COURSE SYLLABUS

Certified Management & Program Analyst Level I Certificate Program (Self-Paced)

Lay the groundwork in program and management analysis with training in data collection, descriptive statistics, project fundamentals, and practical tool use.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/certificates/certified-management-program-analyst-level-i-certificate-program-self-paced



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Course Outline

This package includes these courses

- Introduction to Management Analysis Course (Self-Paced) (18 Hours)
- Writing Essentials Course (Self-Paced) (16 Hours)
- Clear Expression through Critical Thought Course (Self-Paced) (16 Hours)
- Descriptive Statistics for Data Analysis Course (Self-Paced) (12 Hours)
- Data Collection Methods Course (Self-Paced) (18 Hours)

Attend the AI & Data Literacy for the Government Workforce class for free as part of this certificate. Choose your date after you register for the program.

AI & Data Literacy for the Government Workforce Course (Self-Paced)

Introduction to Management Analysis Course (Self-Paced)

Learn the core tools and techniques used by management analysts to assess problems, analyze data, and make informed decisions. This course combines lectures, discussions, and hands-on exercises to build a solid foundation in management analysis.

- Understanding the role and function of management analysts.
- Applying analytical practices to assess problems and make decisions.
- Developing a plan for conducting an analytical study.
- Creating effective data presentations and performance measures.
- Exploring the value of statistical sampling in analysis.

Writing Essentials Course (Self-Paced)

Strengthen essential writing skills for government and public-sector communication by focusing on purpose, audience, organization, and plain language. Participants will learn a practical approach to planning, drafting, revising, and editing documents so they are clear, concise, and easy for readers to understand and act on.

- Recognize the core elements of effective written communication, including the 7 Traits and the four-step writing process.
- Practice strategies for identifying your audience and establishing a clear, focused purpose for your writing.
- Explore organizational methods such as the three-part structure (opening, middle, closing) and the use of headings to create a logical flow of information.
- Review the Plain Writing Act of 2010 and the Federal Plain Language Guidelines, including their role in government writing.
- Use Federal Plain Language principles to make writing clearer, more concise, and easier to understand.
- Identify common grammar and punctuation issues and learn how to avoid them.
- Incorporate accessibility and design practices that improve readability for a wide range of audiences.
- Strengthen final drafts by applying revision, editing, and refinement techniques.

Clear Expression through Critical Thought Course (Self-Paced)

- Apply the seven traits of effective writing and the writing process to strengthen written communication.
- Examine the fundamentals of critical thinking and how they support clear decision-making.
- Use critical thinking strategies in writing to better address audience needs and expectations.
- Recognize where logic can strengthen clarity, organization, and credibility in written work.
- Use logical reasoning to develop persuasive, well-supported arguments.
- Analyze problems critically to better understand challenges and possible responses.
- Create effective solutions by using a structured problem-solving process.

Descriptive Statistics for Data Analysis Course (Self-Paced)

This self-paced introductory course equips participants with essential descriptive statistical techniques to describe and interpret data accurately. Emphasis is placed on understanding formula selection, interpreting results, and applying findings in decision-making contexts.

- Describe and develop frequency distributions.
- Calculate proportions and percentages.
- Calculate measures of the average and the variation in quantitative data.
- Use proportions and percents to describe variation in categorical data.
- Describe normal distribution.
- Calculate and use z-scores to identify probabilities under the normal distribution.

Data Collection Methods Course (Self-Paced)

Explore how data collection methods impact the reliability of management studies and audits. This course provides hands-on experience in designing tools and practicing data collection techniques for various scenarios.

- Describe how to collect data by observation and develop an observation instrument.
- Describe how to collect data by interview and develop an interview guide.
- Describe how to collect data by questionnaire and develop items for a questionnaire.