



2024 NC Wing Conference Education and Training

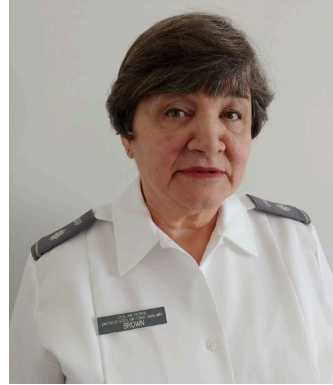
Lt Col Kathy Nicholas
NC Wing Director of Education and Training



NC Wing Education and Training Staff



Lt Col Kathy Nicholas



Lt Col Valerie Brown



Maj Chad Hooper



Lt Col Daniel Guadalupe



Lt Col Kimberly Morton



Education and Training Program

Why - Education and Training

From Civil Air Patrol's 2023-2027 Strategic Plan:

Education and skills training are the means with which all successes are achieved. Without skills training, the newest of equipment become useless assets.

Without education, CAP's leadership at any level faces unwelcomed credibility critique and countless risks.

When a skilled expert possesses professionally developed leadership talent, amazing things are made possible.



Education and Training Program

Who - Roles and Responsibilities

- The National Education and Training Team is the office of primary responsibility for the Education and Training Program and the overall focal point for program implementation, curriculum development, and policy management.
- The Chief of Education and Training manages the Education and Training Program.
- The Director of Mentoring, the Specialty Tracks Coordinator, and the Volunteer University Provost work with the Chief to implement the program.



Education and Training Program

Who - Roles and Responsibilities

- Region Deputy Chief of Staff Education and Training
- Wing Director of Education and Training
- Group and Squadron Education and Training Officers

CAPP 30-1 CAP Sample Position Descriptions detail the responsibilities of the various duty positions.



Education and Training Program

Who - Roles and Responsibilities

We all have a responsibility to further our own education!



Education and Training Program

What – The Program

- CAPR 40-1 Senior Member Education and Training Program
- Five Levels: Onboarding, Learning, Leadership, Senior, and Executive
- Components: Volunteer University Modules
 - Specialty Track Ratings
 - Attend Conferences
 - Yeager Award
 - Mentor a Member Through Level I
 - Serve in Staff Position
 - CAP or AE Presentation
 - Serve on Staff at Approved Activity
 - Mentor a Member Through Technician Rating



Senior Member Education and Training and Promotion Eligibility Chart

Fillable form (shown here) is available to download from the NC Wing Education and Training Resources webpage

Grade, Name: 2d Lt John Smith

CAPID #: 123456

Unit: NC-555

Achievement	Level	Pre-Regs	Command or Staff Assignment	Education & Training	Specialty Track	Leadership	Activities	Awards	Eligibility for Promotion
Onboarding <input checked="" type="checkbox"/>	I			Modules				Membership Ribbon	
The Learning Phase <input checked="" type="checkbox"/>	II Part 1	Level I		Part 1 Modules				N/A	
	II Part 2	Level I		Part 2 Modules	Specialty Track # and Name 205 - Administration Duty Position Admin Officer Technician Rating 23-Oct-23		Earn the Yeager Award 12-Apr-23 Award Date	General Benjamin O Davis Award (no ribbon)	
The Leadership Phase <input type="checkbox"/>	III	Level II	1 Year Start: 6-Mar-23 End:	Modules	Senior Rating	Attend two national, region or wing conferences Location 11-Mar-23 Greensboro	Mentor a member through Level I 987654 CAPID SM Mentored	Grover Loening Award	
The Senior Leadership Phase <input type="checkbox"/>	IV	Level III	2 Years Start: 6-Mar-23 End:	Modules	Master Rating	Serve on staff in ET or national, region, or wing conf. (see 40-1 Para 9) Location	Presentation (see Paragraph 9 for details)	Paul E Garber Award	
The Executive Leadership Phase <input type="checkbox"/>	V	Level IV	3 Years; 1 Year at the Group or Higher Start: 6-Mar-23 End:	Modules		Serve on staff in ET or on staff at an activity (see 40-1 Para 10) Location	Mentor a member through a Technician Rating in a Specialty Track CAPID SM Mentored	Gill Robb Wilson Award	

Promotion To	Level	Time-In-Grade	Date Joined CAP:
2d Lt	Level I and Level II Part 1	6 months as a member	22-Feb-23
1st Lt	Level II	18 months as 2d Lt or TFO (or combination)	22-Aug-23
Captain	Level III	30 months as 1st Lt or SFO (or combination)	
Major	Level IV	4 years as Captain	
Lt Col	Level V	5 years as Major	

Review
CAPR 39-3, CAPR 40-1
CAPR 35-5 and
Specialty Track Guides
for details and current
information.

Promotion To	Level	Time-In-Grade
SSgt	Level I and Level II Part 1	
TSgt	Level II	1 year
MSgt	Level III	2 years
SMSgt	Level IV	3 years
CMSgt	Level V	4 years

Ver 1 Aug 2020 Revised Apr 2023



Volunteer University Modules

- Synchronous – onsite in-person, Virtual In-Residence Program (ViR), or other classes using various technologies

Examples:

Level II & III moderated modules pre-conference

Level IV started monthly in January virtually with onsite in July

Level V is offered by MAR in Maryland from 13-17 April

Squadron Commander Course is onsite at NCWG HQ from 20-21 April

- Asynchronous – online through the Learning Management System (LMS)



Volunteer University Modules

- Automated Modules – available anytime to complete in the Learning Management System (LMS)
- Moderated Modules – require completion with a Volunteer University instructor in an onsite in-person class, through ViR, other virtual class, or a cohort



Volunteer University Modules

Virtual In-Residence Program

VIRTUAL IN-RESIDENCE PROGRAM



CIVIL AIR PATROL
VOLUNTEER UNIVERSITY

Virtual In-Residence Program (ViR)

[Visit the ViR Calendar](#)

Agenda View

Education and Training Virtual Programs

Today [March 9](#)

- 7:30pm VIR LEVEL 3- Meetings & Meeting Planning
- Saturday, March 9**
- 2:00pm VIR LEVEL 2- Choosing Your Duty Assignment & Specialty Track
- Sunday, March 10**
- 9:00am VIR LEVEL 3- Leading People & Managing Stuff
- 10:00am VIR SCC- Communication Skills for Command
- 12:00pm VIR LEVEL 4- Management Principles
- 12:00pm VIR LEVEL 4- Using New Media to Communicate
- 3:00pm VIR SCC- Customs, Courtesies and Ceremonies
- 4:00pm VIR LEVEL 4- Effective Communication with External Partners
- 5:00pm Volunteer University Instructor Course Virtual Session
- 5:15pm VIR LEVEL 3- Reaching Outside the Squadron
- 6:30pm VIR LEVEL 2- Cadet Protection from the Senior Perspective
- 7:00pm VIR LEVEL 2- Communication Fundamentals
- 7:00pm VIR LEVEL 2- Leading Volunteers
- 8:00pm VIR LEVEL 2- Accountability & Responsibility of the Adult Leader
- 9:00pm VIR LEVEL 2- Mentoring
- Monday, March 11**
- 3:00pm VIR LEVEL 2- Bringing Your Service to the Civil Air Patrol

Education and Training Virtual Programs

Today [March 2024](#)

Print Week Month **Agenda**

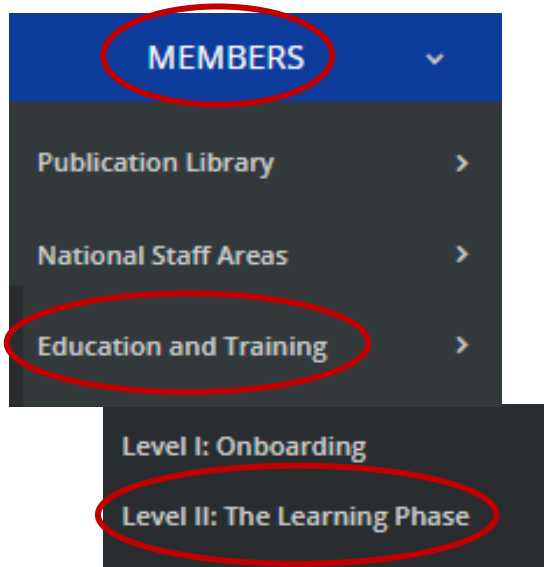
Sun	Mon	Tue	Wed	Thu	Fri	Sat
25 1pm VIR LEVEL 3- Data-Driv 2:30pm VIR LEVEL 3- Finance 7pm VIR LEVEL 2- Accountab 10pm VIR LEVEL 2- Commun 11:15pm VIR LEVEL 2- Leader	26	27	28	29	7:30pm VIR LEVEL 3- Safety Spring Command Elective S	Mar 1 12pm VIR LEVEL 4- Leadersh 1:30pm VIR LEVEL 4- Shapin 4pm VIR LEVEL 3- Care and
3 2pm VIR LEVEL 3- Safety & F 3:30pm VIR LEVEL 3- Advanc	4 3pm VIR LEVEL 2- Accountab	5 11am VIR LEVEL 2- CAP Com 12:30pm VIR LEVEL 3- Develo 2pm VIR LEVEL 3- Public Affa 3:30pm VIR LEVEL 4- Plannin 4:30pm VIR SCC- Taking Com 6pm VIR LEVEL 4- Developin	6 4pm VIR LEVEL 2- Bringing Y 7pm VIR LEVEL 4- The Civil A	7 7:30pm VIR LEVEL 3- Meeting	8 2pm VIR LEVEL 2- Choosing	9
10 9am VIR LEVEL 3- Leading P 10am VIR SCC- Communicati 12pm VIR LEVEL 4- Managen 12pm VIR LEVEL 4- Using Ne 3pm VIR SCC- Customs, Cou +8 more	11 3pm VIR LEVEL 2- Bringing Y 8pm VIR SCC- Partnersh 9pm VIR LEVEL 2- Basic Drill	12	13	14 7:30pm VIR LEVEL 3- Motivat Spring Command Electives	15 2pm VIR LEVEL 3- Care and 4pm VIR LEVEL 2- Choosing	16
17 6pm VIR SCC- How Comman	18 3pm VIR LEVEL 2- Communi 8pm VIR LEVEL 3- Complianc 9pm VIR LEVEL 3- Effective V	19	20	21 7pm VIR LEVEL 4- Recruiting 7:30pm VIR LEVEL 3- Finance	22	23
24 7pm VIR LEVEL 3- Squadron: 10pm VIR LEVEL 2- Mentorin 11:15pm VIR LEVEL 2- Leader	25	26	27	28 7:30pm VIR LEVEL 4- Mentori 5pm Volunteer University Ins 7:30pm VIR LEVEL 3- Data-D	29	30



Volunteer University Modules

Where - Student Guides

The module's guides are downloaded from each Level's webpage on the NHQ website www.gocivilairpatrol.com



[HOME](#) / [MEMBERS](#) / [EDUCATION AND TRAINING](#) / [LEVEL II: THE LEARNING PHASE](#)

LEVEL II: THE LEARNING PHASE

[Link to Level 2 Module Summary Sheet- Revised 7/2023](#)



[Link to Level 2 Module Content Files](#)



Volunteer University Modules

Where - Module Summary Sheets

The module's guides are downloaded from each Level's webpage on the NHQ website www.gocivilairpatrol.com

[HOME](#) / [MEMBERS](#) / [EDUCATION AND TRAINING](#) / [LEVEL II: THE LEARNING PHASE](#)

LEVEL II: THE LEARNING PHASE



[Link to Level 2 Module Summary Sheet- Revised 7/2023](#)

[Link to Level 2 Module Content Files](#)



Example of Level II Module Summary Sheet for the New Member Path

Fillable forms (shown here) are available to download from the NC Wing Education and Training Resources webpage

Level II - New Member Path

Jane Doe

SM

987654

10-Jan-24

Name

Grade

CAPID

Start Date

Equivalency	2/8 Moderated	Mod/Auto	Level II Part 1: New Member Path <input type="checkbox"/>
quiz/discussion/assignment	<input type="checkbox"/>	M	Accountability and Responsibility of the Adult Leader
quiz/discussion/assignment	<input type="checkbox"/>	M	Choosing Your Duty Assignment and Specialty Track
quiz	<input checked="" type="checkbox"/>	A	Customs and Courtesies
quiz	<input checked="" type="checkbox"/>	A	Professionalism
quiz	<input checked="" type="checkbox"/>	A	The Senior Member Education and Training Program
quiz	<input checked="" type="checkbox"/>	A	Serving with Volunteers
quiz	<input checked="" type="checkbox"/>	A	Uniform Wear in Civil Air Patrol
quiz	<input checked="" type="checkbox"/>	A	Unit Organization

Moderated modules (M) cannot be completed independently. They must be completed with a Volunteer University instructor onsite in person, through the Virtual In-Residence Program or other virtual instruction, or as part of an online cohort.

Automated modules (A) are those that require only a quiz to complete.

NOTE: Members who have enrolled in a cohort do not request a Level II Part 2 cohort. Part 2 modules became available when enrolled in a Level II Part 1 cohort.

Equivalency	4/18 Moderated	Mod/Auto	Level II Part 2: New Member Path <input type="checkbox"/>
quiz	<input checked="" type="checkbox"/>	A	Aerospace Education Orientation
quiz/discussion/assignment	<input type="checkbox"/>	M	Basic Drill
quiz	<input type="checkbox"/>	A	Cadet Programs Orientation
quiz	<input type="checkbox"/>	A	Civil Air Patrol's Missions
quiz/discussion/assignment	<input type="checkbox"/>	M	Communication Fundamentals
quiz	<input checked="" type="checkbox"/>	A	The Core Values and Ethical Decision Making
quiz	<input type="checkbox"/>	A	Emergency Services Orientation
quiz	<input type="checkbox"/>	A	Followership
quiz	<input type="checkbox"/>	A	The History of the Civil Air Patrol Non-Commissioned Officer
quiz	<input type="checkbox"/>	A	The Inspector General System
quiz	<input type="checkbox"/>	A	Introduction to Recruiting and Retention
discussion/assignment	<input type="checkbox"/>	M	Leadership Fundamentals
quiz	<input type="checkbox"/>	A	Leveraging Diversity and Inclusion
moderated quiz	<input type="checkbox"/>	M	Mentoring
quiz	<input checked="" type="checkbox"/>	A	Navigating eServices
quiz	<input type="checkbox"/>	A	The Non-Commissioned Officer Structure and Command Partnership
quiz	<input type="checkbox"/>	A	Safety and Risk Management for Members
quiz	<input type="checkbox"/>	A	Unit Activities

Revised 7/13/23

Volunteers serving America's communities, saving lives, and shaping futures.



Level II – Four Paths

New Member

Former Cadet – transitioning to senior membership

Former Military – bringing service to CAP

Professional – health professional, attorney, CPA, chaplain, educator

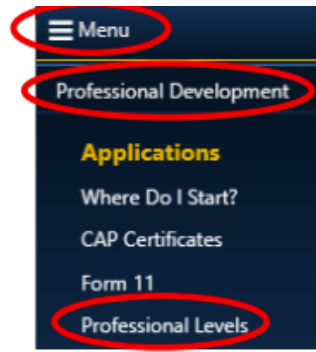
If the member could fit in multiple paths, choose the best one based on the review of the Level II modules.

Any former military should have their DD-214 sent to CAP NHQ Immeforms@capnhq.gov for Professional Military Education credit evaluation



Accessing and viewing Professional Levels in eServices

Step 1 – In eServices click on Menu → Professional Development → Professional Levels



Accomplishments
Professional Levels

Step 2 – On the next screen under Accomplishments click on Professional Levels

Level I Example:

Select Level

--Select One--

Level 1

Step 3 – On the next screen under Select Level click on the down arrow and select the Level you wish to review (Level I is selected in this example)

Level 1 Group 3				Completed / Required Tasks - [1 / 1]
Task Name	Status	Date Completed	Upload Document	Comments
<input type="checkbox"/> 01 OPSEC and Cybersecurity	APPROVED	10/12/2021	Choose file <input type="button" value="Browse"/>	Group equivalency credit

Level 1 Group 4				Completed / Required Tasks - [0 / 2]
Task Name	Status	Date Completed	Upload Document	Comments
<input type="checkbox"/> 01 My Learning Path		mm/dd/yyyy	Choose file <input type="button" value="Browse"/>	
<input type="checkbox"/> 01 Introduction to Mentoring in Civil Air Patrol		mm/dd/yyyy	Choose file <input type="button" value="Browse"/>	

Level 1 Group 5				Completed / Required Tasks - [1 / 1]
Task Name	Status	Date Completed	Upload Document	Comments
<input type="checkbox"/> 01 Diversity, Equal Opportunity, and Nondiscrimination	APPROVED	12/14/2021	Choose file <input type="button" value="Browse"/>	

Identifies progress on that section/group of tasks to be completed (completed 1 of 1)

Level I modules that do not show Approved under Status column, need to be completed

There will be a green checkmark if the group/section is totally completed



Specialty Tracks

Specialty tracks were developed to provide senior members with the training and tools necessary to develop proficiency in areas of personal interest or in areas needed to support unit operations.

Each rating contains the following requirements – STAK

Service – Requires the length of time to serve in each rating period

Training – Objectives that require the member to learn systems and process

Activities – Objectives describing what the member is expected to complete

Knowledge – Objectives describing what the member is expected to know - quiz



Specialty Tracks

Specialty Track Guides – located in Pamphlets on gocivilairpatrol.com

Ratings:



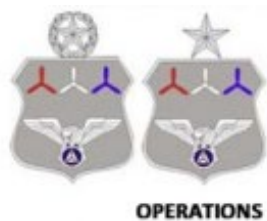
Technician – learning, performing duties, becoming proficient at the squadron level – Leadership Ribbon



Senior – advancing in specialty, organizing and coordinating activities, group and wing involvement – Bronze Star



Master – serving at group or higher, mentoring others in specialty, advancing knowledge and experience – Silver Star



OPERATIONS



PERSONNEL



PROFESSIONAL DEVELOPMENT



MASTER
GOLD STAR



SENIOR
BRONZE STAR
AEROSPACE EDUCATION



BASIC
SILVER STAR



MASTER
SILVER STAR



SENIOR
BRONZE STAR
CADET PROGRAMS

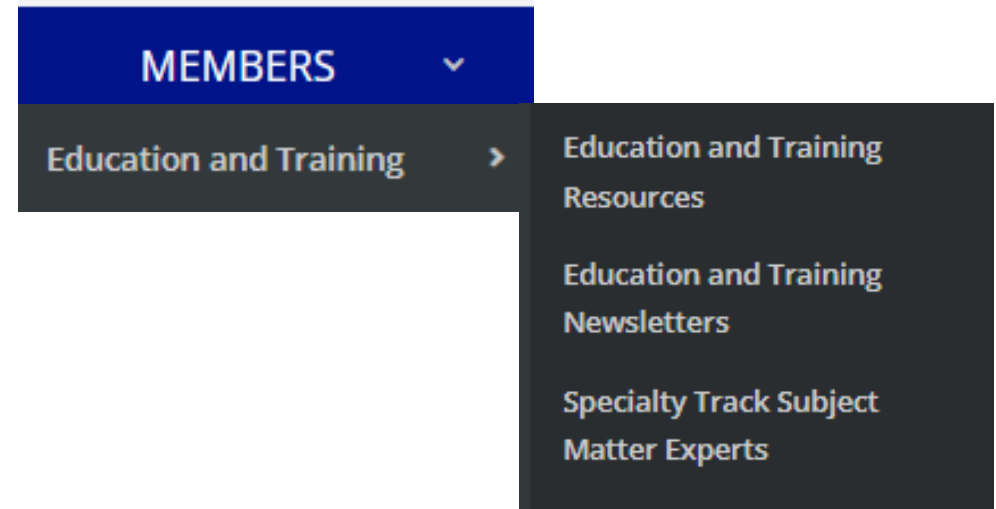


BASIC
BLUE STAR



Tools and Resources

- NC Wing website - <https://ncwg.cap.gov>
NC Wing Education and Training webpage
 - Education and Training Resources
 - Education and Training Newsletters
 - Specialty Track Subject Matter Experts



- CAP eServices - <https://www.capnhq.gov>
- CAP Website - <https://www.gocivilairpatrol.com>
- CAP Education and Training Officers, Other Personnel



New Learning Management System

The screenshot shows the main interface of the Absorb Learning Management System. At the top left is the Civil Air Patrol Learning logo. The main header area features a large 'Welcome to Absorb' message, identifying it as 'Civil Air Patrol's Learning Management System'. Below this, a user instruction states: 'If you have any issues, please contact your WING ETO or submit a help desk ticket using the eServices link below.' To the right of the text is an illustration of a laptop on a desk with various educational icons like books, a globe, and a graduation cap. A navigation menu on the right side includes a 'Save the Date' for an event on '16-17 August' and a 'Registration Information Coming' notice. Below the header are three main action buttons: 'Level 1 Resume', 'Catalog' (with the subtext 'See a complete list of available courses'), and 'Transcript' (with the subtext 'View Transcript'). At the bottom left, under the heading 'My Courses', there is a card for 'Level 1 Curriculum' with a progress indicator showing '14' out of '14' items.

The main screen after logging in Absorb



New LMS - Absorb



An example of courses for this member when *Catalog* was selected

The screenshot displays three course cards in a grid:

- Card 1:** Title: AIRCRAFT GROUND HANDLING. Image: Aircraft. Text: Aircraft Ground Handling Online Course. Button: Enroll (+).
- Card 2:** Title: LEVEL 1. Image: Staircase with a lightbulb. Text: Level 1 Curriculum. Button: Resume (↶).
- Card 3:** Title: TLC Basic - Online Modules. Image: Document icon. Text: TLC Basic - Online Modules Curriculum. Button: Enroll (+).



LEVEL 1
ON BO AR DI NG
14

Level 1 Curriculum

Resume

Member working on Level I modules

CIVIL AIR PATROL LEARNING

Level 1 Curriculum

Course Content

The Level I, or Onboarding, is the first of CAP's five Education and Training Program levels. The materials in Level I provide the new senior member with the information required to participate actively in CAP. To complete this level, complete the Level I Onboarding modules with the help of your Professional Development Officer (PDO)/Education and Training Officer (ETO) as outlined below (in accordance with CAPR 40-1). Should you have any questions about what you are learning in Level I please do not hesitate to talk to your mentor, unit PDO/ETO, or

Course Content

Group 1
You must complete 14 of the following course(s).

1 of 14 Course(s)

<input checked="" type="checkbox"/>	L1 Cadet Protection Basic Course	Online Course	Completed	⋮
<input type="checkbox"/>	L1 OPSEC and Cybersecurity	Online Course	Resume	⋮
<input type="checkbox"/>	L1 Core Values and Who We Are	Online Course	Enroll	⋮
<input type="checkbox"/>	L1 Diversity EO and Nondiscrimin...	Online Course	Enroll	⋮
<input type="checkbox"/>	L1 Expectations of Volunteers	Online Course	Enroll	⋮
<input type="checkbox"/>	L1 Introduction to Chain of Com...	Online Course	Resume	⋮
<input type="checkbox"/>	L1 Introduction to Civil Air Patrol	Online Course	Enroll	⋮

In Progress
1/14 Courses
7%

Tags
Level 1 Senior

Resources



OPSEC and Cybersecurity Module



Overview Lessons

Introduction

As a Civil Air Patrol member, you will occasionally handle information that is sensitive to some degree. Perhaps it's personnel records. Maybe it's a list of our radio frequencies. It could be information about one of our search and rescue missions. Whatever it is, it needs to be protected. This module will discuss the importance of protecting that information and how you can play your part.

Desired Learning Objectives:

- Define OPSEC and why we secure data and information.
- Explain our responsibility to protect data and information.
- Understand how others might use CAP's sensitive information.
- Understand ways to protect information.
- Identify authorized and unauthorized disclosure of information.
- Understand actions to take if we suspect unauthorized data has been released.
- Summarize what a member can do to maintain OPSEC.
- Know where to find more information about OPSEC and cyber security.

Scheduled Lesson Time: 20 minutes



The screenshot shows a course progress page for 'OPSEC & Cybersecurity' with a progress bar at 80% complete. The table of contents includes: OPSEC Basics, Why Does OPSEC Matter?, Your Responsibility as a Member, Who Wants Our Data?, Protecting Information, Authorized and Unauthorized Disclosure of Information, and Maintaining OPSEC. The detailed slide on the right is titled 'What Should You Do if there is an Unauthorized Release of Information?' and lists four steps: 1. Report it Quickly (with a question mark icon), 2. Take care to not further release the information. Let your commander know that something has happened, not necessarily the specific information that was disclosed (after all, your commander may not have a need to know the particular information). (with an exclamation mark icon), 3. Later in your CAP career, you may work on different projects that have specific personnel to whom you should report unauthorized releases of sensitive information. But for now, your best action is to report to your commander. (with the CAP logo icon), and 4. Let your commander drive the discussion from there. (with a speech bubble icon). Below this slide is a section titled 'Nondisclosure Agreement (NDA)' with text explaining when an NDA is required and how to handle uncertainty.



Example of Quiz Question

L1 OPSEC and Cybersecurity ×

Question 1 Select the appropriate response

Concern about OPSEC is critical for which of the following reasons:

- Protection of missions
- Protection of members
- Protection of resources
- Protection of partner agencies
- All of the above

[Submit Response](#) ✓

15 of 15 Questions Remaining

[◀ Previous: Presentation](#)

In Progress 50%

Lesson Content 1/1

✓ Presentation

Lesson Activities 0/1

[▶ Module Quiz](#)



Virtual In-Residence Enrollment

Moderated Course - Advanced CAP Communications You must complete 1 of the following course(s).		0 of 1 Course(s)
L3 ILT Advanced CAP Communications	Virtual In Residence	Choose Session ⋮
L3 OLT Advanced CAP Communications	Online Course	Enroll ⋮
Moderated Course - Cared and Feeding of a Member You must complete 1 of the following course(s).		0 of 1 Course(s)
L3 ILT Care and Feeding of a Member	Virtual In Residence	View ⋮
L3 OLT Care and Feeding of a Member	Online Course	Enroll ⋮
Moderated Course - Compliance Requirements You must complete 1 of the following course(s).		0 of 1 Course(s)
L3 ILT Compliance Requirements	Virtual In Residence	Enroll ⋮
L3 OLT Compliance Requirements	Online Course	Enroll ⋮
Moderated Course - Data Driven Decision Making You must complete 1 of the following course(s).		0 of 1 Course(s)
L3 ILT Data Driven Decision Making	Virtual In Residence	Enroll ⋮

Resources

[Level 3 Course Module Summary Sheet](#) ▶



ViR Enrollment

My Session

JANUARY 2024 SER ViR Advanced CAP Communications
18 7:00 PM - 9:00 PM (CST)

Not Started

[Add to Calendar](#) [Change Session](#) [Cancel Session](#)

Recurrence: Every 4 Weeks, Thursdays

- Thursday, January 18, 2024 • 7:00 PM - 9:00 PM
- Thursday, February 15, 2024 • 7:00 PM - 9:00 PM
- Thursday, March 14, 2024 • 7:00 PM - 9:00 PM
- Thursday, April 11, 2024 • 7:00 PM - 9:00 PM

0%

Tags

[Level 3](#) [Moderated](#)

Resources

[Advanced CAP Communications Student Guide](#) ▶

You have been successfully enrolled in SER ViR Advanced CAP Communications. ✕

[Go To eServices](#)



New LMS - Absorb

L3 OLT Advanced CAP Communications

 Your course is playing in a new window.

If you do not see the course, please ensure you have allowed pop-ups in your browser for this web page.

Overview Lesson Details Collaborations



L3 OLT Advanced CAP Communications
In Progress • 50%

Introduction

As a squadron member involved in activities, primary staff officer or deputy commander you now have more opportunities to engage in verbal and written conversations with cadets, senior members, and people throughout your community. CAP provides [templates for professional written communication](#). Your ability to pass along instructions, as well as convince others, often depends on practical communication tips and skills.

**ADVANCED CAP
COMMUNICATIONS**



◀ Next: Discussion... ▶

In Progress 50%

Lesson Resources 1/1

✓ Student Guide

Lesson Content 1/1

✓ Presentation

Lesson Activities 0/1

Discussion Scenario

Course Tasks 0/1

Written Assignment



Thank You!

Lt Col Kathy Nicholas

NC Wing Director of Education and Training

knicholas@ncwgcap.org

757-639-7893