USA EXPEDITION INC.
TRAINING INDUSTRY STANDARDS
22736 Vanowen Street Suite 105 West Hills, CA 91307
Ph. (818) 999 -1414 * www.usaexpedition.net

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SCHOOL CATALOG
January 01, 2023– December 31, 2023

This catalog is available at the school and can be mailed to student upon request.
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SCHOOL CATALOG

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As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the **Bureau for Private Postsecondary Education** at:

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The school catalog is revised annually and or as-needed basis.

DIRECTOR'S LETTER

Education is inseparable collateral to a better livelihood and status in every society. The pattern of learning process has advanced and matured over centuries of weathering proceeds with trial and error, provisioning us today with the charter of scientific resources just a snap of a finger away. This advancement in education and technology may have been unconceivable and labeled as an act of wizardry even just a few centuries ago. From a child to becoming a parent and then as a parent catering for a child the process evolves around and towards advancements in education. In the present times we are blessed with easy access to toy like tools offering advanced learning for higher education from as cozy and economic environment as home to an institutional classroom methodology. Having a bountiful choice to choose from in today's world the learning needs are catered with interesting styles and multimedia approaches topping with hands on approach. What however leads the success corridor is the personal conviction in league with the academic following. All institutions may not offer the same style of preaching, but the final philosophy embedded within the institutional spirit is targeted at the same outcome of success. The technological tools in our lives today offer every reason to step forward with better education and to go and get all that is out there for the taking with brighter and lucrative career holdings. If you seek education and be good at what you learn then there is every guarantee that you will lead and set successful career paths for many others to follow. I urge every individual to be wise and go get career education without delay, as it's never too late in time or age to promptly reach out for a rewarding career advantage and lifestyle. USA Expedition offers institutional standards and welcomes you with warmth, fullest support, and meaningful guidance in making your dream come true and dreams do often come true if goals are steadily pursued with firm belief.

I wish all the participants seeking their aspirations in the learning venture a praiseworthy success and enduring happiness.

Raji Rab
Principal Director Standards
USA Expedition Inc.

MISSION & OBJECTIVES

USA Expedition Inc. is centrally located in West Hills, California. We are an approved and authorized testing center providing examination services to a large number of professional certifications and qualifications. We have also the honor of extending technical services to a limited number of candidates by means of hands-on training for various computer industry related programs and have received well versed, well deserved praise every time. We don't offer any promises, but our genuine efforts have proved extremely productive, and our trainees have been very successful in finding satisfactory career positions. Our endeavor has successfully been to maintain the merits of the existing industry standards. User-friendly methods are applied in producing a plausible set of skilled hands offering a real-world concept of career based comprehensive services and much more. We cater from the very beginners to the satisfaction of seasoned and matured professionals alike. Our mission objective is to make things happen with enormous patience to the cause of excellence in transferring technical expertise to the seeking community. The *PURPOSE* of this institution is to operate on the fundamentals of real time training to set the trainees on the path of self-reliance to enable trainees prove their skills in the real world. With reference to *TYPE OF EDUCATION*, a variety of training is available. At course completion candidates here must prove competency and self-reliance with impressive project presentations to an in house or an invited audience. We are proud to have trainees having started own business, become consultants, or have jobs and continue to appreciate and respect our training standards. The TARGET POPULATION includes but is not limited. The candidates from near and far have successfully completing their training programs meeting 100% attendance criteria. The limited OUTCOME OF GRADUATES is respectful due to the word of mouth and referrals that are accepted here at our popular hands-on training programs. The OCCUPATION STUDENT TRAINED for depends upon areas of a candidate's interest. Basic office applications require basic computer know how; advanced administrative applications require advanced computer know how. Computer skilled hands are always needed in every market, but it always depends on how good you can be at your skills and all programs are offered here with maximum enthusiasm. Continued happy letters is the Hallmark of our Merits, Training Standards with accomplishment of our mission objectives and philosophy.

TRAINING PROGRAM HOURS, OBJECTIVES & JOB TITLE

PROGRAMS	WEEKS	CLOCK HOURS	OBJECTIVE / JOB TITLE
OFFICE SPECIALIST	12	144	Office Management / Office Administrator
USER FRIENDLY OFFICE & INTERNET	12	144	Computer Literacy / Help Desk
COMPUTER REPAIR & TECH SUPPORT	12	144	Tech Support / Technician
MICROSOFT SERVER TRAINING	12	144	Network Administration / *IT Manager*
CISCO ROUTERS & SWITCHES	12	144	Mastering Routing & Switching / Cisco Networking Professional
CISCO SECURITY PROFESSIONAL	12	144	Mastering Cisco Security / Cisco Security Professional
WEB & GRAPHIC DESIGN	12	144	Mastering Web & Graphic / Web & Graphic Designer
QUICKBOOKS TRAINING	12	144	Mastering QuickBooks / Bookkeeping Specialist
CTT +	12	144	Mastering Instructional Skills / Manager – Trainer
MEDICAL BILLING & CODING	12	144	Mastering Medical Billing & Coding / Medical Billing & Coding Specialist
PROJECT MANAGEMENT	12	144	Mastering Project Management / Project Manager

USER FRIENDLY OFFICE & INTERNET

Program Description

This customized computer user-friendly training program is specifically designed with accelerated pace keeping the candidates engrossed in the multipurpose engagement with most intriguing hands-on learning.The shortcuts with the tricks of the trade are molded into simple terminologies with laymen explanations for easy adoption in this program.The necessary successful completion of this program allows easy employment in all opening level jobs such as administrative, secretarial, sales, marketing, and other Internet related jobs. Self-employment is also a ready option with the Internet as the world market and e-bay an easy store option with a great potential in growth.

There are limitless options and no boundaries as to what one can do. This program puts you on your feet for further development in areas of work or business interests.Students after this program may follow through with choices of QuickBooks or Computer Repair& Tech support and other training programs for career enhancement. We look forward to see candidates start from this program from scratch and later wish to follow through with other advance training programs to pursue necessary career aspirations.

Program Objective

1. **Computer Skills** – upon successful completion ofthis program, students will be able to identify the components and function of system hardware and application software used in a computer system. Identify the desktop user interface, learn how to use the Mouse, use of System Icons, Status Bar, Using Menu and properties, installing programs, running Applications, Viewing of Files & Folders, Creating and Renaming of files and folders, basic use of Control panel settings.
2. **Word processingSkills** - upon successful completion of this program, students will be able to identify the function of Word Menu & toolbars, to create a new word document, formatting text, Editing by using the cut, copy & paste menu bars, opening & saving word document, Create Tables, Columns, Mailing labels, clipart & word art, use of Fax wizard, Calendar and Printing ofdocuments
3. **PowerPoint Skills** - upon successful completion of this program, students will be able to identify the function of PowerPoint Menu& toolbars. Create, edit, save, and print slide presentations, Create slide presentations that include text, graphics, animation, and transitions. Use design layouts, templates, Slide sorter and Slide Shows for presentations.
4. **Essential Spread Sheet Skills -** upon successful completion of this program, students will be able to identify the function of Excel Menu, toolbars, create, edit, format, save and print workbook and worksheets. Add, remove columns & rows, learn how to use basic excel formulas, create charts and use the Excel spreadsheet solutions or templates.

5. **Internet, Email & Digital Photography Skills -** upon successful completion of this program, students will have complete understanding of what the Internet is, its purpose and function for users, different types of web browsers, used of various common online tools. Students will be able to setup email accounts online, send, receive, delete, attached files and organize emails. Students will be able to capture, edit, and manage digital images.

USER FRIENDLY OFFICE & INTERNET
144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module 1: Computer Skills	8	8	16
Module 2: MS – Word	14	14	28
Module 3: MS – PowerPoint	8	8	16
Module 4: MS – Excel	14	14	28
Module 5: Surfing the Internet	12	12	24
Module 6: Communicating with E – Mail	10	10	20
Module 7: Digital Photography	6	6	12
TOTALS	**72**	**72**	**144**

PROGRAM: <u>USER FRIENDLY OFFICE & INTERNET</u>

Module 1: COMPUTER SKILLS

- PC Start up
- Parts of PC
- Using the mouse
- Using the keyboard
- Monitor
- Software
- Exploring the windows desktop
- Folders / files
- Desktop settings
- Control panel
- Hands-on Labs

Module 2: MS-WORD

- Starting Word
- Word toolbars
- Creating document
- Formatting text
- Using cut, copy &paste
- Opening & saving doc.
- Tables
- Columns
- Mailing labels
- Inserting clipart & word art
- Fax wizard
- Calendar
- Printing document
- Hands-on Labs

Module 3: MS-POWERPOINT

- Starting PowerPoint
- Toolbars
- Slides layout
- Creating a presentation
- Adding text / animation
- Design templates
- Slide sorter
- Slide show
- Hands-on Labs

Module 4: MS – EXCEL

- Starting Excel
- Excel screen
- Toolbars
- Workbook /worksheets
- Columns / rows
- Entering text to a cell
- Formatting fonts
- Adding comments
- Auto series
- Using excel formula
- Creating charts
- Viewing
- Printing
- Excel's spreadsheet solutions
- Hands-on Labs

Module 5: SURFING THE INTERNET

- Internet Overview
- How to pick up an ISP
- Selecting connections / prices
- Web browser
- Internet explorer
- Navigate web sites
- Downloading files
- Saving files
- Shop on the web
- Using e-bay
- Maps
- Hands-on Labs

Module 6: COMMUNICATING WITH E-MAIL

- Setting up E-Mail Accts.
- Opening mail from Internet
- Outlook Express
- Sending / receiving e-mails
- Replying to E-mails
- E-mail attachment
- Address book
- Organizing E-mail message
- Hands-on Labs

Module 7: DIGITAL PHOTOGRAPHY

- Bring Digital photos into PC
- Store & organize photos
- Saving pictures into folder
- Hands-on Labs

OFFICE SPECIALIST

Program Description

The Office Specialist training is the globally recognized standard for validating expertise with the Microsoft Office suite of business productivity programs. Learn more about the benefits Office Specialist provides to individuals, businesses, academic institutions, staffing agencies, information technology (IT) training centers, and government organizations.

Earning Office Specialist training acknowledges you have the expertise to work with Microsoft Office programs. Office Specialist-qualified individuals report increased competence and productivity with Microsoft Office programs as well as increased credibility with their employers, co-workers, and clients. Office Specialist sets you apart in today's competitive job market, bringing employment opportunities, greater earning potential and career advancement, in addition to increased job satisfaction.

ProgramObjective

This program is designed to train students how to use the integrated tools in Microsoft Office and get them up to date with advanced techniques in Office for completing everyday tasks. Students will learn how to navigate the Microsoft Office command structure using the Ribbon, Quick Access Toolbar, Minimum Toolbar and Shortcut Menus. Become proficient in the skills and concepts of Microsoft Word, including working with text, tables, paragraphs, and graphics. Learn how to use Microsoft Excel to produce spreadsheets that incorporate functions, cell formatting, charts, and templates. Use Microsoft PowerPoint to create compelling presentations featuring text, tables, clip art, charts, and animations. Use Microsoft Outlook to send e-mail messages and create events and tasks. After successful completion of the program, students will be competent users of the Microsoft Office Word, Excel, PowerPoint and Outlook Program.

OFFICE SPECIALIST

144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module A: Getting Started / PC Essentials	9	9	18
Module B: Editing Text & Printing	9	9	18
Module C: Text & Documents Format	9	9	18
Module D: MS – Word	9	9	18
Module E: MS – Excel	9	9	18
Module F: MS – Outlook	9	9	18
Module G: MS – PowerPoint	9	9	18
Module H: General Review	9	9	18
TOTALS	**72**	**72**	**144**

PROGRAM: <u>OFFICE SPECIALIST</u>

MODULE A: GETTING STARTED/PC ESSENTIALS

- Features of Office Programs
- Getting Around in Office Programs
- Installing & Uninstalling Office
- Creating and Storing Files
- Opening, Locating, and Managing Files
- Saving and Closing Files
- Hands on Labs

MODULE B: EDITING TEXT & PRINTING

- Editing Text in Word
- Editing Text in Excel
- Editing Text in PowerPoint
- Advanced Text Techniques
- Printing in Word, Excel, and PowerPoint
- Hands on Labs

MODULE C: TEXT & DOCUMENTS FORMAT

- Formatting Characters
- Formatting Paragraphs
- Formatting Lines
- Creating Headers and Footers
- Editing Pages
- Special Formatting Using Word, Excel & PowerPoint
- Hands on Labs

MODULE D: MS WORD

- Getting Around in Word
- Familiarizing with Word Menu / Tools
- Editing Features
- Formatting Text
- Tables
- Creating Columns
- Printing Documents
- Hands on Labs

MODULE E: MS EXCEL

- Creating a Basic Worksheet
- Getting Around in Excel
- Formatting the Worksheet
- Entering Data
- Editing Data
- Finding, Replacing, and Filling Data
- Formulas
- Hands on Labs

MODULE F: MS POWERPOINT

- PowerPoint Overview
- Creating Presentations
- Managing Slides
- Applying Design Template
- Managing Outlines
- Managing Slide Text
- Adding Clip Art and Pictures
- Adding Tables
- Presenting the Show
- Hands on Labs

MODULE G: MS OUTLOOK

- Introduction to Outlook
- Outlook Toolbar
- Compose & Send New Email
- Using Cc& Bcc
- Reading Emails
- Deleting Emails
- Email attachment
- Managing Email Contacts
- Hands on Labs

F. GENERAL REVIEW

- Word
- Excel
- PowerPoint
- Outlook

COMPUTER REPAIR - TECH SUPPORT

Program Description

This training program is designed to train candidates to acquire hands on skills to offer technical support to the computer intensive environment.Gaining training expertise from this program will help the students gain recognition as a service technician with proven skills. These skills can assist you in securing new career, consulting, or opening a new business or a more satisfying and challenging job assignment, earning a promotion, or acquiring a raise. With the high demand for tech sector, the time to get this fundamental expertise was never as good as now.For employers, looking for a computer help technician these skills can serve as a guarantee that the individual has gained the necessary competency in certain job-related skills.

The training and qualification assure that the chosen person with these skills will be a productive member of the organization from day one, without months in training.This training qualifies students to be better skilled computer repair technician and a much better paid computer technician. The training establishes competency standards with respect to all the fundamental familiarities required by the industry standards relating to hardware as well as software technicalities.

The above training program is the best qualification to base all other additional computer skills and higher training upon as it serves as a solid foundation to develop and build a tall career upon.

Program Objective

Computer Repair & Tech Support training program is intended to teach students how to fix and maintain personal computers, laptops, and other computer-related hardware and software. After successful completion of the course, students will be competent in disassembling and assembling PC components. Properly and safely diagnose, resolve, and document common hardware and software issues. Install, configure, and maintain PCs, mobile devices, and software for end users.Understand the basics of networking and security configuration. Apply troubleshooting skills, mitigate threats,and provide appropriate customer support.

COMPUTER REPAIR & TECH SUPPORT

144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module A: The Key Components of PC	4	4	8
Module B: System Board Components	4	4	8
Module C: Processor & System Memory	4	4	8
Module D: Expansion Bus & Expansion Cards	4	4	8
Module E: I/O Ports / System Resources	4	4	8
Module F: Types of Data Storage Devices	4	4	8
Module G: Types of Printers	4	4	8
Module H: Troubleshooting, Assembling, Dis-assembling PC	4	4	8
Module I: Networking Essentials	4	4	8
Module J: Software Overview	4	4	8
Module K: DOS File Management / Commands	4	4	8
Module L: Windows Operating System Overview	4	4	8
Module M: Windows Computer Management & Tools	4	4	8
Module N: Windows Registry	4	4	8
Module O: Partitioning / Formatting HDD	4	4	8
Module P: Installing Windows OS	4	4	8
Module Q: System Files	4	4	8
Module R: Troubleshooting Windows OS	4	4	8
TOTALS	**72**	**72**	**144**

PROGRAM:
COMPUTER REPAIR&TECH SUPPORT

Module A: The Key Components of PC:

- Hardware Overview
- System Board Form Factor
- Central Processing Unit
- Input & Output System
- Memory Modules
- PC Tower Form Factor
- Disassembling/Assembling PC
- EMI
- Hands on Labs

Module B: System Board Components

- Make & Model
- Features of Motherboard
- Clock Speed , Traces
- Firmware Chipsets On Board , BIOS
- Bios Error Codes
- CMOS Battery&TPM
- Front Panel Switch
- Installing the Motherboard
- Hands on Labs

Module C: Processor & System Memory

- Function of Processors
- Clock Speed
- Heatsink / Fan / Thermal Paste
- CPU Cache / Pipelining
- Installing the CPU / Troubleshooting
- Types of Memory (RAM v. ROM)
- Access Speed
- Storage Capacity
- Memory Modules
- Memory Socket / Memory Banking
- Installing RAM modules
- Hands on Labs

Module D: Expansion Bus & Expansion Cards

- Types of Expansion Bus
- Features & Speed
- Types of Expansion Cards
- Types of Ports & Connectors

Module E: I/OPorts & System Resources

- Mouse / Keyboard
- Serial
- Parallel
- USB & Features
- Firewire (IEEE 1394)
- HDMI
- Audio
- IRQ'S
- I/O ADDRESS
- DMA
- Hands on Labs

Module F: Types of Data Storage Devices

- IDE /EIDE /PATA
- SCSI
- SATA DRIVES
- SOLID STATE DRIVES (SSD)
- Features
- Proper Orientation And Configuration
- RAID Systems
- Hands on Labs

Module G: Types of Printers

- Dot Matrix
- Inkjet
- Laser Printer
- Features
- Printer Components
- Hands on Labs

Module H: Troubleshooting/ Assembling, Disassembling PC

- PC Diagnostics
- System Errors
- Electro Static Discharge / Safety
- Troubleshooting / Safe mode
- Hands on Labs

Module I: Networking Essentials

- Network topologies
- Types of Networking Cables / Connectors
- LAN vs. WAN
- Wireless Technology

- Fundamentals of IP Addressing (IPV4 v. IPV6)
- Network Protocols
- Cloud Computing & Remote Access
- Hands on Labs

Module J: Software Overview

- Software Technologies
- Systems Software
- Application
- Features of Software
- Hands on Labs

Module K: MS DOS File Management / Commands

- Features of DOS
- DOS Command line Console
- Essential DOS Commands
- Directories / Subdirectories
- Managing Files in DOS
- Hands on Labs

Module L: Windows Operating System Overview

- Features of Windows OS
- System Requirements
- Windows File Systems (FAT v. NTFS)
- Windows default Settings
- Windows desktop icons / folders
- Hands on Labs

Module M: Windows Computer Management & Tools

- Computer Management
- System Tools
- Task Scheduler
- Event Viewer
- Performance Monitor
- Services
- Signature Verification Tool
- Virtual Memory / Cache
- Driver Signing
- Task Manager
- Control Panel
- Firewall
- Hands on Labs

M

Module N: Windows Registry

- Overview of Windows Registry
- Accessing the Registry
- Registry Components
- Registry Tools
- Backing up the Registry
- Hands on Labs

Module O: Partitioning / Formatting HDD

- Disk Management
- Drive Partitioning / Formatting
- Changing Drive Letter
- Hard Drive Maintenance Tools
- Hands on Labs

Module P: Installing Windows Operating System

- System Requirements
- Windows Operating System Installation
- Device Drivers
- System Update
- Hands on Labs

Module Q: System Files

- Windows System Files Overview
- MSConfig Utility
- Boot.ini
- MS DOS.sys
- Autoexec.bat
- BSOD
- Hands on Labs

Module R: Troubleshooting Windows OS

- Windows Safe Mode
- Windows Security Updates
- Last Known Good Config
- Computer Virus & Malware
- Troubleshooting Methodology
- Hands on Labs

Microsoft Server Training

Program Description

Career Opportunities earning a Microsoft certification verifies the expertise in working with Microsoft products and technologies. A Microsoft certification shows that one is a technical leader with the ability to successfully implement Microsoft business solutions for an organization or client with the validation of Knowledge and Skills. The information technology IT industry, employers, clients, and peers will recognize the Microsoft credential as a validation of the knowledge and skills gained through expertise earned.

Microsoft Server training program is qualified to effectively plan, implement, maintain, and support information systems with the Microsoft Windows operating system and the Microsoft exchange server software.Microsoft Windows server credential is appropriate for IT professionals working in the typically complex computing environment of medium-to-large organizations. More specifically, Microsoft server certification is appropriate for Systems Engineers, Technical Support engineers, Systems analysts, Network analysts, Technical consultants.

In more basic terms, the expertise supports business requirements to design and implement an infrastructure solution based on the Windows platform and Microsoft Servers software in use throughout the corporate world.

Program Objective

Theobjective of this training program is to strengthen the students understanding of windows network, management, storage, domain setup and configuration and give the student necessary knowledge to advance their career. After successful completion of this training program students will be able to install, setup, configure and maintain the current Windows Server operating system, setup, configure and administration of a client server network services built in windows server operating system. The student will learn the fundamental networking skills required to deploy and support Windows Server in most organizations.This Windows Server training will allow students to describe Domain Services Active Directory, manage objects Active Directory domains, Implement TCP/IP v4, Implement DHCP, DNS, WINS, RAS VPN, IPv6, file and print services and secure windows servers and domain using group policies.

MICROSOFT SERVER TRAINING

144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module A: Networking Fundamentals	5	5	10
Module B: Installing, Configuring & Administering Microsoft Windows OS Client	10	10	20
Module C: Installing, Configuring & Administering Microsoft Windows OS Server	10	10	20
Module D: Implementing & Administering Microsoft Server Network Infrastructure	15	15	30
Module E: Implementing &Administering Microsoft Server Directory Services	10	10	20
Module F: Designing a Microsoft Windows Directory Services Infrastructure Business Requirements	10	10	20
Module G: Designing Security for Windows Server Network Infrastructure	12	12	24
TOTALS	72	72	144

PROGRAM:
<u>**MICROSOFT SERVER TRAINING**</u>

Module A: Networking Fundamentals

- Introduction to networking
- Introduction to network components
- Types of networks
- Communication on the network
- Network topologies
- Operating systems
- Network protocols
- Network cables
- Server types
- Network printing
- Network applications
- Network administration
- Network performance and troubleshooting
- Hands on Labs

Module B: Installing, Configuring and Administering Microsoft Windows OS Client

- Installing Windows OS Server
- Implementing and Conducting Administration of Resources
- Implementing, Managing, and Troubleshooting Hardware Devices and Drivers
- Monitoring and Optimizing System Performance and Reliability
- Configuring and Troubleshooting the Desktop Environment
- Implementing, Managing, and Troubleshooting Network Protocols and Services
- Implementing, Monitoring, and Troubleshooting Security
- Hands on Labs

Module C: Installing, Configuring and Administering Microsoft Windows OS Server

- Introduction to Windows OS Server
- Installing Windows OS Server

- Starting Windows OS Server
- Configuration Guide for Windows OS Server
- Windows Server Services
- Introduction to Active Directory & Domain Network Infrastructure
- NTFS Permissions
- File and Folder Attributes
- Kerberos Security
- Adding clients to Windows Server networks
- User Management in Windows OS
- File management in Windows OS
- Sharing and publishing resources
- Permissions and rights
- Windows Server printing
- Disk Quotas in Windows OS Server Servers
- Disk Defragmenter in Windows OS Server Servers
- Scheduling Tasks
- Troubleshooting Windows OS Server
- Hands on Labs

Module D: Implementing and Administering Microsoft Windows Server Network Infrastructure

- Installing, Configuring, Managing, Monitoring, and Troubleshooting DNS in a Windows OS Server Network Infrastructure
- Installing, Configuring, Managing, Monitoring, and Troubleshooting DHCP in a Windows Server Network Infrastructure
- Configuring, Managing, Monitoring, and Troubleshooting Remote Access in Windows Server Network Infrastructure
- Installing, Configuring, Managing, Monitoring, and Troubleshooting Network Protocols in a Windows OS Server Network Infrastructure
- Installing, Configuring, Managing, Monitoring, and Troubleshooting WINS in a Windows OS Server Network Infrastructure

- Installing, Configuring, Managing, Monitoring, and Troubleshooting IP Routing in a Windows OS Server Network Infrastructure
- Installing, Configuring, and Troubleshooting Network Address Translation (NAT)
- Installing, Configuring, Managing, Monitoring, and Troubleshooting Certificate Services
- Hands on Labs

Module E: Implementing and Administering aMicrosoft Windows Server Directory Services Infrastructure

- Installing, Configuring, and Troubleshooting Active Directory
- Installing, Configuring, Managing, Monitoring, and Troubleshooting DNS for Active Directory
- Installing, Configuring, Managing, Monitoring, Optimizing, and Troubleshooting Change and Configuration Management
- Managing, Monitoring, and Optimizing the Components of Active Directory
- Configuring, Managing, Monitoring, and Troubleshooting Active Directory Security Solutions
- Hands on Labs

Module F: Designing a Microsoft Windows OS Server Directory Services Infrastructure Analyzing Business Requirements

- Analyzing Technical Requirements
- Designing a Directory Service Architecture
- Designing Service Locations
- Hands on Labs

Module G: Designing Security for Windows Server Network Infrastructure

- Analyzing Business Requirements
- Analyzing Technical Requirements
- Analyzing Security Requirements
- Designing a Windows OS Server Security Solution
- Designing a Security Solution for Access Between Networks
- Designing Security for Communication Channels
- Design and implementation strategy for dialup remote access
- Design a virtual private network
- Design a remote access solution that uses Routing and Remote Access
- Integrate authentication with Remote Authentication Dial-In User Services
- Designing Remote Access
- Designing a VPN
- Designing RRAS
- Demand-Dial Routing
- Designing a Demand-Dial Routing Strategy
- Exercises that allow users to practice the application
- Hands on Labs

CISCO ROUTERS AND SWITCHES

Program Description

Cisco Routers and Switches training program introduces the architecture, structure, functions, components, and models of the Internet and other computer networks.This program is designed to train and offer students a thorough understanding of Computer Networks, various protocols used in Communication, Managing,Configuring Cisco Switches, Routers and various WAN technologies.

Cisco Routers and Switches training program provides a career oriented, comprehensive coverage of enterprise-level networking skills, including advanced routing, switching and troubleshooting, while providing opportunities for hands-on practical experience and soft skills development.By the end of the course, students will be able to build simple LANs, perform basic configurations for routers and switches, and implement IP addressing schemes.

Overall, Cisco certification validates an individual's achievement, so it increases the holder's professional credibility by ensuring high standards of technical expertise.

Program Objective

The objective of this training program is to train and develop thestudents' knowledge and skills associated with network fundamentals, structure of IP addressing and the fundamentals of Ethernet, IP connectivity, network access, IP services, and security. The program also provides foundational knowledge for all support technicians involved in the basic installation, operation, and verification of Cisco networks. After successful completion of this course the student will be able to perform the following tasks:

- Identify the components of a computer network and describe their basic characteristics.
- Describe the features and functions of the Cisco IOS Software, LANs and the role of switches within LANs
- Describe Ethernet as the network access layer of TCP/IP and describe the operation of switches
- Install a switch and perform the initial configuration
- Describe the TCP/IP internet Layer, IPv4, its addressing scheme, and subnetting
- Explore functions of routing,Implement basic configuration on a Cisco router
- Explain host-to-host communications across switches and routers
- Describe IPv6 main features, addresses and configure and verify basic IPv6 connectivity
- Describe the operation, benefits, and limitations of static routing.
- Describe, implement and verify VLANs and trunks
- Describe the application and configuration of inter-VLAN routing
- Explain the basics of dynamic routing protocols and describe components and terms of OSPF, Explain how STP and RSTP work
- Describe the operation of ACLs and their applications in the network
- Configure internet access using DHCP clients and explain and configure NAT on Cisco routers

CISCO ROUTERS AND SWITCHES

144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module 1: Internetworking & the OSI	4	4	8
Module 2: Getting Started with Cisco Routers	4	4	8
Module 3: LAN Segmentation	4	4	8
Module 4: TCP/IP and the DOD Model	4	4	8
Module 5: IP Addressing	4	4	8
Module 6: Subnetting	4	4	8
Module 7: Configuring & Managing NAT	4	4	8
Module 8: Router Configuration	4	4	8
Module 9: Access Lists	4	4	8
Module 10: Introduction To Building Remote Access Networks Cisco Solutions To Remote Access	4	4	8
Module 11: Static Routing	4	4	8
Module 12: Dynamic Routing	4	4	8
Module 13: Area	4	4	8
Module 14: Networks	4	4	8
Module 15: Switching	4	4	8
Module 16: Troubleshooting	4	4	8
Module 17: Catalyst Problems	4	4	8
Module 18: Optimizing Routing Update Operations	4	4	8
TOTALS	**72**	**72**	**144**

PROGRAM:
CISCO ROUTERS & SWITCHES
Part A:

MODULE 1. INTERNETWORKING AND THE OSI

- The OSI Reference Model
- Ethernet Networking
- Network Media
- Topologies
- Protocols
- Hands on Labs

MODULE 2. GETTING STARTED WITH CISCO ROUTERS

- Introducing the Cisco router interface
- Types of User interface configuration Mode
- Connecting Routers
- Managing Username & Passwords
- Hands on Labs

MODULE 3. LAN SEGMENTATION

- Segmentation with bridges, routers and switches
- Static Routes overview
- Dynamic Routes overview
- Configuring Routes
- Hands on Labs

MODULE 4. TCP/IP STACKS

- Types of IP protocols
- Port Numbers
- Features of TCP/IP
- Hands on Labs

MODULE 5. IP ADDRESSING

- What is IP addressing?
- IP Addresses Classes
- Subnet Mask
- Default Gateway
- Hands on Labs

MODULE 6. SUBNETTING

- Subnetting Overview
- Features
- How to Subnet
- VLSM
- Hands on Labs

MODULE 7. CONFIGURING & MANAGING NAT:

- Network Address Translation Overview
- Configuration and Command lines
- Troubleshooting
- Hands on Labs

MODULE 8. ROUTER CONFIGURATION

- Cisco IOS Overview
- Backing up and restoring the Cisco IOS
- Backing up and restoring a Cisco configuration
- Hands on Labs

MODULE 9. ACCESS LISTS (ACLs)

I. Standard ACLs
II. Extended ACLs

- o WANS
- o POTS
- o SDLC
- o HDLC
- o DDR
- o X.25
- o Frame Relay
- o ISDN
- Hands on Labs

PROGRAM:
CISCO ROUTERS & SWITCHES
PART B:

MODULE 10. INTRODUCTION TO BUILDING REMOTE ACCESS NETWORKSCISCO SOLUTIONS TO REMOTE ACCESS

- Remote Access Overview
- Features
- Enabling On-Demand Connections Controlling Network Access Accessing the Central Site
- Hands on Labs

MODULE 11. STATIC ROUTING

- Static Routing Overview
- Features
- Configuring Static Routes
- Command lines
- Hands on Labs

MODULE 12. DYNAMIC ROUTING

- Dynamic Routing Overview
- Features
- Dynamic Routing Protocols
- RIPv2
- EIGRP
- OSPF
- Configuring dynamic routes
- Hands on Labs

MODULE 13. AREA

- Area Overview
- Interconnecting Multiple OSPF Areas
- Configuring EIGRP
- Configuring Basic Border Gateway Protocol
- Implementing BGP in Scalable
- Hands on Labs

MODULE 14. NETWORKS

- Optimizing Routing Update Operations
- Overview of a Campus Network
- Connecting the Switch Block
- Defining Common Workgroups
- Managing Redundant Links InterVLAN Routing
- Improving IP Routing Performance with Multilayer
- Hands on Labs

MODULE 15. SWITCHING

- Switching Overview
- Virtual LAN
- Configuring VLANs
- Spanning Tree (STP)
- Multicast Overview
- Hands on Labs

MODULE 16. TROUBLESHOOTING

- Troubleshooting Methodology
- Troubleshooting Target Areas
- Diagnosing IP Networks
- Hands on Labs

MODULE 17. CATALYST PROBLEMS

- Frame Relay
- Troubleshooting
- Diagnosing and Correcting ISDN BRI Problems
- Hands on Labs

MODULE 18: OPTIMIZING ROUTING UPDATE OPERATIONS

- Redistribution Overview
- Configuring Redistribution OSPF
- Configuring Redistribution EIGRP
- Hands on Labs

CISCO SECURITY PROFESSIONAL

Program Description

The Cisco Security Professional training program validates knowledge and skills in key areas of network security including identity, firewalls, VPNs, intrusion prevention systems and security management. This new career training provides professional-level recognition in designing and implementing Cisco security solutions. Because these security professionals understand major networking protocols, procedures, and how to integrate security devices with the underlying network, they are prepared to build secure networks that protect an organization's IT investments.

Candidates in this training program are most likely to be actively involved in developing business solutions and designing and delivering multiple levels of security for underlying network architectures. The candidates may work in IT departments or security departments, or as systems integrators or consultants. Through trained personnel, Cisco security training helps provide companies with a safety net for e-commerce infrastructures. As businesses respond to the heightened need for comprehensive security solutions, organizations rely more on network security engineers trained and certified in the latest skills and technologies to design and implement end-to-end security solutions that reduce the risk of revenue loss and vulnerability.

This training program also paves way for advanced Ciscocertification validating the level of skills desired by the Cisco industry standards.

Program Objective

Cisco Security Professional training program intends to train and help students develop the skills needed to succeed in IT-related degree programs. It provides a theoretically rich, hands-on introduction to network security, in a logical sequence driven by technologies. The goals of this program are as follows: Provide an in-depth, theoretical understanding of network security. Provide students with the knowledge and skills necessary to design and support network security. Provide an experience-oriented course that employs industry-relevant instructional approaches to prepare students for associate-level jobs in the industry.

After successful completion of this training program students will be able to perform the following tasks:
- Describe the Protocol sniffers/analyzers
- Secure network device access
- Implement AAA on network devices
- Mitigate threats to networks using ACLs
- Implement secure network management and reporting
- Mitigate common Layer 2 attacks
- Implement the Cisco IOS firewall feature set
- Implement the Cisco IOS IPS feature set
- Implement site-to-site IPSec VPNs
- Administer effective security policies

CISCO SECURITY PROFESSIONAL

144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module 1: Network Security Overview	6	6	12
Module 2: Creating & Managing a Secure Network	6	6	12
Module 3: Securing Administrative Access	6	6	12
Module 4: Configuring Authentication, Authorization, and Accounting Services	6	6	12
Module 5: Securing the Router	6	6	12
Module 6: Layer 2 Security	6	6	12
Module 7: Implementing Cisco IOS Firewall	6	6	12
Module 8: Implementing Cisco IOS Intrusion Prevention	6	6	12
Module 9: Understanding Cryptographic Solutions	6	6	12
Module 10: Using Digital Signatures	6	6	12
Module 11: Using Asymmetric Encryption and PKI	6	6	12
Module 12: Implementing Site-to-Site IPsec VPN Solutions	6	6	12
TOTALS	72	72	144

PROGRAM: <u>CISCO SECURITY PROFESSIONAL</u>

Module 1: Network Security Overview

- Threats to Network Security
- External Threats
- Internal Threats
- Application Security
- Network Security Objectives
- Classification of Data
- Security Controls
- Type of Security Controls
- Security Controls by Purpose
- Incident Response
- Preparation
- Identification
- Containment
- Eradication
- Recovery Law and Ethics
- Intellectual Property
- Hands on Labs

Module 2: Creating & Managing a Secure Network

- Creating a Security Policy
- Goals of a Security Policy
- Policies and Procedures
- Other Documents
- Managing Risk
- Secure Network Design
- Creating Security Awareness
- Maintaining Operational Security
- Defining the Systems Development Life Cycle
- Review of Operations Security
- Evolution of Threats
- Hands on Labs

Module 3: Securing Administrative Access

- Securing Administrative Access
- Methods of Accessing the Router
- Modes of Interaction with the Router
- Configuring Passwords
- Configuring Privilege Levels

- CLI Views
- Securing Router Files
- Login Features for Virtual Connections
- Configuring a Banner Message
- Cisco ISR Routers
- Cisco Security Device Manager (SDM)
- Prerequisites for Running SDM
- SDM Overview
- Hands on Labs

Module 4: Configuring Authentication, Authorization, and Accounting Services

- Defining AAA Services
- Defining RADIUS and TACACS+
- Configuring AAA Using Cisco Secure ACS
- Cisco Secure ACS for Windows
- Preparation and Installation of Cisco Secure ACS for Windows
- Configuring Authentication AAA Local User Authentication Using Method Lists
- Configuring Authorization
- Configuring Accounting
- Configuring TACACS+
- Configuring AAA Services from the Command Line
- Configuring AAA Services with Cisco SDM
- Troubleshooting AAA on Cisco Routers
- Hands on Labs

Module 5: Securing the Router

- Using the Command-Line Interface to Lock Down the Router
- Locking Down the Management Plane
- Locking Down the Forwarding Plane
- Understanding One-Step Lockdown
- Configuring One-Step Lockdown with SDM
- Differences between One-Step Lockdown and Auto Secure
- Securing Management and Logging

- Configuring Syslog Support on a Cisco Router
- Using SNMP v3 to Secure Management Traffic
- Securing Administration Using SSH
- Using SDM to Configure a Syslog Server, SSH, SNMP, and NTP
- Hands on Labs

Module 6: Layer 2 Security

- Basic Protection of Layer 2 Switches
- How to Prevent VLAN Attacks
- Double Tagging
- Switch Spoofing
- Mitigating STP Attacks
- Mitigating DHCP Server Spoofing
- Configuring DCHP Snooping
- Dynamic ARP Inspection
- Protecting against CAM Table Attacks
- Preventing MAC Spoofing
- Configuring Port Security
- Configuring SPAN, RSPAN, and Storm Control
- Configuring Switched Port Analyzer (SPAN) Configuring Remote Switched Port Analyzer (RSPAN)
- Configuring Storm Control
- Hands on Labs

Module 7: Implementing Cisco IOS Firewall

- Firewall Basics
- Packet Filtering Firewall
- Application-Layer Firewall
- Stateful Firewall
- Access Control Lists
- Basic ACLs
- Turbo ACLs
- How to Develop ACLs
- Applying ACLs to Router Interfaces
- Filtering Traffic with ACLs
- Logical and Performance Considerations for ACLs
- Authentication Proxy
- Transparent Firewall
- Stateful Packet Inspection

- Configure Cisco IOS Firewall with SDM Advanced Firewall
- Verify Cisco IOS Firewall
- Implementing Zone-Based Firewall
- Hands on Labs

Module 8: Implementing Cisco IOS Intrusion Prevention

- IDS and IPS
- Introducing the Intrusion Detection System
- Basic Functions of the Intrusion Prevention System
- Using IDS and IPS Together
- Benefits & Drawbacks of IPS/IDS Sensors
- Types of IDS and IPS Sensors
- IPS Signatures
- Configuring IOS IPS
- Hands on Labs

Module 9: Understanding Cryptographic Solutions

- Introduction to Cryptography
- Caesar's Cipher
- Vigenère Cipher
- Transposition Ciphers
- Symmetric Encryption
- Symmetric Encryption Keys
- DES Encryption Algorithm
- 3DES Encryption Algorithm
- Advanced Encryption Algorithm
- SEAL
- Rivest Ciphers
- Encryption Algorithms
- Choosing the Right Encryption Algorithm
- Hashing Functions
- Hands on Labs

Module 10: Using Digital Signatures

- Hashing Overview
- Features of Hash Functions and Values
- Fast and Efficient
- Collision Resistant
- Manipulation Resistant
- One-Way Hashing
- Fixed-Length Hashing Values
- Hash Message Authentication Code
- Hashing Algorithms
- MD5 Algorithm
- SHA-1 Algorithm
- MD5 and SHA-1
- Digital Signatures
- Digital Signature Process
- Hands on Labs

Module 11:   Using Asymmetric Encryption and PKI

- Asymmetric Encryption
- Public Key Cryptography Process
- Features & Drawbacks
- Usage
- Hybrid Encryption
- Asymmetric Encryption Algorithms
- RSA Algorithm
- Diffie-Hellman Algorithm
- Public Key Infrastructure
- PKI Overview
- Certificate Authorities
- CA Structures
- Digital Certificates
- Certificate Enrollment
- Digital Certificates Exposed
- Certificate Usage
- Certificate Limitations
- PKI Standards
- Public Key Cryptography Standards
- X.509 Standard
- SCEP Standard
- Hands on Labs

Module 12: Implementing Site-to-Site IPsec VPN Solutions

- Introduction to Virtual Private Networks and IPsec
- VPN Operation
- Cisco-Specific Operation
- Configuring a Site-to-Site VPN
- Verifying VPN
- Troubleshooting VPN
- Cisco Easy VPN
- Configuring Cisco Easy VPN
- Redundant Connections and Equipment
- Hands on Labs

WEB & GRAPHIC DESIGN

Program Description

TheWeb Design training program is designed to train students to create, edit, publish, manage, and maintain web pages and websites. Students will gain a foundational knowledge of website formation. Students will learn how to critically evaluate website quality, learn how to create, and maintain quality web pages, learn about web design standards, and learn to create and manipulate images.

Website designers typically combine strong creative design training with applied software skills, such as Photoshop, Illustrator, Image Ready, Flash, Director, Fireworks and or Dream Weaver. Online research shows the average starting employment range for an experienced web designer is in demand and senior designers, those with more than three years of experience and advanced software skills, are making good income. This program also offers like other training programs, the path to better pay, respect, and pride in yourself for achieving your goals and providing a more secure future.

The Graphic Design training program is designed to train students to create high-quality designs from concept to execution. Students will explore design theory, color, typography, and layout as they learn the design techniques, methods, and processes used by today's professional graphic designers. Graphic designers create brochures and ads to promote products or services. They produce logos for products or businesses. They create visual designs for company reports and other print materials. Some graphic designers work on design and layout for magazines or other publications.

The combination of the web and graphic design go hand in hand making this candidature professional and more marketable.

Program Objective

The Web Design training program intends to train students to build a responsive website by covering basic principles and foundational techniques for designing web pages that are viewable on all devices. After completing the course, Students will be able to read and write basic HTML and CSS code.Students will be able to use a variety of strategies and tools to create a functioning website.

The Graphic Design training program covers the fundamental concepts needed to scan, correct, manipulate, and enhance images. This program offers instruction in the principles of design. It is designed to give the student more hands-on experiences in developing skills with tools, materials, and professional methods for creating professional visuals. After completing the course, Students will be able to demonstrate a thorough understanding of the elements of graphic design.

WEB & GRAPHIC DESIGN

144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module 1: Website Design Overview	4	4	8
Module 2: Content Strategy & Creation	4	4	8
Module 3: HTML Overview	4	4	8
Module 4: CSS Overview	4	4	8
Module 5: Web Site Builder	4	4	8
Module 6: Website Navigation & Administration	8	8	16
Module 7: Graphic Design Overview	8	8	16
Module 8: The Language of Visual Design	8	8	16
Module 9: Layout	4	4	8
Module 10: Photoshop Overview	8	8	16
Module 11: Elements of Design	8	8	16
Module 12: Working with Documents	8	8	16
TOTALS	72	72	144

PROGRAM: WEB & GRAPHIC DESIGN

PART A: WEB

MODULE 1: WEB SITE DESIGN OVERVIEW

- Introduction to Web Design
- Features of Web Design
- The Internet
- Web Page URLs
- Components of Internet
- Web Protocols
- Web Browsers
- Web Site Structure
- Hands on Lab

MODULE 2: CONTENT STRATEGY & CREATION

- Examine good and bad web pages
- Steps to plan for a website
- Download graphics for use on website
- Web hosting and ISP
- Multimedia
- Video / digital cameras to create digital images
- Gif construction set to create animated images
- Web Languages and technologies
- Hands on Lab

MODULE 3: HTML OVERVIEW

- HTML Introduction
- HTML Editors
- HTML Documents
- Elements
- Attributes
- Headings & Paragraphs
- Page Title
- Tables &Styles
- HTML Formatting
- Quotations & Comments
- Forms, Colors & Images
- Saving HTML doc
- Hands on Labs

MODULE 4: CSS OVERVIEW

- CSS Introduction
- CSS Syntax
- CSS Selectors
- Comments
- Colors
- Background
- Borders & Margins
- Padding
- Height & Width
- Outline
- CSS Formatting
- Icons & Links
- CSS Lists & Tables
- Hands on Labs

MODULE 5: WEBSITE BUILDER

- Web Site Builder Features
- Customized Templates
- Settings & Configuration
- Creating web pages
- Colors & Themes
- Editing & Formatting Content
- Saving & Publishing Website
- Hands on Labs

MODULE 6: WEBSITE NAVIGATION& ADMINISTATION

- Intro to Publishing
- Uploading and downloading
- Browsers compatibility
- Backing up Sites
- Restoring Sites
- Content management
- Web site diagnostics
- Registration with search engines
- SEO
- Analytics
- Hands on Labs

PART B: GRAPHIC

MODULE 7: GRAPHIC DESIGN OVERVIEW

- Introduction to Graphic Design
- What is Graphic Design
- Principles of Graphic design
- Graphical User Interface
- Design Process
- Importance of Sketching
- Types of Professional Design Software
- Hands on Labs

MODULE8: THE LANGUAGE OF VISUAL DESIGN

- Principles of Color Theory
- Difference between RGB & CMYK
- Image Resolution
- Pixel & Megapixel
- Typography
- Type Size
- Leading
- Tracking
- Ligatures
- Choosing High Quality Fonts
- White space / Focus
- Balance
- Style and Substance
- Hands on Labs

MODULE 9:LAYOUT

- Page Layout
- Layout Format
- Size
- Shape
- Printing
- Hands on Labs

MODULE 10: PHOTOSHOP OVERVIEW

- Features of Photoshop
- Interface Layout
- Palettes
- Toolbox
- Selection Tools
- Alteration Tools
- Drawing and Selection Tools
- Assisting Tools
- Color Boxes and Modes
- Basic Image Editing
- Cropping
- Resizing
- Correcting
- Saving
- Hands on Labs

Module 11:ELEMENTS OF DESIGN

- Thinking Outside the Box
- Attitude and Freedom in Design
- Proportion
- Pattern
- Unity
- Raster
- Vector
- Layers
- Hands on Labs

Module 12:WORKING WITH DOCUMENTS

- Creating files for Print & Web
- Managing documents & navigation
- Changing Units of Measurement
- Saving Artwork and Design
- Hands on Labs

QUICKBOOKS

Program Description

In today's daily world cycle this training program is a working essential for all those aspiring for administrative, sales, marketing, and specially accounting line of duties, such as Bookkeeping.

This training program gives you a strong footing to meet the job requirement for all small and large business concerns specifically the accounting corporations, large and small taxation firms and general offices.

The training begins from scratch and follows through the desired level of course customized breakdown with a wide range of hands on labs designed to meet the quality structure and the necessary workloads of the real world.

This program also requires a lot of homework and hard work with constant practice in arriving at a competence level for plausible appreciation by the working team members and employers alike.

This program also allows self-paced and self-based employment for undertaking individual accounting practices for bookkeeping of various individuals and companies alike.

Program Objective

This program develops students' abilities to apply basic bookkeeping concepts and techniques that will enable them to analyze transactions and financial documents to accurately prepare reports of financial information. After completing the course, Students will be able to create, edit, save, print, and generate financial reports such as profit and loss, balance sheet standards, chart of accounts, and journal entries. Students will be able to create, enter and manage accounts associated with cash account, deposits andwithdrawals, expenses, create and restore company file using QuickBooks system back up file.

QUICKBOOKS

144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module 1: QuickBooks Overview	4	4	8
Module 2 : Creating &Managing Accounts	8	8	16
Module 3: Chart of Accounts	8	8	16
Module 4: Customer Job List	4	4	8
Module 5: Managing Customer Accounts	4	4	8
Module 6: Managing Vendor Accounts	4	4	8
Module 7: Creating Mailing Labels	4	4	8
Module 8: Entering Purchase Transactions	4	4	8
Module 9: Managing Bills	8	8	16
Module 10: Writing Checks	8	8	16
Module 11: Managing Invoice	8	8	16
Module 12: Managing Financial Reports	8	8	16
TOTALS	72	72	144

PROGRAM: QUICKBOOKS

MODULE 1: QUICKBOOKS OVERVIEW

- QuickBooks Introduction
- Features
- System Requirements
- QuickBooks Installation
- Starting QuickBooks program
- Navigating QuickBooks Menu & Toolbars
- Creating Backup File
- Hands on labs

MODULE 2: CREATING&MANAGING ACCOUNTS

- Choosing an account type
- Creating Account name
- Saving an Account
- Editing an Account
- Deleting an Account
- Adjusting account name
- Optional Settings
- Using Account Numbers
- Hands on labs

MODULE 3: CHART OF ACCOUNTS

- What is an account?
- How do accounts work?
- Asset Accounts
- Creating new asset account
- Entering opening balance
- Create account receivable
- Types of Accounts
- Creating chart of accounts
- Opening & Saving chart of accounts
- Resize chart of account
- Printing Reports
- Hands on labs

MODULE 4: CUSTOMER JOB LIST

- Opening the new customer window
- Entering customer information

- Entering job information
- Finishing the customer setup
- Hands on labs

MODULE 5: MANAGING CUSTOMER ACCOUNTS

- Open a sales form
- Enter a customer name
- Add a customer name
- Add a job for this customer
- Customer: job list
- Remove a customer or job
- Hands on labs

MODULE 6: MANAGING VENDOR ACCOUNTS

- Creating a new Vendor
- Entering vendor information
- Editing vendor
- Vendor setup
- Vendor type list
- Add a new vendor type
- Save the vendor type
- Hands on labs

MODULE 7: CREATING MAILING LABELS

- Label selection window
- Choosing a label list
- Select names
- Editing label
- Sort option
- Printing labels
- Hands on labs

MODULE 8: ENTERING PURCHASE TRANSACTIONS

- Setting up purchases preference
- Enabling purchases orders
- Duplicate numbers
- Entering Purchase Order
- Printing Purchase Order
- Entering Sales
- Transfer purchase order information
- Hands on labs

MODULE 9: MANAGING BILLS

- Entering Bills
- Filling up bills form
- Entering expenses
- Printing
- Editing
- Saving bills
- Check off bills to pay
- Applying discount
- Hands on labs

MODULE 10: WRITING CHECKS

- Open a new check
- Verifying accounts
- Editing items
- Saving checks
- Voiding checks
- Deleting checks
- Printing checks
- Hands on labs

MODULE 11: MANAGINGINVOICE

- Creating invoice form
- Editing invoice information
- Issuing credit
- Recording payments received
- Check off invoices paid
- Saving invoice
- Printing invoices
- Hands on labs

MODULE 12: MANAGING FINANCIAL REPORT

- Profit & Loss
- Balance Sheet
- General Ledger
- Saving financial reports
- Printing Reports
- Hands on labs

Certified Technical Trainer

Program Description

The Certified Technical Trainer program was initially created through the collaborative efforts of the Computer Education Management Association and the Information Technology Training Section to eliminate redundancies among various instructor certification programs in the computer training and education business. The CTT certificate provides recognition that the trainer has attained a standard of excellence as defined by technical training experts. The CTT+ examination measures an individual's mastery of fundamental instructor knowledge and classroom performance as defined by the International Board of Standards for Training, Performance and Instruction. Those holding the CompTIA CTT+ certification have proven excellence in preparation, presentation, communication, facilitation and evaluation in a classroom as well as managerial environment. While it is significant that the computer industry is the first to endorse the CompTIA CTT+ program, the wider impact is that this certification is now applicable to all training professionals in all industries other than those related with information technology. The CTT+ certification helps magnify the quality of a professional as an applicant for a job not only as a trainer but also as a matured professional.

Benefits for Individuals:

- Provides proof of professional achievement
- Assists in obtaining better career opportunities and a higher salary
- Demonstrates mastery of knowledge and ability to train effectively
- Builds foundation forhigher-level certifications

Program Objective

Certified Technical Trainer training program provides comprehensive training standards to validate candidate skills in a traditional classroom environment and ensures that the candidate can teach effectively and step up to the front of the class with confidence. After successful completion of this training program students will be to define and apply the industry standard CTT+ methodology, evaluate different training strategies and learning environments, analyze training objectives, apply innovative methods in training, and identify the most effective training approaches.

CTT + (CERTIFIED TECHNICAL TRAINER

144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module 1: Evaluating Learner's Need	5	5	10
Module 2: Instructional Site	5	5	10
Module 3: Instructor Credibility	5	5	10
Module 4: Manage the Learning Environment	5	5	10
Module 5: Communication Skills	5	5	10
Module 6: Presentation Skills	9	9	18
Module 7: Questioning Techniques	9	9	18
Module 8: Learner's Needs	5	5	10
Module 9: Instructional Methodology	9	9	18
Module 10: Evaluating Learner & Instruction Performance	9	9	19
Module 11: Reporting Evaluation	6	6	12
TOTALS	72	72	144

PROGRAM: CERTIFIED TECHNICAL TRAINER

Module 1: Evaluating Learner's Needs

- Determining the Learning Needs
- Analyze & review materials
- Judge the appropriateness and adequacy of any adjustment.
- State a rationale for the judgment and the adjustment.
- Make appropriate adjustments to learning materials when needed.
- Practice Labs

Module 2: Instructional Site

- Confirm logistical arrangements.
- Confirm the physical arrangement of the site, materials, and equipment.
- Control the physical environment.
- Plan ways to minimize distractions.
- Judge how well logistical and physical arrangements support the instruction.
- State a rationale for decisions regarding logistics and physical environment
- Practice Labs

Module 3: Instructor Credibility

- Evaluating the degree to which credibility is an issue or distraction at any time during instruction.
- Establish, maintain and re-establish credibility in a particular situation or in general.
- Demonstrate content expertise.
- Demonstrate acceptable personal conduct.
- Demonstrate acceptable social practices.
- Provide a model for professional and interpersonal behavior.
- Demonstrate flexibility in response to learner needs and interests.
- Practice Labs

Module 4: Managing the Learning Environment

- Select initial presentation strategies.
- Involve learners in establishing an appropriate level of learner comfort.
- Adapt delivery to account for learner characteristics.
- Provide opportunities for learnerssuccess.
- Manage group interactions and participation.
- Resolve learner behavior problems.
- Evaluate whether the learning environment facilitates successful performance.
- Practice Labs

Module 5: Communication Skills

- Use effective & appropriate verbal and non-verbal language.
- Adapt verbal and non-verbal messages to learners' needs.
- Use frames of reference familiar to the learners.
- Determine whether learners understand messages.
- Practice Labs

Module 6: Presentation Skills

- Evaluating the effectiveness of a presentation.
- State a rationale for the judgment.
- Use the voice effectively.
- Use eye contact effectively.
- Use gestures, silence, movement, posture, space and props effectively.
- Organize content effectively.
- Use anecdotes, stories,analogies and humor effectively.
- Media Usage
- Practice Labs

Module 7: Questioning Techniques

- Evaluating the adequacy of instructional questions.
- Using appropriate question types and levels.
- Use of active listening techniques
- Repeat, rephrase or restructure questions.
- Provide opportunity and adequate time for learners to state questions, comments and concerns and respond to questions.
- Practice Labs

Module 8: Learner's Needs

- Identify learners with clarification and feedback needs.
- Determining when and how to respond.
- Evaluating the adequacy of feedback and responses.
- Providing prompt, timely and specific feedback
- Motivational Incentives
- Practice Labs

Module 9: Instructional Methodology

- Implement a variety of standard instructional methods.
- Employ instructional techniques appropriate to methods&instructional situations prescribed.
- Evaluating the appropriateness and effectiveness of methods and techniques.
- Practice Labs

Module 10: Evaluating Learner & Instruction Performance

- Monitoring learner progress during instruction.
- Administer examinations and instruments.
- Evaluate attainment of end-of-course objectives.

- Evaluate the instructional design as modified during delivery.
- Evaluate the instructor's performance as it relates to the instructional design.
- Evaluate the effects of other variables, including the instructional environment, on learner accomplishments.
- Practice Labs

Module 11: Reporting Evaluation

- Prepare to report post-course summary and evaluation.
- Report the evaluation and end-of-course information.
- Recommend revisions and changes to existing materials and provide suggestions for new programs and activities.
- Evaluate the adequacy, appropriateness, and timeliness of reports
- Practice Labs

Medical Billing and Coding

Program Description

Medical Billing and Coding is one of the fastest-growing professions in the country. This course introduces the essential concepts related to billing and coding operations in a medical office. Topics include process of completing claims forms efficiently and effectively according to compliance and payor guidelines. Using administrative skills, this course will review, facilitate, and reinforce medical terminology skills while introducing the student to managed care, the life cycle of an insurance claim, legal and regulatory guidelines, coding guidelines, reimbursement issues, claim forms and commercial claims.According to the United States Department of Labor, employment in this field is expected to grow much faster than average, and salaries reach over $40,000 per year. Medical Billing and Coding is in high demand.

Program Objective

This training program introduces fundamentals of medical billing and coding. Upon completion of this program, the student will be able to perform billing and coding tasks in medical offices, such as properly assigning correct codes on the correct claim form in conjunction with the required pay or guideline and medical service provided. Whether one has experience in the medical field, or looking to change careers for Medical Billing and Coding, this is the best program.

MEDICAL BILLING & CODING

144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module 1: Essential Billing And Reimbursement	6	6	12
Module 2: Understanding Office Forms	14	14	28
Module 3: Medical Billing, Reimbursement	8	8	16
Module 4: Understanding Codes	12	12	24
Module 5: Understanding the CMS 1500 Form	14	14	28
Module 6: The Life Cycle of Insurance Claim	10	10	20
Module 7: Working With Billing/Practice Management Software	8	8	16
TOTALS	**72**	**72**	**144**

PROGRAM: <u>Medical Billing & Coding</u>

MODULE 1: ESSENTIAL BILLING AND REIMBURSEMENT

- Introduction to patient billing
- Using the computer for patient billing
- Managing data with a computerized system
- Entering patient and case information
- Processing transactions
- Producing reports and patient statements
- Processing claims
- Hands on labs

MODULE 2: UNDERSTANDING OFFICE FORMS

- Essential Office Forms
   - Patient Demographic Form and Completion
   - Insurance Cards
   - Insurance Verification Form and Verification Procedures
   - Super bill
   - Day sheet
- Examining Insurance Cards
- Insurance Verification Process
- Mock Insurance Verification Conversations
- Insurance Verification
- Calculating Co-payments & Deductibles
- Hands on labs

MODULE 3: MEDICAL BILLING REIMBURSEMENT

- Introduction to managed care and medical insurance

- Introduction to claims processing
- The legal environment
- Diagnostic coding: ICD-10-CMS
- Procedural coding
- Coding linkage and compliance
- Provider charges and payment methods
- The universal health insurance claim form
- Claim adjudication, reimbursement follow-up and record retention
- Managed care contracts and private payers
- Medicare
- Medicaid
- Workers compensation and disability insurance
- Hospital billing
- Hands on Labs

MODULE 4: UNDERSTANDING CODES

- Current Procedural Technology Coding
   - Definition
   - Proper Usage
   - Resource & Reference Material
- International Classification of Disease Coding
   - Definition
   - Proper Usage
   - Resource & Reference Material
- Hands on Labs

MODULE 5: UNDERSTANDING THE CMS 1500 FORM

- The Basics of the CMS 1500 Form
- Box by Box Breakdown of the CMS 1500 Form
- Step-By-Step Instructions for Completing a CMS 1500
- Billing Tips
- Commonly Made Errors
- Hands on Labs

MODULE 6: THE LIFE CYCLE OF INSURANCE CLAIM

- The Time-Line of an Insurance Claim
- The Collection of Claim Data
  - Patient Demographics
  - Guarantor Information & Handling
  - Insurance Coverage Information
  - Patient Condition Information
  - Patient Treatment Information
  - Clinic Billing Information
- Claim Information Data Entry
- Claim Submission
  - Paper Claims
  - Electronic Claims
  - Secondary Claims
  - Claims Attachments
- Receiving & Posting Payments
  - Full Payment
  - Partial Payment
  - Deductible
- Hands on Labs

MODULE 7: WORKING WITH BILLING MANAGEMENT SOFTWARE

- Basic Components of Billing Applications
- Clinic Data
  - Billing Identification Numbers
- Physician Data
  - Tax ID, UPIN, License Numbers
  - Assignment
- Patient Data
  - Demographics Information
  - Insurance Information
  - Procedure Information
  - Diagnosis Information
- Claim Generation
  - Charge Entry
  - Payment Entry
  - Financial Adjustments
  - Transaction Notes
- Electronic & Paper Claims
- Hands on Labs

PROJECT MANAGEMENT

Program Description

The Project Management Training Program is in high demand by corporate and private sector employers, individuals and project managers around the world. Today, there are over 100,000 certified project managers worldwide.

Enrolling in Project Management Training Program offers candidates a wide range of important benefits. The Project Management designation following your name demonstrates to current and potential employers that you possess a solid foundation of experience and education in project management that can have a positive impact on bottom-line results. In fact, the certification exam is so important that many project managers are required by their companies to become certified in order to retain their positions. Many who achieve the project management training have received raises, bonuses, or promotions as a result. The project management skills reflect significantly on the everyday assignments and the productivity value added with built in risk management and business earned values securing the securing time, money and progressive accomplishments. Salary Survey Report for Project Management indicates annual earnings from $76,000 to $90,000.

Program Objective

The objective of this training program is to teach students how to approach project management and understand all the essential concepts from both a theoretical and applied perspective. After the successful completion of this program, students will be able to describe a project life cycle and can skillfully map each stage in the cycle. Students will identify the resources needed for each stage, including involved stakeholders, tools and supplementary materials. Students will describe the time needed to successfully complete a project, considering factors such as task dependencies and task lengths. Students will be able to provide internal stakeholders with information regarding project costs by considering factors such as estimated cost, variances and profits. Students will be able to develop a project scope while considering factors such as customer requirements and internal/external goals.

PROJECT MANAGEMENT

144 Total Instructional Clock Hours

Class Title	Lecture Hours	Lab Hours	Total Instructional Clock Hours
Module 1: Project Overview	4	4	8
Module 2: Four Phases of Project Management	4	4	8
Module 3: Scope Definition	4	4	8
Module 4: Scope Document	4	4	8
Module 5: Planning	8	8	16
Module 6: Time Management	8	8	16
Module 7: Human Resources Management	8	8	16
Module 8: Communication Management	4	4	8
Module 9: Quality Management Planning	4	4	8
Module 10: Importance Of Estimates	8	8	16
Module 11: Execution	8	8	16
Module 12: Closure	8	8	16
TOTALS	72	72	144

PROGRAM: PROJECT MANAGEMENT

MODULE 1: PROJECT OVERVIEW

- Definition of a Project
- Project Management
- Why is Project Management Needed?
- Checklist of a Failed Project
- Organizing for Project Management
  - o The Projectized Organization
  - o The Traditional Organization
  - o The Matrix Organization
- The Project Office
- How the Project Manager Makes Projects Successful
- Project Processes
- Practice labs

MODULE 2: FOUR PHASES OF PROJECT MANAGEMENT
- Scope Definition
- Planning
- Execution
- Closure
- Practice Labs

MODULE 3: SCOPE DEFINITION

- Project Charter
- Project Stakeholders
- Key Stakeholder Roles
- Identify Business Requirements
- The Preliminary Project Concept
- System Requirements Analysis
- Project Justifications
- Business Requirements Review
  - Functional / Technical Requirements
  - Success Criteria
  - Identify Roles and Responsibilities
- Practice Labs

MODULE 4: SCOPE DOCUMENT

- Scope Document
- Components of a Scope Document
  - o Project Goals
  - o Deliverables
  - o Boundaries
  - o Success criteria

- o Priority
- o Resources needed
- o Risks and Assumptions
- o Overall budget
- o Milestones
- Preliminary Risk Assessment
- Gain Stakeholder Consensus and Approval
- Practice Labs

MODULE 5: PLANNING

- Planning Process Overview
- Primary Functions of Planning
- Systems Approach to Work Breakdown Structure
- What is WBS?
- Criteria of WBS
- Creating a WBS
- Developing a WBS
- Performing Risk Management
- Why Manage Risks?
- Identifying Risks:
  - o Documentation Reviews
  - o Brainstorming
  - o Nominal Group Technique
  - o Delphi Technique
  - o Crawford Slip
  - o Analogy
  - o Expert Interviews
- Controlling Risks
- Schedule Management Plan
- Importance of Scheduling
- Creating a Project Schedule
- Practice Labs

MODULE 6: TIME MANAGEMENT

- Activity Definition
- Activity Sequencing
- Activity Arrow Diagramming
- Precedence Diagramming
- Precedence Diagramming Method (PDM)
- Practice Labs

- **Logical Relationships**
- Finish – Start Relationship (FS)
- Start – Start Relationship (SS)
- Finish – Finish Relationship (FF)
- Start – Finish Relationship (SF)
- Methods of Tracking Project Schedule

- o Calendar
- o Gantt
- o PERT / CRITICAL PATH METHOD
- Practice Labs

MODULE 7: HUMAN RESOURCES MANAGEMENT

- Creating a Project Team
- Steps to build a Team
- Selecting Team Members
- Managing Team Performance Issues
- Managing Individual Performance Issues
- **Organizational Planning**
  - Strong Matrix
  - Weak Matrix
  - Balanced Matrix
  - **Motivational Ideas:**
    - Forcing
    - Smoothing
    - Compromise
    - Problem Solving
    - Withdrawal
  - **Power:**
    - Coercive Power
    - Reward Power
    - Legitimate Power
    - Expert Power
    - Referent Power
  - Leadership Theory
  - Conflict and Issues
  - Conflict Resolution
  - Providing Feedback
  - Practice Labs

MODULE 8: COMMUNICATION MANAGEMENT

- General Model of Communications
- Barriers to Communication
- Improving Communications
- Improving Listening
- Types of Communications
- Networking Model
- Practice Labs

MODULE 9: QUALITY MANAGEMENT PLANNING

- Quality Overview
- Components of Quality Management
  - o Quality Planning

- o Quality Assurance
- o Quality Control
- Monitoring Quality Measures
- Flowcharts and Diagrams
- Cause and Effect Diagrams
  - o Pareto Charts
  - o Control Charts
  - o Checklists
- Practice Labs

MODULE 10: IMPORTANCE OF ESTIMATES

- Three Major Elements of Estimates
- Creating an Effort Estimate
- Effort Estimating Highlights
- Creating a Cost Estimate:
- Types of Estimates:
  - o Top Down Estimates
  - o Bottom up Estimates
  - o Analogous Estimates
  - o Parametric Estimates
  - o Definitive Estimates
  - o Cost Budgeting
  - o Cost Control
- **Contract and Procurement Management**
  - o Contract Life Cycle
  - o Contract Types
  - o Procurement Management
- Practice Labs

MODULE 11: EXECUTION

- Execution Overview
- Project Tracking Activities
- Primary Tracking Reports
- Tracking Issues
- Monitor Earned Value
- Earned Value Variables
- Budget Overrun
- Manage Resources
- Red Light, Green Light Method
- Manage Change
- Practice Labs

MODULE 12: CLOSURE

- Project Closure
- Customer Acceptance Meeting
- Project Review
- Identify Lessons Learned
- Compile a Project Report
- Practice Labs

STATEMENT OF CHARGES

The student is responsible for the tuition and fees pertaining to the program's required course of study completed during the designated enrollment period. The fees must be paid in accordance with the schedule as set forth below. At the student's option, the school shall accept payment in full for tuition and fees after the student has been accepted and enrolled and the date of the first-class session is disclosed on the enrollment agreement.

Schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program. The student is not required to pay for the study material offered by the school for each course of study.

Program: OFFICE SPECIALIST

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 20.00	Non-Refundable
School Fee	$8,000.00	Payable on or before the first day of class
TOTAL	**$8,095.00**	

Program: USER FRIENDLY OFFICE & INTERNET

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 20.00	Non-Refundable
School Fee	$8,000.00	Payable on or before the first day of class
TOTAL	**$8,095.00**	

Program: COMPUTER REPAIR & TECH SUPPORT

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 20.00	Non-Refundable
School Fee	$8,000.00	Payable on or before the first day of class
TOTAL	**$8,095.00**	

Program: MICROSOFT SERVER TRAINING

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 22.50	Non-Refundable
School Fee	$9,000.00	Payable on or before the first day of class
TOTAL	**$9,097.50**	

Program: CISCO ROUTERS & SWITCHES

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 22.50	Non-Refundable
School Fee	$9,000.00	Payable on or before the first day of class
TOTAL	**$9,097.50**	

Program: CISCO SECURITY PROFESSIONAL

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 22.50	Non-Refundable
School Fee	$9,000.00	Payable on or before the first day of class
TOTAL	**$9,097.50**	

Program: WEB & GRAPHIC DESIGN

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 22.50	Non-Refundable
School Fee	$9,000.00	Payable on or before the first day of class
TOTAL	**$9,097.50**	

Program: QUICKBOOKS TRAINING

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 20.00	Non-Refundable
School Fee	$8,000.00	Payable on or before the first day of class
TOTAL	**$8,095.00**	

Program: CTT+ (CERTIFIED TECHNICAL TRAINER)

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 22.50	Non-Refundable
School Fee	$9,000.00	Payable on or before the first day of class
TOTAL	**$9,097.50**	

Program: PROJECT MANAGEMENT

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 22.50	Non-Refundable
School Fee	$9,000.00	Payable on or before the first day of class
TOTAL	**$9,097.50**	

Program: MEDICAL BILLING & CODING

Registration Fee	$ 75.00	Non-Refundable (Must accompany application)
STRF Fee	$ 22.50	Non-Refundable
School Fee	$9,000.00	Payable on or before the first day of class
TOTAL	**$9,097.50**	

Books:
Customized study material Included.

Policy:
Study Material is included in the school training fee charges.

FINANCIAL AID PROGRAMS

TITLE IV
The institution does not participate in federal and state financial aid programs.

LOANS

In the event the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

- The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the student is entitled to

- The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

- If the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

BANKRUPTCY

USA Expedition Inc. has NO pending petition in bankruptcy, is NOT operating as a debtor in possession, has NOT filed a petition within the preceding five years, or had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.)

PROFESSIONAL POSITION REQUIREMENTS

USA Expedition Inc. educational programs are designed to lead to positions in professional, occupational, trade, or career fields that do NOT require state licensure in California. If you seek positions in a career that requires any state license, certificate, permit, or similar credential that a person must hold to lawfully engage in a profession, occupation, trade, or career requiring state licensure, please find a continuing educational program that is designed to obtain such licensure. All prospective students are entitled to receive notice to that effect and a list of the requirements for eligibility for licensure established by the state, including any applicable course requirements for licensure established by the state, including any applicable course requirements established by the state.

SCHEDULE OF CLASSES

Training Program: User Friendly Office & Internet					
Name of Instructor: Laura Sta Maria / Donald Matignas					
Classroom No: 1					
DAYS	HOURS	DURATION	COST	START DATE	REGISTER
M, W, F, SAT	10 AM-1PM 1 PM – 4 PM 7 PM –10 PM 6 PM - 9PM	144 hrs.	8,000	Call	Call
T, TH, SAT,SUN	9 AM -1PM 12PM – 3 PM 1 PM – 4 PM 6:30PM–9:30 PM	144 hrs.	8,000	Call	Call
TH, F, SAT, SUN	9 AM-12PM 1PM – 4 PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	8,000	Call	Call

Training Program: Office Specialist					
Name of Instructor: Laura Sta Maria / Donald Matignas					
Classroom No: 1					
DAYS	HOURS	DURATION	COST	START DATE	REGISTER
M, W, F , SAT	10 AM-1PM 3PM – 6 PM 1 PM – 4 PM 7 PM –10 PM	144 hrs.	8,000	Call	Call
T, TH, SAT, SUN	9 AM-1PM 1 PM – 4 PM 3 PM – 6 PM 6:30PM–9:30 PM	144 hrs.	8,000	Call	Call
M, T, W,TH	9 AM-12PM 1PM -4PM 2 PM – 5 PM 6:30 PM –9:30 PM	144 hrs.	8,000	Call	Call

Training Program: Computer Repair & Tech Support					
Name of Instructor: Laura Sta Maria / Donald Matignas					
Classroom No: 2					
DAYS	HOURS	DURATION	COST	START DATE	REGISTER
M, W, F, SAT	10 AM-1PM 1 PM – 4 PM 7 PM –10 PM 6:00PM -9PM	144 hrs.	8,000	Call	Call
T, TH, SAT,SUN	9 AM-12 PM 1 PM – 4 PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	8,000	Call	Call
TH, F, SAT, SUN	9 AM-12PM 1PM – 4 PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	8,000	Call	Call

Training Program: Microsoft Server Training					
Name of Instructor: Raji Rab /Laura Sta Maria / Donald Matignas					
Classroom No: 2					
DAYS	HOURS	DURATION	COST	START DATE	REGISTER
M, W, F, SAT	10 AM-1PM 1 PM – 4 PM 7 PM –10 PM 6:00PM -9PM	144 hrs.	9,000	Call	Call
T, TH, SAT,SUN	9 AM-1PM 12:00 PM – 3PM 1 PM – 4 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call
TH, F, SAT, SUN	9 AM-12PM 1PM – 4PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call

Training Program: Cisco Routers & Switches

Name of Instructor: Raji Rab / Laura Sta Maria

Classroom No: 2

DAYS	HOURS	DURATION	COST	START DATE	REGISTER
M, W, F, SAT	10 AM-1PM 1 PM – 4 PM 7 PM –10 PM 6:00PM -9PM	144 hrs.	9,000	Call	Call
T, TH, SAT,SUN	10 AM-1PM 12:00PM – 3:00PM 1 PM – 4 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call
TH, F, SAT, SUN	9 AM-12PM 1PM – 4PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call

Training Program: Cisco Security Professional

Name of Instructor: Raji Rab / Laura Sta Maria

Classroom No: 2

DAYS	HOURS	DURATION	COST	START DATE	REGISTER
M, W, F, SAT	10 AM-1PM 1 PM – 4 PM 7 PM –10 PM 6:00PM -9PM	144 hrs.	9,000	Call	Call
T, TH, SAT,SUN	9 AM-1PM 1 PM – 5 PM 6:30PM–9:30 PM 12:00PM – 3:00PM	144 hrs.	9,000	Call	Call
TH, F, SAT, SUN	9 AM-12PM 1 PM – 4 PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call

Training Program: Web & Graphic Design					
Name of Instructor: Donald Matignas /Laura Sta Maria					
Classroom No: 1					
DAYS	**HOURS**	**DURATION**	**COST**	**START DATE**	**REGISTER**
M, W, F, SAT	10 AM-1PM 1 PM – 4 PM 7 PM –10 PM 6:00PM -9PM	144 hrs.	9,000	Call	Call
T, TH, SAT,SUN	9 AM-1PM 12:00 PM – 3PM 1 PM – 4 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call
TH, F, SAT, SUN	9 AM-12PM 1PM – 4PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call

Training Program: QuickBooks Training					
Name of Instructor: Laura Sta Maria					
Classroom No: 2					
DAYS	**HOURS**	**DURATION**	**COST**	**START DATE**	**REGISTER**
M, W, F, SAT	10 AM-1PM 1 PM – 4 PM 7 PM –10 PM 6:00PM -9PM	144 hrs.	8,000	Call	Call
T, TH, SAT,SUN	9 AM-1PM 1 PM – 5 PM 6:30PM–9:30 PM 12:00PM – 3:00PM	144 hrs.	8,000	Call	Call
TH, F, SAT, SUN	9 AM-12PM 1PM – 4 PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	8,000	Call	Call

Training Program: Certified Technical Trainer					
Name of Instructor: Raji Rab / Laura Sta Maria					
Classroom No: 2					
DAYS	HOURS	DURATION	COST	START DATE	REGISTER
M, W, F, SAT	10 AM-1PM 1 PM – 4 PM 7 PM –10 PM 6:00PM -9PM	144 hrs.	9,000	Call	Call
T, TH, SAT, SUN	9 AM-1PM 1 PM – 5 PM 6:30PM–9:30 PM 12:00PM – 3:00PM	144 hrs.	9,000	Call	Call
TH, F, SAT, SUN	9 AM-12PM 1PM – 4PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call

Training Program: Medical Billing & Coding					
Name of Instructor: Donald Matignas / Laura Sta Maria					
Classroom No: 1					
DAYS	HOURS	DURATION	COST	START DATE	REGISTER
M, W, F, SAT	10 AM-1PM 1 PM – 4 PM 7 PM –10 PM 6:00PM -9PM	144 hrs.	9,000	Call	Call
T, TH, SAT, SUN	9 AM-1PM 12:00PM – 3:00PM 1 PM – 4 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call
TH, F, SAT, SUN	9 AM-12PM 1PM – 4PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call

USA EXPEDITION INC. SCHOOL CATALOG

Training Program: Project Management					
Name of Instructor: Raji Rab / Laura Sta Maria / Donald Matignas					
Classroom No: 2					
DAYS	**HOURS**	**DURATION**	**COST**	**START DATE**	**REGISTER**
M, W, F, SAT	10 AM-1PM 1 PM – 4 PM 7 PM –10 PM 6:00PM -9PM	144 hrs.	9,000	Call	Call
T, TH, SAT,SUN	9 AM-1PM 1 PM – 5 PM 6:30PM–9:30 PM 12:00PM – 3:00PM	144 hrs.	9,000	Call	Call
TH, F, SAT, SUN	9 AM-12PM 1PM – 4PM 2 PM – 5 PM 6:30PM–9:30 PM	144 hrs.	9,000	Call	Call

SCHOOL HOLIDAY OBSERVANCES

USA Expedition Inc. observes the following holidays during which the school is closed and there are no classes held:

- New Year's Day
- Martin Luther King's Birthday
- George Washington's Birthday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

ADMISSION POLICY

STANDARDS & GRADUATION REQUIREMENTS

The Admission Policy & Standards are based upon a candidate's level of understanding and know how. Each student admitted to an undergraduate degree program, or a diploma program, shall possess a high school diploma or otherwise successfully take and pass the interview for admission.

This assessment is based upon meetings and discussion directly with the candidate without having the candidate feel pressured. A true picture is drawn out AFTER DUE ASSESSMENT and the candidate is accordingly advised the best direction, factor, and vector in the matter to acquire the expertise in securing the target career prospects in shortest time.

Although the institution has not entered into any transfer of credit agreement with any other college or university, the school admission policy offers acceptance of credits at other institutions on case per case basis, earned after through verification process and also through challenge examinations and achievement tests. The assessment level varies from course to course, but here we are of the opinion that every course has to start from scratch and speed through the fundamentals just in case the students are rusted in the areas of training.

Admission Procedures:
1. Call and set an appointment with School Administrator
2. Submit yourself to an interview with School Administrator
3. Complete and submit the Enrollment Agreement

USA Expedition, Inc. does not admit Ability to Benefit (ATB) students as all programs require a minimum of a high school diploma or passing an interview for admission.

All students are required to sign attendance sheets. The dismissal and suspension policy is solely based on disciplinary action and or serious misconduct. The graduation requires passing out with progressive testing presentations and the final testing is based on the final project presentation depending upon the program enlisted with. In meeting article 7 it is stated the testing criteria is set to meet the industry standard stipulations and the questioners prepared with the specific answers and explanations in developing the ability to be successfully trained to perform the tasks associated with the occupation or job title to which the course of instruction is represented to lead.

The prospective student may achieve the following scores mentioned in the table below to demonstrate ability to successfully perform the tasks associated with the occupation or job title to which the course of instruction is represented to lead. This also meets the passing standards set by the test's developer by and large for the industry standards and the associated certifications. The instructions are conducted in English language whereas every chance to win is adopted and can be successfully trained to perform the tasks associated with the occupation or job title to which the course of instruction is represented to lead.

It is also ensured that the candidate meets a level of proficiency school standards reasonably equivalent to the level of English in which the actual examination is offered.

- **HONOR ROLL. ………….. 97% -100%**
- **A+= EXCELLENT.…………90% - 96%**
- **A = GOOD………………… 80% - 89%**
- **B = SATISFACTORY …… 70% - 79%**
- **C = POOR. …………………65% - 69%**
- **D= FAILING………………00% - 64%**
- **I = INCOMPLETE…………00%**
- **W= WITHDRAWN FROM COURSE: NOGRADE-ASSIGNED**

Successful accomplishment depends on the student's individual overall efforts, capabilities applied to the requirements of the institution.

The following is required to meet the eligibility for course completion
- Complete all required program criteria
- Meet the specific grade and other program requirements.
- Meet the progress report requirement
- Meet all financial or other obligations.
- Final Presentation

A certificate of completion will be issued to students upon successful completion of all academic requirements. Successful completion of all courses listed in the program must comply with progress report criteria, a final presentation and passing of exams with satisfactory grades.

TRANSFERABILITY OF CREDITS

"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION."

The transferability of credits you earn here at USA Expedition Inc. is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Educational Program, is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending USA Expedition Inc. to determine if your certificate will transfer.

TRANSFER OF ARTICULATION AGREEMENTS

The institution has not entered into an articulation or transfer agreement with any other college or university.

EXPERIENTIAL CREDIT

USA Expedition Inc. does not provide completion credits toward any of its programs based on past experience or knowledge.

CANCELLATION, WITHDRAWAL AND REFUND POLICIES

STUDENT'S RIGHT TO CANCEL

The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first-class session or the seventh day after enrollment whichever is later.

Cancellation shall occur when student gives written notice of cancellation at the address of the School shown on the top of the first page of the Enrollment Agreement, by mail, hand delivery or telegram. If the school has gives any equipment, including books or other materials the student shall return them to the school within thirty days following the date of your Notice of Cancellation.

If student fails to return this equipment, including books and other materials, in good condition within the thirty (30) day period, the School may deduct its documented cost for the equipment from any refund that may be due to you. If you cancel this Agreement as required, the School will refund any money that you paid, less any deduction for equipment not timely returned in good condition, within thirty days after your Notice of Cancellation is received.

If the student receives federal student financial aid funds, the student is entitles to a refund of the money not paid from federal financial aid funds.

WITHDRAWAL FROM COURSE

The student has the right to withdraw from a course of instruction and obtain a refund of charges paid through attendance at the first-class session or the seventh day after enrollment whichever is later.

The student is obligated to pay only for educational services rendered and for unreturned equipment. The refund shall be the amount, the student paid for instruction multiplied by fraction, the numerator of which is the number of hours of instruction for which student has not received but for which student has paid, and the denominator of which is the total number of hour of instruction for which student has paid.

If student obtained equipment, as specified in the agreement as a separate charge, and returned it in good condition within thirty days following the date of withdrawal, the School shall refund the charge for the equipment paid by student. If student fails to return the equipment in good condition, allowing reasonable wear and tear, within this thirty-day period, the School may offset against the refund the documented cost for equipment. Student shall be liable for the amount, if any, by which the documented cost for equipment exceeds the prorated refund amount. The documented cost of the equipment may be less than the amount charged and the amount the school has charged in the contract. In any event, student will never be charged, for more than the equipment charges stated in the contract. For a list of these charges, see the list on the first page of this agreement. If the amount student paid is more than the amount that student owes for the time student attended, then a refund will be made within thirty days of withdrawal. If the amount that student owes is more than the amount that student already paid, then student will have to make arrangements to pay for it.

If the student receives federal student financial aid funds, the student is entitles to a refund of the money not paid from federal financial aid funds.

Students whose entire tuition and fees are paid by a third party organization are not eligible for a refund.

HYPOTHETICAL REFUND EXAMPLE:

Assume that a student upon enrollment in a 400 hour course, pays $2,000 for tuition, $75 for registration and $150,documented cost to school, for equipment as specified in the Enrollment Agreement and withdraws after completing 100 hours without returning the equipment he / she obtained. The pro rata refund to the student would be $1,462 based upon the calculations stated below. If the student returns the equipment in good condition within (30) days following his/her withdrawal, the School shall refund the charge for the equipment paid by the student.

$2,225 total paid	Minus	$75 registration fee (The amount the school may retain)	= $2,150
$2,150	Divided by:	400 hours in the program	= $5.38 Hourly charged for the program
$2,150	Minus	$150 (documented cost of unreturned equipment)	= $2,000 Total refundable amount
$5.38	Multiplied by:	100 hours of instruction attended	= $538 Owed by the student for

			instruction received.
$2000	Minus	$538	= $1,462 **Total refund amount**

- If the student returns the equipment in good condition, allowing for reasonable wear and tear, the actual refund to the student would be $1,612[$1,462 + $150].

REFUND TABLE (Based on Actual Cost of Educational Service):

Refundable Amount	10% Refund	25% Refund	50% Refund	60% Refund	75% Refund
$ 2,000	$200	$500	$1,000	$1,200	$1,500

For the purpose of determining the amount you owe for the time you attended, you shall be deemed to have withdrawn from the course when any of the following occurs:
a. You notify the School of your withdrawal or the actual date of withdrawal.
b. The School terminates your enrollment.
c. You fail to attend classes for a three [3] three-week period. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

If any portion of your tuition was paid from the proceeds of a loan, then the refund will be sent to the lender or to the agency that guaranteed the loan, if any. Any remaining amount of refund will first be used to repay any student financial aid programs from which you received benefits, in proportion to the amount of the benefits received. Any remaining amount will be paid to you. If there is a balance due, you will be responsible to pay that amount.

STUDENT TUITION RECOVERY FUND (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the **Bureau for Private Postsecondary Education, 1747 N. Market Blvd. Ste 225, Sacramento, CA 95834, (916) 574-8900.**

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.

3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

STUDENT'S RIGHTS POLICY

- Students have the right to fair and effective teaching and grading at the advertised grade level
- Students have the right to due process and an impartial hearing in any disciplinary matter
- Students have the right to Information privacy
- Students have the right to review their own academic records.

ATTENDANCE POLICY

All students are required to attend all classes unless excused by the school. Unexcused absences incur the penalty of zero credit for work missed and may also result in disciplinary action and loss of credit for the class for the semester. Upon return, students have three days to turn in an excused note for their absence. After the three days, all absences become unexcused.

The most common legitimate causes of absence are illness and medical or dental appointments; however, other matters may arise which may be considered urgent enough to cause absence from school.

If the absence is anticipated, the reason and purpose for the absence must be written to the school director at least a week in advance of the projected absence. If the absence is excused, the student will be allowed to make up assigned work.

If no approval is obtained, the absence will be considered unexcused.

When the student's total of unexcused absences for any given class reaches five, the student loses credit for that class.

If absent for medical or dental appointments, a student may present a note from the doctor's office as confirmation.

Visits to colleges are legitimate causes for juniors and seniors to be absent. Written notice of a visit will always be required in advance, however, for the visit to be excused.

Absence for vacations is unexcused.

Doctor's notes may be requested to verify excused absences due to illness. Also, a student's financial source may be informed of tardies, absences, loss of credits, and academic progress (interim reports and report cards) if a student is dependent on them for financial support.

Lawful Absences (State Regulations)

1. Death in the immediate family
2. Illness of child
3. Quarantine
4. Court summons
5. Violent storms
6. School approved work or activity
7. Observance of a religious holiday
8. State emergency

LEAVE OF ABSENCE POLICY

Students are granted one leave of absence per 12-month period for specific and acceptable reasons. A leave of absence shall be reasonable in duration, not to exceed 120 calendar days.

All leave of absence must be in writing and addressed to the Principal Director. The written request must be accompanied by supporting documentation from the appropriate person and/or agency. The Principal Director may approve or deny the request in writing. If a student fails to return on the scheduled return date, he/she shall be liable for termination from the training program. One subsequent leave of absence may be granted if the leave of absence does not exceed 30 days and the school determines that it is necessary due to unforeseen circumstances. Subsequent leaves of absence may be granted for jury duty, military reasons, or other circumstances requiring consideration. The school will record the reason for each subsequent leave of absence.

When students return to school after an absence, they must present a written excuse, signed by the parent or legal guardian to the attendance office.

The excuse must contain:

- the student's full name & ID Number
- the student's training grade
- the date(s) of the absence(s) or tardy

- the date upon which the note was written
- explanation of reason for absence/tardy
- a phone number where the note can be verified
- a signature of the parent or guardian

Excused absences will be coded on the student's record by the attendance office. A student who does not present a legal note or who has no note is considered unexcused.

Upon return, students have three days in which to turn in an excused note for their absence. After the three days all absences become unexcused.

A student **arriving tardy is to sign in at the attendance office.**

The student must call the attendance office when the student is absent.

Students **requesting early dismissal** must present in advance the reason for leaving to the office in order to receive authorization.

Upon leaving, students must sign out at the attendance office, even if they are being excused to go home.

Students **who do not obtain permission to leave early** or who fail to sign out are violating attendance procedures and will be charged an unexcused absence.

DISCIPLINE POLICY, PROBATION & DISMISSAL

The school is responsible for maintaining a safe, healthful learning environment and for ensuring equitable treatment of students. The purpose of a discipline code is to serve those ends and to provide notice to parents, students, and staff of their respective responsibilities and rights with regards to probation and dismissal policies. All issues for addressing student grievance shall be addressed to the school director and the school director is the designated individual who will receive and resolve any student complaints.

School Regulations - Students are expected to attend school and classes regularly, arrive on time, bring required materials, and fulfill to the best of their abilities the course objectives. They should understand and observe the rules of the school and recognize that there are channels through which rules or conditions can be studied and realize that they must abide by them. Students should be courteous and respectful at all times to staff members and teachers and adhere to school policies. Probation period for a violation of rules is 90 days and any action causing deliberate violations of policies may result in actions for dismissal.

Appropriate Dress - Students should come to school properly attired so as not to distract themselves or others. Clothing that is lewd, vulgar, obscene, revealing, or sexual in nature is not permitted.

Any clothing displaying or advocating drug and alcohol use, sexual and/or racial connotations, or other references likely to cause disruption are not permitted.

Head Apparel - Hats & religious head covers may be allowed in classes. Bandannas, hoods, and sunglasses will not be worn inside the building.

Classroom Environment - Although wearing of headgear (hats/headbands) and coats and the use of book bags are permitted in the building, each teacher may establish his or her own policy regarding these items in the classroom, other than if required for religious reasons.

GRADING POLICY

A grade is a symbol used by teachers to impart information to students, to parents, and to other individuals and institutions with a legitimate need for that information. Grades are the teacher's best assessment of a student's performance in reaching the goals and objectives of a particular course, including mastery of content and demonstration of skills.

Grades are reported cumulatively three times each semester. Individual marking periods rarely receive equal weight because they do not contain equal numbers of assignments. Later assignments may be weighted more heavily because students continue to develop and sharpen skills throughout the semester and so later assignments are often more reflective of a student's progress.

The faculty does not endorse manipulation of grades to produce a predetermined distribution. While it may be natural for grades in a particular class to emerge in a representative scattering of A's, B's, C's, and F's, classes at the school are actually too small to produce such a statistical regularity most of the time. We believe some element of competitiveness is both inevitable and healthy, but grades at the school are intended to compare students' achievement with academic benchmarks rather than with other students' achievements.

Teachers use a rich variety of evaluation methods, from essays and tests to demonstrations and projects, not all of which lend themselves to numerical evaluations on a 100-point scale. How a numerical scale, if used, translates into letter grades is left up to the discretion of the individual teacher. The following descriptions of letter grades, however, are embraced school-wide:

A grade of "A" in a course indicates exceptional mastery of the course's objectives in both knowledge and skills. While a grade of "A" may not symbolize perfection, it does indicate that the student has demonstrated consistently high standards of commitment, clarity, and application. Typically, the "A" grade further signifies a student's creativity, insight, and breadth of comprehension. Because we all bring to our academic work a variety of developed skills and abilities, as well as interests and talents, students should not expect to earn an "A" in every course they take.

A grade of "B" in a course indicates solid mastery of the course's objectives in both knowledge and skills. Further, the "B" grade indicates a student's facility with analyzing course material and his clarity in expressing that facility although he may not demonstrate the depth and breadth of comprehension that merits the "A" grade, regardless of the amount of time spent on a specific assignment.

A grade of "C" in a course indicates competent mastery of the course's objectives in both knowledge and skills. A student who earns a "C" should feel reasonably confident about his ability to move on to the next course in a sequence within a discipline or about his facility with the course's objectives. For some students, a grade of "C" may represent significant intellectual growth; for others, only modest growth.

A grade of "F" in a course

Indicates insufficient mastery of the course's objectives in knowledge and skills. The grade of "F" is not meant to discourage students about their academic work, but rather to afford them an accurate appraisal of their performance. Students would not be well served to receive a "passing" grade only to discover later that they lack the information and/or skills necessary to proceed to the next level of a discipline either at this school or another.

Because the four grades described above still include a range of performance levels and because grades need to be seen, in part, as gauges to future achievement, teachers use the plus (+) and minus (-) to further refine their grades, indicating how close a student's performance comes to the adjacent levels. All grades need to be understood in the context of the individual student's developed abilities, which obviously vary from student to student, from course to course, and even from assignment to assignment. Just as students' capabilities for academic achievement vary, so, too, do their levels of commitment to the academic enterprise. Sometimes an otherwise exceptional student's attention and engagement may come and go, or perhaps a student may focus more on finishing work than on understanding ideas. The grade a student earns for an assignment or for a course will no doubt be influenced by these factors.

Grades are useful in helping students plan their overall academic programs. Many of the choices students make about the courses they take should be influenced by performance in previous courses since that performance is a legitimate assessment of the student's readiness for subsequent courses.

NON-DISCRIMINATORY POLICY

The training center prohibits discrimination against current or prospective students and employees on the basis of race, color, sex, religion, national origin, age, disability, sexual orientation, or any other legally protected characteristic.

The center does not by this non-discrimination statement disclaim any right it might otherwise have to maintain its commitment to the doctrines of the institutional performances and limitations depending upon certain technical or training needs.
It is the policy of the center to employ, educate and promote personnel regardless of the foregoing characteristics, unless one or more of them are a bona fide requirement of a particular position. The training center is firmly committed to a policy of equal and even opportunity in every aspect of employee relations, including employment, salary, administration, promotion and transfer.

SEXUAL HARASSMENT POLICY

It is the policy of the school for all students to learn in a safe, nondiscriminatory, and healthy academic atmosphere. The school has a zero tolerance policy towards any harassment of any nature whatsoever.

RETENTION OF STUDENT RECORDS

The institution maintains an orderly flow and form of student record. A fresh and independent folder is opened and maintained for each student. The records are preserved both in the shape of disks as well as hard copies and a backup copy is secured at an offsite safe and secure location as a protective measure from any uncalled-for incident of fire or any other loss or damage. Records remain onsite for 5 years, and transcripts kept permanently.

STUDENT GRIEVANCE

All complaints for addressing student grievance shall be addressed to the school director and the school director is the designated individual who will receive and resolve any student complaints.

DEGREE PROGRAMS

The institution is not accredited by an accrediting agency which is recognized by the United States Department of Education. A program that is unaccredited or offered by an unaccredited institution is not recognized for some employment positions, including but not limited to, positions with the State of California. A student enrolled in an unaccredited institution is not eligible for federal financial aid.

FOREIGN STUDENT VISA

Foreign Nationals attending the institution are required to locate a sponsor for their student visa on their own. USA Expedition Inc. does not provide visa services and the institution will not be able to vouch for student status or any associated charges. Instruction at USA Expedition Inc. is not conducted in any language other than English.

ESL PROGRAM

This institution does not provide English as a second language instruction.

FACULTY QUALIFICATION DESCRIPTION

DUTIES AND RESPONSIBILITIES

The faculty follows professional practices consistent with school policies in working with students. The faculty complies with the state administrative regulations and policies. The faculty maintains all the lesson plans as required by school policy. Assigns reasonable tasks and homework to students. The faculty acts in a very professional manner and demonstrates the most appropriate personal contact while in performance of school duties and responsibilities. In addition, the faculty/ instructors are responsible for additional roles assigned to the instructor in meeting the school's student achievement goals, including academic gains of the student assigned to the teacher. All the instructors are required to hold the industry certifications as well. The information regarding the faculty is as under:

Faculty / Instructor	Qualifications
Raji Rab	• CompTIA • Microsoft Certified Professional • Microsoft Certified Systems Engineer • Cisco • Microsoft Office Suite • Project Management • Certified Technical Trainer
Laura Sta Maria	• CompTIA • Microsoft Certified Professional • Microsoft Certified Systems Engineer • Microsoft Certified Solutions Associate • CCNA /CCNP • Web & Graphic • Microsoft Office • QuickBooks • Medical Billing & Coding • Project Management • Certified Technical Trainer
Donald Matignas	• CompTIA • Project + • Web & Graphic • Medical Billing & Coding • Microsoft Certified Professional • Microsoft Certified Technical Specialist • Microsoft Certified IT Professional • Microsoft Office

FACILITIES AND EQUIPMENT

The school is equipped with modern classrooms, color markers, overhead projectors, with advance types of equipment such as projection whiteboards advanced computer systems, advanced server systems, network printers, network switches, network routers, internet access, comfortable seats and most meaningful up to date resources. Each student has his own equipment for independent usage and learning exercises.

LIBRARY

A small library is in place, however due to constant updates in the fast-moving field of technology, the updated references study material is offered via the CD's and the internet. The students are advised of all studies and other reference material with relation to their selection of training interests. The wider option towards study reference is however directed through online research helping students learn to find independent and self-reliant path finding solutions. Well-prepared and thought-out questions with real world scenarios for test preparations for on job performance are provided for easy comprehension and meaningful consumption. Procedures for student access to library and learning resources are process through a maintained sign in and sign out log sheet 0record which is strictly adhered to.

STUDENT SERVICES

JOB PLACEMENT ASSISTANCE

One added valued feature in every good institution is to offer successful job placement facility. This valued attribute is put to service here under consulting and advisory services. The Schooloffers free consulting with the Director with scheduled appointment for all career-related and placement services. Routine contact with recruiters and human resources departments of various companies keeps the awareness factor current with the prevailing market graphs and running conditions. The school works towards finding its graduates in leading establishments and also provides a "Job Listing" bulletin board for students to review employment opportunities. The school however cannot guarantee placement or use it as a tool for student enrollment. An employment preparedness class is given at the end of the educational program with interview & on job expectancy. Preparations are also exercised to develop skills for preparing a resume, interviews, dressing, and other attributes to meet a successful career. By the Grace of God, So far here, the placement feature has proved to be extremely rewarding as our well trained students have been successfully employed. During training sessions, rigorous skills are embedded in the hours of condensed training exercises followed by tests and hands-on project presentations for healthy job placements recommendations in the area of student's expertise. Here at this school, we are extremely confident that after intense quality training our students can perform the desired expertise in the on-job testing assignments with total ease of configuration, confident implementation and rewarding professionalism.

DISTANCE EDUCATION

The institution does not offer distance education.

HOUSING

USA EXPEDITION INC. does not offer dormitory facilities and **does not assist a student in finding housing.** Necessary information is available in the admissions office. Costs vary for students as some live alone and others share housing. Living here in West Hills, California, one should expect to pay between $2,000 and $2,500 for living expenses including rent.

JOB CLASSIFICATION

The **User-Friendly Office & Internet** program prepares its graduates for employment as Data Entry Clerk, Office and Administrative Support Workers as classified under the United States Department of Labor's Standard Occupational Classification codes: 43-9000, 43-9020, 43-9021 and 43-9022.

The **Office Specialist** program prepares its graduates for employment as Secretary, Administrative Assistant and Office Clerk as classified under the United States Department of Labor's Standard Occupational Classification codes: 43-6000, 43-610,43-6011, 43-6012 and 43-9060.

The **Computer Repair & Tech Support** program prepares its graduates for employment as Computer User Support Specialists, as classified under the United States Department of Labor's Standard Occupational Classification code 15-1232.

The **Microsoft Server Training** program prepares its graduates for employment as Computer Network Support Specialists; Network and Computer Systems Administrator, as classified under the United States Department of Labor's Standard Occupational Classification codes: 15-1231 and 15-1244.

The **Cisco Routers & Switches** program prepares its graduates for employment as Computer Network Support Specialists; Computer Network Architects as classified under the United States Department of Labor's Standard Occupational Classification codes: 15-1231 and 15-1241.

The **Cisco Security Professional** program prepares its graduates for employment as Information Security Analysts; Computer Network Architects as classified under the United States Department of Labor's Standard Occupational Classification codes: 15-1212 and 15-1241.

The **Web & Graphic Design** program prepares its graduates for employment as Web and Digital Interface Designers; Graphic Designers as classified under the United States Department of Labor's Standard Occupational Classification codes: 15-1255 and 27-1024.

The **QuickBooks Training** program prepares its graduates for employment as Bookkeeping, Accounting, and Auditing Clerks as classified under the United States Department of Labor's Standard Occupational Classification codes: 43-3030 and 43-3031.

The **CTT+** program prepares its graduates for employment as Computer Training Specialist, Trainer as classified under the United States Department of Labor's Standard Occupational Classification code 13-1151.

The **Medical Billing & Coding** program prepares its graduates for employment as Medical Bill Coder; Medical Records Specialist as classified under the United States Department of Labor's Standard Occupational Classification codes: 29-2072 and 43-3021.

The **Project Management** program prepares its graduates for employment as Project Manager; Project Management Specialists as classified under the United States Department of Labor's Standard Occupational Classification code 13-1082.

DRIVING DIRECTIONS

USA EXPEDITION INC.
22736 Vanowen Street, Suite 105 West Hills CA 91307
Ph. (818) 999 -1414 * www.usaexpedition.net

In the heart of the San Fernando Valley, we are centrally located in the beautiful city of West Hills, in the county of Los Angeles CA. We are easily approachable from the freeway 405, freeway 118 and freeway 101.

We are also in close proximity to Reseda, Tarzana, Woodland hills, Canoga Park and Northridge. We are also walking distance from the famous Fallbrook outdoor shopping mall, Walmart and many famous restaurants, fast food and bus stop nearby. Come visit us, your path to success awaits you.