

# Universal<sup>TM</sup> CLASS

*"An investment in knowledge pays the best interest."*  
—Benjamin Franklin

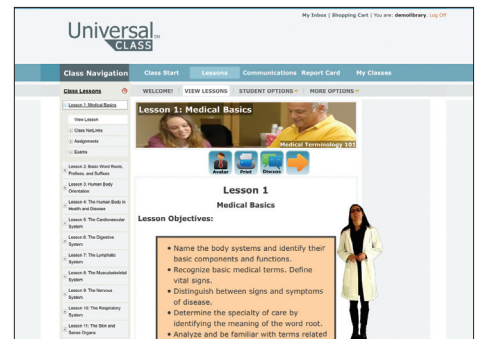


**Recorded Books' Universal Class** is an educational service providing the highest quality online courses for patrons interested in the lifelong pursuit of knowledge for either personal or professional reasons. Lifelong learning not only enhances social inclusion, active citizenship and personal development, but also competitiveness and employability. To date, over 300,000 students have benefited from Universal Class state-of-the-art online courses!

## Learn something new every day!

- Real Instructors with Continual Feedback
- Engaging Video-based Lessons\*
- Collaborative Learning Environment
- Certificates of Achievement
- Continuing Education Units That Meet IACET Standards
- Affordable Pricing for All Libraries
- Over 500 Courses

\*See reverse for a sample listing of our most popular courses.



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**Recorded Books**

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## Recorded Books' Universal Class Continuing Education Unit Courses\*

- Accounting & Bookkeeping 101 for Everyone
- Accounts Payable Management
- Accounts Receivable Management
- Administrative Assistant Fundamentals
- Anatomy and Physiology 101
- Autism 101
- Autism and Inclusion
- Autism Spectrum Disorders for Teachers
- Behavior Management 101
- Business Management 101
- Business Math 101
- Business Writing Basics
- Caring for Seniors
- Cell and Molecular Biology 101
- Child Abuse Recognition, Investigation, and Protection
- Computerized Accounting with QuickBooks
- Customer Relationship Management 101
- Customer Service 101
- Dealing with Difficult People
- Digital Photography 101
- Diversity Training 101
- Early Childhood Development
- Effective Communication 101
- Emotional and Behavioral Disorders 101
- ESL Basic Grammar and Writing
- Etiquette 101
- Event Planning 101
- Excel 2007
- Gregg Shorthand 101 (Centennial Version)
- How to Write a Grant Proposal
- ICD-9-CM Coding Workshop
- Interview Skills 101
- Introduction to Medical Billing
- Introduction to Medical Coding
- Introduction to QuickBooks Bookkeeping
- Introduction to Special Education
- Kinesics 101—Learn to Read Body Language
- Landlord 101: Managing Rental Properties
- Leadership and Supervision 101
- Learning Disabilities: What You Need to Know
- Legal Secretary 101
- Legal Terminology 101
- Life Coaching 101
- Mediation 101
- Medical Terminology 101
- Medical Terminology 201
- Medical Transcription 101
- Microbiology 101
- Microsoft Project 2007
- Microsoft Publisher 2007
- Motivational and Public Speaking 101
- MS Office 2007: Word, Excel, PowerPoint and Outlook
- MS Word 2007
- Negotiation Skills
- Nursing Assistant Overview
- Nutrition 101
- Outlook 2007
- Payroll Management 101
- Photography Basics
- Professional Organizer Training
- Project Management 101
- Proofreading and Copyediting 101
- Psychology 101
- Public Relations 101
- Punctuation and Grammar 101
- Quicken Deluxe 2010
- Reflexology Basics
- Resume Writing 101
- Sociology 101
- Special Events Planning 101
- Speed Reading 101
- Spelling 101
- Statistics 101
- Stress Management 101
- Team Management 101
- Telephone Skills and Quality Customer Service
- Time Management 101
- Virtual Assistant 101
- Vocabulary Building
- Waiter and Waitress Training 101
- Wedding Planning 101
- Wellness Coaching 101
- Writing Basics 101: Spelling, Grammar, Punctuation, Writing Structures
- Writing Effective Persuasion 101
- Writing Improvement 101



\* This is a partial listing of the courses. Course availability subject to instructor availability and market conditions.

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