

# WORK



## Foundations Work Readiness Academy

- Job Search Techniques and Job Leads
- One-on-one employment coaching
- Resume and cover letter building
- Computer Training

## National Work Readiness Certification (NWRC)

Urban League of Greater Madison is the only location in Wisconsin for individuals to receive training for and take the test to earn their NWRC Credential. This Credential:

- is nationally recognized
- can be used to verify your work-readiness skills by employers

## Customer Service & Sales

Our Customer Service & Sales Academy connects individuals to employers and jobs in positions such as:

- Call Center Representative
- Sales Representative
- Customer Service

## Information Technology

Through a partnership with UW Madison and Herzing University, the IT Careers Academy prepares individuals for entry level IT Help Desk positions. The Academy offers the opportunity for:

- 7-week PAID internship
- 4 credits from Herzing University
- A+ Certification

## Food Service

The Food Service Academy (Culinary Creations) equips individuals with:

- basic commercial kitchen skills to enter the industry as a prep cook.
- ServSafe® Certification

## Healthcare Administration

Prepares individuals for administrative and clerical careers in the high-demand health care sector. Participants can earn:

- up to 11 credits from Madison College and the Basic Medical Receptionist Certification
- training on Epic Software
- an 80-hour internship with an employer in the healthcare field

## Trades

The Foundations for the Trades Academy provides classroom work-readiness skills, employment coaching and hands-on training as well as:

- OSHA Safety Certification
- CPR Certification
- 4 of 6 Pre-Apprenticeship Certification Training (PACT) Modules
- National Flagger Certification

## Fatherhood Program

This program provides employment assistance, parenting skills development, and help managing child support obligations for fathers at risk of incarceration due to child support arrearages.

Call 608-729-1200 with questions or for more information



Urban League of  
Greater Madison  
LIVE | LEARN | WORK

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