ACT
Access Computer Training

School Catalog &
Student Handbook

NEVER STOP LEARNING
855-9-LEARNIT •855-953-2764

1537 Dale Mabry Hwy, # 101
Lutz, FL 33548

www.accesscomputertraining.com

Thank you for choosing Access Computer Training as your training provider and trusting us to help you reach your career goals. Our dedicated staff and instructors at Access Computer Training are proven to help hundreds of students like you achieve their desired outcomes.

We have Microsoft Office Certified instructors as well as CompTIA certified instructors that provide our students with the latest technology training in business software and information technology highest in workforce demand today. Access Computer Training offers six diploma programs and three certification programs designed to teach the skills that employers require when seeking candidates.

Access Computer Training is a certified woman-owned small business and is licensed by the State of Florida's Department of Education and the Commission for Independent Education as a post-secondary vocational training school (#5237).

Our students feel comfortable with our personable and professional staff and trainers from day one. Join us for an educational experience that will exceed your expectations. No college campus, no strict schedules, no anxiety. Just skill developing, confidence boosting, career enhancing learning, coaching and mentoring.

All courses are now delivered in the comfort of your home and hands on via live webinar except for students who are utilizing VA Educational Benefits. **Because Access Computer Training is an NCD (Non-College Degree) school, all Veterans using VA educational benefits must be "IN-PERSON" for all classes. The provision of the Student Veteran Coronavirus Response Act of 2020 which allowed schools to certify remote courses due to Covid-19 as in-residence courses has expired as of June 6th, 2022**. For all other non-VA students, classes are hybrid. All classes are recorded for students to access 24/7 as we believe flexibility in learning around your schedule is key. You will need a Windows PC, and an internet connection along with dual monitors or a separate device you can watch from. Don't worry, we'll help you get it all set up.

All materials, study guides, on-demand learning platform, ELab included, and our IT students will also receive practice labs, practice exams and exam vouchers. Career coaching is part of your course so our students can be well polished and prepared to enter the workforce with confidence in their technical proficiency.   All statements are certified true and correct as to content and policy in this catalog.

Thank you for choosing Access Computer Training as your computer training provider. We promise to deliver a learning experience like no other.
To your success,

Kristin Pelletier, MOS
President/CEO
For more information, please call 813-575-8400

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ABOUT ACCESS COMPUTER TRAINING, LLC

LEGAL OWNERSHIP AND LICENSE

Access Computer Training, LLC Training is a corporation formed under the laws of the State of Florida. It's currently owned and operated by Kristin Pelletier, MOS – Founder & CEO.

Access Computer Training is licensed by The Florida Commission for Independent Education (License # 5237).

Additional information regarding our school may be obtained by contacting the Florida Department of Education, Commission for Independent Education, 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, Ph: (850) 245-3200 or (888) 224-6684.

SCHOOL HISTORY

Access Computer Training was created in July of 2014 as a start -up Computer Training school and member of the Pasco Economic Development Council, Small Business Development Center, Pasco Enterprise Network, and The Greater Dade City Chamber of Commerce. It was created to fill the need for comprehensive computer training in the Pasco/Hernando, Tampa Bay, Pinellas, and surrounding areas. The rapid growth of technology points to a current and future need for trained individuals to meet the need for computer skills in business today. There is a need for proficient computer skills, and we are here to fulfill that need.

PURPOSE

Access Computer Training, LLC 's purpose is to offer the most up to date and relevant software and information technology courses to individuals as well as the general public, corporate community, local Workforce, Vocational Rehabilitation and Veterans Administration. We will work closely with the Pasco/Hernando, Tampa Bay, Pinellas, Polk, and Suncoast local Career Source Offices in becoming a catalyst in assisting those displaced workers with reemployment by offering training on the business applications and IT certifications most needed in today's business environment. Upon completion of the programs, our students will become competitive in the job market and computer proficient in the workplace. The purpose of the content of what we teach was designed to promote job placement.

GOALS

Our goal here at Access Computer Training is to become the number one training provider of software and Information Technology in the Tampa Bay and surrounding areas and to offer students exceptional and comprehensive training that promotes job placement and career advancement.

Another goal is that every student has their own success story upon graduation and that their success story is attributed to the positive experience they had while attending our school. We make a positive impact in our students' lives by providing accountability and mentoring to each individual student and help them to achieve their own goals professionally.

CORE VALUES

At the heart of our institution is a fervent commitment to **Educational Excellence**; we're not just training minds, we're fueling passions and igniting the spark of lifelong learning. Our belief in **Support** and **Mentorship** goes beyond textbooks and classrooms—it's the **late-night study sessions**, the one-on-one **guidance**, and the reassurance that someone is always in your corner. **Accountability** isn't just a buzzword here; it's the backbone of our community. It's the promise we make to our students and the expectation we have of them in return—an unwavering standard that elevates us all. Above everything, we are a **community bound by care**. Our faculty, staff, and students form a tight-knit family where every individual is **seen, heard, and deeply valued**. In our halls, you'll find more than just a school; you'll find a home for your **aspirations**, a haven for your **dreams**, and a launching pad for your **future**.

MISSION STATEMENT

Our mission is to serve as a **catalyst** in **empowering** those who strive for more. Enhancing skills for better, higher paying jobs, certifications, or a complete **career reinvention**. We provide an **unparalleled educational experience** rooted in **excellence**, enhanced by **mentorship**, and framed by **accountability**. We walk with our students every step of the way—not only setting goals but achieving them. We strive to create a compassionate community where every student not only learns but thrives. We're more than a school; we're a team committed to turning dreams into action and aspiration into achievement.

SOCIAL RESPONSIBILITIES

We recognize that our influence goes **far beyond our classrooms** and training labs. At Access Computer Training, we are **driven by a commitment** to give back, be **socially responsible**, and **foster positive change** in our community and beyond. Our initiatives are designed to align with our **core values and mission**, serving as an extension of our **dedication to educational excellence**, mentorship, accountability, and community care. We aim to contribute to **inclusive opportunities for all**.

DESCRIPTION OF SCHOOL FACILITIES

Access Computer Training is located in the North Fork Professional Park in Lutz, FL.

1537 Dale Mabry Hwy, #101 – Lutz FL 33548

Just across from Wal-Mart at the Dale Mabry/US41 split just south of SR54 in Lutz.

We are in a beautiful setting with a relaxed atmosphere. Our school features an outdoor deck and a view of a private lake. Classroom size is approximately 800 square feet with an additional 400 square feet of administrative office space.

There is ample parking and easy access, and it is completely wheelchair accessible. Our classroom is fully equipped and seats up to 12 students. -

Access Computer Training is now providing online live virtual classes on the designated class days. Students are required to obtain their own equipment which consists of the following:

- **Windows 10/11 PC**
- **2nd Monitor (or you can use your smart TV, iPad, or tablet)**
- **HDMI Cable to connect the additional monitor or tv to your laptop/desktop**
- **Internet Access**
- **A desire to learn**
- **A "failure is not an option" attitude**

For online learning, students are required to come to the school to pick up books prior to the start date. IT students will be using an online Elearning platform.
We will also provide a program overview on the first day of class to ensure all student equipment and software is up and running to ensure a smooth start. We will go over equipment, working with dual monitors, getting on the virtual video platform and how to navigate it as well as proper protocol for online live learning.

SCHOOL ADMINISTRATION

FOUNDER | CEO
KRISTIN PELLETIER, MOS - INSTRUCTOR
OWNER/ MICROSOFT OFFICE CERTIFIED

President and CEO as well as Instructor at Access Computer Training, Kristin Pelletier, is a Microsoft Office Certified Trainer. She has 25+ years of experience working with various Microsoft programs and has 10 years of experience developing and currently teaching several courses to best suit the needs of her students and clients.

Access Computer Training received the prestigious member of the year award with the SmartStart Incubator & Pasco Economic Development Council in Pasco County FL in 2015. Since its inception, Access Computer Training has become a Certified Woman Owned Small Business (WOSB certified by the SBA). Access Computer Training has been a subcontractor to Prime Government Contractors since 2017 providing a multitude of courses for training with DLA and DOD. Kristin serves her community by volunteering for various fundraisers locally and donating to local charities as well as directs access to grants and scholarships to students who demonstrate financial need and have a passion for tech that could benefit society.

Kristin has an extensive background in working with people and has a proven track record as a successful leader. She loves to rollerblade, run, bike, swim and just about anything where she can enjoy her time outdoors. She is very involved with her family and community and leads by example when it comes to the importance of academic excellence, good choices, healthy living, and strong community involvement.

COURSE(S) TAUGHT:	DEGREES / DIPLOMAS HELD & AWARDING INSTITUTION:
Business Applications	Certificate, Microsoft Office Specialist, Lasalle Computer Training School Diploma, Microsoft Office Business Applications, Hyslop & Associates
Microsoft Office	Certificate, Microsoft Office Specialist, Lasalle Computer Training School Diploma, Microsoft Office Business Applications, Hyslop & Associates
Microsoft Fundamentals	Certificate, Microsoft Office Specialist, Lasalle Computer Training School Diploma, Microsoft Office Business Applications, Hyslop & Associates
Microsoft Cloud Apps	Certificate, Microsoft Office Specialist, Lasalle Computer Training School Diploma, Microsoft Office Business Applications, Hyslop & Associates
Microsoft Excel	Certificate, Microsoft Office Specialist, Lasalle Computer Training School Diploma, Microsoft Office Business Applications, Hyslop & Associates

FACULTY

Don Tilley,
INSTRUCTOR / IT PROGRAM DIRECTOR

With over 10 years of experience in the IT industry, Don Tilley brings a wealth of real-world knowledge to his teaching as a Certified Technical Instructor. As an instructor of IT courses including A+, Network+, Cloud+, CySA+ and SEC+, Don is dedicated to preparing students for success in cybersecurity and technology careers. His passion for teaching shines through in his engaging and interactive teaching style that keeps students fully immersed.

Don actively encourages class discussions, fosters team collaboration, and creates a comfortable learning environment where all students feel empowered to participate. He not only delivers the core curriculum but expands upon it by sharing valuable insights from his own work experience. Students praise Don for his patience, clarity, and commitment to ensuring understanding.

His students have attested to his exceptional teaching abilities, noting how his courses equipped them with the knowledge and confidence to excel academically and professionally. As evidenced by his previous students, Don has an impressive track record of guiding them to mastery of course material across A+, Network+, Cloud+, CySA+ and SEC+. His teaching methods have directly impacted success rates and instilled enthusiasm for the IT field.

With a genuine passion for both the subject matter and student achievement, Don Tilley represents the best in IT education. His dedication, experience, and proven teaching excellence make him a true asset in preparing the next generation of IT professionals.

COURSE(S) TAUGHT:	DEGREES / DIPLOMAS HELD & AWARDING INSTITUTION:
A+ Certifications Prep	CompTIA
Net+ Certification Prep	CompTIA
Sec+ Certification Prep	CompTIA
Pentest+	CompTIA
Cloud+	CompTIA
Data+	CompTIA
CySA+	CompTIA
ITF+	CompTIA
CASP+ , Project+	CompTIA
Linux+ , CTT+, Server+	CompTIA

FACULTY

CHRISTIE ADAMS, MOS, CTT+

INSTRUCTOR / TRAINING SPECIALIST FOR BUSINESS ADMINISTRATION COURSES

Christie comes to Access Computer Training as a Seasoned dynamic presenter with excellent customer service and communication skills. Over 20 years of experience providing a positive friendly interactive training environment filled with enthusiasm and energy both in the classroom and virtually. Christie is passionate about teaching and facilitating Microsoft Office 365, Adobe, soft skills, and courses for Virtual Training Best Practices to diverse businesses and military personnel. She is passionate about learning new technology demonstrated by recently obtaining a BS degree in Computer Information Science. (Summa Cum Laude) Christie is USN/USNR Retired having received 2 Navy Achievement Medals, 1984 and 1992. She has the following certifications:

- CompTIA Certified Technical Trainer + (CTT+)
- Certiport Certified Master Instructor Microsoft Office Specialist (MOS)
- CompTIA Certified Project +

COURSE(S) TAUGHT:	DEGREES / DIPLOMAS HELD & AWARDING INSTITUTION:
Business Applications	Microsoft Office Specialist, MOS - Microsoft
Microsoft Office	Microsoft Office Specialist, MOS - Microsoft
Microsoft Fundamentals	Microsoft Office Specialist, MOS - Microsoft
Microsoft Cloud Apps	Microsoft Office Specialist, MOS - Microsoft
Microsoft Excel	Microsoft Office Specialist, MOS - Microsoft

FACULTY

CONNIE HYLSOP-INSTRUCTOR / INTUIT QUICKBOOKS USER TRAINER

Connie Hyslop is a friend and colleague of Access Computer Training and runs her own computer training school in Tilton, NH, Hyslop & Associates. As a Computer Instructor, Connie has over 30 years of experience teaching and developing courseware for desktop applications. She also provides corporate training to businesses throughout New England, at educational institutions, computer training companies on a subcontractor basis, and to individual clients.

Connie trained Kristin Pelletier, owner of Access Computer Training back in 2005. They have remained friends ever since. Connie has taught Kristin everything she knows and continues to be a mentor to Kristin and advisor to Access Computer Training and now teaches the Introduction to Bookkeeping course virtually for Access Computer Training.

Kristin and Connie have been known to take a few "girls" trips together and get into a little fun trouble each year!

COURSE(S) TAUGHT:	DEGREES / DIPLOMAS HELD & AWARDING INSTITUTION:
Business Applications	Microsoft Office Business Applications, Hyslop & Associates
Microsoft Office	Microsoft Office Business Applications, Hyslop & Associates
Microsoft Fundamentals	Microsoft Office Business Applications, Hyslop & Associates
Advance Office	Microsoft Office Business Applications, Hyslop & Associates
Microsoft Excel	Microsoft Office Business Applications, Hyslop & Associates
Introduction to Bookkeeping	Intuit QuickBooks User Certification

ADMINISTRATION

CARMEN RUIZ

OFFICE MANAGER / STUDENT LIAISON

Carmen has dedicated over 23 years of her career to keeping executives and business owners organized, prioritized, and less stressed in her tenure at BayCare Medical Group as well as her time here at Access Computer Training. She practices a streamlined and intuitive approach to office management which rests on empathy, efficiency, and astute problem solving.

She is a supporter and a team player, willing to lead or follow, eager to learn and is extremely self-motivated. Enthusiastic and personable, her passion is to contribute, support, and make a difference to her colleagues and our students every day. Access Computer Training recognized these qualities in her while she was taking classes here at Access Computer Training. She was hired right after graduating. She joined our team in January 2017 as an Office Assistant and has been an asset to our staff and students ever since.

Carmen is originally from Puerto Rico and currently lives in Wesley Chapel. She has brought her bilingual skills to our school which has also proven to be beneficial. She is proud of her heritage and strives to make a difference everyday by giving 100% of her expertise, assistance, and compassion to our students. She loves spending time enjoying her family and 5 grandchildren.

CAREER COACH

CAMILLE WALTON

HIGHLANDS CERTIFIED CAREER COACH, JOB GETTER, MENTOR

Career Coach Camille Walton is a Highlands Certified Career Consultant. Also known as HAB, Highlands Ability Battery is a high-tech career assessment that measures natural abilities.

Camille assists our students at Access Computer Training in providing an objective assessment of the relative ability to perform defined tasks which measure natural abilities. This helps our students discover what type of career, industry or job would best fit them.

Camille has a history of working with clients who find themselves out of a job or unhappy in their current career and are looking to either reenter the workforce, start their own business, advance, or change careers completely. She works with folks from entry level to C-level and has been an integral part of their success stories.

Whether through networking, applying online, or using a recruiter, she knows how to help others recognize their talents and leverage their skills to gain employment. Camille discovered her passion for marketing people while working for over ten years in consumer and healthcare marketing. Through working with organizations like Dress for Success Tampa Bay, she has helped numerous women find the confidence to win over employers and secure a position to return to the workforce.

Camille has a degree in Civil Engineering from North Carolina A&T State University and an MBA from Duke University. Camille is known for her wittiness and humor, unusual glasses, and 5" heels. She is fun to be around and makes her workshops equally fun and interactive. She is an asset to the success of our students and to the team at Access Computer Training.

SCHOOL INFORMATION, POLICIES & REQUIREMENTS

POLICY OF NON-DISCRIMINATION / EQUAL OPPORTUNITY

Access Computer Training does not discriminate based on race, creed, color, gender, age, religion, national origin, disability, marital or veteran's status in its admission procedures, educational programs, operations, or employment policies.

ADMISSIONS REQUIREMENTS

- Access Computer Training admits those who have a sincere desire for higher learning, who also may be eligible for a training grant and/or who are suitable for said grant
- Admission is open to all qualified registrants without regard to gender, race, color, religion, age, physical disability, national or ethnic origin, sexual orientation, or marital status. Registrations are processed on a rolling basis; there is no application fee or deadline.
- Registrants are not required to have a High School Diploma or GED, however, if applying for a grant, the provider of that grant may require this.
- There will be an interview process with each potential student to determine his/her suitability, desire to attend and drive to successfully complete all classes within his/her recommended program. Access Computer Training works closely with those organizations that refer students to us for the purpose of skills improvement and job placement.
- Potential students are required to complete all paperwork for registration and tuition must be paid at the time of registration and/or prior to class start date.

STUDENTS TAKING INORMTION TECHNOLOGY (IT) CERTIFICATION COURSES SHOULD HAVE THE FOLLOWING SKILLS:

- End-user skills with Windows-based personal computers, including the ability to:
- Browse and search for information on the Internet.
- Start up and shut down the computer.
- Log on to a computer and computer network.
- Run programs.
- Move, copy, delete, and rename files in Windows Explorer.
- Basic knowledge of computing concepts, including:

  o The difference between hardware and software.
  o The functions of software components, such as the operating system, applications, and file systems.
  o The function of a computer network.

HOURS OF OPERATION

Unless noted otherwise, the school administration hours are from 9:00a.m. to 4:00p.m. Monday through Friday. Day classes are in session between the hours of 8:00a.m. to 3:00p.m. Additional assistance for students can be scheduled in advance during administration hours.

Staff will be on site Monday through Friday 9a.m. – 4p.m. by appointment.

ACADEMIC CALENDAR FOR 2023 - 2024 SCHOOL YEAR

VETERANS PLEASE READ!! Because Access Computer Training is an NCD (Non College Degree) school, all Veterans using VA educational benefits must be "in-person' for all classes. The provision of the Student Veteran Coronavirus Response Act of 2020 which allowed schools to certify remote courses due to Covid-19 as in-residence courses has expired as of June 6th, 2022. For all other non-VA students, classes are offered hybrid.

COURSE NAME	START DATE	END DATE	MODALITY	VA Students Modality
Business Applications (BAPP)	06/26/2023	09/27/2023	Hybrid	In-person
Business Applications (BAPP)	10/02/2023	01/11/2024	Hybrid	In-person
Business Applications (BAPP)	01/15/2024	4/18/2024	Hybrid	In-person
Business Applications (BAPP)	04/22/2024	07/26/2024	Hybrid	In-person
Microsoft All (MSALL)	06/26/2023	09/27/2023	Hybrid	In-person
Microsoft All (MSALL)	10/02/2023	01/11/2024	Hybrid	In-person
Microsoft All (MSALL)	01/15/2024	4/18/2024	Hybrid	In-person
Microsoft All (MSALL)	04/22/2024	07/26/2024	Hybrid	In-person
A+ Certification Prep (A+ Cert)	06/26/2023	09/29/2023	Hybrid	In-person
A+ Certification Prep (A+ Cert)	10/02/2023	12/22/2023	Hybrid	In-person
A+ Certification Prep (A+ Cert)	2024 TBA	2024 TBA	Hybrid	In-person
A+ Certification Prep (A+ Cert)	2024 TBA	2024 s TBA	Hybrid	In-person
Net+ Certification Prep (Net+ Cert)	07/10/2023	08/09/2023	Hybrid	In-person
Net+ Certification Prep (Net+ Cert)	10/02/2023	11/01/2023	Hybrid	In-person
Net+ Certification Prep (Net+ Cert)	2024 TBA	2024 TBA	Hybrid	In-person
Net+ Certification Prep (Net+ Cert)	2024 TBA	2024 TBA	Hybrid	In-person
Security + Certification Prep (Sec+ Cert)	08/21/2023	09/22/2023	Hybrid	In-person
Security + Certification Prep (Sec+ Cert)	11/132023	12/13/2023	Hybrid	In-person
Security + Certification Prep (Sec+ Cert)	2024 TBA	2024 TBA	Hybrid	In-person
Security + Certification Prep (Sec+ Cert)	2024 TBA	2024 TBA	Hybrid	In-person

Please Note: The Information Technology Career Prep Bundled Program consists of the following courses which follow the same schedule as above: Students can choose to enroll into the bundled program to take all 4 courses below or can enroll in these courses individually.

- **Business Applications**
- **A+ Certification Prep**
- **Net+ Certification Prep**
- **Security+ Certification Prep**

HOLIDAYS

Access Computer Training, LLC, recognizes the following national Holidays:

- New Year Day
- President's Day
- Memorial Day
- Independence Day
- Veterans Day

- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

Additional holidays may be declared at the discretion of the CEO.

ENROLLMENT DATES

The length of each individual class decides class starting and ending dates. Access Computer Training has open enrollment year-round, which means enrollment is on an ongoing basis for all courses except for our Veteran students. See the Veterans section for more information.   Once the student is enrolled (met all requirements for enrollment – see enrollment agreement), he/she will be entered into the next course start date. For our IT courses, enrollment is 3 times per year. Semester 1 is January through April. Semester 2 is from May through September and Semester 3 is September through December.

DEFINITION OF CLOCK HOUR

"Clock hour" means a period of 60 minutes within a minimum of 50 minutes of direct instruction in the presence of an instructor.

MINIMUM GRADES AND/OR STANDARDS CONSIDERED SATISFACTORY

Students must achieve a passing grade throughout the training and upon completion of the program. These progress results will be kept as part of the permanent record. A 6-week progress report will be sent to your career counselor at the VA (Veterans Affairs), CareerSource, or Vocational Rehabilitation counselor. Upon graduation, a final transcript will also be sent to the same agency/career counselor.

GRADING SYSTEM

Students are graded at the end of each class on a Pass/Fail basis by the instructor's evaluation of the student's attendance, test scores, completing the required labs, submitted projects and general comprehension of the subject. A diploma will be issued to each student who successfully completes the course or program and satisfies all requirements.

DIPLOMA

Those students who have successfully completed all requirements for the course or Program they are enrolled in, have fulfilled the required minimum attendance, and have met all monetary obligations to the school will be awarded a diploma for their specific course or Program.

MAKE UP WORK

Students are responsible for making up all the work that they missed. Students are to work with the instructor on an individual basis to complete all make up assignments within a time frame set forth by the instructor. Reviewing the recorded class sessions are alternate methods to make up missed

instruction. At the School Director's discretion, students may be charged the instructor's normal hourly billing rate for private lessons, which are at a rate of $125.00 per hour. Fridays are reserved as practice time. Students are encouraged to work with other students and/or faculty to make up for any work missed.

CLASS RETAKES

Our students may retake any class that he or she has previously attended and failed or missed for a period of three months from the start date of the original class. Retakes will be granted on a space available basis as our current paid/passing students have priority. Students are required to bring their original course materials when needed. Students will be required to restart upon leave of absence if they restart within 1 year of their original start date. Students will be made accountable to attend and remain engaged in class, view the videos, submit complete homework assignments on time and participate in job strategizing activities when necessary. Students are expected to miss no more than 3 class days in a 3 month period with make up by viewing the recorded videos.

PROBATION POLICY

Students not maintaining a passing grade will be placed on probation. In such a case, the student will be issued a warning and asked to meet with the school Director to determine where improvements can be made. The period of probation will be up to a maximum of two months. During this time, the grade average must be raised to a passing grade. If the student's grade has not improved by the end of the probation, the enrollment will be terminated effective immediately. The maximum number of probation periods a student may be granted throughout any course is three. A student dismissed for unsatisfactory academic progress is not allowed re-entrance to the school without permission from the Director of the facility. All probationary documentation is retained in the student's permanent files.

INTERRUPTIONS IN TRAINING/TERMINATION

A student will not be terminated for failure to meet the required skill level of a course within two months of the start date of the class. That student will be required to complete additional studies, including sitting in on the next available course or other requirements as assigned by the instructor. The student is also encouraged to use our ELab and BrainStorm QuickHelp as well as GMetrix for practice and review purposes during times that do not conflict with their existing schedule as well as review the posted videos of each class in Teams.

CONDITIONS OF RE-ENTRY AFTER WITHDRAWAL, CANCELLATION, TERMINATION OR SUSPENSION

A student who has cancelled or has been terminated and desires to re-enter the program must notify the school Director and follow the required admission procedures. A student who was terminated or withdrawn for any reason must have an interview with the school Director and show cause as to why re-instatement should be considered. The decision of the school Director is final. This includes students who have been suspended in the past for unsatisfactory progress.

SCHOOL ATTENDANCE AND PARTICIPATION

School attendance and participation in class are an essential part of the learning process. Regular attendance is necessary for students' success and to achieve the maximum possible benefits from their educational experience. All students are encouraged to be present and prompt. School

attendance is the responsibility of parents and/or students. It is our hope at Access Computer Training that you share this same commitment. Attendance will be taken at the time a student registers to come into the webinar each morning. Access Computer Training reserves the right to provide this information to the CIE (Commission for Independent Education) as well as Career Source for auditing purposes. Any student opting into these live virtual classes agrees to the live class being recorded. Recordings will be kept unlisted and will only be uploaded to Microsoft Teams for the purpose of our students to be able to view these videos. Only access computer training students, faculty and staff have access to the Microsoft Teams.

TARDINESS

Please note that classes will start at the exact time on the schedule. Though we understand things happen, please try to be here on time so as not to disrupt the class. Excessive tardiness will disrupt the class and may cause dismissal from the program or school.

ACCOUNTABILITY

At Access Computer Training, we believe that true self accountability is the key to one's own success. We have a saying, "If you do not want to learn, we cannot make you…. If you are determined to learn, we cannot stop you!" We provide all students with a list of expectations prior to starting the course and have you sign a standards of excellence form that states you will be accountable for what is expected of you, and you can expect us to be accountable for what we promise to provide you during your tenure here. If you're falling behind, we will let you know. If you need extra help, just ask for it. Communication is critical so keep us informed if something comes up and if you need extra time. We will provide individual help for you so long as you come to class and/or watch the videos of the classes that we record for you. Do your homework, stay engaged, ask questions. If you are still unable to follow along, we are happy to give you some one-on-one time.

TRANSFERABILITY OF CREDITS

Access Computer Training does not accept credits from any other institution. Transferability of credit is at the discretion of the receiving institution. It is the responsibility of the student to confirm whether credit will be accepted by another institution of the student's choice. We are happy to provide student transcripts to other schools when requested by the student.

FINANCIAL AID

Access Computer Training is a private institution and does not accept financial aid but will help students with applications for training grants, student loans through Meritize Financial and aid through various government agencies. If you are currently unemployed and/or receiving benefits from Vocational Rehabilitation, Children and Family Services, your local CareerSource office, or another agency, you may qualify for our Vocational Programs.

Access Computer Training is an approved vendor for CareerSource Pasco Hernando, CareerSource Pinellas, CareerSource Tampa Bay, CareerSource Polk, CareerSource SunCoast, the VA, VRE and Florida Vocational Rehabilitation Programs.

FEE PAYMENT SCHEDULE

All program fees are expected in full at the time of registration or at least 14 days (about 2 weeks) prior to class start date unless other arrangements have been made.

CANCELLATION & REFUND POLICY

Should a student's enrollment be terminated or cancelled for any reason, all refunds will be made according to the following refund schedule:

1. Cancellation or withdrawal can be made in person, by electronic mail, certified mail or by termination.

2. All monies will be refunded if Access Computer Training, LLC does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making the initial payment.

3. Cancellation after the third (3rd) business day but before the first-class results in a refund minus a $250 administrative fee

4. Cancellation after attendance has begun, through 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.

5. Cancellation after completing more than 40% of the program will result in no refund.

6. Termination Date: When calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.

7. Refunds will be made within 30 -days of termination of the students' enrollment or receipt of Cancellation Notice from student.

STUDENT CODE OF CONDUCT POLICIES

CONDITIONS FOR TERMINATION

Students are expected to always conduct themselves in a professional manner. A student can be dismissed for excessive absences, insufficient progress, excessive tardiness, nonpayment of costs/tuition, theft, disorderly conduct, or failure to comply with the rules contained in the school catalog or the enrollment agreement. Foul language and/or disrespectful behavior are considered unsatisfactory conduct and are subject to dismissal. A student who acts in a manner detrimental to Access Computer Training, its staff, its property, or another student may have their enrollment terminated.

DRUG FREE SCHOOL AND WORKPLACE

Access Computer Training is a drug free workplace and study place. We have a zero-tolerance policy for drugs and alcohol. No student, instructor or employee may be on the Access Computer Training premises under the influence of any substance. As a drug and alcohol-free environment, individuals under the influence may be subject to immediate dismissal/removal. Students may request counselling for substance abuse and will be referred to community resources.

SEXUAL HARASSMENT POLICY

Access Computer Training takes the issue of sexual harassment very seriously. Harassment because of sex, age, race, color, religion, national origin, or disability will not be tolerated.

DRESS CODE

Students are urged to wear appropriate attire in an office environment. Business casual to business attire is recommended but not required. Remember, you want to give a clean, professional, and confident impression.

STUDENT RECORDS

In compliance with the Family Educational Rights and Privacy Access Computer Training of 1974, Access Computer Training guarantees that students have the right to inspect all personally identifiable records maintained. It is further guaranteed that student records contain personally identifiable information. will not be released except as permitted by the Family Educational Rights and Privacy Act. Student records will be permanently maintained at the school and will not be released except as permitted by the Family Educational Rights and Privacy Act. Student records will be permanently maintained at the school.

COUNSELING SERVICES

Instructors can provide student-counseling services that include career development, resume writing, mock interviews and role playing, tutoring, and mentoring. It is up to the student to remain active in the classroom, submit homework on time, practice what they've learned and take a pro-active approach to ensuring their own success.

JOB PLACEMENT ASSISTANCE

Though we cannot guarantee job placement, instruction on resume writing, mock and job interview techniques (including virtual interviews) are provided as an added benefit to our students. Additional individual assistance will be provided for those who register for the Business Applications and I.T. courses, such as one on one time with our career coach to assist in perfecting your resume, polishing your interview skills, and strategizing to get the perfect job. We have an abundance of tools to help students with job placement. Access Computer Training will assist students in locating employment to the best of our ability but cannot guarantee placement. The student signs a "Standards of Excellence" form to ensure they will meet us halfway in executing their career plan and seeking a positive and successful outcome post-graduation.

SUGGESTIONS OR COMPLAINTS

Students who would like to offer suggestions on how to make the class and/or curriculum better may speak with the instructor directly or the owner of Access Computer Training. For complaints, students may file a legitimate complaint against, or appeal academic disciplinary actions by Access Computer Training, LLC, its staff, or faculty. However, they must first bring the issue to the attention of the business owner, Kristin Pelletier. If the issue does not get resolved in a manner satisfactory to the student, he/she may file a complaint with the Commission for Independent Education of Florida. Suggestions or Complaints can be sent to 325 West Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, or by phone at (850) 245-3200 or (888) 224-6684.

VETERAN'S ATTENDANCE, MODALITY, FINANCIAL OBLIGATION AND REFUND POLICY FOR VETERAN STUDENTS USING VA EDUCATIONAL BENEFITS INCLUDING POST 911 GIBILL®

VETERAN'S POLICIES

Early departures, class cuts, tardiness, etc., for any portion of a class period will be counted as 1 absence.

Students exceeding 20% **total** absences in a calendar month **will be** terminated from their VA benefits for unsatisfactory attendance.

To show that the cause of unsatisfactory attendance has been removed, students must show good attendance (as defined) for one calendar month after being terminated for unsatisfactory attendance. After such time, the student may be recertified for VA education benefits.

The student's attendance record will be retained in the veteran's file for USDVA and SAA audit purposes.

MODALITY STATEMENT

VETERANS PLEASE READ!! **Because Access Computer Training is an NCD (Non-College Degree) school, all Veterans using VA educational benefits must be "in-person' for all classes. The provision of the Student Veteran Coronavirus Response Act of 2020 which allowed schools to certify remote courses due to Covid-19 as in-residence courses has expired as of June 6th, 2022. For all other non-VA students, classes are offered hybrid. Veterans who attend remotely through VRE may receive less in BAH. Veterans who attend class less than 18 hours per week will also receive less in BAH. Please check the protocol at va.gov/education**

VETERANS FINANCIAL OBLIGATION POLICY:

For VA students, Access Computer Training will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement of a payment to be provided by the Secretary under chapter 31 or 33 of this title.

In accordance with Title 38 US Code 3679(e), **Access Computer Training** adopts the following additional provisions for any students using U.S. Department of Veterans Affairs (VA) Post-9/11 G.I. Bill® (Ch. 33) or Vocational Rehabilitation & Employment (Ch. 31) benefits, while payment to the institution is pending from VA.

Access Computer Training will not:
- Prevent the student's enrollment.
- Assess a late penalty fee to the student.
- Require the student to secure alternative or additional funding.
- Deny the student access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to:
- Produce the VA Certificate of Eligibility (COE) by the first day of class.
- Provide a written request to be certified.

- Provide additional information needed to properly certify the enrollment as described in other institutional policies

For eligibility consideration, a Post 9/11 GI Bill® student must submit a VA Certificate of Eligibility (COE) and a Vocational Rehabilitation Student must provide a VAF 28-1905 form.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. Government website at www.benefits.va.gov/gibill.

VETERAN'S REFUND POLICY

The refund of the unused portion of tuition, fees, and other charges for veterans or eligible persons who fail to enter a course or withdraw or discontinue prior to completion will be made for all amounts paid which exceed the approximate pro-rata portion of the total charges that the length of the completed portion of the course bears to the total length of the course. The pro-ration will be determined on the ratio of the number of days or hours of instruction completed by the student to the total number of instructional days or hours in the course.

MICROSOFT OFFICE PROGRAMS- DIPLOMA PROGRAMS

PROGRAM TITLE:
BUSINESS APPLICATIONS
Clock Hours: 172
Cost: $5,000.00 inclusive of tuition, registration, and books, ELab and practice exams.

Objective: To give students a detailed curriculum of common applications used in business today. Each class builds on the skills learned in the class previously taught. This is for participants who want to gain extensive computer knowledge. Students will learn the skills necessary to compete in the job market and will be able to use these skills immediately upon completion of each class. This program is designed to promote job placement and give the skills they need to be competitive in their job search.

Course Name	Clock Hours	Description
Program Introduction & Overview	4	Upon completion, students will be able to create, navigate, edit documents and presentations using Microsoft Word, Excel, PowerPoint, Publisher, and Outlook as well as tools to maintain time management, achieve goals, perfect resume, create a LinkedIn account and use LinkedIn for job searching and networking as well as polish interview skills. Students will be introduced to Word Processing and will gain knowledge of navigating and formatting documents. They will also gain skills and expertise with Excel and an incredibly detailed introduction to spreadsheets as well as formatting and creating formulas and creating and formatting presentations. This course runs through navigating Windows 10 and managing files and folders. Working with Google Apps is a key component to any office environment as many businesses are using Google Apps for mobility purposes and cloud computing. Students will be able to utilize Google Apps such as Chrome, Mail, Calendar, Docs & Drive and more as well as utilize these apps on their mobile devices. Students will be given the skills necessary to promote job placement.
Microsoft Word	40	
Microsoft Excel	40	
Microsoft PowerPoint	16	
Microsoft Outlook	16	
Microsoft Publisher	12	
Windows	4	
File Management	4	
Google Apps for Work	16	
Professional Development	20	

PROGRAM TITLE:
MICROSOFT OFFICE (MSALL)
Clock Hours: 136
Cost: $3,500 inclusive of tuition, registration, and books, ELab and practice exams.

Objective: Students will receive an incredibly detailed curriculum of the more common Microsoft Office applications used in business today. Each class builds on the skills learned in the class previously taught. This is for participants who want to gain extensive software knowledge. Students will learn the skills necessary to compete in the job market and are created for job placement.

Course Name	Clock Hours	Description
Program Introduction & Overview	4	Upon completion of this program, students will be versed in the main components of Microsoft Word and Excel as well as PowerPoint, Publisher, Outlook, and Windows. Students will develop skills in creating documents and spreadsheets, calendars, and slideshow presentations as well as navigating emails, calendars, contacts, and tasks using the tools these software programs provide. Students will learn the skills necessary to compete in the job market as this program was created to promote job placement.
Microsoft Word	40	
Microsoft Excel	40	
Microsoft PowerPoint	16	
Microsoft Outlook	16	
Microsoft Publisher	12	
Windows	4	
File Management	4	

PROGRAM TITLE:
MICROSOFT CLOUD APPS
Clock Hours: 36
Cost: $2,500 inclusive of tuition, registration, and handouts.

Objective: After completion of the Business Applications or Microsoft Office program, Cloud Apps is for those who want to take their skills to a higher level. The purpose is to give students skills that would fit in a fast-paced office environment where business cloud collaboration and document management at a higher level would offer a more competitive edge. This program is also for those who already have at least an intermediate level of knowledge with Microsoft Office. Also, the key to a business environment is proficiency in many applications used today. Extensive knowledge in Microsoft 365 Cloud Apps compliments any resumé. This program is designed to promote job placement.

Course Name	Clock Hours	Description
Microsoft Teams 1	4.5	Upon completion, students will be more proficient in Microsoft 365 Cloud Apps. They will be able to collaborate using new cloud sharing features in the 2021 & 365 versions as well as create, edit, and save documents; work with libraries and list apps; and integrate SharePoint with other Microsoft 365 apps like Teams, OneNote, and OneDrive. Students also will learn how to import content from other apps, such as Excel and Outlook, and create audio, handwritten, and other types of notes. Plus, learn how to find notes fast and use time-saving keyboard shortcuts.
Microsoft Teams 2	4.5	
Microsoft SharePoint 1	4.5	
Microsoft SharePoint 2	4.5	
Microsoft OneDrive 1	4.5	
Microsoft OneDrive 2	4.5	
Microsoft OneNote 1	4.5	
Integrating MS Office Programs	4.5	When integrating these important Office programs, we will show students how to collaborate in real time with colleagues online, as well as show how each program is designed to work seamlessly together with each other. Employers seek the most skilled and trained employees. This program is designed for job placement.

PROGRAM TITLE:
MICROSOFT EXCEL (EXCELALL)
Clock Hours: 40
Cost: $1,500 inclusive of tuition, registration, and books.

Objective: For those who only want to take the Excel course, the entire Excel series of workshops is created to home in on not only accounting tasks, but tasks pertaining to basic spreadsheets, creating charts, and working with formulas. Excel is used in every business today. In order to assist the student in obtaining the skills they need to be competitive in the job market, Excel is an important component to any resume and used in almost all businesses worldwide. This program is designed to promote job placement.

Course Name	Clock Hours	Description
Microsoft Excel 1	4.0	Upon completion, students will be familiar with the main components of Excel. They will be able to create and navigate a spreadsheet, work with formulas and format spreadsheets as well as create charts and insert objects. Students will have a better understanding of formulas and how they work. They will learn how to create templates and work with logical functions and databases, format cells, link cells, sheets and workbooks as well as utilize the fill handle and more! This program is designed to promote job placement.
Microsoft Excel 2	4.0	
Microsoft Excel 3	4.0	
Microsoft Excel 4	4.0	
Microsoft Excel 5	4.0	
Microsoft Excel 6	4.0	
Microsoft Excel 7	4.0	
Microsoft Excel 8	4.0	
Microsoft Excel 9	4.0	
Microsoft Excel 10	4.0	

PROGRAM TITLE:
MICROSOFT OFFICE FUNDAMENTALS
Clock Hours: 36
Cost: $1,500 inclusive of tuition, registration, and books.

Objective: Microsoft Office applications have become the standard in business today. This certificate program provides the basics of Word and Excel and an introduction to the remaining Office programs. This program introduces the student to additional skills needed in an office environment such as PowerPoint and Outlook. They will obtain an introduction to spreadsheets as well as working with formulas and formatting spreadsheets. Students will have an introduction to word processing as well as learn how to format documents. Then they can choose three additional classes such as Outlook, PowerPoint, Publisher, and Windows. This program is designed to promote job placement

Course Name	Clock Hours	Description
Microsoft Word 1	4.0	Upon completion, students will be familiar with the main components of Microsoft Word where they will be introduced to Word Processing and will gain knowledge in navigating and formatting documents. They will also gain skills and expertise with Excel with a detailed introduction to spreadsheets as well as formatting and creating formulas as well. They will then be offered three additional classes which they can choose from Outlook (working with email and more), PowerPoint (working with presentations), or Publisher (creating certificates, newsletters, cards and more), and Windows. This program is designed to promote job placement. - Microsoft Word, Module 1-3 - Microsoft Excel, Module 1-3 - Choose three classes from (Outlook, PowerPoint, Publisher, Windows, Google)
Microsoft Word 2	4.0	
Microsoft Word 3	4.0	
Microsoft Excel 1	4.0	
Microsoft Excel 2	4.0	
Microsoft Excel 3	4.0	
Microsoft Outlook 1	4.0	
Microsoft Outlook 2	4.0	
Microsoft Outlook 3	4.0	
Microsoft Excel 10	4.0	

PROGRAM TITLE:
INTRODUCTION TO BOOKKEEPING (BK)
Clock Hours: 32
Cost: $2,500 inclusive of tuition, registration, books and ELab

Objective: Our introduction to Bookkeeping program consists of 8 classes to help you gain the knowledge and skills relevant for a career in basic accounting and bookkeeping. Learn the general ledger and journal, assets and liabilities, revenue, and expenses, reporting capabilities, inventory management and more. The program goal is to prepare students for an entry level administrative/bookkeeping position or to add skills that will allow students to be more competitive in their job search.

Course Name	Clock Hours	Description
Introduction to Bookkeeping 1	4.0	Upon completion, students will be familiar with the main components of bookkeeping. They will be able to set up a company, input all customers, vendor, service, and inventory items. They will know how to create financial reports using QuickBooks to complete bookkeeping tasks, ensure accuracy in receiving and recording payments, handle banking and transactions and monitor business accounts. This program is designed to promote job placement.
Introduction to Bookkeeping 2	4.0	
Introduction to Bookkeeping 3	4.0	
Introduction to Bookkeeping 4	4.0	
Introduction to Bookkeeping 5	4.0	
Introduction to Bookkeeping 6	4.0	
Introduction to Bookkeeping 7	4.0	
Introduction to Bookkeeping 8	4.0	

INFORMATION TECHNOLOGY PROGRAMS (IT)

PROGRAM TITLE:
A+ CERTIFICATION PREP (A+CERT)
Clock Hours: 115
Cost: $5,500.00 inclusive of tuition, registration, books, practice labs, practice exams, study guides, and exam vouchers

Objective: This course provides students with a detailed curriculum covering all the topics and targets necessary to pass the CompTIA A+ Certification Exams Core 1 (220-1101) and Core 2 (220-1102). Each class builds on previous skills. The computer training programs at Access Computer Training. LLC led to the ability to seek employment in the computer industry. Students will learn the skills necessary to compete in the job market and will be able to use these skills immediately upon completion of each class.

Course Name	Clock Hours	Description
A+CERT1	4.0	Upon completion of this course, students will be able to Identify fundamental components and functions of standard desktop and laptop computers • Install, configure, maintain and troubleshoot computer and peripheral components for standard desktop and laptop computers • Identify fundamental components and functions of computer operating systems • Install, configure, maintain and troubleshoot computer operating systems and software • Identify best practices followed by professional computer technicians • Identify networking technologies • Install, configure, maintain and troubleshoot networking hardware and software • Support mobile computing devices • Support printers and scanners • Identify and support personal computer and networking security concepts • Follow industry standard operational procedures
A+CERT2	4.0	
A+CERT3	4.0	
A+CERT4	4.0	
A+CERT5	4.0	
A+CERT6	4.0	
A+CERT7	4.0	
A+CERT8	4.0	
A+CERT9	4.0	
A+CERT10	4.0	
A+CERT11	4.0	
A+CERT12	4.0	
A+CERT13	4.0	
A+CERT14	5.5	
A+CERT15	4.0	
A+CERT16	4.0	
A+CERT17	4.0	
A+CERT18	4.0	
A+CERT19	4.0	
A+CERT20	4.0	
A+CERT21	4.0	
A+CERT22	4.0	
A+CERT23	4.0	
A+CERT24	4.0	
A+Cert25	4.0	
A+Cert26	4.0	
A+Cert27	4.0	
A+Cert28	5.5	

PROGRAM TITLE:
NETWORK+ CERTIFICATION PREP (NET+CERT)
Clock Hours: 57
Cost: $3,000.00 inclusive of tuition, registration, books, practice labs, practice exams, study guides, and exam vouchers

Objective: This course provides students with a detailed curriculum covering all the topics and objectives required to pass the CompTIA Network+ Certification Exam (N10-008). Each class builds on the skills learned in previous classes. The computer training programs at Access Computer Training, LLC led to the ability to seek employment in the computer industry. Students will learn the skills necessary to compete in the job market and will be able to use these skills immediately upon completion of each class.

Course Name	Clock Hours	Description
NET+CERT1	4.0	Upon completion of this course, students will be able to Identify fundamental components and functions of computer networking hardware and software • Install, configure, maintain, and troubleshoot networking hardware and software • Identify best practices followed by professional network technicians • Identify and support networking security concepts • Follow industry standard operational procedures
NET+CERT2	4.0	
NET+CERT3	4.0	
NET+CERT4	4.0	
NET+CERT5	4.0	
NET+CERT6	4.0	
NET+CERT7	4.0	
NET+CERT8	4.0	
NET+CERT9	4.0	
NET+CERT10	4.0	
NET+CERT11	4.0	
NET+CERT12	4.0	
Net+CERT13	4.0	
Net+CERT14	5.0	

PROGRAM TITLE:
SECURITY+ CERTIFICATION PREP (SEC+CERT)
Clock Hours: 57

Cost: $3,000.00 inclusive of tuition, registration, books, practice labs, practice exams, study guides, and exam vouchers

Objective: This course provides students with a detailed curriculum covering all the topics and objectives required to pass the CompTIA Security+ Certification Exam (SY0-601). Each class builds on the skills learned in previous classes. The computer training programs at Access Computer Training, LLC led to the ability to seek employment in the computer industry. Students will learn the skills necessary to compete in the job market and will be able to use these skills immediately upon completion of each class.

Course Name	Clock Hours	Description
SEC+CERT1	4.0	Upon completion of this course, students will be able to Identify security concepts and terms and apply them to real-world situations • Identify and support fundamental components and functions of security technologies required to secure modern computers, networks, and mobile devices • Install, configure, maintain, and troubleshoot security hardware and software • Identify best practices followed by security professionals • Follow industry standard operational procedures
SEC+CERT2	4.0	
SEC+CERT3	4.0	
SEC+CERT4	4.0	
SEC+CERT5	4.0	
SEC+CERT6	4.0	
SEC+CERT7	4.0	
SEC+CERT8	4.0	
SEC+CERT9	4.0	
SEC+CERT10	4.0	
SEC+CERT11	4.0	
SEC+CERT12	4.0	
SEC+CERT13	4.0	
SEC+CERT14	5.0	

PROGRAM TITLE:
INFORMATION TECHNOLOGY. CAREER PREP
Clock Hours: 401

Cost: $16,500.00 inclusive of tuition, registration, practice labs, practice exams, study guides, books, and exam vouchers

Objective: This I.T. Career Prep Program is comprised of our Business Applications course, A+ Certification Exam Prep course, Net+ Certification Exam Prep course and Security+ Certification Exam Prep course. These courses bundled into one program are designed to provide students with the extensive background knowledge and skills students will need to be successful in entering the information technology industry. Business Applications will give students extensive skills in navigating a PC and various software applications most used in business today. A necessity when competing for jobs that may entail Help Desk Technician or User Support. Combined with our A+, Net+ and Security+ courses, this I.T. program is also designed to prepare students to take and pass the CompTIA A+, Net+ and Security+ certification examinations in order to compete and qualify for jobs within the Information Technology & Computer Industry.

Course Name	Clock Hours	Description
A+CERT	115	This I.T. Career Prep Program is comprised of our students who will receive extensive training in software applications most used in business today. Microsoft 365, Google Workspace, Windows, and File Management provide students with advanced level skills necessary to competently navigate a PC and work in any office environment. Students getting ready for a career in information technology require extensive software and hardware knowledge. This program will build on existing user-level knowledge and experience with personal computer (PC) software and hardware to present fundamental skills and concepts necessary for use on the job. Students will receive the essential skills and information needed to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on PCs, digital devices, and operating systems. Also, students will learn to identify fundamental components and functions of computer networking hardware and software • Install, configure, maintain, and troubleshoot networking hardware and software • Identify best practices followed by professional network technicians • Identify and support networking security concepts • Follow industry standard operational procedures. And lastly, students will be able to identify security concepts and terms and apply them to real-world situations • Identify and support fundamental components and functions of security technologies required to secure modern computers, networks, and mobile devices • Install, configure, maintain, and troubleshoot security hardware and software • Identify best practices followed by security professionals • Follow industry standard operational procedures.
NET+ CERT	57	
SEC+CERT	57	
Total hours	401	

DETAILED CLASS DESCRIPTIONS (DIPLOMA PROGRAMS)

PROGRAM OVERVIEW (OVERVIEW)

This Program Overview is a great start to any of the diploma programs. This class will cover the ELab instructions, downloading your student exercise files, uploading your homework to the ELab and working with the exercises from your book. We also cover your registration into the ELab and all of the resources and tools of the ELab (videos, web Sims, etc.). Teams overview and how to navigate in a Teams meeting for our remote classes as well as navigating Gmetrix, our testing platform.
Class Length: 4hrs

INTRODUCTION TO BOOKKEEPING
INTRODUCTION TO BOOKKEEPING 1 (BK1)

Creating your company file & Chart of Accounts
In this segment we create a company from scratch. Students will understand better how a company file becomes a live file that can be backed up, sent to your CPA (Certified Public Accountant), or put onto external clouds and drives. You will gain the knowledge necessary to create your own company file. We will cover tax structures, advance set up, adjusting views and preferences as well as charts of accounts, adding bank accounts and credit card accounts.
Class Length: 4 hrs.

INTRODUCTION TO BOOKKEEPING 2 (BK2)

Items and Inventory
In this lesson, students will now be hands on with the company file we created in class #1. Students will learn about important tools and functions in QuickBooks related to maintaining your company's Inventory and Items (products and/or services…aka how you make your money), as well as setting sales tax and discounts. Students will create customer transactions, as well as create the Products and Services List you'll use to maintain inventory information and record sales and purchases. Creating an inventory assembly and discounts will also be covered.
Class Length: 4 hrs.

INTRODUCTION TO BOOKKEEPING 3 (BK3)

Accounts Payable
Students will begin by learning how to create a vendor profile as well as add vendors using "Quick Add." We will then learn to set up a vendor as a 1099 and how to print 1099's at year end. Purchase orders, entering and paying bills and receiving inventory with and without a bill will also be covered!
Class Length: 4 hrs.

INTRODUCTION TO BOOKKEEPING 4 (BK4)

Accounts Receivable
This class is going to teach students what happens behind the scenes in QuickBooks. How to create an invoice and then see how that dollar amount goes into the account's receivables account behind the scenes. Adding customers and jobs and creating and sending invoices and estimates will be covered along with receiving payments and recording deposits. We will also be covering how to create a sales order and credit memo along with sales receipts and statements.
Class Length: 4 hrs.

INTRODUCTION TO BOOKKEEPING 5 (BK5)

Banking
In this class, we will cover necessary functions for keeping your QuickBooks file up to date and on track. Writing checks (without going through the pay bill's function). Entering credit card charges as well as credit card refunds will be covered. Finally, your end of month reconciliation will be covered, searching

for transactions, going through your check register(s) and credit card register(s) will be necessary to ensure a zero difference when reconciling.

Class Length: 4 hrs.

INTRODUCTION TO BOOKKEEPING 6 (BK6)

Reports & Miscellaneous Tasks

The reporting features in QuickBooks is extremely detailed. You can gather any type of information you need with just a few clicks. In this class, we will cover the most common reports a business will run weekly, monthly, quarterly, and annually. Students will then learn to customize, sort and filter reports as well as memorize them. We will also cover creating journal entries, adjusting inventory and class tracking. Finally customizing invoices, adding your company logo and other features a business may want on their invoices will be covered as well as voiding and deleting transactions and time tracking. – QuickBooks Online presentation will also be covered.

Class Length: 4 hrs.

INTRODUCTION TO BOOKKEEPING 7 (BK7)

Excel 1

Create, edit, and format a spreadsheet. This part 1 class gets down to basics by controlling screen layout options, creating, saving, opening, closing, previewing, and printing workbooks. In this class we will show you how to move within a spreadsheet and manipulate the print area. Students will learn to edit data, undo, and redo, move, and copy text and formulas, use the fill handle to copy or create a series, insert, and delete columns and rows, format columns, text and numbers, control cell alignment, write basic formulas.

Class Length: 4 hrs.

INTRODUCTION TO BOOKKEEPING 8 (BK8)

Excel 2

Excel part 2 will cover how Excel integrates with QuickBooks. Importing from and exporting to QuickBooks will be covered. Students will also learn advanced formatting, formulas, linking cells, sheets, and workbooks along with moving, copying and deleting data.

Class Length: 4 hrs.

WINDOWS OPERATING SYSTEMS COURSE DESCRIPTIONS
WINDOWS 1 (WIN1)

Geared for the latest Windows operating system, this class focuses greatly on navigating this new and very different operating system. From opening and closing apps, to customizing start menus, we walk students through all they need to learn with this OS with little or no frustration. They will learn many shortcuts to get them around both the start menu and the desktop, and how to toggle between the two as well as open between open apps quickly. Business applications discussed as well.
Class Length: 4hrs

WINDOWS 2 (WIN2)

It's not enough to be organized with files and folders in the filing cabinets. Now it's just as important to keep good, organized records in a PC. This File Management class will give the students a better understanding of how to do just that by learning how to create, save, edit, delete, and navigate folders to help them find folders quickly and be more efficient on the job. This class will show students how to back up, use cloud storage, work with flash drives, and save attachments.
Class Length: 4 hrs.

MICROSOFT OUTLOOK
MICROSOFT OUTLOOK 1 (OUTL1)

This workshop will include an overview of the different desktop tools including using Email, tracking appointments in the Calendar, keeping a Task List for "to do" items, using the Contacts module to maintain addresses and phone numbers and creating sticky notes to record important information.
Class Length: 4hrs

MICROSOFT OUTLOOK 2 (OUTL2)

Taking basic email function Specific topics include creating distribution lists, using voting buttons, working with signature files and out of office assistant, creating and using rules, integrate Outlook contacts with Word to create envelopes and letters, use field chooser and customize views in Outlook and set up and use the Journal feature to track activities you want recorded on a timeline.
Class Length: 4hrs

MICROSOFT OUTLOOK 3 (OUTL3)

In this class, we go beyond the essential email and calendar functions. Students will learn more about the options menu and how to customize signatures and themes for email as well as out of office assistant, creating and using rules, customizing views, and setting up the journal, tasks, and notes features.
Class Length: 4hrs

MICROSOFT OUTLOOK 4 (OUTL4)

Taking Outlook to a new level with changing views, creating, and managing rules, out of office assistant, voting buttons and creating email templates.
Class Length: 4hrs

MICROSOFT EXCEL
MICROSOFT EXCEL 1 (EXCEL1)

Create, edit, and format a spreadsheet. This part 1 class gets down to basics by controlling screen layout options, creating, saving, opening, closing, previewing, and printing workbooks. In this class we will show you how to move within a spreadsheet and manipulate the print area. Students will learn to edit data, undo, and redo, move, and copy text and formulas, use the fill handle to copy or create a series, insert, and delete columns and rows, format columns, text and numbers, control cell alignment, write basic formulas.

Class Length: 4hrs

MICROSOFT EXCEL 2 (EXCEL2)

This class is going to teach you advanced formatting to enhance the appearance of spreadsheets such as merging cells, working with multiple sheets in a file and work with multiple sheets by renaming, moving, copying, deleting, grouping, and linking formulas between sheets. Linking formulas between multiple files, viewing multiple sheets/ files and freezing titles will also be covered.

Class Length: 4hrs

MICROSOFT EXCEL 3 (EXCEL3)

This class is loaded with fun! Students will learn to create different types of charts including column, stacked, line and pie charts. We will show you how to embed charts and chart sheets, understand chart components, use chart AutoFormats, move, or resize an embedded chart, add new information to a chart, change the chart type and format, customize the chart axes, legend, titles, data markers, gridlines, plot area and add notes or arrows to a chart. We will also touch on inserting objects such as text boxes and shapes.

Class Length: 4hrs

MICROSOFT EXCEL 4 (EXCEL4)

This class will give students extensive hands-on practice in writing and copying formulas, working with absolute referencing, and understanding formula arguments, creating, and using range names in formulas and use of Trace Precedents/Trace Dependents to see how multiple formulas in a spreadsheet are linked.

Class Length: 4hrs

MICROSOFT EXCEL 5 (EXCEL5)

Once students have mastered the basics, you can now realize the power of Excel. Students will learn in a hands-on environment how to use Excel database features including sorting information, using a list as a database, creating database function formulas, working with the data form, using criteria to find records, filtering data to show specific records, calculating automatic database subtotals and totals and defining a criterion range. In addition, conditional IF statements, vertical and horizontal lookups, and pivot tables will be covered.

Class Length: 4hrs

MICROSOFT EXCEL 6 (EXCEL6)

In most business environments, it's important to know if a project is over or under budget and to be able to pick out important data from large lists. This class is for those looking to make important data stand out. Conditional formatting helps raw data come to life by controlling the conditions you are looking for such as cells greater than or equal to a certain number.

Class Length: 4hrs

MICROSOFT EXCEL 7 (EXCEL 7)

We show students how to utilize the many templates Excel has to offer. Calendars, budgets, invoices, and statements are among the many you can choose to customize and show students how to customize

these templates and save as an Excel file. We will work with a few of the more common templates and show you how to customize these templates to your needs and save as an Excel file.
Class Length: 4hrs

MICROSOFT EXCEL 8 (EXCEL8)

In this class, students learn to create, edit, and manipulate data using Pivot Tables and Pivot Charts.
Class Length: 4hrs

MICROSOFT EXCEL 9 (EXCEL9)

Shortcuts, tips & timesavers
Class Length: 4hrs

MICROSOFT EXCEL 10 (EXCEL10)

Recap & Review of all that we've learned in Excel 1-9
Class Length: 4hrs

MICROSOFT POWERPOINT

MICROSOFT POWERPOINT 1 (PPT1)

In part 1, students will learn to create presentations, add new slides, and know the difference between slide layouts and how to change the layout. We will show students how to navigate through each slide with ease as well as save, close and open files and select, edit redo, and undo slide and objects and create a photo album.
Class Length: 4 hrs.

MICROSOFT POWERPOINT 2 (PPT2)

Students will learn to create slide show effects such as transitions between slides and animations within a slide. Students work with themes, color schemes, and control the color of the slide show as well as work with the slide master, add text into shapes and insert and navigate 3D models. Print various types of handouts and notes pages as well.
Class Length: 4 hrs.

MICROSOFT POWERPOINT 3 (PPT3)

Students will learn the art of animations on a slide. They will also learn to control timings with transitions as well as animations.
Class Length: 4 hrs.

MICROSOFT POWERPOINT 4 (PPT4)

After showing students print options, we put the final touches on our presentation and hit play so we can sit back and watch the show!
Class Length: 4 hrs.

MICROSOFT PUBLISHER

MICROSOFT PUBLISHER 1 (PUB1)

Students will work with Publisher templates to create brochures, newsletter and greeting cards.
Class Length: 4 hrs.

MICROSOFT PUBLISHER 2 (PUB2)

Students will learn ow to control different types of objects including text boxes. WordArt, ClipArt, basic and custom shapes as well as grouping, layering and rotating objects. Add bullets to paragraphs, use format painter, group, and ungroup objects, as well as rotate and flip objects will also be covered in this course.
Class Length: 4 hrs.

MICROSOFT PUBLISHER 3 (PUB3)

Students will create a calendar in class and learn how to personalize it. Arranging objects, wrapping text, bring to forward, send to back, crop, picture format options and more will be covered.
Class Length: 4 hrs.

MICROSOFT WORD
MICROSOFT WORD 1 (WORD1)

This class introduces the basics of Word for Windows. We delve deep into the Word interface working hands on with the ribbon, tabs, quick access toolbar, status bar, toolbars, scroll bars, rulers, view modes and more! Students will learn to create, save, open, close, preview and print documents. We undo, redo, move, copy, cut, paste, drag, and drop! Auto correct, spell check is more of what we go over. We briefly touch on page setup, margins, alignment, paper size, page breaks as we discuss these functions more thoroughly in future classes.
Class Length: 4hrs

MICROSOFT WORD 2 (WORD2)

This module teaches students how to enhance the appearance of documents using character formatting. Specific topics include using format painter and the highlight feature, extend or collapse characters, shading and drop caps, control bullets and automatic numbering for paragraphs, and use symbols.
Class Length: 4hrs

MICROSOFT WORD 3 (WORD3)

This workshop is an extension of part A. Formatting Documents consists of not only text, but formatting paragraphs and entire pages. From page layout and margins to page borders, page breaks and columns, indent paragraphs, change line spacing and alignment options, set custom tabs, change tab alignment, and use leaders, add borders, and control page and section breaks we will show students how to create professional looking documents every time!
Class Length: 4hrs

MICROSOFT WORD 4 (WORD4)

Learn to create templates for repetitive type documents and use the table feature to create list or forms. Each student will learn in a hands-on environment how to create and manage tables by inserting/deleting columns or rows, adjust column width and spacing, change the text direction, control borders, shading, and color, split and manage cells, draw, and erase cell borders, perform table calculations, sort text or numbers, and use Table Auto Format to create complex tables.
Class Length: 4hrs

MICROSOFT WORD 5 (WORD5)

In this course, students will learn how to navigate Microsoft Word to easily create newsletters and work with graphics. When successfully completed, they will be able to create newsletters, certificates and invitations using features such as column breaks, drop cap or page border, insert pictures from ClipArt Gallery, create WordArt, rotate, or align objects, create text boxes, enhance object appearance by changing colors, add a shadow or 3-D effect, group/ungroup objects and control the layering of objects in a document.
Class Length: 4hrs

MICROSOFT WORD 6 (WORD6)

Students will learn how to customize form letters or maintain a mailing list to create labels and envelopes. Specific topics will include creating a form letter with merge codes, maintain a database of

names, addresses, etc., merge labels or envelopes, create a catalog or list, use queries to select data, sort data files alphabetically or numerically, merge a Word document with data from Access or Excel.
Class Length: 4hrs

MICROSOFT WORD 7 (WORD7)

Students will learn how to use pre-set templates that they can edit and customize. Students will learn to create and edit cover pages, invoices, resumes, and more and how to save them to documents.
Class Length: 4hrs

MICROSOFT WORD 8 (WORD8)

When someone is working with a 20+ page document, he or she will want to be able to change and find specific pages or subjects quickly. In this course, students learn how to easily navigate multiple pages and paragraphs quickly, find and replace words, set bookmarks, create headers and footers, tables of contents, and track changes.
Class Length: 4hrs

MICROSOFT WORD 9 (WORD9)

In this final class, we help students navigate Word by showing you great shortcuts such as Autocorrect and Macros. Create AutoText entries to recall repetitive blocks of text and record Macros to play repetitive keystrokes for quicker entries.
Class Length: 4hrs

MICROSOFT WORD 10 (WORD10)

Recap & Review of all Word classes 1-9
Class Length: 4hrs

MICROSOFT CLOUD APPS

MICROSOFT TEAMS MODULE 1 (TEAMS1)

Microsoft TEAMS day 1 – What is Teams? Here you will get an overview of the interface, learn how to access Teams, Desktop vs. Online app vs. Mobile app, Navigation, and activity feed, using the chat button, create a team and view your list of teams. Using and navigating in channels, adding removing members and setting permissions, using tabs, Teams calendar, make calls and use files in Teams, Posting to a team, keeping your Team tidy and organized, reply to an existing conversation, using the compose box when you reply, @mention a colleague, start your own thread, using the formatting button, Adding a subject, convert your conversation to an Announcement, send a message, use formatting for more complex posts, convert a 1:1 chat to a group chat, using a group name; Call/Video chat
Class Length: 4.5hrs

MICROSOFT TEAMS MODULE 2 (TEAMS2)

Microsoft TEAMS day 2 - Working with Files in TEAMS - Files overview, Using the files tab, uploading a file, add a file to a post, create a new document, collaborating on documents (multiple user edits, comments), Using the conversation feature in a document, share existing files, get a link to a document, add attachments, add other applications that integrate with Teams
Class Length: 4.5hrs

MICROSOFT SHAREPOINT MODULE 1 (SP1)

SharePoint day 1 - What is SharePoint? Overview of the tool, How can you access SharePoint? Using the desktop app, Using the web-based application, Using the mobile application, Using the SharePoint start page, Understanding Permissions, Overview of permissions, Levels of permissions, Sharing, External Sharing, Requesting permission, Working with Document libraries, Overview of document libraries, How to create a document library, Opening a document, Create a document, Upload a document, Drag and upload a document,
Class Length: 4hrs

MICROSOFT SHAREPOINT MODULE 2 (SP2)

SharePoint day 2 - Download a document, Rename a document, Moving a document, Copy a document, Create document, metadata, Sharing a document, External sharing, Creating templated documents, Creating a folder, Using grid view, Compact list view, Grid list view, Formatting a view, Formatting a column, exporting to Excel, Using scheduling, Setting alerts, Getting a link, Pinning a document, Preview a document, Check a document in, Check a document out, Document details, Document properties, Document library permissions, Document permissions, Version history, Major and minor versions, Restoring to a previous version, Co-editing a document with other users, Library activity, Automate a document
Class Length: 4.5hrs

MICROSOFT ONEDRIVE MODULE 1 (OD1)

OneDrive day 1 - - Overview of OneDrive, uploading documents to OneDrive, sharing files on OneDrive, sharing files externally on OneDrive, secure your files, syncing your files, Using the mobile app, Integrating OneDrive with other apps, Download OneDrive for desktop

Class Length: 4.5hrs

MICROSOFT ONEDRIVE MODULE 2 (OD2)

OneDrive day 2 – Once desktop app is installed, we will learn how to save files directly to OneDrive using the desktop app as well as how to organize your files and folders using either the desktop app or web-based app and how they sync together, turn on autosave, etc.
Class Length: 4.5hrs

MICROSOFT ONENOTE MODULE 1 (ON1)

OneNote - Overview of OneNote, uploading documents to OneNote, sharing files on OneNote, sharing files externally on OneNote, secure your files, syncing your files, Using the mobile app, Integrating OneDrive with other apps, Download OneNote for desktop. Creating and managing notebooks, managing page layout options, staying organized with To Do lists, inserting screen clips and images, recording audio and video notes, linking to files and other notebook pages, searching for contents within and across notebooks, retrieving notes across multiple devices, Integrate with Teams, Desktop vs. Web Based app

Class Length: 4.5hrs

CLOUD APPS INTEGRATION MODULE 1 (INT1)

OneNote - Overview of OneNote, Creating and managing notebooks, managing page layout options, staying organized with To Do lists, inserting screen clips and images, recording audio and video notes, linking to files and other notebook pages, searching for contents within and across notebooks, retrieving notes across multiple devices, Integrate with Teams, Desktop vs. Web Based app

Class Length: 4.5 hrs.

GOOGLE APPS
GOOGLE 1 - CHROME, SETTINGS (GOOGLE1)

Students will learn how to navigate Google Chrome browser. Students will learn how to bookmark web pages, get into settings and password management as well. We will walk you through your Chrome App Launcher and how to download cool apps and extensions for a more diversified Chrome experience. Synchronizing yours Google account across your devices so you can see your contacts, mail, and calendar no matter what device you are on will also be discussed.

Class Length: 4hrs

GOOGLE 2 – MAIL AND SETTINGS (GOOGLE2)

Gmail is a commonly used email platform. Students will learn how to customize your Gmail window, search for emails using filters, create label and sub labels, and move emails into those labels. Students will also learn how to get into the Gmail settings to customize their Mail experience.

Class Length: 4 hrs.

GOOGLE 3 – CALENDAR AND OTHER APPS (GOOGLE3)

In this course, we give students a details overview of Google Apps, and teach those who already have a Google account how to take their mail and calendars to the next level. You already have a Google account, Great! Now it's time to take your mail and calendar to the next level. Here, we show students to customize their interfaces, organize emails, and realize the full potential of Google mail. We will delve into the settings and show students where to go to sync all of your other email accounts into Google (just like Outlook!), how to customize conversations, create, organize, and rename labels (i.e., folders), sort mail, search mail, change a theme, create a signature and more! This is where students learn how Google Mail measures up to Outlook.

Class Length: 4hrs

GOOGLE 4 – DRIVE & DOCS (GOOGLE4)

Google Apps for Work is a commonly used software in today's office environment. As the cost is low to utilize the software, many small businesses are using Google Apps for Work. This program is designed to complement other courses within the Business Applications (BAPP) program to give the student enhanced skills with Google and is designed to promote job placement as it gives the student a more versatile skill over their competition.

Class Length: 4 hrs.

INFORMATION TECHNOLOGY CERTIFICATION PROGRAMS
A+ DETAILED CLASS DESCRIPTIONS

A+ Certification Prep 1 (A+CERT1) – Core 1 - Hardware part 1
Network and computer data cables (UTP/STP, fiber, coax, SATA, PATA, etc.) and connectors (USB, eSATA, Thunderbolt, SCSI, serial, video, etc.), types of RAM (SODIMM, DDRx, single, dual, and triple channel, ECC, etc.)
Course Length: 4.0 hrs.

A+ Certification Prep 2 (A+CERT2) – Core 1 - Hardware part 2
Storage devices (magnetic, solid state, optical, flash), RAID, CPUs and sockets, motherboards, chipsets, BIOS vs. UEFI).
Course Length: 4.0 hrs.

A+ Certification Prep 3 (A+CERT3) – Core 1 - Hardware part 3
Cooling technologies, power supplies, expansion cards (PCI, PCIe, etc.), input and output devices, and other peripheral devices.
Course Length: 4.0 hrs.

A+ Certification Prep 4 (A+CERT4) – Core 1 - Hardware part 4
Custom configurations, laptops, all-in-one PCs, SOHO devices, printers (laser, inkjet, thermal, 3-D, etc.).
Course Length: 4.0 hrs.

A+ Certification Prep 5 (A+CERT5) – Core 1 - Mobile Devices part 1
Install and configure laptop hardware, special laptop features (docking stations, KVM switches, etc.), and wearable technology.
Course Length: 4.0 hrs.

A+ Certification Prep 6 (A+CERT6) – Core 1 - Mobile Devices part 2
Android and iOS devices (smart phone and tablets), Bluetooth devices and connections, hotspots, gaming devices, mobile device network configurations, mobile device synchronization and peripherals.
Course Length: 4.0 hrs.

A+ Certification Prep 7 (A+CERT7) – Core 1 - Networking part 1
TCP/IP Model and common ports/protocols, network hardware devices (hubs, switches, bridges, routers, firewalls, wireless access points, modems, EoP, PoE, etc.).
Course Length: 4.0 hrs.

A+ Certification Prep 8 (A+CERT8) – Core 1 - Networking part 2
Install and configure a wired and wireless SOHO network (device selection and placement, configuration settings, Wi-Fi standards and wireless security, etc.)
Course Length: 4.0 hrs.

A+ Certification Prep 9 (A+CERT9) – Core 1 - Networking part 3
Server types, client server vs. peer-to-peer, IP addresses, DHCP vs. static, APIPA, IPv4 vs. IPv6, VLANs, VPNs, NAT, and PAT.
Course Length: 4.0 hrs.

A+ Certification Prep 10 (A+CERT10) – Core 1 - Networking part 4

WAN connection selection (POTS and dial-up, DSL, Cable, Satellite, ISDN, Fiber, etc.), networks terms (LAN, WAN, PAN, CAN, MAN), network cabling and tools.
Course Length: 4.0 hrs.

A+ Certification Prep 11 (A+CERT11) – Core 1 - Hardware and Network Troubleshooting

Troubleshooting methodology, computer hardware troubleshooting (desktops, laptops, and mobile devices), networking troubleshooting, troubleshooting tools (hardware and software commands), techniques and best practices, and printer troubleshooting.
Course Length: 4.0 hrs.

A+ Certification Prep 12 (A+CERT12) – Core 1 - Virtualization and Cloud Computing

Cloud computing concepts (IaaS, PaaS, SaaS) and models (private, public, community and hybrid), client-side virtualization requirements and best practices.
Course Length: 4.0 hrs.

A+ Certification Prep 13 (A+CERT13) – Hands-on, In-Class Day- Core 1
Course Length: 4.0 hrs

A+ Certification Prep 14 – (A+CERT14) - Review Day, Core 1
Course Length: 5.0 hrs

A+ Certification Prep 15 (A+CERT15) – Core 2 - Operating Systems part 1

Operating system basics (32-bit vs. 64-bit, client vs. NOS, GUI vs. CLI, etc.), types of operating systems (Windows, Mac, Linux, Android, iOS) and versions.
Course Length: 4.0 hrs.

A+ Certification Prep 16 (A+CERT16) – Core 2 - Operating Systems part 2

Windows installation options and methods, file systems (NTFS vs. FAT32, etc.), permissions and security options (Share vs. File System), and basic command line tools.
Course Length: 4.0 hrs.

A+ Certification Prep 17 (A+CERT17) – Core 2 - Operating Systems part 3

Features, tools, and utilities of Microsoft Windows (Control Panel vs. Settings, Administrative Tools, etc.), and networking features of Windows (Domain vs. Workgroup, wired vs. wireless, etc.)
Course Length: 4.0 hrs.

A+ Certification Prep 18 (A+CERT18) – Core 2 - Operating Systems part 4

MacOS features, tools, and utilities, Linux features, tools, and utilities (distros, terminal commands, etc.), maintenance, security, and best practices.
Course Length: 4.0 hrs.

A+ Certification Prep 19 (A+CERT19) – Core 2 - Software Troubleshooting part 1

Troubleshooting Microsoft Windows OS and networking issues, best practices for security and malware removal. Troubleshooting MacOS and Linux systems.
Course Length: 4.0 hrs.

A+ Certification Prep 20 (A+CERT20) – Core 2 - Software Troubleshooting part 2

Troubleshooting Android and iOS mobile systems (smart phones and tablets), troubleshooting Bluetooth, best practices for mobile software maintenance and security.
Course Length: 4.0 hrs.

A+ Certification Prep 21 (A+CERT21) – Core 2 - Security part 1
Physical security for buildings, infrastructure and people, logical security concepts, threats and best practices for protection and user authentication.
Course Length: 4.0 hrs.

A+ Certification Prep 22 (A+CERT22) – Core 2 - Security part 2
Overview of malware types and best practices for protection from and removal of malware, social engineering concepts and terms, user education and best practices to avoid social engineering threats.
Course Length: 4.0 hrs.

A+ Certification Prep 23 (A+CERT23) – Core 2 - Security part 3
Microsoft Windows OS security settings (personal firewall, file, and folder permissions, etc.), BitLocker and encryption in Windows, best practices to secure a Windows workstation.
Course Length: 4.0 hrs.

A+ Certification Prep 24 (A+CERT24) – Core 2 - Security part 4
Mobile device security settings for Android and iOS devices, multifactor authentication methods, BYOD risks, data destruction and disposal methods, wireless and networking software security settings, and best practices.
Course Length: 4.0 hrs.

A+ Certification Prep 25 (A+CERT25) – Core 2 - Operational Procedures
Best practices and documentation for network diagrams, knowledge bases and articles, online tools, policies, and procedures, change management, disaster prevention and recovery methods, common safety procedures, environmental impact, and controls, prohibited content and activity, customer service and communication best practices, scripting basics, and remote access tools.
Course Length: 4.0 hrs.

A+ Certification Prep 26 (A+CERT26) – Core 2 - Review
Review of Core 1 and Core 2 topics, questions and answers, exam preparation and tips.
Course Length: 4.0 hrs.

A+ Certification Prep 27 (A+CERT27) - Core 2 - Final Preparation
Final review of Core 1 and Core 2 topics, questions and answers, exam preparation and tips.
Course Length: 4.0 hrs.

A+ Certification Prep 28 (A+CERT28) - Core 2 - Final Preparation
Final review of Core 1 and Core 2 topics, questions and answers, exam preparation and tips.
Course Length: 5 hrs.

NETWORK + DETAILED CLASS DESCRIPTIONS

Network+ Certification Prep 1 (NET+CERT1) – Computer Networking Fundamentals

Defining a network, geographical classifications (LAN, WAN, CAN, MAN, PAN), topology classifications (Bus, Ring, Star, Hybrid, etc.), client server vs. peer-to-peer.
Class Length: 4 hrs.

Network+ Certification Prep 2 (NET+CERT2) – The OSI Reference Model
Breaking down the 7 layers of the OSI Model and comparing it to the TCP/IP (DoD) Model to understand network data transmissions and common protocols.
Class Length: 4 hrs.

Network+ Certification Prep 3 (NET+CERT3) – Network Components
Network media (coax, twisted pair, fiber optic and wireless), IoT, network infrastructure devices (hubs, switches, bridges, routers), specialized network devices (VPN, firewalls, DNS, DHCP, proxies, etc.), virtual network devices, and VoIP.
Class Length: 4 hrs.

Network+ Certification Prep 4 (NET+CERT4) – Ethernet Technology
Principles of Ethernet, CSMA/CD, Ethernet switch features and protocols (STP, Trunks, VLANs, MAC Addresses, PoE, authentication, First-Hop Redundancy).
Class Length: 4 hrs.

Network+ Certification Prep 5 (NET+CERT5) – IPv4 and IPv6 Addresses
Binary numbering and conversion, IPv4 addressing (classes, private ranges, loopback, APIPA), unicast vs. multicast vs. broadcast, DHCP vs. static assignment, subnetting IP addresses, IPv6 compared to IPv4.
Course Length: 4 hrs.

Class Network+ Certification Prep 6 (NET+CERT6) – Routing IP Packets
The routing process, sources of routing information, routing protocols (interior vs. exterior, distance vector vs. link state), NAT and PAT, and multicast routing protocols.
Class Length: 4 hrs.

Network+ Certification Prep 7 (NET+CERT7) – Wide Area Networks (WANs)
WAN connection types (leased lines, DSL, Cable, Fiber, Satellite, POTS, ISDN, Frame Relay, ATM, etc.), data rates and media types.
Class Length: 4 hrs.

Network+ Certification Prep 8 (NET+CERT8) – Wireless Technologies
WLAN concepts and components, 802.11 Standards, CSMA/CA, wireless deployment best practices and wireless security.
Class Length: 4 hrs.

Network+ Certification Prep 9 (NET+CERT9) – Command-Line Tools and Network Management
Windows commands (IPCONFIG, ARP, PING, TRACERT, NETSTAT, etc.), Linux commands (IFCONFIG, TRACEROUTE, PING, etc.), third-party apps (Wireshark, Snort, Wi-Fi Analyzer, etc.), installation and maintenance tools, speed test and looking glass sites, network documentation, networking monitoring, logs and reporting tools, remote access software.
Class Length: 4 hrs.
Network+ Certification Prep 10 (NET+CERT10) – Network Optimization and Network Policies and Best Practices
High availability, QoS, SOHO network design case study, network policies (passwords, DLP, remote access, incident response, BYOD, AUP, etc.), best practices and user education.
Class Length: 4 hrs.

Network+ Certification Prep 11 (NET+CERT11) – Network Security
Security fundamentals (CIA, AAA, Least Privilege, etc.), encryption overview, attack types
(DDoS, wireless attacks, etc.), defending against attacks (user training, policies, hardware,
and software tools, etc.), firewalls, VPNs, IDS vs. IPS, security appliances.
Class Length: 4 hrs.

Network+ Certification Prep 12 (NET+CERT12) – Network Troubleshooting
Troubleshooting basics, troubleshooting at each layer of OSI, wireless troubleshooting,
specialized networks
Class Length: 4 hrs.

**Network+ Certification Prep 13 (NET+CERT13) – Network Troubleshooting
(continued)**
Troubleshooting basics, troubleshooting at each layer of OSI, wireless troubleshooting,
specialized networks
Class Length: 4 hrs.

Network+ Certification Prep 14 (NET+CERT14) – Final Preparation
Overview and Q&A for final exam preparation and review study resources
Class Length: 5 hrs.

SECURITY + DETAILED CLASS DESCRIPTIONS

**Security+ Certification Prep 1 (SEC+CERT1) – Comparing and Contrasting Different Types
of Social Engineering Techniques and Analyzing Potential Indicators to Determine the Type of Attack**
Overview of common social engineering attacks, including how to identify such attacks and best
practices to mitigate against such attacks.
Course Length: 4.0 hrs.

**Security+ Certification Prep 2 (SEC+CERT2) – Analyzing Potential Indicators Associated
with Application Attacks, Analyzing Potential Indicators Associated with Network Attacks, and
Understanding Different Threat Actors, Vectors, and Intelligence Sources**
Overview of common indicators of a data breach or network attack, including the various threat actors
and vectors involved in such an attack, and how to use intelligence sources to mitigate against such
attacks.
Course Length: 4.0 hrs.

**Security+ Certification Prep 3 (SEC+CERT3) – Understanding the Security Concerns
Associated with Various Types of Vulnerabilities, Summarizing the Techniques Used in Security
Assessments, and Understanding the Techniques Used in Penetration Testing**
Overview of common threats and attacks against computers and networks across all digital
platforms. Best practices used to assess security weaknesses, including penetration testing.
Course Length: 4.0 hrs.

**Security+ Certification Prep 4 (SEC+CERT4) – Understanding the Importance of Security
Concepts in an Enterprise Environment, Summarizing Virtualization and Cloud Computing Concepts,
and Summarizing Secure Application Development, Deployment, and Automation Concepts**

Overview of cloud computing concepts and their implementation in data centers and enterprise networks, including the use of virtualization as well as secure application development techniques and best practices.
Course Length: 4.0 hrs.

Security+ Certification Prep 5 (SEC+CERT5) – **Summarizing Authentication and Authorization Design Concepts, Implementing Cybersecurity Resilience, and Understanding the Security Implications of Embedded and Specialized Systems**
Overview of authentication and authorization concepts and best practices to apply these concepts to modern networks, legacy, and embedded systems, etc.
Course Length: 4.0 hrs.

Security+ Certification Prep 6 (SEC+CERT6) – **Understanding the Importance of Physical Security Controls, Summarizing the Basics of Cryptographic Concepts, and Implementing Public Key Infrastructure**
Best practices and concepts used to ensure physical security of all business assets. Overview of digital cryptography concepts (symmetric vs. asymmetric, PKI, etc.) and their implementation in the modern world.
Course Length: 4.0 hrs.

Security+ Certification Prep 7 (SEC+CERT7) – **Implementing Secure Protocols, Implementing Host or Application Security Solutions, and Implementing Secure Network Designs**
Overview of networking protocols, design and hardening techniques designed to keep digital data secure on modern networks.
Course Length: 4.0 hrs.

Security+ Certification Prep 8 (SEC+CERT8) – **Installing and Configuring Wireless Security Settings, Implementing Secure Mobile Solutions, and Applying Cybersecurity Solutions to the Cloud**
Wireless security concepts and best practices for computers, mobile devices, and cloud computing.
Course Length: 4.0 hrs.

Security+ Certification Prep 9 (SEC+CERT9) – **Implementing Identity and Account Management Controls, Implementing Authentication and Authorization Solutions, and Using the Appropriate Tool to Assess Organizational Security**
Overview of best practices for user account management, and AAA (authentication, authorization, accounting) used in modern security.
Course Length: 4.0 hrs.

Security+ Certification Prep 10 (SEC+CERT10) – **Summarizing the Importance of Policies, Processes, and Procedures for Incident Response, Using Appropriate Data Sources to Support an Investigation, and Applying Mitigation Techniques or Controls to Secure an Environment**
Overview of common policies, processes and procedures used in business to handle a variety of security incidents. Best practices and techniques used to investigate security incidents and best practices to mitigate potential security breaches before they may happen.
Course Length: 4.0 hrs.

Security+ Certification Prep 11 (SEC+CERT11) – **Understanding the Key Aspects of Digital Forensics, Comparing and Contrasting the Various Types of Controls, and Understanding the**

Importance of Applicable Regulations, Standards, or Frameworks That Impact Organizational Security Posture
Overview of digital forensic best practices and methods used to investigate data breaches, including the importance of common federal and state regulations, industry standards, etc. that may impact an organization's security.
Course Length: 4.0 hrs.

Security+ Certification Prep 12 (SEC+CERT12) – **Understanding the Importance of Policies to Organizational Security, Summarizing Risk Management Processes and Concepts, and Understanding Privacy and Sensitive Data Concepts in Relation to Security**
Overview of common policies designed to manage risk, protect data and personal information, etc.
Course Length: 4.0 hrs.

Security+ Certification Prep 13 (SEC+CERT13) – **Continued from day 12**
Understanding the Importance of Policies to Organizational Security, Summarizing Risk Management Processes and Concepts, and Understanding Privacy and Sensitive Data Concepts in Relation to Security
Course Length: 4.0 hrs.

Security+ Certification Prep 14 (SEC+CERT14) – **Review**
Final exam preparation, overview, Q&A, study resources
Course Length: 5.0 hrs.

INFORMATION TECHNOLOGY CAREER PREP DETAILED CLASS DESCRIPTIONS

See detailed class descriptions for the following courses bundled in this program

BUSINESS APPLICATIONS

A+ CERTIFICATION PREP

NET+ CERTIFICATION PREP

SECURITY+ CERTIFICATION PREP

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