

# **JOAN MORAIS**

COSMETICS SCHOOL

## **Professional Natural Hair Care Formulation Diploma Course Curriculum**

### **WELCOME**

#### **Lifetime Course Access**

**14 Modules / 210 Lessons / 170+ Training Videos / 60 Formulations**

**Approximate Study Time: 167 Hours**

WELCOME TO PRO HAIR

### **INSTRUCTIONS FOR TAKING THIS COURSE**

**Downloads: Guide: Pro Hair Study  
Curriculum**

### **RESOURCES**

Resource Links and Store

Equipment

Suppliers: Container and Packaging

Suppliers: Cosmetic Ingredients

Supplier Discount Codes

Cosmetic Ingredients / Raw Materials

Labels

Lab Furniture

Testing: pH and Microbial

Standards, Regulations, Certifications

Learn More/Classes

Software/Apps

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[www.JoanMorais.com](http://www.JoanMorais.com)

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Trade Publications  
Contract Manufacturing  
Liability Insurance  
Books  
Plant-Based Scarves and Pillow Cases  
Discount Codes and Updates  
Supplier Discount Codes  
Course Updates  
The Formulators Glossary

## **MODULE 1: HAIR**

### **Lessons**

- Module 1 Downloads
  - Pro Hair Course Training Manual Cover**
  - Module 1 Hair**
  - Hair Thoughts**
- Hair
  - Hair Expression
  - Hair Expression is a Journey
  - Is it Hair Care or Haircare?
- Hair Heritage
  - African Hair, Caribbean Hair
  - African American Hair
  - Hair Holds Memory
  - Asian Hair
  - Caucasian Hair, European Hair
- Studies and Professions of Hair
  - Trichologist
  - Cosmetologist
  - Hair Stylist
  - Loctician

- Hair Colorist
- Expert Guest Aminah Lawson: Author of The Time Factor
  - Module 1 Wrap-Up
  - *Assignment #1*

## **MODULE 2: THE SCIENCE OF HAIR**

### **Lessons**

- Module 2 Downloads
  - Module 2 Science of Hair**
  - Hair Type Focus**
- The Science of Hair
  - Hair Physiology
  - Hair Chemistry
  - Hair Anatomy
  - Hair Structure
  - Hair Growth Cycle
- Hair Shape - Hair Pattern
  - Straight
  - Wavy
  - Curly
  - Coily
- Hair Texture
  - Fine
  - Medium
  - Thick (Course)
- Expert Guest: Aminah Lawson: Natural Textured Hair
- Hair Typing Systems
- Hair Types
  - 1A, 1B, 1C
  - 2A, 2B, 2C
  - 3A, 3B, 3C

- 4A, 4B, 4C
- Men's Hair Care
- Hair Density
  - Low
  - Medium
  - High
- Hair Porosity
  - Low
  - Proteins and Amounts to Use for Low Porosity Hair
  - Medium
  - Proteins and Amounts to Use for Medium Porosity Hair
  - High
  - Proteins and Amounts to Use for High Porosity Hair
  - Hair Porosity Test
- Hair Bonds and States
  - Hair Chemistry
- Hair Growth and Hair Length
  - Hair Loss
  - Hair Breakage
  - Hair Repair
- Scalp Care
  - Scalp Imbalances
- Expert Guest: Cassandra Celestin: Hair Chemistry and Formulating Hair Care Products
  - Module 2 Wrap Up
  - Module 2 Review Quiz
  - *Assignment #2*

## MODULE 3: COSMETICS

### Lessons

- Module 3 Downloads
  - Module 3 Cosmetics**
  - Natural Hair Care**
  - Principles Mission Statement**
  - Define Hair**
- Definition of a Cosmetic
  - Cosmetics
  - Drugs
  - Cosmetic Claims
- FDA Homemade Cosmetics
  - Small Businesses and Homemade Cosmetics
- MoCRA - USA
  - MoCRA – Modernization of Cosmetics Regulation Act of 2022
  - Key Points
- FDA Compliant Cosmetic Terminology
  - Marketing Language
  - Wording for Product Description
- Clean Beauty and Natural
  - Clean Beauty
  - Natural - ISO
- Expert Guest Gay Timmons: Clean Beauty
- Green Chemistry
  - 12 Principles of Green Chemistry
  - Natural - ISO
- Organic Cosmetics
  - USA Organic
  - Organic Labeling
- Vegan, Plant-Based, Cruelty-Free
  - 100% Vegan Formulations

- Cruelty-Free Certified
- Global Standards Certification
  - Natural Certification
  - NPA
  - Organic Certification
  - NOP
  - ECOCERT
  - COSMOS
  - Soil Association
  - BDIH
  - NATRUE
- Processes of Cosmetic Ingredients
  - Processes for Natural Ingredients
  - Processes for Organic Ingredients
  - Naturally Derived Ingredients
  - Nature Identical Ingredients
  - Synthetic Ingredients
  - PEG'S
  - Quats
  - Polyquats
- Expert Guest Dr. Vida Karamooz and Saied Karamooz at Blue Beautifly: Personal Care Business Sustainability Best Practices
- Natural Hair Care
  - Module 3 Wrap Up
  - *Assignment #3a*
  - *Assignment #3b*

## **MODULE 4: COSMETIC INGREDIENTS - RAW MATERIALS**

### **Lessons**

- **Module 4 Downloads**
  - Module 4 Ingredients for Hair**
  - Aromatherapy: Essential Oils for Body, Hair, Skin eBook**
  - Ingredient Research Chart pdf**
  - Ingredient Research Chart doc**
  - Preservative - Emulsifier**
  - Guide: Ordering Cosmetic Ingredients**
  - Ingredient Brochures**
  - Silicones Environmental Impact**
  - Silicone Alternatives**
  - 1,4 Dioxane Free Surfactants**
- **Cosmetic Ingredients - Raw Materials**
  - Sourcing Cosmetic Ingredients
  - INCI Names and Trade Names
  - Classification of Cosmetic Ingredients
  - Ordering Ingredient Categories
- **\* Beginner Help\* Cosmetic Ingredients**
- **Antioxidants**
- **Butters**
- **Chelating Agents**
- **Clays and Powders**
- **Conditioning Agents**
- **Emulsion Science**
  - Continuous and Dispersed Phase
  - O/W Emulsion
  - W/O Emulsion
  - Skin Delivery Systems
  - Function of Emulsifiers

- Emulsifier Blends
- HLB System
- Emulsifier Application
- Emulsifiers
  - Nonionic
  - Anionic
  - Cationic
  - Liquid
  - Polysorbate Alternatives
  - Co-Emulsifier
- Essential Oils
- Fixatives - Styling Agents
- Herbs, Flowers and Fruits
- Humectants
- Hydrosols
- Lipids, Esters, Alcohols
- Melting Points Oils, Butters, Waxes
- Plant Oils
- Preservatives
- Proteins
- Refatting Agents
- Silicones
- Silicone Alternatives
- Solubilizers
- Surfactant Science
  - Functions of Surfactants
  - Surfactant Molecule
  - Micelles
  - Critical Micelle Concentration
  - Types of Surfactants
  - Chemistry of Surfactant



- Surfactants
  - Anionic
  - Amphoteric
  - Nonionic
- Thickeners, Polymers, Gums, Starches
  - Clays
  - Natural Polymers
  - Starch Thickeners
  - Emulsifier Thickeners
  - Refatting Agent Thickeners
  - Salt Thickener
- Thickeners Waxes
  - Natural Plant Waxes
  - Emulsifier Thickeners
- Water
  - Distilled Water
  - Deionized Water
    - Module 4 Wrap Up
    - *Assignment #4*

## **MODULE 5: INGREDIENTS METHODS**

### **Lessons**

- Module 5 Downloads
  - Module 5 Ingredient Methods**
  - Aloe Vera 200x**
- Ingredient Methods
  - How To Make Aloe Vera Juice 200x
  - Making a Slurry
    - Module 5 Wrap Up
    - *Assignment #5*

## **MODULE 6: EQUIPMENT**

### **Lessons**

- Module 6 Downloads

#### **Module 6 Equipment**

#### **Guide: Setting Up a Small Cosmetic Lab**

- Equipment
  - Equipment Overview
  - Equipment for Beginners
  - Formulating and Batch Making Equipment
  - Level 1: Beginning Kitchen Equipment for Starting
  - Level 2: Lab Equipment for Formulating
  - Level 3: Equipment for Small Batch Production
  - Level 4: Equipment for Medium to Large Batch Production
  - Stainless Steel Grades
  - Utensils
  - Thermometers
  - Beakers
  - Vessels
  - Heating Elements
  - Scales
  - Mixing
  - Mixers
  - Immersion Blenders
  - Overhead Stirrers
  - Homogenizers
  - Straining
  - Filling
  - Bottle Fillers
  - Testing Equipment

- pH Meters
- Induction Sealers
- Labelers
- \*Beginner Help\* Equipment
- Setting Up a Small Cosmetic Lab
  - Formulating Lab
  - Small Scale Manufacturing
  - Lab Bench
  - Storage Bin
  - Thermometers
  - Scales
  - Heating Elements
  - Vessels
  - Mixers
  - How to Use an Overhead Stirrer
  - Bladed Propeller
  - How to Use a Homogenizer
  - Dispersing Tools
  - pH meters and sticks
  - Videos showing how to use different equipment and attachments
  - Liquid Filling Machine
  - How to Set Up, Use and Clean
  - Wash and Dry Area
  - Wash
  - Drying
- Containers
  - Containers for Hair Care Products
  - Violet Glass Containers
  - Sustainability
  - New Garbage

- Less Plastic
- Post Consumer Recycled
- Ocean Bound
- Ocean Captured Plastics
- Container Pros and Cons
- Ordering Containers
  - Module 6 Wrap-Up
  - *Assignment #6*

## **MODULE 7: COSMETIC FORMULATION**

### **Lessons**

- Module 7 Downloads
  - Module 7 Cosmetic Formulation**
  - Blank Formula Worksheet pdf**
  - Blank Formula Worksheet doc**
  - Lab Notebook Template doc**
  - Product Development Brief pdf**
  - Product Development Brief doc**
  - Product Feedback Questionnaire pdf**
  - Product Feedback Questionnaire doc**
  - Product Pricing COGs pdf**
  - Product Pricing COGs doc**
  - Celsius to Fahrenheit Conversion**
  - Guide: Completing A Successful Formulation**
- Formulating Cosmetics: Building the Formula
  - Reading a Cosmetic Formula
  - Building the Formula
  - The Math - Calculating the Formula
- Formulating Cosmetics: Making the Formulation
  - Formulating
  - Product Development and Benchmark
  - Creating a Synergy

- Formula
- Make a Slurry
- Viscosity
- Condensation/Evaporation
- Pre-Made Solutions
- Phases
- Adjusting the Formula
- Lab Notebook
- Weighing
- \*Beginner Help” Weighing Ingredients
- Weighing Essential Oils
- pH Testing and Adjusting
  - pH Testing for Hair and Skin Care Products
  - pH for Skin Care Products
  - pH for Hair Care Products
  - Testing the pH
  - pH Strips
  - pH Meter
  - Storing the pH meter
  - Adjusting the pH
  - Lowering pH
  - Raising pH
  - Buffering Solutions
  - Calibrating a pH meter
- Preserving Cosmetics
  - Safe Cosmetics
  - Preservative Restrictions in Countries
  - Preserving Anhydrous Formulations
  - Building a Preservative System
  - Self-Preserving Ingredients
  - Broad Spectrum Preservatives

- Antimicrobials
  - Choosing the Best Preservative
- Expert Guest: Green Cosmetic Preservation with Barbara Oliso
- Products for Hair Care
- Evaluating Hair Care Products
- Labeling INCI - Allergens
  - Product Label
  - Ingredient Declaration
  - INCI
  - Trade Name
  - Allergens Listing
  - Bar Codes
- Pricing Products
  - Sustainable Product Pricing
  - Pricing Strategies
  - Cost Plus Pricing
  - Calculating Cost of Goods
  - Gross Profit Margin
  - Markup
  - Calculating Cost of Goods
  - Product Pricing Example
- Product Development
- Expert Guest Jill Munson from Wildling: Product Development
- Expert Guest Donna Maria CEO Indie Business Network
  - Module 7 Wrap-Up
  - *Assignment #7*

## **MODULE 8: GMP AND TESTING**

### **Lessons**

- **Module 8 Downloads**
  - Module 8 GMP and Testing**
  - Raw Material Lot Number Log pdf**
  - Raw Material Lot Number Log doc**
  - Batch Record Template pdf**
  - Batch Record Template doc**
  - Quality Control Log**
  - Microbial Kit Testing Log**
  - Microbial Lab Testing Log**
  - DIY Microbial Test Kit Instructions**
  - DIY Test Kit Brochure**
  - Cleaning and Sanitization in Manufacturing Cosmetics**
  - Guide: GMP SOP Cosmetic Testing**
- **GMP and SOPs**
  - Manufacturing
  - Sanitizing
  - Record Keeping
  - Standard Operating Procedures (SOP's)
  - Batch Number
  - Batch Record Log
- **Pre-Market Testing, Stability and Microbial Testing**
  - Stability Testing
  - Real-Time
  - Accelerated
  - DIY Accelerated Stability Testing
  - Microbial Testing
  - Challenge Testing

- Batch Testing
- Incubator Testing
- DIY Testing Kits
- Expert Guest Megan Rutland: Microbiological Testing for Cosmetics
  - Module 8 Wrap-Up
  - Module 8 Review Quiz
  - *Assignment #8*

## **MODULE 9: SHAMPOO**

### **Lessons**

- Module 9 Downloads
  - Module 9 Shampoo**
  - Guide: Build + Create Custom Shampoo**
  - Beginning Equipment for Shampoo**
  - Shampoo Build Chart**
  - Hair Additives Chart For Customizing Shampoo**
  - Scalp Additives Chart for Customizing Scalp Formulations**
  - Shampoo Build Worksheet**
- Shampoo
  - Function of Shampoo
  - Natural Shampoo
  - Consumer Expectations
- Formulating Shampoo
  - Function of Shampoo
  - Formulation Needs to Address
  - Categories of Shampoo
  - Thickening Shampoos
  - Surfactants
  - Substitutions
  - pH
  - Hard Water
  - Shampoo YES and NO



- Tips on Making Shampoo
- Shear
- Grades of Xanthan Gum
- Scenting Shampoo
- Shampoo Build
  - Shampoo Formulation Build
  - Non-Sulfate Shampoo Base Formula
  - Sulfate Shampoo Base Formula (for students with access only to SLES and SLS)
- Calculating Surfactant Active Content
- Custom Shampoo Formula Build
- Hair Additives for Shampoo
- Scalp Additives
  - Exfoliating
  - Hair Growth
  - Soothing/Nourishing
- \*Beginner Help\* Shampoo
- Shampoo Base Formulations
  - Downloads: Shampoo System #1 Formula and Procedure**
  - Shampoo System #2 Formula and Procedure**
  - Shampoo System #1 GO Formula and Procedure**
  - Shampoo System #2 GO Formula and Procedure**
  - Shampoo System #1 SC Formula and Procedure**
  - Shampoo System #2 SC Formula and Procedure**
  - Shampoo System #1
  - Shampoo System #2
- Plant Keratin Shampoo
  - Downloads: Plant Keratin Shampoo System #1 Formula and Procedure**
  - Plant Keratin Shampoo System #2 Formula and Procedure**
  - Plant Keratin Shampoo System #1 GO Formula and Procedure**
  - Plant Keratin Shampoo System #2 GO Formula and Procedure**

- Volumizing Shampoo
  - Downloads:** Volumizing Shampoo System #1 Formula and Procedure
  - Volumizing Shampoo System #2 Formula and Procedure
  - Volumizing Shampoo System #1 GO Formula and Procedure
  - Volumizing Shampoo System #2 GO Formula and Procedure
- Hydrating Shampoo
  - Downloads:** Hydrating Shampoo System #1 Formula and Procedure
  - Hydrating Shampoo System #2 Formula and Procedure
  - Hydrating Shampoo System #1 GO Formula and Procedure
  - Hydrating Shampoo System #2 GO Formula and Procedure
- Clarifying Shampoo
  - Downloads:** Clarifying Shampoo System #1 Formula and Procedure
  - Clarifying Shampoo System #2 Formula and Procedure
  - Clarifying Shampoo System #1 GO Formula and Procedure
  - Clarifying Shampoo System #2 GO Formula and Procedure
- Formulating Baby Shampoo
- Baby Shampoo Build
- Baby Shampoo
  - Downloads:** Baby Shampoo System #1 Formula and Procedure
  - Baby Shampoo System #2 Formula and Procedure
  - Baby Shampoo System #1 GO Formula and Procedure
  - Baby Shampoo System #2 GO Formula and Procedure
- Expert Guest: Waterless and Low-Water Formulations with Dennis Abbeduto
  - Downloads:** The Formulators Lab Waterless and Low Water Formulation
    - Module 9 Wrap-Up
    - Module 9 Review Quiz
    - *Assignment #9*

## **MODULE 10: HAIR CONDITIONER AND HAIR MASK**

### **Lessons**

- Module 10 Downloads

**Module 10 Conditioner and Mask**  
**Conditioner Build Chart**  
**Hair Additives for Customizing Conditioner**  
**Conditioner Build Worksheet**

- Hair Conditioner
  - Function of Hair Conditioner
  - Natural Conditioner
  - Consumer Expectations
- Formulating Hair Conditioner
  - Formulation Needs to Address
  - Categories of Conditioners
  - Leave-In Conditioners
  - Tips on Making Conditioner
  - pH
  - Hard Water
  - Hair Repair - Proteins
- Hair Conditioner Build
- Custom Conditioner Build
- Additives for Conditioner
- Conditioner Base Formulations
  - Downloads: Conditioner System #1 Formula and Procedure**  
**Conditioner System #2 Formula and Procedure**
  - Conditioner System #1
  - Conditioner System #2
- Plant Keratin Conditioner
  - Downloads: Plant Keratin Conditioner System #1 Formula and Procedure**  
**Plant Keratin Conditioner System #2 Formula and Procedure**
- Volumizing Conditioner
  - Downloads: Volumizing Conditioner System #1 Formula and Procedure**  
**Volumizing Conditioner System #2 Formula and Procedure**

- Hydrating Conditioner
  - Downloads: Hydrating Conditioner System #1 Formula and Procedure**
  - Hydrating Conditioner System #2 Formula and Procedure**
  
- Deep Conditioner Build
  - Deep Conditioner Formula Build
  - Deep Conditioner Example
  - Conditioning Curl Cream
- Deep Conditioner
  - Downloads: Deep Conditioner System #1 Formula and Procedure**
  - Deep Conditioner System #2 Formula and Procedure**
- Leave-In Conditioner Base
  - Downloads: Leave-In System #1 Formula and Procedure**
  - Leave-In System #2 Formula and Procedure**
- Formulating Curl Cream - Styling Curl Cream Build
  - Curl Cream Function
  - Conditioning Curl Cream
  - Styling Curl Cream
  - Ingredients to Include
- Curl Cream Build
- Curl Cream - Defining Styling Cream
  - Downloads: Curl Cream - Defining Styling Cream Formula and Procedure**
  - Curl Cream - Defining Styling Cream (with thickener) Formula and Procedure**
- Formulating Hair Mask
  - Fresh Hair Mask
  - Formulating Hair Mask
  - Dry Fruit Powder Mask
  - Cream (Emulsion) Hair Mask
  - How to Use a Hair Mask

- Hair Mask Cream Build
- Hydrating, Repairing, Strengthening Treatment Mask  
**Downloads: Hydrating, Repairing Treatment Mask Formula and Procedure**
- Sea Moss Mask  
**Downloads: Sea Moss Mask Formula and Procedure**
- Expert Guest
  - Module 10 Wrap-Up
  - Module 10 Review Quiz
  - *Assignment #10*

## **MODULE 11: HAIR MIST, GEL & SERUM**

### **Lessons**

- Module 11 Downloads  
**Downloads: Module 11 Hair Mist, Gel, Serum  
 Hydrating Mist Build Worksheet**
- Hair Mist
- Hydrating Mist Build
- Hydrating Mist
- Hair Mist Build
- Hydrating Mist Base Formulation  
**Downloads: Hydrating Mist Formula and Procedure**
- Refresher Spray Build
- Refresher Spray  
**Downloads: Refresher Spray Formula and Procedure**
- Hair Gel
- Styling Gel Build
- Styling Gel  
**Downloads: Styling Gel Formula and Procedure**
- Firmer Hold Gel - Loc and Retwist  
**Downloads: Firmer Hold Gel Formula and Procedure**
- Edge Gel

**Downloads: Edge Control Gel Formula and Procedure**

- Edge Control (Traditional)

**Downloads: Edge Control (Traditional) Formula and Procedure**

- Hair Serum

- Function of Hair Serum
- How to Use Hair Serum

- Serum Build

- Silicone Alternative Build
- Aqueous Serum Build

- Smoothing Serum

**Downloads: Smoothing Serum Formula and Procedure**

- Fortifying Hair and Scalp Serum

**Downloads: Fortifying Hair and Scalp Serum Formula and Procedure**

- Hair Rinse Treatment

- Rice Water Hair Rinse Treatment

**Downloads: Rice Water Hair Rinse Formula and Procedure**

- Botanical ACV Concentrate Hair Rinse Treatment

**Downloads: Botanical ACV Concentrate Hair Rinse Formula and Procedure**

- Royal Crown Hair Rinse Treatment

**Downloads: Royal Crown Hair Rinse Formula and Procedure**

- Module 11 Wrap-Up
- Module 11 Review Quiz
- *Assignment #11*

## **MODULE 12: HAIR OIL, BEARD OIL, HAIR BUTTER, POMADE**

### **Lessons**

- Module 12 Downloads

**Module 12 Hair Oil, Beard Oil, Hair Butter, Pomade  
Hair Oil and Pomade Research**

- Hair Oil
  - Function of Hair Oil
  - General Usage
  - Styling Hair Oil
  - Treatment Hair Oil
  - Dry Hair Treatment
  - Hair Thinning Treatment
  - Irritated and Flaking Scalp Treatment
- Formulating Hair Oil
  - Formulating Hair Oil
  - Plant Oils for Hair Types
- Hair Oil Build
  - Hair Oil Build (Anhydrous)
  - Silicone Alternative Hair Oil Build (Anhydrous)
- Nourishing Hair Oil
 

**Downloads: Nourishing Hair Oil Formula and Procedure**
- Hair Growth Drops
 

**Downloads: Hair Growth Drops Formula and Procedure**

  - Prevention of Hair Loss and Hair Growth
  - Plant Oils for Hair Growth
- Herbal Hair Growth Oil
 

**Downloads: Herbal Hair Growth Oil Formula and Procedure**

  - 5 Best Ingredients for Hair Loss and Hair Length
  - Hair Growth Herbs in Herbal Hair Growth Oil
  - Hair Growth Herbs
- Scalp Soother
 

**Downloads: Scalp Soother Formula and Procedure**
- Beard Oil
 

**Downloads: Beard Oil Formula and Procedure**

  - Beard
  - Beard Care

- Formulating Beard Oil
- Beard Oil
- Hair Butter
- Formulating Hair Butter
- Hair Butter Build
- Hair Styling Butter
- Downloads: Hair Styling Butter Formula and Procedure**
- Pomade
- Formulating Pomade
- Pomade Build
- Hair Pomade
- Downloads: Hair Pomade Formula and Procedure**

#### Module 12 Wrap-Up

- Module 12 Review Quiz
- *Assignment #12*

## MODULE 13: SCENTING FORMULATIONS

### Lessons

- Module 13 Downloads
  - Downloads: Module 13 Scenting Formulations**
  - Scent Likes**
- Formulating Scent Blends
- Quick Tips Essential Oil Blending
- Essential Oil Blends for Hair
- Natural Scent Blends

## MODULE 14: HERBAL EXTRACTS

### Lessons

- Module 14 Downloads
  - Downloads: Module 14 Herbal Extracts**
  - How to Make 47 Herbal Extracts eBook**
  - Calendula Flower Oil eBook**

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**Homemade Rosewater eBook**  
**Lavender Varieties eBook**  
**How to Make Homemade Hydrosols eBook**  
**Flower Herb Research**  
**Herbalist Michael Moore Herbal Info**

- Herbal Extracts
  - Herbal Extracts
  - Formulating with Extracts
  - Making Extracts
  - Filtering Extracts
  - General Guideline for Making Extracts
  - Terms to Know
- Herbs for Hair Care
- Herbal Water/Tea Infusions
- Herbal Vinegar
- Herbal Alcohol Extract
- Herbal Glycerin Extract
- Herbal Oil Extract
  - Module 14 Wrap-Up
  - Module 14 Review Quiz
  - *Assignment #14*

## **FINAL**

- Final Information
  - Final Exam
  - Your Diploma Certificate
  - Proud Graduate Badge
  - Joan Morais Cosmetics School Lifelong Community
  - How to Get Questions Answered
  - Joan's Tips for Success

## **FINAL EXAM QUIZ**

RECEIVE YOUR DIPLOMA CERTIFICATION UPON COMPLETION

(course requirements must be met to receive the diploma certification,  
including passing the final exam)