ACI Learning Tech Academy
102 Decker Court, Suite 250
Irving, Texas 75062
Phone: (972) 865-4030
Toll Free: (866) 378-0761
Fax: (303) 768-0513

ACI Learning Tech Academy
8200 IH-10 West Suite 801

San Antonio, Texas 78230
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https://www.acitechacademy.com/

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APPROVED AND REGULATED BY THE TEXAS WORKFORCE COMMISSION, CAREER
SCHOOLS AND COLLEGES, AUSTIN, TEXAS.

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## INTRODUCTION

ACI Learning Tech Academy (hereinafter referred to as "The School") offers job training programs that quickly close skill gaps and help individuals improve technical and management performance, producing rewarding careers and delivering an effective workforce for businesses across size and industry.

The school provides advanced technology and equipment for student training. The school is staffed with Instructors who must meet the minimum certification standard in their field of specialty.

The school is an Authorized Training Partner for Microsoft, EC-Council and CompTIA.

The owner of the school is LeaderQuest Holdings Inc., a for-profit holdings company with primary Board Members being Chong Moua and Tim Broom. The main campus is headquartered in Colorado Springs, CO and as of this writing, offers classes at an additional four campuses. The three campus locations are as follows:

ACI Learning Tech Academy

7450 Campus Drive, Suite 250

Colorado Springs, CO 80920

(719) 596-4545


ACI Learning Tech Academy

8200 IH-10 West, Suite 801

San Antonio, TX 78230

(210) 277-4799


ACI Learning Tech Academy

102 Decker Ct #250

Irving, TX 75062

(972) 215-7736


## A BRIEF HISTORY OF THE INSTITUTION:

- January 2001: School is approved by the Colorado Board of Higher Education Department of Private Educational Schools under the name of Hensmann Training and Education Centers.

- February 2001: School opens its doors in Colorado Springs, CO and runs its first class.

- March 2001: School opens its second campus in Centennial, Colorado.

- July 2006: School is sold to new ownership. The acquiring company is ACI Learning with one majority shareholder in George Cohlmia. School continues to operate as Hensmann Training and Education Centers through 2006 and into early 2008.

- April 2008: School officially changes its name from Hensmann Training and Education Centers to LeaderQuest.

- October 2014: Irving school is opened and approved by the Texas Workforce Commission.

- October 2015: Purchased Consultech Inc. in Jacksonville, FL and is approved by Florida Department of Education.

- July 2018: ACI Learning opens their San Antonio Campus and is approved by the TWC

- May 2019: ACI Learning is purchased by MISTI, a for-profit holdings company. All programs and employees remain the same.

- June 2020: LeaderQuest changes its name to ACI Learning

- January 2022: ACI Learning closes their Jacksonville Campus but retains their ITProTV studio in Gainesville, FL.
- July 2023: ACI Learning changes name to ACI Learning Tech Academy.
- December 2023: ACI Learning Tech Academy is granted accreditation per ACCET (Accrediting Council for Continuing Education & Training).
- December 2024: ACI Learning Tech Academy filed for closure of their Centennial Campus and changed the HQ to Colorado Springs, effective January 20th, 2025.

## ACI LEARNING TECH ACADEMY MISSION STATEMENT

We give the world confidence, helping professionals and the organizations they serve to protect data and privacy, leverage information technology, anticipate risks, and defend business-critical systems and assets.  We challenge our people and customers to see what's next.  Through our efforts, we create meaningful personal, professional, and business outcomes that impact lives.

## ADMINISTRATION STAFF

Key Administrative Staff:

- Scott Horn – CEO

- Timothy Kalil – President and GM - WorkForce and Onsite Programs

- Steve Finley – Chief Financial Officer

- Jennifer Mathis – Vice President of Career Training

- Josh Davila – Campus Director – Irving

- Sarah Tayefeh – Campus Director – Colorado Springs

- Steven Griffin – Campus Director – National Virtual

- Amanda Woodall – Campus Director – San Antonio

- Meghan Jurado –Vice President of Compliance

- Greg Gardner – Lead Instructor

**Irving Staff:**

- Josh Davila – Campus Director – Irving

- Robert MacIntyre – Admissions Advisor

- Nia Watson – Admissions Advisor

- Ashley Rapp – Career Mentor

- Courtney Thompson – Career Mentor

- Regina Chavez – Student Services Associate

- Ruben Maldonado – Student Services Associate

- Kenneth Lee Hughes – Lead Technical Instructor

- William Wofford – Technical Instructor / Student Mentor

- Alexandra Smith – Technical Instructor

**San Antonio Staff:**

- Amanda Woodall – Campus Director – San Antonio

- Denise Montano – Admissions Advisor

- Gerardo Moreno – Admissions Advisor

- Karla Urbina – Manager of Career Services

- Elisha Ellsworth – Student Support Manager

- Santa Galindo – Student Services Associate

- Azael Flores III – Lead Technical Instructor / Student Mentor

- Eric Tinn – Technical Instructor

- David Gast – Technical Instructor

## FACULTY

**Irving Staff:**

**William Wofford – Technical Instructor/Student Mentor**

- CompTIA A+

- CompTIA Security+

**Lee Hughes**

- ITIL
- CompTIA A+
- CompTIA Network +
- CompTIA Security +

- CCNA

**Alexandra Smith**

- ITIL
- CompTIA A+
- CompTIA Network +
- CompTIA Security +

## San Antonio Staff:

**Azael Flores III – Lead Technical Instructor**

- CompTIA A+

- CompTIA Network +

- CompTIA Security +

**Eric Tinn**

- ITIL

- CompTIA A+

- CompTIA Network +

- CompTIA Security +

**David Gast**

- ITIL

- CompTIA A+

- CompTIA Network +

- CompTIA Security +

Please see addendum for other instructors.  Instructors may hold approval for one or both Texas campuses.

## INSTRUCTOR EVALUATION

Our students' evaluation of our training program and instructor performance is very important to us. We use student feedback to continually improve our methods and products. The instructor will provide each student with a link to a course evaluation through ACI Learning Tech Academy's Learning Portal.

Any of our Virtual classes may be recorded so we can assess the level of instruction provided to students. By logging into virtual courses, students are consenting to be recorded in the Virtual Classroom.  These recordings are not shared with any outside entity and the sharing of any course material or classroom video by a student is considered a violation of our privacy policy.

## ADVISORY BOARD

The ACI Learning Tech Academy Advisory Board is a board made up of internal and external members that meets once a quarter to review ACI Learning Tech Academy Course Offerings and product processes. The current Board Members are:

- Tim Kalil
- Jennifer Strobl
- Jennifer Mathis
- Meghan Jurado
- Shahla Nadem-Mollaei
- Dr. Timothy Cassibry
- Julie Nowland
- William (Bill) Phillips
- Linda Haywood
- Alice Kondraciuk

## PROGRAMS OFFERED

| Program Title / Certificate | Course Number | Course Title | Clock Hours (Hrs.) | Program Completion Length* (Weeks) |
|---|---|---|---|---|
| **Infrastructure and Tech Support** | | | | |
| Computer User Support Specialist (CUSS) | ITIL-FND | ITIL Foundations | 40 | 11 |
| | CORE 1 | A+ CORE 1 | 40 | |
| | CORE 2 | A+ CORE 2 | 40 | |
| | ITCP | IT Career Prep | 20 | |
| | NET+ | CompTIA Network+ | 40 | |
| | SEC+ | CompTIA Security+ | 40 | |
| Certified Cisco Network Administrator (CCNA) | CCNA 1 | Certified Cisco Network Administrator, CCNA Part 1 | 40 | 4 |
| | CCNA 2 | Certified Cisco Network Administrator, CCNA Part 2 | 40 | |
| Network Support Specialist (NSS) | NET+ | CompTIA Network+ | 40 | 8 |
| | SEC+ | CompTIA Security+ | 40 | |
| | CCNA 1 | Certified Cisco Network Administrator, CCNA Part 1 | 40 | |
| | CCNA 2 | Certified Cisco Network Administrator, CCNA Part 2 | 40 | |
| IT Support Specialist (ITSS) | A+ Core 1 | A+ Essentials Core 1 | 40 | 5 |
| | ITCP | IT Career Prep | 20 | |

| | A+ Core 2 | A+ Practical Applications Core 2 | 40 | |
|---|---|---|---|---|
| Network Technician | NET+ | CompTIA Network+ | 40 | 5 |
| | SEC+ | CompTIA Security+ | 60 | |
| **Information Security** | | | | |
| Information Security Analyst-(ISA) | SEC+ | CompTIA Security + | 40 | 6 |
| | CND | Certified Network Defender | 40 | |
| | CEH | Certified Ethical Hacker | 40 | |
| Cyber Security Analyst (CSA) | SEC+ | CompTIA Security+ | 60 | 7 |
| | PENT+ | CompTIA PenTest+ | 40 | |
| | CYSA+ | CompTIA CySA+ | 40 | |
| **Project and Service Management** | | | | |
| IT PROJECT MGMT PROF | ITIL-FND | ITIL v4 Foundations | 40 | 4 |
| | PMP | PMP Preparations | 40 | |

| Single Course Programs/Course Title | Course Number | Clock Hours (Hrs.) | Program Completion Length* (Weeks) |
|---|---|---|---|
| Certified Information Systems Security Professional | CISSP | 40 | 2 |
| ITIL Foundations | ITIL-FND | 40 | 2 |
| IT PROJECT MANAGER (PMP) | PMP | 40 | 2 |
| CompTIA Network + | NET+ | 40 | 2 |
| CompTIA Security + | SEC+ | 40 | 2 |

*Program Completion Length does not include self-study prep time based on industry standard of 1 day of self-study prep for each day of course lecture.

Couse Numbering system are identified by prefixes and numbers that were assigned by CompTIA, EC-Council, Cisco, and Project Management.

## TUITION COSTS

| Program of Study | CIP Code | Total Clock Hours | Tuition (All Inclusive) | Registration Fee |
|---|---|---|---|---|

| | | | | |
|---|---|---|---|---|
| 1. Computer User Support Specialist (CUSS) | 11.0101 | 220 | $14,685 | $0 |
| 2. Network Support Specialist (NSS) | 11.1002 | 160 | $12,380 | $0 |
| 3. Certified Cisco Network Administrator (CCNA) | 11.0901 | 80 | $6,590 | $0 |
| 4. IT PROJECT MGMT PROF | 11.1005 | 80 | $5,590 | $0 |
| 5. IT Support Specialist (ITSS) | 11.0101 | 100 | $5,000 | $0 |
| 6. Network Technician | 11.0101 | 100 | $5,000 | $0 |
| 7. Information Security Analyst (ISA) | 11.1003 | 120 | $10,985 | $0 |
| 8. Cyber Security Analyst (CSA) | 11.1003 | 140 | $9,850 | $0 |
| 9. Certified Information Systems Security Professional (CISSP) | 11.1003 | 40 | $3,495 | $0 |
| 10. ITIL Foundations | 11.1005 | 40 | $2,295 | $0 |
| 11. IT PROJECT MANAGER (PMP) | 11.1003 | 40 | $3,295 | $0 |
| 12. CompTIA Network + | 11.1001 | 40 | $2,895 | $0 |
| 13. CompTIA Security + | 11.1003 | 40 | $2,895 | $0 |

## PAYMENT OF TUITION

Students must pay tuition in full prior to the first day of class unless the student has established an approved monthly payment plan, and by the first day of the class has made the first payment.

A monthly payment plan is one in which payment in full of the balance is made in three or less equal monthly installments by the end of the program.

A student requesting a payment plan other than three installments due to extenuating circumstances affecting availability of funds (such as awaiting confirmed employer reimbursement) may request an alternate payment plan to be approved by the accounting office.

Students on payment plans that become 5 days delinquent will be withdrawn unless alternative arrangements are made.

No interest or fees are charged for payment plans.

Method of student payment accepted includes credit card.

ACI Learning Tech Academy offers varied Scholarships that are open to all students that wish to apply. ACI Scholarships were created to support qualified students to continue their educational and

career pursuits in the IT industry.  Applications are processed through ACI Learning Tech Academy's website application links, and students must apply to be considered.  Applications are reviewed weekly via the Scholarship Committee Board, comprised of a Leadership group, and evaluated based on the information presented in the application. Scholarships are awarded per program start based on seating availability.

The Scholarship tuition coverages are detailed on the ACI Learning Tech Academy website and recipients are announced weekly after Scholarship Board Committee review.

General Scholarship Eligibility:

Students are eligible to apply for an ACI Learning Tech Academy Scholarship if they meet the following requirements:

- Applicant meets the following applicant and enrollment requirements, as stated in the school catalog:

    o Be at least 18 years of age.

    o Applicant has a HS Diploma, GED, or achieves a passing score of 17 on the Wonderlic Scholastic Level Exam.

    o Interview with an Admissions Advisor.

    o Complete an online exam to demonstrate: Basic computer literacy, Basic PC Operation System navigation skills, and Basic Internet usage skills.

- Candidate intends to seek meaningful employment.

Additional requirements may apply depending on if the Scholarship is needs-based or merit-based.

General Scholarship Award:

- Recipients that are awarded a Scholarship will be notified before the start of the selected class-scheduled cohort.

- Recipients will receive a certificate of award from the school.

- The recipient will be required to fill out a student enrollment packet and agree to all terms and Class Schedule

## CLASS SCHEDULE

All students attend 20 hours a week or more and are considered full-time.  ACI does not currently have part-time students.

Monday through Friday 8:00am – 5:00 pm with a one–hour lunch break, mornings 8:00am to 12:00 pm or afternoons from 1:00pm to 5:00pm.  Evening classes are from 6:00 pm to 10:00 pm.

When an unexpected closure occurs due to extraordinary conditions such as inclement weather, students will be notified as soon as possible by phone and/or radio, and/or TV who provide closure information as a public service.

* 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 Web site at https://www.benefits.va.gov/gibill. Not all programs have been submitted for GI Bill ® benefits.

## ADMISSION REQUIREMENTS

The school does not discriminate based on race, sex, religion, ethnic origin, or disability.

Prospective students must

- Interview with an Admissions Advisor

- Be at least 18 years of age

- Have a high school diploma or equivalency diploma. In the event the applicant is unable to provide proof of secondary education, achieve a passing score of 17 on the Wonderlic Scholastic Level Exam.

- If taking courses as Interactive Distance Learning, complete an online exam to demonstrate:

  - Basic computer literacy

  - Basic PC Operating System navigation skills

  - Basic Internet usage skills

For students enrolling in an online program, students are required to have access to a laptop computer and the Internet for all coursework. The computer must meet the following minimum specifications:

- Windows 10 or higher, or a Mac with a currently supported operating system
- Broadband Internet capability
- Soundcard & speakers
- Current Internet web browser: Google Chrome, Mozilla Firefox, Microsoft Edge

## ENROLLMENT

Prospective students may enroll anytime. Late enrollments will be only one week prior to class start time and as late as one day into first class, depending on the program.

ACI Learning Tech Academy is authorized and approved to accept all VA benefit programs.

Applicants enrolling in programs offered 100% online must provide one form of government issued ID and have access to the technology requirements for participation in the program. Students must successfully complete an online assessment evaluation to gauge ability to succeed in an online program if enrolling in Interactive Distance Learning.

**Secure, Individual Login and Passcode:** Students are assigned a secure, individual username and password upon enrollment. These assigned identifiers are used to access the learning management system where students complete and submit coursework.

**Administrative or Academic Practices:** Students are subject to identity verification, at the school's discretion, using personally identifiable information provided by the student upon application. Students must provide two pieces of identifying information that can be verified by ACI faculty or staff using information contained within the Student Information System prior to having personally identifiable information released to them by phone. In addition, faculty may commence verification of student identity following review of student work.

Changes in academic performance is monitored and may prompt a request for identity verification.

**Software**: All materials and labs are provided in the LMS environment, so students should not have to download materials or software to their devices directly. Compatibility issues will be assessed in the entrance interview.

The maximum ratio of student to instructor will be capped at 20:1.

**The Americans with Disabilities Act and ADA Amendments Act**

The school prohibits any form of discrimination and harassment on the basis of sex (including sexual violence), race, color, age, religion, national or ethnic origin, sexual orientation, gender identity or expression, pregnancy, marital or family status, medical condition, genetic information, veteran status, or disability in any decision regarding admissions, employment, or participation in a program or activity in accordance with the letter and spirit of federal, state, and local non-discrimination and equal opportunity laws, such as Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, The Age Discrimination in Employment Act, and The Americans with Disabilities Act and ADA Amendments Act.

The School's ADA Coordinator may be contacted at the school for questions, to file a report or formal complaint, or to otherwise assist individuals in ensuring equal access and/or accommodations to the school's educational programs.

## ACADEMIC CALENDAR

ACI Learning Tech Academy runs classes based on demand and starts cohorts based on a three- or six-week cycle. Classes will start on Monday unless a holiday necessitates a Tuesday start.

Classes are not held on the following holidays:

| | |
|---|---|
| Labor Day | New Year (Observed) |
| Memorial Day | Week of Thanksgiving |
| Independence Day (Observed) | Christmas Eve/Day (Observed) |

## FACILITIES

The ACI Learning Tech Academy main corporate office is located in Colorado Springs at 7450 Campus Dr. STE #250, Colorado Springs, CO 80920. ACI Learning Tech Academy has a campus in Irving, TX at 102 Decker Court, Ste 250, Irving, TX 75062. ACI Learning Tech Academy also operates a training facility in Antonio at 8200 IH-10 West Suite 801, 78230. Hours of operation are from 8 am to 11 pm. All classrooms are furnished with the latest state-of-the-art equipment and furniture. A Resource Center, Study Center and Career Services Center are available to students.

ACI Learning Tech Academy is a smoke-free environment. For those that smoke, designated smoking areas are located outside our training facilities.

Below is a full accounting of each of the school's facilities as of December 13, 2024:

| Colorado Springs, CO | | | |
|---|---|---|---|
| | | Address | 7450 Campus Drive, Suite 250 Colorado Springs, CO 80920 |

| | | Total Square Footage | 5,049 Sq. Ft. |
|---|---|---|---|
| | | Number of Classrooms | 4 Classrooms |
| | | Student Stations in Classroom #1 | 20 Dell Optiplex machines with dual monitors |
| | | Student Stations in Classroom #2 | 20 Dell Optiplex machines with dual monitors |
| | | Student Stations in Classroom #3 | 18 Dell Optiplex machines with dual monitors |
| | | Student Stations in Classroom #4 | 24 Dell Optiplex machines with dual monitors |
| | | Administrative Area Description | 2 Enclosed Offices<br>4 Conference Rooms<br>1 Employee Bullpen Area<br>1 Break Area<br>1 Reception Area<br>1 Testing Area |
| | | | |
| **Irving, TX** | | | |
| | | Address | 102 Decker Court, Suite No. 250 Irving, TX 75062 |
| | | Total Square Footage | 4,977 Sq. Ft. |
| | | Number of Classrooms | 4 Classrooms |
| | | Student Stations in Classroom #1 | 16 Dell Optiplex machines with dual monitors |
| | | Student Stations in Classroom #2 | 18 Dell Optiplex machines with dual monitors w/ a hands on lab environment |
| | | Student Stations in Classroom #3 | 20 Dell Optiplex machines with dual monitors w/ a hands on lab environment |
| | | Student Stations in Classroom #4 | 20 Dell Optiplex machines with dual monitors |
| | | Testing Center | PearsonVue Testing Center |
| | | Administrative Area Description | 3 Enclosed Offices<br>1 Conference Room<br>1 Break Area<br>1 Reception Area<br>1 Employee Bullpen Area |
| **San Antonio, TX** | | | |
| | | Address | 8200 IH-10 West, Suite 801, San Antonio, TX 78230 |
| | | Total Square Footage | 8,039 Sq. Ft. |
| | | Number of Classrooms | 4 Classrooms |

| | Student Stations in Classroom #1 | 22 Dell Optiplex machines with dual monitors |
|---|---|---|
| | Student Stations in Classroom # 2 | 21 Dell Optiplex machines with dual monitors |
| | Student Stations in Classroom #3 | 19 Dell Optiplex machines with dual monitors |
| | Student Stations in Classroom #4 | 22 Dell Optiplex machines with dual monitors |
| | Administrative Area Description | 1 Office<br>1 Conference Room<br>1 Student Lounge<br>1 Reception Area<br>1 Employee Bullpen Area |

Irving Tech Academy Floor Plan
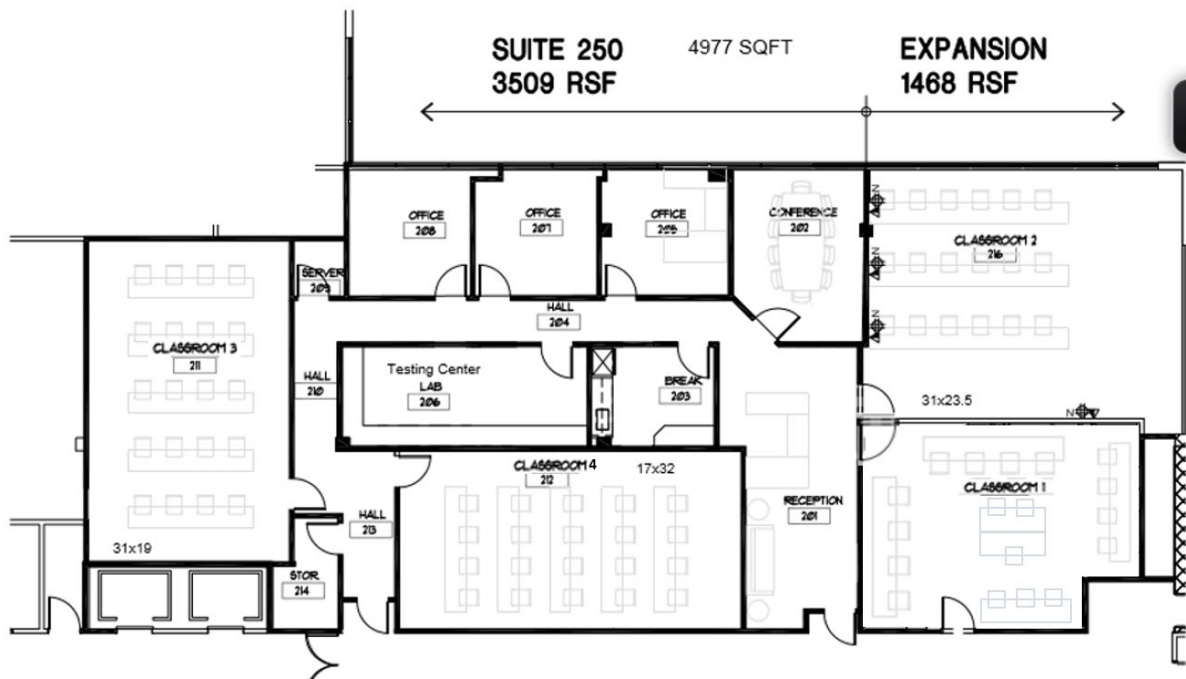


San Antonio Tech Academy Floor Plan
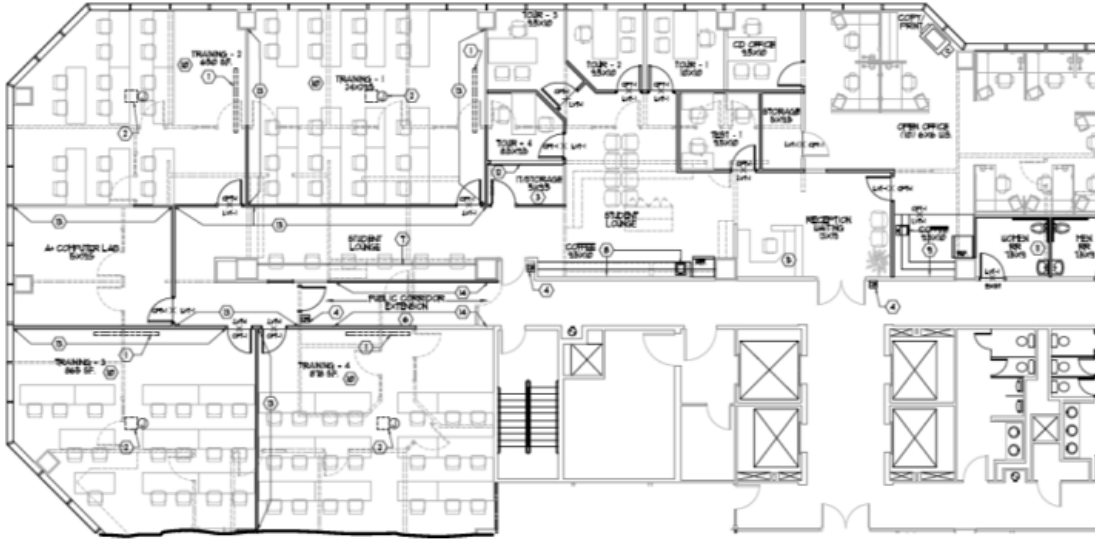
## PLACEMENT ASSISTANCE

ACI Learning Tech Academy offers job lead referrals as they are sent to us from employers. However, we make no guarantee, express, or imply of future employment. Current law prohibits any school from guaranteeing job placement as an inducement to enroll students.

Placement assistance at ACI Learning Tech Academy includes resume writing assistance, access to job fairs, and mock interviews to assist students with developing job search skills.

## ATTENDANCE REQUIREMENTS

Students are expected to arrive on time for classes with the proper materials and attitude. An overall attendance rate of 80% in a course is required to move on to the next course in the program, with an overall attendance rate of 80% in each course per program to be considered Graduated.

Instructors take attendance daily through an attendance log that is submitted to student services and added to the student's file. On that attendance log, instructors mark whether the student was tardy, absent, or partial. Instructors may request students to withdraw from a course or program if excessive absences or tardiness exceed the 20% allowable.

If students using VA benefits exceeds 80% total absences per period, they will be terminated from their VA Benefits for unsatisfactory progress.

Students who are unable to continue classes for medical reasons or severe personal problems will be required to take a leave of absence until that are able to return to class. Proper documentation will be required to substantiate a student's withdrawal. We also offer an audit policy: Students can come and refresh any class on a space availability basis at no charge after completing a course successfully.

## SATISFACTORY ACADEMIC PROGRESS POLICY

Satisfactory Academic Progress is evaluated at the midpoint and the end of each course throughout the program.

The student is required to make quantitative progress toward program completion. To qualify as making satisfactory academic progress, a student must have attended at least 80% and have earned a grade of 70% or higher in each course on the end-course assessment.

At the end of each course, students who have not achieved a minimum grade of 70%, and 80% attendance will be placed on probation and mentored for 5 days. If, at the end of the 5-day probationary mentoring period the student fails to achieve the minimum grade of 70%, and 80% attendance, the student is withdrawn from the program.

For course repeats, the previous grade will be dropped, and the most recent grade will be applied to the repeated course. All course attempts are considered in determining the maximum time frame.

**Warning/Probation**

If a student fails to meet the 80% attendance or achieve a 70% grade at the midpoint of a course, they will be placed on warning until the end of the course. If a student fails to meet the cumulative 80% attendance or achieve a 70% grade by the end of the course, regardless of their status, the student is placed on probation for a 5-day mentoring period.

Failure to achieve an 80% attendance and a 70% grade average by the end of the 5-day mentoring probation period will result in the administrative withdrawal of the student.

**Student Notifications**

Students will be notified in writing when they are placed on warning and the steps necessary to be removed from warning status. Students will also receive attendance or academic counseling, from the Student Success Manager as appropriate when they are placed on warning, and/or they are required to attend the probationary 5-day mentoring period.

Students who are placed on warning at course midpoint and regain SAP by the end of the course are notified they have been removed from a warning status. Students who are placed on probation and achieve SAP by the end of the probationary 5-day mentoring period are notified that they have been removed from probation and may continue in their program of study.

The school will notify a student by email if they are being administratively withdrawn for failing to achieve satisfactory academic progress by the end of the probationary 5-day mentoring period.

**Appeal Process**

The student may submit a written appeal of their dismissal within five calendar days of the receipt of the dismissal notice. The appeal must be accompanied by documentation of the mitigating circumstances that have prevented the student from attaining satisfactory academic progress and evidence that changes have occurred to allow the student to now meet standards of satisfactory academic progress. Only extraordinary circumstances will be considered, such as death or severe illness in the immediate family. Before an appeal may be granted, a written academic plan will be provided to the student which clearly identifies a viable plan for the student to successfully complete the program within the maximum timeframe allowed.

The Campus Director will assess all appeals and determine whether the student may be permitted to continue in school on a warning status, despite not meeting the satisfactory progress requirements. The student will be sent the written decision within ten days of the receipt of the appeal. The decision of the School Director is final.

Students reinstated upon appeal are on a probationary status for the next evaluation period, during which time they must meet the terms and conditions set out in the School Director's letter granting the appeal. At the end of the evaluation period, and at the end of every evaluation period thereafter, the student's academic status will be reviewed. The student may continue probation if he or she meets

the terms of the academic plan approved at the time the student's appeal was granted, until such time as satisfactory academic progress status is regained. The student reinstated after dismissal and appeal is not eligible for any form of financial aid until he or she regains satisfactory progress status by meeting the minimum SAP standards.

**Maximum Time Frame**

All program requirements must be completed within a maximum time frame of 1.5 times the normal program length, as measured in calendar time. Time spent on an approved leave of absence is not counted against the maximum time frame. Students whose re-enrollment would exceed the maximum time frame for the program will not be allowed to re-enroll.

**Transfer and Readmitted Students**

Transfer students from outside the institution will be evaluated qualitatively only on the work completed at ACI Learning Tech Academy. The maximum time frame is reduced for transfer students, based upon the remaining length of the program in which they enroll. All course attempts are included when evaluating the maximum time frame for students accepted for re-enrollment. If a student's course attempts would exceed the maximum time frame for the program, the student is not allowed to re-enroll in the program.

## ACI LEARNING TECH ACADEMY MAKE-UP WORK POLICY

At ACI Learning Tech Academy, we understand that there are circumstances beyond a participant's control that may lead to missed class time.  To achieve the 100% attendance required to best absorb course materials and labs and the 80% requirement to pass each course per program, we offer a limited make-up policy to accommodate students with mitigating circumstances (e.g., medical emergencies.).

To request a make-up session, please send an email to Student Services at support@acilearning.com outlining your request within 24 hours of missed class time.  Requests are subject to approval and may be denied, and each request must be documented in the student file.

Mitigating Circumstances

- An illness or death in immediate family **(LOA required for serious illness and will require a doctor's note advising that student cannot attend with dates)**

- A change in conditions of employment that you could not avoid. Change in hours/schedule etc**. (Detailed email describing circumstances)**

- Call to Duty (LOA) or Military Drill- **(Military orders paperwork required)**
- Unforeseen circumstances- Traffic, Tech Academy issue, Internet outage- Based on Tech Academy Director and Compliance approval (Approved as a one-off exception) (**Detailed email describing circumstances)**
- Jury Duty Certificate /Court Summons **(Paperwork required)**


ACI Learning Tech Academy has a limited make up policy to accommodate students with mitigating circumstances. For unexpected closure due to inclement weather or facility issues, students who need to make up lost time will either need to make up the time on the upcoming Saturday or complete the extra hours for the rest of the week. ILT Classroom locations must adhere to modality. VA funded students are not allowed to make up time under a different modality (virtual).

## LEAVE OF ABSENCE POLICY (LOA)

Students who are unable to continue classes for medical reasons or approve extenuating circumstances (medical or otherwise) may request to take a leave of absence until that are able to return to class. A student should contact Student Services at support@acilearning.com to request a leave of absence. The schools LOA policy is as follows:

1. A leave of absence may be granted for emergency situations such as military deployment, serious illness, debilitating injury, or death in the immediate family.

2. The student must submit a written request for a leave of absence in advance of the beginning date of the leave of absence unless unforeseen circumstances prevent the student from doing        so. If a student does not request a leave of absence within a timeframe consistent with the institution's consecutive absence policy, s/he will be withdrawn.

3. The student must sign and date the leave of absence request and specify a reason for the leave. The reason must be identified in order for the school to have a reasonable expectation of the student's return within the timeframe of the leave of absence as requested.

4. The student must attest to understanding the procedures and implications for returning or failing to return to his/her course of study.

5. The school will document its approval decision relative to the leave of absence request in accordance with its published policy and notify the student in writing.

6. The school does not assess the student any additional charges as a result of the leave of absence.

7. The length and frequency of leaves of absence must not impede student progress and must be reasonable within the context of the program's curriculum.

8. A leave of absence is limited to a maximum of 180 calendar days in any 12-month period or one-half the published program length, whichever is shorter. Multiple leaves of absence may be permitted provided the total of the leaves does not exceed this limit. An approved leave of absence may be extended for an additional period of time provided that the extension request meets all of the above requirements, and the total length of the leave of absence does not exceed the specified limit.

## VA BENEFIT DISBURSEMENT DELAYS

Any covered individual wishing to attend classes using their GI BILL ® or Veteran Readiness and Employment are covered under Title 38 United States Code Section 3679(e).  A COVERED INDIVIDUAL IS any individual who is entitled to educational assistance under chapter 31, Veteran Readiness and Employment, or chapter 33, Post-9/11 GI Bill ® benefits.

Any covered individual that wishes to attend ACI Learning Tech Academy courses or programs of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 (a "certificate of eligibility" can also include a "Statement of Benefits" obtained from the Department of Veterans Affairs' (VA) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes) and ending on the earlier of the following dates:

1. The date on which payment from VA is made to the institution.
2. 90 days after the date the institution certified tuition and fees following the receipt of the certificate of eligibility.

Delay of disbursement from the VA will not impose any penalty on the covered individual, 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 funding from VA under chapter 31 or 33.

In order to proceed with the educational requirement prior to receipt of VA disbursement, covered individuals are required to:

1. Submit a certificate of eligibility for entitlement to educational assistance no later than the first day of a course of education.
2. Submit a written request to use such entitlement in the form of an ACI Learning Tech Academy enrollment packet.
3. Provide additional information necessary to the proper certification of enrollment by the educational institution.

If the VA disbursement is paid and there is a shortfall of funds, an additional payment in the amount of the shortfall will need to be made to the school in a timely manner worked out between ACI Learning Tech Academy and the covered individual.  This payment will only be equal to the original amount minus the VA disbursement received and no further penalty will be administered.

## CERTIFICATION ATTEMPT POLICY

As part of our commitment to student success, unless otherwise noted, ACI Learning Tech Academy covers the cost of one certification attempt per class for students that meet the preparation guidelines. Upon completion of study time, one certification attempt per completed class outlined on the registration paperwork will be covered to enable the student to complete their education.  Certification fees are not charged as part of class tuition.  Students are eligible to attempt certifications after meeting the graduation requirements for each class and meeting with a Student Mentor.  All course specific preparations for the certification attempt must be completed and reviewed by the Mentor during an appointment to assess that the student is appropriately prepared for the attempt. It is the student's responsibility, and to their advantage, to utilize resources both included in the program and outside of the program to ensure readiness as a knowledge check will be performed before allowing an attempt. Once the student has been cleared by the Mentor, the student can email Student Services at support@acilearning.com to request the attempt code.

It is highly recommended that any certification prep, labs, study guides and materials included in the program are completed before attempting certification.  It is the student's responsibility, and to their advantage, to utilize resources both included in the program and outside of the program to ensure their readiness. For every hour of class time, we expect a student to study an additional 2 to 3 hours on their own to be able to pass the vendor certification.

Students are limited to only one attempt per class.  In the event a student fails an attempt, they will have three options:

1. Exchange one of the other course attempts included in a program
2. Pay out of pocket
3. Elect not to retake and move on to the other courses in the program

Certification attempts are required to be taken within 6 months from the last day of a completed class at the campus facility in order to complete training.  Requests for certification attempts outside of this window are granted at ACI Learning Tech Academy's discretion.

## GRADING SYSTEM

Our grading system is pass/fail as required by vendor certification. Student must be present in 80% of each class and successfully pass course exams earning 70% or more to receive a passing grade in a Course/Program.

If a student must withdraw from a program but will return, they will be placed on an LOA.

## STUDENT RECORDS

Each school shall maintain for a minimum of six years from the date the student discontinues their training at the school, student records which shall include at least the following:

- A copy of the enrollment contract and other instruments relating to the payment for educational services.

- Student information including:

    o Student name.

    o Permanent or other address at which the student may be reached.

- Records relating to financial payments and refunds.

- Record of attendance as determined by the school.

- Date of completion or termination of training and the reason(s) as determined by the school.

- Record of any student grievance and subsequent resolution.

- Copies of all correspondence or other records relating to the recruitment, enrollment, and placement of the student.

- Each school shall provide upon request a transcript to the student. ACI Learning Tech Academy makes payment arrangements in advance and does not hold transcripts for any reason. This transcript of the individual student record of achievement must be maintained as a permanent record in a form that provides at least the following information:

    o Name of student

    o Title of program, including total number of hours of training received and dates of enrollment.

    o Pass/Fail record of each course, lesson or unit of instruction and the cumulative grade for the program.

    o Explanation of grading system.

    o Student transcripts in a form acceptable to the Board will be retained by the school in perpetuity.

Personally Identifiable Information (PII) - Also called personal data,  means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an

identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

ACI Learning's security posture is aligned with the standards set by ISO27701 and ISO27001, and we adhere to four levels of data classification.

ALL customer data containing PII is classified as **Level 3: Strictly Confidential**. – this means Student Data, too. Our data retention for **Level 3** is "*at least 6 years.*"

## FERPA POLICY

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

Students have the right to inspect and review the student's education records maintained by the school. Schools may charge a fee for copies.

Students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the student has the right to place a statement with the record setting forth his or her view about the contested information.

Generally, schools must have written permission from the student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

The School may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance unless a written request not to share directory information is provided by the student. All written requests for exemption must be placed in the student file.

## ACE CREDIT ASSESSMENT

ACE credits are an optional way for students to link their studies into credits that may be transferable to other schools and colleges. These credits are not required in order to complete the training program and are not part of tuition and fees. Any student wishing to participate in ACE credits does so voluntarily and covers the cost of all credits.

In order to be granted ACE credits for qualifying classes, a student must take and achieve a 70% or higher score on the class assessment. The assessment links objectives and learning outcomes

covered during the course. It is designed to evaluate the knowledge and skills the student has obtained by the completion of class and was created by experienced faculty who hold credentials associated with the subject matter. If the student does not score at least 70%, a retake assessment can be attempted. The retake assessment score is considered final, and no additional retakes will be offered. Students re-sitting classes will not be eligible to take the assessment.

In order to qualify to sit for the assessment, students must:

- Meet the required 80% participation/attendance by the last day of class.
- Students who elect to earn ACE credit hours for the course will need to score a minimum of 70% on the assessment.
- If student does not elect to earn ACE credit for the course, the score will be recorded but will not affect student status.
- If the student does not attend and complete the assessment on the last day of class due to a documented unforeseen circumstance outside of their control (emergency, medical, weather), permission may be granted to reschedule the assessment if the student contacts support@acilearning.com within 24 hours of their absence.
- If the student does not attend and complete the assessment on the last day of class, with no documented unforeseen circumstance outside of their control (emergency, medical, weather) or with no communication to ACI Learning Tech Academy, the student may not receive participation for the last day of class, nor receive ACE credits and may need to retake the class to earn completion and be granted another opportunity to take the assessment.

## ACI VIRTUAL LIVE OFFERINGS- HYBRID

ACI Learning Tech Academy offers the opportunity to attend our classes in a hybrid synchronous learning session.  Students will be taught in real-time, with their questions addressed by an instructor over audio and in chat. Students will participate in guided labs operated on state-of-the-art virtual servers and are guided through each exercise using the latest online texts.  Students can attend in person on campus, or with the ability to log-in online and complete the course offsite if approved to do so.

ACI Learning Tech Academy records all virtual classroom sessions for internal audit and compliance purposes. By logging into your course, you are consenting to being recorded.  Recorded Class content will not be distributed to any outside entity.

## RE-ADMISSION POLICY

The school may allow a student whose enrollment was terminated for unsatisfactory progress to reenroll after a minimum of one probationary progress evaluation period. Such reenrollment does not circumvent the approved refund policy.

## GRADUATION POLICY

To graduate students must be present 80% in their courses and achieve a score of 70% or higher on the assessment given at the end of the program. A Certificate of Completion is issued to graduates whose financial obligations to the school has been fully satisfied.

## RESCHEDULE POLICY

ACI Learning Tech Academy is committed to keeping class sizes small in order to facilitate a high-quality learning environment for our students.  Many classes are full at 14-18 Students; because of this we must minimize reschedules as much as possible taking into account any unforeseen circumstances that may occur, ACI Learning Tech Academy's Reschedule Policy allows any student to reschedule their classes within their Program a maximum amount of 2 times total with no penalty or charge.  Beyond two reschedules, ACI Learning Tech Academy Students will be dropped from their program and provided a refund for the remaining classes per the cancellation policy below.

## CANCELLATION AND REFUND POLICY

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the enrollment contract is signed or within the student's first three scheduled class days (does not apply to Subjects).

Refund computations will be based on scheduled course time of class attendance through the last date of attendance.  Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.

The effective date of termination for refund purposes will be the earliest of the following:

      (a)      The last day of attendance, if the student is terminated by the school;

      (b)      The date of receipt of written notice from the student; or

      (c)      Ten school days following the last date of attendance.

If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than $100 in nonrefundable administrative fees shall be retained by the school for the entire residence program or synchronous distance education course.

In the case of students withdrawing after commencement of classes, the school completes two calculations, one based on the state approved policy and the other on ACCET's refund policy.  The refund due to the student is the one more beneficial to the student at time of withdrawal/termination.

State approved policy: If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than $100 in nonrefundable administrative fees for the entire program.  The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.

Refunds for items of extra expense to the student, such as books, tools, or other supplies should be handled separately from refund of tuition and other academic fees.  The student will not be required to purchase instructional supplies, books, and tools until such time as these materials are required.  Once these materials are purchased, no refund will be made.  For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary

for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

A full refund of all tuition and fees is due and refundable in each of the following cases:

      (a)    An enrollee is not accepted by the school;

      (b)    If the course of instruction is discontinued by the school and this prevents the student from completing the course; or

      (c)    If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

*A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.*

**Additional refund policy:**

When calculating a refund, the percentage of tuition retained must be based on the portion of the program the student was attending and charged, through his or her last date of attendance.

a. Refund amounts must be based on a student's last date of attendance (LDA). When determining the number of weeks completed by the student, the school may consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

b. During the first week of classes, tuition charges withheld must not exceed 10 percent (10%) of the stated tuition up to a maximum of $1,000.

c. After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained must not exceed a pro rata portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed, up to a maximum of $1,000. Schools that do not retain any unearned tuition may assess an administrative fee associated with withdrawal or termination not to exceed $100.

d. After fifty percent (50%) of the period of financial obligation is completed by the student, the school may retain the full tuition for that period.

**REFUND POLICY FOR ALL VA ELIGIBLE PERSON AND THOSE CALLED TO ACTIVE DUTY:**

It is understood and agreed that the following refund policy will be applied to all VA eligible persons:

In the event that the VA eligible person fails to enter the course, or withdraws, or is discontinued at any time prior to completion of the approved program length for VA students, the amount charged to the student for tuition, fees, and other charges for the completed portion of the course should not exceed $10.00 (only if a registration fee is charged) plus the approximate pro rata portion of the total charges for tuition, fees and other charges that the length of the completed portion of the course bears to its total length. The completed portion is the total number of days the student was scheduled to attend (from first to last date of attendance) multiplied by the scheduled hours of attendance per day.

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

(a)     if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;

(b)     a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or

(c)     the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:

(1)     satisfactorily completed at least 90 percent of the required coursework for the program; and

(2)     demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 40 days after the effective date of termination.

Any student who has an unpaid portion of tuition due to a shortfall from their funding source will be invoiced by the school. **VA/VET TEC/VRRAP refunds will be returned to the VA upon receipt of the VA debt letter.** ACI Learning Tech Academy does not control the VA debt letter request process.

## CONDUCT POLICY

In efforts to uphold and embody our mission, we strive to create learning environments that foster the success of all our students.

All ACI Learning Tech Academy students are entitled to attend classes in a learning environment free of harassment, intimidation, bullying, and violence. Any violation of school policies may result in permanent dismissal from school. Violations of law related to misuse of computing resources may be referred to the appropriate law enforcement agency and the appropriate penalties may attach if it is determined that there has been a violation of federal copyright laws.

ACI Learning Tech Academy is dedicated to maintaining a safe and focused educational environment. To uphold these standards, this policy prohibits the presence of individuals under the age of 18 and non-service animals on campus during school hours. The purpose of this policy is to ensure a conducive learning environment for adult students and to mitigate potential distractions or safety concerns. This policy applies to all students, staff, faculty, and visitors.

The Student Code of Conduct will outline acceptable behaviors that are condoned at ACI Learning Tech Academy. It is the responsibility of all ACI Learning Tech Academy students to understand the behaviors described in this policy and to ensure that inappropriate behaviors are reported timely.

Key Terms and Official ACI Learning Tech Academy Stance:

A threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious, or destructive action undertaken for the purpose of domination or intimidation.

Violence includes any physical assault or act of aggressive behavior, including but not limited to an attempt or threat, whether verbal or physical, to inflict physical injury upon another; any intentional display of force which would give another reason to fear or expect bodily harm; intentional and wrongful physical contact with another without consent that entails some injury; or stalking another with the intent of causing fear of material harm to the physical safety and health.

**Threats, threatening language or any other acts of aggression or violence will not be tolerated at ACI Learning Tech Academy. Profanity, slurs, or other forms of denigration of others through verbal and nonverbal gestures will not be tolerated. In addition to the behaviors noted above, ACI Learning Tech Academy will not tolerate weapons or drugs of any kind on Company property.**

Our Promise:

1. We will provide an environment that is physically safe from internal and external threats.

2. We will not tolerate harassment, intimidation, and bullying.

3. We will create an environment founded on mutual respect.

4. We will foster an environment where students feel empowered to play an active role in their education.

5. We will clearly state and uphold rules and expectations for student behavior while enrolled at ACI Learning Tech Academy.

Student Responsibilities:

1. All students shall be responsible for respecting school property, peers, and members of ACI Learning Tech Academy staff.

2. All students shall be responsible for their behavior and shall refrain from harassing, intimidating, or bullying others.

3. All students shall be responsible for demonstrating respect for themselves through their appearance, demeanor, and behavior.

4. All students shall be responsible for demonstrating respect for others through the use of appropriate language.

5. All students shall be responsible for actively participating in their education and utilizing all provided resources while enrolled at ACI Learning Tech Academy.

6. All students shall be responsible for advocating for themselves in the classroom, expressing individual learning needs in both a timely and respectful manner.

Participation and Engagement:

All students are expected to actively participate in their classes at ACI Learning Tech Academy. Forms of active participation include, but are not limited to:

- Being prepared for the start of class.

- Maintaining satisfactory programmatic attendance.

- Being awake and present during all class sessions.

- Contributing to classroom chats and activities.

- Vocalizing concerns or issues with class content in a professional manner.

- Sharing ideas that will contribute to the learning of the collective group.

- For virtual sessions: ensuring that webcams are on for the duration of class.

General Demeanor and Behavior:

All students are expected to be respectful of peers and ACI Learning Tech Academy staff. Forms of respectful behavior include, but are not limited to:

- Demonstrating respect for others through language and nonverbal communication.

- Dressing and conducting oneself professionally.

- Maintaining the cleanliness of workstations during all class sessions.

- Keeping cell phones or other mobile devices on silent mode.

- Refraining from taking personal calls during class sessions. In instances of emergency, excusing yourself from class to take a call so as to not disrupt the learning environment.

- Refraining from initiating and participating in off-topic and polarizing discussions such as those pertaining to religion, race, politics, gender, and/or sexuality.

- Following instruction and actively contributing to the learning environment.

- Expressing concerns and/or questions in a professional manner.

- Smoking is prohibited in buildings, in classrooms of any kind (onsite or virtual), or in front of buildings. Smoking should be contained to designated areas along the sides and back of the building.

**ACI Learning Tech Academy staff reserve the right to remove disruptive students from class if this code of conduct is violated.**

Reporting Inappropriate Behavior:

The safety of our students and ACI Learning Tech Academy staff is everyone's responsibility. If threats and/or inappropriate behavior are identified, they need to be reported immediately.

Students bearing witness to inappropriate behavior should notify ACI Learning Tech Academy Support immediately. Support can be contacted via email at support@acilearning.com or via the chat bubble in the Student Learning Portal.

All reports will be reviewed and investigated timely by a member of ACI Learning Tech Academy staff.

**In instances of an emergency, students should contact local law enforcement.**

Program Dismissal:

Any student may be dismissed for violations of rules and regulations of the school, as set forth in the schools' publications, including the Student Code of Conduct.

A student also may be withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, or makes unsatisfactory progress. The director, after consultation with all parties involved, is responsible for rendering the final decision.

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws:

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than $750 and not more than $30,000 per work infringed. For "willful" infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense.

For more information, please see the Web site of the U.S. Copyright Office at www.copyright.gov, especially their FAQ's at www.copyright.gov/help/faq.

## INSTRUCTIONAL METHODS

ACI Learning Tech Academy's primary educational format is traditional classroom instruction with online content as an adjunct learning resource. When the student's schedule or personal circumstance prevents them from participating physically, ACI Learning Tech Academy does provide online training as an alternate method of training if approved by funding source.

All courses are conducted by a live instructor with real-time interaction.  Instructional methods include:

- Lecture
- Overhead slides
- Labs (virtual)
- Hand on in-class PC build
- Videos
- Assessments

## STUDENT SERVICES

Each ACI Learning Tech Academy training facility offers students a break room and a study area for their convenience. Instructors are available for test preparation review & counseling on skills development necessary in the technical job market. Employment assistance is given by the school faculty to students. ACI will notify any students of job availability and refer them to area business contacts. Instructors are available as a technical reference. ACI cannot guarantee employment. Progress is readily available to students via their test results.

If any student requires assistance to finish their program due to any personal issues, it is requested that they reach out to Student Services and they will be provided with any resources available.

## PREVIOUS CREDITS

**TRANSFER OF CREDITS**

All applicants who have attended another postsecondary institution or taken college-level courses will be given the option of applying for transfer of credit for any course(s) taken which parallel course(s) offered by ACI in their chosen program of study. The applicant must provide an official transcript from the institution or a certificate of certification from the class they wish to receive prior credit in. The Compliance Department will review the transcript and course description(s) to determine whether transfer of credit will be approved or denied. ACI Learning Tech Academy does not accept prior credit for previous versions of current courses and does not accept prior credit for courses that are over 24 months old.

All transfer of credit requests must be submitted to the Registrar prior to the student start. No transfer of credit requests will be accepted after this date. No Exceptions.

Credit for previous education will be evaluated and when appropriate, credit will be granted, and the program shortened accordingly. Tuition will be pro-rated based on the hours to be attended. There are no fees assessed for the evaluation of transfer credits. Students who are dissatisfied by the evaluation of credit granted may appeal the decision through the student grievance process.

Transfer of credits from ACI to any other postsecondary institutions will be at the discretion of the receiving institution. ACI Learning Tech Academy does not guarantee the transferability of its credits to any other institution unless there is written agreement with another institution.

The school maintains a written record of the previous education and training of the veteran or eligible person and clearly indicates that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the veteran or eligible person and the Department of Veterans Affairs is notified when accepted.

The evaluation of previous postsecondary education and training is mandatory and required for VA beneficiaries.  For students utilizing Veterans benefits who are approved for transfer credit as a result of this evaluation, the institution will grant appropriate credit, reduce the program length proportionately, notify the student and Veterans Affairs in writing of this decision, and adjust invoicing of the VA accordingly.

## DISMISSAL

Any student may be dismissed for violations of rules and regulations of the school, as set forth in the school's publications. A student also may be withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, or makes unsatisfactory progress. The director, after consultation with all parties involved, makes the final decision.

## STUDENT GRIEVANCE PROCEDURE

Attempting to resolve any issue with the school first is strongly encouraged.  ACI Learning Tech Academy endeavors to assist students quickly and completely, and requests that students email instructors and Student Services to attempt to solve any issues.  All students will receive an initial response within 48 hours and an attempted resolution within 10 business days.

Students can bring any grievance to the attention of the school in order for the school to help resolve any issues that may occur. Grievances should be sent via email to the Campus Director at:

For the Irving Tech Academy: Josh.davila@acilearning.com

For the San Antonio Tech Academy: Amanda.woodall@acilearning.com .

If the student complaint cannot be resolved between the student and the school, a student may contact the State authorizing body for the school. In Texas, complaints can be mailed to:

TWC-Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas, 78778-0001.

or faxed to (512) 936-3111;

or emailed WWW.TEXASWORKFORCE.ORG/CAREERSCHOOLSTUDENTS.

All student complaints must be submitted to the school and Division in writing. There is a two-year limitation on Division action on student complaints.

**ACCET Applicant Compliant Policy:**

This institution has been granted approval by the Accrediting Council for Continuing Education & Training (ACCET). It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided.

When issues arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required by ACCET and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

In the event that a student has exercised the institution's formal student complaint procedure, and the problems or issues have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing (by email or mail) to the ACCET office. Complaints received by phone will be documented; however, the complainant will be requested to subsequently submit the complaint in writing.

2. The written complaint must contain the following information: a) Name and location of the institution; b) A detailed description of the alleged problem(s); c) The approximate date(s) that the problem(s) occurred; d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students; e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET; f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and g) The status of the complainant with the institution (e.g., current student, former student, etc.).

3. In addition to the written complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

4. SEND TO:

ACCET CHAIR, COMPLAINT REVIEW COMMITTEE

1722 N Street, NW Washington, DC 20036

Telephone: (202) 955-1113

Email: complaints@accet.org

Website: www.accet.org

## PROGRAMS

### COMPUTER USER SUPPORT SPECIALIST (CUSS)

(220 Clock Hours, CIP 11.0101)

### PROGRAM DESCRIPTION

This program is designed to help individuals get jobs in the technical support and service field as end user support specialists. This program develops the skills required to perform the following job functions:

- Install, configure, upgrade, and maintain PC workstations, focusing on the Windows Operating System.

- Resolve PC, OS, and network connectivity issues and implement security practices.

- Manage, maintain, troubleshoot, basic network infrastructure, describe networking technologies, basic design principles, and adhere to wiring standards.

- Perform compliance and operational security tasks

- Anticipate, identify and prevent threats and vulnerabilities

- Manage application, data and host security

- Perform access control and identity management functions

- Understand basic Cryptography concepts

- Install, configure, upgrade, maintain, and troubleshoot servers.

- Examine server hardware and software, disaster recovery strategies.

- Perform installation, troubleshooting, and management functions in the Windows Client operating system environment.

- Troubleshoot security system issues, such as Encrypting File Systems (EFS) BitLocker Drive Encryption, and file permissions.

- The program also introduces the principles and core elements of IT service management (ITSM) based on ITIL framework

Each course in the CUSS program must be taken in consecutive order.

## PROGRAM OUTLINE

| Course Number | Course Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| ITIL | ITL-FND | 20/20/0/40 |
| CORE 1 | A+ CORE 1 | 20/20/0/40 |
| CORE 2 | A+ CORE 2 | 20/20/0/40 |
| ITCP | IT Career Prep | 10/10/0/20 |
| NET+ | CompTIA Network+ | 20/20/0/40 |
| SEC+ | CompTIA Security+ | 20/20/0/40 |
| | Total Hours for Program Completion | 110/ 110/ 0/ 220 |

The approximate time required to complete this program is 55 days for day students and 55 nights for evening students.

## TARGETED JOB ROLES

- End User Support Specialist

- Service Technician

- Technical Support Specialist

- Help Desk Specialist

- Desktop Support Specialist

- Security Administrator

## ITIL FOUNDATION

(40 Clock Hours)

## COURSE DESCRIPTION

Based on the ITIL best practice service lifecycle methodology, this subject provides a practical understanding of the key concepts, principles, processes, and functions that enable successful IT Service Management (ITSM) provisioning. The course intent is to provide proven practical guidance on how to successfully introduce an integrated IT Service Management framework and how best practices can be adopted and adapted within an organization. It also prepares students for the ITIL Foundation Certification. This is for IT practitioners involved in the strategy, design, implementation and on-going delivery of business-used IT services and for anyone who requires an insight into Service Management best practices.

## COURSE OBJECTIVES

Upon completion of the 5-Day ITIL Foundation training, participants will understand:

- Key concepts of ITIL
- Important principles for improving IT operations and project success
- Vital processes and functions
- Practical guidance for applying ITIL to everyday IT project situations
- How to align with business, control costs, and improve IT service quality
- Strategies to balance IT resources

## COMPTIA A+ CORE 1

## COURSE DESCRIPTION

This course will build on the student's existing user-level knowledge and experience with personal computer (PC) hardware to present fundamental skills and concepts that are used on the job. In this course, the student will acquire the essential skills and information needed to install, configure, troubleshoot, upgrade, and perform preventive maintenance on PCs and mobile device hardware.

The CompTIA A+ course can benefit the student in two ways. Whether working in a mobile or corporate environment with a high level of face-to-face customer interaction, where client communication and client training are important, or in an environment with limited customer interaction and an emphasis on hardware activities, this course provides the background knowledge and skills required to be a successful A+ technician.

In this course, the student will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

**Pre-Requisite- ITIL**

## COURSE OBJECTIVES

- Define the following Install, configure, and maintain PCs, mobile devices, and software for end users

- Define the basics of networking and security forensics

- Summarize the techniques for safely diagnose, resolve, and document common hardware and software Issues

- Apply troubleshooting skills

- Model appropriate customer support

- Define the basics of scripting, virtualization, desktop imaging, and deployment

## COMPTIA A+ CORE 2

(40 Clock Hours)

### COURSE DESCRIPTION

This course is designed for individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician. This course is also designed for students who are seeking the CompTIA A+ certification and who want to prepare for the CompTIA A+ Core Certification.

To ensure your success in this course you should have experience with basic computer user skills, be able to complete tasks in a Microsoft Windows environment, be able to search for, browse and access information on the Internet and have a basic knowledge of computing concepts.

**Pre-Requisite- CORE 1**

### COURSE OBJECTIVES
- Explain the process of installing, configuring, and maintaining operating systems

- Define security concepts for networks, workstations, data, mobile devices, and operating systems

- Outline troubleshooting techniques for networks, workstations, data, mobile devices, and operating systems

### IT CAREER PREP

The IT Career Prep Course prepares you to start your journey to IT employment. With resume writing, mock job interviews, networking classes, and professional profile development, you should come out of this course ready to interview for an IT position and connect with others in the industry.

### COURSE OBJECTIVES

Students will learn:

- Mapping out realistic short-term and long-term career goals.
- Identify tools to assist with the career exploration process.
- Identify the core components of a modern resume.
- Utilize resources to identify key knowledge, skills, and abilities necessary to market yourself to specific IT roles.
- Identify interview techniques and appropriate self-presentation strategies.
- Create or update a LinkedIn profile to align with IT targeted job roles.
- Job posting search strategies.

- How to create a job search plan with clearly defined goals and objectives.

## COMPTIA NETWORK +

(40 Clock Hours)

## COURSE DESCRIPTION

The CompTIA® Network+® course builds on your existing user-level knowledge and experience with personal computer operating systems and networks to present the fundamental skills and concepts that you will need to use on the job in any type of networking career. If you are pursuing a CompTIA technical certification path, the CompTIA A+ certification is an excellent first step to take before preparing for the CompTIA Network+ certification.

 Also, if your job duties include network troubleshooting, installation, or maintenance, or if you are preparing for any type of network-related career, it provides the background knowledge and skills you will require to be successful.

**Pre-requisite- A+**

## COURSE OBJECTIVES

Students will learn:
- Networking Fundamentals - Define basic networking concepts including network services, physical connections, topologies and architecture, and cloud connectivity.

- Network Implementations - Define routing technologies and networking devices; deploy ethernet solutions and configure wireless technologies.

- Network Operations – Summarize Monitor techniques to optimize networks to ensure business continuity.

- Network Security - Define security concepts and network attacks to harden networks against threats.

- Network Troubleshooting – Define Troubleshooting techniques for common cable, connectivity, and software issues related to networking.

## COMPTIA SECURITY +

(40 Clock Hours)

## COURSE DESCRIPTION

*CompTIA® Security+®* is the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic in your organization. You can also take this course to prepare for the CompTIA Security+ certification. In this course, you will build on your knowledge of and professional experience with security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any type of computer network.

 This course can benefit you in two ways. If you intend to pass the CompTIA Security+ (SEC+) certification, this course can be a significant part of your preparation. But certification is not the only

key to professional success in the field of computer security. Today's job market demands individuals with demonstrable skills, and the information and activities in this course can help you build your computer security skill set so that you can confidently perform your duties in any security-related role.

**Pre-requisite- CompTIA Network +**

## COURSE OBJECTIVES

Students will learn:
- Define the risk of various threats to information security

- Apply technique to detect vulnerabilities and implement security

- Define cryptographic solutions in the organization.

- Summarize access levels and appropriate security at an operational/organizational level

- Outline security incidents and responses

## NETWORK SUPPORT SPECIALIST (NSS)

(160 Clock Hours, CIP Code 11.1002)

## PROGRAM DESCRIPTION

Network Support Specialist is a certification program for entry-level network engineers that helps maximize investment in foundational networking knowledge and increase the value of an employer's network. Network Support Specialist is for Network Specialists, Network Administrators, and Network Support Engineers with 1-3 years of experience. The CCNA Routing and Switching validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks.

Each course in the program must be taken in consecutive order to be successful in the program.

## PROGRAM OUTLINE

| Course Number | Course Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| NET+ | CompTIA Network+ | 20/20/0/40 |
| SEC+ | CompTIA Security+ | 20/20/0/40 |
| CCNA 1 | Certified Cisco Network Administrator, CCNA Part 1 | 20/20/0/40 |
| CCNA 2 | Certified Cisco Network Administrator, CCNA Part 2 | 20/20/0/40 |
| | Total Hours for Program Completion | 80/80/0/160 |

The approximate time required to complete this program is forty days for day students and forty nights for evening students.

## TARGETED JOB ROLES

- Network Support Technician

- Network Support Specialist

- Network Administrators

- Network Support Engineer

## COURSE DESCRIPTIONS

## COMPTIA NETWORK +

## COURSE DESCRIPTION

The CompTIA® Network+® course builds on your existing user-level knowledge and experience with personal computer operating systems and networks to present the fundamental skills and concepts that you will need to use on the job in any type of networking career. If you are pursuing a CompTIA technical certification path, the CompTIA A+ certification is an excellent first step to take before preparing for the CompTIA Network+ certification.

Also, if your job duties include network troubleshooting, installation, or maintenance, or if you are preparing for any type of network-related career, it provides the background knowledge and skills you will require to be successful.

## COURSE OBJECTIVES

Students will learn:
- Networking Fundamentals - Define basic networking concepts including network services, physical connections, topologies and architecture, and cloud connectivity.

- Network Implementations - Define routing technologies and networking devices; deploy ethernet solutions and configure wireless technologies.

- Network Operations – Summarize Monitor techniques to optimize networks to ensure business continuity.

- Network Security - Define security concepts and network attacks to harden networks against threats.

- Network Troubleshooting – Define Troubleshooting techniques for common cable, connectivity, and software issues related to networking.

## COMPTIA SECURITY +

## COURSE DESCRIPTION

*CompTIA® Security+® is* the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic in your organization. You can also take this course to

prepare for the CompTIA Security+ certification. In this course, you will build on your knowledge of and professional experience with security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any type of computer network.

This course can benefit you in two ways. If you intend to pass the CompTIA Security+ certification, this course can be a significant part of your preparation. But certification is not the only key to professional success in the field of computer security. Today's job market demands individuals with demonstrable skills, and the information and activities in this course can help you build your computer security skill set so that you can confidently perform your duties in any security-related role.

**Pre-requisite- CompTIA Network +**

## COURSE OBJECTIVES

Students will learn:
- Define the risk of various threats to information security

- Apply technique to detect vulnerabilities and implement security

- Define cryptographic solutions in the organization.

- Summarize access levels and appropriate security at an operational/organizational level

- Outline security incidents and responses

## CCNA

## PROGRAM DESCRIPTION

CCNA is a certification program for entry-level network engineers that helps maximize investment in foundational networking knowledge and increase the value of an employer's network. CCNA Routing and Switching is for Network Specialists, Network Administrators, and Network Support Engineers with 1-3 years of experience. The CCNA Routing and Switching validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks.

### CCNA 1 & 2: Certified Cisco Network Administrator

## COURSE DESCRIPTION

Cisco Certified Network Associate (CCNA) Routing and Switching is a certification program for entry-level network engineers that helps maximize investment in foundational networking knowledge and increase the value of an employer's network. CCNA Routing and Switching is for Network Specialists, Network Administrators, and Network Support Engineers with 1-3 years of experience. The CCNA Routing and Switching validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks.

**Pre-requisite- CompTIA Security +**

## COURSE OBJECTIVES

In these courses, you will implement and administer networks by using Cisco solutions.

You will:
- Explain basic concepts related to networking.
- Configure switching.
- Configure IP addressing.
- Configure routing.
- Configure wireless connectivity.
- Configure IP network services.
- Explain basic network security concepts and practices.
- Explain the use of automation and programmability in network management tasks.
- Troubleshoot common network issues.

## IT SUPPORT SPECIALIST (ITSS)

(100 Clock Hours, CIP Code 11.0101)

### PROGRAM DESCRIPTION

IT Support Specialist is designed to equip students with fundamental skills and knowledge necessary for technical proficiency in IT environments, coupled with a strong understanding of career development in the IT sector. Participants will engage in a series of focused courses and cover a wide range of topics. This comprehensive approach enables learners to acquire the skills necessary to manage and troubleshoot hardware and software in a range of professional contexts. It also ensures that they can apply their knowledge effectively in various IT roles and environments. The program's practicality is further enhanced by the inclusion of career preparation modules, which provide a holistic understanding of both the technical and professional aspects of the IT industry. This prepares students for the real-world challenges they will encounter.

**The courses in the ITSS program must be taken in order.**

### PROGRAM OUTLINE

| Course Number | Course Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| A+ Core 1 | A+ Essentials Core 1 | 20/20/0/40 |
| ITCP | IT Career Prep | 10/10/0/20 |
| A+ Core 2 | A+ Practical Applications Core 2 | 20/20/0/40 |
| | Total Hours for Program Completion | 50/ 50/ 0/ 100 |

The approximate time required to complete this program is twenty-five days for day students and twenty-five nights for evening students.

### TARGETED JOB ROLES
IT Support Specialist
Desktop Support Technician
Help Desk Technician

### SUBJECT: COMPTIA A+ CORE 1

### COURSE DESCRIPTION
In this course, the student will acquire the essential skills and information needed to install, configure, troubleshoot, upgrade, and perform preventive maintenance on PCs and mobile device hardware.

The CompTIA A+ course can benefit the student in two ways. Whether working in a mobile or corporate environment with a high level of face-to-face customer interaction, where client communication and client training are important, or in an environment with limited customer interaction and an emphasis on hardware activities, this course provides the background knowledge and skills required to be a successful A+ technician.

In this course, the student will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

## COURSE OBJECTIVES

- Define the following Install, configure, and maintain PCs, mobile devices, and software for end users
- Define the basics of networking and security forensics
- Summarize the techniques for safely diagnose, resolve, and document common hardware and software Issues
- Apply troubleshooting skills
- Model appropriate customer support
- Define the basics of scripting, virtualization, desktop imaging, and deployment

## SUBJECT: IT CAREER PREP

The IT Career Prep Course prepares you to start your journey to IT employment. With resume writing, mock job interview development, you should come out of this course ready to interview for an IT position and connect with others in the indust

## COURSE OBJECTIVES

Students will learn:

- Mapping out realistic short-term and long-term career goals.
- Identify tools to assist with the career exploration process.
- Identify the core components of a modern resume.
- Utilize resources to identify key knowledge, skills, and abilities necessary to market yourself to specific IT roles.
- Identify interview techniques and appropriate self-presentation strategies.
- Create or update a LinkedIn profile to align with IT targeted job roles.
- Job posting search strategies.
- How to create a job search plan with clearly defined goals and objectives.

## SUBJECT: COMPTIA A+ CORE 2

## COURSE DESCRIPTION

This course is designed for individuals who have basic computer user skills and who are interested in obtaining a job as an entry-level IT technician. This course is also designed for students who are seeking the CompTIA A+ certification and who want to prepare for the CompTIA A+ Core 2 Certification.

To ensure your success in this course you should have experience with basic computer user skills, be able to complete tasks in a Microsoft Windows environment, be able to search for, browse and access information on the Internet and have a basic knowledge of computing concepts.

**Pre-requisite- CORE 1**

## COURSE OBJECTIVES

•Explain the process of installing, configuring, and maintaining operating systems
•Define security concepts for networks, workstations, data, mobile devices, and operating systems
•Outline troubleshooting techniques for networks, workstations, data, mobile devices, and operating systems

## NETWORK TECHNICIAN

(100 Clock Hours, CIP Code 11.0101)

### PROGRAM DESCRIPTION

Network Technician equips students with essential skills and knowledge for managing and troubleshooting networks across various professional settings while grounding them in cybersecurity principles. Through a series of modules, participants will delve into Networking Fundamentals, Cybersecurity Core Fundamentals, Security Controls, Encryption, Risk Management, and Wireless and Mobile Security. This program equips you to configure and manage complex networks and ensures you can effectively apply your cybersecurity knowledge in various IT roles and environments. This practical approach fosters a holistic understanding of both disciplines, preparing you for the challenges of the real world.

**The courses in the Network Technician program must be taken in order.**

### PROGRAM OUTLINE

| Course Number | Course Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| NET+ | CompTIA Network+ | 20/20/0/40 |
| SEC+ | CompTIA Security+ | 20/40/0/60 |
| | Total Hours for Program Completion | 40/ 60/ 0/ 100 |

The approximate time required to complete this program is twenty-five days for day students and twenty-five nights for evening students.

### TARGETED JOB ROLES
- Network Technician
- Junior Network Administrator
- Help Desk Analyst

### COURSE DESCRIPTIONS

### SUBJECT: COMPTIA NETWORK +

### COURSE DESCRIPTION

The CompTIA Network+ course builds on your existing user-level knowledge and experience with personal computer operating systems and networks to present the fundamental skills and concepts that you will need to use on the job in any type of networking career. If your job duties include network troubleshooting, installation, or maintenance, or if you are preparing for any type of network-related career, it provides the background knowledge and skills you will require to be successful.

### COURSE OBJECTIVES

Students will learn:

3. Networking Fundamentals - Define basic networking concepts including network services, physical connections, topologies and architecture, and cloud connectivity.
4. Network Implementations - Define routing technologies and networking devices; deploy ethernet solutions and configure wireless technologies.
5. Network Operations – Summarize Monitor techniques to optimize networks to ensure business continuity.
6. Network Security - Define security concepts and network attacks to harden networks against threats.
7. Network Troubleshooting – Define Troubleshooting techniques for common cable, connectivity, and software issues related to networking.

## SUBJECT: COMPTIA SECURITY +

### COURSE DESCRIPTION

CompTIA Security+ is the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic in your organization. You can also take this course to prepare for the CompTIA Security+ certification. In this course, you will build on your knowledge of and professional experience with security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any type of computer network.

This course can benefit you in two ways. If you intend to pass the CompTIA Security+ certification, this course can be a significant part of your preparation. But certification is not the only key to professional success in the field of computer security. Today's job market demands individuals with demonstrable skills, and the information and activities in this course can help you build your computer security skill set so that you can confidently perform your duties in any security-related role.

**Prerequisite- CompTIA Network +**

### COURSE OBJECTIVES

Students will learn:

8. Define the risk of various threats to information security
9. Apply technique to detect vulnerabilities and implement security
10. Define cryptographic solutions in the organization.
11. Summarize access levels and appropriate security at an operational/organizational level
12. Outline security incidents and responses

## CERTIFIED CISCO NETWORK ADMINISTRATOR, CCNA

(80 Clock Hours, CIP 11.0901)

### PROGRAM DESCRIPTION

The Cisco® Solutions: Implementation and Administration (CCNA 200-301) course builds on your existing user-level knowledge and experience with computing and networking to provide you with the knowledge and skills expected of an entry-level network administrator. It also addresses the content described in the exam objectives for the Certified Cisco Network Administrator (CCNA® 200-301). If

you are pursuing a Cisco technical certification path, the CCNA 200.301 exam is your first step into the world of Cisco certification.

## PROGRAM OUTLINE

| Course Number | Course Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| CCNA 1 | Certified Cisco Network Administrator, CCNA Part 1 | 20/20/0/40 |
| CCNA 2 | Certified Cisco Network Administrator, CCNA Part 2 | 20/20/0/40 |
| | Total Hours for Program Completion | 40/40/0/80 |

The approximate time required to complete this program is twenty days for day students and twenty nights for evening students.

## TARGETED JOB ROLES

- Network Specialist

- Network Administrators

- Network Support Engineer

## COURSE DESCRIPTIONS

### CCNA 1 & 2: Certified Cisco Network Administrator

## COURSE DESCRIPTION

Cisco Certified Network Associate (CCNA) Routing and Switching is a certification program for entry-level network engineers that helps maximize investment in foundational networking knowledge and increase the value of an employer's network. CCNA Routing and Switching is for Network Specialists, Network Administrators, and Network Support Engineers with 1-3 years of experience. The CCNA Routing and Switching validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks.

## COURSE OBJECTIVES

In this course, you will implement and administer networks by using Cisco solutions.

You will:

- Explain basic concepts related to networking.
- Configure switching.
- Configure IP addressing.
- Configure routing.
- Configure wireless connectivity.
- Configure IP network services.
- Explain basic network security concepts and practices.
- Explain the use of automation and programmability in network management tasks.
- Troubleshoot common network issues.

## IT PROJECT MGMT PROF

(80 Clock Hours, CIP 11.1005)

### PROGRAM DESCRIPTION

This program is based on the Project Management Professional (PMP) and Service Management (ITIL) credentials. The PMP is one of the most important industry-recognized certifications for IT project managers. Globally recognized and demanded, the PMP demonstrates that students have the experience, education and competency to lead and direct projects. This recognition is seen through increased marketability to employers and higher salary; according to the PMI Project Management Salary Survey–Seventh Edition, this certification positively impacts project manager salaries.

Our PMP program has a strong IT orientation and covers a number of foundational IT management skills in addition to the core project management skills. The program introduces the principles and core elements of project management and IT service management (ITSM) based on ITIL framework, then moves into advanced project management principles including topics that prepare the student for the PMP certification.

Courses in the STPM Program must be taken in order.

### PROGRAM OUTLINE

| Course Number | Course Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| ITIL-FND | ITIL Foundations | 20/20/0/40 |
| PMP | Project Management Professional | 40/0/0/40 |
| | Total Hours for Program Completion | 60/20/0/80 |

The approximate time required to complete this program is twenty days for day students and twenty nights for evening students.

### TARGETED JOB ROLES

- Project Manager

- Business Analyst

- Service Delivery Manager

- Incident Manager

- Engagement Manager

- Client Service Manager

- Technical Support Manager

- Software Engineering Manager

- QA Analyst

## COURSE DESCRIPTIONS

## ITIL FOUNDATIONS

### COURSE DESCRIPTION

Based on the ITIL best practice service lifecycle methodology, this subject provides a practical understanding of the key concepts, principles, processes, and functions that enable successful IT Service Management (ITSM) provisioning. The course intent is to provide proven practical guidance on how to successfully introduce an integrated IT Service Management framework and how best practices can be adopted and adapted within an organization. It also prepares students for the ITIL Foundation Certification. This is for IT practitioners involved in the strategy, design, implementation and on-going delivery of business-used IT services and for anyone who requires an insight into Service Management best practices.

### COURSE OBJECTIVES

Upon completion of the 5-Day ITIL Foundations training, participants will understand:

- Key concepts of ITIL

- Important principles for improving IT operations and project success

- Vital processes and functions

- Practical guidance for applying ITIL to everyday IT project situations

- How to align with business, control costs, and improve IT service quality

- Strategies to balance IT resources

## PMP- IT PROJECT MANAGER

### COURSE DESCRIPTION

You can find PMPs leading projects in nearly every country and, unlike other certifications that focus on a particular geography or domain, the PMP® is truly global. As a PMP, you can work in virtually any industry, with any methodology and in any location. The PMP signifies that you speak and

understand the global language of project management and connects you to a community of professionals, organizations, and experts worldwide.

This course provides an intensive review of the course matter tested on the Project Management Institute's Project Management Professional (PMP) certification. This course will provide a summary review of the nine knowledge areas and five process groups covered in A Guide to the Project Management Body of Knowledge (PMBOK® Guide). Participants will improve their test-taking skills by completing sample certifications totaling 200 questions and by discussing the rationale behind both correct and incorrect answers. The program is specifically designed to maximize the probability that you will succeed in passing the PMP the first time. Each student will receive a student manual including review materials, key definitions and formulas, sample questions and answers.

**Pre-requisite- ITIL.**

## COURSE OBJECTIVES

Students will learn:
- Initiating Domains.

- Planning Domains.

- Executing Domains.

- Monitoring Domains.

- Closing Domains.

## INFORMATION SECURITY ANALYST (ISA)

(120 Clock Hours, CIP 11.1003)

## PROGRAM DESCRIPTION

Battles between corporations, governments, and countries are no longer fought using physical force. Cyber war has begun, and the consequences can be seen in everyday life.

This program is designed to help individuals get jobs as information security auditors, site administrators, computer forensics investigators.

This program will immerse the student into an interactive environment where they will be shown how to scan, test, hack and secure their own systems, emphasizing perimeter defenses, Intrusion Detection, Policy Creation, Social Engineering, DDoS Attacks, Buffer Overflows and Virus Creation. It also presents a detailed methodological approach to cyber network defense from three approaches: 1) Preventive 2) Reactive 3) Retrospective.

All courses must be completed in order to be successful in the program.

## PROGRAM OUTLINE

| | | Clock Hours |
|---|---|---|
| **Course Number** | **Course Title** | **Lecture/Lab/Ext/Total** |

| | | |
|---|---|---|
| SEC+ | CompTIA Security+ | 20/20/0/40 |
| CND | Certified Network Defender | 20/20/0/40 |
| CEH | Certified Ethical Hacker | 20/20/0/40 |
| | Total Hours for Program Completion | 60/60/0/120 |

The approximate time required to complete this program is thirty days for day students and thirty nights for evening students.

## TARGETED JOB ROLES

- Network Administrator
- Network Engineer
- Information Security Specialist
- Information Security Auditor
- Site Security Administrator

## COURSE DESCRIPTION

CompTIA Security+ is the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic in your organization. You can also take this course to prepare for the CompTIA Security+ certification. In this course, you will build on your knowledge of and professional experience with security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any type of computer network.

 This course can benefit you in two ways. If you intend to pass the CompTIA Security+ (SY0-601) certification, this course can be a significant part of your preparation. But certification is not the only key to professional success in the field of computer security. Today's job market demands individuals with demonstrable skills, and the information and activities in this course can help you build your computer security skill set so that you can confidently perform your duties in any security-related role.

## COURSE OBJECTIVES

- Define the risk of various threats to information security

- Apply technique to detect vulnerabilities and implement security

- Define cryptographic solutions in the organization.

- Summarize access levels and appropriate security at an operational/organizational level

- Outline security incidents and responses

## COURSE: CERTIFIED NETWORK DEFENDER (CND)

## COURSE DESCRIPTION

CND prepares individuals on network security technologies and operations to achieve defense-in-depth objectives.  CND is a comprehensive vendor-neutral network security certification course.  This

course will immerse you into an interactive environment where you will learn and practice security skills.

**Pre-requisite- CompTIA Security +**

## COURSE OBJECTIVES

Upon completion of this course, students will expand their Security knowledge and skill on existing topics covered in Security+ and newly introduced topics:

- Security Threats, Vulnerabilities, Attacks
- Network Security Controls
- Network Policy Design
- Physical Security
- Host, Application, Data Security
- Firewalls
- IDS
- VPN
- Wireless Security
- Network Monitoring and Analysis
- Risk and Vulnerability Management
- Data Backup and Recovery
- Network Incident Response

## CEH: CERTIFIED ETHICAL HACKER

## COURSE DESCRIPTION

The lab intensive environment gives you in-depth knowledge and practical experience with the current essential security systems. You will begin by understanding how perimeter defenses work and then be led into scanning and attacking your own networks, no real network is harmed. You will then learn how intruders escalate privileges and what steps can be taken to secure a system. You will also learn about Intrusion Detection, Policy Creation, Social Engineering, DDoS Attacks, Buffer Overflows and Virus Creation. When you leave this intensive 5-day class, you will have hands on understanding and experience in Ethical Hacking.

Pre-requisite- CND

## PERFORMANCE OBJECTIVES

Students will learn:

- Background of technology and technological operations

- Risk and system analysis

- Systems securities and vulnerabilities

- Regulations and ethics

## TARGETED JOB ROLES

- Site Administrators

- Security Auditors

- Security Professionals

## CYBER SECURITY ANALYST (CSA)

(140 Clock Hours, CIP 11.1003)

### PROGRAM DESCRIPTION

With the goal of proactively defending and continuously improving an organization's security, this course prepares students to understand the core fundamentals of cybersecurity and be able to apply this knowledge as a cybersecurity professional in various IT roles and environments.
Lessons cover cyber security fundamentals such as:

- Assessing the security posture of an enterprise environment
- Recommending and implementing appropriate security solutions
- Monitoring and securing hybrid environments, including cloud, mobile, and IoT
- How to plan and scope a penetration testing engagement
- Understanding the legal and compliance requirements
- Analyzing and interpreting data
- How to recognize and address network vulnerabilities

This is equivalent to two years of hands-on experience working in a security/systems analyst job role.

**Prerequisites:**
- Fundamental understanding of computer and networking concepts as demonstrated through work experience OR CompTIA Network+ certification on file.
- Six to nine months of Help Desk or Computer User Support experience is recommended.

### PROGRAM OUTLINE

| Course Number | Course Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| SEC+ | CompTIA Security+ | 20/40/0/60 |
| PENT+ | CompTIA PenTest+ | 20/20/0/40 |
| CYSA+ | CompTIA CySA+ | 20/20/0/40 |
| | Total Hours for Program Completion | 60/ 80/ 0/ 140 |

The approximate time required to complete this program is thirty-five days for day students and thirty-five nights for evening students.

### TARGETED JOB ROLES
- SOC Analyst

- Penetration Tester

- Information Security Analyst

- Cyber Security Risk Analyst

- Threat Analyst

- Incident Response Analyst

- Information Assurance Analyst

## COURSE DESCRIPTIONS

### SUBJECT: COMPTIA SECURITY +

### COURSE DESCRIPTION

This course prepares students to understand the core fundamentals of cybersecurity and be able to apply this knowledge as a cybersecurity professional in various IT roles and environments.

Lessons cover security fundamentals such as Network security architecture concepts - CIA triad, defense in depth; Network monitoring - IoC, Pen testing concepts, ports, and protocols; Types of attacks - network, application, social engineering, malware and types of attackers; Security controls - physical, hardware, authentication, PKI, access and administrative, Encryption - algorithms, use of, protecting data; Risk - types, vulnerabilities, assessments, preparedness, response; Wireless - standards, encryption, and authentication, technologies, infrastructure, and types of attacks; and Mobile - types of devices, deployment models, monitoring, and defense against attacks.

### COURSE OBJECTIVES

By the end of the course, students will be able to:

- Identify the fundamental components of information security.
- Analyze risk.
- Identify various threats to information security.
- Conduct security assessments to detect vulnerabilities.
- Implement security for hosts and software.
- Implement security for networks.
- Manage identity and access.
- Implement cryptographic solutions in the organization.
- Implement security at the operational level.
- Address security incidents.
- Ensure the continuity of business operations in the event of an incident.

### SUBJECT: COMPTIA PENTEST +

### COURSE DESCRIPTION

With the goal of proactively defending and continuously improving an organization's security, this course prepares students to understand the core fundamentals of cybersecurity and be able to apply this knowledge as a cybersecurity professional in various IT roles and environments.

**Pre-requisite- CompTIA Security +**

## COURSE OBJECTIVES

By the end of this course, students will be able to:

- Summarize penetration testing Planning and Scoping to formally define testing strategy, scope, constraints, and restraints.
- Describe how to conduct passive and active reconnaissance to identify network vulnerabilities and high-priority targets on the client's network.
- Identify how to exploit network, application, and cloud-based vulnerabilities.
- Explain specialized vulnerabilities and exploits for IoT devices and ICS systems, as well as physical penetration testing concepts and social engineering attacks.
- Explain how to apply penetration testing technical tools in inappropriate use cases.
- Describe how to write and deliver a formal penetration testing report to the client.
- Explain how scripting assists the penetration testing team in writing exploits, delivering payloads, and assessing client automation and orchestration processes, including being familiar with the basic syntax of several scripting languages.

## SUBJECT: COMPTIA CYSA +

## COURSE DESCRIPTION

With the ultimate goal of proactively defending and continuously improving an organization's security, this course prepares students to analyze and interpret data, recognize and address network vulnerabilities, and respond to incidents effectively.

**Pre-requisite- CompTIA PenTest +**

## COURSE OBJECTIVES

By the end of this course, students will be able to:

- Explain and understand Security Architecture.
- Understand Threat Hunting and Process Improvement.
- Conduct and explain vulnerability scanning.
- Find and identify malicious activity.
- Discover attacks, propose vulnerability mitigation, and manage risk.
- Be familiar with cyber incident response procedures.
- Discuss cyber defense reporting and communication.

## CISSP- CERTIFIED INFORMATION SYSTEMS SECURITY PROFESSIONAL

(40 Clock Hours, CIP 11.1003)

## PROGRAM DESCRIPTION

Welcome to Certified Information Systems Security Professional (CISSP). With your completion of the prerequisites and necessary years of experience, you are firmly grounded in the knowledge requirements of today's security professional. This course will expand upon your knowledge by addressing the essential elements of the eight domains that comprise a Common Body of Knowledge

(CBK)® for information systems security professionals. The course offers a job-related approach to the security process, while providing a framework to prepare for CISSP certification.

CISSP is the premier certification for today's information systems security professional. It remains the premier certification because the sponsoring organization, the International Information Systems Security Certification Consortium, Inc. (ISC)2 ®, regularly updates the test by using course matter experts (SMEs) to make sure the material and the questions are relevant in today's security environment. By defining eight security domains that comprise a CBK, industry standards for the information systems security professional have been established. The skills and knowledge you gain in this course will help you master the eight CISSP domains and ensure your credibility and success within the information systems security field.

## PROGRAM OUTLINE

| Subject Number | Subject Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| CISSP | Certified Information Systems Security Professional | 20/20/0/40 |
| | Total Hours for Program Completion | 20/20/0/40 |

The approximate time required to complete this program is two weeks for both day and evening students.

## PERFORMANCE OBJECTIVES

Students will learn:

- Analyze components of the Security and Risk Management domain.

- Analyze components of the Asset Security domain.

- Analyze components of the Security Engineering domain.

- Analyze components of the Communications and Network Security domain.

- Analyze components of the Identity and Access Management domain.

- Analyze components of the Security Assessment and Testing domain.

- Analyze components of the Security Operations domain.

- Analyze components of the Software Development Security domain.

## TARGETED JOB ROLES

- Security Auditors or Specialists

- Risk Management Professionals

- Network Administrators

- Network Engineers

## ITIL FOUNDATIONS

(40 Clock Hours, CIP 11.1005)

### PROGRAM DESCRIPTION

This course will prepare you for the ITIL Foundation certification, introducing you to basic concepts used in IT service management. In this course, you will acquire the essential skills and information necessary to lead and manage an IT business service through every stage of its lifecycle.

Implementing and supporting IT services in the workplace can often be a daunting task since all organizations differ in keyways. Whether it's upgrading from one service to another, improving an existing service, or designing a service from scratch, business-focused leadership and management are crucial elements of services that your customers will perceive as valuable. The course will prepare you for the ITIL Foundation cert, introducing you to basic concepts used in IT service management.

### COURSE OBJECTIVES

- Describe the history and basic concepts of ITIL.

- Describe Service Strategy in the IT Service Lifecycle.

- Describe Service Design in the IT Service Lifecycle.

- Describe Service Transition in the IT Service Lifecycle.

- Describe Service Operation in the IT Service Lifecycle.

- Describe the various functions of Service Operation Lifecycle in the IT Service Lifecycle.

- Describe Continual Service Improvement in the IT Service Lifecycle.

### • PROGRAM OUTLINE

| Subject Number | Subject Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| ITL-FND | ITIL Foundation | 20/20/0/40 |
| | Total Hours for Program Completion | 20/20/0/40 |

The approximate time required to complete this program is two weeks for both day and evening students.

### TARGETED JOB ROLES

- IT Professionals with an interest in Service Management

## IT PROJECT MANAGER (PMP)

(40 Clock Hours, CIP 11.1003)

### PROGRAM DESCRIPTION

You can find PMPs leading projects in nearly every country and, unlike other certifications that focus on a particular geography or domain, the PMP® is truly global. As a PMP, you can work in virtually any industry, with any methodology and in any location. The PMP signifies that you speak and understand the global language of project management and connects you to a community of professionals, organizations and experts worldwide.

This course provides an intensive review of the course matter tested on the Project Management Institute's Project Management Professional (PMP) certification. This course will provide a summary review of the nine knowledge areas and five process groups covered in A Guide to the Project Management Body of Knowledge (PMBOK® Guide). Participants will improve their test-taking skills by completing sample certifications totaling 200 questions and by discussing the rationale behind both correct and incorrect answers. The program is specifically designed to maximize the probability that you will succeed in passing the PMP the first time. Each student will receive a student manual including review materials, key definitions and formulas, sample questions and answers.

## COURSE OBJECTIVES

Students will learn:
- Initiating Domains.

- Planning Domains.

- Executing Domains.

- Monitoring Domains.

- Closing Domains.

## PROGRAM OUTLINE

| Subject Number | Subject Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| PMP | Project Management Professional | 20/20/0/40 |
| | Total Hours for Program Completion | 20/20/0/40 |

The approximate time required to complete this program is two weeks for both day and evening students.

## TARGETED JOB ROLES
- Project Managers

## COMPTIA SECURITY +

(40 Clock Hours, CIP 11.1003)

## PROGRAM DESCRIPTION

*CompTIA® Security+®* is the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic in your organization. You can also take this course to prepare for the CompTIA Security+ certification. In this course, you will build on your knowledge of and professional experience with security fundamentals, networks, and organizational security as you

acquire the specific skills required to implement basic security services on any type of computer network.

This course can benefit you in two ways. If you intend to pass the CompTIA Security+ (SY0-601) certification, this course can be a significant part of your preparation. But certification is not the only key to professional success in the field of computer security. Today's job market demands individuals with demonstrable skills, and the information and activities in this course can help you build your computer security skill set so that you can confidently perform your duties in any security-related role.

## COURSE OBJECTIVES

Students will learn:
- Define the risk of various threats to information security

- Apply technique to detect vulnerabilities and implement security

- Define cryptographic solutions in the organization.

- Summarize access levels and appropriate security at an operational/organizational level

- Outline security incidents and responses

## PROGRAM OUTLINE

| Subject Number | Subject Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| SEC + | CompTIA Security + | 20/20/0/40 |
|  | Total Hours for Program Completion | 20/20/0/40 |

The approximate time required to complete this program is two weeks for both day and evening students.

## TARGETED JOB ROLES
- IT Security Professionals

## COMPTIA NETWORK +

(40 Clock Hours, CIP 11.1001)

## PROGRAM DESCRIPTION

The CompTIA Network+ course builds on your existing user-level knowledge and experience with personal computer operating systems and networks to present the fundamental skills and concepts that you will need to use on the job in any type of networking career. If you are pursuing a CompTIA technical certification path, the CompTIA A+ certification is an excellent first step to take before preparing for the CompTIA Network+ certification.

 Also, if your job duties include network troubleshooting, installation, or maintenance, or if you are preparing for any type of network-related career, it provides the background knowledge and skills you will require to be successful.

## COURSE OBJECTIVES

Students will learn:
- Networking Fundamentals - Define basic networking concepts including network services, physical connections, topologies and architecture, and cloud connectivity.

- Network Implementations - Define routing technologies and networking devices; deploy ethernet solutions and configure wireless technologies.

- Network Operations – Summarize Monitor techniques to optimize networks to ensure business continuity.

- Network Security - Define security concepts and network attacks to harden networks against threats.

- Network Troubleshooting – Define Troubleshooting techniques for common cable, connectivity, and software issues related to networking.

- ## PROGRAM OUTLINE

| Subject Number | Subject Title | Clock Hours Lecture/Lab/Ext/Total |
|---|---|---|
| NET + | CompTIA Network + | 20/20/0/40 |
| | Total Hours for Program Completion | 20/20/0/40 |

The approximate time required to complete this program is two weeks for both day and evening students.

## TARGETED JOB ROLES
- Entry-level IT Professional

## ADDENDUM A- ADDITIONAL INSTRUCTORS

| Greg | Gardner | CompTIA A+ Core 1; CompTIA A+ Core 2; CompTIA Network+; CompTIA Security+; EC-Council Certified Ethical Hacker; EC-Council Certified Network Defender |
|---|---|---|
| Joseph | Hornsey | CompTIA A+ Core 1; CompTIA A+ Core 2; CompTIA Network+; CompTIA Security+ |
| Eric | Pocatko | ITIL Foundation; CompTIA A+ Core 1; CompTIA A+ Core 2; CompTIA Network+; CompTIA Security+ |

| Victor | Treat | ITIL Foundation; CompTIA A+ Core 1; CompTIA A+ Core 2; CompTIA Network+; CompTIA Security+ |
|--------|-------|--------------------------------------------------|
| John | Woods | ITIL Foundation |
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