

# University of Phoenix - Prior Learning Assessment - Corporate Articulation

## VITAL LEARNING CORPORATION

### Credit Recommendation Guide (CRG)

The following courses have been evaluated by Corporate Articulation to potentially fulfill General Education or Elective credits for an Undergraduate Degree. In order to receive any of the credits recommended below, students should submit supporting documents to Prior Learning Assessment. For more information on PLA visit: [ecampus.phoenix.edu/pla](http://ecampus.phoenix.edu/pla) or contact the department toll free at 866-440-4707.

\*NOTE: Fees are applicable for credits evaluated.

PLA will not award credit for certifications or coursework that duplicates the content of credits earned through PLA, transfer credit, National Testing Program credit or University of Phoenix.

Clock hour to semester credit hour conversions are made based on current academic standards as outlined in the academic policy of the University.

#### University of Phoenix Equivalency: (General Education or Elective category to which credit can be applied)

Combinable: Courses may only be combined with courses of similar content, modality and General Education/Elective areas.

Non-Academic: Lack of college level theory and/or principle necessary for credit recognition. Company specific and skill-based training.

Too Few Hours: Courses/training that cannot receive credit because they are less than 1 hour total in length. Similar content in a 1(+) hour timeframe may be eligible for credit.

Applicable Hours: Indicates the total amount of actual learning time. Any breaks or lunch time included in the initial clock hours have been removed.

Course Number	Course Title	Delivery Method	Course Year	Course Length	Applicable Hours	Credits Recommended	University of Phoenix Equivalency
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**\*NOTE:** MODULES, COURSES, AND PROGRAMS ARE AVAILABLE IN SEVERAL DIFFERENT MODALITIES. STUDENTS WILL ONLY RECEIVE CREDIT ONCE FOR EACH COURSE REGARDLESS OF HOW MANY TIMES THE COURSE WAS TAKEN USING DIFFERENT MODALITIES. PLEASE BE AWARE THAT AS MODALITIES VARY, STUDENTS WILL RECEIVE DIFFERENT AMOUNTS OF CREDITS BASED UPON THE MODALITIES COMPLETED.

#### SINGLE COURSES

	ACHIEVING COMMUNICATION EFFECTIVENESS	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	COMMUNICATION ARTS
	ACHIEVING COMMUNICATION EFFECTIVENESS	CLASSROOM	2009-2010	8 HOURS	8	0.5	COMMUNICATION ARTS
	ACHIEVING COMMUNICATION EFFECTIVENESS	CLASSROOM/SELF-PACED	2009-2010	6.5 / 1.5 HOURS	7.25	COMBINABLE	COMMUNICATION ARTS
	PROFESSIONALISM IN THE OFFICE	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONALISM IN THE OFFICE	CLASSROOM	2009-2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ELECTIVE
	PROFESSIONALISM IN THE OFFICE	CLASSROOM/SELF-PACED	2009-2010	6.5 / 1.5 HOURS	7.25	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

	STAR SERVICE	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	STAR SERVICE	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	STAR SERVICE	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	PROOFAMATICS	CLASSROOM	2009-2010	10 HOURS	10	0.5	COMMUNICATION ARTS
	DIVERSITY AWARENESS	SELF-PACED	2009-2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	NUMBER SKILLS	CLASSROOM	2009-2010	8 HOURS	0	0	NON-ACADEMIC
	THE INCOMING SALES CALL	SELF-PACED	2009-2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	MAKING CUSTOMER RECOMMENDATIONS	SELF-PACED	2009-2010	1 HOUR	1	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	DEALING WITH DIFFICULT CUSTOMER SITUATIONS	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	DELIVERING CUSTOMER FOCUSED SERVICE	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
<b>LEADERSHIP ESSENTIALS (SPANISH)</b>							
<b>*NOTE: LEADERSHIP ESSENTIALS COURSES ARE OFFERED IN BOTH ENGLISH AND SPANISH IN THE CLASSROOM FORMAT ONLY.</b>							
	ESSENTIAL SKILLS OF LEADERSHIP	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	ESSENTIAL SKILLS OF LEADERSHIP / (HABILIDADES ESENCIALES DEL LIDERAZGO)	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	ESSENTIAL SKILLS OF LEADERSHIP	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	ESSENTIAL SKILLS OF COMMUNICATING	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	COMMUNICATION ARTS
	ESSENTIAL SKILLS OF COMMUNICATING (HABILIDADES ESENCIALES PARA LA COMUNICACIÓN)	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	COMMUNICATION ARTS
	ESSENTIAL SKILLS OF COMMUNICATING	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	COMMUNICATION ARTS
	SUPPORTING CHANGE	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	SUPPORTING CHANGE / (CÓMO APOYAR EL CAMBIO)	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	SUPPORTING CHANGE	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	COMMUNICATING UP	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE

	COMMUNICATING UP (COMUNICACION CON SU JEFE)	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	COMMUNICATING UP	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DEVELOPING PERFORMANCE GOALS AND STANDARDS	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DEVELOPING PERFORMANCE GOALS AND STANDARDS / (CÓMO ESTABLECER METAS Y ESTÁNDARES DE DESEMPEÑO)	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DEVELOPING PERFORMANCE GOALS AND STANDARDS	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROVIDING PERFORMANCE FEEDBACK	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROVIDING PERFORMANCE FEEDBACK/ (RETROALIMENTACIÓN SOBRE EL DESEMPEÑO)	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROVIDING PERFORMANCE FEEDBACK	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	COACHING JOB SKILLS	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	COACHING JOB SKILLS/ (CÓMO ADIESTRAR A LOS EMPLEADOS)	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	COACHING JOB SKILLS	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DELEGATING	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DELEGATING/ (CÓMO DELEGAR)	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DELEGATING	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	RESOLVING CONFLICTS	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	RESOLVING CONFLICTS/ (RESOLUCION DE CONFLICTOS)	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	RESOLVING CONFLICTS	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MANAGING COMPLAINTS	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MANAGING COMPLAINTS/ (CÓMO MANEJAR LAS QUEJAS)	CLASSROOM	2009-2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MANAGING COMPLAINTS	CLASSROOM/SELF-PACED	2009-2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	EFFECTIVE DISCIPLINE	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE

	EFFECTIVE DISCIPLINE/ (DISCIPLINA EFICAZ)	CLASSROOM	2009- 2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	EFFECTIVE DISCIPLINE	CLASSROOM/SELF- PACED	2009- 2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	IMPROVING WORK HABITS	SELF-PACED	2009- 2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	IMPROVING WORK HABITS/ MEJORAR LOS HÁBITOS LABORALES) (COMO	CLASSROOM	2009- 2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	IMPROVING WORK HABITS	CLASSROOM/SELF- PACED	2009- 2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
<b>LEADERSHIP PLUS</b>							
	MOTIVATING TEAM MEMBERS	SELF-PACED	2009- 2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	MOTIVATING TEAM MEMBERS	CLASSROOM	2009- 2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	MOTIVATING TEAM MEMBERS	CLASSROOM/SELF- PACED	2009- 2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
<b>*NOTE: "DEVELOPING AND COACHING OTHERS (LEADERSHIP VERSION)" AND "DEVELOPING AND COACHING OTHERS (SENIOR MANAGEMENT VERSION)" ARE SIMILAR IN CONTENT, BUT ARE ORIENTED TOWARD DIFFERENT GROUPS OF EMPLOYEES. TO AVOID DUPLICATION, STUDENTS MAY ONLY RECEIVE CREDIT FOR ONE OR THE OTHER, AND NOT BOTH.</b>							
	DEVELOPING AND COACHING OTHERS (LEADERSHIP VERSION)	SELF-PACED	2009- 2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	DEVELOPING AND COACHING OTHERS (LEADERSHIP VERSION)	CLASSROOM	2009- 2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	DEVELOPING AND COACHING OTHERS (LEADERSHIP VERSION)	CLASSROOM/SELF- PACED	2009- 2010	2.5 / 1.5 HOURS	3.25	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	DEVELOPING AND COACHING OTHERS (SENIOR MANAGEMENT VERSION)	CLASSROOM	2009- 2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	HIRING WINNING TALENT	CLASSROOM	2009- 2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	HIRING WINNING TALENT	SELF-PACED	2009- 2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	HIRING WINNING TALENT	CLASSROOM/SELF- PACED	2009- 2010	4 / 4 HOURS	6	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
	RETAINING WINNING TALENT	CLASSROOM	2009- 2010	8 HOURS	8	0.5	INTERDISCIPLINARY/ ELECTIVE
	LEADING SUCCESSFUL PROJECTS	CLASSROOM	2009- 2010	16 HOURS	16	1	INTERDISCIPLINARY/ ELECTIVE
	SOLVING WORKPLACE PROBLEMS	CLASSROOM	2009- 2010	4 HOURS	4	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE
<b>CUSTOMER-ORIENTED SELLING</b>							
UNIT 1	INTRODUCTION TO CUSTOMER-ORIENTED SELLING	CLASSROOM	2009- 2010	1 HOUR	0.75	COMBINABLE	INTERDISCIPLINARY/ ELECTIVE

UNIT 2	FOCUSING ON THE CUSTOMER	CLASSROOM	2009-2010	2.25 HOURS	2.25	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
UNIT 3	THE COS SALES PROCESS	CLASSROOM	2009-2010	6.25 HOURS	3.83	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
UNIT 4	MANAGING SALES OBSTACLES	CLASSROOM	2009-2010	2 HOURS	2	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
UNIT 5	COS CALL PLANNING	CLASSROOM	2009-2010	3.67 HOURS	3.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
<b>WINNING THROUGH CUSTOMER SERVICE</b>							
	WINNING THROUGH CUSTOMER SERVICE	SELF-PACED	2009-2010	1.5 HOURS	1.5	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	WINNING THROUGH CUSTOMER SERVICE	CLASSROOM	2009-2010	8 OR 12 HOURS	8 OR 12	0.5	INTERDISCIPLINARY/ELECTIVE
	WINNING THROUGH CUSTOMER SERVICE	CLASSROOM/SELF-PACED	2009-2010	8 OR 12 / 1.5 HOURS	7.25 OR 11.25	COMBINABLE OR 0.5 CREDITS	INTERDISCIPLINARY/ELECTIVE
<p><b>*NOTE:</b> "DEALING WITH DIFFICULT CUSTOMERS" AND "DELIVERING CUSTOMER FOCUSED SERVICE" ARE OPTIONAL MODULES ASSOCIATED WITH "WINNING THROUGH CUSTOMER SERVICE". THESE MODULES MAY BE TAKEN AS A PART OF THIS COURSE OR INDIVIDUALLY, HOWEVER DUPLICATE CREDIT MAY NOT BE AWARDED.</p>							
<b>2010 LEADERSHIP ESSENTIALS ONLINE/TELECONFERENCE FORMAT</b>							
	ESSENTIAL SKILLS OF LEADERSHIP	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	ESSENTIAL SKILLS OF COMMUNICATING	CLASSROOM	2010	3 HOURS	3	COMBINABLE	COMMUNICATION ARTS
	SUPPORTING CHANGE	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	COMMUNICATING UP	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DEVELOPING PERFORMANCE GOALS AND STANDARDS	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	PROVIDING PERFORMANCE FEEDBACK	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	COACHING JOB SKILLS	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	DELEGATING	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	RESOLVING CONFLICTS	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	MANAGING COMPLAINTS	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	EFFECTIVE DISCIPLINE	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE
	IMPROVING WORK HABITS	CLASSROOM	2010	3 HOURS	3	COMBINABLE	INTERDISCIPLINARY/ELECTIVE