

University of Phoenix - Prior Learning Assessment - Corporate Articulation

PROGRESSIVE CASUALTY INSURANCE



Credit Recommendation Guide (CRG)

The following courses have been evaluated by Corporate Articulation to potentially fulfill General Education or Elective credits for an Undergraduate Degree. In order to receive any of the credits recommended below, students should submit supporting documents to Prior Learning Assessment. For more information on PLA visit: ecampus.phoenix.edu/pla or contact the department toll free at 866-440-4707.

*NOTE: Fees are applicable for credits evaluated.

PLA will not award credit for certifications or coursework that duplicates the content of credits earned through PLA, transfer credit, National Testing Program credit or University of Phoenix.

Clock hour to semester credit hour conversions are made based on current academic standards as outlined in the academic policy of the University.

University of Phoenix Equivalency: (General Education or Elective category to which credit can be applied)

Combinable: Courses may only be combined with courses of similar content, modality and General Education/Elective areas.

Non-Academic: Lack of college level theory and/or principle necessary for credit recognition. Company specific and skill-based training.

Too Few Hours: Courses/training that cannot receive credit because they are less than 1 hour total in length. Similar content in a 1(+) hour timeframe may be eligible for credit.

Applicable Hours: Indicates the total amount of actual learning time. Any breaks or lunch time included in the initial clock hours have been removed.

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
CCQ356	FIRE & THEFT FOR MANAGERS	CLASSROOM	01/2009-12/2009	12 HOURS	12	0.5	INTERDISCIPLINARY/ELECTIVE
CCQ271	INCREASING HUMAN EFFECTIVENESS	CLASSROOM	01/2009-12/2009	16 HOURS	16	1	INTERDISCIPLINARY/ELECTIVE
CCQ336	ADAPTIVE LEADERSHIP	CLASSROOM	01/2007-12/2009	3.5 HOURS	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CCQ078	CLAIMS SUPERVISOR 1 (AKA CLAIMS BRANCH MANAGER 1)	CLASSROOM	01/1999-12/2009	24 HOURS	24	1.5	INTERDISCIPLINARY/ELECTIVE
CCQ079	CLAIMS SUPERVISOR 2 (AKA CLAIMS BRANCH MANAGER 2)	CLASSROOM	01/2001-12/2009	24 HOURS	24	1.5	INTERDISCIPLINARY/ELECTIVE
CCQ049	CLAIMS FUNDAMENTALS	CLASSROOM	01/2002-12/2009	24 HOURS	0	0	NON-ACADEMIC
CCQ326	LEADERSHIP BY DESIGN	CLASSROOM	01/2008-12/2009	24 HOURS	24	1.5	INTERDISCIPLINARY/ELECTIVE
CC1324	MRR SUPERVISOR TRAINING (AKA NETWORK SUPERVISOR TRAINING)	CLASSROOM	01/2004-12/2009	16 HOURS	16	1	INTERDISCIPLINARY/ELECTIVE

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CCQ197	PHASE 5- FOUNDATIONAL LEADERSHIP	CLASSROOM	01/2007-12/2009	28 HOURS	0	0	NON-ACADEMIC
CCQ072	PCA CASUALTY LEADERSHIP	SELF-PACED	01/2008-12/2009	7 HOURS	0	0	NON-ACADEMIC
CCQ084	SERVICE CENTER SITE LEADERSHIP	CLASSROOM	01/2005-12/2009	16 HOURS	0	0	NON-ACADEMIC
CCQ223	PHASE 7-STRATEGIC LEADERSHIP	CLASSROOM	01/2007-12/2009	12 HOURS	12	0.5	INTERDISCIPLINARY/ELECTIVE
CCQ234	PHASE 9- INFLUENTIAL COMMUNICATION	CLASSROOM	01/2007-12/2009	20 HOURS	20	1	COMMUNICATION ARTS
PD0105	ADVANCED FACILITATING	CLASSROOM	01/2003-12/2009	24 HOURS	24	1.5	INTERDISCIPLINARY/ELECTIVE
PD0002	ADVANCED HR CONSULTING SKILLS	CLASSROOM	01/2003-12/2009	16 HOURS	16	1	INTERDISCIPLINARY/ELECTIVE
PD0003	BNG PLUS	CLASSROOM	01/2003-12/2003	20 HOURS	20	1	INTERDISCIPLINARY/ELECTIVE
PD0007	BNG PLUS FACILITATOR TRAINING	CLASSROOM	01/2003-12/2003	5 HOURS	5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
PD0183	BUILDING STRATEGIC RELATIONSHIPS	CLASSROOM	01/2006-12/2009	8 HOURS	5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
PD0013	CIVIL TREATMENT	CLASSROOM	01/2001-12/2004	24 HOURS	0	0	NON-ACADEMIC
PD0143	COACHING WORKSHOP	CLASSROOM	01/2005-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0194	DELIVERING TOUGH MESSAGES	SELF-PACED	01/2007-12/2009	2.5 HOURS	2.5	COMBINABLE	COMMUNICATION ARTS
PD0029	DEV POLICIES, PROCEDURES & DOCS	CLASSROOM	01/2000-12/2009	24 HOURS	0	0	NON-ACADEMIC
PD0197	DOCUMENTATION FOR MANAGERS	CLASSROOM	01/2007-12/2009	4 HOURS	0	0	NON-ACADEMIC
PD0006	EFFECTIVE CLASSROOM INSTRUCTION	CLASSROOM	01/2003-12/2003	24 HOURS	24	1.5	INTERDISCIPLINARY/ELECTIVE
PD0145	ELEMENTS OF HR	SELF-PACED	01/2004-12/2004	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
PD0111	ELEMENTS OF INSURANCE	CLASSROOM	01/2004-12/2009	8 HOURS	0	0	NON-ACADEMIC
PD0144	ELEMENTS OF PROGRESSIVE WBT	CLASSROOM	01/2004-12/2009	1 HOUR	0	0	NON-ACADEMIC
PD0031	ESSENTIAL FACILITATION	CLASSROOM	01/2001-12/2009	24 HOURS	24	1.5	INTERDISCIPLINARY/ELECTIVE

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PD0133	ESSENTIAL FACILITATION CLINIC- CHALLENGING MEETING SITUATIONS	CLASSROOM	01/2004-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0191	ESSENTIAL FACILITATION CLINIC- COLLABORATIVE DECISION MAKING	CLASSROOM	01/2006-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0134	ESSENTIAL FACILITATION CLINIC- COLLABORATIVE PROBLEM SOLVING	CLASSROOM	01/2004-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0130	ESSENTIAL FACILITATION CLINIC- DESIGNING A SERIES OF MEETINGS	CLASSROOM	01/2004-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0217	ESSENTIAL FACILITATION CLINIC- DETAILED AGENDA DESIGN	CLASSROOM	01/2007-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0132	ESSENTIAL FACILITATION CLINIC- DIFFICULT CONVERSATIONS	CLASSROOM	01/2004-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0131	ESSENTIAL FACILITATION CLINIC- GROUP DYNAMICS	CLASSROOM	01/2004-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0192	ESSENTIAL FACILITATION CLINIC- LEADER/MANAGER	CLASSROOM	01/2006-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0218	ESSENTIAL FACILITATION CLINIC- PROBLEM SOLVING STYLES	CLASSROOM	01/2007-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0162	ESSENTIAL FACILITATION CLINIC- RESOLVING CONFLICT	CLASSROOM	01/2005-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0152	GETTING THINGS DONE	CLASSROOM	01/2005-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0219	GTD WITH LOTUS NOTES	CLASSROOM	01/2007-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0001	HR CONSULTING SKILLS	CLASSROOM	01/2003-12/2003	16 HOURS	16	1	INTERDISCIPLINARY/ELECTIVE
PD0147	HR DATA ANALYSIS	CLASSROOM/ SELF-PACED	01/2005-12/2009	14 / 2 HOURS	15	1	INTERDISCIPLINARY/ELECTIVE
PD0123	HR PROBLEM SOLVING ROUNDTABLE	CLASSROOM	01/2004-12/2009	3 HOURS	0	0	NON-ACADEMIC
PD0195	IDP WORKSHOP	CLASSROOM/ SELF-PACED	01/2007-12/2009	4 /4 HOURS	6	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
PD0200	INTERVIEWING SKILLS WORKSHOP	CLASSROOM	01/2007-12/2009	3 HOURS	0	0	NON-ACADEMIC
PD0053	LEGAL RECORD	CLASSROOM	01/2003-12/2003	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0012	MASTERFUL TRAINER	CLASSROOM	01/2001-12/2009	24 HOURS	24	1.5	INTERDISCIPLINARY/ELECTIVE
PD0032	MHP1 TRAIN THE TRAINER	CLASSROOM	01/2001-12/2009	32 HOURS	32	2	INTERDISCIPLINARY/ELECTIVE

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PD0103	MHP1: LEADERSHIP FUNDAMENTALS	CLASSROOM	01/2001-12/2009	32 HOURS	32	2	INTERDISCIPLINARY/ELECTIVE
PD0016	MHP2: THE MANAGER'S ROLE	CLASSROOM	01/2001-12/2009	24 HOURS	24	1.5	INTERDISCIPLINARY/ELECTIVE
PD0017	MHP3: RESULTS-BASED LEADERSHIP	CLASSROOM	01/2000-12/2009	24 HOURS	24	1.5	INTERDISCIPLINARY/ELECTIVE
PD0168	PAVING THE WAY FOR NEW HIRES	CLASSROOM	01/2006-12/2009	8 HOURS	0	0	NON-ACADEMIC
PD0170	PERFORMANCE MANAGEMENT - HR ONLY	CLASSROOM	01/2006-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0004	PRESENTING FOR ACTION	CLASSROOM	01/2003-12/2009	24 HOURS	0	0	NON-ACADEMIC
PD0039	PROJECT MGMT FUNDAMENTALS	CLASSROOM	01/2002-12/2009	16 HOURS	16	1	INTERDISCIPLINARY/ELECTIVE
PD0114	TAKING THE HIGH ROAD - ROLLOUT	CLASSROOM	01/2004-12/2009	2 HOURS	0	0	NON-ACADEMIC
PD0113	TAKING THE HIGH ROAD- TTT	CLASSROOM	01/2004-12/2009	16 HOURS	0	0	NON-ACADEMIC
PD0115	TAKING THE HIGH ROAD - EMPLOYEES	CLASSROOM	01/2004-12/2009	4 HOURS	0	0	NON-ACADEMIC
PD0116	TAKING THE HIGH ROAD - MANAGERS	CLASSROOM	01/2004-12/2009	8 HOURS	0	0	NON-ACADEMIC
PD0008	TARGETED SELECTION	CLASSROOM	01/2000-12/2009	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD009	TARGETED SELECTION TTT	CLASSROOM	01/2000-12/2009	32 HOURS	32	2	INTERDISCIPLINARY/ELECTIVE
PD0034	TIME MANAGEMENT	CLASSROOM	01/2003-12/2003	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
PD0241	TS PREVIEW	CLASSROOM	01/2009-12/2009	8 HOURS	0	0	NON-ACADEMIC
PD0005	WRITING FOR ACTION	CLASSROOM	01/2000-12/2009	16 HOURS	16	1	COMMUNICATION ARTS
IT1045	AGILE IMMERSION	CLASSROOM	07/2004-10/2008	16 HOURS	13.5	0.5	INTERDISCIPLINARY/ELECTIVE
IT1323	APPLYING SHAREPOINT2007	CLASSROOM	12/2010-12/2010	8 HOURS	6.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
IT0553	POLICY COVERAGES	CLASSROOM	10/2001-12/2010	4 HOURS	0	0	NON-ACADEMIC
IT1066	PROJECT MANAGEMENT FOR PROJECT MANAGERS	CLASSROOM	07/2002-12/2010	24 HOURS	19.5	1	INTERDISCIPLINARY/ELECTIVE

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IT1216	QA COMMON BODY OF KNOWLEDGE	CLASSROOM	07/2007-02/2010	16 HOURS	0	0	NON-ACADEMIC
IT1254	TEST DRIVEN DEVELOPMENT INTRODUCTION	CLASSROOM	04/2008-12/2009	8 HOURS	6.5	COMBINABLE	SCIENCE TECHNOLOGY
IT1196	DATA CENTER CONNECTIVITY	CLASSROOM	10/2006-08/2009	3 HOURS	0	0	NON-ACADEMIC
IT1386	HMC OVERVIEW	CLASSROOM	06/2008-08/2009	3 HOURS	3	COMBINABLE	SCIENCE TECHNOLOGY
IT1186	HOSTED IVRS	CLASSROOM	10/2006-12/2010	8 HOURS	0	0	NON-ACADEMIC
IT1183	ICM AND TALK TO ME	CLASSROOM	09/2006-12/2010	8 HOURS	6.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
IT1351	IDP COLLOQUIUM	CLASSROOM	09/2007-10/2008	3.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
IT1235	SERVER VIRTUALIZATION	CLASSROOM	01/2008-09/2009	4 HOURS	3.75	3.75	SCIENCE TECHNOLOGY
IT0335	TELECOM FUNDAMENTALS	CLASSROOM	05/2005-07/2009	16 HOURS	13	0.5	SCIENCE TECHNOLOGY
EL0634	ETG SYS 9000 (GEN. USERS) WBT	SELF-PACED	10/2008-12/2010	2 HOURS	0	0	NON-ACADEMIC
EL0635	ETG SYSTEM 9000 MGR-AUTHOR WBT	SELF-PACED	10/2008-12/2010	2 HOURS	0	0	NON-ACADEMIC
EL0301	IT ISO 9001-2000 OVERVIEW	SELF-PACED	02/2008-12/2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
EL1341	INTRODUCTION TO NETWORKING	SELF-PACED	02/2007-12/2010	3 HOURS	3	COMBINABLE	SCIENCE TECHNOLOGY
EL0299	OO PROGRAMMING FUNDAMENTALS	SELF-PACED	03/2008-12/2010	1.5 HOURS	1.5	COMBINABLE	SCIENCE TECHNOLOGY
EL0350	XML OVERVIEW (WBT)	SELF-PACED	12/2004-12/2010	1 HOUR	1	COMBINABLE	SCIENCE TECHNOLOGY
<p>*NOTE - COURSE WORK LISTED BELOW WITH AN ASTERISK INDICATE DUPLICATION OCCURRING IN CONTENT. STUDENTS WILL ONLY POTENTIALLY EARN CREDIT ONCE FOR THOSE COURSES.</p>							
CA0240	ASKING FOR THE SALE AND BINDING	CLASSROOM	01/2009-12/2009	11.5 HOURS	9.67	0.5	INTERDISCIPLINARY/ ELECTIVE
CA0214	6.0 LITE	SELF-PACED	01/2009-12/2009	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
CA0148	A TRIP AROUND PDKD	CLASSROOM	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
CA0161	ACQUISITION FOLLOW UP TRAINING	CLASSROOM	01/2009-12/2009	7.5 HOURS	0	0	NON-ACADEMIC

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CA0160	ACQUISITION NEW BUSINESS AND FOLLOW UP	CLASSROOM	01/2009-12/2009	40 HOURS	0	0	NON-ACADEMIC
	ACQUISITION QUOTE & RENEWAL TRAINING	CLASSROOM/LAB	01/2009-12/2009	4.0/ 3.0-4.0	0	0	NON-ACADEMIC
CA0175	ADDITIONAL RELATED COVERAGES (ARC)	CLASSROOM	01/2009-12/2009	3.5 HOURS	3.33	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0187	ANY AUTO	CLASSROOM	01/2009-12/2009	2.5 HOURS	0	0	NON-ACADEMIC
CA0201	ANY AUTO - FLEX	CLASSROOM	01/2009-12/2009	3.5 HOURS	0	0	NON-ACADEMIC
CA0199	ANY AUTO - PROCESSING	CLASSROOM	01/2009-12/2009	3 HOURS	0	0	NON-ACADEMIC
CA0194	ANY AUTO, HIRED AUTO & NON-OWNED TRAINING	CLASSROOM	01/2009-12/2009	4 HOURS	0	0	NON-ACADEMIC
CA0407	AR PENNSYLVANIA PROCESSING	CLASSROOM	01/2009-12/2009	12 HOURS	10.17	0.5	INTERDISCIPLINARY/ELECTIVE
CA0192	ARCHIVING AND RETRIEVAL OF CONTENT	SELF-PACED	01/2009-12/2009	15 MIN	0	0	NON-ACADEMIC
CA0068	BETTER PASSWORD WBT	SELF-PACED	01/2009-12/2009	15 MIN	0	0	NON-ACADEMIC
CA0162	BILLING FOR MAINTENANCE ROLES	CLASSROOM	01/2009-12/2009	3.75 HOURS	0	0	NON-ACADEMIC
CA0136	BTU PHASE II TRAINING	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
CA0107	BUYING SIGNALS	CLASSROOM	01/2009-12/2009	4 HOURS	3.67	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0240	CALL HANDLING AND BASIC SALES SKILLS*	CLASSROOM	01/2009-12/2009	5 HOURS	4.67	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0240	CALL HANDLING*	CLASSROOM	01/2009-12/2009	4 HOURS	3.67	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
*NOTE - STUDENTS WHO COMPLETE "CALL HANDLING" AND "CALL HANDLING AND BASIC SALES SKILLS", WILL ONLY RECEIVE CREDIT FOR THE LAST MENTIONED, AS THE COURSES DUPLICATES IN CONTENT.							
CA0163	CANCELS AND REINSTATES	CLASSROOM	01/2009-12/2009	20 HOURS	0	0	NON-ACADEMIC
CA0050	CAREER QUEST OVERVIEW FOR NEW HIRES	CLASSROOM	01/2009-12/2009	30 MIN	0	0	NON-ACADEMIC
	CAT SCHEDULER WBT	SELF-PACED	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
CA0104	CGS BASICS MODULE I	CLASSROOM	01/2009-12/2009	24 HOURS	19.33	1	INTERDISCIPLINARY/ELECTIVE

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CA0105	CGS BASICS MODULE II	CLASSROOM	01/2009-12/2009	4 HOURS	0	0	NON-ACADEMIC
	CGS BASICS MODULE III - BACKDATE & AS IS	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
CA106	CGS BASICS MODULE III - CANCELS	CLASSROOM	01/2009-12/2009	3 HOURS	2.83	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CGS BASICS MODULE III - FDRS	CLASSROOM	01/2009-12/2009	1.5 HOURS	0	0	NON-ACADEMIC
CA106	CGS BASICS MODULE III - REINSTATES	CLASSROOM	01/2009-12/2009	2 HOURS	1.83	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CGS BASICS MODULE III - SYSTEMS	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
CA0139	CGS: ENRICHING RELATIONSHIPS	CLASSROOM	01/2009-12/2009	6 HOURS	5.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0141	CGS: PRODUCT AND PRICING	CLASSROOM	01/2009-12/2009	3.5 HOURS	0	0	NON-ACADEMIC
CA0207	CGS: UNDERSTANDING OUR EXTERNAL CUSTOMERS*	CLASSROOM	01/2009-12/2009	3.25 HOURS	3.08	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0060	CHALLENGING CALLS: TAKING CARE OF ME, TAKING CARE OF MY CUSTOMER*	CLASSROOM	01/2009-12/2009	8 HOURS	6.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0070	CHANGE MANAGEMENT	CLASSROOM	01/2009-12/2009	2 HOURS	1.83	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	CLAIMS FOLLOW UP FOR PROCESSORS	CLASSROOM/PRACTICAL	01/2009-12/2009	2.5 HOURS / 2.5 HOURS	0	0	NON-ACADEMIC
CA0108	CLOSING THE SALE*	CLASSROOM	01/2009-12/2009	4 HOURS	3.67	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0021	COMMERCIAL POLICY PERMIT SYSTEM	CLASSROOM	01/2009-12/2009	4 HOURS	0	0	NON-ACADEMIC
	COMMERCIAL POLICY PERMIT SYSTEM FOR CSRS AND PROCESSORS	CLASSROOM	01/2009-12/2009	30 MIN	0	0	NON-ACADEMIC
CA0073	CONNECT / OWB OVERVIEW FOR DIRECT NEW HIRE	CLASSROOM	01/2009-12/2009	60 MIN	0	0	NON-ACADEMIC
	CONNECT-OWB INTEGRATION WBT	SELF-PACED	01/2009-12/2009	15-20 MIN	0	0	NON-ACADEMIC
CA0220	CSR (F) NEW BUSINESS PROCESS MODULE	CLASSROOM	01/2009-12/2009	32 HOURS	0	0	NON-ACADEMIC
CA0208	CUSTOMER INTERNET QUOTING (CIQ)	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC

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CA0191	CUSTOMER LIFE CYCLE WELCOME TEAM - ACQUISITION FOLLOW UP	CLASSROOM	01/2009-12/2009	7 HOURS	0	0	NON-ACADEMIC
CA0191	CUSTOMER LIFE CYCLE WELCOME TEAM - ACQUISITION NEW BUSINESS	CLASSROOM	01/2009-12/2009	10.5 HOURS	0	0	NON-ACADEMIC
CA0191	CUSTOMER LIFE CYCLE WELCOME TEAM- FILINGS	CLASSROOM	01/2009-12/2009	3 HOURS	0	0	NON-ACADEMIC
CA0191	CUSTOMER LIFE CYCLE WELCOME TEAM -- INTRODUCTION	CLASSROOM	01/2009-12/2009	1.5 HOURS	0	0	NON-ACADEMIC
CA0191	CUSTOMER LIFE CYCLE WELCOME TEAM - POWR FUNCTIONALITY	CLASSROOM	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
CA0196	DIRECT EFFICIENCIES	CLASSROOM	01/2009-12/2009	1.5 HOURS	0	0	NON-ACADEMIC
CA0132	DSR FRONT END MODULE PT. 1	CLASSROOM	01/2009-12/2009	6.5 HOURS	0	0	NON-ACADEMIC
CA0240	DSR FRONT END PT. 2 -- CALL BACKS & VARIOUS CALLS MODULE	CLASSROOM	01/2009-12/2009	7 HOURS	0	0	NON-ACADEMIC
	E-MAIL DOCS TO CUSTOMERS	CLASSROOM	01/2009-12/2009	30 MIN	0	0	NON-ACADEMIC
CA0248	EMAIL PROCESSING	CLASSROOM	01/2009-12/2009	7 HOURS	6.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
CA0142	ENRICHING RELATIONSHIPS FOR SALES	CLASSROOM	01/2009-12/2009	3.5 HOURS	3.33	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
CA0220	ESCHEDULER PLANNER WBT	SELF-PACED	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
CA0408	EXPERIENCE RATING	CLASSROOM	01/2009-12/2009	20 HOURS	16.5	1	INTERDISCIPLINARY/ ELECTIVE
CA0081	FAO - ENHANCED TRAINING	CLASSROOM	01/2009-12/2009	4 HOURS	0	0	NON-ACADEMIC
CA0082	FAO AND FAO ENDORSEMENTS FOR PROCESSING	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
CA0220	FAO FOR NEW HIRES WBT	SELF-PACED	01/2009-12/2009	1.5 HOURS	0	0	NON-ACADEMIC
	FAO QUOTING WBT	SELF-PACED	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
	FL ELECTRONIC FILINGS	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
CA0240	FOUNDATIONAL SKILLS - CLOSING THE CALL*	CLASSROOM	01/2009-12/2009	16 HOURS	12.83	0.5	INTERDISCIPLINARY/ ELECTIVE
CA0220	FOUNDATIONAL SKILLS - NON TRUCK MODULE	CLASSROOM	01/2009-12/2009	4 HOURS	0	0	NON-ACADEMIC

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CA0220	FOUNDATIONAL SKILLS - QUOTING AND UNDERWRITING MODULE	CLASSROOM	01/2009-12/2009	6.5 HOURS	0	0	NON-ACADEMIC
CA0220	FOUNDATIONAL SKILLS - RATING THE RISK 1	CLASSROOM	01/2009-12/2009	31 HOURS	0	0	NON-ACADEMIC
CA0220	FOUNDATIONAL SKILLS - RATING THE RISK 2	CLASSROOM	01/2009-12/2009	27 HOURS	0	0	NON-ACADEMIC
CA0220	FOUNDATIONAL SKILLS - STATE SPECIFICS MODULE	CLASSROOM	01/2009-12/2009	6 HOURS	5.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0240	HANDLING OBJECTIONS	CLASSROOM	01/2009-12/2009	4 HOURS	3.67	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0240	IDENTIFYING CUSTOMER INTENT	CLASSROOM	01/2009-12/2009	4 HOURS	3.67	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0240	IDENTIFYING NEEDS	CLASSROOM	01/2009-12/2009	4 HOURS	3.67	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0203	IN HOUSE QUOTING - C2 - DIRECT	CLASSROOM	01/2009-12/2009	3 HOURS	0	0	NON-ACADEMIC
CA0202	IN HOUSE SERVICING & QUOTING -- C2 -- PHONES & PROCESSING	CLASSROOM	01/2009-12/2009	4.5 HOURS	0	0	NON-ACADEMIC
CA0061	INDEXING TRAINING FOR NEW HIRES	CLASSROOM	01/2009-12/2009	40 HOURS	0	0	NON-ACADEMIC
CA0240	INTERACTIVE LISTENING & BUILDING RAPPOR T	CLASSROOM	01/2009-12/2009	4 HOURS	3.67	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0156	INTERNET EMAIL WRITING SKILLS	CLASSROOM	01/2009-12/2009	3 HOURS	2.83	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0220	INTRODUCTION TO BILLING	CLASSROOM	01/2009-12/2009	5 HOURS	0	0	NON-ACADEMIC
CA0212	KENTUCKY	CLASSROOM	01/2009-12/2009	20 HOURS	16.5	1	INTERDISCIPLINARY/ELECTIVE
CA0137	LOW PAYOUT ACCIDENT WAIVER (LPAW) POP REMARKET	CLASSROOM	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
CA0409	MA FORMS INDEXING	CLASSROOM	01/2009-12/2009	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0157	MA STATE REPORTING	CLASSROOM	01/2009-12/2009	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0162	MAINTENANCE CANCELS & REINSTATES	CLASSROOM	01/2009-12/2009	4 HOURS	0	0	NON-ACADEMIC
CA0162	MAINTENANCE ROLES - BILLING REVIEW	CLASSROOM	01/2009-12/2009	3 HOURS	0	0	NON-ACADEMIC
CA0162	MAINTENANCE ROLES -- CORRESPONDENCE	CLASSROOM	01/2009-12/2009	4 HOURS	0	0	NON-ACADEMIC

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CA0145	MAINTENANCE ROLES -- ENDORSEMENTS	CLASSROOM	01/2009-12/2009	32 HOURS	0	0	NON-ACADEMIC
CA0162	MAINTENANCE ROLES -- FOLLOW UP	CLASSROOM	01/2009-12/2009	8 HOURS	0	0	NON-ACADEMIC
CA0162	MAINTENANCE ROLES -- REPORTS	CLASSROOM	01/2009-12/2009	2.5 HOURS	0	0	NON-ACADEMIC
CA0239	MANUAL FORMS DATABASE WBT	SELF-PACED	01/2009-12/2009	20 MIN	0	0	NON-ACADEMIC
CA0128	MODEL 5.0/ TREND IN ROC PROCESSING TRAINING	CLASSROOM	01/2009-12/2009	6.5 HOURS	0	0	NON-ACADEMIC
CA0125	MODEL 5.0/TREND IN ROC DSR TRAINING	CLASSROOM	01/2009-12/2009	3 HOURS	0	0	NON-ACADEMIC
CA0126	MODEL 5.0/TREND IN ROC FLEX REP TRAINING	CLASSROOM	01/2009-12/2009	3.5 HOURS	0	0	NON-ACADEMIC
CA0124	MODEL 5.0/TREND IN ROC SERVICES - PHONES TRAINING	CLASSROOM	01/2009-12/2009	2.5 HOURS	0	0	NON-ACADEMIC
CA0220	MOTOR VEHICLE REPORTS	CLASSROOM	01/2009-12/2009	3 HOURS	0	0	NON-ACADEMIC
CA0233	MOVE OUT OF STATE PROCEDURES	CLASSROOM	01/2009-12/2009	1.5 HOURS	0	0	NON-ACADEMIC
CA0206	NET AGENT FOR DSRs	CLASSROOM	01/2009-12/2009	1.25 HOURS	0	0	NON-ACADEMIC
CA0220	NEW HIRE ADVANCED PHONE FUNCTIONS MODULE	CLASSROOM	01/2009-12/2009	1.5 HOURS	0	0	NON-ACADEMIC
CA0220	NEW HIRE FAO ENDORSEMENTS MODULE	CLASSROOM	01/2009-12/2009	1.5 HOURS	0	0	NON-ACADEMIC
CA0220	NEW HIRE FLAT DELETE REISSUE (FDR) MODULE	CLASSROOM	01/2009-12/2009	8 HOURS	0	0	NON-ACADEMIC
CA0220	NEW HIRE SYSTEMS MODULES	CLASSROOM	01/2009-12/2009	5 HOURS	0	0	NON-ACADEMIC
CA0220	NEW HIRE TRAINING E SCHEDULING OVERVIEW	CLASSROOM	01/2009-12/2009	4 HOURS	0	0	NON-ACADEMIC
CA0166	NEW JERSEY PUBLIC AUTO	CLASSROOM	01/2009-12/2009	20 HOURS	16.5	1	INTERDISCIPLINARY/ ELECTIVE
CA0088	NEW JERSEY STATE SPECIFICS	CLASSROOM	01/2009-12/2009	5 HOURS	0	0	NON-ACADEMIC
CA0410	NEW YORK NON-TRUCK LIABILITY (NTL) - FOR UNDERWRITING SUPPORT TEAM	CLASSROOM	01/2009-12/2009	2 HOURS	1.83	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	NEW YORK NON-TRUCK LIABILITY (NTL) - FOR CSRS, DSRs, PROCESSORS	SELF-PACED	01/2009-12/2009	30 MIN	0	0	NON-ACADEMIC

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	NEW YORK RATE REVISION WBT	SELF-PACED	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
	NEW YORK REFRESHER TRAINING/ PHONES*	CLASSROOM	01/2009-12/2009	2.5 HOURS	0	0	NON-ACADEMIC
	NEW YORK REFRESHER TRAINING/PROCESSING*	CLASSROOM	01/2009-12/2009	2.5 HOURS	0	0	NON-ACADEMIC
CA0109	NEW YORK STATE SPECIFICS - PHONES & PROCESSING*	CLASSROOM	01/2009-12/2009	5.5 HOURS	5.17	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0089	NEW YORK STATE SPECIFICS WBT*	CLASSROOM/SELF-PACED	01/2009-12/2009	1.0 HOUR/2.0 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0411	NJ TTT ENDORSEMENTS	CLASSROOM	01/2009-12/2009	20 HOURS	16.5	1	INTERDISCIPLINARY/ELECTIVE
	NON TRUCK LIABILITY - SERVICE	CLASSROOM	01/2009-12/2009	45 MIN	0	0	TOO FEW HOURS
CA0220	NOTES AND ACCS	CLASSROOM	01/2009-12/2009	1.5 HOURS	0	0	NON-ACADEMIC
CA0154	ONLINE SERVICE (OLS) TRAINING	CLASSROOM	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
CA0090	OWB SR SCREENS WBT	SELF-PACED	01/2009-12/2009	15 MIN	0	0	NON-ACADEMIC
CA0412	PA PROCESSING	CLASSROOM	01/2009-12/2009	8 HOURS	6.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CA0211	PACMAN FOR PROCESSING	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
	PAYMENT ON THE WAY WBT	SELF-PACED	01/2009-12/2009	30 MIN	0	0	NON-ACADEMIC
CA0095	POINT OF SALE WBT	SELF-PACED	01/2009-12/2009	1.5 HOURS	0	0	NON-ACADEMIC
CA0220	POLICY LIFE CYCLE	CLASSROOM	01/2009-12/2009	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	POWR - COORDINATOR DESKTOP	CLASSROOM	01/2009-12/2009	8 HOURS	0	0	NON-ACADEMIC
	POWR FOR UNDERWRITING SUPPORT TEAM	CLASSROOM	01/2009-12/2009	3 HOURS	0	0	NON-ACADEMIC
CA0033	POWR FUNCTIONALITY FOR NEW HIRES	CLASSROOM	01/2009-12/2009	2.25 HOURS	0	0	NON-ACADEMIC
	PRIVACY AND SECURITY VERIFICATION	CLASSROOM	01/2009-12/2009	1.75 HOURS	0	0	NON-ACADEMIC

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CA0113	PROBILL REFRESHER MODULE I	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
CA0114	PROBILL REFRESHER MODULE II	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
CA0213	PROCESSING POINT PERSON	CLASSROOM	01/2009-12/2009	5.5 HOURS	0	0	NON-ACADEMIC
	PROOF INDEXING FORMS WBT	SELF-PACED	01/2009-12/2009	30 MIN	0	0	NON-ACADEMIC
CA0144	QUOTES AND RENEWALS	CLASSROOM	01/2009-12/2009	20 HOURS	0	0	NON-ACADEMIC
CA0209	RADIUS / UNLISTED DRIVER PROCESS CHANGES	CLASSROOM	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
	REFUNDS WBT	SELF-PACED	01/2009-12/2009	30 MIN	0	0	TOO FEW HOURS
CA0129	REINSTATEMENT REDESIGN	CLASSROOM	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
	RENEWAL RATE REDUCTION	CLASSROOM	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
CA0169	REWRITE REDESIGN	CLASSROOM	01/2009-12/2009	1.5 HOURS	0	0	NON-ACADEMIC
	SCHEDULING TRADE BULLETIN BOARD WBT	CLASSROOM	01/2009-12/2009	30 MIN	0	0	NON-ACADEMIC
CA0133	SEGUROS OVERVIEW WBT	SELF-PACED	01/2009-12/2009	15 MIN	0	0	NON-ACADEMIC
	SIGNATURES WBT	SELF-PACED	01/2009-12/2009	45 MIN	0	0	NON-ACADEMIC
CA0176	TOW AND TRUCKER REFRESHER 2 TRAINING	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
CA0159	TOW INDUSTRY KNOWLEDGE WBT	SELF-PACED	01/2009-12/2009	45 MIN	0	0	NON-ACADEMIC
	TRAINING SELF-ENROLLMENT WBT	SELF-PACED	01/2009-12/2009	15 MIN	0	0	NON-ACADEMIC
	TRIAGE CORRESPONDENCE AND PROCESSING	CLASSROOM	01/2009-12/2009	1.25 HOURS	0	0	NON-ACADEMIC
	TRIAGE INDEXING	CLASSROOM	01/2009-12/2009	2.5 HOURS	0	0	NON-ACADEMIC
CA0413	TRIAGE VERIFICATION NEW HIRE	CLASSROOM	01/2009-12/2009	32 HOURS	25.67	1.5	INTERDISCIPLINARY/ ELECTIVE
CA0146	TRUCK & TOW SYNCH UP	CLASSROOM	01/2009-12/2009	2.5 HOURS	2.33	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE

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	TRUCK AND TOW NON-PREMIER	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
CA0185	TRUCK AND TOW PREFERRED TEAM*	CLASSROOM	12/2009	HOURS	6.5	COMBINABLE	ELECTIVE
CA0185	TRUCK AND TOW PREMIER PROCESSORS*	CLASSROOM	01/2009-12/2009	8 HOURS	6.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
PREFERRED TEAM OR TRUCK AND TOW PREMIER PROCESSORS, BUT NOT FOR BOTH.							
	TRUCK AND TOW REFRESHER ROLE-PLAY SESSIONS	CLASSROOM	01/2009-12/2009	2 HOURS	0	0	NON-ACADEMIC
	TRUCK AND TOW TRAINING - NON SPECIALIST	CLASSROOM	01/2009-12/2009	4 HOURS	0	0	NON-ACADEMIC
	TRUCK AND TOW TRAINING - SPECIALIST	CLASSROOM	01/2009-12/2009	5 HOURS	0	0	NON-ACADEMIC
CA0159	TRUCK INDUSTRY KNOWLEDGE WBT	SELF-PACED	01/2009-12/2009	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
CA0217	UPDATED E-MAIL PROCESSING	CLASSROOM	01/2009-12/2009	3 HOURS	0	0	NON-ACADEMIC
CA0205	VARIABLE INSTALLMENT FEES	CLASSROOM	01/2009-12/2009	1 HOUR	0	0	NON-ACADEMIC
CA0191	WELCOME MODULE CSR, DSR AND PROCESSORS	CLASSROOM	01/2009-12/2009	16 HOURS	0	0	NON-ACADEMIC
CA0172	WHAT IT MEANS TO BE LICENSED TRAINING	CLASSROOM	01/2009-12/2009	6.5 HOURS	6	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	ART OF COACHING	CLASSROOM	01/2007-12/2007	20 HOURS	16.5	1	INTERDISCIPLINARY/ ELECTIVE
	COMMUNICATE WRITE	CLASSROOM	01/2006-12/2006	8 HOURS	6.5	COMBINABLE	COMMUNICATION ARTS
	COMMUNICATION SKILLS FOR PROCESS TEAMS	CLASSROOM	01/2005-12/2005	5 HOURS	4.67	COMBINABLE	COMMUNICATION ARTS
	CUSTOMIZED COACHING	CLASSROOM	01/2005-12/2005	8 HOURS	6.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	DOCUMENTATION FOR MANAGERS	CLASSROOM	01/2004-12/2004	4 HOURS	3.67	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	FACILITATION SKILLS	CLASSROOM	01/2004-12/2004	8 HOURS	6.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	GRAMMAR FOR BUSINESS WRITING I	CLASSROOM	01/2004-12/2004	8 HOURS	6.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	GRAMMAR FOR BUSINESS WRITING II	CLASSROOM	01/2005-12/2005	5 HOURS	4.67	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	GRAMMAR FOR BUSINESS WRITING III	CLASSROOM	01/2005-12/2005	5 HOURS	4.67	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE

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	INCREASING HUMAN EFFECTIVENESS	CLASSROOM	01/2005-12/2005	16 HOURS	12.83	0.5	INTERDISCIPLINARY/ELECTIVE
	PREPARE AND PRESENT COURSE 1	CLASSROOM	01/2005-12/2005	4 HOURS	3.67	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PREPARE AND PRESENT COURSE 2	CLASSROOM	01/2005-12/2005	6 HOURS	5.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PREPARE AND PRESENT COURSE 3	CLASSROOM	01/2005-12/2005	8 HOURS	6.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE