).



- Heavy Equipment Operation (<https://www.brcc.edu/workforce-development/heavy-equipment/>)

Heavy Equipment Operations (Level 1 & 2)

- **Core Craft Skills**

The foundation for trade training programs focused on basic safety.

## Welding (<https://www.brcc.edu/workforce-development/welding/>)

Designed for new welders and those who want to enhance current welding skills. The program curriculum meets American Welding Society (AWS) standards and prepares students for AWS certifications.

## Manufacturing Specialist

**\*Programs are subject to change and may be added or deleted at any time throughout the year**

## Appendix C

### APPENDIX C - Appeals for Enrollment

For mitigating or unusual circumstances, a student may submit an appeal to the Director of Financial Aid to determine if exceptions can be made. Students should contact the Admissions and Outreach office at [info@brcc.edu](mailto:info@brcc.edu) to obtain a link to the appeal form that can be used to determine if mitigating circumstances justify an exception.

## Appendix D

### APPENDIX D - G3 and FANTIC Income Limits

Contact the Office of Outreach and Engagement for the most current information.

## Appendix E

### APPENDIX E - 2024-2025 Request for Consideration of Reduced Income Form.

Under certain circumstances, students may request that the income information on their G3/FANTIC application may be reconsidered due to changes that have occurred since the tax year reflected on the G3/FANTIC application or situations not considered on the G3/FANTIC application. If one of the following situations applies to you, please complete this form and submit to the Office of Outreach and Engagement so that we may determine whether you are eligible for administrative G3/FANTIC changes through a process called "professional judgment."

#### Circumstances that may be considered for reduced income:

- Lost income due to involuntary change in circumstance (layoff, illness, etc.)
- Recurring medical expenses
- One-time payment claimed on taxes that was not used to pay education-related expenses
- Other documentable change to income beyond the control of the student or family

Contact the Office of Outreach and Engagement for additional information and appropriate forms.