

University of the District of Columbia
Workforce Development and Lifelong
Learning Division

Career Pathways and Contextualized
Learning in Workforce Development and
Lifelong Learning

Healthcare and Hospitality Sectors
TAACCCT Round 4 Catalog of Grant Products

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Introduction

The following document catalogs the curricular resources and supporting documents developed by the University of the District of Columbia (UDC) through a Trade Adjustment Assistance Community College and Career Training (TAACCCT) Round 4 grant awarded by the U.S. Department of Labor.

The grant was awarded to the Workforce Development and Lifelong Learning (WDLL) Division of the university's Community College. While WDLL is a component of the main university, it operates under an independent budget; manages its own programming; and has dedicated leadership in the form of a Dean and Associate Dean. WDLL's mission is: "To reduce unemployment and underemployment in the District of Columbia by enhancing the skills of its residents." Programming funded through this grant focused on fulfilling that mission statement.

For this grant, UDC focused its attention on high-growth entry and mid-skill occupations in the Healthcare and Hospitality sectors that will help students and workers prepare for a wide range of occupations in these industries. In addition to developing learning resources in an array of Healthcare and Hospitality occupations, the college also produced numerous program support materials for both sectors. These include outreach materials, reports, and other resources that focus on the attainment of critical skills that foster employability across all occupations.

All products included in this catalog were developed by UDC. These resources were produced with federal grant funds and reviewed for content, overall quality and completeness by the college's review board, subject matter experts and by the college's Third-Party Review contractor, PPM Associates. Proprietary resources licensed to UDC through industry associations and commercial vendors have been clearly identified as such along with URL links that direct the reader to each source to request permission to utilize such materials for their own purposes.

The catalog is organized by economic sector with the associated products presented below. Each entry includes the product title, a brief description of the contents and a URL link or links to the location of the resources on the U.S. Department of Labor's [SkillsCommons](#) Web site.

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HEALTHCARE

Presented below are the Healthcare programs offered by UDC under this grant. Each citation consists of the program title, URL location on SkillsCommons and a copy of the course description; where applicable, additional information is provided for those courses and programs that contain proprietary content.

Introduction to Healthcare (THC/016A)

<https://www.skillscommons.org/handle/taaccct/17212>

This program consists of a comprehensive review of the study that covers the life and career skills necessary for success in the healthcare profession. Course materials, which include case studies, tests, assignments and answers, will enable students to achieve the following outcomes: 1) describe current healthcare systems and their trends; 2) identify the roles and responsibilities of being a healthcare professional; 3) demonstrate critical thinking and problem-solving skills in a healthcare situation; and 4) recognize the professionalism, soft skills, career readiness skills, and the literacy and numeracy skills needed to be successful in the healthcare profession.

(Some of the elements necessary to teach the course are copyrighted by Lippincott, Williams, and Wilkins. Lippincott, Williams, and Wilkins granted permission to UDC-Community College to use copyrighted materials to teach this course. Other potential users need to request such permission from Lippincott, Williams, and Wilkins to access and use these materials <https://shop.lww.com/permissions>.)

Medical Terminology and Anatomy in Person and Hybrid Course Materials (MTA/032A)

<https://www.skillscommons.org/handle/taaccct/17115>

This program provides the foundation for all other healthcare administration courses in the college's Division of Workforce Development. It introduces students to medical terminology and body systems with the goal of preparing them to effectively use and understand medical terms in a short time frame.

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Medical Office Assistant Professional Course Materials (MOAP/027A)

<https://www.skillscommons.org/handle/taaccct/17208>

This program covers the administrative duties found in the medical office. Students who successfully complete the program and pass the certification exam will be certified by the National Healthcare Association and possess marketable skills that prepare them for an entry-level administrative position in a medical facility.

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Medical Assistant Course Materials (MAP/055A)

<https://www.skillscommons.org/handle/taaccct/17210>

This course prepares students to pass the National Health Association Certified Medical Assistant exam. Students will learn to demonstrate professionalism and cultural sensitivity; describe the roles and responsibilities of the medical assistant; apply Health Insurance Portability and Accountability (HIPPA) rules regarding privacy and release of information; understand the law and legal concepts within the scope of practice for medical assisting and healthcare; and demonstrate effective and appropriate verbal and written communication skills.

(Some of the elements necessary to teach the course are copyrighted by Lippincott, Williams, and Wilkins, Cengage Learning, National Healthcare Association, and Elsevier Health Sciences. These organizations granted permission to UDC-Community College to use copyrighted materials to teach this course. To request permission from the organizations please contact Lippincott, Williams, and Wilkins at <https://shop.lww.com/permissions> and Cengage Learning at <https://www.cengage.com/permissions/> and National Healthcare Association at <https://www.nhanow.com/search-results?indexCatalogue=entire-site&searchQuery=copyright+permissions&wordsMode=0> and Elsevier Health Sciences at <https://www.elsevier.com/about/policies/copyright/permissions.>)

Electronic Health Records Course Materials (EHRP/014A)

<https://www.skillscommons.org/handle/taaccct/17209>

This course teaches students the skills and competencies required of a certified Electronic Health Records Specialist. These include auditing patient records for compliance with legal and regulatory requirements; billing and coding for insurance claim reimbursements; processing release of information requests for medical records; extracting clinical information for inclusion in reports; reviewing patient records; and collecting patient demographic and insurance information.

(Some of the elements necessary to teach the course are copyrighted by Lippincott, Williams, and Wilkins, Lippincott, Williams and Cengage Learning. These organizations granted permission to UDC-Community College to use copyrighted materials to teach this course. To request permission from the organizations please contact Lippincott, Williams, and Wilkins at <https://shop.lww.com/permissions> and Cengage Learning at <https://www.cengage.com/permissions/>.)

Introduction to Medical Billing and Coding Course Materials (MBCP/026A)

<https://www.skillscommons.org/handle/taaccct/17211>

This course builds on skills acquired in prior healthcare courses and serves to review, facilitate and reinforce medical terminology while introducing the student to multiple subjects related to medical coding and billing including the following: insurance; managed care; the life cycle of an insurance claim; legal and regulatory guidelines; Centers for Medicare and Medicaid Services () reimbursement issues; CMS claims forms; commercial claims, Medicare, Medicaid, TRICARE and Workers' Compensation. It also prepares students to pass the National Health Association Certified Billing and Coding certification exam.

(Some of the elements necessary to teach the course are copyrighted by Cengage Learning. Cengage Learning granted permission to UDC-Community College to use copyrighted materials to teach this course. To request permission from Cengage Learning at <https://www.cengage.com/permissions/>.)

Advanced Medical Coding and Billing Course Materials (MCA/003A)

<https://www.skillscommons.org/handle/taaccct/17207>

This course focuses on the advanced medical coding skills necessary for reviewing and assigning the appropriate procedure and diagnosis codes for healthcare services.

(Some of the elements necessary to teach the course are copyrighted by the NBC Universal, Modern Healthcare, Bloomberg, and Learning Express, LLC. These organizations granted permission to UDC-Community College to use copyrighted materials to teach this course. To request permission from the organizations please contact the NBC Universal at <http://www.nbcuniversal.com/terms> and Modern Healthcare at <http://www.modernhealthcare.com/article/20100101/INFO/100209994> and Bloomberg at <https://www.bloomberg.com/distribution/products/permissions-reprints/> and Learning Express, LLC at <https://learningexpress.com/terms-conditions> and AAPC at <https://www.aapc.com/code/terms.aspx>.)

Healthcare Program Support and Outreach Materials

<https://www.skillscommons.org/handle/taaccct/17213>

This product contains multiple reports, an array of outreach materials and a sustainability memo related to the college's multi-course program to prepare students for careers in direct care and healthcare administration.

Healthcare Subject Matter Expert Report

<https://www.skillscommons.org/handle/taaccct/17824>

To meet compliance requirements established by the U.S. Department of Labor for recipients of Round 4 TAACCCT grant funding, Emporia State University located in Emporia, Kansas, conducted a curriculum review of five healthcare programs developed and/or enhanced with grant funds by the Workforce Development Lifelong Learning (WDLL) division of the University of the District of Columbia Community College (UDC-CC). This report provides the following information: (1) an overview of the review process; (2) a summary of the parameters of the healthcare career pathway reviews and general subject matter expert findings; (3) a written program evaluation report on the review of the current course offerings in each career pathway; (4) a review of the relevance of the programming in relation to the healthcare industry and potential impact on students' ability to obtain or improve employment in healthcare-related occupations ; and(5) recommendations on how to improve the programming relative to students' ability to enhance their employment opportunities.

HOSPITALITY

Presented below are the Hospitality programs offered by UDC-CC under this grant. Each citation consists of the program title, URL location on SkillsCommons and a copy of the course description; where applicable, additional information is provided for those courses and programs that contain proprietary content.

Foundations and Management in Hospitality and Tourism

<https://www.skillscommons.org//handle/taaccct/17198>

This course provides students with a comprehensive understanding of the scope of careers and services provided within the hospitality and tourism industry. It also includes information on the business model, industry terms and reports, as well as the hospitality industry culture. It will enable them to identify and understand the roles and responsibilities of the various positions that comprise this industry and recognize the standards of professionalism, career readiness and 21st-century skills needed to be successful in today's hospitality and tourism industry. Students may earn stackable credentials including the American Hotel and Lodging Educational Institute (AHLEI) Certified Guest Service Professional Credential, Certified Hospitality and Tourism Management Professional, and Certified Hospitality Industry Analytics upon completing this two-semester class.

(Some of the elements necessary to teach the course are copyrighted by the American Hotel & Lodging Educational Institute, the Texas Education Agency, Business Training Works, Inc, MBA Research & Curriculum Center, Oxford University Press, HRD Press, Toister Performance Solutions, John Wiley and Sons, and STR, Inc.

These organizations granted permission to UDC-Community College to use copyrighted materials to teach this course. To request permission from the associations please contact the American Hotel & Lodging Educational Institute at <https://www.ahlei.org/> and the Texas Education Agency at https://tea.texas.gov/About_TEA/Welcome_and_Overview/Site_Policies/#Copyright%20and%20Terms%20of%20Service and Business Training Works, Inc, at <https://www.businesstrainingworks.com/legal-notice/> MBA Research & Curriculum Center at <https://www.mbaresearch.org/> and Oxford University Press at <https://global.oup.com/academic/rights/permissions/request/?cc=us&lang=en&> and HRD Press at <http://www.hrdpress.com/> and Toister Performance Solutions at <https://www.toistersolutions.com/> and John Wiley and Sons at <https://www.wiley.com/en-us/copyright> and STR, Inc. at <https://www.str.com/legal/terms-of-use>.)

Food and Beverage Service Curriculum

<https://www.skillscommons.org//handle/taaccct/17197>

This Restaurant Server certification course provides students with instructions for training new or prospective employees on how to perform key tasks correctly, along with the general knowledge and soft skills needed in the hospitality industry. The course is organized into four parts: ServSafe Manager, ServSafe Food Handler, ServSafe Alcohol Handler, and Certified Restaurant Server. The Food Handler part focuses on basic food safety; personal hygiene; cross-contamination and allergen; time and temperature and cleaning and sanitation. The Alcohol Handler portion focuses on alcohol laws and server responsibilities; evaluation of intoxication levels; identification checks and dealing with difficult situations. At the end of the course, students are eligible to sit for the Restaurant Server, ServSafe Manager, ServSafe Food Handler, and ServSafe Alcohol credential exams.

(Some of the elements necessary to teach the course are copyrighted by National Restaurant Association Educational Foundation and American Hotel & Lodging Educational Institute. These associations granted permission to UDC-Community College to use copyrighted materials to teach this course. To request permission from the associations please contact the National Restaurant Association Educational Foundation at <https://chooserestaurants.org/About/Legal> and the American Hotel & Lodging Educational Institute at <https://www.ahlei.org/>.)

Guest Service Professional Curriculum

<https://www.skillscommons.org//handle/taaccct/17199>

This course prepares students to sit for the Certified Guest Service Professional credential exam. It uses interactive, multi-modal instructional methods including the following: instructor-led sessions, group work, role play, pair work and various media. The course includes real-life scenarios taken from actual hospitality settings.

(Some of the elements necessary to teach the course are copyrighted by AHLEI, Lesson.ly, HRD Press, and Toister Performance Solutions. These organizations granted permission to UDC-Community College to use copyrighted materials to teach this course. To request permission from the associations please contact AHLEI at <https://www.ahlei.org/> and Lesson.ly at <https://www.lessonly.com/> and HRD Press at <http://www.hrdpress.com/> and Toister Performance Solutions at <https://www.toistersolutions.com/>.)

Leasing for Property Management Curriculum

<https://www.skillscommons.org//handle/taaccct/17200>

This course prepares students for entry-level positions in the residential property management field. Students will learn how to lease apartments in conventional, tax credit and Section 8 properties as well as time management, marketing, resident relations, customer service, and administrative skills. The course also covers Fair Housing Act requirements and other legal aspects of rental housing.

(Some of the elements necessary to teach the course are copyrighted by the National Apartment Association Education Institute and YARDI E-Learning. These associations granted permission to UDC-Community College to use copyrighted materials to teach this course. To request permission from these associations please contact the National Apartment Association Education Institute at education@naahq.org and YARDI E-Learning at <https://www.yardi.com/products/elearning/>.)

Bring Your “A” Game & Soft Skills Resources

<https://www.skillscommons.org//handle/taaccct/17196>

This product contains comprehensive materials to support the acquisition of soft skills for student success in the hospitality industry. Topics include the following: Communication; Self-Management; Problem Solving and Critical Thinking; Teamwork and Team Building; Negotiation Skills and Conflict Resolution; Sales and Marketing; and Leadership.

(Some of the elements necessary to teach the course are copyrighted by Oxford University Press, Center for Work Ethic Development and P21 Framework for 21st Century Learning. These organizations granted permission to UDC-Community College to use copyrighted materials to teach this course. To request permission from the organizations please contact Oxford University Press at

https://global.oup.com/academic/rights/permissions/request/?cc=us&lang=en& and Center for Work Ethic Development at https://workethic.org/ and Partnership for 21st Century Learning at www.p21.org.)

21st Century Skills Program and College Programs and Policies

<https://www.skillscommons.org//handle/taaccct/17201>

This product contains materials that inform students about the college’s 21st Century Skills Program as well as general information relating to all college programs and policies. It includes PowerPoints and supplemental packets of compiled resources that address such topics as the following: Time Management and Study Skills; Test Taking Skills; Interview Skills; Resume Development; Transferable Skills and Career Planning; and FAQs relating to Financial Aid.

Hospitality Program Support and Outreach Materials

<https://www.skillscommons.org//handle/taaccct/17202>

This product contains a broad array of materials related to the college’s multi-course program to prepare students for hospitality careers. These include outreach materials; career pathways; videos; Industry Council meeting minutes; PowerPoints; industry certification requirements; sample assessment questions; and a program sustainability plan.

(Some of the elements necessary to teach the course are copyrighted by Castle Worldwide, Inc., the Texas Education Agency, and Business Training Works, Inc. These organizations granted permission to UDC-Community College to use copyrighted materials to teach this course. To request permission from the associations please contact Castle Worldwide, Inc. at <http://www.castleworldwide.com/home/terms-conditions/> and the Texas Education Agency at

https://tea.texas.gov/About_TEA/Welcome_and_Overview/Site_Policies/#Copyright%20and%20Terms%20of%20Service and Business Training Works, Inc. at <https://www.businesstrainingworks.com/legal-notices/>.)

Hospitality Subject Matter Expert Report

<https://www.skillscommons.org/handle/taaccct/17860>

To meet compliance requirements established by the U.S. Department of Labor for recipients of Round 4 TAACCCT grant funding, Creative Precision Solutions located in La Quinta California, conducted a curriculum review of four Hospitality Curriculum training programs for uploading to SkillsCommons.org developed and/or enhanced with grant funds by the Workforce Development and Lifelong Learning (WDLL) division of the University of the District of Columbia Community College (UDC-CC). This report provides the following information: (1) an overview of the review process; (2) a summary of the parameters of the hospitality career pathway reviews and general subject matter expert findings; (3) a written program evaluation report on the review of the current course offerings in each career pathway (4) a review of the relevance of the programming in relation to the hospitality industry and potential impact on students' ability to obtain or improve employment in hospitality related occupations; and (5) recommendations on how to improve the programming relative to students' ability to enhance their employment opportunities.