

## Program Number 31-116-1 Technical Diploma • Two Terms

### ABOUT THE PROGRAM

This technical diploma, Human Resources Assistant, provides you with a range of entry level and intermediate skills that are needed to perform basic human resources job functions. The credential 'ladders' up to the full two-year Associate Degree, Human Resource Administration. If you enjoy assisting in structuring and administering programs and policies designed to help employees be productive and safe in the workplace, then human resources assistant is a good career for you. The technical degree holder will assist in recruitment, apply basic workplace safety and legal principles to a variety of employment situations, conduct basic payroll functions, assist in and facilitate employee training and development programs, and serve as a customer service representative for a human resources department. This growing and dynamic field has excellent future career growth potential.

### PROGRAM OUTCOMES

- Create an organizational workforce plan.
- Develop training programs.
- Examine organizational total rewards programs.
- Incorporate employment law into business practices.
- Facilitate effective employee relations.

### CAREER AND EDUCATION ADVANCEMENT OPPORTUNITIES

LTC credits transfer to over 30 universities. For more information visit [gotoltc.edu/future-students/transfer](http://gotoltc.edu/future-students/transfer).

### PROGRAM ADMISSIONS STEPS

- Work with Career Coach to:
  - Submit application and \$30 fee.
  - Submit official transcripts (high school and other colleges).

### ENROLLMENT PROCESS

After you are admitted to your program you will meet with your Advisor to plan your first semester schedule, review your entire plan of study, discuss placement assessment results and complete any additional enrollment requirements. Enrollment requirements for this program's courses include:

- Complete an assessment for placement (Accuplacer or ACT).
- Complete Functional Abilities Statement of Understanding form.
- Meet with your program's advisor.

### APPROXIMATE COSTS

- \$140 per credit (resident)
- Other fees vary by program (books, supplies, materials, tools, uniforms, health related exams, etc.) Visit [gotoltc.edu/financial-aid/tuition-and-fees](http://gotoltc.edu/financial-aid/tuition-and-fees) for details.

### FINANCIAL AID

This program is eligible for financial aid. Visit [gotoltc.edu/Financial-Aid](http://gotoltc.edu/Financial-Aid) or talk with your Career Coach about how to apply for aid.

### SPECIAL NOTE

This program is also offered in an online delivery format. Contact your program advisor for details.

### CONTACT

LTC Career Coach  
920.693.1162 • [CareerCoach@gotoltc.edu](mailto:CareerCoach@gotoltc.edu)

Catalog No.	Class Title	Credit(s)
<b>Term 1</b>		
10103181	Word 2013-Level 1	1
10103131	Excel 2013-Level 1	1
10196193	Human Resource Management	3
10116105	Recruitment and Retention of Employees	3
10104109	Customer Service Techniques	2
10196136	Safety in the Workplace	3
10801195	Written Communication OR	3
	10801136 English Composition 1	
		<b>16</b>
<b>Term 2</b>		
10101106	Payroll Applications	2
10196191	Supervision	3
10116125	Human Resource Employment Law	3
10116127	HR Technology	2
10116131	Organizational Health and Wellness	2
10116103	Training for Organizations	3
10809198	Introduction to Psychology	3
		<b>18</b>
		<b>TOTAL 34</b>

*Curriculum and Program Acceptance requirements are subject to change.  
Program start dates vary; check with your advisor for details.*



**CUSTOMER SERVICE TECHNIQUES**...assess participants' skills in customer relations, judgment and business development and provides training in connecting with customers, healing customer relationships, and dealing with customer needs.

**EXCEL 2013 - LEVEL 1**...introduces the student to creating, modifying and formatting worksheets; entering formulas and functions; working with charts; and developing multiple-sheet workbooks. This course is offered in a self-paced format.

**HR TECHNOLOGY**...introduces the learner to the ever-increasing use of technology in the human resource function with special attention paid to mobile computing, social media, human resource information and management systems, cloud computing, and surveying mechanisms.

**HUMAN RESOURCE MANAGEMENT**...applies the skills/tools necessary to effectively value and apply employees' abilities and needs to organization goals. Learners will demonstrate the application of the supervisor's role in contemporary human resources management, impacts of EEOC, writing job descriptions, recruitment, selection, conducting job interviews, orientation, developing policies/procedures, training, performance management, employee counseling/development, and effective use of compensation and benefit strategies.

**HUMAN RESOURCES EMPLOYMENT LAW**...applies the skills/tools necessary to effectively value and apply employees' abilities and needs to organization goals. Learners will demonstrate the legal application of the HR role as it impacts EEOC, writing job descriptions, recruitment, selection, conducting job interviews, orientation, developing policies/procedures, training, performance management, employee counseling/development, and effective use of compensation and benefit strategies.

**INTRODUCTION TO PSYCHOLOGY**...introduces students to a survey of the multiple aspects of human behavior. It involves a survey of the theoretical foundations of human functioning in such areas as learning, motivation, emotions, personality, deviance and pathology, physiological factors, and social influences. It directs the student to an insightful understanding of the complexities of human relationships in personal, social, and vocational settings. COREQUISITE: 10838105 Intro Reading and Study Skills or equivalent

**ORGANIZATIONAL HEALTH AND WELLNESS**...introduces the student to the concepts involved in organizational wellness programs and the impact from a financial and human asset standpoint. Learners will research wellness programs, develop proposed systems for district-based organizations, and calculate projected cost savings from the implementation of these programs. Insurance principles will also be examined by the learner.

**PAYROLL APPLICATIONS**...introduces students to federal and state payroll laws; calculations for gross and net income; prepare payroll deductions; and maintain payroll records. PREREQUISITES: 10834109 Pre-Algebra or equivalent

**RECRUITMENT & RETENTION OF EMPLOYEES**...applies and skills and tools necessary to hire and retain qualified employees. Legal issues, testing, screening, interviewing, selecting and negotiating techniques will be demonstrated and assessed for each learner.

**SAFETY IN THE WORKPLACE**...applies the skills and tools necessary to provide a safe and secure work environment. Each learner will demonstrate the application of safety awareness, federal/state/local compliance, incident investigation and documentation, human relations techniques, safety orientation, inspections, and risk analysis, issues of workplace violence, substance abuse, and health hazards, first aid and CPR, fire and electrical safety, emergency preparedness, and liaison with external agencies.

**SUPERVISION**...allows the learner to apply the skills and tools necessary to perform the functions of a frontline leader. Students learn the application of strategies and transition to a contemporary supervisory role including day-to-day operations, controlling, staffing, leadership, problem-solving, team skills, motivation, and training.

**TRAINING FOR ORGANIZATIONS**...applies the skills and tools necessary to implement the training cycle of assessment, design, implementation and evaluation. Each learner will develop and present a complete training project based upon adult learning theory and instructional design techniques.

**WORD 2013 - LEVEL 1**...introduces the student to word processing features such as creating, saving, editing, formatting, and printing documents, creating basic diagrams, and applying these concepts to produce usable documents. This course is offered in a self-paced format.

**WRITTEN COMMUNICATION**...teaches the writing process, which includes prewriting, drafting, revising, and editing. Through a variety of writing assignments, the student will analyze audience and purpose, research and organize ideas, and format and design documents based on subject matter and content. Keyboarding skills are required for this course. It also develops critical reading and thinking skills through the analysis of a variety of written documents. PREREQUISITE: 10831103 Intro to College Wrtg equivalent and COREQUISITE: 10838105 Intro Rdg & Study Skills or equivalent