

Goodwill
Training Academy





Goodwill Training Academy

Goodwill Industries of the Southern Rivers (GoodwillSR) strives to meet the workforce needs of our employer partners. Through the Goodwill Training Academy, we offer intensive training services that prepare participants with the skills for the world of work and the opportunity to earn industry-recognized credentials and certificates. You can tap into the pool of qualified graduates or work with us to customize delivery of these training programs for current employees.





Credentialing Programs

Certified Guest Service Professional (CGSP)

GoodwillSR, in partnership with the American Hotel & Lodging Educational Institute (AHLEI), offers the CGSP credential. The CGSP designation is recognized worldwide and is the highest acknowledgment for providing excellent guest service for employees in the hospitality, retail, and tourism industries. Participants learn many aspects of guest service, all designed for maintaining the highest level of service excellence in varying situations. This certification is transferrable into retail, tourism, transportation, and any customer service industry. This training program is offered at our Albany, Columbus, Newnan, and Valdosta Training Centers.

Training Overview

- How to Make it Right
- Taking Ownership of Good Service
- Being Knowledgeable
- Passion, Commitment & Personality
- Providing Unique Customer Service, and Personality

Credential Earned

- AHLEI Certified Guest Service Professional Certification

Entry Level

- Sales Associate
- Front Desk
- Call Center

Career Path

- Customer Service Representative
- Assistant Manager
- Manager





Credentialing Programs

Certified Maintenance Employee (CME)

GoodwillSR, in partnership with the American Hotel & Lodging Educational Institute (AHLEI), offers the CME credential. The CME is a global industry-recognized credential and is transferrable within any business or organization that utilizes maintenance services. A CME possesses the demonstrated knowledge to perform maintenance duties and primary functions, including but not limited to lockout/tag-out procedures, maintenance checklists, assistance in monitoring / controlling, maintenance inventory, or supplies within the company. Additionally, the CME implements concepts and benefits of preventative maintenance. This training program is offered at our Albany, Columbus, Newnan, and Valdosta Training Centers.

Training Overview

- Employee Responsibilities
- Work Orders
- Key Control
- OSHA Regulations
- Security
- Maintenance Tools
- Preventative Maintenance
- Shift Requirements

Credential Earned

- AHLEI Certified Maintenance Employee Certification

Entry Level

- Maintenance Employee

Career Path

- Maintenance Technician
- HVAC





Credentialing Programs

Retail Industry Fundamentals Specialist

GoodwillSR, in partnership with National Retail Federation (NRF), offers the Retail Industry Fundamentals Specialist credential. The National Retail Foundation, in collaboration with major retailers, designed this curriculum to prepare participants to deliver excellent customer service and essential retail competencies. A participant that earns this NRF Credential possesses demonstrative knowledge of daily retail operations. This program is offered at Albany, Columbus, Newnan, and Valdosta Training Centers.

Training Overview

- Retail Industry Standards
- Customer Communication
- Resolving Complaints
- Product Sales and Merchandising
- Safety and Security in the Workplace
- Professional and Personal Effectiveness in the Retail Environment
- Applying and Preparing for Employment in the Retail Industry

Credential Earned

- NRF Retail Industry Fundamentals Certification

Entry Level

- Retail Specialist
- Supervisor

Career Path

- Store Manager
- Operations Manager
- SVP Operations





Credentialing Programs

ServSafe Food Handler

GoodwillSR, in partnership with the National Restaurant Association, offers the ServSafe-Food Handlers Certification. This training prepares participants for employment in the restaurant/ fast food industry. Participants will learn the fundamentals of food safety and obtain a ServSafe Certification upon completion of the program. This program is offered at Albany, Columbus, Newnan, and Valdosta Training Centers.

Training Overview

- Food-borne Illness and Sickness
- Proper Sanitation in Dishwashing
- Food Sanitation Risks
- Proper Temperature for Food Storage
- Food Handling.

Credential Earned

- ServSafe Food Handler Certification

Entry Level Positions

- Dishwasher
- Cook
- Food Service Worker
- Fast Food Line/ Line Cook
- Catering Services

Career Path

- Quality Control
- Assistant Manager
- Manager



Credentialing Programs

Certified Nursing Assistant (CNA)

GoodwillSR, in partnership with State of Georgia Board Certified Nurses, provide the Certified Nursing Assistant Training Program. Participants enrolled in this program receive 30 days of interactive hands-on training that prepares them with essential patient care skills. A Nurse Instructor provides facilitation to develop participants with the vital skills to pass the certification exam. Graduates complete a 24-hour clinical rotation at a local health provider partner. Passing the exam provides the participant with an industry-recognized credential and license in the State of Georgia as a Certified Nurse Aide. This program is offered at Albany, Valdosta, and will be available in Columbus in August 2021.

Training Overview

- Feeding and Dressing Patients
- Proper Patient Bathing, Abuse and Neglect Prevention
- Proper Body Mechanics for Lifting and Turning Patients
- Recognizing Depression
- Dealing with Dementia
- Infection Control Issues
- Catheter Care

Credential Earned

- State of Georgia Certified Nurse Assistant Certification

Entry Level Positions

- Patient Care Tech
- Nurse Assistant

Career Path

- Advanced CNA, LPN, and RN



Credentialing Programs

Cardio-Pulmonary Resuscitation (CPR) – American Red Cross

GoodwillSR has partnered with the American Red Cross to offer the First Aid/CPR/AED Certification. This training teaches individuals and emergency medical rescuers to recognize and provide immediate action when a person suffers from Sudden Cardiac Arrest. Certification valid for 2-years. This certification training is offered at the Valdosta Training Center.

Training Overview

- Check for Breathing
- Administer Chest Compressions
- Call 9-1-1

Credential Earned

- American Red Cross Certified First Aid/CPR/AED

Entry Level

- First Aid Instructor
- Caregiver
- C.N.A

Career Path

- Emergency Medical Technician – EMT
- Paramedic



Credentialing Programs

Manufacturing and Safety Forklift – OSHA Ten Certificates

GoodwillSR, in partnership with Technical College System of Georgia, offers the Manufacturing Safety Forklift Program. This training prepares participants for employment in the materials handling, storage, & warehouse industry. Upon completion of the program, participants will receive a Forklift Operator Safety Certificate and General Industry OSHA Ten Hour Certificate. This training program is offered at the Albany and Newnan Training Centers.

Training Overview

- OSHA Enforcement
- Record Keeping
- Unobstructed Travel Path
- Emergency and Fire Protection Plans
- Electrical Safety
- Hazardous Materials
- Personal Protective Equipment
- Machinery
- Machine Guarding
- Safety & Health Programs
- Hazard Communication
- Hazardous Substances
- Industrial Hygiene
- Forklift Operation
- Quality Management

Credential Earned

- Forklift Operator Certificate – OSHA 10-Hour General Industry

Entry Level Positions

- Warehouse Worker
- Forklift Operator
- Shipping Clerk
- Receiving Clerk
- Material Handler

Career Path

- Logistics & Supply Chain Management
- Supervisor
- Manager





Credentialing Programs

Custodial - Spartan Chemicals Certificate

GoodwillSR, in partnership with Spartan Chemical, offers the Custodial Program. This training prepares the participant for careers in the field of floor care, cleaning, and environmental services. Participants receive training in both traditional and contemporary techniques and earn a Spartan Chemicals Certificate and training completion certificate. After graduation participants also receive job placement assistance. This training program is offered at Albany, Columbus, Newnan, and Valdosta Training Centers.

Training Overview

- Office and Restroom Cleaning
- Carpet and Hard Floor Care
- Blood-Borne Pathogens
- Tools and Equipment
- Custodial Safety and Chemical Handling
- Housekeeping
- Carpet Care and Stain Removal
- High and Low-Speed Buffing
- Floor Sealing

Credentials Earned

- Spartan- International Sanitary Supply Association (ISSA)
- Cleaning Industry Training (CITS) Advanced Certification – OSHA Certificate

Entry Level Position

- Floor Technician
- Environmental Service Worker
- Custodian

Career Path

- Team Lead
- Supervisor





Certificate Programs

Retail & Customer Service Certificate of Completion

The Retail Program provides training that helps participants acquire skills needed to secure jobs in retail and advance into promising careers. This certificate program serves Albany, Columbus, Newnan, and Valdosta Training Centers.

Training Overview

- Money Handling
- Cash Register Operation
- Basics Store Operations
- Pricing
- Stocking
- Colorizing
- Customer Service
- Assessing Customer Needs
- Team Building

Entry Level Positions

- Sales
- Stocker
- Production

Career Path

- Retail Specialist
- Customer Service Representative
- Assistant Manager
- Manager



Certificate Programs

Clerical | Receptionist Certificate of Completion

The Clerical Program provides training to develop basic office skills that prepare participants to obtain employment in the clerical field. A certificate of completion is awarded upon completion of the program. This certificate program serves Albany, Columbus, Newnan, and Valdosta Training Centers.

Training Overview

- Keyboard Use and Computer Applications
- Data Entry
- Reception and Telephone Etiquette
- Office Procedures
- Postage and Mail Duties

Entry Level Positions

- Front Desk
- Clerical Assistant

Career Path

- Office Manager
- Executive Administrative Assistant

Career Path

- Medical Coding and Billing
- Insurance Representative
- Human Resources

VIP Employment Essentials

This program offers 12 work preparation modules for participants who are self-guided and do not require intensive services. The work-ready modules are self-paced, and the facilitated training enhances work readiness and soft skills such as resume writing, interviewing, appropriate work attire, teamwork, communication, and problem-solving. Participants, who complete the VIP Employment Essentials Training, receive a completion certificate for resume development and are poised for job referrals and first entry into GoodwillSR hosted job fairs.

General Education Diploma (GED)

The GED study and preparation program is a self-paced program in partnership with the Technical College System of Georgia. An adult literacy instructor provides the instruction that prepares participants to test and pass the exam.

Program Overview

- The GED program ensures that participants learn educational concepts for positive outcomes. The concepts align with expectations of the Workforce Innovation and Opportunity Act (WIOA). Our program includes robust reporting capabilities, career resources, community, and employer partnerships.

Entry Level Positions

- Retail
- Food Preparation
- Sales
- Service Industries

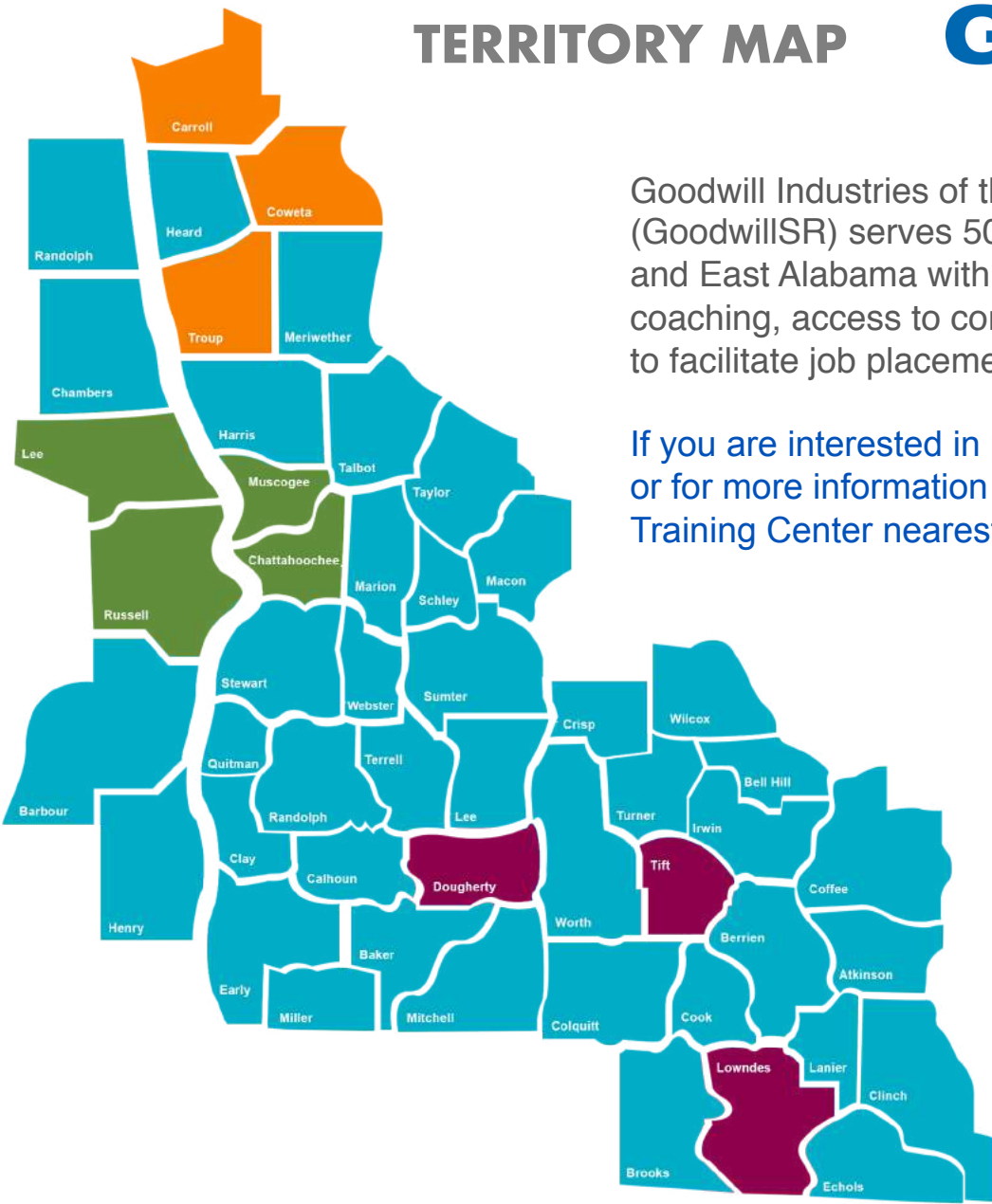
Career Path

- Post-Secondary
- Management
- Executive



Helping businesses find skilled and dependable employees is an essential part of our mission. We offer a wide range of programs and services to employers including recruitment assistance, hiring events and employment pre-screening services along with training programs, contract labor and more.

TERRITORY MAP



Goodwill Industries of the Southern Rivers, Inc. (GoodwillSR) serves 50 counties in West Georgia and East Alabama with free services such as job coaching, access to computers, and skills classes to facilitate job placement and advancement.

If you are interested in partnering with GoodwillSR or for more information please contact the Goodwill Training Center nearest you.

ALBANY

RETAIL STORE & CAREER AND TRAINING CENTER

2015 N. Slappey Boulevard
Albany, GA 31701
(229) 317-0970

MIDTOWN COLUMBUS

CAREER & TRAINING CENTER

2601 Cross Country Drive, Building B
Columbus, GA 31906
(706) 324-4366

VALDOSTA

RETAIL STORE & CAREER AND TRAINING CENTER

1000 North St. Augustine Road
Valdosta, GA 31601
(229) 253-0763

THOMAS CROSSROADS

RETAIL STORE & CAREER AND TRAINING CENTER

3121 Highway 34 East
Newnan, GA 30265
(678) 854-6839



FEBRUARY 2021