

# University of Phoenix - Prior Learning Assessment - Corporate Articulation

## SERVICE CORPORATION INTERNATIONAL



### 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](http://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.

#### Recommended Semester Credit Conversion - The standard formula for determining credit value is as follows:

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
<b>*NOTE - THE ASTERISKS IN THE APPLICABLE HOURS COLUMN INDICATES PREVIOUSLY EVALUATED COURSES.</b>							
	MANAGING FOR EXCELLENCE	CLASSROOM	01/2006-12/2006	28	*	1.5 LD	INTERDISCIPLINARY/ ELECTIVE
	SUPERVISORY DEVELOPMENT PROGRAM MODULE 1: INTRODUCTION TO SUPERVISION	CLASSROOM	01/2006-12/2006	4	*	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	SUPERVISORY DEVELOPMENT PROGRAM MODULE 2: DISCOVERING INDIVIDUAL STYLES OF COMMUNICATION	CLASSROOM	01/2006-12/2006	4	*	COMBINABLE	COMMUNICATION ARTS
	SUPERVISORY DEVELOPMENT PROGRAM MODULE 3: FUNDAMENTAL COMMUNICATION SKILLS	CLASSROOM	01/2006-12/2006	4	*	COMBINABLE	COMMUNICATION ARTS
	SUPERVISORY DEVELOPMENT PROGRAM MODULE 4: POLISHING YOUR INTERVIEW SKILLS	CLASSROOM	01/2006-12/2006	4	*	COMBINABLE	COMMUNICATION ARTS
	SUPERVISORY DEVELOPMENT PROGRAM MODULE 5: MANAGING EMPLOYEE EFFECTIVENESS	CLASSROOM	01/2006-12/2006	4	*	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE

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	SUPERVISORY DEVELOPMENT PROGRAM MODULE 6: EFFECTIVE EMPLOYEE COUNSELING	CLASSROOM	01/2006-12/2006	4	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	SUPERVISORY DEVELOPMENT PROGRAM MODULE 7: MANAGING THE GRAY AREAS	CLASSROOM	01/2006-12/2006	4	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	SALES MANAGEMENT: A FOUNDATION FOR GROWTH	CLASSROOM	01/2006-12/2006	34	*	2.0 LD	INTERDISCIPLINARY/ELECTIVE
	OFFICE MANAGER: A FOUNDATION FOR GROWTH	CLASSROOM	01/2006-12/2006	33	*	2.0 LD	INTERDISCIPLINARY/ELECTIVE
<b>2008</b>							
LDMG2-0002	GENERAL MANAGEMENT (SALES): A FOUNDATION FOR GROWTH	CLASSROOM	01/2008-12/2008	37	*	2	INTERDISCIPLINARY/ELECTIVE
CEMT1-10005	ACCOUNTS RECEIVABLE MANAGEMENT - CEMETERY	SELF-PACED	01/2008-12/2008	3	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALE1-00010	CEMETERY AT-NEED DOCUMENT COMPLETION - SALES AGREEMENT	SELF-PACED	01/2008-12/2008	0.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CEMT9-00001	CEMETERY CASH RECEIPTS	SELF-PACED	01/2008-12/2008	2	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CEMT9-00004	CEMETERY CONTRACT REVIEW	SELF-PACED	01/2008-12/2008	0.75	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CEMT1-10003	CEMETERY RULES & REGULATIONS	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CEMT1-00005	CEMETERY SERVICE REQUESTS	SELF-PACED	01/2008-12/2008	1.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
GENL9-00001	COMPLAINT RESOLUTION	SELF-PACED	01/2008-12/2008	0.75	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
GENL1-10002	CONDUCTING AN EFFECTIVE IPC	SELF-PACED	01/2008-12/2008	1.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
PBSD9-00001	DELIVERING EFFECTIVE TRAINING	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
PBSD1-10001	EFFECTIVE TELEPHONE COMMUNICATION SKILLS	SELF-PACED	01/2008-12/2008	1.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALE1-00008	FAMILY SERVICE COUNSELOR GUIDEBOOK - MANAGER REVIEW	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
ISYS1-00001	GELCO BRANCH PAY	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALE9-00002	GOAL SETTING, TRACKING & COMMUNICATING USING THE BOARDS	SELF-PACED	01/2008-12/2008	0.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
ISYS9-00028	HMIS CCCO - CREATE CEMETERY	SELF-PACED	01/2008-12/2008	1.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
ISYS9-00044	HMIS CRO - CASH RECEIPTS OVERVIEW (CEMETERY/COMBO)	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

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ISYS9-00027	HMIS HCO - CEMETERY OVERVIEW	SELF-PACED	01/2008-12/2008	1.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
ISYS9-00023	HMIS HFO - FUNERAL OVERVIEW	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
ISYS9-00067	HMIS RPT - REPORTING	SELF-PACED	01/2008-12/2008	0.75	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALE1-00004	IMPACT FAMILY SERVICE SELECTION GUIDE TRAINING	SELF-PACED	01/2008-12/2008	2	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CEMT9-00005	INTERMENT ORDER AND AUTHORIZATION	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CEMT9-00003	INTRODUCTION TO MY CERTIFICATION	SELF-PACED	01/2008-12/2008	0.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CEMT1-00006	KEY CONTROLS CHECKLIST - CEMETERY LOCATIONS	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
FUNL1-00006	KEY CONTROLS CHECKLIST - FUNERAL HOME LOCATIONS	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
PBSD1-00001	LEADING EFFECTIVE MEETINGS	SELF-PACED	01/2008-12/2008	1.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
LDMG9-00001	MANAGING THE CERTIFICATION PROCESS	SELF-PACED	01/2008-12/2008	0.75	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CEMT9-00006	MEMORIAL ORDER TRACKING LOG	SELF-PACED	01/2008-12/2008	2	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALE9-00003	MOTIVATION BY MAKING IT FUN!	SELF-PACED	01/2008-12/2008	0.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALE1-00013	ONLINE CLAIMS REPORTING	SELF-PACED	01/2008-12/2008	0.75	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALE1-00009	PRENEED SALES DOCUMENT COMPLETION - CEMETERY SALES AGREEMENT (PART 1)	SELF-PACED	01/2008-12/2008	2	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALE1-10004	PRENEED SALES DOCUMENT COMPLETION - FUNERAL (INSURANCE & TRUST FUNDED)	SELF-PACED	01/2008-12/2008	6	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
HRLG1-00012	PROACTIVE LABOR RELATIONS (U.S. VERSION)	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
ISYS0-00009	PURCHASING POLICY & PROCEDURES TRAINING	SELF-PACED	01/2008-12/2008	0.25	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
LDMG1-00001	QBQ! THE QUESTION BEHIND THE QUESTION	SELF-PACED	01/2008-12/2008	2	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
SALES0-00003	SALES COUNSELOR INCENTIVE COMPENSATION PLAN	SELF-PACED	01/2008-12/2008	0.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
ISYS9-00003	SOURCENET/CATALYST ACCOUNTS PAYABLE POLICIES & PROCEDURES	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

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GENL1-00012	SOX FUNERAL & CEMETERY KEY CONTROL CPL1: BATESVILLE, MATTHEWS, P-CARDS, & OFFICE DEPOT PURCHASES	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
GENL1-00011	SOX FUNERAL & CEMETERY KEY CONTROL CRL3: THE HMIS CASH JOURNAL REPORT	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
FUNL1-10002	THE CREMATION CONSUMER	SELF-PACED	01/2008-12/2008	1	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
GENL9-00008	THE CUSTOMER SATISFACTION SURVEY - UNDERSTANDING THE SURVEY	SELF-PACED	01/2008-12/2008	0.75	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
GENL9-00009	THE CUSTOMER SATISFACTION SURVEY - POWERVIEW REPORTING	SELF-PACED	01/2008-12/2008	0.75	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
GENL9-00005	TRACKING & ANALYZING COUNSELOR ACTIVITY FOR AN IPC	SELF-PACED	01/2008-12/2008	0.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CEMT1-00009	UNDELIVERED MARKER REPORT	SELF-PACED	01/2008-12/2008	0.75	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
FUNL1-10004	USING REPORTS TO MANAGE RESULTS (FUNERAL)	SELF-PACED	01/2008-12/2008	2.5	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
CEMT1-10004	USING REPORTS TO MANAGE RESULTS (CEMETERY)	SELF-PACED	01/2008-12/2008	2	*	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
2010							
	EFFECTIVE EMPLOYEE COUNSELING	SELF-PACED	01/2010-12/2010	1 CE HOUR	0.5	0	TOO FEW HOURS
	EFFECTIVE SUPERVISION	SELF-PACED	01/2010-12/2010	1 CE HOUR	0.5	0	TOO FEW HOURS
	HIRING, TRAINING & RETAINING HIGH PERFORMING ASSOCIATES	SELF-PACED	01/2010-12/2010	1 CE HOUR	0.5	0	TOO FEW HOURS
	MANAGING CHANGE	SELF-PACED	01/2010-12/2010	1 CE HOUR	0.5	0	TOO FEW HOURS
	PERFORMANCE MANAGEMENT	SELF-PACED	01/2010-12/2010	1 CE HOUR	0.5	0	TOO FEW HOURS
	SUPERVISOR IN ACTION	CLASSROOM	01/2010-12/2010	21 CE HOURS	17.5	1	INTERDISCIPLINARY/ELECTIVE