Hawai‘i’s first workforce sector partnership launches the Universal Banker training program

Hawai‘i’s first sector partnership was launched in June 2016, championed by Rich Wacker, president and CEO of American Savings Bank, and the Hawai‘i Bankers Association. Banking executives and human resource directors identified high priority talent needs in banking and finance and developed an agenda for improving their talent pipeline. Bank subject matter experts and University of Hawai‘i curriculum design team from Windward Community College worked together to develop a universal banker curriculum, specific to Hawai‘i, that can be taken online, face-to-face or in a blended format. Topics covered included banking products, banking ethics, business communications skills, and customer service in banking specific to Hawai‘i.

On August 24, 2017, twenty-five participants from 7 Hawai‘i banks recently completed the first Universal Banker training. This sector partnership brought together the University of Hawai‘i and Hawai‘i Bankers Association to address the changes needed in the banking and financial workforce.

Learn more about the Universal Banker Program under the banking course listing in this catalog, online at windwardcce.org/universal-banker or call (808) 235-7433.

First Fundraiser set for Hiilaniwai Foodservice Training

We are excited to announce the first fundraiser for Windward Community College’s - Hiilaniwai Foodservice Innovations training program. Join us for “Aina Momona on Kea‘ahala Road” – Saturday, April 21, 2018. Explore the campus with garden tours at the base of Keahiakaohe; taste special theme prepared cuisine by visiting chefs at various food stations; experience the culinary collaborations of the food basket areas of the Kaneohe Ahupua‘a; enjoy live entertainment and silent auction. Come have some fun and help us build our culinary talent here on the Windwardside.

Sign up to receive event information at: windwardcce.org/hifit
Program Coordinator
Michael Moser (808)235-7361 tmoser@hawaii.edu

Universal Banker
Breaking the old banking model
As customers utilize more technology for their banking transactions, banks are realizing that the roles and duties of tellers are changing. The Universal Banker training program will enable employees to provide a broad suite of services and information to our bank customers with an emphasis on customer service and satisfaction. This unique and exciting new program has been validated by the Hawaii Banking Association and will be offered by the University of Hawai‘i Community Colleges. This strong industry partnership lead to the inclusion of valuable input from each of Hawaii’s major Banks.

Who May Benefit
This is an introductory course for anyone interested in applying for a position as teller, Universal Banker, Banking Associate, or Customer Service position with one of Hawaii’s Banks. We welcome adult learners, career changers, Millennials, high school students, and current Bank employees seeking additional skills.

Course Format
Choose online coached instruction or blended new program to fit your learning style. Students will have 4 weeks to complete the self-paced, 8 module course.

See website for enrollment requirements. Financial assistance available to qualifying applicants.

Program Coordinator
Jane Uyetake (808) 235-7363 juyetake@hawaii.edu

Customized Training
We work with you to create customized training that will transform your team and build the skills they need to excel in their job performance.

Our Method
- Customizable content that is software or technical skill building specific
- Analysis of specific job workflows
- Variable course durations and teaching formats for large or small groups
- Provide industry experienced and dedicated subject matter experts

Most frequently requested courses
- Business Applications Using Microsoft Excel 2013 or 2016 - Level 1
- Business Applications Using Microsoft Excel 2013 or 2016 - Level 2
- Microsoft Word 2013 or 2016 For The Business World - Level 1
- Business Applications Using Microsoft Powerpoint 2013 - Level 1
- Microsoft Word 2013 For The Business World - Level 2
- Dealing with Challenging Customer Service Situations
- Conflict Resolution: Developing Productive Work Relationships through Collaboration
- Developing an Evolving Customer Service Program
- Myers-Briggs Type Indicator® Assessment
- Business Essentials for the Office Worker

windwardcce.org/business

Foodservice
Program Coordinator
Charlene Akina (808)235-7428 cmakina@hawaii.edu

Food Safety & Sanitation ServSafe®
8-Hour Manager Certification
This 8-hour certification program provides food service managers with training in all areas of food safety relevant to a food establishment. Upon attending this course and successful completion of the examination, managers will receive a certificate verifying that they are a certified ServSafe® Food Protection Manager.

HOSP8110 Staff $330
Sa 8 am—4:30 pm 1/27 Akoakoa 132 1x
Sa 8 am—4:30 pm 3/17 Akoakoa 132 1x
Sa 8 am—4:30 pm 6/23 Akoakoa 132 1x

windwardcce.org/food-service

INFORMATION/REGISTRATION
Pearl Nakagawa - Registrar
tel (808) 235-7491 pearlnak@hawaii.edu
windwardcce.org/universal-banker

FREE CONSULTATION
For free consultation/information please call Jane Uyetake at (808) 235-7363 or juyetake@hawaii.edu

Uala Leaf Cafe
Accessory windwardcce.org/ulaa-leaf-cafe

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windwardcce.org/universal-banker

LAST DAY TO REGISTER
Last day to register using ETF assistance is 3 weeks prior to the start of the course.
For wait list or group training assistance please call Char Akina at (808) 235-7428 or cmakina@hawaii.edu

windwardcce.org/universal-banker

GET TRAINED, SAVE MONEY.
Courses with this symbol ☑️ are approved for tuition assistance using the State of Hawaii Employment and Training Fund (ETF). Please contact the program coordinator 3 weeks prior to start of the course. ETF information is located in this catalog below the mailing panel or online at: windwardcce.org/employment-training-fund-ETF

windwardcce.org/universal-banker

Uala Leaf Cafe

Nutritious, Localicious, Onolicious
Open to the public. Mon – Fri
windwardcce.org/ulaa-leaf-cafe
A Blue Zones Project Approved™ Restaurant

windwardcce.org/universal-banker

GET TRAINED, SAVE MONEY.
Courses with this symbol ☑️ are approved for tuition assistance using the State of Hawaii Employment and Training Fund (ETF). Please contact the program coordinator 3 weeks prior to start of the course. ETF information is located in this catalog below the mailing panel or online at: windwardcce.org/employment-training-fund-ETF

windwardcce.org/universal-banker
Red Cross Waterfront Lifeguard Training & Ocean Safety Technician Combo (Lecture, Pool & Beach)
This course is a hybrid training with both in-water sessions and an online instructional component to be completed prior to the first day of instruction. 
Check prerequisites.
Required for D.O.E. Surf Coach certification.
FIT7104  G. Pang, J. Clark, P. Durkin $450 ✓
SaSuM 8:30 am–4:30 pm  1/13, 14 & 15  Kuhina 114 3x
SaSu 8:30 am–4:30 pm  5/12, 19 & 20  Kuhina 112 3x
F SASu 8:30 am–4:30 pm  8/17, 18 & 19  Kuhina 115 3x

Power Watercraft Operator Training
This is a two part course. Part 1: Students will receive hands-on skills training designed for safe power watercraft (PWC) operations. Check prerequisites.
FIT7110  T. Wilson TBD $800
windwardcce.org/ocean-rec-and-aquatics-safety

Ocean Safety Educational Course
All recreational thrill craft (personal watercraft) operators in Hawaii must complete this certification class.

Prerequisite: Successful completion of NASBLA-approved Safe Boating FIT8120 course and proof of certification.
FIT8110  Sam Pa’e Jr. $125 ✔
Sa 8:30 am–4:30 pm  1/6  Kuhina 112 1x
Sa 8:30 am–4:30 pm  1/20  Kuhina 114 1x
Sa 8:30 am–4:30 pm  2/3  Kau CC 1x
Sa 8:30 am–4:30 pm  3/3  Kau CC 1x
Sa 8:30 am–4:30 pm  3/17  Kuhina 114 1x
Sa 8:30 am–4:30 pm  4/7  Maui C 1x
Sa 8:30 am–4:30 pm  4/21  Kuhina 114 1x
Sa 8:30 am–4:30 pm  5/12  Kuhina 114 1x
Sa 8:30 am–4:30 pm  6/9  Kuhina 114 1x

Hawaiian Canoe Sailing
Instructor: Leimomi Dierks
(808) 236-9296
kekina@hawaii.edu
Complete course listing and more information at: windwardcce.org/ocean-rec-and-aquatics-safety
Online Leadership

Enjoy the convenience of online learning coupled with the strength of One-On-One Coaching.

Enrollment benefits
- One-on-one interaction with a qualified coach
- Eight-hour training modules
- New course begins every other Monday
- Accessible by computer, tablet or smartphone
- No cancellation due to low enrollment
- Discounts for multiple workshop attendance
- Certificate of Professional Development

CHOOSE FROM THESE COURSES $160/ea
- Accounting Skills for New Supervisors
- Business Writing That Works
- The ABC's of Supervising Others
- Building Better Teams
- Business Writing That Works
- Change Management: Change and How to Deal With It
- Coaching and Mentoring
- Communication Strategies
- Critical Thinking
- Human Resources Training: HR for the Non-HR Manager
- Problem Solving and Decision Making
- Public Speaking
- Safety in the Workplace
- Self-paced, learn on your time
- No cancellation due to low enrollment
- One-on-one interaction with a qualified coach
- Accessible by computer, tablet or smartphone
- New course begins every other Monday
- Eight-hour training modules
- Self-paced, learn on your time
- No cancellation due to low enrollment
- Discounts for multiple workshop attendance
- Certificate of Professional Development

CHOOSE FROM THESE COURSES $160/ea
- CyberSafety Education & Awareness Workshop
- Photographic Composition Made Easy - A Two-Part Hands-On Introductory Workshop
- DSLR Shooting Modes Made Easy - A Two-Part Hands-On Introductory Workshop
- Photographic Composition Made Easy - A Two-Part Hands-On Introductory Workshop

INFORMATION/REGISTRATION

CCE Office - Information
(808) 235-7433  wccocet@hawaii.edu
Pearl Nakagawa - Registrar
(808) 235-7491  pearlnak@hawaii.edu

Personal Enrichment

Food from the gods  Mo’olelo Series
Join WCC instructors Tuti Kanahele and Koryn Beamer for a delightful, ono tasting journey through the Kanehohe Ahupua’a. Hear mo’olelo/treasured stories of the gods, humans and creatures who roamed the land and taste story inspired dishes created with ingredients from the area.
Sa 9-11:30am 4/11 Uala Leaf Cafe 1x
$45 (Incl. recipes, legends, 3-course tasting plate, dessert & drink) Opt. Bioprocessing Medicinal Garden Complex tour
windwardcce.org/cooking

Weeds on my plate  Mo’olelo Series
Journey through the WCC campus with Chef Beamer from another point of view. Learn about the weeds we use to create healthy Nutraceutical dishes at Uala Leaf Cafe.
A special guest will share the exciting developments of WCC’s Agripharmatech program.
Sa 9-11:30am 4/25 Uala Leaf Cafe 1x
$45 (Incl. recipes, lecture, 3-course tasting plate, dessert & drink) Opt. Bioprocessing Medicinal Garden Complex tour
windwardcce.org/cooking

Photographic Composition Made Easy - A Two-Part Hands-On Introductory Workshop
Would you like to stop just taking “snapshots” and start creating quality photographs? Whether you use your camera phone or use a “real” camera, this hands-on two-part introductory workshop is for you! Work with the instructor who will teach you the basic concepts and the “rules” of composition. Using your digital camera and given a specific photographic “assignment” during the workshop, get feedback and suggestions to help improve your photos.
ART7031  Don Oberheu  $125
We 6–9 pm 2/18 & 2/25 Kuhina 114 2x
windwardcce.org/photography

NOTE: Participants will need their own digital single lens reflex (DSLR) camera, mirrorless interchangeable lens camera (MILC), or bridge camera. Don’t forget to charge the battery and bring a memory card. Ideally, participants will bring their tripod too - a tripod is needed for the second meeting.

Photographic Composition Made Easy - A Two-Part Hands-On Introductory Workshop

NOTE: Participants will need their own digital single lens reflex (DSLR) camera, mirrorless interchangeable lens camera (MILC), or bridge camera. Don’t forget to charge the battery and bring a memory card.

Photographic Composition Made Easy - A Two-Part Hands-On Introductory Workshop

NOTE: Participants will need their own digital single lens reflex (DSLR) camera, mirrorless interchangeable lens camera (MILC), or bridge camera. Don’t forget to charge the battery and bring a memory card.
**Tai Chi (Yang Style)**

Learn this venerable Chinese martial art to improve your mental and physical health. It is an excellent prescription for stress relief and is noted for increasing the mind’s ability to focus; strengthening and limbering the body; also increases circulation and has been shown to lower blood pressure.

Beginners: 6:30–7:30 pm Adv: 7:30–8:30 pm
New students are welcome at the first class in Jan, Apr, Jul and Oct, space permitting.

**ENR7012**

Staff $49

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<tr>
<th>M W 6:30–8:30 pm</th>
<th>1/3–1/31</th>
<th>Kuhina 115</th>
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(No class: 1/15, 2/19, 3/26, 5/28)

windwardcce.org/taichi

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**Writing Retreat**

Meet and write in company of other beginning and experienced writers. Tap into our mutual creative energy. Draft a story, poem, memoir, argument, or any other type of writing. In small groups, we read these diverse pieces and give each other non-critical reader responses. Bring writing materials, a sack lunch, and perhaps a mug for coffee or tea. Anyone over 16 is welcome. No walk-ins.

**ENR7017**

Lillian Cunningham $14

| Sa 9:30 am–2 pm | 2/24 | Akoakoa Cafeteria | 1x |
| Sa 9:30 am–2 pm | 3/31 | Akoakoa Cafeteria | 1x |
| Sa 9:30 am–2 pm | 4/28 | Akoakoa Cafeteria | 1x |
| Sa 9:30 am–2 pm | 5/26 | Akoakoa Cafeteria | 1x |
| Sa 9:30 am–2 pm | 6/30 | Akoakoa Cafeteria | 1x |

windwardcce.org/writing

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**Conquering Your Finances**

Ever find yourself a little short to cover all the bills? Do you have debt you wish you could get rid of? Learn how to eliminate debt and start saving with practical tips on handling your money. (value: $40)

**ENR7051**

John Au Free (must register)

| Th 6–7:30 pm | 2/8 | Kuhina 114 | 1x |

windwardcce.org/personal-finance

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**Japanese Flower Arranging— Ikebana Sogetsu**

A gift of ikebana is to look at flowers from a perspective that provides tranquility and peace of mind from within. Use your aesthetic awareness to assemble materials, choosing their most beautiful aspects, assemble them in a different order, and endow them with a value transcending that which they had in nature. Students are required to purchase or provide their own supplies. Optional text.

**ART7000**

Karen Kirk $77

| Tu 6–8 pm | 1/23–2/27 | Kuhina 115 | 6x |
| Tu 6–8 pm | 3/13–4/17 | Kuhina 115 | 6x |
| Sa 9:30–11:30 am | 1/27–3/17 | Kuhina 115 | 6x |
| Sa 9:30–11:30 am | 3/24–5/12 | Kuhina 115 | 6x |

windwardcce.org/ikebana

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**VOLUNTEER POP UP EVENT**

**Garden Day at the Nursing Mala ‘Ai Ho’ola**

Sat • 8 am – 12 pm
Feb 24 & May 19
windwardcce.org/volunteer

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**HOKULANI IMAGINARIUM 2018 SCHEDULE**

**Palikū Theatre**
windward.hawaii.edu/paliku

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** REGISTER BY MAIL / WALK-IN**

To register please use online registration, mail or visit our office.

- Check (Please make check payable to University of Hawai‘i)
- VISA
- MasterCard
- Discover
- JCB
- Acct. #
- Exp. Date
- CVV# (3-digit)

Name on Credit Card

Signature

Date

Billing Address

City State Zip Code

More registration forms available online at:
windwardcce.org/personal-enrichment-registration

Please inform me about future courses and workshops by email.

Hours of Operation – Mon–Fri, 8:30 am–1 pm; 1:45–3 pm Closed Sat, Sun and state holidays

Registration - Registration is on a first-come, first-served basis. Please help us avoid cancellations by registering at least one week before the course, workshop, or tour begins. The Office of Career and Community Education reserves the right to cancel classes due to insufficient enrollment. When this occurs, registrants will receive a full refund or may transfer to another section or course.

Refund Policy - To completely withdraw from a course, call 235-7434 AT LEAST 5 BUSINESS DAYS BEFORE THE START OF THE COURSE. Thereafter, REFUNDS WILL NOT BE ALLOWED. Cash/Check refunds will require 4-6 weeks processing time. Charge card refunds will be credited to your account. Note: Participants registering by purchase order or third party payment will be billed regardless of non-attendance unless notification of withdrawal is made by the specified refund deadline.

Registration information at: www.windwardcce.org/registration or call (808) 235-7433.
Information & Policies
http://windwardcce.org/workforce-development-registration.htm

Tuition Assistance
(Agencies, Grants, Loans)

- Oahu Worklinks (C&C of Honolulu)
  - Downtown Tel: 586-8700
  - Dillingham Plaza Tel: 768-5700
  - http://www.honolulu.gov/dcs/workforce
- State of Hawaii - Dept. of Human Services (DHS) Tel: 643-1643
  - http://humanservices.hawaii.gov/

Employment and Training Fund Program (ETF)
Tel: 235-7433
The State of Hawaii's ETF program provides businesses with the opportunity to upgrade the skills of their workforce from entry-level to management. Funding is now available to eligible Hawaii employers. Eligible employers may receive up to 50%, with a tuition cap of $250 per employee/course.

Department of Labor and Industrial Relations Tel: 586-8703
http://labor.hawaii.gov/wdd/home/employers/etf/

Lifetime Learning Credit (LCC)
The Taxpayer Relief Act of 1997 provides for Lifetime Learning Credits for qualified tuition and related expenses for eligible individuals seeking to acquire or improve job skills.
http://www.irs.gov/Individuals/LLC

Dislocated Worker Training Program National Emergency Grant (DWT NEG)
- Honolulu Tel: (888) 586-8709
- Waipahu Tel: (808) 675-0018

Veterans Retaining Assistance Program (VRAP)
http://benefits.va.gov/VOW/education.asp
VA Customer Service Tel: 1-888-442-4551

Post-9/11 GI Bill
http://www.benefits.va.gov/gibill/apply.asp
VA Call 1-888-GI BILL-1 (888-442-4551) to have the application mailed to you.

GET NEWS & UPDATES
windwardcce.org/contact