



Adult Education WorkINDiana Framework
July 1, 2015- June 30, 2016

Advanced Manufacturing										
Occupation	Avg. Wage	Indiana Outlook *		Certification	Career Pathway	Avg. Inst. Hrs.	Rationale/Notes	Exam Cost	Prior Learning Credits**	Related Skills & Competencies
		LT	ST							
CNC Operator	\$32,910	6.7%	5.2%	National Institute for Metalworking Skills (N.I.M.S.) Computer-Numerically Controlled (C.N.C.) Operator Level 1	C.N.C. Programmer	120 hrs.	N.I.M.S. offers multiple levels of credentials. <i>Minimum age requirement of 18; under 18 are allowed under special circumstances. Individuals with a criminal record may qualify for this training.</i>	\$90	Depending on the NIMS certification: *MTTC 101 Introduction to Machining *MTTC 107 CNC Operations *MTTC 242 CNC Machining	<ul style="list-style-type: none"> • Measurement & Materials • Job Planning, Benchwork & Layout • Manual Milling Skills • CNC Milling • CNC Turning
Entry Welder	\$37,250	7.8%	5.0%	American Welding Society (A.W.S.) – Entry Level Certification	Welding Technician to Welding Technologist or Specialist	80 hrs.	A.W.S. offers multiple levels of credentials; testing facilities in Fort Wayne, Indianapolis, Evansville, South Bend & Lafayette. <i>Suggested minimum age requirement of 16. Individuals with a criminal record may qualify for this training.</i>	\$50		<ul style="list-style-type: none"> • Safely operate welding tools • Layout, position, measure, cut & align pieces

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Heating and Cooling Technician (HVAC)	\$44,910	16.8%	3.4%	E.P.A. 608 & Local Municipality Licensure	Apprentice to Type I Technician to Type II Technician to Type III Technician to Universal Technician	Not specified	Large demand with significant short-term growth & sustained long-term growth. <i>Minimum age restriction of 18. Individuals with a criminal record may qualify for this training, however there could be significant difficulties with securing employment in this field.</i>	\$24.95	HVAC 101 (Heating Fundamentals), HVAC 103 (Refrigeration I), HVAC 208 (Heating Service), HVAC 211 (Refrigeration II), & HVAC 207 (HVAC Codes)	• Work on ventilation appliances & release refrigerants into the air
Machine Maintenance Technician	\$42,390	7.5%	3.7%	The Society For Maintenance And Reliability Professionals Certified Maintenance and Reliability Technician †	Maintenance Technician to Manufacturer or Machinist	16 weeks	S.M.R.P. is not recognized throughout the State, but the skills are relevant. <i>Suggested minimum age requirement of 16. Individuals with a criminal record may qualify for this training.</i>	\$300.00	Not available at this time	• Maintenance Practices • Preventative and Predictive Maintenance • Troubleshooting and Analysis • Corrective Maintenance.

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Production Worker	\$28,970	7.6%	4.3%	Manufacturing Skills Standards Council (M.S.S.C.) Certified Production Technician (C.P.T.AE) Purdue Polytechnic Production Technician Certificate	Manufacturing Engineering Technician to Technologist to Supervisor or Manager	140 hrs.	M.S.S.C. is not recognized throughout the state, but the skills are relevant. <i>Suggested minimum age requirement of 16. Individuals with a criminal record may qualify for this training.</i>	\$280	MSSC - INDT 106 Workplace Safety AND ADMF 102 Technology in Advanced Manufacturing or MSSC - ADMF 101 Key Principles of Adv. Manufacturing & ADMF 102 Technology in Adv. Manufacturing	<ul style="list-style-type: none"> • Safety • Manufacturing processes & production • Quality control • Measurements
						160 hrs.	The Certificate of Advanced Manufacturing Standardized Work is not recognized throughout the state, but the skills are relevant.	\$0		
Underground/ Surface Coal Mining	\$40,050	6.9%	-2.0%	Mine Safety & Health Admin. (M.S.H.A. 5023)	Mine Cutting & Channeling Machine Operator to Foreman to Contractor	40 hrs.	High demand in certain regions. <i>No age restriction. Individuals with a criminal record could be restricted from certain work-related activities (e.g., handling explosives).</i>	\$160	Not available at this time	<ul style="list-style-type: none"> • Operate self-propelled mining machines that rip coal, metal & nonmetal ores, rock, stone, or sand from the mine face & load it onto conveyors or into shuttle cars in a continuous operation

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Business Admin. & Support										
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Admin. Assistant	\$32,300	16.3%	3.0%	Internet & Computing Core Certification (I.C.3)	Executive Assistant to Office Manager	70 hrs.	I.C.3 includes knowledge of hardware, software, & Microsoft Office programs. <i>Individuals must be at or above the age of 14. Individuals with a criminal record can take this exam.</i>	\$159	OFAD 217 Problem Solving for Computer Users	• Prepare memos, letters, reports & other documents using word processing, spreadsheets, & other computer software
				Microsoft Office Specialist Certifications (M.O.S.)		12 wks.	M.O.S. provides employers with a reasonable expectation that a potential employee with this certification will be well versed in Word, PowerPoint, Outlook & Excel. <i>No age requirement.</i>	\$125 ***	OFAD218 (Microsoft Excel), OFAD103 (Microsoft Word), & OFAD 110 (Microsoft PowerPoint)	
Bookkeeper	\$35,120	11.7%	3.3%	QuickBooks †	Payroll Clerk to Tax Preparer to Brokerage Clerk	120 hrs.	The majority of employers require either the certification or experience with QuickBooks. <i>No age requirement listed. Individuals with a criminal record would not be suited for this training.</i>	\$150	Not available at this time	• List management • Itemizing • Using workflow for invoicing and sales receipts • Payroll • Basic accounting

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Customer Service/Call Center Rep	\$24,502	14.7%	4.6%	Certified Business Professional (CBP)	Supervisor or Manager Professional Certification to the Executive Certification to the Master Certification	21 hrs.	Must be paired with IC3, MOS, Excel or similar training. This two-certification combo addresses the specific needs and requirements of call centers. <i>Individuals with a criminal record can take this exam.</i>	\$125	Not available at this time	<ul style="list-style-type: none"> • Communication • Discerning customers needs • Excellent telephone service • Establish & maintain a professional relationship with customers • Resolve customer concerns or issues
	\$32,390	14.7%	4.6%	Technology Service Industry Association (T.S.I.A.) Customer Support Training for Field Service Representative (C.S.P.-1) †	Supervisor or Manager	40 hrs.	C.S.P.-1 documents skills needed to perform the occupation's tasks & duties. <i>No age requirements listed.</i> <i>It is recommended that IC3, MOS, Excel or other software training be combined with this call center training.</i>	\$140 to \$160	Not available at this time	<ul style="list-style-type: none"> • Establish & maintain a professional relationship with customers • Resolve customer concerns or issues
	\$24,630	9.7%	2.4%	National Retail Federation (NRF) Customer Service and Sales	Supervisor or Manager	56 hrs.	At least 16 years old or, if a student, have attained at least grade 11 standing, or enrollment in HSE prep course	\$85	Not available at this time	<ul style="list-style-type: none"> • Customer Service • Sales • Store Operation • Retail Industry knowledge • Microsoft Excel, Outlook and Word

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Health Care										
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Certified Nurse Aide	\$24,610	21.8%	2.1%	Certified Nurse Aide (C.N.A.) Approved State Certification	L.P.N. to A.S.N. to R.N. to B.S.N.	105hrs	<i>Min. age restriction of 16. Individuals with a criminal record are eligible for this training, but there is a high likelihood that the career pathway would be limited to a CNA position.</i>	\$75 Skills & Written	HLHS 107 (C.N.A. Preparation) NRSRG 101 Fundamentals of Nursing Lab with current certification & documented proof of employment within last 6 months.	<ul style="list-style-type: none"> Attend to patient needs including grooming, applying dressings, & turning bedridden patients Collect specimens Record patient vital signs Observe & record food & drink intake & output
Emergency Medical Technician	\$30,850	21.2%	2.1%	Emergency Medical Technician (E.M.T.) State Certification	E.M.T. Intermediate to Paramedic to L.P.N.	Approx. 150 hrs.	<p>Basic requires both classroom & practical experience.</p> <p>Must be 18.</p> <p><i>Individuals with a criminal record can be declined based on the prior offense.</i></p>	\$15	PARM 102 (Emergency Medical Technician-Basic Training)	<ul style="list-style-type: none"> Administer first aid & life support Perform emergency diagnosis & treat Observe, record & report the patient's condition
Dental Assistant with Limited Radiography License (L.R.C.)	\$35,980	34.0%	2.6%	Limited Radiography Certification (L.R.C.)	Dental X-ray Technician to Dental Office Manager to Dental Hygienist	120 hrs.	<p>High long-term demand. <i>Min. age restriction of 18.</i></p> <p><i>Individuals with a criminal record are ineligible.</i></p> <p><i>May train without a high school diploma/equivalent but must earn by end of program.</i></p> <p><i>Must have a high school diploma/ equivalent for licensure.</i></p>	\$60	Not available at this time	<ul style="list-style-type: none"> Provide patient care, take dental radiographs, prepare patients & equipment for dental procedures, office administrative functions Keeping medical records, scheduling, equipment maintenance & sterilization, basic radiography, pre-and post-operative patient care & taking tooth & mouth impressions

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Home Health Aide	\$22,040	28.0%	2.8%	Home Health Aide (HHA)	Patient Care Technician Physical Therapy Nursing Assistant Nurse (L.P.N. or R.N.)	75 hrs. + 16 clinical hrs.	High long-term demand. <i>Individuals with a criminal record would not be eligible for this training.</i>	N/A	HLHS 114 Home Care Aide	<ul style="list-style-type: none"> • Help clients in daily personal tasks, such as bathing and dressing • Do light housekeeping, such as laundry, washing dishes and vacuuming a client's home • Provide patient care
Medical Administrative Assistant	\$31,530	27.8%	2.1%	Certified Medical Administrative Assistant (C.M.A.A.) †	Medical Administrative Specialist or Office Manager	50 hrs.	High long-term demand. A high school diploma is required to take the exam; however, individuals without a high school diploma may take the certification exam, and if successful, they will receive a provisional certification. Upon receipt of the high school diploma or equivalency the individual will be granted the full certification. <i>Min. age restriction of 18.</i> <i>Individuals with a criminal record would not be eligible for this training.</i>	\$105 to \$149	Not available at this time	<ul style="list-style-type: none"> • Review and answer practice correspondence • Operate computer systems or other types of technology to accomplish office tasks • Answer calls, schedule appointments, greet patients, and maintain files • Update and maintain patient and other practice-specific information

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Medical Assistant	\$29,290	28.8%	2.2%	Certified Clinical Medical Assistant (C.C.M.A.)†	Nurse (L.P.N. or R.N.)	140 hrs. + 80 clinical hrs.	<p>High long-term demand.</p> <p>A high school diploma is required to take the exam; however, individuals without a high school diploma may take the certification exam, and if successful, they will receive a provisional certification. Upon receipt of the high school diploma or equivalency the individual will be granted the full certification.</p> <p><i>Min. age restriction of 18. Individuals with a criminal record would not be eligible for this training.</i></p>	\$159	Not available at this time	<ul style="list-style-type: none"> • Administer oral medications • Provide patient care • Maintain knowledge of medical laws and ethics

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Medical Coder/Billing Specialist	\$35,260	22.6%	1.9%	American Academy of Professional Coders - Certified Professional Coder (C.P.C.),	AHIMA Certified Coding Specialist (C.C.S) to Registered Health Info Tech (R.H.I.T.) to Registered Health Info Administrator (R.H.I.A.)	Not specified	These certifications are not required by the industry currently, however many major employers require it. <i>Must be 18. No age requirements for the CCA.</i> <i>Individuals with a criminal record would have trouble securing employment.</i>	\$300	MEAS 137 (Medical Insurance & Basic Coding w/ Computer Applications) INCO 213 Advanced Insurance Coding INCO 220 Advanced Insurance Processing	<ul style="list-style-type: none"> • Proficiency in adjudicating claims for accurate medical coding • Proficiency across a wide range of coding/insurance services • Sound knowledge of medical coding/insurance rules & regulations
				National Health Career Association Certified Billing and Coding Specialist (CBCS)	Medical Office Administrator, Manager			\$165	Not available at this time	
				American Health Information Management Association (AHIMA), Certified Coding Associate (CCA)	Medical Office Administrator, Manager in a Hospital or Physician setting. May also achieve specialist rating with the AHIMA Certified Coding Specialist (CCS) or Certified Coding Specialist Physician (CCS -P)			\$299 non-member rate \$199 for members	Not available at this time	

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Patient Access (Patient Rep)	\$30,480	27.1%	2.2%	Certified Healthcare Access Associate (C.H.A.A.)	Patient Access to Health Information Medical Technician or Medical Coder	120 hrs.	This certification is not required, but many major employers require it. <i>Min. age restriction of 18 and student cannot take the certification exam without a high school diploma or equivalency. Individuals with a criminal record may have trouble in this industry.</i>	\$100	Not available at this time	<ul style="list-style-type: none"> Coordinate communication between patients, family members, medical staff, administrative staff, or regulatory agencies Identify & share research, recommendations, or other information regarding legal liabilities, risk management, or quality of care
Phlebotomy Technician	\$36,540	23.6%	2.1%	Certified Phlebotomy Technician (C.P.T.) † from National Health Career Association or the American Certification Agency for Healthcare Professionals	Nurse (L.P.N. or R.N.)	90 hrs.	Certification is required to enter this occupation. <i>Min. age restriction of 18.</i> <i>Individuals with a criminal record are eligible to take this training, however there could be significant difficulty to enter employment in this occupational field based on prior offense.</i>	\$105	Not available at this time	<ul style="list-style-type: none"> Basic phlebotomy procedures Venipunctures Test blood & prepare other body fluid specimens for testing
				Phlebotomy Technician – American Society for Clinical Pathology P.B.T./A.S.C.P.†				\$135	PHLB 212 (Phlebotomy) & PHLB 257 (Phlebotomy Externship)	<ul style="list-style-type: none"> Blood collection Specimen collection Medical terminology Venipunctures

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Hospitality										
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Hotel, Motel, and Resort Desk Clerks	\$18,630	6.0%	4.0%	Skills, Tasks And Results Training (S.T.A.R.T.)	Hospitality Skills Certification to Guest Services Gold Certification	180 hrs.	High short-term & sustained long-term demand. <i>Suggested min. age requirement of 16.</i> Individuals with a criminal record are eligible for this training.	\$50	HOPS 101 (Sanitation & First Aid)	• Greet & serve customers with professionalism
Maids and Housekeeping Cleaners	\$19,520	10.9%	3.0%	Skills, Tasks And Results Training (S.T.A.R.T.)	Hospitality Skills Certification to Guest Services Gold Certification	180 hrs.	High short-term & sustained long-term demand. <i>Suggested min. age requirement of 16.</i> Individuals with a criminal record are eligible for this training.	\$50	HOPS 101 (Sanitation & First Aid)	• Greet & serve customers with professionalism
Food and Beverage Serving Workers	\$17,890	10.6%	3.6%	Skills, Tasks And Results Training (S.T.A.R.T.)	Hospitality Skills Certification to Guest Services Gold Certification	180 hrs.	High short-term & sustained long-term demand. <i>Suggested min. age requirement of 16.</i> Individuals with a criminal record are eligible for this training.	\$50	HOPS 101 (Sanitation & First Aid)	• Greet & serve customers with professionalism
Maintenance and Repair Workers, General	\$37,690	9.1%	3.4%	Skills, Tasks And Results Training (S.T.A.R.T.)	Hospitality Skills Certification to Guest Services Gold Certification	180 hrs.	High short-term & sustained long-term demand. <i>S</i> <i>Suggested min. age requirement of 16.</i> Individuals with a criminal record are eligible for this training.	\$50	HOPS 101 (Sanitation & First Aid)	• Greet & serve customers with professionalism

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Information Technology										
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Computer Support Specialist	\$38,950	11.3%	3.6%	CompTIA A+	Network Systems & Comm. Analyst to Network Administrator to I.T. Consultant	42 hrs. to 72 hrs.	CompTIA A+ documents skills needed for entry-level IT positions. <i>Min. age restriction of 18; 13 to 17 year olds are allowed with parental consent.</i> <i>Individuals with a criminal record are eligible to take the certification exam.</i>	\$183	ITSP 135 Hardware/Software Support (Must have taken Exam 1 and Exam 2)	<ul style="list-style-type: none"> • Install & perform minor repairs to computer hardware, software, & other equipment • Technical knowledge of computer networking & security
				CompTIA Network+ †		40 hrs.	Should be coupled with CompTIA A+ and Security+ as it documents skills that are more employable. <i>Min. age restriction of 18; 13 to 17 year olds are allowed with parental consent.</i> <i>Individuals with a criminal record are eligible to take the certification exam.</i>	\$261	Not available at this time	<ul style="list-style-type: none"> • Manage, maintain, troubleshoot, install, operate & configure basic network structure • Describe networking technologies
				CompTIA Security+ †		40 hrs.	Should be coupled with CompTIA A+ and Network+ as it documents skills that are more employable. <i>Min. age restriction of 18; 13 to 17 year olds are allowed with parental consent.</i> <i>Individuals with a criminal record are eligible to take the certification exam.</i>	\$284	CSIA 105 Introduction to Cyber Security/Information	<ul style="list-style-type: none"> • Risk mitigation • Provide operational informational security • Apply security controls • Awareness of applicable policies, laws & procedures

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Electronics Technician	\$33,000-55,000	1.9%-13.6%	2.0%	<p>Electronics Systems Professional Alliance Electronic Systems Technician (ESPA-E.S.T.)</p> <p>International Society of Certified Electronics (ISCET)</p> <p>Certified Electronics Technician (CET) or Electronics System Associate - Digital Circuits (ESA4)</p>	<p>Supervisor or Manager</p> <p>Students also may take higher levels of certifications e.g. DC, AC, Semi after the Digital</p>	Not specified	<p>The Electronic Systems Professional Alliance (ESPA), the Electronics Technician Association (ETA) and the International Society of Electronics Technicians (ISCET) provide multiple levels of certification.</p> <p>The ESA4-Digital Circuits is one of four parts (DC, AC, Semi, Digital). Certifications are awarded for passing each of the 4 parts, and once all 4 certificates are earned the Associate CET is awarded. The ESA program offers advantages to the student and the instructors that the Associate level CET program does not offer.</p> <p><i>No age restriction. Individuals with a criminal record are eligible for this training.</i></p>	\$250 to \$350, \$85 for ESA	<p>ELECT 101 Introduction to Electronics and Projects</p> <p>ELECT 111 Introduction to Circuits Analysis</p> <p>The Basic ETA Certification - Digital Basics qualifies for ELECT 112 Digital Fundamentals</p>	<ul style="list-style-type: none"> • Disassemble entertainment equipment & repair or replace defective components & wiring • Install, service, & repair electronic equipment or instruments • Calibrate & test equipment

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Transportation & Logistics										
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Automotive Service Technician	\$40,330	11.2%	3.5%	Automotive Service Excellence (A.S.E.) Certification	Automotive Specialty Technician to Automotive Master Technician	Not specified	Some concerns about demand, but easy to build pathway. Requires two years of industry experience before or after certification exam. <i>No age requirement listed.</i>	\$75	AUTC credits apply depending on the ASE exams passed	<ul style="list-style-type: none"> • Diagnose problems or trouble with vehicle • Provide basic service for vehicle • Make repairs
Laborers & Material Movers	\$26,080	15.3%	6.2%	Manufacturing Skills Standards Council (M.S.S.C.) Certified Logistics Associate (C.L.A.)	Material Handling, Shipping & Receiving to First Line Supervisor or Manager of Helpers	40 hrs.	Certification Ladder: A next level certification would be Certified Logistics Technician (C.L.T.). <i>Suggested min. age requirement of 16.</i> <i>Individuals with a criminal record are eligible to take this training.</i>	\$115 to \$170	Not available at this time	<ul style="list-style-type: none"> • Use the computer systems & software for supply chain management • Understand supply chain management & quality control
Laborers & Material Movers with Forklift Certification	\$26,070	15.2%	5.7%	Manufacturing Skills Standards Council (M.S.S.C.) Certified Logistics Associate + Forklift Certification (C.L.A. Forklift)	Material Handler to Material Handler + Forklift Operator to Shipping & Receiving + Forklift Operator to First Line Supervisor or Manager	50 hrs.	Certification Ladder: A next level certification would be Certified Logistics Technician (C.L.T.). Moderate demand that provides a livable wage. <i>Suggested min. age requirement of 16.</i> <i>Individuals with a criminal record are eligible to take this training.</i>	\$155 to \$220	Not available at this time	<ul style="list-style-type: none"> • Use the computer systems & software for supply chain management • Understand supply chain management & quality control • Routine material handling or mechanically load or unload materials from pallets, skids, platforms, cars lifting devices, or other transport vehicles

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Truck Driver, Heavy & Tractor-Trailer	\$42,360	10.3%	4.5%	Class A Commercial Driver License (C.D.L.-A)	Trainer, Supervisor or Manager	150 hrs.	High short-term & long-term demand. <i>Min. age restriction of 21 for full license.</i> <i>Individuals with a criminal record cannot transport hazardous materials and, if on probation, must stay within allowed area.</i>	\$16 permit fee, \$30 license fee	Not available at this time	<ul style="list-style-type: none"> Operate a large truck greater than 3 tons Obey all traffic laws & regulations
Truck Driver, Light & Tractor-Trailer	\$33,020	11.4%	5.0%	Class B Commercial Driver License (C.D.L.-B)	Class A C.D.L. and/or Supervisor/Manager	40 hrs.	High short-term & long-term demand. <i>Min. age restriction of 21 for full license.</i> <i>Individuals with a criminal record cannot transport hazardous materials and, if on probation, must stay within allowed area.</i>	\$16 permit fee, \$30 license fee	Not available at this time	<ul style="list-style-type: none"> Obey all traffic laws & regulations Operate large trucks under 3 tons

Construction										
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Pre-apprentice Construction Trades Helper	\$27,800	18.2%	3.7%	OSHA-10 + Pre-apprenticeship certificate (meets DOL guidelines). (Recommend combining with employability skills training or other certification training)	Apprentice to Journeyperson	140 hrs.	High long-term demand. This certification is not required, but employers do recognize this training as a credible and go-to source of employees and formal apprenticeship students. <i>May train without a high school diploma/equivalent but must earn by end of program.</i> <i>Individuals with a criminal record are eligible to take this training.</i>	\$0	Information not available at this time	<ul style="list-style-type: none"> • Read plans or instructions to determine work activities • Load, unload and identify building materials, machinery and tools • Provide assistance to craft workers

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* Short-term (2012-2014) and long-term (2012-2022) projections were provided by DWD's Research and Analysis team. The timeframes are set by USDOL Education and Training Administration.

** Prior learning credit is awarded at the discretion of Ivy Tech Community College. If a student has the current certification and is admitted into the related degree program at Ivy Tech, the student may be eligible to receive credit in the course(s) listed. Must show Ivy Tech the certification for credit. Updated as of February 2015. To see more current listing go to this website and select certification crosswalk: <http://www.ivytech.edu/pla/>

*** Sites that offer Microsoft certification testing often charge site usage fees. This fee can be minimal to several hundred dollars.

† These certifications are new and must participate in a minimum of 6-month pilot before becoming a permanent part of the framework.

Last Updated: 12/29/2015