Alternative Dispute Resolution Academy

ACADEMIC CATALOG 2025

Effective: Jan 1, 2025 – December 31, 2025

Last Revised: April 9, 2025

ADR ACADEMY

Personal and Professional Development

ADR

Dear Students,

Welcome to the Alternative Dispute Resolution Academy!

Whether you are seeking an affordable start toward a successful career transition, professional development or the technical skills to advance your career, ADRA stands ready to help you achieve your goals and enrich your life. I invite you to explore this catalog to learn more about the many ways in which ADRA can meet your needs. We have a program of study for everyone that leads to industry-recognized credentials and professional certifications. Best of all, you can pursue your studies at a time that suits you.

Listed below are just a few of the many programs and services we offer to help you succeed:

❖ Multiple courses that allow an opportunity for professional development in career transfer or advancement.

❖ Course creators and instructors are subject matter experts to deliver programmed courses. ADRA follows the IACET rigorous training standard. Standard requires ADRA to review and update courses yearly or as soon as regulation or laws changes affects the related courses.

❖ Specialization, career certificates, and short-term training programs provide you with credentials for entry or further advancement in the workplace. Our career and technical education programs provide cutting-edge training for regional employment needs.

What may not be apparent is the most distinctive feature of ADRA: a community of caring faculty, staff, and administrators who dedicate themselves to helping every student succeed. For that reason, I invite you to call or visit us to learn more about our outstanding programs.

We are ADRA. We are here for you.

We are *WHERE YOUR FUTURE BEGINS!*

Sincerely,
Guno Ritfeld, JD., LL.M.
President, Owner

GOVERNING DOCUMENTS

The Alternative Dispute Resolution Academy (ADRA) Academic Catalog and Policies is the governing document for all academic requirements and program-related information. It also specifies rights, responsibilities, and specific policies and procedures as they apply to ADRA students. All ADRA students are bound by the rules, policies and procedures contained in these documents. This Catalog is valid from January 1, 2025 through December 31, 2025. The Official Catalog is accessible to download by current and prospective students without having to provide any personal contact information through ADRA's Website, https://www.adraceu.com. The Catalog posted most recently to the website supersedes previous web and printed versions of this document. If there is a conflict between the information stated in the Catalog with that contained in any other document, the information presented in the Catalog prevails ADRA reserves the right to cancel or modify, for any reason, any course or program listed herein. By enrolling at ADRA, students acknowledge that they have read understood and agree to comply with all the policies and procedures outlined in this document. This acknowledgement is a condition of enrollment and continued attendance at ADRA.

NOTICE OF NONDISCRIMINATION

ADRA is an Equal Opportunity institution and does not discriminate based on race, gender, national origin, sex, religion, age, or disability in employment or in the provision of any employment, program, or activity.

ACCOMODATION POLICY

In compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act, ADRA ensures no qualified individual is denied access due to disability. Reasonable accommodation is provided as needed. Accommodations may include assistive technology, American Sign Language interpreters, and alternative text materials.

To apply for accommodations, submit a request through the Registrar's Office. Please identify the accommodation support needed for your successful completion of program(s). ADRA will review the request and work with you to determine the necessary accommodations for the duration of the program. Do not include any sensitive medial information.

ACCREDITATION AND CERTIFICATIONS

ADRA is accredited through International Accreditors for Continuing Education and Training (IACET). IACET is an Accredited Standards Developer through the American National Standards Institute (ANSI), meeting the institutes requirements for standards development. ANSI is the U.S Representative of the International Organization for Standards, ISO and is a founding member of the international Accreditation Forum. IACET follows ANSI/IACET Standard for Continued Education and Training, an internationally recognized and industry standardized model for developing Continued Education and Training Programs.

International Accreditors for Continuing Education and Training (IACET)
45591 Dulles Eastern Plaza,
Suite 132, Box 805
Sterling, VA 20166
703-763-0705
https://www.iacet.org/

ADRA is an Accredited Legal Professional (ALP) Partnered Academy of National Association of Legal Support Professionals (NALS), allowing ADRA to provide the ALP exam for NALS Certification after passing ADRA's Paralegal Certificate Program. Further, the ALP exam is recognized by the Law and Public Safety Education Network (LAPSEN) as the industry Recognized Credential (ORC) for the Legal Services CTE Pathway, meeting evaluation requirements including those outlined in 20 U.S. Code § 2302

National Association of Legal Support Professionals
3502 Woodview Trace, Ste 300
Indianapolis, IN 46268
918-582-5188
https://www.nals.org/

Through the Army Credentialing Assistance (CA) Program, veterans and soldiers may receive funding to take courses in industry recognized credentials in many different occupational areas. ADRA, an approved ARMY Ignited Vendor, offers Career Certifications for Paralegals and Human Resources that can be applied for this program.

ARMYIgnited
9350 Hall Road, Bldg 1445
Fort Belvoir, VA,
22060

ADRA is an approved CLE provider by the Florida State Bar Association.

Florida State Bar Association
651 E Jefferson St
Tallahassee, FL 32399
850-561-5600
https://www.floridabar.org/

ADRA is an approved provider to the Florida Department of Children and Families for Parent Stabilization Courses.

Florida Department of Children and Families
2415 North Monroe Street, Suite 400,
Tallahassee, FL 32303-4190
850-487-1111   https://www.myflfamilies.com/

Programs offered to Florida Residents:
Fl Parent Education and Family Courses:

- *Basic Rights of Children in Divorce Situations*
- *Florida Child Support Calculation*
- *Parenting after Divorce*

CLE Legal Recertification Courses:

- Elder Mediation Continuing Credits
- Elder Care Mediation Certificate Program

ADRA is an approved Continued Professional Education (CPE) provider for the Texas Education Agency, TEA. With this accreditation, educators in Texas will receive Certificates of Completion with CPE credit as well as IACET CEUs.

Texas Education Agency
1701 N. Congress Avenue
Austin, TX 78701
512-463-9734
https://tea.texas.gov/

ADRA is an approved CLE provider by the Texas State Bar Association, allowing Texas Legal Professionals to get recertification credits for courses for mediation and legal professionals.

Texas State Bar Association
1414 Colorado Street
Austin, Texas 78701
512-427-1463
https://www.texasbar.com/

Programs Offered to Texas Residents:
CLE Legal Recertification Courses

- *The Influence of Religion in Family Law Cases*

For CPE Credit:

- *Literacy Helping Students Construct meaning*
- *Adult Learning, Mental Skills*
- *Adult Learning, Physical Skills*
- *Assessment in Special Education*
- *Exceptional Student Education: Lower Functioning Autism*
- *Human Exceptionalities, Schools, and Communities*
- *Machine Learning Essentials Implementation Techniques*
- *Teaching for Student Learning Being a Master Teacher*
- *Teaching Methods and Strategies Students with High Incidence Disabilities*

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HISTORY & DEVELOPMENT

Alternative Dispute Resolution Academy (ADRA) was founded in 2007 by Guno Ritfeld, JD. LL. M, as a division of Resolute Mediation and Arbitration (RM&A) to provide career certificate programs and professional development workshops for individuals to gain skills and certificate experience across professional industries including HR, Mediation, Equal Employment, and law.

Mission Statement:

ADRA's Mission is to provide accessible, advanced and quality instruction of industry recognized skills and certifications to transform careers and develop leaders within their profession.

Objectives

Alternative Dispute Resolution Academy (ADRA) is committed to the following goals and objectives:

1. Prepare professionals in education, law, mediation and Equal Employment Opportunity for recertification with quality IACET CEU courses;

2. Prepare students with little to no industry or professional experience with skills, certifications, and guidance into professional fields including HR, Equal Employment and Law;

3. Provide quality instruction and resources for professionals with Career certifications to advance their career and skill portfolio;

4. To continue to build a strong network of skilled industry professionals for ADRA's instruction and coaching team;

5. To treat all students and clients with respect, time, and quality instruction;

6. To remain flexible in adapting curriculum to online accessible platforms and providing quality services to students and clients with their needs in mind.

Controlling Ownership Statement

ADRA is owned and operated by Guno Ritfeld, a retired US Armed Forces Commissioned Officer.

Locations

Florida: 121 South Orange Avenue, Suite 1500, Orlando, Florida 32801

Virginia:

- 1101 Wilson Boulevard, 6th Floor, Arlington, Virginia, 22209
- 1201 Wilson Boulevard, 25th Floor, Arlington, Virginia, 22209

ACADEMIC PROGRAMS AND CURRICULA

Alternative Dispute Resolution Academic is approved to offer the following Career Certification Programs:

<u>Career Certifications</u>

Paralegal Certificate Program

Associate Professional in Human Resources Certificate Program

Professional in Human Resources Certificate Program

Senior Professional in Human Resources Certificate Program

Employment and Labor Relations Law Mediation Certificate Program

Equal Employment Opportunity (EEO) Investigator Certificate Program

Equal Employment Opportunity (EEO) Counselor Certificate Program

Equal Employment Opportunity (EEO) Qualified Neutral Certificate Program

Workplace Conflict Mediator Certification Program

Conflict Resolution Certificate Program

Alternative Methods of Dispute Resolution Certificate Program

Career Certifications

Paralegal Certificate Program
45 Clock Hours, 4.5 IACET CEU, Virtual 13-Week Instructor Guided Course, 6 Months Access

ADRA's Paralegal/Legal Assistant Certificate Program is an online, 13-week, synchronous, instructor-guided online course designed for graduates to begin or advance their legal careers. This Paralegal Certificate Program prepares individuals for the National Association of Legal Support Professionals (NALS) Accredited Legal Professional (ALP) Exam, meeting the standards to perform business communication tasks, maintain office records and calendars, proficient understanding of office equipment, computer terminology, and related procedures, high aptitude for understanding legal terminology, legal complexities, and supporting documents, and proficient knowledge of law office protocol as prescribed by ethical codes. Passing the final exam will end the course for participants and provide students with a Certificate of Completion in Paralegal Studies with 4.5 IACET CEUs.

Objectives: This course provides the knowledge, skills, and ethical reasoning to enter the job market as a Legal Assistant. Students will study topics including legal terminology, legal processes, jurisdiction and venue, ethics, written communications including letters, pleadings, discovery, notices, and motions, filing procedures, legal research, memoranda preparation, and citation format. Using a practical approach, participants will learn paralegal roles, skills, and responsibilities.

Exam: Participants may take the ALP Certification Exam to become a certified Paralegal under the National Association of Legal Support Professionals (NALS). The ALP exam is recognized by the Law and Public Safety Education Network (LAPSEN) as the industry Recognized Credential (ORC) for the Legal Services CTE Pathway, meeting evaluation requirements including those outlined in 20 U.S. Code § 2302. ADRA is an ALP Partnered Academy of NALS, allowing ADRA to provide the ALP exam for NALS Certification after passing with an additional fee.

Contact Methods:
  ➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
  ➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Prerequisites: Students must be at least 18 years of age and have a High School Diploma or equivalent.

Required Materials, *Provided with Tuition:* Hardman, M.L., Drew, C.J., & Egan, M. W. (2010). Human Exceptionally: School, Community, and Family (10th Ed.) Boston: Houghton Mifflin.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

ADRA Paralegal Certificate Program Cost Breakdown	
Tuition	$2100.00
Non-Refundable Application Fee	$50.00
Books/Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$2150.00

ADRA Paralegal ALP Exam may be purchased upon successful completion of the program for additional certification.

ALP Exam, *Optional*	$295.00
	$295.00

Total Cost with Exam $2445.00

PARALEGAL CERTIFICATION PROGRAM OUTLINE

Schedule	Chapters	Assignment	Project
Week 1	Chapter 1	Module 1: Reading Assignment- the Paralegal Profession | Career Opportunities Reading: Read Chapter 1 and Chapter 2	Internet Project 1, pg 19- *Post Your Findings in the Course Forum*
Week 2	Chapter 3 Chapter 4	Read Chapter 3, "The Inner Workings of the Law Office" Read Chapter 4: "Ethical Responsibilities"	Internet Project 1, pg 8- *Post Your Findings in the Course Forum*
Week 3	Chapter 5 Chapter 6	Read Ch. 5 "Sources of American Law" Read Ch. 6 "The Court System and Alternative Dispute Resolution"	*Riley V. California: opinion* Answer Questions A-F
Week 4	Chapter 9	Legal Writing: *Forms and Substance,* pg 242-266	Internet Project, pg1 1. Explain the proper use of the following words: The different spelling of the words that sounds like there. | Its and It's| Then and Then| Affect and Effect. 2. "Grammar" and "How to Use an Apostrophe" Explain how an apostrophe is used with possessive
Week 5	Chapter 8	Read Chapter 8, *"Online Legal Research"* (pg 215-236)	Pg 240: Practice Question 1 and 3
Week 6	Chapter 10	Read Chapter 10, "Civil Litigation" (pg 271-309)	Questions for Review 1-6, Practice Questions 2-5, Internet Projects 1-3, Video: Anheuser
Week 7	Chapter 11	Chapter 11, *"Conducting Interviews"* (pg 315-347)	Questions for Review 1-5, Practice Questions 1, 2, 3-7, Internet Project 1, Video: Tort Reform
Week 8	Chapter 15 Chapter 17	Chapter 15, *"Contracts and Intellectual Property Law"* Chapter 17, *"Family Law and Estates"*	Review Questions 1-6, Practice Questions 1, 3, Video: Samsung Apple Patent Fight Group Project: Review Questions 1-5, Ethics Questions 1, 2, Internet Projects 1-3, Videos: The Supreme Court Legalizes Gay Marriage
Week 9	Chapter 13	Chapter 13, *"Criminal Law"*	Review Questions 1, 2, 4-7, Practice Questions 6-8, Internet Projects 1-3, Videos: Boston Marathon Bombing Investigation, Easy Identity Theft
Week 10	Chapter 14	Chapter 14, *"Tort Law, Product Liability, and Consumer Law"*	Review Questions 1-5, Ethics Question Video: Doctors Apologize for Medical Malpractice
Week 11	Chapter 16	Chapter 16: *"Real Property and Insurance Law"*	Review Questions 1-4, Practice Questions 2, 5, internet Projects 1, 2. Video: Foreclosure Scam
Final Exam	Quiz, All Chapters		

Associate Professional in Human Resources Certificate Program
45 Clock Hours, 4.5 IACET CEUs, 6-week Instructor Guided Course, 6 months access

ADRA's Associate Professional in HR (aPHR®) Certificate Course is an online, 6-week, synchronous program that aligns with the 2024 HRCP Program to prepare candidates for aPHR® certification exams. This course is designed for recent college graduates, professionals looking to transition into HR field, or non-HR Managers who manage people.

Students will have three attempts at all graded assignments. Practice tests can be taken numerous times, with different questions being pulled from test banks. At the end of the course is a full-length practice test, which contains 125 questions; the distribution of topics represents the weighting of aPHR® exam topics. Upon completion of the course, students will be prepared to take the HRCI or SHRM Certification for an Associate Professional in HR (aPHR®), as well as receive an accredited IACET certificate of competition from ADRA to signify they are fully prepared to pass the exam and become an Associate Professional in HR. ADRA follows the National Standard Guidelines set by IACET for accreditation.

ADRA follows the Human Resource Certification Institute Standards with teaching the five Human Resource Domains: Business Management, Talent Planning and Acquisition, Learning and Development, Total Reward, and Employment and Labor Relations. HRCI accepts IACET credits from the certificate provided at the competition of the course. At the end of this course, a foundational knowledge of these domains will be developed.

Objectives: Students will develop foundational knowledge of the five HR Domains; Demonstrate competency through structured learning and self-assessment; identify key HR regulations, processes and best practices; Prepare Confidently for the aPHR® Certification Exam using targeted review and practice tests

Contact Methods:

➤ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.

➤ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Prerequisites: No prior experience necessary. Students must be at least 18 years of age and have a High School Diploma or equivalent.

Required Materials, *Included:* HRCP aPHR 2024 Study Materials

Associate Professional in HR Price	
Tuition	$400.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$450.00

Upon successful completion of the Program, ADRA can perform the aPHR Certification Exam for an additional fee.

HRCI PHR/SPHR Exam, *Optional*	$395.00
	$395.00

Total Cost with HRCI Exam, $845.00

ASSOCIATE PROFESSIONAL IN HR (aPHR)
CERTIFICATION COURSE OUTLINE

	Topics	Pages	Key Areas
	WEEK ONE: Introduction & Talent Acquisition		
UNIT 1	Guide for Exam Prep	Online	Successful Exam Prep Techniques
	Introduction to HR	1-7	Overview of HR Functions
	Employment Discrimination (1.1)	9-15	Laws: Title VII, ADA, ADEA, EEOC
	Employment Discrimination Continued	15-31	Compliance and Case Analysis
	HR Planning (1.2)	33-41	Workforce Planning and Self-Assessment
	Job Analysis, Descriptions (1.3)	42-50	HR Job Structures and Competency Mapping
	Review		Self-Assessment
	WEEK TWO: Talent Acquisition (Cont.) and Learning & Development		
UNIT 2	Recruitment (1.4)	51-64	Sourcing, Screening, Onboarding
	Selection (1.5)	65-74	Selection Tools and Legal Considerations
	Selection (cont)	75-84	Self-Assessment and Review
	Training and Development (2.1)	97-112	Identifying Training Needs
	Presenting Training and Delivery (2.2)	113-116	Training Methods and Effectiveness
	Evaluating Training Effectiveness (2.3)	117-120	ROI, Feedback Mechanisms
	Review		Self-Assessment
	WEEK THREE: Total Rewards		
UNIT 3	Total Rewards (3.1)	169-173	Financial vs Non-Financial Rewards
	Wage-level Decision (3.2)	174-176	Compensation Strategy
	Job Evaluation Methods (3.3)	177-183	Market Pricing, Ranking, Benchmarking
	Incentive Compensation Systems (3.4)	185-194	Pay-For-Performance Systems
	Compensation Laws (3.5)	195-206	FLSA, Pay Equity, Compliance
	Employee Benefit Programs (3.6-3.8)	207-227	Benefits and Managing Benefit Programs
	Review		Self-Assessments
	WEEK FOUR: Employee and Labor Relations		
UNIT 4	Employee Relations (4.1-4.2)	251-264	Policies, Engagement Strategies
	Organizational Strategy (4.3-4.4)	265-277	HR Planning and Effective Management

	HR Technology and Design (4.5-4.6)	278-291	HR Systems, Communication
	Organizational Culture and DEI (4.7-4.8)	292-304	Inclusion and Culture Development
	Ethics and HR Analytics (4.9-4.10)	305-320	HR Data, Compliance, and Ethical Practices
	Employee Engagement and Labor Relations	321-334	Engagement Strategies, Grievance Systems
	Review		Self-Assessments

WEEK FIVE: Risk Management, Safety, and Health

UNIT 5	Risk Management (5.1)	381-383	Identifying and Mitigating Risks
	Workplace Safety (5.2)	384-399	OSHA, Safety Programs
	Health and Security (5.3)	400-409	Employee Health Initiatives
	Workplace Security (5.4)	410-420	Systems & Compliance

WEEK SIX: Comprehensive Review and Exam Prep

TEST PREP	Review Units 1-5	Practice Timed Exam #1
	Comprehensive Review	Practice Timed Exam #2
	Exam Prep Strategies	Focused Review of Weak Areas
	Final Exam Simulation	Simulated Practice Test
	Office aPHR Exam Preparation	Exam Day Checklist and Prep

Senior/Professional in Human Resources Certificate Program (PHR) and (SPHR)
40 Clock Hours, 4.0 IACET CEU, 12-week Instructor Guided Virtual Course, , 6 months access

 ADRA's Professional in HR (PHR) and Senior Professional in HR (aHPR) Certificate Course is an online, 12-week, synchronous program that aligns with the 2024 HRCP Program to prepare candidates for certification exams in Senior Professional in Human Resources (SPHR) and Professional in Human Resources (PHR). This course is designed for Professionals in Human Resources to advance their technical, operations, and strategic knowledge of HR Management.

 Upon completion of the course, students will be professional in all areas of the HRCP Exams for both SPHR and PHR, covering Business Management and Strategy, Workforce Planning and Employment, Human Resource Development, Compensation and Benefits, Employee and Labor Relations, and Risk Management. A Certificate of Completion of 4.0 IACET CEUs will be awarded students who complete the course and pass the practice exam with a 70% or higher. At the end of each section, students will complete a self-assessment. ADRA follows the National Standard Guidelines set by IACET for accreditation.

 ADRA follows the Human Resource Certification Institute Standards with teaching the five Human Resource Domains: Business Management, Talent Planning and Acquisition, Learning and Development, Total Reward, and Employment and Labor Relations. HRCI accepts IACET credits from the certificate provided at the competition of the course.

Objectives: Students will learn how to demonstrate technical and operational HR management competencies, understand US laws and regulations relating to Human Resources, Master strategic HR planning, organizational design, and evaluation processes, develop advanced skills in leadership, HR analytics, and decision-making. Upon completion of the course, students will be fully prepared to take PHR and SPHR certification exams.

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Prerequisites:

PHR: A minimum of one year of experience in a professional-level HR position with a master's degree or higher, OR A minimum of two years of experience in a professional-level HR position with a bachelor's degree, OR A minimum of four years of experience in a professional-level HR position with less than a bachelor's degree.

aHPR: A minimum of four years of experience in a professional-level HR position with a master's degree or higher, OR A minimum of five years of experience in a professional-level HR position with a bachelor's degree, OR A minimum of seven years of experience in a professional-level HR position with less than a bachelor's degree

Required Materials, *Provided:* HRCP PHR/SPHR 2024 Study Materials.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Senior Professional & Professional in HR Price	
Tuition	$1,800.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$1850.00

Upon successful completion of the Program, ADRA can perform the HRCI PHR and SPHR Certification Exam for an additional fee.

HRCI PHR/SPHR Exam, *Optional*	$395.00
	$395.00

Total Cost with HRCI Exam, $2,245.00

SENIOR PROFESSIONAL (aHPR) & PROFESSIONAL IN HR (PHR) CERTIFICATE COURSE OUTLINE

	TOPICS	PAGES	KEY AREAS
	WEEK ONE: Strategic Human Resource Management		
UNIT 1	Guide for Exam Preparation & Pre-Test		Preparation Guide and Self-Assessment
	Strategic HR Management (1.1)	2-17	HR Strategic Initiatives
	Organizational Strategy (1.2)	20-39	Aligning HR with Organizational Goals
	HR Control and Evaluation (1.3)	42-54	Evaluation Tools and Metrics
	HR Technology and Communication (1.4)	56-68	Systems and Tools for Communication
	Organizational Environments (1.5)	70-89	Internal and External HR Factors
	Review		Review and Self-Assessment
	WEEK TWO: Organizational Design & Global HR		
	Organizational Design and Development (1.6)	92-101	OD Strategies and Structures
	Organizational Culture (1.7)	104-113	Culture Development and Change
	Global HR Management (1.8)	116-132	Managing HR in Global Environments
	Leadership and Management Theories (1.9)	136-143	Leadership Styles & HR
	Decision Making (1.10)	146-153	Decision-Making Models in HR
	Review		Self-Assessment and Practice
	WEEK THREE: HR Ethics and Analytics		
	HR Ethics (1.11)	156-173	HR Ethical Frameworks
	HR Research and Analytics (1.12)	176-192	Data-driven HR Decisions
	Review Unit One		Unit One Recap
	Practice Exams		Timed Practice Tests
	Self Assessments		Identify Improvement Areas
	Review		Review Content and Practice
	WEEK FOUR: Talent Acquisition and Retention		
UNIT 2	Recruitment and Talent Planning (2.1)	200-220	Strategic Recruitment Processes
	Selection Methods and Tools (2.2)	222-234	Best Practices in Candidate Section
	Onboarding and Retention Programs (2.3)	236-248	Building Engagement Through Onboarding
	Employee Turnover and Retention Metrics (2.4)	250-262	Analyzing Retention Strategies
	Practice Exams		Timed Practice Test
	Review and Self Assessment		Progress Check
	WEEK FIVE: Learning and Development		
UNIT 3	Training and Development (3.1)	270-284	Learning Methods and Delivery
	Evaluating Training Programs (3.2)	286-298	Measuring Effectiveness of Training
	Performance Management Systems (3.3)	300-312	Managing and Evaluating Performance

	Managing Expatriate Assignments (8.4)	704-716	Supporting Global Employees
	Case Study and Practice Exams		Global HR Scenarios
	Review		Recap

WEEK ELEVEN: Review and Practice Exams

TEST PREP	Review Units 1-4	Key Concepts Recap
	Review Units 5-8	Key Concepts Recap
	Practice Exam 1	Full-Length Timed Practice Test
	Practice Exam 2	Full Length Timed Practice Test
	Weak Areas, Review	Focused study on Identified Weak Areas
	Self-Assessment	Final Progress Check

WEEK TWELVE: Final Exam Preparation

Exam Prep Strategies	Test-Taking Techniques and Time Management
Final Full-Length Practice Exam	Exam Simulation
Focus on Weak Topics	Targeted Content Review
Final Review	Comprehensive Content Review
Exam Day Preparation	Checklist and Mindset Preparation
Schedule Official Exam	

Employment and Labor Relations Law Mediation Certificate Program
45 Clock Hours, 4.5 IACET CEUs, Instructor Guided Virtual Course, 6 months access

     This certificate course is designed to develop students to be competent Mediators within Employment and Labor Relations. This course is entirely online and synchronously designed over a 9-week period for self-paced students. Divided into three parts, the first focused on substantive employment and labor laws, second mediation practices and related rules and policies, and third practical exercises, mock mediation, and a final quiz.

     Upon completion of the course, students will be awarded a Certificate of Completion, accredited with 4.5 IACET CEUs that establishes the student as proficient in Employment/Labor Law Mediation. ADRA is compliant with the Equal Employment Opportunity Commission and National Standard Guidelines for IACET accreditation and was also evaluated by the American Council Education (ACE).

Objectives: Students will understand the roles and characteristics of federal and state employment laws; understand the sources and evolution of employment law (including discrimination and labor laws; be aware of employer responsibilities in complying with statutory law and regulations relating to their relationship with their employer; recognize the scope of employment law, and how principles of employment law interact or impact other areas of law; understand the role of Mediation as an Alternative Dispute Resolution venue; Understand the role of the mediator in a mediation conference; conduct a mediation in accordance with applicable laws and rules (Uniform Standard Mediation Act); draft an agreement according to the agreed terms by the parties.

Contact Methods:
➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Prerequisites: Students must be at least 18 years of age and have a High School Diploma or equivalent.

Required Materials, *Included*:
"Employment Labor Law," Patrick J, Chihon; James Ottavio Castagnera, 9E or 2E
"ADR in a Nutshell", Patrick Nolen

Open Enrollment, *There is no minimum class size.* For Groups 5+ please contact ADRA for group rates.

Employment and Labor Relations Law Mediator Certificate Price	
Tuition	$1,450.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$1500.00

*Scheduled Live Discussions are recommended for students to attend to discuss reading material and provide instructor assistance. Recording is available for those unable to attend 24 hours after the scheduled date. Students must attend/conduct a Mock Mediation exercise to demonstrate they have mastered the mediation skills.

Employment/Labor Relations Law Mediator
Certificate Course Outline

	Module	Assignment
Week One	Introduction	Welcome Video, *Consideration for Others in the Workplace-Employment Law*
Week Two	Introduction	*Employment Mediation Course Outline and Expectations*
	Introduction	Student Data Sheet- Complete and Submit
Week Three	**Module 1.** *Employment Law Overview, Title VII of the Civil Rights Act*	Reading Assignment Module 1 **Module 1 Quiz**
Week Four	**Module 2.** *Age Discrimination in Employment Act, Americans with Disabilities Act*	Reading Assignment Module 2 **Module 2 Quiz** Scheduled Module 1 and 2 Live Discussion*
Week Five	**Module 3.** *Family and Medical Leave Act, Fair Labor Standards Act, Whistleblower Discrimination*	Unfair Labor Practices (ULP) and Collective Bargaining **Module 3 Quiz**
Week Six	**Module 4.** *Introduction to Alternative Dispute Resolution*	Reading: *ADR in a Nutshell* Chapter 1, "*Introductions to ADR*" (pg 1-5), Chapter 2, "*Negotiations*" (pg 14-64) Scheduled Module 3 & 4 Live Class Discussion*
Week Seven	**Module 5**. *Mediation Process, Uniformed Standard Mediation Act*	Reading: Chapter 3, *"Mediation Page"* (pg 68-101) Appendix R- *The Uniformed Mediation Act*, pg 471-481
Week Eight	**Module 6.** *Drafting the Mediation Agreement*	Read: Chapter 3, "*Enforceability*" (pg 130-144) Watch Mock Mediation Video Draft and Submit a Mediation Settlement Agreement Scheduled Live Class Discussion, Module 5 & 6, Role Play Online*
Week Nine	**Module 7.** *Practice Exercises*	***Attend and participate in scheduled practical exercises***
		Graduation and Certificate of Completion

Equal Employment Opportunity (EEO) Investigator Certificate Program
32 Hours, 3.2 IACET CEUs, 4-Day Instructor Led Zoom Webinar

The EEO Investigator Certification Course introduces students to the investigative tools and techniques to be a qualified EEO Investigator. Over the course of four days, students will cover the process of being an EEO Investigator by first accumulating the context of the necessary laws and regulations to know, learn the investigative process, and apply these principles to an investigative plan, evidence, records, and summary. Qualified instructors will be leading this course every step of the way, with many interactive sessions to fully immerse the participants in the EEO world.

ADRA is fully compliant with the EEOC Qualifications for an Investigator Certificate, implementing the EEOC Regulations, Title 29 of the Code of Federal Regulations (C.F.R.) Part 1614.108 and the EEOC Management Directive 110 (MD110) which covers the full process, specific laws and regulations, and tools for investigating.

At the end of the required 32 hours, students will become a certified EEO Investigator and will be able to investigate federal employment discrimination complaints with ADRA's Certification of Completion with IACET 3.2 CEUs. These certificates can also be used for other professional certifications such as SHRM and HRCI.

Objectives: This course will provide students with the tools necessary to understand the basics of EEO law and theories of discrimination; understand the federal-sector EEO Process (29 CFR 1614); apply models of proof in employment discrimination cases; gather and analyze evidence under the appropriate theory of discrimination; understand the elements of disability discrimination and harassment cases; plan an EEO Investigation; interview complaints, management officials, and other witnesses; use different investigative methods, including Requests for Information to obtain documents and medial information.

Required Materials, *Included*: EEO Management-Directive 110 (MD-110)

Prerequisites: Students must be at least 18 years of age and have a High School Diploma or equivalent.

Please check ADRA's Website for latest posted dates and locations for in-person attendance in Arlington, VA. For Groups of 5+ please contact ADRA for special rates.

Equal Employment Opportunity (EEO) Investigator Certificate Price	
Tuition	$950.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$1000.00

Equal Employment Opportunity (EEO) Investigator
Certificate Course Outline

Day One: 8:30am-4:30pm

What You Will be Doing as an Investigator: "Challenges and Issues for Investigators"
The Federal Sector EEO Process: "How Does a Complaint Become a Complaint?"
Federal Employment Laws and Thresholds Issues | Case Laws
Theories and Analyses of Discrimination Claims
Review, Questions, Discussion

Day Two: 8:30am- 4:30pm

Theories and Analyses of Discrimination Claims, Fragmentation
Case Management
Developing Investigative Plans
Models of Proof | Rules of Evidence Fundamentals (Federal)
Requests for Information: Section Four: Investigative Interviews
Review, Questions, Discussion

Day Three: 8:30am-4:30-pm

Introduction to Case Studies
Discussion: Investigative Interviewing and Writing Affidavits
Interview: Complainant Miguel Santiago | Review Affidavit of Miguel Santiago
Scripted Role Play Interview: Santiago Case Study
Interview: Responsible Management Official (RMO): "Dennis Hatcher"
Discussion (Management Witness): Review Things Learned From RMO Interview
Review, Questions, Discussion

Day Four: 8:30 am-4:30pm

Case Study "Santiago" Recap, Writing the Santiago Summary
Discussion: New Case Study and Role Playing
Conducting the Investigation: Assembling the Case File
Review Course Objectives
Complete Evaluations
Graduation, Certification of Completion Awarded

Equal Employment Opportunity (EEO) Counselor Certificate Program
32 Hours, 3.2 IACET CEUs , 4-Day Instructor Led Zoom Webinar

The EEO Counselor Certification Course introduces students to the tools and techniques to be a qualified EEO Counselor through lectures, discussions, and interactive role-plays. An EEO Counselor serves as a liaison between the employee and management during the informal complaint processing stage. Over the course of four days, students will cover the process of being an EEO Counselor by first accumulating the context of the necessary laws and theories to know, learn the counselor approach, and apply these principles to conduct interviews, write complaints, and write effectively. Qualified instructors will be leading this course every step of the way, with many interactive sessions to fully immerse the participants into the EEO world.

ADRA is fully compliant with the EEOC Qualifications for an Investigator Certificate, implementing the EEOC Regulations, Title 29 of the Code of Federal Regulations (C.F.R.) Part 1614.108 and the EEOC Management Directive 110 (MD110) which covers the full process, specific laws and regulations, and tools for counselors.

At the end of the required 32 hours, students will become a certified EEO Counselor and, with ADRA's Certification of Completion, receive IACET 3.2 CEUs. These certificates can also be used for other professional certifications such as SHRM and HRCI. ADRA follows the National Standard Guidelines set by IACET for accreditation.

Objectives: Upon completion of this course, students will have the ability to understand the full EEO Process; Learn the duties and responsibilities of an EEO Counselor, including ethical standards and best practices for managing EEO Cases; know relevant EEO laws, including Title VII of the Civil Rights Act (1964), Equal Pay Act (EPA) (1963), Age Discrimination in Employment Act (1967), Sections 501 and 505 Rehabilitation Act (1973), Title II of the Genetic Information Nondiscrimination Act (2008); Understand the theories of discrimination, including disparate treatment, adverse impact, reasonable accommodation; have an understanding of available dispute remedies, including compensatory damages, attorney's feeds, and costs; explore the agency's informal and formal Alterative Dispute Resolution (ADR) process

Required Materials, *Included***:** EEO Management-Directive 110 (MD-110)

Prerequisites: Students must be at least 18 years of age and have a High School Diploma or equivalent.

Please check ADRA's Website for latest posted dates and locations for in-person attendance in Arlington, VA. For Groups of 5+ please contact ADRA for special rates.

Equal Employment Opportunity (EEO) Counselor Certificate Price	
Tuition	$950.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$1000.00

Equal Employment Opportunity (EEO) Counselor
Certificate Course Outline

Day One- Part I: Introduction and Role of the Counselor   **8:30am-4:30pm**

Introduction to Counseling: Definitions and Noteworthy Information
The EEO Process: Formal Complaints and Litigation
The EEO Process: Timelines
EEO Counselor Approach: The Purpose of the EEO Counselor
What Makes a Good EEO Counselor- Alternative Dispute Resolution
ADR in EEO Counseling
Review, Questions, Discussion

Day Two-Part II: Theories of Discrimination   **8:30am-4:30pm**

ADR in EEO Counseling (Continued); Theories of Discrimination
Types of Discrimination
Review, Questions, Discussion

Day Three- Part III: Interview Skills   **8:30am-4:30-pm**

Theories of Discrimination (Continued)
Introduction to Interviewing for EEO Counselors
Conducting Effective Interviews
Contractor EEO Complaints
EEO Counseling Exercises

Day Four- Part IV: Avoiding Mistakes; Writing the Report   **8:30 am-4:30pm**
EEO Counseling Exercises (Continued); Effective Writing
Effective Writing
MD-110 Report Requirements
Applying the Substance in Writing
Role Playing Exercises
Review Course Objectives
Complete Evaluations
Graduation, Certification of Completion Awarded

Equal Employment Opportunity (EEO) Qualified Neutral Certificate Program

24 Hours, 2.4 IACET CEUs, 3-Day Instructor Led Zoom Webinar

This course is designed to develop proficient Qualified Neutral EEO Mediators. Over the course of 3 days, this program will go over the fundamentals of Alterative Dispute Resolution (ADR) within the EEOC. Participants will explore critical aspects of discrimination laws, the EEO Complaint Process, mediation techniques, and more. Combining expert-led theoretical insights and practical, hands-on mock mediation sessions, this program guarantees a rich learning experience. Participants will be equipped with tools and skills to effectively resolve EEO Disputes.

ADRA is fully compliant with the EEOC Qualifications for an Investigator Certificate, implementing the EEOC Regulations, Title 29 of the Code of Federal Regulations (C.F.R.) Part 1614.102, 1614.105, 1614.108 and 1614.603, and the EEOC Management Directive 110 (MD110) which covers the full process, specific laws and regulations, and tools for EEO Mediators.

At the end of the required 24 hours, students will become a certified EEO Neutral Mediator and, with ADRA's Certification of Completion, receive IACET 2.4 CEUs. These certificates can also be used for other professional certifications such as SHRM and HRCI.

Objectives: Upon completion of the course, students will have foundational knowledge in EEO laws, workplace discrimination types, and the process for EEO Complaints. Students will be proficient in mediation, understand and apply essential conflict resolution theories, communication techniques, and negotiation strategies. Students will have practical applications of case studies, interviews, and mediations. Students will maintain professionalism and a deep understanding and application of ethics within mediations, conflict resolution, and mitigation of bias.

Required Materials, *Included*: EEO Management-Directive 110 (MD-110)

Prerequisites: Students must be at least 18 years of age and have a High School Diploma or equivalent.

Please check ADRA's Website for latest posted dates and locations for in-person attendance in Arlington, VA. For Groups of 5+ please contact ADRA for special rates.

Equal Employment Opportunity (EEO) Qualified Neutral Mediator Certificate Price	
Tuition	$600.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$650.00

EEO Qualified Neutral Certification Program Outline

Day One: Foundation of EEO Mediation

Introduction to ADR and EEOC Regulations
Module 2: The EEO Complaint Process
Module 3: Qualified EEO Neutral Laws, Analysis, and Remedies
Interactive Session: Understanding Bias and Ethics in Mediation

Day Two: Advanced Mediation Skills and Techniques

Module 4: Dispute Resolution in EEO/Mediation
Module 5: Principles of Mediation
Module 6: Mediation Process and Stages
Preparation for Mock Mediations

Day Three: Mock Mediations and Feedback

Mock Mediation Sessions
Debrief
Next Steps and Certifications

Workplace Conflict Mediator Certification Program
Virtual Self-Paced Instructor Guided 8-week course, 30 Clock Hours, 3 IACET CEU, 6 months access

This Workplace Conflict Dispute Resolution and Mediation course is a comprehensive program designed to equip participants with the knowledge and skills necessary for resolving workplace conflicts using alternative dispute resolution techniques. The course focuses on non-adversarial approaches, emphasizing the principles of Alternative Dispute Resolution (ADR) for more constructive and mutually beneficial outcomes. This practical and well-structured course, taught by experienced professionals, offers valuable insights and hands-on experiences for effective conflict resolution in the workplace. Participants engage in hands-on experiences such as drafting a basic mediation agreement and participating in practical exercises and role plays. These simulations allow participants to apply their knowledge in real-world scenarios, facilitating a deeper understanding and skill development in a supportive learning environment.

Upon successful completion of the course, participants receive a Certificate of Completion with 3.0 IACET CEUs, accredited by the International Association for Continuing Education and Training (IACET). This certification further validates the course's quality and may be advantageous for individuals seeking professional recognition or advancement in the field. ADRA is fully compliant with the 1994 AAA Mediators Model Standards of Conduct with all curriculum development within Alternative Dispute Resolution courses. This conduct was created by the American Arbitration Association, the American Bar Association, and Association for Conflict Resolution. Led by certified and practicing mediator/instructors, the course features a thoughtfully designed curriculum that covers essential concepts and techniques in conflict dispute resolution and mediation. The selected course material ensures relevance and quality, providing a solid foundation for learning.

Objectives: Upon completion of the program, students will be able to:
1. Identify and describe four alternatives to litigation other than ADR and give examples of each.
2. Define "mediation," "arbitration," "minitrial," "summary jury trial," and "moderated settlement conference."
3. Explain how Rules 16 and 68 of the Federal Rules of Civil Procedure, and Rule 408 of the Federal Rules of Evidence promote the voluntary settlement of disputes.
4. Identify the 6 phases of negotiation and define the negation types including interest-based, competitive, and cooperative negotiation.
5. Identify the phases of mediation and goals within each.
6. Explain the purpose of the federal Administrative Dispute Resolution Act.
7. Describe the effect of mediation on the statute of limitation.
8. Identify two ways in which arbitration differs from litigation in terms of preparing for the proceedings/trial.

Course Materials: *Essentials of Alternative Dispute Resolution,* Susan R Patterson, Esq. D. Grant Seabolt, Jr. Esq. 2nd Edition ISBN 0-929563-63-8

Prerequisites: Students must be at least 18 years of age and have a High School Diploma or equivalent.

Please check ADRA's Website for latest posted dates and locations for in-person attendance in Arlington, VA. For Groups of 5+ please contact ADRA for special rates.

Workplace Mediator Certificate Price Breakdown	
Tuition	$750.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$800.00

WORKPLACE CONFLICT MEDIATOR CERTIFICATE OUTLINE

WEEK	Chapter	Assignment
WEEK ONE	*Introduction to Alternative Dispute Resolution*	**Essay Questions 1-5** **Exercise:** Explore the Internet under topics such as mediation," "arbitration," "ADR," and other keywords found in Chapter One of the text, and compile a list of sites and resources available. Be sure to check out the World Wide Web addresses of the American Arbitration Association and the American Bar Association found in Appendix thirteen of the text.
WEEK TWO	*Negotiations in Dispute Resolution*	**Essay Questions 1-8** **Exercises:** • Role-play a negotiation between the patent owner and the large manufacturer described in the first paragraph of page 27. Assume that both parties approach the negotiation with a purely distributive mindset. Try again, but this time assume that the parties approach the negotiation with a more interest-based mindset. Allot no more than ten minutes for each negotiation. You are not bound by the outcome described in the text. Analyze and discuss the differences between the two negotiations, including how close each negotiation got to a resolution, the goals that you and your opponent were trying to attain, and whether those goals were compatible or incompatible. • Role-play a negotiation between the building contractor and school district described on page 30. Assume that one party employs competitive tactics, while the other employs cooperative tactics. Try again, but this time assume that both parties employ primarily cooperative techniques. Allot no more than ten minutes for each negotiation. You are not bound by the outcome described in the text. Analyze and discuss the differences between the two negotiations, including how close each negotiation got to a resolution, the goals that you and your opponent were trying to attain, and whether those goals were compatible or incompatible. • Answer the questions posed in paragraphs 1–7 on pages 45–47
WEEK THREE	*Mediation, Mediation Law, and Policy*	**Essay Questions 1-9** **Exercises:** • On the assumption that the case will be mediated rather than negotiated, outline a position paper for one of the following cases: Aztex/Phelps (page 38); patent owner/large manufacturer (page 27); contractor/school district (page 30). (See Appendix 6 for a list of topics that could be covered.) • Assume that you are the mediator for the case study that begins on page 63 of the text. Draft an opening statement. • Role-play a face-to-face mediation session between Tri-State and Universal (see case study beginning on page 63), where two play the roles of the attorneys, two play the roles of Phillips and Simmons, and one plays the role of the mediator. • Attend a mediation and compare what you saw and heard to the material in this chapter about a typical mediation; and the roles of the parties, mediator, and attorney/advocates. In relating your experience to the class, please remember that you are bound to the same standards of confidentiality as the other participants in the mediation
WEEK FOUR	*Mediation in the Workplace*	**Essay Questions 1-7** **Exercises:**

		• Obtain and review the expense and delay reduction plan for the federal district court that serves your local area, and summarize its provisions for the use of ADR.
WEEK FIVE	*Drafting the Mediation Agreement*	**Essay Questions 1-14** **Exercises:** • Obtain a demand form from the American Arbitration Association or some other arbitration provider; complete such form using the facts from the mediation case study on page 63–66 of the text, and assuming that the Tri-State/Universal contract contained an arbitration clause similar to the one found on page 121 of the text. • Visit a major agency in your local area such as the AAA that provides arbitration services in order to become familiar with the staff, facilities, and services provided. A list of national agencies is contained in Appendix 13, some of which have regional and local offices.
WEEK SIX	*Strategies for Settlement*	**Essay Questions 1-5**
WEEK SEVEN	*Application of ADR to Specific Disputes*	**Essay Questions 1-13** **Exercises:** • Obtain copies of the AAA's rules and procedures for construction industry disputes and compare them to the AAA's commercial industry rules as printed in Appendix 8. • Make a list of companies and agencies in your area, both public and private, that provide mediation services to families in crisis. Obtain copies of any printed material provided to families that explain mediation and the law pertaining to divorce and child support, custody, and visitation.
WEEK EIGHT	*The Role of the Paralegal in ADR*	**Essay Questions 1-5** **Exercises:** • Write a brief history of ADR in your jurisdiction, including a description of current activity and future prognosis. Interview judges, ADR professionals, court administrators, ADR agency heads, and others. Review the case study beginning on page 206 for examples of questions and issues to explore

Conflict Resolution Certificate Program
Virtual 2-Day Zoom Webinar, 16 Clock Hours, 1.6 IACET CEU

This program is designed to develop Conflict Resolution skills for professionals within Alternative Dispute Resolution (ADR), Human Resources, and managers. Conflict is an inevitable part of any workplace, and the ability to effectively manage and resolve conflicts is essential for maintaining a healthy and productive work environment. The Workplace Basics of Conflict Resolution course equips participants with the fundamental knowledge and skills necessary to identify, address, and resolve conflicts in the workplace. Through a combination of interactive discussions, case studies, and practical exercises, participants will gain a solid foundation in conflict resolution strategies and techniques.

Upon completion of the course students will be provided a Certificate of Completion with 1.6 IACET CEUs. This Certificate in Conflict Resolution can be used to apply for additional certifications and meet employment requirements. ADRA is fully compliant with the 1994 AAA Mediators Model Standards of Conduct with all curriculum development within Alternative Dispute Resolution courses. This conduct was created by the American Arbitration Association, the American Bar Association, and Association for Conflict Resolution.

Objectives:
1. **Understand the nature of workplace conflict:** Participants will explore the various causes and types of conflicts that commonly arise in the workplace and gain insights into the impact of unresolved conflicts on individuals and the overall organizational climate.
2. **Develop conflict resolution skills:** Participants will learn essential conflict resolution skills, including active listening, effective communication, problem-solving, negotiation, and mediation. They will practice these skills through role-playing scenarios and group exercises to enhance their ability to address conflicts constructively.
3. **Identify and manage emotions in conflict:** Emotional intelligence plays a crucial role in conflict resolution. Participants will learn how to recognize and manage their own emotions, as well as the emotions of others, in order to de-escalate conflicts and foster a more positive and cooperative work environment.
4. **Apply conflict resolution techniques:** Participants will explore different conflict resolution techniques, such as assertiveness, compromise, collaboration, and avoidance. They will understand when to apply each technique based on the context and nature of the conflict and develop strategies for achieving win-win solutions.
5. **Address cultural and diversity considerations:** Workplace conflicts can be influenced by cultural differences and diverse perspectives. Participants will learn how to navigate cultural sensitivity and diversity issues during conflict resolution processes, fostering inclusivity and respect within the workplace.
6. **Constructive conflict resolution practices:** Participants will explore best practices for preventing and managing conflicts in the long term. They will develop strategies for fostering open communication, establishing effective conflict resolution processes, and creating a positive work culture that encourages proactive conflict management.

Prerequisites: Students must be at least 18 years of age and have a High School Diploma or equivalent.

Please check ADRA's Website for latest posted dates and locations for in-person attendance in Arlington, VA. For Groups of 5+ please contact ADRA for special rates.

Conflict Resolution Certificate Price Breakdown	
Tuition	$400.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$450.00

Conflict Resolution Certificate Program Outline

Day One: Introduction to Mediation and Conflict Resolution   **8:30am - 4:30pm**

- *Introduction to Mediation History and Principles*
- *Introduction to Mediation and Conflict Resolution*
- *Basics of Mediation*
- *Communication Skills in Mediation*
- *Review*

Day Two: Advanced Mediation Techniques and Strategies   **8:30am – 4:30 pm**

- *Building Trust and Rapport*
- *Mediation Strategies and Approaches*
- *Dealing with High Stakes and Emotional Conflicts*
- *Cultural Sensitivity in Mediation*
- *Review*
- *Role Play*

Alternative Methods of Dispute Resolution Certificate Program
Online Self-Paced Instructor Guided 6-week Course, 30 Clock Hours, 3.0 IACET CEU, 6 months access

This course offers a functional approach to dispute resolution and interrelated processes. Students learn the advantages and disadvantages of each process and how to select one process over another to create dispute resolution strategies. Content introduces methods of dispute resolution and participants and organizes dispute resolution processes by purpose and participation, advancing from the least to the most technical process. Coverage also explores dispute resolution strategies. Examples and problems encourage reasoning skills. Chapters on negotiation, mediation, and arbitration, while judicial options show how courts handle dispute resolution when the outcome is uncertain.

Upon completion of the course students will be provided a Certificate of Completion with 3.0 IACET CEUs. This Certificate in Mediation Principles and Procedures can be used to apply for additional certifications or be used for specific job requirements. ADRA is fully compliant with the 1994 AAA Mediators Model Standards of Conduct with all curriculum development within Alternative Dispute Resolution courses. This conduct was created by the American Arbitration Association, the American Bar Association, and Association for Conflict Resolution. This course is designed to be completed online virtually with office hours posted by the instructor for direct communication. Email support from ADRA and Instructor is available and accessible. This course is structured for self-paced learning with guided instruction by their instructor.

Course Objectives:
1. Explain the history, meaning, and forms of Alternative Dispute Resolution
2. Explain the dynamics of conflict
3. Explain and distinguish the various forms of dispute resolution
4. Explain the meaning of mediation
5. Identify standards of practice (professional ethics) of mediation including impartiality, confidentiality, and self-determination
6. Recognize the stages and goals of the mediation process
7. Demonstrate an understanding of and an ability to assist disputants to identify issues, interests, and needs, and to create options by applying accepted mediation techniques
8. Identify the types of negotiation

Course Materials: *Alternative Methods of Dispute Resolution, 1st Ed. Frey, 2003*
Prerequisites: Students must be at least 18 years of age and have a High School Diploma or equivalent.

Please check ADRA's Website for latest posted dates and locations for in-person attendance in Arlington, VA. For Groups of 5+ please contact ADRA for special rates.

Alternative Methods of Dispute Resolution Certificate Price Breakdown	
Tuition	$750.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$800.00

Alternative Methods of Dispute Resolution Certificate Program Outline

Lesson	Modules
1	**Conflict Defined** • *Conflict between people* • *Approaches to Conflict* • *Learning Communication Skills* • *Active Listening* • *Body Language*
2	**Alternative Dispute Resolution** • *Defining Alternative Dispute Resolution* • *History of ADR* • *Types of ADR* • *Principles of ADR* • *ADR and Litigation: Comparison and Contrast*
3	**Negotiation: Interest and Position** • *Defining Negotiation* • *Interest V Position based Problem Solving* • *Understanding Positions versus Interests* • *Communications Techniques for Negotiation*
4	**The Mediation Process** • *Mediator's Role* • *Appropriate Issues within Mediation* • *Ethical Obligations: Uniformed Mediation Act* • *Stages and Components of Mediation Conference* • *Use of Questions* • *Writing the Agreement*
5	**Arbitration** • *Arbitrator's role* • *Appropriate Issues within Arbitration* • *Ethics: The Uniformed Arbitration Act* • *Stages and Components of Arbitration Conference* • *Arbitration Award* • *Enforcement*
6	**Forms of ADR** • *Types of ADR*
7	**Final Exam and Certification**

Final Exam

Skill Certifications

Business and Proposal Writing

Virtual Self-Paced Instructor Guided, 21.4 Clock Hours, 6 Months Access

"Business and Proposal Writing" equips students with the skills and techniques necessary to accurately prepare, outline, write, collaborate, and manage contract proposals and business reports. Through the 4 key modules, students will be provided with workshops, examples, and resources to identify the common issues and problems surrounding business and proposal writing. Upon completion of the course students will be awarded a Certificate of Completion and skills necessary to distinguish themselves from competitors for higher proficiency in Business Writing.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Structure and format of agendas, email, business letters, proposals, and reports;
2. Comprehensive Understanding of Request for Proposals (RFP), Projections, Executive Summaries, Writing, Grammar, Proofreading, Business Cases, Ethical Contract Management, and Contract Elements;
3. Understand the different types of proposals;
4. Knowledge of Publishing Guidelines for Business Writing;
5. Collaboration Skills and Techniques;
6. Knowledge of Methods to Handling Conflict in Writing;
7. Perform Needs Analysis

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Business and Proposal Writing Price	
Tuition	$450.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$500.00

Business and Proposal Writing Curriculum

Business Writing Methods	5.9 Course Hours
Collaborative Business Writing	5.2 Course Hours
Proposal Writing	5.3 Course Hours
Contract Management	5.0 Course Hours
	21.4 Clock Hours

Business Writing Methods – 5.9 Clock Hours

This course is designed to integrate proper grammar, writing structures, and formats of business writings into students' work. Throughout the modules students will be presented with examples of proper structure as well as resources to combat common issues amongst business writing. Focused skill development in drafting, grammar, and proofreading.

- *Working with Words*
- *Constructing Sentences*
- *Creating Paragraphs*
- *Writing Meeting Agendas*
- *Writing E-mails*
- *Writing Business Letters*
- *Writing Proposals*
- *Writing Reports*
- *Documents*
- *Proofreading and Finishing*
- *Action Plans and Evaluation Forms*

Collaborative Business Writing – 5.2 Clock Hours

This course is designed to introduce collaborative methods and conflict resolution for teams to deliver quality reports with a focus on healthy work environment. Writing skills will be improved upon as well as delving deeper into the methods and construction of various business reports. Skill development for teams, writing, and communication.

- *Collaborative Business Writing*
- *Types of Collaborative Business Writing*
- *Collaborative Team Members*
- *Collaborative Tools and Processes*
- *Setting Style Guidelines*
- *Barriers to Successful Collaborative Writing*
- *Overcoming Barriers*
- *Dealing with Conflict*
- *Successful Business Writing Collaboration*
- *Examples of Collaborative Business Writing*
- *Action Plans and Evaluation Forms*

Proposal Writing – 5.3 Clock Hours

This course is designed for students to apply their writing skills and knowledge of business to the methods and process of proposal writing. Building on skills and knowledge from previous courses, Proposal writing focuses on specific techniques and organization within the various types of proposals for business writing and management.

- *Understanding Proposals*
- *Beginning the Proposal Writing Process*
- *Preparing an Outline*
- *Finding Facts*
- *Writing Skills*
- *Writing the Proposal*
- *Checking for Readability*
- *Proofreading and Editing*
- *Final Touches*
- *Action Plans and Evaluation Forms*

Organizational Contract Management – 5.0 Clock Hours

This course focuses on the management and organization skills and techniques that are essentials for businesses to succeed after receiving contracts. Knowledge of applying, writing, and understanding the process for proposals and business writing is essential for business to grow, but with organizational management, teams will be equipped with the proper understanding and knowledge to be efficient for every step of expanding business through contracts.

- *Defining Contract Management*
- *Legal and Ethical Contract Management*
- *Contract Management Requests*
- *Creation of Contracts*
- *Contract Negotiations*
- *Performance Assessments*
- *Relationships*
- *Amending Contracts*
- *Conducting Audits*
- *Renewing Contracts*
- *Action Plans and Evaluation Forms*

Business Management

Virtual Self-Paced Instructor Guided, 37.2 Clock Hours, 6 Months Access

Business Management is essential for any successful organization. Throughout this program, students will be provided the opportunity to grow and learn effective management tools and strategies to delegate and develop their team, plan for the future, communicate and understand the systems of inventory management and procurement, and develop the best practices for managing their teams performance and information through the cloud.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Comprehensive understanding and application of "the cloud" for business methods;
2. Properly assess online business methods and apply proper security techniques to mitigate risk;
3. Manage devices and software for effective business use and monitoring;
4. Practice and understand management acumen;
5. Find key financial levers;
6. Develop and properly execute a succession plan;
7. Define and use SWOPT analysis;
8. Understanding the strategic, tactical, and operational levels of supply chain management;
9. Comprehend the product, information, and financial flow of data warehouses and supply chain;
10. Effectively study supply chain groups and define terms relevant to supply chain management including procurement, materials, forecasting, inventory and more;
11. Comprehensive knowledge of leadership theories including Trait Theory and Great Man Theory;
12. Explain and demonstrate effective leadership through directing, coaching, participating, and delegating;

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Business Management Price	
Tuition	$700.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$750.00

Business Management Curriculum

Contract Management	5.0 Course Hours
The Cloud and Business	5.0 Course Hours
Business Acumen	5.1 Course Hours
Business Succession Planning	6.9 Course Hours
Supply Chain Management	6.4 Course Hours
Organizational Leadership	8.8 Course Hours
	37.2 Clock Hours

Organizational Contract Management – 5.0 Clock Hours

This course focuses on the management and organization skills and techniques that are essentials for businesses to succeed after receiving contracts. Knowledge of applying, writing, and understanding the process for proposals and business writing is essential for business to grow, but with organizational management, teams will be equipped with the proper understanding and knowledge to be efficient for every step of expanding business through contracts.

- *Defining Contract Management*
- *Legal and Ethical Contract Management*
- *Contract Management Requests*
- *Creation of Contracts*
- *Contract Negotiations*
- *Performance Assessments*
- *Relationships*
- *Amending Contracts*
- *Conducting Audits*
- *Renewing Contracts*
- *Action Plans and Evaluation Forms*

The Cloud and Business – 5.0 Clock Hours

Understanding and utilizing the cloud within business models is essential for the modern business. This course will outline the steps necessary to manage the cloud properly for your business.

- *The Cloud*
- *Models for Business*
- *Risks and Security*
- *Device Management*
- *Service Oriented Architecture*
- *Business Processes*
- *Standards*
- *Monitoring*
- *Action Plans and Evaluation Forms*

Business Acumen – **5.1 Clock Hours**

This course develops the necessary knowledge and skills for business management and effective use of experience to lead proficiency within the organization. Within these modules, students will be introduced to strategies and applications to utilize for their own business models for optimal output and pattern recognition.

- *Big Picture: Short and Long Term Goals and Growth Opportunities*
- *Key Performance Indicators (KPIs)*
- *Risk Management Strategies*
- *Recognizing Learning Events*
- *Business Terms and Applications*
- *Financial Literacy*
- *Business Acumen in Management*
- *Critical Thinking*
- *Key Financial Levers*
- *Action Plans and Evaluation Forms*

Business Succession Planning – 7.0 Clock Hours

This course prepares and develops the skills and knowledge necessary to effectively plan for succession within your business. Business management utilizes these skills to ensure success for the future while also preparing the business for further organizational management. This course is essential to develop these skills and properly learn how to execute plans and strategies best for your business.

- *Succession vs Replacement Planning*
- *Planning Process*
- *Initiating Process*
- *SWOT Analysis*
- *Developing Succession Plan*
- *Executing Succession Plan*
- *Developing Support within Organization*
- *Managing the Change in Leadership*
- *Overcoming Roadblocks*
- *Action Plans and Evaluation Forms*

Supply Chain Management – 6.42 Clock Hours

This course introduces students to the terms, strategies, and methods of managing supply chains for successful business procedures. Throughout the course students will identify the proper techniques and levels to supply chain to comprehend the best strategy for their own application within their organization.

- *Supply Chain Management Introduction*
- *Key Terms with Supply Chain*
- *Strategic, Tactical, and Operational Level of Supply Chain Management*
- *Five Stages of Supply Chain Management*
- *Flows of Supply Chain Management*
- *Inventory Management*
- *Supply Chain Groups*
- *Tracking and Monitoring*
- *Supply Chain Event Management*
- *Action Plans and Evaluation Forms*

Organizational Leadership – 8.75 Clock Hours

This course demonstrates and teaches effective leadership skills to provide coaching and direction to your business as the organizational leader. Effective business management is successful through proper delegation, leadership, and communication. These skills will be further developed for high comprehension and ability to teach others within their organization.

- *Evolution of Leadership*
- *Situational Leadership*
- *Personal Inventory and Action Plans*
- *Leadership Role Model*
- *Sharing a Vision*
- *Challenging the Process*
- *Enabling Others to Act*
- *Encouraging Healthy Culture*
- *Basic Influencing Skills*
- *Planning and Setting Goals*

Business Protocol Curriculum

Business Ethics	6.2 Course Hours
Business Etiquette	6.5 Course Hours
Entrepreneurship	5.8 Course Hours
Public Speaking	5.8 Course Hours
	24.3 Clock Hours

Business Ethics – 6.2 Clock Hours

Understanding the foundation of ethics within the workplace is essential to perform within various business settings. Understanding the relationship between unethical behavior and communication with others is essential when looking to perform effective business between new and potential clients, partners, managers, and coworkers.

- *Business Ethics*
- *Implementing Ethics in the Workplace*
- *Employer/Employee Rights*
- *Business and Social Responsibility*
- *Ethical Decisions*

- *Managerial Ethics*
- *Unethical Behavior*
- *Ethics within Business*
- *Action Plans and Evaluation Forms*

Business Etiquette – 6.5 Clock Hours

Business Etiquette teaches students the ways our interactions and behavior can work to communicate a professional atmosphere and navigating the social network within various situations with ease. This course provides essential context to verbal, written, and subtextual communication and then provides tools and techniques to master these methods for successful communication and networking for personal and business growth.

- *Understanding Etiquette*
- *Networking*
- *Introductions and Communication*
- *Dining Etiquette*
- *Business Outings*

- *Business Correspondence Etiquette*
- *Dressing for Success*
- *International Etiquette*
- *Action Plans and Evaluation Forms*

Entrepreneurship – 5.8 Clock Hours

This course provides the foundational knowledge of entrepreneurship for students to have comprehensive understandings to apply the business protocol strategies and communication concepts within the steps of growing, developing, and starting a new business.

- *Types of Business*
- *Market and Competition*
- *Basics of Starting a Business*
- *Creating a Business Plan*
- *Financing*

- *Hiring and Training Employees*
- *Marketing*
- *Running Your business*
- *Growing Your business*
- *Action Plans and Evaluation Forms*

Public Speaking – 5.8 Clock Hours

It is important to have essential public speaking skills when communicating effectively to new and prospective clients, co workers, managers, and partners. This course will introduce the outlines of public speaking and presentation to utilize in the future.

- *Identifying your Audience*
- *Creating a Basic Outline*
- *Organizing the Program*
- *Preparing for Alternatives*
- *Overcoming Anxiety*

- *Delivering Your Speech*
- *Questions & Answers: Establishing a Time for Conversation and Preparing for Inquiries*
- *Action Plans and Evaluation Forms*

Call Center Associate

Virtual Self-Paced Instructor Guided, 16.2 Clock Hours, 6 Months Access

Throughout these courses, students will be provided with essential sales techniques, communication strategies, and effective skills to work within a center for high output of sales and customer service. A call center associate is equipped with tools for dealing with difficult customers, maintaining goals and strategies for sales and maintaining skills to work with people in person and virtually.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Understand and implement peer training;
2. Develop the skills and knowledge necessary to perform professionally within the call center and with customers;
3. How to build rapport;
4. Effective communication skills to communicate with difficult customers;
5. Identify the different types of buying motivations;
6. Create and implement SMART Goals;
7. Understand and utilize effective phone etiquette;
8. Develop and implement listening strategies;
9. Managing stress in a virtual setting;
10. Develop conflict resolution strategies for customer service

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Call Center Associate Price Breakdown	
Tuition	$325.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$375.00

Call Center Associate Curriculum

Call Center Sales Training	6.3 Course Hours
Contact Center Communication Training	4.7 Course Hours
Communicating with Difficult Clients	5.2 Course Hours
	16.2 Clock Hours

Call Center Sales Training – 6.3 Clock Hours

This training is designed to build the foundation of sales and customer service skills within the student for an industry built on relationships and communication.

- *Basics of Call Centers*
- *Phone Etiquette*
- *Tools for Sales*
- *STAR Strategy*
- *Redirecting Questions*

- *Benchmarking*
- *Setting Goals*
- *Key Steps*
- *Closing*
- *Action Plans and Evaluation Forms*

Contact Center Communication Training – 4.7 Clock Hours

This training is designed to integrate the student into the work environment at a Call Center, specifically developing the skills and approaches for highly effective communication. It is essential to learn the techniques that are necessary to function within this industry.

- *Top-Down Approach*
- *Peer Training*
- *Building Rapport*
- *Listening Skills*
- *Etiquette and Customer Service*

- *Handling Difficult Customers*
- *Getting Necessary Information*
- *Performance Evaluations*
- *Training and Feedback*
- *Action Plans and Evaluation Forms*

Communicating with Difficult Customers – 5.2 Clock Hours

Strategies, approaches, and communication techniques to deal with customers in high stress situations. This course is paired with contact and call center training to encompass the reality of roles within the customer service industry. It is important for students to have this understanding and be prepared to deal with stressful situations.

- *Professional Attitude*
- *Internal and External Stress Management*
- *Transactional Analysis*
- *Context for Difficult Customers*

- *Virtual Communication*
- *In Person Communication*
- *Sensitivity*
- *Following Up*

Professional Communicator

Virtual Self-Paced Instructor Guided, 22.3 Clock Hours, 6 months access

Professional Communicator Course is designed to provide the necessary communication and facilitation skills for effective communication across many different people and settings. Effective methods and strategies are taught in depth to provide essential background and resources for implementing communication and facilitation techniques.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Public Speaking and Presentation skills;
2. Develop non-verbal and para-verbal communication skills;
3. Utilize the STAR method of communication;
4. Be an active listener;
5. Utilize appreciative inquiry;
6. Establish common ground within diverse situations and people;
7. Facilitate Group Discussion;
8. Define and understand the states of Tuckman and Jensen's Stages of Group Development;
9. Preparing guidelines for work dysfunctions, disruptions, and difficult people;
10. Define and implement interventions;
11. Understand and apply Negotiation Concepts;
12. Negotiate on behalf of someone else;
13. Apply Strategies for identifying mutual gain

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Price	
Tuition	$450.00
Non-Refundable Application Fee	$50.00
Books and Supplies	$0.00
Misc Expenses	$0.00
	$500.00

Professional Communicator Outline

Communication Strategies	5.8 Course Hours
Facilitation Skills	4.8 Course Hours
Negotiation Skills	5.9 Course Hours
Public Speaking	5.8 Course Hours
	22.3 Clock Hours

Public Speaking – 5.8 Clock Hours

It is important to have essential public speaking skills when communicating effectively to new and prospective clients, co workers, managers, and partners. This course will introduce the outlines of public speaking and presentation to utilize in the future.

- *Identifying your Audience*
- *Creating a Basic Outline*
- *Organizing the Program*
- *Preparing for Alternatives*
- *Overcoming Anxiety*
- *Delivering Your Speech*
- *Questions & Answers: Establishing a Time for Conversation and Preparing for Inquiries*
- *Action Plans and Evaluation Forms*

Communication Strategies – 5.8 Clock Hours

This course is designed to integrate essential communication skills for students to apply to various situations. Becoming an active listener and knowing how to communicate with others is essential for professional success.

- *Communication*
- *Understanding Communication Barriers*
- *Paraverbal Communication*
- *Non-Verbal Communication*
- *STAR Method*
- *Listening Skills*
- *Asking Good Questions*
- *Appreciative Inquiry*
- *Conversation Skills*
- *Advanced Communication Skills*
- *Action Plans and Evaluation Forms*

Facilitation Skills – 4.8 Clock Hours

This course prepares students to become a facilitator for high success within conversation and groups. This course focuses on group settings to build the framework for successful facilitation and communication skills.

- *Facilitation*
- *Process vs Content*
- *Groundwork for Facilitation*
- *Building Consensus*
- *Tuckman and Jensen Model of Team Development*
- *Reaching a Decision Point*
- *Dealing with Difficult People*
- *Addressing Group Disfunction*
- *Interventions and Techniques*
- *Action Plans and Evaluation Forms*

Negotiation Skills – 5.9 Clock Hours

This course provides students essential negotiation techniques and how to properly assess and prepare for successful communication and negotiation.

- *Negotiation*
- *Preparing for Negotiation*
- *Laying the Groundwork*
- *Phases of Negotiation*
- *Mutual Gain*
- *Difficult Issues*
- *Negotiation Within Different Settings*
- *Negotiation for Someone Else*
- *Action Plans and Evaluation Forms*

Crisis Intervention and Management

Virtual Self-Paced Instructor Guided, 40 Clock Hours, 4.0 IACET CEUs, 6 Months Access

The purpose is to provide students a well-rounded view of theories and strategies that can be used in crisis counseling.

Students will receive a Certificate of Completion with 4.0 IACET CEUs upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Develop collaborative client relationships that promote crisis care in multiple environments.
2. Define and understand the field of crisis counseling in historical, modern, and multicultural societies.
3. Understand the concepts of crisis intervention, advocacy, and triage as applied in overall crisis care.
4. Conduct effective and accurate client initial care, assessments, evaluations, and referrals.
5. Evaluate the social, political, and community factors that are also impacted by crisis events.
6. Identify and examine the major theories, strategies, and skills used in crisis counseling.
7. Identify and understanding the legal and ethical issues related to crisis work in various counseling institutions and crisis care environments.
8. Explore the associated caregiver issues of burnout, traumatization, and compassion fatigue.
9. Compare and contrast the implications and various approaches to crisis telephone and internetwork.
10. Identify and effectively implement various approaches to assisting clients impacted by violence, abuse, sexual assault, and chemical dependency.
11. Compare and contrast the implications and various approaches to conducting crisis care work both in schools and mental health care agencies.
12. Comprehend and apply crisis counseling approaches that are specific to working with children versus adults.
13. Understand the critical components to assess, diagnosing and providing care with respect to Post Traumatic Stress Disorder (PTSD).
14. Understand the different aspects and approaches to working with both man-made and natural disaster-related client issues.
15. Learn about and understanding the dynamics of disaster response teams and how they are impacted and affected by crisis situations.
16. Assess crisis and providing intervention from an integrative perspective.
17. Assess and identify the dynamics of suicide, murder, bereavement, and grief for the clients and the client's support system.
18. Examine the role of counseling in hostage situations.

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately

Required Textbook: *Crisis Intervention Strategies, 9th Edition, by Richard K James, Burl E Gilligland, 978-0-357-62269-8*

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Crisis Intervention and Management Price Breakdown

ADRA Fees

Tuition	$800.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
ADRA Total: $850.00	

Cengage Book Fees

Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$92.00
Cengage Total: $92.00	
Total Course Price: $942.00	

CRISIS INTERVENTION AND MANAGEMENT COURSE OUTLINE

CHAPTER	*Reading*	Assignment
CHAPTER 1	*Approaching Crisis Intervention*	Knowledge Check Chapter 1 Quiz: Approaching Crisis Intervention Chapter 1 Video Quiz: Triage Assessment of a Battered Woman Chapter 1 Video Quiz: Early Crisis Intervention
CHAPTER 2:	*Culturally Effective Helping in Crisis*	Knowledge Check Chapter 2 Quiz: Culturally Effective Helping in Crisis Chapter 2 Video Quiz: Hybrid Model: Multicultural Crisis
CHAPTER 3:	*Intervention and Assessment Models*	Knowledge Check Chapter 3 Quiz: The Intervention and Assessment Models Chapter 3 Video Quiz: A Woman Losing Custody of Her Child Chapter 3 Video Quiz: Hybrid Model: A Pregnant Woman Chapter 3 Video Quiz: An Alcoholic in Denial
CHAPTER 4:	*The Tools of the Trade*	Knowledge Check Chapter 4 Quiz: The Tools of the Trade Chapter 4 Video Quiz: Relationship Crisis
CHAPTER 5:	*Crisis Case Handling*	Knowledge Check Chapter 5 Quiz: Crisis Case Handling Chapter 5 Video Quiz: A College Student with BPD Chapter 5 Video Quiz: Hybrid Model: A War Veteran with PTSD
CHAPTER 6:	*Telephone and Online Crisis Counseling*	Knowledge Check Chapter 6 Quiz: Telephone and Online Crisis Counseling
CHAPTER 7:	*Posttraumatic Stress Disorder*	Knowledge Check Chapter 7 Quiz: Posttraumatic Stress Disorder Chapter 7 Video Quiz: Hybrid Model: A War Veteran with PTSD
CHAPTER 8:	*Crisis of Lethality*	Knowledge Check Chapter 8 Quiz: Crisis of Lethality Chapter 8 Video Quiz: A High School Student Being Bullied Chapter 8 Video Quiz: Crisis of Lethality Chapter 8 Video Quiz: Crisis of Lethality Towards Others

CHAPTER 9:	*Sexual Assault*	Knowledge Check Chapter 09 Quiz: Sexual Assault Chapter 09 Video Quiz: Reporting Past Sexual Assault Chapter 09 Video Quiz: The Stigma of Sexual Assault Chapter 09 Video Quiz: Crisis in the Workplace
CHAPTER 10:	*Partner Violence*	Knowledge Check Chapter 10 Quiz: Partner Violence Chapter 10 Video Quiz: A Minimizing Batterer Chapter 10 Video Quiz: Partner Jealousy
CHAPTER 11:	*Family Crisis Intervention*	Knowledge Check Chapter 11 Quiz: Family Crisis Intervention Chapter 11 Video Quiz: Family Counseling
CHAPTER 12:	*Personal Loss: Bereavement and Grief*	Knowledge Check Chapter 12 Quiz: Personal Loss: Bereavement and Grief Chapter 12 Video Quiz: A Displaced Worker Chapter 12 Video Quiz: Unexpected Loss
CHAPTER 13:	*Crises in Schools*	Knowledge Check Chapter 13 Quiz: Crises in Schools Chapter 13 Video Quiz: A Bullied High School Student Chapter 13 Video Quiz: Client Support Chapter 13 Video Quiz: Bullying in Schools
CHAPTER 14:	*Violent Behavior in Institutions*	Knowledge Check Chapter 14 Quiz: Violent Behavior in Institutions Chapter 14 Video Quiz: Violence on Campus
CHAPTER 15:	*Human Services Workers in Crisis: Burnout, Vicarious Traumatization, and Compassion Fatigue*	Knowledge Check Chapter 15 Quiz: Human Services Workers in Crisis: Burnout, Vicarious Traumatization, and Compassion Fatigue Chapter 15 Video Quiz: A Burned Out Crisis Worker
CHAPTER 16:	*Disaster Response*	Knowledge Check Chapter 16 Quiz: Disaster Response Chapter 16 Video Quiz: Disaster Response Chapter 16 Video Quiz: Critical Incident Stress Debriefing

Marketing Management

Virtual Self-Paced Instructor Guided, 40 Clock hours, 4.0 IACET CEU, 6 months access

This course in Marketing Management is designed to provide a comprehensive understanding of key marketing concepts, strategies, and tools essential for driving business growth. Aimed at beginners and intermediate learners, the course will explore the principles of market research, consumer behavior, branding, and digital marketing to equip students with practical skills for real-world marketing challenges.

Students will receive a Certificate of Completion with 4.0 IACET CEUs upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Understand the fundamentals of marketing management and its role in business.
2. Learn how to identify and analyze target markets and consumer segments.
3. Develop strategic marketing plans and effective campaigns.
4. Gain insights into digital marketing tools, including social media, SEO, and email marketing.
5. Understand branding, positioning, and how to differentiate products or services.
6. Evaluate and measure the success of marketing initiatives through data analytics.

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately

Required Textbook: *"Marketing, 21st Ed" by William M. 978-0-357-98426-0*

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Marketing Management Price Breakdown

ADRA Fees

Tuition	$800.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
	ADRA Total: $850.00

Cengage Book Fees

Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$125.00
	Cengage Total: $125.00
Total Course Price: $975.00	

MARKETING MANAGEMENT COURSE OUTLINE

MODULE	Assignment
PART ONE- MARKETING STRATEGY	
CHAPTER 1: *AN OVERVIEW OF STRATEGIC MARKETING*	**Read: Chapter 1** **Concept Quiz Chapter 1** Assignment: Chapter 1 Case Activity: Chapter 1 **Study It: Chapter 1** Flashcards: Chapter 1
CHAPTER 02: *PLANNING, IMPLEMENTING AND EVALUATING MARKETING STRATEGIES*	**Read: Chapter 2** **Concept Quiz Chapter 2** Assignment: Chapter 2 Case Activity: Chapter 2 **Study It: Chapter 2** Flashcards: Chapter 2
PART TWO: ENVIRONMENTAL FORCES AND SOCIAL AND ETHICAL RESPONSIBILITIES	
CHAPTER 03: *THE MARKETING ENVIRONMENT*	**Read: Chapter 3** **Concept Quiz Chapter 3** Assignment: Chapter 3 Case Activity: Chapter 3 **Study It: Chapter 3** Flashcards: Chapter 3
CHAPTER 04: *SOCIAL RESPONSIBILITY AND ETHICS IN MARKETING*	**Read: Chapter 4** **Concept Quiz Chapter 4** Assignment: Chapter 4 Case Activity: Chapter 4 **Study It: Chapter 4** Flashcards: Chapter 4
PART THREE: MARKETING RESEARCH AND ANALYSIS	
CHAPTER 05: *MARKET RESEARCH AND INFORMATION SYSTEMS*	**Read: Chapter 5** **Concept Quiz Chapter 5** Assignment: Chapter 5 Case Activity: Chapter 5 **Study It: Chapter 5** Flashcards: Chapter 5
CHAPTER 06: *TARGET MARKETRS: SEGMENTATION AND EVALUATION*	**Read: Chapter 6** **Concept Quiz Chapter 6** Assignment: Chapter 6 Case Activity: Chapter 6 **Study It: Chapter 6** Flashcards: Chapter 6
PART FOUR: BUYING BEHAVIOR, GLOBAL AND DIGITAL MARKETING	
CHAPTER 07: *CONSUMER BUYING BEHAVIOR*	**Read: Chapter 7** **Learn It: Concept Quiz Chapter 7** Assignment: Chapter 7 Case Activity: Chapter 7 **Study It: Chapter 7** Flashcards: Chapter 7

CHAPTER 08: BUSINESS MARKETS AND BUYING BEHAVIOR	**Read: Chapter 8 New** **Learn It: Concept Quiz Chapter 8** Assignment: Chapter 8 Case Activity: Chapter 8 **Study It: Chapter 8** Flashcards: Chapter 8
CHAPTER 09: REACHING GLOBAL MARKETS	**Read: Chapter 9** **Learn It: Concept Quiz Chapter 9** Assignment: Chapter 9 Marketing Research Case Activity: Chapter 9 Marketing Research **Study It: Chapter 9** Flashcards: Chapter 9
CHAPTER 10: DIGITAL MARKETING AND SOCIAL NETWORKING	**Read: Chapter** **Concept Quiz Chapter 10** Assignment: Chapter 10 Case Activity: Chapter 10 **Study It: Chapter 10** Flashcards: Chapter 10
PART FIVE: PRODUCT DECISIONS	
CHAPTER 11: PRODUCT CONCEPTS, BRANDING AND PACKAGING	**Read: Chapter 11** **Concept Quiz Chapter 11** Assignment: Chapter 11 Case Activity: Chapter 11 **Study It: Chapter 11** Flashcards: Chapter 11
CHAPTER 12: DEVELOPING AND MANAGING PRODUCTS	**Read: Chapter 12** **Concept Quiz Chapter 12** Assignment: Chapter 12 Case Activity: Chapter 12 **Study It: Chapter 12** Flashcards: Chapter 12 Choices
CHAPTER 13: SERVICES MARKETING	**Read: Chapter 13** **Learn It: Concept Quiz Chapter 13** Assignment: Chapter 13 Case Activity: Chapter 13 **Study It: Chapter 13** Flashcards: Chapter 13
PART SIX- - DISTROBUTION DECISIONS	
CHAPTER 14: MARKETING CHANNELS AND SUPPLY CHAIN MANAGEMENT	**Read: Chapter 14** **Concept Quiz Chapter 14** Assignment: Chapter 14 Case Activity: Chapter 14 **Study It: Chapter 14** Flashcards: Chapter 14

CHAPTER 15: *RETAILING, DIRECT MARKETING, AND WHOLESALING*	**Read: Chapter 15** **Concept Quiz Chapter** **Chapter 15** Assignment: Chapter 15 Case Activity: Chapter 15 **Study It: Chapter 15** Flashcards: Chapter 15

CHAPTER 16: *INTEGRATED MARKETING COMMUNICATIONS*	**Read: Chapter 16** **Concept Quiz Chapter 16** Assignment: Chapter 16 Case Activity: Chapter 16 **Study It: Chapter 16** Flashcards: Chapter 16
CHAPTER 17: *ADVERTISING AND PUBLIC RELATIONS*	**Read: Chapter 17** **Concept Quiz Chapter 17** Assignment: Chapter 17 Case Activity: Chapter 17 **Study It: Chapter 17** Flashcards: Chapter 17
CHAPTER 18: *PERSONAL SELLING AND SALES PROMOTION*	**Read: Chapter 18** **Concept Quiz Chapter 18** Assignment: Chapter 18 Case Activity: Chapter 18 **Study It: Chapter 18** Flashcards: Chapter 18

CHAPTER 19: *PRICING CONCEPTS*	**Read: Chapter 19** **Concept Quiz Chapter 19** Assignment: Chapter 19 Case Activity: Chapter 19 **Study It: Chapter 19** Flashcards: Chapter 19
CHAPTER 20: *SETTING PRICES*	**Read: Chapter 20** **Concept Quiz Chapter 20** Assignment: Chapter 20 Case Activity: Chapter 20 **Study It: Chapter 20** Flashcards: Chapter 20

Microsoft Office 365 Expert
Virtual Self-Paced Instructor Guided, 80 Clock Hours, 8.0 IACET CEUs, 6-months access

This specialist certificate program is designed to teach students the ways of navigating all office 365 products throughout the advancements and future updates, regardless of the specific version you or your workplace may have. This program integrates all features of Office 365 with accessible modules to practice and become a master in Excel, Word, Outlook, Windows, PowerPoint, Access, Publisher, and MacOS. Providing technology resources and specific Microsoft examination prep, this course will fully integrate the student into all aspects of Office 365 with comprehensive materials to study, gain skills, and be prepared for future testing, certifications, and job requirements.

Students will receive a Certificate of Completion with IACET CEUs upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Be fully prepared and equipped with the techniques required to pass the MS-100 (Word) Exam
2. Be fully prepared and equipped with the techniques required to pass the MS-200 (Excel) Exam
3. Be fully prepared and equipped with the techniques required to pass the MS-300 (PowerPoint) Exam
4. Be fully prepared and equipped with the techniques required to pass the MS-400 (Outlook) Exam
5. Be fully prepared and equipped with the techniques required to pass the MS-500 (Access) Exam

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately

Required Textbook: *The Shelly Cashman Series Collection, Microsoft 365 & Office 2021, by Sandra Cable, Steven M. Freund, Ellen Monk, Susan Sebok, Joy L. Starks, Misty E. Vermaat, 1st Edition 978-0-357-67666-0*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Microsoft 365 Specialist Price Breakdown

ADRA Fees

Tuition	$1,600.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
	ADRA Total: $1,650.00

Cengage Book Fees

Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$137.00
	Cengage Total: $137.00
Total Course Price: $1,787.00	

Microsoft Office 365 Specialist Outline

Computer Concepts *Technology for Success*

Pre-Assessment
- *Introduction to Technology: Computer Concepts*
- *Impact of Digital Technology*
- *The Web*
- *Computer Hardware*
- *Operating Systems and File Management*
- *Software and Apps*
- *Security and Safety*
- *Digital Media*

- *Program and App Use and Development*
- *Web Development*
- *Networking*
- *Digital Communication*
- *Digital Transformation: Cloud, E-commerce, and AI*
- *Databases*
- *Digital Ethics and Lifestyle*

Post-Assessment

Operating Systems

- *Introduction to Windows 10*
- *Working with the Windows 10 Desktop*
- *File and Folder Management*
- *Personalizing Your Work Environment*
- *Advanced Personalization and Customization*

- *Advanced Searching Techniques*
- *Microsoft Edge*
- *Mastering Digital Media*
- *Understanding Security, Networking, and Utilities*
- *Mac OS: Getting Started with Mac OS*

Microsoft Word

<u>Introductory</u>
- Creating and Modifying a Flyer
- Creating a Research Paper
- Creating a Business Letter

Word SAM Capstone Projects (Word Modules 1-3)

<u>Intermediate</u>
- Creating a Multipage Document
- Creating a Resume and Sharing Documents
- Using Mail Merge
- Creating a Newsletter

Word SAM Capstone Project (Word Modules 4-7)

<u>Advanced</u>
- Using Collaborating, Integration, and Charts
- Creating a Reference Document
- Creating an Online Form
- Enhancing an Online Form and Using Macros

Word SAM Capstone Project (Word Modules 8-11)

PowerPoint

Introductory
- Creating and Editing Presentations with Pictures
- Enhancing Presentations with Shapes and SmartArt
- Inserting WordArt, Charts, and Tables

PowerPoint SAM Capstone Projects (PowerPoint Modules 1-3)

Intermediate
- Customizing Slide Masters and Presentations
- Collaborating and Adding Animation
- Formatting Tables and Charts
- Adding Media and Enhancing SmartArt

PowerPoint SAM Capstone Project (PowerPoint Modules 4-7)

Advanced
- Creating Photo Albums and Delivering Presentations

PowerPoint SAM Capstone Project (PowerPoint Modules 4-8)

Excel

Introductory
- Creating a Worksheet and a Chart
- Formulas, Functions, and Formatting
- Working with Large Worksheets, Charting, and What-If Analysis

Excel SAM Capstone Projects (Excel Modules 1-3)

Intermediate
- Financial Functions, Data Tables, and Amortization Schedules
- Working with Multiple Worksheets and Workbooks
- Creating, Sorting, and Querying a Table
- Creating Templates, Importing Data, and Working with SmartArt, Images, and Screenshots

Excel SAM Capstone Projects (Excel Modules 4-7)

Advanced
- Working with Trendlines, PivotTables, PivotCharts, and Slicers
- Formula Auditing, Data Validation, and Complex Problem Solving
- Data Analysis with Power Tools and Creating Macros
- User Interfaces, Visual Basic for Applications (VBA), and Collaboration Features

Excel SAM Capstone Projects (Excel Modules 8-11)

Access

Introductory
- Databases and Database Objects: An Intro
- Querying a Database
- Maintaining a Database

Access SAM Capstone Projects (Access Modules 1-3)

Intermediate
- Creating Reports and Forms
- Multi-Table Forms
- Advanced Report Techniques
- Advanced Form Techniques

Access SAM Capstone Projects (Access Modules 4-7)

Advanced
- Macros, Navigation Forms, and Control Layouts
- Administering a Database System
- Using SQL
- Database Design

Access SAM Capstone Project (Access Modules 8-10)

Outlook

- *Managing Email Messages with Outlook*
- *Managing Calendars with Outlook*
- *Managing Contacts and Personal Contact Information with Outlook*
- *Creating and Managing Tasks with Outlook*
- *Customizing Outlook*

Publisher

- *Creating a Flyer*
- *Publishing a Trifold Brochure*
- *Designing a Newsletter*
- *Creating a Custom Publication from Scratch*
- *Using Business Information Sets*
- *Working with Publisher Tables*
- *Advanced Formatting and Merging Publications with Data*
- *Generating Data-Driven Catalogs*
- *Sharing and Distributing Publications*
- *Editing Large-Scale Publications*
- *Advanced Features in Publisher*

MOS Exam Prep	
Test Area	**Training Exams**
Word 2019 Associate	MOS Skills SAM Trainings (6) MOS Skills SAM Exams (6)
Word 2019 Expert	MOS Skills SAM Trainings (4) MOS Skills SAM Exams (4)
Excel 2019 Associate	MOS Skills SAM Trainings (5) MOS Skills SAM Exams (5)
Excel 2019 Expert	MOS Skills SAM Trainings (4) MOS Skills SAM Exams (4)
Access 2019 Expert	MOS Skills SAM Trainings (5) MOS Skills SAM Exams (5)
PowerPoint 2019 Associate	MOS Skills SAM Trainings (5) MOS Skills SAM Exams (5)
Outlook 2019 Associate	MOS Skills SAM Trainings (4) MOS Skills SAM Exams (4)
SAM MOS Exam Simulations	Word 2019 (1) Excel 2019 (1) PowerPoint 2019 (1) Outlook 2019 (1)

Google Workspace

Virtual Self-Paced Instructor Guided, 10.4 Clock Hours, 3 Months Access.

This self-paced virtual course is your gateway to mastering Google Workspace, the ultimate suite of tools for efficient communication, collaboration, and productivity. Designed for beginners and those looking to optimize their workflows, this course offers step-by-step instruction on utilizing Gmail, Drive, Docs, Sheets, Slides, and Meet to their fullest potential. With this course you will learn file management through google drive, optimize email Gmail communications, increase productivity in google docs, master data with sheets, and engage in seamless virtual meetings on Google Meet.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Create, manage and share files and folders
2. Personalize and manage a Gmail account
3. Schedule and launch a Google Meet
4. Set up, edit, and collaborate on documents online
5. Understand the essential features and capabilities of Google Sheets
6. Understand Google Slides and the various design techniques\
7. Organize, Locate, and collaborate on files through Google Drive

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Google Workspace Price	
Tuition	$75.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$125.00

GOOGLE WORKSPACE OUTLINE

MODULE	Topics	Assignments
ONE	Getting Started	Objectives, Evaluation Forms
TWO	Google Drive	- Managing Files - Creating and Managing Folders - Locating Files - Changing Display and Settings - Sharing Files and Folders, Review
THREE	Gmail	- Personalized Settings - Managing Inbox - Managing and Communicating with Contacts - Locating Messages - Offline Usage - Review
FOUR	Hangouts	- Scheduling and Screensharing - Maning Sound, Video, Bandwidth
FIVE	Google Docs	- Page Set Up - Non-Text Elements - Text Attributes - Formatting Text Attributes - Text Blocks - Using Content Management Tools - Inserting and Editing Tables - Collaborating in Docs - Review
SIX	Google Sheets	- Managing Values, Rows, Cells, or Columns - Formatting Sheets and Cells - Inserting Non-Text Elements - Using Functions - Managing and Transforming Data - Collaborating in Sheets - Importing and Converting from other file types
SEVEN	Google Slides	- Building Presentation - Working with Text - Non-Text Elements - Arranging Objects - Sharing a Presentation - Review
EIGHT	Wrap Up	Evaluation Forms

Office Administrator

Virtual Self-Paced Instructor Guided, 24 Clock Hours, 6 months access

This course will adequately prepare students to become an effective Office Administrator with skills and knowledge of workplace support needs, bookkeeping overviews, time management and organization, records management, and meeting preparedness and management. This course is designed to fully equip students with the resources and skills necessary to be hired as an Office Administrator for various office types.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Manage time and be organized
2. Complete special tasks
3. Improve verbal communication and increase awareness of nonverbal communication
4. Understand the needs of management and workflow and be flexible to their styles and various needs
5. Manage meetings effectively
6. Act as a gatekeeper
7. Create a meeting agenda
8. Define and analyze records and archives
9. Maintain and convert records
10. Understand basic accounting terminology

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Office Administrator Price	
Tuition	$450.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$500.00

Office Administrator Curriculum

Executive and Personal Assistant Skills	5.8 Course Hours
Archives and Record Management	6.0 Course Hours
Office Bookkeeping	6.4 Course Hours
Meeting Management	5.8 Course Hours
	24 Clock Hours

Executive and Personal Assistant: 5.8 Course Hours

This course is a comprehensive overview of personal assistant responsibilities and skills. Throughout the course students will be introduced to concepts and techniques to maximize their efficiency in the workplace for their manager and goals of the workplace.

- *Pre-Assignment*
- *Management Needs*
- *Administrative Soft Skills*
- *Effective Time Management*
- *Meeting Management*

- *Office Skills*
- *Gatekeeping*
- *Organization Skills*
- *Confidentiality*
- *Special Tasks*

Meeting Management: 5.8 Course Hours

This course identifies the responsibilities, roles, management, and components of preparing for and scheduling a meeting within your workplace. This is essential for assistants to understand and apply these concepts to communicate effectively and demonstrate the skills to manage meeting times effectively and prepare agendas and comprehensive materials for all participants.

- *Pre-Assignment*
- *Planning and Preparing a Meeting*
- *Meeting Set Up*
- *Electronic and Virtual Meetings*
- *Meeting Roles*

- *Chairing a Meeting*
- *Meeting Disruptions*
- *Taking Meeting Minutes*
- *Maximize Time*
- *Action Plans and Evaluation Forms*

Archive and Record Management: 6.0 Course Hours

Throughout the roles of an assistant, record keeping and organization is important to understand and utilize for best practice within an office. This course is designed to introduce the student to the various needs of record management and the best practice for archiving, converting, and storing the files they come across, as well as maintaining systems for office support.

- *Pre-Assignment*
- *Understanding Records*
- *Management of Records*
- *Context*
- *Classification*
- *Paper-Based Systems*

- *Electronic Records*
- *Hybrid Systems*
- *Appraisals and Systems*
- *Record Maintenance*
- *Action Plans and Evaluation Forms*

Basic Bookkeeping: 6.4 Course Hours

This course is essential for administrative assistants to be aware of any bookkeeping needs within administrative duties. This course is a comprehensive overview of bookkeeping to better introduce these concepts for students to understand their importance and complete basic tasks if required. This course prepares students with the knowledge and understanding of bookkeeping concepts and techniques.

- *Pre-Assignment*
- *Terminology*
- *Accounting Methods*
- *Keeping Track*
- *Understanding Balance Sheet*
- *Financial Statements*
- *Payroll Accounting*
- *End of Period Procedures*
- *Financial Planning*
- *Auditing*
- *Action Plans and Evaluation Forms*

Personal Finance

Virtual Self-Paced Instructor Guided, 4.7 Clock Hours, 3 months access

Personal Finance is important for individuals looking to establish and maintain a budget, understand money management, and ensure skills related to spending and saving.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Understand personal expenses;
2. Set financial goals;
3. Develop good spending habits;
4. Learn to pay off debt;
5. Create and implement a budget

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Price	
Tuition	$75.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$125.00

Personal Finances- Outline

- *Benefits of Budgeting*
- *Creating a Budget: Considerations*
- *Fixed Personal Expenses*
- *Fluctuating Personal Expenses*
- *Establishing Goals*
- *Determining Cuts*
- *Tools*
- *Accountability with Budgets*
- *Additional Ways to Make Money*
- *Paying Off Debt*
- *Action Plans and Evaluation Forms*

Financial Markets and Institutions

Virtual Self-Paced Instructor Guided, 45 Clock Hours, 4.5 CEU, 6 months access

This course explores a wide range of topics involving money, financial markets, financial institutions, and the links between the financial sector, the 'real' economy, and the central bank. We also examine the importance of financial markets, banks, and other financial institutions in the economy, and how information asymmetries and regulation have shaped their evolution.

Students will receive a Certificate of Completion with 4.5 IACET CEUs upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Define and understand Money, Money Supply, and Interest
2. Define and utilize bonds and loanable funds
3. Describe and define interest rates
4. Define and define aggregate supply and aggregate demand
5. Define and understand central banks and money, their relationship and the implementation
6. Define and understand the money supply process and monetary policy

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately

Required Textbook: *Money, Banking, Financial Markets and Institutions by Michael Brandl 2nd Edition, 978-1-337-90272-4*

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Price Breakdown

ADRA Fees

Tuition	$900.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
	ADRA Total: $950.00

Cengage Book Fees

Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$149.00
	Cengage Total: $149.00
Total Course Price: $1,099.00	

Financial Markets and Institutions
Outline

Reading	Assignment
Chapter One	• In the news: We've been Badly Served by Banks • Aplia Homework: Introduction and Overview
Chapter Two	• In the News: February Lending to Eurozone Businesses Picks Up • Aplia Homework: Money, Money Supply, and Interest
Chapter Three	• In the News: Investors Gorge on Corporate Bonds after Fed "Capitulation" • Aplia Homework: Bonds and Loanable Funds
Chapter Four	• In the News: investors Gorge on Corporate Bonds after Fed "Capitulation" • Aplia Homework: Interest Rates in More Detail
Chapter Five	• In the News: Peak Financial Scandal? History Says Not • Aplia Homework: Financial Markets Through Time
Chapter Six	• In the News: US Consumer Sentiment Misses View as Economic Outlook Softens • Aplia Homework: Aggregate Supply and Aggregate Demand
Chapter Seven	• In the News: Is a Slowdown in Bank Lending a Bad Sign for the Economy • Aplia Homework: Banks and Money
Chapter Eight	• In the News: Fed Economist: "No Evidence that QE Works" as Central Bank Starts Unwinding Program • Aplia Homework: Central Banks
Chapter Nine	• In the News: Bank of England "Dangerously Ill-Equipped" for Next Recession, Says IPPR • Aplia Homework: Monetary Policy Tools
Chapter Ten	• In the News: Argentina Inflation Rate will Slow to about 34% This year: OECD • Aplia Homework: The Money Supply Process
Chapter Eleven	• In the News: The Future of Central Bank Frameworks • Aplia Homework: Monetary Policy Debates
Chapter Twelve	• In the News: Deutsche Bank Steps Up Plan to Shift More UK Assets after Brexit • Aplia Homework: Bank Management
Chapter Thirteen	• In the News: Bank of England Tells Banks to Speed Up Plans for Climate Change Risks • Aplia Homework: Bank Risk Management and Performance
Chapter Fourteen	• In the News: Europe is Worried about Trump's Plans to De-Regulate Banks • Aplia Homework: Bank Regulation
Chapter Fifteen	• In the News: Yield on Short Term Treasury Bills Tops US Inflation • Aplia Homework: Money Markets
Chapter Sixteen	• In the News: Bond Buyers Fear Market Volatility, Not a Recession, Fund Flows Show • Aplia Homework: Bond Markets
Chapter Seventeen	• In the News: The Dow Registered Its Longest Stint in Correction Territory in Nearly 60 Years • Aplia Homework: The Stock Market
Chapter Eighteen	• In the News: In the News: Millennials Are About to Get Locked Out of the Real Estate Market—Again

	• Aplia Homework: Mortgage Market
Chapter Nineteen	• In the News: The Central Bank of Russia shifts Its Reserves Away from the Dollar • Aplia Homework: Foreign Exchange Markets
Chapter Twenty	• In the News: World Bank to Invest $200bn to Combat Climate Change • Aplia Homework: Global Financial Architecture
Chapter Twenty-One	• In the News: Payday Loans Are Bad for Your Health, Study Says. Springfield Residents Share Stories • Aplia Homework: Thrifts and Finance
Chapter Twenty-Two	• In the News: How Wildfires Are Making Some California Homes Uninsurable • Aplia Homework: Insurance and Pensions
Chapter Twenty-Three	• In the News: Mutual Funds Start to Put Their Mouth Where Their Money Is • Aplia Homework: Mutual Funds
Chapter Twenty-Four	• In the News: The Allure, and Burden, of Private Equity • Aplia Homework: Investment Banks and Private Equity
	Final Exam

Project Management
Virtual Self-Paced Instructor Guided, 19.8 Clock Hours, 6 Months Access

This course introduces valuable Project Management skills, applications, and resources for students to learn and implement on their own. Throughout this course students are introduced to the concepts integral to Project Management, as well as the necessary skills and strategies for delegation, presentation, and event planning for various organizational needs. This course adequately prepares students to be proficient in Project Management across different approaches, styles, and locations.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Define projects and project management
2. Recognize the factors that contribute to a system for value delivery
3. Identify and apply the ethics that are essential for project management
4. Understand and define the 12 Project management Principles
5. Identify and define the 8 project performance domains
6. Understand the tailoring process
7. Define and explore models, methods, and artifacts.
8. Perform a needs-based analysis and prepare an outline
9. Select presentation delivery methods
10. Create targeted PowerPoint presentations
11. Enrich presentations with effective communication styles
12. Understanding and application of different event organization needs
13. Delegation skills for effective project implementation
14. Plan and organize events with ease

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Price	
Tuition	$325.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$375.00

Project Management Curriculum

Project Management Principles	7.5 Course Hours
Presentation Skills	7.2 Course Hours
Event Planning	5.1 Course Hours
	19.8 Clock Hours

Project Management: 7.5 Course Hours

This course introduces necessary Project Management concepts and applications for students to learn and move forward with the foundation of methods, models, and principles for future use. This course will provide resources and practical illustrations of Project Management to encompass the various needs and approaches to projects within organizations.

- *Pre-Assignment*
- *Introduction to Project Management*
- *Value Delivery*
- *Project Management Values*
- *Project management Principles*

- *Project Performance Domains*
- *The Tailoring Process*
- *Models, Methods, and Artifacts*
- *Action Plans and Evaluation Forms*

Presentation Skills: 7.2 Course Hours

This Course prepares students for presenting their project with confidence, effective and well-organized presentations. Applying these skills learned will effectively prepare students for interactive and well thought out presentations for their projects.

- *Pre-Assignment*
- *Creating the Program*
- *Choosing Your Delivery Methods*
- *Verbal Communication Skills*
- *Non-Verbal Communication Skills*
- *Overcoming Anxiety*

- *Creating Flip Charts*
- *Creating Compelling Presentations*
- *White Board Integration*
- *Utilization of Videos*
- *Action Plans and Evaluation Forms*

Event Planning: 5.1 Course Hours

This Course fully integrates Event Planning in Project management to add more methods, delegation skills, and organizational preparation for maximum output for future needs within project management. Event planning is essential to understand for better conceptualization and implementation of projects and delegating tasks to teams for great execution of diverse events and projects.

- *Pre-Assignment*
- *Types of Events*
- *Brainstorming*
- *Types of Entertainment*
- *Support Staff*
- *Technical Staff*
- *Vendors*

- *Finalize the Plan*
- *Administrative Tasks*
- *Organization*
- *Post Event*
- *Action Plans and Evaluation Forms*

Risk Management

Virtual Self-Paced Instructor Guided, 18.9 Clock Hours, 6 Months Access

Learn essential Risk Management skills and communication techniques to adequately assess your workplace for mitigation, safety effectiveness, and training for a safe workplace. This course is designed to provide students with the tools they need to properly define, assess, and analyze their workplace for risks and updated safety measures. Proficiency in Risk Management is integral to the health and longevity of organizations. Equipped with the resources and skills from this course students will be effective risk management professionals ready to implement safety plans and risk assessments at their location.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Define workplace safety
2. Understand the legal responsibilities associated with a safe work environment
3. Create and implement safety plan and develop training procedures
4. Identify hazards and risks
5. Perform Risk Assessments
6. Establish a safety program and communicate safety policies effectively
7. Update Control Measures
8. Grasp Fundamentals of Accident Reports
9. Identify risk management techniques
10. Outline disaster recovery strategies and plans
11. Communicate to organizations the safety needs and risks effectively

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Risk Management Price	
Tuition	$325.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$375.00

Risk Management Curriculum

Workplace Safety	8.1 Course Hours
Universal Safety Practices	4.6 Course Hours
Risk Assessment and Management	6.2 Course Hours
	18.9 Clock Hours

Safety in the Workplace - 8.1 Course Hours

- *Pre-Assignment*
- *Work Safety Overview*
- *Types of Hazards*
- *Managers Role*
- *Training*
- *Stress Management*
- *Workplace Violence*
- *Identifying Company Hazards*
- *Drug and Alcohol Abuse*
- *Writing the Safety Plan*
- *Implementation*
- *Action Plans and Evaluation Forms*

Universal Safety Practices 4.6 Course Hours

- *Pre-Assignment*
- *The Importance of Safety*
- *Fire Risk*
- *Sound*
- *Chemicals and Electrical Hazards*
- *Ergonomics*
- *Workplace Violence*
- *Transportation*
- *Machinery*
- *Safety Program*
- *Monitoring*
- *Action Plans and Evaluation Forms*

Risk Assessment - 6.2 Course Hours

- *Pre-Assignment*
- *Identifying Hazards and Risks*
- *Seeking Problems Before They Happen*
- *Responsibility*
- *Tracking and Updating Control Measures*
- *Risk Management Techniques*
- *General Office Safety and Reporting*
- *Business Impact Analysis*
- *Disaster Recovery Plan*
- *Summary of Risk Assessment*
- *Action Plans and Evaluation Forms*

Social Media Marketing

Virtual Self-Paced Instructor Guided, 17.1 Clock hours, 6 Months Access

Social Media Marketing is essential for business and sales. This course will breakdown the basics of marketing online and throughout the major social media apps for best techniques, strategies, and goals for each campaign and followings. Utilize this course to become proficient in Social Media Marketing.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Know how to conduct market research
2. Develop workable internet marketing campaign
3. Recognize target markets
4. Understand and define your brand
5. Grasp SEO and website characteristics
6. Find and Capture leads
7. Understand the different applications of marketing styles
8. Learn effective communication with customers
9. Set goals and strategies
10. Understand social media platforms
11. Identify your audience
12. Monitor and measure performance

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Social Media Marketing Price	
Tuition	$325.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$375.00

Social Media Marketing Curriculum

Internet Marketing	6.0 Course Hours
Marketing Basics	6.1 Course Hours
Social Media Marketing	5.0 Course Hours
	17.1 Clock Hours

Internet Marketing Fundamentals: 6 Course Hours

This course is designed to cover the best use and strategies for marketing online. Students will be presented with solid marketing strategies for brand management, campaigns, sales, and marketing research.

- *Pre-Assignment*
- *SWOT Analysis in Marketing*
- *Marketing Research*
- *Real Time Marketing*
- *Brand Management*
- *Social Media*
- *SEO Basics*
- *Website Characteristics*
- *Capturing Leads*
- *Campaign Characteristics*
- *Action plans and evaluation forms*

Marketing Basics: 6.1 Course Hours

This course is designed to provide students with the understandings and concepts related to marketing for skill development. Throughout the course students will review the techniques and strategies for marketing to future customers.

- *Pre-Assignment*
- *Marketing*
- *Common Marketing Types*
- *The Marketing Mix*
- *Communication Styles*
- *Customer Communications*
- *Marketing Goals*
- *Marketing Funnel*
- *Marketing Mistakes*
- *Action Plans and Evaluation Forms*

Social Media Marketing: 5.0 Course Hours

This course provides a comprehensive overview of the popular social media apps, their pros and cons, and how to best utilize them for marketing. Learn how to master performance measurements and the best content for each app.

- *Pre-Assignment*
- *Facebook*
- *Youtube*
- *Twitter/X*
- *Linked In*
- *TikTok*
- *Pinterest*
- *Tumblr*
- *WhatsApp*
- *Snapchat*
- *Instagram*
- *Action plans and Evaluation Forms*

Time Management

Virtual Self-Paced Instructor Guided, 19.3 Clock Hours, 6 Months Access

This course is designed to equip students with the skills necessary to manage their time in their daily lives in and outside the workplace. This course will introduce valuable concepts of time management and productivity to maximize their ability to complete tasks efficiently. Throughout the course students will be confronted with practical and realistic situations to combat procrastination, distractions, and unexpected issues. Students will be prepared to organize their life, manage their time for better work-life balance, and delegate their needs and outcomes effectively to others.

Students will receive a Certificate of Completion upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Examine current habits and routines
2. Learn to prioritize individual time, schedule, and daily tasks with routines, rituals, and to-do lists
3. Plan and prioritize each day's activity in a more efficient, productive manner
4. Determine ways of storing information and supplies
5. Learn to organize physical and virtual personal workspaces
6. Be equipped with tools to resist procrastination
7. Handle unexpected barriers and distractions
8. Delegate efficiently
9. Plan efficient meetings
10. Set and evaluate SMART Goals
11. Use basic project management techniques

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *no minimum class size. Contact ADRA for Group Rates of 5+*

Contact Methods:

➤ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➤ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Time Management Price Breakdown	
Tuition	$325.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$375.00

Time Management Curriculum

Organizational Skills	6.2 Course Hours
Time Management Skills	7.4 Course Hours
Personal Productivity	5.7 Course Hours
	19.3 Clock Hours

Organizational Skills- 6.2 Course Hours

- *Pre-Assignment*
- *Remove the Clutter*
- *Learning What to Prioritize*
- *Scheduling Your Time*
- *To Do Lists*
- *Paper and Paperless Storage*

- *Organizing Your Work Area*
- *Tools to Fight Procrastination*
- *Organizing Your Inbox*
- *Avoid Disorganization*
- *Learning and Applying Discipline*
- *Action Plans and Evaluation Forms*

Time Management Skills- 7.4 Clock Hours

- *Pre-Assignment*
- *Discovering Your Productivity Rhythm*
- *Managing Time with Goals*
- *Prioritize your Time*
- *Tackling Procrastination*
- *Managing Workflow*

- *Delegation*
- *Setting a Ritual*
- *Meeting Management*
- *Dealing with Time Barriers*
- *Benefits of Good Time Management*
- *Action Plans and Evaluation Forms*

Personal Productivity- 5.7 Clock Hours

- *Pre-Assignment*
- *Setting SMART Goals*
- *Routines*
- *Scheduling Yourself*
- *Keeping on Top of Tasks*
- *Tackling New Tasks and Projects*

- *Using Project Management Techniques*
- *Creating a Workspace*
- *Organizing files and folders*
- *Managing e-mail*
- *Tackling procrastination*
- *Action plans and evaluation forms*

HR Subject Expert: Talent Planning and Acquisition
Virtual Self-Paced Instructor Guided, 8 Clock Hours, 0.8 IACET CEU, 3-month access

Designed for HR associates preparing for the PHR/SPHR/SHRM-CP/SCP Certification Exams, this course is just one subject domain to effectively prepare students for future exams as well as demonstrate their skill and knowledge base within the subject domain. Talent Planning and Acquisition covers one of the five areas tested on the PHR/SPHR certification exams. A "Subject Area" Certificate of Completion is issued upon successful completion. Utilize this course for exam preparation, as well as accentuate your ability to master this domain for personal professional development.

Students will receive a Certificate of Completion with 0.8 IACET CEU upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Understand and Implement training development systems
2. Properly Assess the training needs
3. Understand and define the theories of learning
4. Develop training methods and objectives
5. Effectively research methods of evaluation
6. Develop Talent Management Programs including OSHA, Sexual Harassment, and Employee Development
7. Implement Performance Management evaluations and procedures
8. Understand change management within your organization
9. Define and understand organizational development interventions including group, interpersonal, and organization interventions
10. Effectively measure employee retention strategies and turnover

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Talent Planning and Acquisition Price	
Tuition	$150.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$200.00

Talent Planning and Acquisition Subject Matter Expert Outline

Training and Development in the Organization	Principles of Training and Development
Need for Training *Strategic Alignment of Training and Development* *Systems Model of Training* *Assessing Training Needs*	*Theories of Learning* *Principles of Learning* *Learning*
Training and Development Techniques	**Presenting the Training: Delivery**
Developing Training Objectives *Training Methods and Processes* *On-the-job Training Methods* *Off-the-job Training Methods* *On-the-job Versus Off-the-job Training*	*Facilities Planning* *Training Materials*
Evaluation of Training Effectiveness	**Talent Management Programs**
Comparison of Training Techniques *Criteria for Evaluating Training* *Sources of Data* *Research Methods for Evaluation*	*Talent Management* *Socialization* *Orientation and Onboarding* *Employee Development* *Career Planning and Development* *Expatriate Training* *OSHA Mandated Training* *Sexual Harassment and Discrimination Training*
Performance Management	**Change Management**
Performance Management *Performance Evaluation* *Performance Criteria* *Criterion Problems* *Rating Errors* *Evaluation Procedures* *Behaviorally-based Appraisal Methods: MBO, BARS, BOS* *Appraisers* *Appraisal Interview* *Linking Appraisals to Employment Decisions* *Legal Constraints on Performance Appraisal*	*Change Agent Role* *Organizational Change* *Targets of Change* *Theories of Change* *Overcoming Resistance to Change* *Action Research Model* *Learning Organizations* *Re-energizing the Mature Organization* *Transfer and Diffusion of Change*
Organizational Development Interventions	**Employee Retention**
Interpersonal Interventions *Group Interventions* *Intergroup Interventions* *Organizational Interventions*	*Measuring Retention* *Turnover* *Retention Strategies*

HR Subject Matter Expert: Business Management and Leadership
Virtual Self-Paced Instructor Guided, 8 Clock Hours, 0.8 IACET CEU, 3-month access

Designed for HR associates preparing for the PHR/SPHR/SHRM-CP/SCP Certification Exams, this course is just one subject domain to effectively prepare students for future exams as well as demonstrate their skill and knowledge base within the subject domain. Business Management covers one of the five areas tested on the PHR/SPHR certification exams. A "Subject Area" Certificate of Completion is issued upon successful completion. Utilize this course for exam preparation, as well as accentuate your ability to master this domain for personal professional development.

Students will receive a Certificate of Completion with 0.8 IACET CEU upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Understand and effectively implement Corporate Governance policies, functions, and knowledge within the organization
2. Properly analyze Organizations environment
3. Properly conduct HR budgeting process
4. Understand and define Key Performance Indicators (KPI)
5. Write a Business Plan
6. Understand Human Resources Technology including HRIS
7. Properly develop and design functional organizational structures
8. Understand and define leadership theories
9. Perform HR Research and Analysis through both quantitative and qualitative methods
10. Effectively display data

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Business Management and Leadership Price	
Tuition	$150.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$200.00

Strategic Human Resource Business Management Outline

Corporate Governance

- *Business Strategy*
- *HR Functions*
- *HR Policies and Procedures*
- *HR Generalist and HR Specialist*
- *HR Roles*
- *HR Competencies*
- *Financial Knowledge*

Organizing Strategy

- *Defining the Organization's Mission*
- *Selecting a Strategy*
- *Analyzing the Firm*
- *Analyzing the Environment*
- *Writing a Business Plan*
- *HR Project Management*

HR Control and Evaluation

- *HR Budgeting Process*
- *HR Metrics: Evaluating HR Effectiveness*
- *Key Performance Indicators (KPI)*
- *Effects of HR Practices on Business Performance*
- *Outsourcing the HR function*

HR Technology

- *Human Resource Information System (HRIS)*
- *Artificial Intelligence and HR Portals*
- *Employee Communications*
- *Virtual Teams*

Organizational Culture

- *Climate versus Culture*
- *Levels of Organizational Culture*
- *Development of Culture*
- *Maintaining Organizational Culture*
- *Changing Organizational Culture*
- *Creativity and Innovation*
- *Developing a Culture of Inclusion*

Organizational Environments

- *Environmental Sectors*
- *Environmental Scanning*
- *Influencing Legislation*
- *Aligning HR Functions with Organizational Contexts*

Organizational Design and Developme

- *Functional Versus Product Departmentalization*
- *Centralized Versus Decentralized Decision Making*
- *Formal Versus Informal Rules and Control Mechanisms*
- *Division of Labor*
- *Span of Control*
- *Matrix Structures*
- *Evaluating the Effectiveness of an Organization's Structure*

Global HR Management

- *Globalization of Business*
- *Stages of International HR Management*
- *Other Global Structures*
- *Approaches to Global HR*
- *Impact of Globalization*
- *Managerial Styles*
- *Communication and Language*
- *International Cultural Differences*
- *Managing Global Employment*
- *Labor Force Comparisons*
- *Global Employment Laws and Regulations*

Leadership and Management Theories

- *Leadership Theories*
- *Effect of Leadership in Organizations*
- *Emotional Intelligence*
- *Leadership Training*

Decision Making

- *Individual Decision Making*
- *Group Decision Making*
- *Group Influences on Decision Making*
- *Decision-Making in Organization*

Ethics

- *Organizational Ethics*
- *Defining Morality*
- *Ethical Issues*
- *Establishing Ethical Behavior in the Organization*

HR Research and Analytics

- *Research Design and Methodology*
- *Quantitative Analysis*
- *Qualitative Research*
- *Graphically Displaying HR Data*

HR Subject Matter Expert: Learning and Development

Virtual Self-Paced Instructor Guided, 8 Clock Hours, 0.8 IACET CEU, 3-month access

Designed for HR associates preparing for the PHR/SPHR/SHRM-CP/SCP Certification Exams, this course is just one subject domain to effectively prepare students for future exams as well as demonstrate their skill and knowledge base within the subject domain. Learning and Development covers one of the five areas tested on the PHR/SPHR certification exams. A "Subject Area" Certificate of Completion is issued upon successful completion. Utilize this course for exam preparation, as well as accentuate your ability to master this domain for personal professional development.

Students will receive a Certificate of Completion with 0.8 IACET CEU upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Apply and define systems model of training within your organization
2. Understand and define the theories and principles of learning
3. Develop training objectives
4. Compare training techniques and evaluate the needs of organization
5. Prepare and implement Orientation and onboarding for new talent
6. Understand the legal constraints on performance appraisal
7. Define theories of change management

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Contact Methods:

➤ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➤ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Learning and Development Price	
Tuition	$150.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$200.00

Learning and Development Subject Matter Expert Outline

Training and Development in the Organization	Training and Development Techniques
• *Need for Training* • *Strategic Alignment of Training and Development* • *Systems Model of Training* • *Assessing Training Needs*	• *Developing Training Objectives* • *Training Methods and Processes* • *On-the-job Training Methods* • *Off-the-job Training Methods* • *On-the-job Versus Off-the-job Training*

Principles of Training and Development	Evaluation of Training Effectiveness
• *Theories of Learning* • *Principles of Learning* • *Learning*	• *Comparison of Training Techniques* • *Criteria for Evaluating Training* • *Sources of Data* • *Research Methods for Evaluation*

Talent Management Programs	Change Management
• *Talent Management* • *Socialization* • *Orientation and Onboarding* • *Employee Development* • *Career Planning and Development* • *Expatriate Training* • *OSHA Mandated Training* • *Sexual Harassment and Discrimination Training*	• *Change Agent Role* • *Organizational Change* • *Targets of Change* • *Theories of Change* • *Overcoming Resistance to Change* • *Action Research Model* • *Learning Organizations* • *Re-energizing the Mature Organization* • *Transfer and Diffusion of Change*

Organizational Development Interventions	Presenting the Training: Delivery
• *Interpersonal Interventions* • *Group Interventions* • *Intergroup Interventions* • *Organizational Interventions*	• *Facilities Planning* • *Training Materials*

Employee Retention	Performance Management
• *Measuring Retention* • *Turnover* • *Retention Strategies*	• *Performance Management* • *Performance Evaluation* • *Performance Criteria* • *Criterion Problems* • *Rating Errors* • *Evaluation Procedures* • *Behaviorally-based Appraisal Methods: MBO, BARS, BOS* • *Appraisers* • *Appraisal Interview* • *Linking Appraisals to Employment Decisions* • *Legal Constraints on Performance Appraisal*

HR Subject Matter Expert: Total Reward
Virtual Self-Paced Instructor Guided, 8 Clock Hours, 0.8 IACET CEU, 3-month access

Designed for HR associates preparing for the PHR/SPHR/SHRM-CP/SCP Certification Exams, this course is just one subject domain to effectively prepare students for future exams as well as demonstrate their skill and knowledge base within the subject domain. Total Reward covers one of the five areas tested on the PHR/SPHR certification exams. A "Subject Area" Certificate of Completion is issued upon successful completion. Utilize this course for exam preparation, as well as accentuate your ability to master this domain for personal professional development.

Students will receive a Certificate of Completion with 0.8 IACET CEU upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Define the Strategic Objectives of Compensation
2. Establish the Wage Level Decisions
3. Understand and apply Compensation Survey Data
4. Evaluate and Understand Job Evaluation Methods
5. Establishing Administrative Controls
6. Understand Money and Motivation Theories and Compensation Systems
7. Define, Understand, and Apply Compensation Laws and Regulations
8. Define, Understand, and Apply Employee Benefit Programs
9. Managing Employee Benefit Programs
10. Define, Understand, and Apply Benefits Laws and Regulations including COBRA, IRS regulations, FASB Regulations, PPACA, HIPAA, ERISA, and More

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Total Reward Price	
Tuition	$150.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$200.00

Total Reward Subject Matter Expert Outline

Total Rewards: Financial and Non-Financial

- *Strategic Objectives of Compensation*
- *Ethical Considerations in Compensation*
- *Compensation within Different Labor Markets*
- *Determinants of Pay*
- *Three Wage Decisions*

Job Evaluation Methods

- *Ranking Method*
- *Classification/Grading Method*
- *Point Method*
- *Factor Comparison Method*
- *Guide Chart-Profile Method (Hay method)*

The Wage-level Decision

- *Establishing the Wage Level*
- *Factors Influencing the Wage-level Decision*
- *Compensation Surveys and Data Analysis*

Health Care Benefits

- *Mana Health Care*
- *Consumer-directed Health Care*

Job Pricing and Pay Rate Administration

- *Pay Grades and Pay Ranges*
- *Red-circle Job Rates*
- *Adjustments for Inflation*
- *Adjustments for Economic Declines*
- *Individual Pay Rate Determination*
- *Reflecting Geographic Influences in Pay Structures*
- *Establishing Administrative Controls*

Incentive Compensation Systems

- *Money and Motivation Theories*
- *Individual Incentives*
- *Skill and Knowledge-Based Pay*
- *Differential Pay*
- *Group and Team Incentives*
- *Profit Sharing and Gainsharing*
- *Employee Stock Ownership Plans*
- *Strategic Alignment of Base Pay and Incentive Pay*

Economic Factors Affecting Compensation

- *Inflation*
- *Interest Rates*
- *Industry Competition*
- *Foreign Competition*
- *Economic Growth*
- *Demographic Trends*

Executive Compensation

- *Salaries*
- *Executive Bonus Plans*
- *Stock Options*
- *Nonqualified Deferred Compensation (NQDC)*
- *Nonfinancial Rewards*
- *Director Pay*

Compensation Laws and Regulations

- *Davis-Bacon Act*
- *Copeland Act and Anti-Kickback Law*
- *Walsh-Healey Act*
- *Fair Labor Standards Act (1938) as amended*
- *Equal Pay Act (1963)*
- *Small Business Job Protection Act (SBJPA), 1996*
- *Wage Garnishment (1968)*
- *Independent Contractors Versus Employees*

Employee Benefit Programs

- *Social Security*
- *Workers' Compensation*
- *Unemployment Compensation*
- *Pensions*
- *Health and Accident Insurance*
- *Income Replacement*
- *Employee Services*
- *Pay for Time Not Worked*
- *Recognition and Achievement Awards*

Managing Employee Benefit Programs

- *Employee Benefits Philosophy, Planning, and Strategy*
- *Employee Preference Assessment: Surveys*
- *Cost-Benefit Analysis and Cost Management*
- *Legal Compliance of Benefits Programs*
- *Communicating Benefit Programs*

Benefits Laws and Regulations

- *Pregnancy Discrimination in Employment Act (1978)*
- *Family and Medical Leave Act*
- *Health Insurance Portability and Accountability Act (HIPAA), 1996*
- *Patient Protection and Affordable Care Act (PPACA), 2010*
- *Employee Retirement Income Security Act (ERISA), 1974*
- *COBRA*
- *Bankruptcy Protections*
- *FASB Regulations*
- *IRS Regulations*

HR Subject Matter Expert: Employment and Labor Relations
Virtual Self-Paced Instructor Guided, 8 Clock Hours, 0.8 IACET CEU, 3-month access

Designed for HR associates preparing for the PHR/SPHR/SHRM-CP/SCP Certification Exams, this course is just one subject domain to effectively prepare students for future exams as well as demonstrate their skill and knowledge base within the subject domain. Employment and Labor Relations covers one of the five areas tested on the PHR/SPHR certification exams. A "Subject Area" Certificate of Completion is issued upon successful completion. Utilize this course for exam preparation, as well as accentuate your ability to master this domain for personal professional development.

Students will receive a Certificate of Completion with 0.8 IACET CEU upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Measure Job Satisfaction through theory and surveys
2. Implement and define employee involvement strategies
3. Apply and understand DEI concepts and benefits
4. Understand labor relations through labor movements and the history of labor regulations
5. Understand the role of unions and union representatives
6. Understand the procedure and remedies of Unfair Labor Practices (ULPs)
7. Understand collective bargaining
8. Understand Union Grievance Procedures and Systems
9. Understand and define employee rights
10. Define and apply risk management theories
11. Understand and apply regulations for employee safety, health, and security

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Employment and Labor Relations Price	
Tuition	$175.00
Non-Refundable Application Fee	$50.00
Books and Supplies, *Included*	$0.00
Misc Expenses	$0.00
	$225.00

Employment and Labor Relations Subject Matter Expert Outline

Employee Engagement

- *Employee Attitudes and Satisfaction*
- *Job Satisfaction Theories*
- *Satisfaction and Productivity*
- *Measuring Job Satisfaction*
- *Using Satisfaction Surveys*

Employee Involvement Strategies

- *Self-directed Work Teams*
- *Quality Circles*
- *Job Design and Redesign*
- *Employee Ownership/ESOPs*
- *Employee Suggestion System*
- *Participative Management*
- *Process Control Versus Innovation*
- *Alternative Work Schedules*

Diversity, Equity, and Inclusion

- *Improving Diversity, Equity, and Inclusion*
- *Diversity, Equity, and Inclusion Initiatives*
- *Benefits of Diversity, Equity, and Inclusion*

Labor Relations

- *Early Labor Movement*
- *Federal Anti-Injunction (Norris-LaGuardia) Act (1932)*
- *National Labor Relations (Wagner) Act (1935)*
- *Labor Management Relations (Taft-Hartley) Act (1947)*
- *Labor Management Reporting and Disclosure (Landrum-Griffin) Act (1959)*

Union Representation of Employees

- *The Structure of Union Organizations*
- *National Labor Relations Board*
- *Organizing a Union*
- *Election Campaign*
- *Union Security*
- Worker Centers

Employer Unfair Labor Practices

- *Procedures for Processing Unfair Labor Practice*
- *Unfair Labor Practices*
- *Domination and Unlawful Support of Labor Organizations*
- Remedies

Union Unfair Labor Practices and Strikes

- *Responsibility for Acts of Union Agents*
- *Union Restraint or Coercion*
- *Duty of Fair Representation*
- *Discrimination and Internal Union Affairs*
- *Strikes and Secondary Boycotts*
- *Strike Preparation*

Collective Bargaining

- *Bargaining Issues and Concepts*
- *The Labor Agreement*
- *Bargaining Structures*
- *Negotiation Strategies*
- *Good Faith Requirements*
- *Unilateral Changes in Terms of Employment*
- *Duty to Successors: Buyouts, Mergers, or Bankruptcy*
- *Mediation and Conciliation*
- *National Emergency Strikes*

Maintaining Nonunion Status

- *Reasons Why People Join Unions*
- *Reasons Why People Do Not Join Unions*
- *Strategies for Maintaining Nonunion Status*

Public Sector Labor Relations

- *Right to Organize*
- *Federal Labor Relations Council*
- *Limitations on Strikes*
- *Mediation and Conciliation*

Global Labor Relations

- *Union Membership*
- *North American Free Trade Act*
- *Workers' Rights in Other Countries*

Grievance Systems

- *Union Grievance Procedures*
- *Grievance Procedures in Nonunion Organizations*
- *Effective Grievance Procedures*
- *Arbitration*

- *Legal Endorsement of Arbitration*

Employee Discipline Systems

- *Punishment*
- *Approaches to Discipline*
- *Progressive Discipline*
- *Workplace Investigations*
- *Administrative Justice: Due Process and Just Cause*

Individual Employment Rights

- *Employee Handbooks*
- *Employment-At-Will Doctrine*
- *Constructive Discharge*
- *Common Law Tort Theories*
- *Non-Compete Agreements*
- *No-solicitation/No-distribution Policy*

Workforce Behavior Problems

- *Rule Violations*
- *Unsatisfactory Performance*
- *Illegal or Dishonest Acts*
- *Absenteeism*
- *Drug and Alcohol Use*
- *Off-Duty Conduct*
- *Sexual Harassment*

Organizational Exit

- *General Issues*
- *Termination Interviews*
- *Layoffs and Reductions-in-Force*
- *Retirement*
- *Worker Adjustment and Retraining Notification Act (1988)*

Risk Management

- *Risk Management Strategies*

Safety

- *Occupational Safety and Health Act (1970)*
- *Safety Statistics*
- *OSHA Safety Standards*
- *Hazard Communication Standards (1986)*
- *Effective Safety Programs*
- *Evaluation of OSHA*
- *Drug-Free Workplace Act (1988)*
- *Workers' Compensation*

Health

- *Employee Assistance Programs*
- *Employee Wellness Programs*
- *Reproductive Health Policies*
- *Chemical Dependency*
- *Communicable Diseases in the Workplace*
- *Environmental Health Hazards*
- *Stress Management*
- *On-site Medical Clinics*
- *Smoking Policies*

Security

- *Organization of Security*
- *Control Systems*
- *Privacy Protection*
- *Protection of Proprietary Information*
- *Crisis Management and Contingency Planning*
- *Fraud and Loss Prevention*
- *Unemployment Compensation*

HIPAA Compliance and Safety

Virtual Self-Paced Instructor Guided, 20 Clock hours, 2.0 IACET CEUs, 6 Months Access

HIPAA for Compliance and Security program clearly explains HIPAA, including fundamentals, privacy, security, and common myths. Leveraging a flexible, student-friendly format, readings offer examples, real-life scenarios, and interactive features designed to elevate learning and prepare readers for jobs in all areas of health care. Health information is some of the most sensitive user data stored in electronic systems - failure to protect this data levies steep fines and deeply erodes trust.

Students will receive a Certificate of Completion with 2.0 IACET CEUs upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

2. Describe the purpose of HIPAA legislation
3. Identify the key elements of the HIPAA Privacy Rule and HIPAA Security Rule
4. Interpret the Unique Identifiers and Transaction and Code Set Rules
5. Identify ways how to apply these rules to the daily practice as a health care worker
6. Understand and apply HIPAA to be in regulation and compliance

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately

Required Textbook: *"HIPAA for Health Care Professionals" by Dan Krage, Carole H Krager, 2nd Ed ISBN-13: 978-1-305-94606-4*

HIPAA Compliance Price Breakdown

ADRA Fees

Tuition	$400.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
ADRA Total: $450.00	

Cengage Book Fees

Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$170.00
Cengage Total: $170.00	
Total Course Price: $620.00	

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.

➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

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HIPPA Compliance and Safety
Course Outline

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Module	Reading	Assignment
One	Introduction to HIPAA	Chapter One Reading, Review **Chapter One Quiz and Test**
Two	Privacy Issues Explained	Chapter Two Reading, Review **Chapter Two Quiz and Test**
Three	Transactions and Code Sets	Chapter Three Reading, Review **Chapter Three Quiz and Test**
Four	Security Rule Explained	Chapter Four Reading, Review **Chapter Four Quiz and Test**
Five	Unique Health Identifiers and HIPAA Myths	Chapter Five Reading, Review **Chapter Five Quiz and Test**
Six	Further Rulings Influencing HIPAA	Chapter Six Reading, Review **Chapter Six Quiz and Test**

Law Office Management

Virtual Self-Paced Instructor Guided, 20 Clock Hours, 2.0 IACET CEU, 6-Months Access

This course is designed for persons who will work in a law office management position, either as an employee of a law firm or as an entrepreneur operating his or her own law/paralegal office. The course provides grounding in lawyering skills in several areas: legal drafting, interaction with clients, and the management of a small law office. The legal drafting component emphasizes the drafting of transactional documents, e.g., various types of contracts, rather than litigation documents. The course includes practice exercises simulating work with clients and the other parties on business transactions. All in all, this course is a must for anyone interested in owning and operating their own legal office that will be open to the public

Students will receive a Certificate of Completion with 2.0 IACET CEU upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Understand and define the following topics covered in the office management component including the structure of law firms; financial issues (including compensation, billing, fees, and trust accounts); business development (marketing and advertising); law practice tools; and personnel, office, and operational issues.
2. Define law offices, their fundamental characteristics, and the differences between different types of law firms.
3. Understand the various personnel relations and how the legal team functions together.
4. Have a foundation in ethics in relation to law office management
5. The ethical boundaries which guide legal professionals and client relations
6. Comprehensive knowledge of legal fees, timekeeping, billing, and financial management, managing clients' trust fund accounts, and reviews law office systems and technology.
7. Skill development in record-keeping, and law library organization and management.

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately

Required Text: *Practical Law Office Management,* by Brent Roper, Cynthia Traina Donnes, J.D., M.A. 4th Edition, 2017

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Law Office Management Price Breakdown

ADRA Fees

Tuition	$400.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
	ADRA Total: $450.00

Cengage Book Fees

Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$114.00
	Cengage Total: $114.00
Total Course Price: $564.00	

Law Office Management Course Outline

Chapter	Assignment
Chapter 1: *The Legal Team, Law Practices, and Law Firm Governance*	Chapter 1 Reading Case Study Quiz Chapter 1 Additional Assignment Chapter Quiz Chapter Practice Test Review the Study Guide
Chapter 2: *Legal Administration and Technology*	Chapter 2 Reading Case Study Quiz Chapter 2 Additional Assignment Chapter Quiz Chapter Practice Test Review the Study Guide
Chapter 3: *Ethics and Malpractice*	Chapter 3 Reading Case Study Quiz Chapter 3 Additional Assignment Chapter Quiz Chapter Practice Test Review the Study Guide
Chapter 4: *Client Relations and Communication Skills*	Chapter 4 Reading Case Study Quiz Chapter 4 Additional Assignment Chapter Quiz Chapter Practice Test Review the Study Guide
Chapter 5: *Legal Fees, Timekeeping, and Billing*	Chapter 5 Reading Case Study Quiz Chapter 5 Additional Assignment Chapter Quiz Chapter Practice Test Review the Study Guide
Chapter 6: *Client Trust Funds and Law Office Accounting*	Chapter 6 Reading Case Study Quiz Chapter 6 Additional Assignment Chapter Quiz Chapter Practice Test Review the Study Guide
Chapter 7: *Calendaring, Docket Control, and Case Management*	Chapter 7 Reading Case Study Quiz Chapter 7 Additional Assignment Chapter Quiz Chapter Practice Test Review the Study Guide

Litigation Paralegal

Virtual Self-Paced Instructor Guided, 40 Clock hours, 4.0 IACET CEU, 6-months access

The Litigation Paralegal: A Systems Approach, combines theories and principles of law with practical skills for an engaging overview of the role of the paralegal. Numerous detailed exhibits, forms, checklists, and practical tips illustrate the realities of paralegal work. In addition, the course covers the latest electronic discovery issues and the associated ethical and practical responsibilities of the lawyer and paralegal. It also includes a wide range of new and updated cases, assignments, key terms, and study questions to help your students master the content as well as a step-by-step law office litigation system that stresses organizational skills and quality control.

Students will receive a Certificate of Completion with 4.0 IACET CEUs upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Describe the rules of litigation and elements of discovery
2. Analyze how cases are planned and how strategies develop
3. Apply tenets of civil litigation to fact patterns
4. Distinguish between civil litigation and other types of litigation
5. Describe the court system structure
6. Outline the role of the paralegal in the litigation process
7. Examine the litigation process from client meeting to appeal

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately.

Required Textbook: *The Litigation Paralegal: A SYSTEMS APPROACH, 6th Edition by James W. H. McCord, J.D., Pamela R. Tepper 978-1-285-85715-2*

Price Breakdown

ADRA Fees

Tuition	$800.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
	ADRA Total: $850.00

Cengage Book Fees
Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$114.00
	Cengage Total: $114.00
Total Course Price: $964.00	

Contact Methods:

- ➤ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
- ➤ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Litigation Paralegal Course
Outline

Reading	Assignment
Chapter 1: *Litigation and the Paralegal*	Chapter 1 Reading, PowerPoint, and Flashcards Case Study Quiz **Chapter Test**
Chapter 2: *The Courts and Jurisdiction*	Chapter 2 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 2.1-2.3 **Chapter Test**
Chapter 3: *Preliminary Considerations and Procedures*	Chapter 3 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 3.1 **Chapter Test**
Chapter 4: *Investigation and Evidence*	Chapter 4 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 4.1 **Chapter Test**
Chapter 5: *The Complaint*	Chapter 5 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 5.1-5.2 **Chapter Test**
Chapter 6: *Responses to the Complaint*	Chapter 6 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 6.1-6.2 **Chapter Test**
Chapter 7: *Motion Practice*	Chapter 7 Reading, PowerPoint, and Flashcards Case Study Quiz **Chapter Test**
Chapter 8: *Overview of the Discovery Process*	Chapter 8 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 8.1 **Chapter Test**
Chapter 9: *Depositions*	Chapter 9 Reading, PowerPoint, and Flashcards Case Study Quiz **Chapter Test**
Chapter 10: *Interrogatories*	Chapter 10 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 10.1 **Chapter Test**
Chapter 11: *Physical and Mental Examinations*	Chapter 11 Reading, PowerPoint, and Flashcards Case Study Quiz **Chapter Test**
Chapter 12: *Request for Documents*	Chapter 12 Reading, PowerPoint, and Flashcards Case Study Quiz **Chapter Test**

Chapter 13: *Requests for Admission and the Future Ethical Problems of Discovery*	Chapter 13 Reading, PowerPoint, and Flashcards Case Study Quiz **Chapter Test**
Chapter 14: *Settlement, Dismissals, and Alternative Dispute Resolution*	Chapter 14 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 14.1 **Chapter Test**
Chapter 15: *Trial techniques*	Chapter 15 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 15.1 **Chapter Test**
Chapter 16: *Posttrial Practice*	Chapter 16 Reading, PowerPoint, and Flashcards Case Study Quiz **Chapter Test**

Practical Real Estate Law

Virtual Self-Paced Instructor Guided, 40 Clock hours, 4.0 IACET CEU, 6-months access

The certificate is most useful to students who have experience in commercial real estate, however, students with residential real estate experience will also benefit from the concepts, application, and analysis provided in the courses. This comprehensive resource clarifies the complexities of real estate law and legal principles using practical applications, case examples, and actual examples of current real estate legal forms. Updates detail the latest rulings and industry regulations, while case summaries illustrate legal principles in action. Students examine all areas of transactional real estate--from real estate contracts and brokerage relationships to surveys, title insurance, taxation, and real estate finances that relate to residential and commercial processes throughout the United States.

Students will receive a Certificate of Completion with 4.0 IACET CEUs upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Distinguish between real and personal property
2. Understand property descriptions and encumbrances to title
3. Develop the knowledge and ability to conduct a title search
4. Analyze and dissect a real estate contract
5. Gain an understanding of financing the purchase of real estate
6. Understand the importance and value of title insurance
7. Understand the closing process

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately

Required Textbook: *Practical Real Estate Law by Daniel F Hinkel, 8th Edition 9780357699287*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Practical Real Estate Law Price Breakdown

ADRA Fees

Tuition	$800.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
	ADRA Total: $850.00

Cengage Book Fees

Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$114.00
	Cengage Total: $114.00
Total Course Price: $964.00	

Reading	**Assignment**
Chapter 1: *Introduction to the Law of Real Property*	Chapter 1 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**
Chapter 2: *Concurrent Ownership*	Chapter 2 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**
Chapter 3: *Surveys and Land Descriptions*	Chapter 3 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**
Chapter 4: *Public Regulation and Private Encumbrances*	Chapter 4 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**
Chapter 5: *Easements and Licenses*	Chapter 5 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**
Chapter 6: *Contracts*	Chapter 6 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**
Chapter 7: *Preparation and Review of a Real Estate Contract*	Chapter 7 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**
Chapter 8: *Deeds*	Chapter 8 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment

	Review Questions Case Problems **Chapter Test**
Chapter 9: *Financing Sources in Real Estate Transactions*	Chapter 9 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**
Chapter 10: *Legal Aspects of Real Estate Finance*	Chapter 10 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**
Chapter 11: *Mortgage Form and Provisions*	Chapter 11 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**
Chapter 12: *Title Examinations*	Chapter 12 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Review Questions Case Problems **Chapter Test**

Family Law Practice
Virtual Self-Paced Instructor Guided, 20 Clock Hours, 2.0 IACET CEU, 6-months access

Focuses on substantive instruction and skills training in issues most prevalent to a family law practitioner. The course will cover selected subject areas in family law, such as annulment, divorce grounds and defenses, spousal support, child support, property division upon dissolution of marriage, antenuptial agreements, and post-nuptial agreements, and child custody and visitation. Students will receive instruction in the preparation of pleadings, motions, court orders, and agreements.

Students will receive a Certificate of Completion with 2.0 IACET CEU upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Plan for and assist in an initial client interview
2. Research state statues listing requirements for valid marriage and recognize elements of a valid marriage
3. Apply laws related to antenuptial agreements
4. Explain the grounds for annulment
5. Research state statutes on divorce grounds and defenses
6. Draft a divorce complaint
7. Gather and compile information for financial affidavit
8. Calculate support payments and arrearage
9. Review a motion/order to withhold invoice for child support
10. Understand and define the Uniform Child Custody Jurisdiction and Enforcement Act
11. Distinguish between alimony and child support and prepare a child custody affidavit
12. Research Mississippi standard for child custody modification

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately

Required Textbook: *Family Law by William P. Statsky, 7th edition 978-1-3379-1753-7*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Family Law Price Breakdown

ADRA Fees

Tuition	$400.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
	ADRA Total: $450.00

Cengage Book Fees

Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$114.00
	Cengage Total: $114.00
Total Course Price: $564.00	

Family Law Practice Outline

Reading	Assignment
Chapter One: *Introduction to Family Law and Practice*	Chapter 1 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Chapter 1 Quiz
Chapter Two: *Ethics in a Family Law Practice*	Chapter 2 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Chapter 2 Quiz
Chapter Three: *Compiling a Family History*	Chapter 3 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Chapter 3 Quiz
Chapter Four: *Premarital, Postnuptial, and Cohabitation Agreements*	Chapter 4 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 4.1: Marital Contracts Assignment 4.2: Premarital Agreement Chapter 4 Quiz
Chapter Five: *Traditional Marriage and Alternatives*	Chapter 5 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 5.1: Valid Ceremonial Marriage Assignment 5.2: Rights and Protections Chapter 5 Quiz
Chapter Six: *Annulment*	Chapter 6 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Chapter 6 Quiz
Chapter Seven: *Divorce Grounds and Procedures*	Chapter 7 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 7.1: Describe Divorce Process Assignment 7.2: Grounds for Divorce Chapter 7 Quiz
Chapter Eight: *Spousal Support, Property Division, and the Separation Agreement*	Chapter 8 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 8.1: Alimony Assignment 8.2: Spousal Support Chapter 8 Quiz
Chapter Nine: *Child Custody*	Chapter 9 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 9.1: Custody Chapter 9 Quiz
Chapter Ten: *Child Support*	Chapter 10 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 10.1 Custody and Child Support Chapter 10 Quiz

Chapter Eleven: *Tax Consequences of Separation and Divorce*	Chapter 11 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Chapter 11 Quiz
Chapter Twelve: *The Legal Rights of Women*	Chapter 12 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Chapter 12 Quiz
Chapter Thirteen: *Illegitimacy and Paternity*	Chapter 13 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 13.1 Paternity Chapter 13 Quiz
Chapter Fourteen: *The Legal Status of Children*	Chapter 14 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Chapter 14 Quiz
Chapter Fifteen: *Adoption*	Chapter 15 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 15.1: Adoption Laws Chapter 15 Quiz
Chapter Sixteen: *The new Science of Motherhood*	Chapter 16 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Chapter 16 Quiz
Chapter Seventeen: *Torts and Family Law*	Chapter 17 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment Chapter 17 Quiz

Trademarks, Copyrights, Patents, and Trade Secrets
Virtual Self-Paced Instructor Guided, 40 Clock Hours, 4.0 IACET CEU, 6-months access

The purpose of this course is to acquaint students with the fundamentals of intellectual property (IP) law. Students will be introduced to the four primary fields within intellectual property: trademarks, copyrights, patents, and trade secrets. At the conclusion of the course, students will fully understand how IP rights are acquired, registered (if necessary), protected, transferred, and infrin. Moreover, students will be introduced to emerging IP topics and introduced to international developments in the IP fields. Students will also learn about drafting various documents used in the IP field.

Students will receive a Certificate of Completion with 4.0 IACET CEUs upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Differentiate and define copyrights, patents, trade secrets, and trademarks
2. Understand the US laws pertaining to each term, including the Lanham Act, the Copyright Act of 1976, and the Patent Act
3. Apply the basic requirements for the protection of copyrights, patents, trade secrets, and trademarks
4. Explain the categories of copyright works that are protected, and any steps needed to secure the protections
5. Distinguish and explain the types of rights given tp a copyright, patent, trademark, or trade secret
6. Determine the duration of intellectual property interests based on applicable statutory law
7. Recognize the various types of copyright, patent, trade secret, and trademark infringement and potential remedies
8. Understand International Copyright, Patent, and Trademark Law
9. Explore alternatives to intellectual property law and the future implications for this law

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately

Required Textbook: *Intellectual Property: The Law of Trademarks, Copyrights, Patents, and Trade Secrets by Deborah E. Bouchoux, Esq 5th edition*

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Price Breakdown

ADRA Fees

Tuition	$800.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
	ADRA Total: $850.00

Cengage Book Fees

Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$114.00
	Cengage Total: $114.00
Total Course Price: $964.00	

The Law of Trademarks, Copyrights, Patents, and Trade Secrets Outline	
Reading	**Assignment**
Intellectual Property Overview; Introduction to Trademarks	Chapters 1 & 2
Trademark Searching and Registration; Post-Registration; Trademark Transfers	Chapters 3, 4, & 5
Inter Partes Proceedings; Infringement; Dilution; New Developments; International Trademark Law	Chapters 6, 7, & 8 **Trademark App. due**
Trademark Exam	
Introduction to Copyrights; Exclusive Rights of Copyright Ownership	Chapters 9, 10, & 11
Copyright Ownership; Transfers; Duration; Registration; and Infringement	Chapters 12, 13, & 14
New Developments in Copyright Law; International Copyright Law	Chapters 15 & 16 **Copyright App. due**
Copyright Exam	
Introduction to Patents; Patent Application and Post-Issuance Process; Patent Ownership and Transfer	Chapters 17, 18, & 19
Patent Infringement; New Developments; International Patent Law	Chapters 20 & 21 **Patent License Due**
Trade Secrets; Unfair Competition; IP Audits	Chapters 22, 23, & 24
Patent, Trade Secret, Unfair Competition Exam	

Wills, Trusts, and Estate Planning
Virtual Self-Paced Instructor Guided, 40 Clock Hours, 4.0 IACET CEU, 6-months access

An introduction to basic wills and trusts concepts and an examination of the law and procedure of preparing wills, administration of estates, and general probate procedure. There will be a discussion and practical exercises in the areas of wills, living trusts, testamentary trusts, and tax planning topics involving the marital deduction and the annual exclusion. The drafting of wills and trusts, preparation of probate documents, filing procedures, asset collection, estate management, and closing procedures will be covered. In addition, the course will introduce the student to patients' rights in healthcare decision making, entitlement programs, mana care and long-term care insurance, living facilities for the elderly, financial planning, social security, and elder abuse.

Students will receive a Certificate of Completion with 4.0 IACET CEUs upon completion of the program at no additional cost.

Objectives: By the end of this course, students will be able to:

1. Discuss the basic concepts and purpose of estate planning.
2. List the different estate planning tools available.
3. Differentiate between probate property and non-probate property.
4. Identify and explain the state statute of descent and distribution, and the concept and consequences of intestacy.
5. Draft a simple will.
6. Draft a revocable living trust agreement.
7. Compare/Contrast the types of protections afforded family members.
8. Discuss trust agreements and identify the parties needed to form a trust.
9. Explain the jurisdiction of probate court.
10. Choose proper forms used in estate administration.
11. Describe tax implications associated with estate administration.
12. Complete forms necessary to administer an estate in a probate court.
13. Identify and explain various legal issues relating to the elderly.
14. Describe the bounds of ethical behavior for a paralegal when dealing with estate and probate issues

Course assignments and materials are provided through Cengage MindTap, while bookstore access is billed separately. Upon registration, students will be prompted to purchase the required text from Cengage to use the course. Price is listed below within the breakdown but will be purchased separately

Required Textbook: *Wills, Trusts, and Estate Administration* Dennis R Hower, Janis Walter, Emma Wright 8th Edition

Contact Methods:

➢ The Instructor is your primary contact for all questions relating to the course. Students and instructors may communicate directly through the Learning Management System (LMS). Upon registration of each course students will also be provided with their instructor's email address.
➢ Office Hours are conducted during ADRA's Business Hours, 10am-4pm EST Monday-Friday.

Minimum Requirements: Students must be at least 18 years old and have a high school diploma or equivalent.

Open Enrollment, *No Minimum Class Size.* For Groups of 5+, please contact ADRA for group rates.

Wills, Trusts, Estate Planning Price Breakdown

ADRA Fees

Tuition	$800.00
Non-Refundable Application Fee	$50.00
Misc Expenses	$0.00
	ADRA Total: $850.00

Cengage Book Fees

Upon registration, students will be provided with a link to purchase the book required for this course on Cengage. This amount is not included in ADRA's price.

Books and Supplies	$114.00
	Cengage Total: $114.00
Total Course Price: $964.00	

Wills, Trusts, and Estate Planning
Outline

	Reading	Assignment
Chapter One: *Where There is a Will*	*The Concept of Property Related to Wills, Trusts, and Estate Administration*	Chapter 1 Reading, PowerPoint, and Flashcards Case Study Quiz Assignment 1.2: Dying Without a Will Additional Assignment Chapter 1 Quiz
Chapter Two: *Estate Planning*	*The Estate Plan and Purpose of Wills*	• Chapter 2 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment 2.1: Estate Planning Questionnaire • Additional Assignment • Chapter 2 Quiz
Chapter Three: *A Bundle of Rights*	*The Law of Succession: Testate and Intestate*	• Chapter 3 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment 3.1: Probate and Non-probate Property • Additional Assignment • Chapter 3 Quiz
Chapter Four: *Intestate Succession*	*Requirements for a Will, Modifications, Revocation, and Contests*	• Chapter 4 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment 4.1: Calculate Interstate Shares • Additional Assignment • Chapter 4 Quiz
Chapter Five: *The Last Will and Testament*	*Preparation of a Will- Client Conferences and Checklists*	• Chapter 5 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment 5.1: An Enforceable Will • Assignment 5.2: Drafting and Changing a Will • Additional Assignment • Chapter 5 Quiz
Chapter Six: *Structure of a Model Will*	*Drafting and Executing of a Will*	• Chapter 6 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment Chapter 6 • Chapter 6 Quiz
Chapter Seven: *Family Protection, Lapses, and Ademption*	*The Participants and Proper Court*	• Chapter 7 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment Chapter 7 • Chapter 7 Quiz
Chapter Eight: *Trusts*	*Personal Representatives: Types, Pre-Probate Duties, and Appointment*	• Chapter 8 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment 8.1: Describing Trusts • Assignment 8.2: Compare Express and Implied Trusts • Additional Assignment • Chapter 8 Quiz
Chapter Nine: *Specialized Trusts*	*Probate and Estate Administration*	• Chapter 9 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment Chapter 9

		• Chapter 9 Quiz
Chapter Ten: *Probate Courts and Uniform Laws*	*Informal Probate Administration*	• Chapter 10 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment 10.1: Explaining the Probate Process • Additional Assignment • Chapter 10 Quiz
Chapter Eleven: *The Personal Representative*	*Tax Considerations in the Administration of Estates*	• Chapter 11 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment 11.1: Appointing a Personal Rep • Additional Assignment • Chapter 11 Quiz
Chapter Twelve: *Probating a Will and Administering an Estate*	*Introduction to Trusts*	• Chapter 12 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment Chapter 12 • Chapter 12 Quiz
Chapter Thirteen: *Estate Taxes*	*Classification of Trusts, Living Trusts, and Other Special Trusts*	• Chapter 13 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment Chapter 13 • Chapter 13 Quiz
Chapter Fourteen: *Final Choices*	*Estate Planning*	• Chapter 14 Reading, PowerPoint, and Flashcards • Case Study Quiz • Assignment 14.1: Describe Advance Directives • Assignment 14.2: Draft a Health Care Directive • Additional Assignment • Chapter 14 Quiz
	Final Exam	

ADMISSIONS POLICY

All students must apply for enrollment and be at least 18 years old, and at minimum to have a high school diploma or equivalent. Students must submit materials with each applicable program enrollment that ensures they meet the admission requirements for the selected course.

ADRA reserves the right to evaluate and document special cases and to refuse or revoke enrollment if an applicant poses a threat, is significantly disruptive to the Academy community, or if such refusal or revocation is in the best interest of the Academy.

Enrollment deadlines for Live Courses and Seminars are published in the Course/Events Calendar. Students must verify their status and ensure tuition is paid to avoid being dropped from courses.

The following courses have specific experience requirements upon registration*:*

➢ **Professional HR:** A minimum of one year of experience in a professional-level HR position with a master's degree or higher, OR a minimum of two years of experience in a professional-level HR position with a bachelor's degree, OR a minimum of four years of experience in a professional-level HR position with less than a bachelor's degree

➢ **Senior Professional HR:** A minimum of four years of experience in a professional-level HR position with a master's degree or higher, OR A minimum of five years of experience in a professional-level HR position with a bachelor's degree, OR A minimum of seven years of experience in a professional-level HR position with less than a bachelor's degree

ACADEMIC POLICIES

ADRA's courses are primarily web-based, providing flexibility for students to complete coursework online. Students access course materials and communicate with instructors through the ADRA Learning Management System (LMS). Some courses may require attendance for proctored testing, noted in the course details on our website.

Calendar

The ADRA course/events calendar is available on the ADRA website. Live courses and seminars can be seen there.

Academic Integrity Policy

ADRA is committed to the highest standards of academic integrity for all students, administration, and faculty. Members of ADRA have a responsibility and obligation to uphold themselves to honesty and integrity.

Violations of academic integrity include the following listed below. Penalties range from a warning to expulsion, depending on severity.

- *Plagiarism*: ADRA community is expected to uphold integrity and honesty towards the representation of their work as their own. Violations of this commitment includes representing works, ideas, and words without citing or crediting the original creator of the content being represented as one's own. Submitting

one's work for a course that was previously submitted for credit is another form of plagiarism that violates ADRA's Academic Integrity.

- *Cheating***:** Using unauthorized information, or test or study materials is considered cheating and will not be tolerated.
- *Unauthorized use of AI***:** ADRA is committed to fostering original works, ideas, concepts, and materials. Limited and ethical use of AI for research, summarizing, or notes is allowed with the intention that AI use will be communicated beforehand by the student to their instructor. Using AI for anything related to the course work requires communication with their instructor on how AI will be utilized and the benefits towards their own original work. If AI is determined to be a useful tool for the program, the student will be in compliance with ADRA's Academic Integrity. Use of Artificial Intelligence without authorization to submit works or materials as their own is in violation of the standards set by ADRA.
- *Disruptive Behavior***:** Disruptive or violent behavior including any forms of harassment, distraction from live class, or physical harm is strictly prohibited and grounds for immediate dismissal.
- *Falsifying Academic Engagement:* Misrepresenting engagement and attendance on ADRA's Learning Management System (LMS) by logging in with no intention to participate will not be tolerated.
- *Falsifying Records***:** Falsifying academic records includes but is not limited to the changing or falsifying certificate information, Cumulative GPA, falsifying transcripts and is in direct violation of ADRA's Academic Integrity.

ADRA enforces this policy through review and participation from the community to uphold these standards and report instances of violation through ADRA's Grievance Form. ADRA will follow set Grievance guidelines and process to review submitted complaints of policy violations.

Attendance Policy

Regular attendance of at least 70% is required. Students must log into their online courses and complete the initial assignment by the specified deadline to confirm their enrollment. Active Participation in online courses is required. This includes logging into the Learning Management System (LMS), completing assignments, and participating in discussions.

Students should notify instructors of any unavoidable absences and are responsible for making up missed assignments. Excused absences include illness, family emergencies, and other unavoidable circumstances. Documentation may be required.

Virtual Attendance Policy

➢ To receive a certificate of completion, attendees must be present online and sign in via an "Attendance chat" during each half-day of the class (AM and PM). The Attendance chat box will only be available for a limited time for each check-in. Under normal circumstances, participants must attend each session and sign in for each half-day to receive full credit for attending the class.

➢ Continued attendance and participation will be monitored by the host and instructors throughout the duration of the class.

➢ If a participant knows in advance that they will not be able to attend or sign in at the beginning of registrar@adraceu.com before the training to explain their situation.

- If the class has already begun and a participant was unable to sign in at the start of each half-day session or faces other attendance issues, they should contact the host or instructors immediately to explain their situation. If contacted promptly, the host can assist in completing the sign-in procedure. If a participant suspects they missed signing in, they should notify the host immediately, rather than waiting for the next check-in period.

- Explanations provided by participants will be considered when determining credit for attendance, and decisions regarding certificate issuance will be made on a case-by-case basis.

- If a participant successfully completes the attendance requirements, they should expect to receive a certificate via their registered email within approximately four weeks. If the certificate is not received within a reasonable timeframe, please contact registrar@adraceu.com .

- Joining a virtual meeting from small to medium-sized mobile devices is not recommended. Typically, the screen size is too small to display most visual content, and the ability to interact with chat windows may be significantly impaired. Attending the course exclusively from such devices may hinder participation to the extent that credit for course completion may not be granted.

- Full participation is required to meet the criteria for course completion. This includes engaging in verbal and text-based discussions, activities, and practical exercises.

Administrative Drops and Withdrawals

Students who do not attend the initial class meeting or complete the first assignment in web-based courses may be administratively dropped. Students will be notified of an administrative drop due to attendance and participation via their ADRA email account.

Withdrawals due to mitigating circumstances such as illness or family death require documentation and approval from the Registrar's Office.

Consecutive Days Missed

ADRA may unofficially withdraw a student after fourteen (14) consecutive calendar days of absence from all classes. The date of determination becomes the 15th day from the last date of attendance. The withdrawal date will remain the student's last date of attendance for the calculations, and the date of determination is the 15th day absent. Term breaks on the academic calendar do not count in the fourteen (14) consecutive calendar days; however, Saturdays, Sundays and legal holidays count during an academic term.

Note: Just logging into the LMS will not count toward attendance requirement

Technology Requirements

For all virtual and online classes, students should be prepared to use their computer, have a strong connection to their internet, and have camera and speaker capabilities for meeting with instructors, participating in live communications, and participating in the guided instructional courses that are fully online.

Technology Specification Recommendations
ADRA recommends the following specifications for both students and faculty for course work.

	Minimum Specifications	Recommended Specifications
PROCESSOR	Intel i5 or equivalent AMD	Intel i5, equivalent AMD or greater processor
MEMORY	8 GB RAM minimum	16 GB RAM

STORAGE	500 GB solid state (SSD) minimum	1 TB solid state (SSD) hard drive or larger
WEB CAMERA & MIC	✓	✓
NETWORK	10/100/1000 BASE-T Ethernet	10/100/1000 BASE-T Ethernet
WIRELESS	802.11 g/n dual band (2.4/5.0 GHz)	802.11 g/n dual band (2.4/5.0 GHz)
OPERATING SYSTEM	Windows 11 Professional / MacOS	Windows 11 Professional / MacOS

Standards of Academic Progress

All students must meet ADRA's Standards of Satisfactory Academic Progress (SAP) policy to stay enrolled as a student. SAP is determined by measuring both a student's cumulative grade point average (CGPA) and the student's rate of progress toward completion of their academic program. Below are the minimum standards of SAP that students must meet. ADRA requires that all courses be successfully completed in order to receive a Certificate of Completion. A student's academic progress status is reviewed throughout each student's course term, both for CGPA and rate of completion, and it is reported on student's transcripts.

Students must demonstrate satisfactory academic progress by meeting ADRA's standards identified below:

1. **Maximum Allowable Timeframe**

All students must complete their program in a period not exceeding 1.5 times the normal length of the program. For example, a student may only be allowed to attempt no more than 60 clock hours for a program that requires completion of 40 clock hours (1.5 x 40). A student will fail to meet this SAP requirement at the point in which the student cannot complete the program within this boundary (150% of the timeframe). No matter the payment method, students who cannot meet this requirements within the specified time frame will be dismissed with or without warning.

2. **Completion Rate**

Students must complete their programs within the allotted time provided for program access for online courses. The calculation rate is the percentage of attempted credits that are successfully earned. For example, a course with 180 day access must be completed within that time period to meet the completion rate.

3. **Cumulative GPA**

A cumulative grade point average (CGPA) summarizes a student's academic performance using the highest grade earned in each course within their enrolled programs. The CGPA is also used to determine the student's academic standing. To compute the CGPA, the grade for each course is first converted to a grade point value (GPA Value as noted under Grading Scale) and multiplied by the number of credits designated for the course to determine quality points earned. Quality points are displayed on the transcript for each course as QP. To determine the CGPA, the sum of all QP earned is divided by the total number of credits attempted. Repeated and Incomplete Courses marked "R" and "I" are not used in computing a grade point average.

Academic Standing

All students will be evaluated for academic standing at every quarter of the clock hours required for each specified program student's are enrolled based on the following criteria:

- Each student must maintain at least a CGPA of 2.0 or above to remain enrolled and be in "good academic standing" at each evaluation point (quarter) of the course established clock hours. For example, a program that is 40 clock hours would be evaluated every 10 hours. To maintain good academic standing, each student must maintain at least a 2.0 CGPA at each evaluation period for the full length of the required hours. Students may be permitted to retake a course, to which the passing grade on the retaken course would replace the original failed.
- If a student's CGPA is less than 2.0 at the first evaluation quarter, the student would not meet the minimum requirement to be in good standing and may be placed on warning.
- Within each evaluation period, the student must have at least 70% attendance.
- If a student is not meeting the minimum requirements of SAP for CGPA or attendance upon the next evaluation quarter (50%) of a programs clock hours, the student will be required to meet with an Academic Advisor.

Academic Warnings

Students who fail to maintain a status of good academic standing are placed on academic warning. Students must show progress to be in compliance of the minimum requirements for good standing by the next evaluation quarter in order to be considered back in good standing.

Academic Dismissal

A student may be dismissed from an academic program if one of the following apply:

- Students who do not attend the initial class meeting or complete the first assignment in web-based courses.
- Student fails to communicate with Instructor or Academic Advisor regarding their academic progress
- The student has exceeded the maximum allowable timeframe for their enrolled course.
- The student has failed to meet the requirements of academic progress
- The student has committed an academic or professional misconduct in violation of the *Conduct Policy and/or Academic Integrity Policy* described within this document.
- Students who fail to maintain satisfactory academic progress (SAP) may be subject to dismissal.
- Failure to pay tuition and fees by the specified deadlines may result in dismissal.

Grading System

Grades are pass/fail, with a minimum of 70% required to pass. Interim grades include "R" and "I," while final grades without credit include "W" and "X."

ADRA's Grading System

Grade	Scale	Grade Point Value
PASS	90-100	4.0
PASS	80-89	3.0
PASS	70-79	2.0
FAIL	60-69	1.0
FAIL	Below 60	0
I	Incomplete	
R	Repeated Course	
W	Drop/Withdrawal	0
X	No Attendance, Unofficial Withdrawal	0

Incompletes

A student may request an incomplete from their instructor if they meet all of the following criteria:

- The student is unable to complete their course work due to a circumstance beyond their control. Documentation is required.
- Student's grade must be 70% or above at the time the incomplete was requested.

When granted:

- The student will have no more than 14 days following the last day of the course access to complete their work.
- No penalty will be assessed on these assignments.
- At the end of the 14 days, the grade will change from I to the grade earned.
- If a student fails to complete the terms for the Incomplete, the student's "I" will revert to the grade earned prior to the incomplete status.
- "I" grades will be given the same weight as "FAIL" in calculating SAP until the "I" grade is replaced.

Withdrawals

Students who withdrew from a course or were dropped from a course by their instructor will be given a grade of "W". There is no credit awarded for a withdrawal or drop. This grade is included in the completion rate and evaluation of SAP.

Students who were unofficially withdrawn from their course or have no Attendance will be given a grade of "X". There is no credit awarded for a withdrawal or drop. This grade is included in the completion rate and evaluation of SAP.

Repeated Course

Students may be permitted to repeat a course by their instructor to meet the minimum requirements of SAP. Only the highest grade earned is applied to the calculation of CGPA. A record of the repeated course remains on the transcript, with the notation "R". Credit for the same course is only awarded once.

Transfer of Course Credits

ADRA does not accept the transfer of outside credits to be applied to enrolled programs.

ADRA cannot guarantee that courses or credit will be accepted for transfer elsewhere. It is the students' responsibility to confirm their credit needs and transferability of courses or credits at another institution before registration of ADRA programs.

Upon successful completion of ADRA's programs, students will receive a Certificate of Completion. Some programs include a Certificate that is IACET accredited with Continuing Education Units (CEU). CEUs are transferable for additional credit at the discretion of the organization or institution the student works for or takes classes from, however ADRA does not provide the service of transferring credits. From IACET, "it is strongly advised that individuals and/or organizations confirm in advance if a particular body accepts IACET CEUs before taking a particular training course."

Final Examinations

Students are expected to take exams at scheduled times unless an exception is granted by the course instructor or Registrar.

REGISTRAR'S OFFICE

The Registrar's Office handles enrollment, academic records, and graduation procedures. Students should contact the Registrar's Office for assistance with registration, transcripts, and other academic services. Email the registrar at registrar@adraceu.com.

Request Duplicate Certificate

Students who lose or damage their certificate can request a duplicate. The request must be submitted to the Registrar's Office.

Change or Correction of Name: Replacement Certificate

Students who need to change or correct their name on their certificate must submit a request with supporting documentation to the Registrar's Office, along with the required fee.

Transcript Requests

Students must fill out the Transcript Request Form along with the required fee to ADRA's Registrar. Transcripts will not be issued to any student who has an outstanding obligation to ADRA.

STUDENT CODE OF CONDUCT

Students are expected to adhere to the highest standards of academic integrity and personal behavior. Students are required to adhere to all policies set forth by ADRA. This includes maintaining a high standard of conduct both on and off campus and in online environments. Violations of the Code of Conduct and Academic Integrity Policy, including plagiarism, cheating, and disruptive behavior, are subject to disciplinary action. The rules of

conduct apply to all students enrolled at ADRA, regardless of their location or mode of study. Students have the right to assistance, protection, and the privileges afforded to them by ADRA. They are also expected to respect the rights and privileges of others within the ADRA community.

Professional Conduct

ADRA expects students to dress appropriately and maintain a professional appearance. Students are expected to conduct themselves professionally for all interactions including with faculty, staff, and fellow students. Students are expected to uphold ADRA's standards of conduct outside the classroom and online.

Moral Character

Students are expected to demonstrate integrity, honesty, and respect in all their dealings within the ADRA community.

Personal Discipline

Students should maintain self-discipline and control, refraining from actions that disrupt the learning environment or harm others.

Policy and Guidelines on Sexual Harassment

ADRA is committed to providing a safe and respectful environment free from sexual harassment. Sexual harassment is prohibited and will not be tolerated. ADRA will take prompt and appropriate action to address any incidents. Sexual harassment includes any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. The policy applies to all students, faculty, and staff of ADRA. Individuals found guilty of sexual harassment will be held accountable and face disciplinary measures, including termination of employment or expulsion from the Academy. All discrimination or sexual harassment matters should be brought immediately to the attention of the President.

Complaints regarding student conduct can be filed with the Registrar's Office. Complaints should be detailed and supported by evidence.

Non-Academic Offenses

Non-academic offenses include, but are not limited to, harassment, theft, vandalism, and substance abuse. Penalties vary based on the nature and severity of the offense.

Disciplinary Action

Violations of ADRA's code of conduct may result in disciplinary action. Disciplinary measures can include warnings, probation, suspension, or expulsion, depending on the severity of the offense. Students accused of violating the code of conduct are entitled to due process. This includes a fair hearing, the right to present evidence, and the right to appeal decisions.

Appealing for Reinstatement Procedure:

- **Notice of Dismissal:** Students will receive a written notice of dismissal, including the reasons for dismissal and the effective date.
- **Right to Appeal:** Reinstatement is not guaranteed and is subject to review. Reinstatement Appeals must be submitted in writing to the Registrar's Office within ten (10) calendar days of receiving the notice of dismissal. Students must submit Application to the Registrar's Office, along with a statement explaining the reasons for their dismissal and the steps they have taken to address the issues.
- **Appeal Review:** Appeals are reviewed by an Ad Hoc Committee, appointed by the President. The committee will consider the student's explanation and any supporting documentation. The committee may require additional documentation or an interview with the student.
- **Final Decision:** The committee's decision on the appeal is final. Students will be notified of the decision in writing. Reinstated students may be subject to probationary conditions to ensure they meet academic and behavioral standards. Students who have been dismissed may reapply for reinstatement after 6 months of the decision.

STUDENT'S RIGHTS AND RESPONSIBILITIES

Student's Right to Appeal

Students have a right to appeal ADRA decisions made following the grievance procedures for disciplinary action, incomplete grades, expulsion, and denial of enrollment. Students may submit a written appeal following the grievance to have the decision reconsidered within (10) days of the decision notification. Upon review, any decision made after is final.

Academic Records Policy

Student academic records, transcripts, applications, and records will not be released without written consent from the student. Student Transcripts are kept electronically indefinitely to ensure a clear record of student's completion of clock hours. All other student academic records, including acceptance, financial transactions, and admission applications are kept electronically for five years. Student Records are full under the responsibility and maintenance of ADRA's Registrar. To request access to students' records, credits, certificates, or transcript, students must submit a request to the Registrar's Office on ADRA's Website. Transcripts are available for student access as long as there is no outstanding balance on their account.

Alternative Dispute Resolution Academy maintains student records during and after a student's enrollment and follows all components of the Family Education Rights and Privacy Act (FERPA). ADRA does not permit access to or release of confidential information to any individual or agency without the written consent of the student, except for the following reasons:

- Records required by ADRA Administration within the alignment of their job requirements
- Accrediting Agencies
- Parents of dependent children as defined in the internal revenue code of 1954
- Other educational institutions upon request of transcripts for students seeking enrollment at that institution
- In connection with the award of federal student aid

- In response to legal court orders

Grievance Procedure

ADRA works to settle academic and non-academic complaints as soon as possible. To ensure a prompt procedure, students must submit a complaint as soon as the event occurs, or when they become aware of an issue, and no more than 30 days after the event occurred. ADRA's grievance and complaint procedure has two stages, identified below:

> **Filing a Complaint with ADRA:** In the event a complaint cannot be resolved informally, the student may file a written complaint to the ADRA Administrative Office, to be followed by a written response and filing, containing the name of the complainant, date of filing, description of the grievance, and the relief/resolution sought by the complainant from the Administrative Office to the Director and President. Within 30 days of receiving the filed complaint and unless the situation requires additional investigation, ADRA's Director will provide a written response to the complainant. Students will not be subjected to adverse treatment or actions by any ADRA officials due to initiating a complaint. All discrimination or harassment matters should be brought immediately to the attention of the Director.

Nondiscrimination and Harassment Policy

ADRA is an Equal Opportunity/Affirmative Action institution. It does not discriminate based on race, gender, national origin, sex, religion, age, or disability in employment or in the provision of any program or activity. Unlawful Harassment on these basis is prohibited by ADRA. Students must report any evidence of discrimination and harassment to the Director immediately.

Information Security Policy

Alternative Dispute Resolution Academy acknowledges its obligation to ensure appropriate security for information systems in its domain of ownership and control. Furthermore, the Academy recognizes its responsibility to promote security awareness among the members of the Alternative Dispute Resolution Academy community. This policy establishes the general principles of information security that will be applied throughout the Academy. ADRA's Information Security Policy is applicable to all students, faculty, staff, and any others granted use of ADRA information resources. Every user of ADRA's information resource has a responsibility to protect these assets.

Information security refers to all Academy information resources whether individually controlled or shared, stand-alone, or networked. It applies to all computer and communication facilities owned, leased, operated, or contracted by the Academy. This includes all networked devices, including but not limited to personal digital assistants, cell phones, personal computers, workstations, minicomputers, other wireless devices such as iPads, and any associated peripherals and software, regardless of whether used for administration, research, teaching or other purposes.

Safeguarding information and information systems is essential to preserving the ability of the Academy to perform its mission and meet its responsibilities to students, faculty, staff, and the citizens whom it serves. State and federal statutes, rules, and regulations, Academy policies and other explicit agreements also mandate the security of

information and information systems. Failure to protect the Academy's information technology assets could have financial, legal, and ethical ramifications.

Information security is critical to the interests of the Academy and the many constituencies it serves. The following list provides some of the objectives of information security at Alternative Dispute Resolution Academy. This list is representative and is not meant to suggest the full range of objectives of the Academy's information security policy or program.

- Support and maintain the ongoing functions of the Academy. As an increasing percentage of the Academy's functions are handled electronically, and with the rigorous nature of the block plan, it is critical that information and information systems be protected so the Academy can operate without interruption.
- Protect Academy assets. The Academy is in possession of many assets including intellectual property, research and instructional data systems, as well as physical assets. Loss of these assets could have a significant financial impact as well as major negative impact on critical research and instructional programs.
- Safeguard the privacy of individuals and information. With the increasing risk of identity fraud and other potential misuses of personal information, it is paramount that the Academy safeguard personal information entrusted to its stewardship.
- Safeguard financial transactions and electronic communications. The Academy is the custodian of financial records and transactions; safeguarding these records is critical to maintaining trust relationships essential to our business function. Electronic communication is governed by the Acceptable Use Policy.
- Protect the integrity and reputation of the institution. Security breaches reflect negatively on the capability of the Academy to manage entrusted resources. In addition, security breaches could result in the potential for criminal or civil action.
- Prevent the use of Academy systems for malicious acts. The open nature of the Academy and the desire to provide ease of access to a large and diverse group of constituents makes us a target for unauthorized users to utilize Academy resources inappropriately. The Academy must prevent the use of Alternative Dispute Resolution Academy systems and infrastructure for malicious acts against its own systems as well as attacks against other individuals and organizations.
- Comply with state and federal laws. State and federal laws and regulations require the Academy to take reasonable steps to ensure the security of the data (FERPA, HIPPA, GLBA). Failure to safeguard this information could result in the legal action or cause the Academy to lose its ability to offer services.

Responsibility and Accountability

The Academy controls internal access by segregating the entities gaining access, approving access, and provisioning access. Access is eliminated when an entity separates from the Academy.

The Academy's Chief Technology Officer (CTO) has overall responsibility for the security of the Academy's information technologies. Implementation of security policies is delegated throughout the Academy to various Academy services, departments and other units; and to individual users of campus information resources.

Academy Services

Various officers within the Academy have the primary responsibility and authority to ensure Alternative Dispute Resolution Academy meets external and internal requirements for intellectual property, research and institutional data, privacy and security of confidential and business information. Multiple departments are responsible for general security. These individuals or departments are responsible for assisting in the development of Academy information security policies, standards, and best practices in their areas of responsibility.

They are also responsible for advising departments and individuals in security practices related to areas they oversee, as follows:

- Personnel information and confidentiality – Human Resources
- Student information and confidentiality - Registrar
- Financial information and transactions – Registrar
- Infrastructure, communication, and systems security and audit - IT
- Legal Issues – Director
- Alumni and Community Information – Outreach and Registrar
- Other information - IT

Data Management

Students, faculty, and staff who use personally owned systems to access Academy resources are responsible for the security of their personally-owned computers and other network devices and are subject to the following: the provisions of the Academy's security policies, standards and guidelines for best practices for users of Academy computing and network facilities as well as all other laws, regulations, or policies directed at the individual users.

- You may not access or use, or attempt to access or use, any computer accounts other than your own assigned account or any computer system for which you have not been granted access. In other words, users should use only their own files, those that have been designated as public, or those that have been made available to them with the knowledge and consent of the owner. The Academy's Academic Integrity and its prohibitions against plagiarism and cheating, among other things, applies to student use of any files and information obtained on CC's computing resources used in the preparation of academic coursework.
- Users may not access computers, software, data or information, or networks without proper authorization, regardless of whether any damage is done or whether the computer, software, data, information, or network in question is owned by the Academy.

Violation of Information Security

Failure to comply with these policies may result in loss of computing privileges and/or disciplinary action, up to and including termination. Examples of noncompliance include, but are not limited to:

- Inappropriately accessing and/or using Academy data.

- No person may store or use programs on Academy-owned systems that violate or hamper another person's use of computing resources. Examples of such programs are ones that attempt to obtain another user's password, acquire another user's files, circumvent system security measures, or crash the computer system.

Privacy Policy

ADRA is committed to protecting the privacy of student information. ADRA does not release student information to third parties without consent.

STUDENT SUPPORT SERVICES

Executive and Administrative Staff

President and Director: Guno Ritfeld, J.D. LL. M.

Student Support and Program Specialist: Theresa Tran

Academic Advisor: Dr. Sara Hoefler, Ed.D.

Chief Technology Officer: Rupal Kumar

IT Specialist: Guno Ritfeld J.D. LL. M.

Information Security Officer: Guno Ritfeld J.D. LL. M.

Vice President of Workforce Curriculum Development: Dr. Phuong Le Callaway, Ph.D.

Instructors

A full list of instructors and their qualifications can be found on the Academy staff page. ADRA ensures and encourages communication with Faculty outside of designated class structure. ADRA Instructors are available through email, which will be provided to all registered students upon the start of their program. Once registered, students are also able to message their instructor directly through ADRA's Learning Management System (LMS). **Open office hours are during ADRA's business hours, 10am-4pm EST Monday-Friday.**

Technology Support

For any issues with ADRA's Learning Management System, ADRA's Website, or an ADRA Instructor-led zoom, support is available via phone, email, or in-person consultation. Email info@adraceu.com or call **703-584-5504** for immediate assistance.

E-Library

Students will be provided with all necessary information and resources to complete their courses successfully. For programs through Cengage, students will be provided with Cengage access to purchase their instructional materials, and will have access to Cengage's resources for the duration of their course. For non-Cengage courses, all materials will be provided by ADRA to students upon registration.

Career Advising

ADRA does not guarantee job placement after completion of courses. Career Advising services is provided through workshops hosted by ADRA throughout the year, including resume writing, interview preparation, and career planning. Students may register for these workshops as they are scheduled.

Academic Advising

Academic Advisors are available to help students plan their schedule, meet course requirements, and address academic concerns. Academic Advising is required for any student not meeting SAP and may also be requested by enrolled students at any time.

FINANCIAL INFORMATION

Tuition for each ADRA programs is disclosed within the description of all ADRA programs within this document and on ADRA's website. Tuition is due before the beginning of classes, with various payment methods accepted.

Fees Applicable to All Students

Type	Amount
Transcript Fee	$15
Certificate Information Change Fee	$12
Returned Check/Declined Card Fee	$25

Tuition Refund Policy

Students who drop a course within the first ten (10) days of the start date are eligible for a full refund of tuition and fees. Refunds are processed within 2-4 weeks after the 10-day drop period upon registration of courses. Refunds can be issued to the original payment method or as a check mailed to the student's address on file. Students may choose between a credit card refund (if the original payment was made by credit card) or a paper check sent via U.S Mail.

Following the ten (10) day drop period students have to receive a full refund, less a nonrefundable fee not to exceed $100, student applicants may cancel their enrollment agreement, by written notice, at any time prior to the first class day of the session for which application was made. When cancellation is requested under these circumstances, ADRA will refund all tuition paid by the student, less a maximum tuition fee of 15% of the stated costs of the course or program or $100, whichever is less.

Tuition refunds requested after the beginning of the first class meeting time or within the first week of an online class and before the second class meeting or before the second week of an online class shall be refunded 100%, less the $50 withdrawal fee.

Tuition refunds requested after the beginning of the second class meeting time or in the 2nd week of an online class and before the midpoint of the course shall be refunded in proportion to the calendar time remaining in the course, less a $50 withdrawal fee, according to the refund chart at the end of this section. Students may not withdraw after the midpoint of the course.

All students dropping or withdrawing from courses after the start date and time will be assessed a $50.00 fee in addition to the refund percentage. Also, all withdrawals and drops require written statement to ADRA Registrar registrar@adraceu.com. The date a student officially notifies ADRA of the withdrawal is the official date used to determine tuition refund amount. The withdrawal date for the purpose of calculating a refund is always the student's last day of attendance. Any overpayments will be refunded to the student within 30 days of the withdrawal date. Students who do not attend the initial class meeting or complete the first assignment in web-based courses may be administratively dropped. Students will be notified of an administrative drop via their ADRA email account.

Withdrawal from Course	Amount of Tuition Refund*
Completed 25% of the required course clock hours	75% refund
Completed more than 25% but less than 50% of the required course clock hours	50% Refund
Completed more than 50% but less than 75% required course clock hours	25% Refund
Completed more than 75% of the required course clock hours	No refund will be provided

*Excluding all mandatory fees

Financial Aid

ADRA does not currently offer financial aid services for students at this time. Students who are eligible for tuition reimbursement through their employer, Army Ignited, or other funding sources must provide documentation confirming their eligibility. Reimbursement requests are processed within 2-4 weeks after all required documentation is received. Tuition reimbursement is subject to the policies of the funding source. ADRA is not responsible for any decisions made by the funding source regarding reimbursement amounts or eligibility.

Tuition Reimbursement Policy

Students who are eligible for tuition reimbursement through their employer or other funding sources must provide documentation confirming their eligibility.

To apply for tuition reimbursement, students must submit a completed Tuition Reimbursement Form along with supporting documentation to the Registrar's Office.

Reimbursement requests are processed within 2-4 weeks after all required documents are received. Students will be notified of the status of their reimbursement request via email.

Tuition reimbursement is subject to the policies of the funding source. ADRA is not responsible for any decisions made by the funding source regarding reimbursement amounts or eligibility.