3101 Park Blvd
Palo Alto, CA 94306
(866) 991-3924 | www.quickstart.com

SCHOOL CATALOG

QUICKSTART LEARNING, LLC

Effective Date: November 1, 2023

Volume I
November, 2023

Contents

MISSION:

It is the mission of QS Learning to provide the best learning solutions for individuals in career transition, or those looking to expand their scope of knowledge for career enhancement. Ultimately QS Learning endeavors to help people optimize their earning potential by making industry leading certification training tangible, and affordable, for every member of the community.

REGULATORY BODY:

This institution is a private institution. The school was granted institutional approval to operate by the Bureau of Private Post Secondary Education (BPPE) and the California Department of Consumer Affairs (DCA). The Bureau's approval means that the institution and its operation comply with the minimum standards established under the law for occupational instruction by private postsecondary educational institutions. This approval does not mean that: (1) the institution or its educational programs are endorsed or recommended by the state or by the bureau. Nor that (2) the approval to operate indicates that the institution exceeds minimum state standards as set forth in this chapter.

DESCRIPTION OF LEARNING FACILITIES:

Our office where we offer classroom setting is located is 3101 Park Boulevard Palo Alto, CA 94306. This is where we manage operations, and this location has an up-to-date facility with an office-space area for admin, a conference room, and classroom. Our classroom offers the means to provide visual presentation, either on a white board, or via projection equipment. Each

workstation is provided with a cushioned, adjustable office chair, a USB headset/microphone, and a laptop computer capable of handling lab and lecture content of all course offerings.

The school has a break room for up to 20 students with a microwave, refrigerator, sink, and tables and chairs. Both male and female lavatories are available. There is parking available in a well-lit parking lot. The facility is located in close proximity to public transit. This is an ADA accessible facility with handicapped ramps and lavatories. The maximum class size is 30 and the student/teacher ratio is 30 to 1.

Instructional Location

3101 Park Blvd.
Palo Alto, CA 94306
*** Please Note: Institution provides Online Distance Learning through its online platform that can be found at the web address below:

Website: https://www.quickstart.com/customer/account/login/

SCHOOL CALENDAR:

QS Learning is open M-F from 8am-5pm (MST) with the exception of the below listed Holiday's. Program enrollments will be determined and outlined on the student enrollment agreement.

- New Years Day
- Martin Luther King Jr Day
- Memorial Day
- Independence Day
- Juneteenth Day
- Labor Day
- Veterans Day
- Thanksgiving
- Christmas Day
- New Year's Day

ADMISSIONS REQUIREMENTS:

- Students must have graduated from high school or earned a GED.

- Students must be able to demonstrate basic IT skills on how to operate a computer and get on the internet. Such skills can be demonstrated by reading and effectively comprehending emails which is achieved through initial email from Quickstart. Additionally, typing, clicking-through content, and submitting responses electronically can all be effectively achieved through initial registration provided in the initial email. CLIPP platform has built in mechanisms that demonstrate how to determine if basic IT skills are present within a student prior to the start of course. CLIPP has a built-in tour system to help students demonstrate they can click through and read text, shows they can edit and upload content on their profile, and be able to view and pause videos.

- No Ability to Benefit Students will be admitted.

- Student must pay all applicable fees, as per the current published fee schedule at the time of the signing or entering into an enrollment contract or make other arrangements acceptable to the school.

- This institution does not award credit for satisfactory completion of CLEP or other comparable examinations.

- This institution does not award credit for experiential learning.

- This institution does not accept credit earned at other institutions.

- This institution has not entered into an articulation or transfer agreement with any other institution.

- No type of general education is required to enter this program.

ENROLLMENT PROCEDURES:

Please clarify the enrollment procedures to indicate when during this process the student is provided the enrollment agreement, catalog, and SPFS, when the enrollment agreement is signed, and what vetting is performed during the Welcome Call.

Candidates who meet the entrance requirements must meet with an authorized admissions representative, demonstrate understanding of their program of choice, and express a true commitment to successfully complete the program, and seek employment in their field of study upon program completion. Enrollment is finalized when tuition is arranged, a valid enrollment agreement is signed, and the student has been approved by the designated agent.

1. After the student has picked up the bootcamp with the assistance of Admission Advisor, he/she then receives a Welcome Call by the Academic Advisor.
2. **In the Welcome Call the student is also vetted by asking some basic qualifying questions to ensure that we all are on the same page. In this call the Academic Advisor also schedules a date for the orientation. The welcome call is where the Academic Advisor greets the student, congratulates them on choosing a course, explains to them the process involved in completing and gaining a certification and answers any questions the student has.**
3. As soon as the student is Qualified, the support team creates the student account on LMS and sends him/her the login credentials.
4. **The student receives the enrollment agreement and catalog and SPFS, reviews it and signs the enrollment agreement.**
5. The Academic Advisor conducts the orientation and walks the student through the curriculum, bootcamp structure and the LMS dashboard in detail.
6. The student in the orientation is informed about the Kickoff session.
7. Support sends the Kickoff Session details to the students 3 days before.
8. Kick Off is the first session where students are introduced to the Mentor and each other via zoom.
9. Student then starts attending the weekly meetings with his/her mentor while studying on his/her own using the LMS during the week.

10. Academic Advisor stays in touch with the student via text, email and call to sort out any issues related to the course, mentor, finance etc.
11. The Academic Advisor also collects feedback from the student to ensure a smooth and enjoyable academic experience.
12. Student needs to complete the assigned courses and mini projects to progress in the bootcamp.
13. Students are required to submit the project on or before the deadline.
14. After completing and passing the courses and projects, the student is eligible for the certificate of completion.
15. The Academic Advisor confirms with the finance team if all dues are cleared before emailing out the Certificate of Completion.

PLACEMENT ASSISTANCE:

While QS Learning does not guarantee placement assistance, we will provide resume assistance, and leverage our contacts within our network of corporations to provide job prospects. Requests for such assistance must be submitted in writing to your admissions representative.

ATTENDANCE POLICY:

Requirements: To successfully complete a course, it is required that the student attend a minimum of 80%. AT least 80% overall attendance is required for successful completion of the program, and to receive a certificate of completion for each class of attendance.   In anticipation of a late arrival or absence, including illness, student should notify a member of QS Learning's staff in advance; except in the event of medical emergency, in which case notification is to be made as soon as possible. To have a late arrival or absence considered excused, the student must provide details for consideration.

Unsatisfactory Attendance: Four tardies or two unexcused absences will require a meeting with your enrollment advisor. Early departures will be considered the same as tardies. Missing more than a half day is considered an absence. Unexcused absences may result in academic probation from your program, and determination of probation lies with, and is at the sole discretion of the School Director.

Re-Admittance: Program interruption for reasons other than improper conduct may re-enter, or re-enroll into the same program with the approval of the School Director. Students re-entering the program cannot be assured they will be assigned the class schedule requested. They will be admitted to classes on a space available basis.

Probation / Dismissal Policy

Student may be place on academic probation for unsatisfactory attendance. Attendance will be evaluated on a monthly basis, and those who do not meet attendance requirements will automatically be placed on academic probation for the following 60 days. Students who do not demonstrate satisfactory academic progress after the probation period will be dismissed from the program.

Leave of Absence:

 Students must submit a request for a formal leave of absence in writing. Requests will not be granted if the requested length of leave exceeds 90 calendar days. Multiple leaves of absence may be permitted, provided the total of leaves does not exceed the overall length of the program (refer to the student enrollment agreement to see total program duration.) Students must specify in their request the

beginning date of the leave of absence, the reason for the leave, and the number of days requested. Once the request for the leave of absence is received, it will be reviewed by the Director of Education, or other designee within two business days. Final approval of the leave must be approved by the Director. The Director must document the leave in accordance with this published policy.

Fees due to Absence: If the formal leave of absence is approved, the student will not be charged any additional fees as a result of the leave.

If circumstances prevent prior notification, a leave of absence must be requested as soon as possible after its beginning but prior to the student being absent from class for 10 scheduled days. Absent extenuating circumstances, if the student does not request a leave of absence and is absent for a period greater than 10 scheduled days, they will be withdrawn from the program.

Library/Learning Resources

Although Quickstart Learning LLC does not have a library, the school provides all the learning resources to support each educational program. Learning Management Systems (LMS) and Virtual Learning Environments (VLE) have become increasingly common in education. While there is a time and place for face-to-face learning, increasingly learning and courses are being conducted through digital channels. This environment offers increased flexibility for students to access training. Our VLE includes video lessons which can be repeated multiple times to improve comprehension. Text lessons offer information in another learning style. Real-life scenarios give students opportunities to apply skills to specific situations without requiring fancy equipment

Grades and Standards for Student Achievement - Satisfactory Progress

Pass/fail scores are utilized for all quizzes, test and the written final examination. Students must achieve an 70% or better on the final exam and quizzes/tests to successfully pass the program. The grading policy includes: quizzes, tests and final exam. Students will be evaluated throughout the program. The student's final grade will be calculated by the following grading scale.

Students who receive less than 70% in quiz/test may retake the quiz/test at the consent of the instructor.

Students who receive less than 70% on the final exam may retake the exam at the consent of the instructor. Students who are permitted to retake an exam will receive a maximum grade of 80% on the exam.

A student will be warned that they are in jeopardy of failing the program if their cumulative score falls below 70%..

GRADING SCALE	
Quizzes/ Tests	70%
Final Exam	30%
	100%

PASS/FAIL SCALE		
Type	**Grade Scale**	**Grade**

Quizzes/Tests/Final	70 and Above	Pass
	69 & Below	Fail

Evaluation Policies

Grades are awarded on a pass / fail basis. Students must achieve a "pass" rating on all quizzes and tests.

Grading Policy for Pass/Fail Standards on Quizzes: All students will be required to achieve a cumulative score of pass on all quizzes and tests in order to qualify to take the final exam.

Grading Policy for Pass / Fail Standard on Final Exam: All students will be required to score a pass on the final exam to qualify for a completion certificate.

If the student has not completed the coursework and earned a grade at the end of the program, the instructor may issue one of the following grades.

I Incomplete If the program has not been completed, the instructor may grant an I on a two-month extension of the term, at no additional tuition cost, when the student is making satisfactory progress and the instructor believes that an extension of time will permit satisfactory completion. At the end of this period, a final grade must be recorded.

W Withdraw The student may withdraw from any program before the end of the term. At the end of the term, the instructor may withdraw the student from the program and issue a W when the instructor believes the student's progress is insufficient to warrant an extension. A student who withdraws or is administratively withdrawn must retake the course and is responsible for a new tuition payment for that course of study.

Grading System Standard
Evaluation of student achievement will be based on meeting the objectives for each program

REPORTING GRADES TO STUDENTS:
Upon successful completion of each course, the student will receive a certificate of successful completion. The certificate of completion represents successful passing of the course and is signed by the instructor in accordance with the attendance, and academic progress policies.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at Quickstart Learning, LLC 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 is not accepted at the institution to which

you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should 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 you leave Quickstart Learning, LLC to determine if your certificate will transfer.

Leave of Absence:

Students must submit a request for a formal leave of absence in writing. Requests will not be granted if the requested length of leave exceeds 90 calendar days. Multiple leaves of absence may be permitted, provided the total of leaves does not exceed the overall length of the program (refer to the student enrollment agreement to see total program duration.) Students must specify in their request the beginning date of the leave of absence, the reason for the leave, and the number of days requested. Once the request for the leave of absence is received, it will be reviewed by the Director of Education, or other designee within two business days. Final approval of the leave must be approved by the Director. The Director must document the leave in accordance with this published policy.

Re-Admittance: Program interruption for reasons other than improper conduct may re-enter, or re-enroll into the same program with the approval of the School Director. Students re-entering the program cannot be assured they will be assigned the class schedule requested. They will be admitted to classes on a space available basis.

Student Housing
This institution has no responsibility to find or assist a student in funding housing.

This institution does not operate dormitories or other housing facilities. This institution does not provide assistance nor does it have any responsibility to assist students in finding housing. Housing in the immediate area is available in two story walkup and garden apartments. Monthly rent for a one bedroom unit is approximately $1,500 a month. (www.apartmentguide.com)

Student Records and Transcripts
Student records for all students are kept for five years. Transcripts are kept permanently. Students may inspect and review their educational records. To do so, a student should submit a written request identifying the specific information to be reviewed. Should a student find, upon review, that records that are inaccurate or misleading, the student may request that errors be corrected. In the event that a difference of opinion exists regarding the existence of errors, a student may ask that a meeting be held to resolve the matter. Each student's file will contain student's records including a copy of the signed enrollment agreement, school performance fact sheet, diploma granted, transcript of grades earned, high school diploma or GED, copies of all documents signed by the student including contract, instruments of indebtedness and document related to financial aid, leave of absence documents, financial ledger, refund information as applicable, complaints received from the student or student advisories related to academic progress. Transcripts will only be released to the student upon receipt of a written request bearing the student's live signature. No transcript will be issued until all tuition and other fees due the institution are paid current.

Probation/Dismissal Policy:

Students who do not demonstrate satisfactory academic progress after the probation period will be dismissed from the program.

STUDENT CONDUCT:

Professional conduct, appropriate to a business environment is expected at all times. Unacceptable behaviors include, but are not limited to:

- ✓ Violation of copyright laws including copying classroom software
- ✓ Breeching computer network security for any reason
- ✓ Disclosure of 360's business methods and internal systems to unauthorized individuals and/or companies
- ✓ Removal of or borrowing of any equipment without written authorization from the school's Director
- ✓ Theft, or any other crime against 360, it's students, or employees
- ✓ Failure to follow instruction concerning the classrooms and/or associated labs
- ✓ Excessive tardiness or absence
- ✓ Inappropriate or verbal abuse of any person
- ✓ Physical abuse/misuse of any property or person
- ✓ Inappropriate use of the internet, use of unauthorized sites, access to or downloading offensive, lude, or objectionable material
- ✓ Inappropriate or revealing dress
- ✓ Internet browsing or playing games during class, or other learning times
- ✓ Classroom disruption of any kind
- ✓ Failure to follow directions from Faculty, School Director, or learning center management

QS Learning reserves the right to determine, at its sole discretion what constitutes acceptable and unacceptable behavior. Additional QS Learning, at its sole discretion has the right to determine any actions to take place in response to unacceptable behavior, up to, and including withdrawal from the school.

ACCEPTABLE USE POLICY

The acceptable use policy governs the use of the school's computer equipment and its internet connectivity. The learning center equipment is dedicated to career training use only and are to be used only as directed.

- ✓ Students will not download any materials on any equipment belonging to QS Learning – understanding that to do so could cause liability for damage or injury to company intellectual or electronic assets or property.
- ✓ Students will not install software or connect USB devices or media to any QS Learning computers without prior written consent.
- ✓ Students will use the internet for class related purposes only
- ✓ Students will not play games, engage in instant messaging, or visit any non-training related sites

Visa Related Services

This institution does not admit students from other countries, so no visa related services are offered.

Language Proficiency

The following applies to students for whom English is not their primary language and all classes will be taught in English.

For a student whose high school or equivalent coursework was not completed in English, and for whom English was not a primary language, the student must attain qualifying score of 97 on the CELSA or the student must attain qualifying score of 95 on the Duolingo English Test. This requirement does not apply to students who have received their high school diploma or the equivalent at an academic institution which has provided the instruction in the English language. Similarly, this requirement does not apply to students who have completed coursework, in English, at the college level.

Language of Instruction

Instructions will be given in no language other than English.

English as a Second Language Instruction

This institution does not provide ESL instruction.

Accreditation Status

This institution is not accredited by an accrediting agency recognized by the United States Department of Education. A student enrolled in an unaccredited institution is not eligible for federal financial aid.

Policies and Procedures Regarding Financial Aid

This institution does not participate in any federal or state financial aid programs. A student enrolled in an unaccredited institution is not eligible for federal financial aid programs. The school does not provide financial aid directly to its students.

Student Services

This institution does not provide airport reception services, housing assistance or other services. Further, this institution maintains a focus on the delivery of educational services. Should a student encounter personal problems which interfere with his or her ability to complete coursework, this institution will provide assistance in identifying appropriate professional assistance in the student's local community but does not offer personal counseling assistance.

Student Assistant and Relief

"The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in

making informed decisions, understanding their rights, and navigating available services and relief options. The office may be reached by calling (866) 991-3924

FINANCIAL AID: Our institution doesn't participate in or accept Title IV funding or Title 38 funding,

STRF Disclosure

Student Tuition Recovery Fund Disclosures.
"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., Suite 225, Sacramento, CA 95834, (916) 574-8900 or (888) 370-7589.

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 noncollecting 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.

Charges: Tuition & Fees

All fees are subject to change from time to time, without notice.

Azure Administration

Tuition	$2,595	
Registration Fee (non-refundable)	$1.50	
STRF Fee (non refundable)	**$0**	
($2.50 / $1,000 of institutional charges)		
Total Program Charges	$2,596.50	
Total Charges for the Current Period of Attendance		$2,596.50
Estimated Total Charges for the Entire Educational Program		$2,596.50

Cyber Security Bootcamp - Immersive

Tuition	$7,000	
Registration Fee (non refundable)	$0	
STRF Fee (non refundable)	**$0**	
($2.50 / $1,000 of institutional charges)		
Total Program Charges	**$7,900**	
Total Charges for the Current Period of Attendance		$7,900
Estimated Total Charges for the Entire Educational Program		$7,900

Healthcare IT Specialist

Tuition	$3,950	
Registration Fee (non-refundable)	$0	
STRF Fee (non refundable)	**$0**	
($2.50 / $1,000 of institutional charges)		
Total Program Charges	$3,950	
Total Charges for the Current Period of Attendance		$3,450
Estimated Total Charges for the Entire Educational Program		$3,450

IT Network Technician

Tuition	$4,000	
Registration Fee (non-refundable)	$0	
STRF Fee (non refundable)	**$0**	
($2.50 / $1,000 of institutional charges)		
Total Program Charges	$4,000	
Total Charges for the Current Period of Attendance		$4,000
Estimated Total Charges for the Entire Educational Program		$4,000

IT Security and Network

Tuition	$4,000
Registration Fee (non-refundable)	$0
STRF Fee (non refundable)	**$0**
($2.50 / $1,000 of institutional charges)	
Total Program Charges	$4,000

Total Charges for the Current Period of Attendance	$4,000
Estimated Total Charges for the Entire Educational Program	$4,000

IT Support Technician

Tuition	$4,000
Registration Fee (non-refundable)	$0
STRF Fee (non refundable)	**$0**
($2.50 / $1,000 of institutional charges)	
Total Program Charges	$4,000

Total Charges for the Current Period of Attendance	$4,000
Estimated Total Charges for the Entire Educational Program	$4,000

Faculty

Instructor	Teaching Certifications	Technical Certifications	College Experience and Awards
Paul Heuring	Microsoft Certified Trainer	MCP, MCTS	BSc University of Manitoba
Peter Thorsteinson	Microsoft Certified Trainer	MCP, MCTS	B.S.E.E. (Electrical Engineering) - University of Manitoba, Canada
William A. Clark	CompTIA Network+, CompTIA Security+, CompTIA Mobility+	CTT+, CWNA	Indiana State University - Master of Arts, Health & Safety Administration
Hector Martinez	AAI – AWS Authorized Instructor, NetApp Certified Instructor (NCI)	AWS Solutions Architect Associate, NetApp Certified Implementation Engineer (NCIE SAN) 7-mode, NetApp Certified Implementation Engineer (NCIE SAN) Clustered Data Ontap	Monterrey Institute of Technology and Higher Education – Communications and Electric Engineer
Benjamin Culbertson	Microsoft Certified Training	MCTS, MCP, CompTIA A+, CompTIA Network+	Master's Degree Coursework, Workforce Development
Drew Gansmiller	MCT, MCSE, CCSI, CISSP	CompTIA A+, CompTIA Network+, CCNP Security	UC Santa Barbara: Mathematics

Azure Administrator (AZ-104)

Admission Requirements:
Students must be 18 years of age or older at the time of enrollment, must present a valid ID for verification, and must present a evidence of completing high school or high school equivalency.

Program Description:
This course teaches IT Professionals how to manage their Azure subscriptions, create and scale virtual machines, implement storage solutions, configure virtual networking, back up and share data, connect Azure and on-premises sites, manage network traffic, implement Azure Active Directory, secure identities, and monitor your solution. The program modality is distance education.

Prerequisites:
- Understanding of on-premises virtualization technologies, including: VMs, virtual networking, and virtual hard disks.
- Understanding of network configuration, including TCP/IP, Domain Name System (DNS), virtual private networks (VPNs), firewalls, and encryption technologies.
- Understanding of Active Directory concepts, including domains, forests, domain controllers, replication, Kerberos protocol, and Lightweight Directory Access Protocol (LDAP).
- Understanding of resilience and disaster recovery, including backup and restore operations.

Performance Objectives:
- Identity
- Governance and Compliance
- Azure Administration
- Virtual Networking
- Intersite Connectivity
- Network Traffic Management
- Azure Storage
- Azure Virtual Machines
- Serverless Computing
- Data Protection and Monitoring

Program Outline:

CIP Number: 11.1001

Code	Course	Lecture	Lab	Total Hours
MAA	Microsoft Azure Administrator (AZ-104)	19.2	12.8	32
Total Hours		19.2	12.8	32
* 1 Examination Voucher				

*It is the student's responsibility to take all certification exams within twelve months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be

approved by the School Director.

Program Fee*:	$2,595.00

(Inclusive of registration, tuition fee, exam cost, curriculum book)

Cost per Single Subject*:	N/A

The approximate time required to complete this course is 4 days.

Class Schedule

This program is offered online as virtual instructor-led sessions. Please note that virtual instructor-led sessions with enrollments of less than five will be cancelled; students will choose to either join the most recent existing cohort or to wait for the next scheduled cohort.

Class Start and End Dates:

Students may enroll at any time.

MAA Microsoft Azure Administrator (AZ-104) – Syllabus

Subject Description:
This course teaches IT Professionals how to manage their Azure subscriptions, create and scale virtual machines, implement storage solutions, configure virtual networking, back up and share data, connect Azure and on-premises sites, manage network traffic, implement Azure Active Directory, secure identities, and monitor your solution. Azure Administrators manage the cloud services that span storage, networking, and compute cloud capabilities, with a deep understanding of each service across the full IT lifecycle. They take end-user requests for new cloud applications and make recommendations on services to use for optimal performance and scale, as well as provision, size, monitor and adjust as appropriate. This role requires communicating and coordinating with vendors. Azure Administrators use the Azure Portal and as they become more proficient, they use PowerShell and the Command Line Interface.

Subject Hours:
Lecture- 19.2 / Lab- 12.8   / Total-32

Performance Objectives:
      You will learn
- Identity
- Governance and Compliance
- Azure Administration
- Virtual Networking
- Intersite Connectivity
- Network Traffic Management
- Azure Storage
- Azure Virtual Machines
- Serverless Computing
- Data Protection and
- Monitoring
- definition

Prerequisites:
- Understanding of on-premises virtualization technologies, including: VMs, virtual networking, and virtual hard disks.
- Understanding of network configuration, including TCP/IP, Domain Name System (DNS), virtual private networks (VPNs), firewalls, and encryption technologies.
- Understanding of Active Directory concepts, including domains, forests, domain controllers, replication, Kerberos protocol, and Lightweight Directory Access Protocol (LDAP).
- Understanding of resilience and disaster recovery, including backup and restore operations.

Required Textbooks: Published by CHOICE, August 23,2016.
                    Logical Operations, Microsoft Azure Administrator (AZ-104) Instructional
Methods: 1. Lecture   2. Laboratory

Maximum Student: Instructor Ratio: 18 : 1

Materials and Media References: Not Applicable

Content Outline by Lesson:

Module 1: Identity
- Azure Active Directory
- Users and Groups
- Manage Azure Active Directory Identities

Module 2: Governance and   Compliance
- Subscriptions and Accounts
- Azure Policy
- Role-based Access Control (RBAC)
- Manage Subscriptions and RBAC
- Manage Governance via Azure Policy

Module 3: Azure Administration
- Azure Resource Manager
- Azure Portal and Cloud Shell
- Azure PowerShell and CLI
- ARM Templates
- Manage Azure resources by Using the Azure Portal
- Manage Azure resources by Using ARM Templates
- Manage Azure resources by Using Azure PowerShell
- Manage Azure resources by Using Azure CLI

Module 4: Virtual Networking
- Virtual Networks
- IP Addressing
- Network Security groups
- Azure Firewall
- Azure DNS
- Implement Virtual Networking

Module 5: Intersite Connectivity
- VNet Peering
- VPN Gateway Connections
- ExpressRoute and Virtual WAN
- Implement Intersite Connectivity

Module 6: Network Traffic Management
- Network Routing and Endpoints
- Azure Load Balancer
- Azure Application Gateway
- Traffic Manager
- Implement Traffic Management

Module 7: Azure Storage
- Storage Accounts
- Blob Storage
- Storage Security
- Azure Files and File Sync
- Managing Storage
- Manage Azure storage

Module 8: Azure Virtual Machines
- Virtual Machine Planning
- Creating Virtual Machines
- Virtual Machine Availability
- Virtual Machine Extensions
- Manage virtual machines

Module 9: Serverless Computing
- Azure App Service Plans
- Azure App Service
- Container Services
- Azure Kubernetes Service
- Implement Web Apps
- Implement Azure Container Instances
- Implement Azure Kubernetes Service

Module 10: Data Protection
- File and Folder Backups
- Virtual Machine Backups
- Implement Data Protection

Module 11: Monitoring
- Azure Monitor
- Azure Alerts
- Log Analytics
- Network Watcher
- Implement Monitoring

Grading and Certificate of Completion: Grades are assessed based on the student's attendance, online lab completions, and offline projects.

90%+	A – Excellent
80-89.9%	B – Good
70-79.9%	C – Satisfactory
60-69.9%	D – Below Average Below 60% F – Very Poor/Fail
	I – Incomplete

- Assignment = 40% of grade
- Class Participation = 10% of grade
- Online Training = 30% of grade
- Quizzes = 20% of grade

Upon program completion with a passing grade, students will receive a certificate of completion. Students are highly encouraged to take the industry-standard exam to receive a certification credential through the granting body or vendor.

See the school Catalog for student technology requirements for online participation and school holidays and office hours.

Cybersecurity Bootcamp

Admission Requirements:
Students must be 18 years of age or older at the time of enrollment, must present a valid ID for verification, and must present evidence of completing high school or high school equivalency.

Program Description:
This is an online program paired with live Coaching sessions. Students will attend courses and apply your learning to successfully complete projects that address different cybersecurity topics. The bootcamp will end with a capstone project where you will apply your learnings to real-life cybersecurity challenges. The program modality is distance education.

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

Program Outline:

CIP Number: 11.1003

Course		Lecture	Lab	Total Hours
CSBC	Cyber Security Bootcamp	465	87	552
CompTIA-ITF+	CompTIA ITF+: A Comprehensive Approach (Exam FCO-U61	9	11	20
CompTIA Net	CompTIA Network+ (Exam N10-008)	24	16	40
CompTiaSec-SY0-601	CompTIA Security+ (Exam SY0-601)	24	16	40
	Total Hours	522	130	652

*1 Examination Voucher
CompTIA ITF+, CompTIA Network+, CompTIA Security +

*It is the student's responsibility to take all certification exams within twelve months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the School Director.

Program Fee*:	**$7,900.00**

Total Program Charges (Inclusive of registration, STRF Fee, tuition fee, exam cost, curriculum book)

Cost per Single Subject:	**N/A**

The approximate time required to complete this course is 24 weeks.

Class Schedule

All programs are offered on-demand with optional weekly hours with course mentors. Students may access their program and complete coursework at any time within their enrollment term.

Class Start Dates:

This Bootcamp Program is run true cohorts that have pre-scheduled start and expected end dates as listed below. Please note that bootcamps with enrollments of less than five will be cancelled; students will choose to either join the most recent existing cohort or to wait for the next scheduled cohort.

Subject Descriptions:

CSBC - Cyber Security Bootcamp Syllabus
The Cybersecurity Professional bootcamp you will learn computer systems fundamentals, networking, cybersecurity concepts, security analysis, penetration testing, ethical hacking, and scripting. Prerequisites include experience with basic computer user skills, a basic knowledge of computing concepts, ability to complete tasks in a Microsoft® Windows® environment, and ability to search for, browse, and access information on the Internet.

CompTIA ITF+: A Comprehensive Approach (Exam FCO-U61)
The course will enable the student to learn the essential IT skills and knowledge needed to perform tasks commonly performed by advanced end-users and entry-level IT professionals alike, including: using features and functions of common operating systems and establishing network connectivity, identifying common software applications and their purpose, using security and web browsing best practices.

CompTIA Net CompTIA Network+ (Exam N10-007)
The course has been designed to provide the students with the knowledge as well as key skills needed for maintaining, installing, managing, operation, configuring, and troubleshooting basic network infrastructure, explain basic design principles along with networking technologies, use testing tools, and adhere to wiring standards. Prerequisites are either the completion of the CompTIA A+ course with a passing grade or the equivalent knowledge with 6 - 9 months experience in computer support services.

CompTiaSec-SY0-601 CompTIA Security+ (Exam SY0-601)
The Security+ Certification Prep Course provides the basic knowledge needed to plan, implement, and maintain information security in a vendor-neutral format. This includes risk management, host and network security, authentication and access control systems, cryptography, and organizational security. This course maps to the CompTIA Security+ certification exam (SY0-601). Prerequisites include either the completion of the CompTIA Network+ course with a passing grade or 6 – 9 months experiences working in computer networking.

CSBC - Cyber Security Bootcamp Syllabus

Subject Description:
The Cybersecurity Professional bootcamp is an immersive and accelerated training program with a focus on creating the next generation of cyber security professionals. You will attend courses and apply your learning to successfully complete projects that address different cyber security topics. The bootcamp will end with a capstone project where you will apply your learnings to real life cyber security challenges. Students will also have access to live Coaching sessions by industry veterans to further their learnings from this bootcamp.

Graduates of this program will learn critical skills for different cyber security careers and will have access to career services throughout the program.

Subject Hours:
Lecture-465   Lab-87   Total-552

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

Performance Objectives:

IT Fundamentals
- Network connectivity
- Operating Systems (windows, linux)
- Security and web browsing best practices

Networking
- Network Management/ Troubleshooting
- WAN
- Virtualization Techniques
- TCP/IP
- Scanning / Sniffing (Wireshark Nmap, Etc.)

Cyber Security
- System/Network Security
- Security Threats (Social Engineering, Malware)
- Vulnerability Assessment
- Identity and Assess Management
- Cryptography

Security Analyst
- Managing And Remediating Vulnerabilities
- Security and Software Development
- Incidence Response
- Forensic Tools
- Cloud Security tools

Penetration Testing
- OS Vulnerabilities Exploitation
- Multi-level Pivoting
- SQL Injection
- Host-Based Application Exploits
- XSFR

Ethical Hacking

- Footprinting
- Reconnaissance
- Networks Scanning
- Enumeration
- Session Hijacking
- Hacking Web Applications
- IoT Hacking

Scripting
- Python
- Hacking
- Automation
- Tooling
- Shell Scripting
- Data Analysis

Required Textbooks: N/A

Instructional Methods: 1. Lecture 2. Laboratory

Maximum Student: Instructor Ratio: 18 : 1

Materials and Media References:
Online official curriculum from CompTIA, Microsoft, and Amazon

Content Outline by Lesson:
- Hardware and Operating System Fundamentals
- CompTIA Network+ N10-008 Security Fundamentals Ethical Hacking
- Python Programming: Introduction (LO-94010) CompTIA Cybersecurity Analyst (CySA+) CompTIA Pentest+
- Security Bootcamp: Project A Security Bootcamp: Project B Security Bootcamp: Project C (EH)
- Security BootCamp: Final Capstone Project - CYSA+ Security BootCamp: Final Capstone Project - PENTEST+

Grading and Certificate of Completion: Grades are assessed based on the student's attendance, online lab completions, and offline projects.

90%+	A – Excellent
80-89.9%	B – Good
70-79.9%	C – Satisfactory
60-69.9%	D – Below Average
Below 60%	F – Very Poor/Fail
	I – Incomplete

- Assignment = 40% of grade
- Class Participation = 10% of grade
- Online Training = 30% of grade
- Quizzes = 20% of grade

Upon program completion with a passing grade, students will receive a certificate of completion. Students are highly encouraged to take the industry-standard exam to receive a certification credential through the granting body or vendor.

See the school catalog for student technology requirements for online participation and school holiday and office hours.

Healthcare Information Technology Bootcamp

Admission Requirements: Students must have HS Diploma or GED and must be 18 years of age or older at the time of enrollment and must present a valid ID for verification.

Program Description: The Healthcare IT Bootcamp offers a comprehensive certification program for individuals seeking to become proficient in utilizing Information Technology within the healthcare industry. Graduates of this program will play a vital role in supporting the secure exchange of healthcare information between patients, providers, and payers, while also working to improve the overall quality, safety, and efficiency of healthcare teams through the implementation of technology. The program aims to equip students with the knowledge, skills, and professional demeanor necessary to excel as a Healthcare IT professional, providing them with a thorough understanding of all aspects of the field.

Pre-Requisites: To ensure your success in this bootcamp, you should have experience with basic computer user skills, be able to complete tasks, be able to search for, browse, and access information on the Internet, and have basic knowledge of computing concepts

Objectives:

- Acquire a comprehensive understanding of medical terminology, including common abbreviations, acronyms, symbols, and word building.
- Develop expertise in managing patient records, including electronic health records (EHR) and EMR systems such as Epic and Cerner.
- Gain knowledge of cybersecurity and how operating systems are designed and managed, including fundamentals of networking and computing.
- Learn about human resource information systems, including Workday and People Soft.
- Obtain proficiency in project management, including the PMP and CompTIA PMP.
- Master customer relationship management (CRM) systems, such as Salesforce, Microsoft Dynamics, and Sage.
- Develop expertise in enterprise resource planning (ERP) systems, including INFOR and SAP.
- Learn about vendor management systems, including SAP Field Glass and Beeline.
- Develop data literacy and analytics skills.
- Gain a comprehensive understanding of healthcare technology management, including health technology generation and application cycles, and defining health technology assessment.

Program Outline

Week 1-2	Basic Medical Terminology and Patient Records, and Cyber Security (CompTIA)
Week 3	Human Resource Information Systems (HRIS)
Week 4	Project Management & CRM
Week 5-6	ERP & Vendor Management Systems
Week 7-8	Data Literacy and HIPPA Compliance
Week 9	Healthcare Technology Management (HTM) & Healthcare Technology Assessment (HTA)
Week 10	Health Technology Policy & Regulation

Week 11	Human Resources & Healthcare Technology Workforces & Healthcare Technology Planning	**The**
Week 12	Asset & Risk Management Related to Healthcare Technology	
Week 13	Quality & Effectiveness Improvement in Hospitals	
Week 14	Applied Research & Innovation in Healthcare Technology Challenges	
Week 15	Improvement Healthcare Projects: Meeting Healthcare & Technology Challenges	
Week 16	New Organizational Model for Hospitals in the New Technology Context	

approximate time required to complete this course is 16 weeks.

CIP Number: 51.0707

Code	Course	Self-Paced	Lab	Total Hours
HITB	Healthcare Information Technology Bootcamp	240	0	240
Total Hours		240	0	240

Associated Industry Certifications*:

CompTIA A+

Certified Electronic Health Records Specialist (CEHRS)

* 1 Examination voucher included. It is the student's responsibility to take all certification exams within twelve months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the school director.

Program Fee*:	**$3,950.00**

*(Inclusive of registration, tuition fee, 1 exam cost, curriculum guides)

Cost Per Single Subject*:	**N/A**

Class Schedule
All programs are offered online self-paced. Students will schedule five (5) virtual mentoring sessions with a coach

Instructional Method
Online, self-paced
Clinical externships are not required for completion of program or certification, but externship support
will be provided as needed as part of any employer partnerships

Class Dates
Students may enroll and begin classes at any time. The start date is officially the date the enrollment agreement is accepted.

See the school catalog for student technology requirements for online participation and school holidays and office hours.

HITB: Healthcare Information Technology Bootcamp Syllabus

Subject Description:
The Healthcare IT Bootcamp offers a comprehensive certification program for individuals seeking to become proficient in utilizing Information Technology within the healthcare industry. Graduates of this program will play a vital role in supporting the secure exchange of healthcare information between patients, providers, and payers, while also working to improve the overall quality, safety, and efficiency of healthcare teams through the implementation of technology. The program aims to equip students with the knowledge, skills, and professional demeanor necessary to excel as a Healthcare IT professional, providing them with a thorough understanding of all aspects of the field.

Subject Hours:
240 / 16 weeks

Pre-Requisites:
To ensure your success in this bootcamp, you should have experience with basic computer user skills, be able to complete tasks, be able to search for, browse, and access information on the Internet, and have basic knowledge of computing concepts

Objectives:

- Acquire a comprehensive understanding of medical terminology, including common abbreviations, acronyms, symbols, and word building.
- Develop expertise in managing patient records, including electronic health records (EHR) and EMR systems such as Epic and Cerner.
- Gain knowledge of cybersecurity and how operating systems are designed and managed, including fundamentals of networking and computing.
- Learn about human resource information systems, including Workday and People Soft.
- Obtain proficiency in project management, including the PMP and CompTIA PMP.
- Master customer relationship management (CRM) systems, such as Salesforce, Microsoft Dynamics, and Sage.
- Develop expertise in enterprise resource planning (ERP) systems, including INFOR and SAP.
- Learn about vendor management systems, including SAP Field Glass and Beeline.
- Develop data literacy and analytics skills.
- Gain a comprehensive understanding of healthcare technology management, including health technology generation and application cycles, and defining health technology assessment.

Required textbook(s):
Evolve - Foundations of Health Information Management, 5th Edition

Instructional Method
Online, self-paced
Clinical externships are not required for completion of program or certification, but externship support will be provided as needed as part of any employer partnerships

Student/Instructor Ratios: 25:1

Materials and Media Refences: Not Applicable

Content Outline:

Week 1-2	Basic Medical Terminology and Patient Records, and Cyber Security (CompTIA)
Week 3	Human Resource Information Systems (HRIS)
Week 4	Project Management & CRM
Week 5-6	ERP & Vendor Management Systems
Week 7-8	Data Literacy and HIPPA Compliance
Week 9	Healthcare Technology Management (HTM) & Healthcare Technology Assessment (HTA)
Week 10	Health Technology Policy & Regulation
Week 11	Human Resources & Healthcare Technology Workforces & Healthcare Technology Planning
Week 12	Asset & Risk Management Related to Healthcare Technology
Week 13	Quality & Effectiveness Improvement in Hospitals
Week 14	Applied Research & Innovation in Healthcare Technology Challenges
Week 15	Improvement Healthcare Projects: Meeting Healthcare & Technology Challenges
Week 16	New Organizational Model for Hospitals in the New Technology Context

Grading and Certificate of Completion: Grades are assessed based on the student's attendance, online lab completions, and offline projects.

90%+	A – Excellent
80-89.9%	B – Good
70-79.9%	C – Satisfactory
60-69.9%	D – Below Average Below 60% F – Very Poor/Fail
	I – Incomplete

- Attendance = 75% of grade
- Successful completion of labs = 15% of grade
- Projects/post-class assessment = 10% of grade

Upon program completion with a passing grade, students will receive a certificate of completion. Students are highly encouraged to take the industry-standard exam to receive a certification credential through the granting body or vendor.

See the school catalog for student technology requirements for online participation and school holidays and office hours.

IT Network Technician Program

Admission Requirements: Students must be 18 years of age or older at the time of enrollment, must present a valid ID for verification, and must present evidence of completing high school or high school equivalency.

Program Description: The IT Network Technician Certification Program is an immersive and accelerated training program with a focus on creating the next generation of IT professionals. You will attend courses, do hands on labs, and apply your learning to successfully complete projects that address different topics such as Computer hardware, software, and networking fundamentals. Throughout the program you will interact with experts who will guide you through the program, answer questions, and help with labs and projects. The program will end with a capstone project where you will apply your learnings to real life information technology challenges. This is a 12-weeks program that includes 10 weeks of certification training and 2 weeks for exam preparation. Graduates of this program will learn critical skills for different information technology careers and will have access to career services as well.

Prerequisites: This program is aimed at those considering a career in IT and computer-related fields. There are no prerequisites for you to meet to successfully start this course.

Objectives:

This program covers following topics:

Computer/ Systems Fundamentals
- Hardware architecture

- Operating Systems (Windows and Linux)

- Install, configure, and maintain operating systems.

- Install, configure, and troubleshoot internal system components.

- Install, configure, and troubleshoot display and multimedia devices.

- Configure and troubleshoot network connections.

- Maintain and troubleshoot Microsoft Windows.

- Implement physical security.

- Implement client virtualization and cloud computing.

- Manage users, workstations, and shared resources.

Networking Fundamentals
- Explain what bounded networking media is

- Identify major network communication methods along with basic network theory concepts.

- Explain what unbounded network media is

- Identify TCP/IP data delivery and addressing methods

- Analyze switching and routing technologies

- Identity the major kinds of network deployments

- Identify TCP/IP deployment components

- Deploy network security

- Analyze network security

- Identify virtualization and cloud computing components

- Identity WAN deployment components

- Identify remote network deployment components

- Troubleshoot and manage networks

Program Outline:

CIP Number: 11.0901

Code	Course	Lecture	Lab	Total Hours
ITNP	CompTIA A+	16	14	30
ITNP	CompTIA Net+	12	24	36
Total Hours		28	38	66
Associated Industry Certifications*: CompTIA A+, CompTIA Network+				

* 1 Examination voucher included. It is the student's responsibility to take all certification exams within twelve months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the school director.

Program Fee*:	**$4,000**

*Total Program Charges (Inclusive of registration, STRF Fee, tuition fee, exam cost, curriculum book)

Cost Per Single Subject*: N/A

Class Schedule: This program is offered on-demand with optional weekly hours scheduled with course mentors. Students may access their program and complete coursework at any time within their enrollment term.

Instructional Methods: 1. Lecture 2. Laboratory

Class Dates: This program is offered on-demand with optional weekly hours scheduled with course mentors. Students may access their program and complete coursework at any time within their enrollment term.

See the school catalog for student technology requirements for online participation and school holidays and office hours.

ITNP: IT Network Technician Program Syllabus

Subject Description:

1. CompTIA A+

The CompTIA A+ covers the following content:

- Increased reliance on SaaS applications for remote work
- More on troubleshooting and how to remotely diagnose and correct common software, hardware, or connectivity problems
- Changing core technologies from cloud virtualization and IoT device security to data management and scripting
- Multiple operating systems now encountered by technicians on a regular basis, including the major systems, their use cases, and how to keep them running properly
- Reflects the changing nature of the job role, where many tasks are sent to specialized providers as certified personnel need to assess whether it's best to fix something on site, or to save time and money by sending proprietary technologies directly to vendors

2. CompTIA Network+

CompTIA Network+ validates the technical skills needed to securely establish, maintain and troubleshoot the essential networks that businesses rely on.

- Establish network connectivity by deploying wired and wireless devices.
- Understand and maintain network documentation.
- Understand the purpose of network services, basic datacenter, cloud, and virtual networking concepts.
- Monitor network activity, identifying performance and availability issues.
- Implement network hardening techniques.
- Manage, configure, and troubleshoot network infrastructure.

Subject Hours:
Lecture-28   / Lab-38 / Total - 66

Prerequisites:

This program is aimed at those considering a career in IT and computer-related fields. There are no prerequisites for you to meet to successfully start this course

Objectives:

Computer/ Systems Fundamentals
- Hardware architecture
- Operating Systems (Windows and Linux)
- Install, configure, and maintain operating systems.
- Install, configure, and troubleshoot internal system components.
- Install, configure, and troubleshoot display and multimedia devices.
- Configure and troubleshoot network connections.
- Maintain and troubleshoot Microsoft Windows.
- Implement physical security.
- Implement client virtualization and cloud computing.
- Manage users, workstations, and shared resources.

Networking Fundamentals

- Explain what bounded networking media is
- Identify major network communication methods along with basic network theory concepts.
- Explain what unbounded network media is
- Identify TCP/IP data delivery and addressing methods
- Analyze switching and routing technologies
- Identity the major kinds of network deployments
- Identify TCP/IP deployment components
- Deploy network security
- Analyze network security
- Identify virtualization and cloud computing components
- Identity WAN deployment components
- Identify remote network deployment components
- Troubleshoot and manage networks

Required textbook(s):   Not applicable**.**

Instructional Methods: 1 Lectures
                                        2. Lab simulations

Student/Instructional Ratios: **18:1**

Materials and Media Refences: Not Applicable

Content Outline:

Week 1	CompTIA A+: Installing System Devices CompTIA A+: Troubleshooting PC Hardware CompTIA A+: Comparing Local Networking hardware CompTIA A+: Configuring Network Addressing and Internet Connections
Week 2	CompTIA A+: Supporting Network Services CompTIA A+: Summarizing Virtualization and Cloud Concepts CompTIA A+: Supporting Mobile Devices CompTIA A+: Supporting Print Devices
Week 3	CompTIA A+: Configuring Windows CompTIA A+: Managing Windows CompTIA A+: Identifying OS Types and Features CompTIA A+: Supporting Windows CompTIA A+: Managing Windows Networking
Week 4	CompTIA A+: Managing Linux and macOS CompTIA A+: Configuring SOHO Network Security
Week 5	CompTIA A+: Managing Security Settings CompTIA A+: Supporting Mobile Software CompTIA A+: Using Support and Scripting Tools CompTIA A+: Implementing Operational Procedures
Week 6	CompTIA Network+: Comparing OSI Model Network Functions CompTIA Network+: Deploying Ethernet Cabling CompTIA Network+: Deploying Ethernet Switching CompTIA Network+: Troubleshooting Ethernet Networks
Week 7	CompTIA Network+: Explaining IPv4 Addressing CompTIA Network+: Supporting IPv4 and IPv6 Networks CompTIA Network+: Configuring and Troubleshooting Routers CompTIA Network+: Explaining Network Topologies and Types
Week 8	CompTIA Network+: Explaining Transport Layer Protocols CompTIA Network+: Explaining Network Services CompTIA Network+: Explaining Network Applications CompTIA Network+: Ensuring Network Availability CompTIA Network+: Explaining Common Security Concepts

Week 9	CompTIA Network+: Supporting and Troubleshooting Secure Networks CompTIA Network+: Deploying and Troubleshooting Wireless Networks CompTIA Network+: Comparing WAN Links and Remote Access Methods
Week 10	CompTIA Network+: Explaining Organizational and Physical Security Concepts CompTIA Network+: Explaining Disaster Recovery and High Availability Concepts CompTIA Network+: Applying Network Hardening Techniques CompTIA Network+: Summarizing Cloud and Datacenter Architecture
Week 11	EXAM Preparation
Week 12	EXAM Preparation

Grading and Certificate of Completion: Grades are assessed based on the student's attendance, online lab completions, and offline projects.

90%+   A – Excellent
80-89.9%   B – Good
70-79.9%   C – Satisfactory
60-69.9%   D – Below Average
Below 60%   F – Very Poor/Fail
              I – Incomplete

- Attendance = 75% of grade
- Successful completion of labs = 15% of grade
- Projects/post-class assessment = 10% of grade

Upon program completion with a passing grade, students will receive a certificate of completion. Students are highly encouraged to take the industry-standard exam to receive a certification credential through the granting body or vendor.

See the school catalog for student technology requirements for online participation and school holidays and office hours.

IT Security & Network Administrator Program

Admission Requirements: Students must be 18 years of age or older at the time of enrollment, must present a valid ID for verification, and must present evidence of completing high school or high school equivalency.

Program Description: The IT Network and Security Administrator Certification Program is an immersive and accelerated training program with a focus on creating the next generation of IT professionals. You will attend courses, do hands on labs, and apply your learning to successfully complete projects that address different topics such as networking and security fundamentals. Throughout the program you will interact with experts who will guide you through the program, answer questions, and help with labs and projects. The program will end with a capstone project where you will apply your learnings to real life information technology challenges. This is a 12-weeks program that includes 10 weeks of certification training and 2 weeks for exam preparation. Graduates of this program will learn critical skills for different network and security careers and will have access to career services as well.

Prerequisites: This program is aimed at those considering a career in IT and computer-related fields. There are no prerequisites for you to meet to successfully start this course.

Objectives:

This program covers following topics:

Networking Fundamentals

- Explain what bounded networking media is

- Identify major network communication methods along with basic network theory concepts.

- Explain what unbounded network media is

- Identify TCP/IP data delivery and addressing methods

- Analyze switching and routing technologies

- Identity the major kinds of network deployments

- Identify TCP/IP deployment components

- Deploy network security

- Analyze network security

- Identify virtualization and cloud computing components

- Identity WAN deployment components

- Identify remote network deployment components

- Troubleshoot network issues

- Manage networks

Security Fundamentals

- Proactively implement sound security protocols to mitigate security risks

- Quickly respond to security issues

- Retroactively identify where security breaches may have occurred

- Design a network, on-site or in the cloud, with security in mind

- System/Network Security

- Security Threats (Social Engineering, Malware)

- Identity and Assess Management

Program Outline:

CIP Number: 11.1003

Code	Course	Lecture	Lab	Total Hours
ITSNA	CompTIA Net+	12	24	36
ITSNA	CompTIA Sec+	30	24	54
Total Hours		42	48	90
Associated Industry Certifications*: CompTIA Network+, CompTIA Security+				

* 1 Examination voucher included. It is the student's responsibility to take all certification exams within

twelve months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the school director.

Program Fee*:	**$4,000**

*Total Program Charges (Inclusive of registration, STRF Fee, tuition fee, exam cost, curriculum book)

Cost Per Single Subject*:	**N/A**

Class Schedule: This program is offered on-demand with optional weekly hours scheduled with course mentors. Students may access their program and complete coursework at any time within their enrollment term.

Instructional Methods: 1. Lecture 2. Laboratory

Class Dates: This program is offered on-demand with optional weekly hours scheduled with course mentors. Students may access their program and complete coursework at any time within their enrollment term.

See the school catalog for student technology requirements for online participation and school holidays and office hours.

ITSNA: IT Security & Network Administrator Program Syllabus

Subject Description:

3. CompTIA Network+

CompTIA Network+ validates the technical skills needed to securely establish, maintain and troubleshoot the essential networks that businesses rely on.

- Establish network connectivity by deploying wired and wireless devices.
- Understand and maintain network documentation.
- Understand the purpose of network services, basic datacenter, cloud, and virtual networking concepts.
- Monitor network activity, identifying performance and availability issues.
- Implement network hardening techniques.
- Manage, configure, and troubleshoot network infrastructure.

4. CompTIA Security+

CompTIA Security+ is a global certification that validates the baseline skills necessary to perform core security functions and pursue an IT security career.

- Assess the security posture of an enterprise environment and recommend and implement appropriate security solutions
- Monitor and secure hybrid environments, including cloud, mobile, and IoT
- Operate with an awareness of applicable laws and policies, including principles of governance, risk, and compliance
- Identify, analyze, and respond to security events and incidents

Subject Hours:
Lecture-42   / Lab-48 / Total - 90

Prerequisites:

This program is aimed at those considering a career in IT and computer-related fields. There are no prerequisites for you to meet to successfully start this course

Objectives:

This program covers following topics:

Networking Fundamentals

- Explain what bounded networking media is.

- Identify major network communication methods along with basic network theory concepts.

- Explain what unbounded network media is.

- Identify TCP/IP data delivery and addressing methods.

- Analyze switching and routing technologies

- Identity the major kinds of network deployments

- Identify TCP/IP deployment components

- Deploy network security

- Analyze network security

- Identify virtualization and cloud computing components

- Identity WAN deployment components

- Identify remote network deployment components

- Troubleshoot network issues

- Manage networks

Security Fundamentals

- Proactively implement sound security protocols to mitigate security risks

- Quickly respond to security issues

- Retroactively identify where security breaches may have occurred

- Design a network, on-site or in the cloud, with security in mind

- System/Network Security

- Security Threats (Social Engineering, Malware)

- Identity and Assess Management

Required textbook(s):   Not applicable**.**

Instructional Methods: 1 Lectures
                                    2. Lab simulations

Student/Instructional Ratios: **18:1**

Materials and Media Refences: Not Applicable

Content Outline:

Week 1	CompTIA Network+: Comparing OSI Model Network Functions CompTIA Network+: Deploying Ethernet Cabling CompTIA Network+: Deploying Ethernet Switching CompTIA Network+: Troubleshooting Ethernet Networks
Week 2	CompTIA Network+: Explaining IPv4 Addressing CompTIA Network+: Supporting IPv4 and IPv6 Networks CompTIA Network+: Configuring and Troubleshooting Routers CompTIA Network+: Explaining Network Topologies and Types

Week 3	CompTIA Network+: Explaining Transport Layer Protocols
	CompTIA Network+: Explaining Network Services
	CompTIA Network+: Explaining Network Applications
	CompTIA Network+: Ensuring Network Availability
	CompTIA Network+: Explaining Common Security Concepts
Week 4	CompTIA Network+: Supporting and Troubleshooting Secure Networks
	CompTIA Network+: Deploying and Troubleshooting Wireless Networks
	CompTIA Network+: Comparing WAN Links and Remote Access Methods
Week 5	CompTIA Network+: Explaining Organizational and Physical Security Concepts
	CompTIA Network+: Explaining Disaster Recovery and High Availability Concepts
	CompTIA Network+: Applying Network Hardening Techniques
	CompTIA Network+: Summarizing Cloud and Datacenter Architecture
Week 6	CompTIA Security+: Comparing Security Roles and Controls
	CompTIA Security+: Explaining Threat Actors and Threat Intelligence
	CompTIA Security+: Performing Security Assessments
	CompTIA Security+: Identifying Social Engineering and Malware
	CompTIA Security+: Summarizing Basic Cryptographic Concepts
Week 7	CompTIA Security+: Implementing Public Key Infrastructure
	CompTIA Security+: Implementing Authentication Controls
	CompTIA Security+: Implementing Identity and Account Management Controls
	CompTIA Security+: Implementing Secure Network Designs
Week 8	CompTIA Security+: Implementing Network Security Appliances
	CompTIA Security+: Implementing Secure Network Protocols
	CompTIA Security+: Implementing Host Security Solutions
	CompTIA Security+: Implementing Secure Mobile Solutions
	CompTIA Security+: Summarizing Secure Application Concepts
Week 9	CompTIA Security+: Implementing Secure Cloud Solutions
	CompTIA Security+: Explaining Data Privacy and Protection Concepts
	CompTIA Security+: Performing Incident Response
	CompTIA Security+: Explaining Digital Forensics
Week 10	CompTIA Security+: Summarizing Risk Management Concepts
	CompTIA Security+: Implementing Cybersecurity Resilience
	CompTIA Security+: Explaining Physical Security
	Exam preparation
Week 11	EXAM Preparation
Week 12	EXAM Preparation

Grading and Certificate of Completion: Grades are assessed based on the student's attendance, online lab completions, and offline projects.

90%+   A – Excellent
80-89.9%   B – Good
70-79.9%   C – Satisfactory
60-69.9%   D – Below Average

Below 60%   F – Very Poor/Fail
                        I – Incomplete

- Attendance = 75% of grade
- Successful completion of labs = 15% of grade
- Projects/post-class assessment = 10% of grade

Upon program completion with a passing grade, students will receive a certificate of completion. Students are highly encouraged to take the industry-standard exam to receive a certification credential through the granting body or vendor.

See the school catalog for student technology requirements for online participation and school holidays and office hours.

IT Support Technician Program

Admission Requirements: Students must be 18 years of age or older at the time of enrollment, must present a valid ID for verification, and must present evidence of completing high school or high school equivalency.

Program Description: The IT Support Technician Program is an immersive and accelerated training program with a focus on creating the next generation of IT professionals. You will attend courses, do hands on labs, and apply your learning to successfully complete projects that address different topics such as Computer hardware and software fundamentals. Throughout the program you will interact with experts who will guide you through the program, answer questions, and help with labs and projects. The program will end with a capstone project where you will apply your learnings to real life information technology challenges. This is a 12-weeks program that includes 10 weeks of certification training and 2 weeks for exam preparation. Graduates of this program will learn critical skills for different information technology careers and will have access to career services as well.

Prerequisites: This program is aimed at those considering a career in IT and computer-related fields. There are no prerequisites for you to meet to successfully start this course.

Objectives:

This program covers following topics:

1. **IT Fundamentals**

    - Set up a computer workstation and use basic software applications

    - Understand the functions and types of devices used within a computer system

    - Apply basic computer maintenance and support principles

    - Understand some principles of software and database development

    - Configure computers and mobile devices to connect to home networks and to the internet

    - Identify security issues affecting the use of computers and networks

2. **Computer/ Systems Fundamentals**

    - Hardware architecture

    - Operating Systems (Windows and Linux)

    - Install, configure, and maintain operating systems.

    - Install, configure, and troubleshoot internal system components.

    - Install, configure, and troubleshoot display and multimedia devices.

    - Configure and troubleshoot network connections.

- Maintain and troubleshoot Microsoft Windows.

- Implement physical security.

- Implement client virtualization and cloud computing.

- Manage users, workstations, and shared resources

Program Outline:

CIP Number: 11.1006

Code	Course	Lecture	Lab	Total Hours
ITSP	CompTIA ITF+	9	11	20
ITSP	CompTIA A+	16	14	30
Total Hours		25	25	50
Associated Industry Certifications*: CompTIA ITF+, CompTIA A+				

* 1 Examination voucher included. It is the student's responsibility to take all certification exams within twelve months of completion of their original program completion date at that time, all exam vouchers expire. All extensions must be approved by the school director.

Program Fee*:	**$4,000**

*Total Program Charges (Inclusive of registration, STRF Fee, tuition fee, exam cost, curriculum book)

Cost Per Single Subject*:	**N/A**

Class Schedule: This program is offered on-demand with optional weekly hours scheduled with course mentors. Students may access their program and complete coursework at any time within their enrollment term.

Instructional Methods: 1. Lecture 2. Laboratory

Class Dates: This program is offered on-demand with optional weekly hours scheduled with course mentors. Students may access their program and complete coursework at any time within their enrollment term.

See the school catalog for student technology requirements for online participation and school holidays and office hours.

ITSP: IT Support Technician Program Syllabus

Subject Description:

5. CompTIA ITF+

The CompTIA IT Fundamentals focuses on the essential IT skills and knowledge needed to perform tasks commonly performed by advanced end-users and entry-level IT professionals alike, including:

- Using features and functions of common operating systems and establishing network connectivity
- Identifying common software applications and their purpose
- Using security and web browsing best practices

6. CompTIA A+

The CompTIA A+ covers the following content:

- Increased reliance on SaaS applications for remote work
- More on troubleshooting and how to remotely diagnose and correct common software, hardware, or connectivity problems
- Changing core technologies from cloud virtualization and IoT device security to data management and scripting
- Multiple operating systems now encountered by technicians on a regular basis, including the major systems, their use cases, and how to keep them running properly
- Reflects the changing nature of the job role, where many tasks are sent to specialized providers as certified personnel need to assess whether it's best to fix something on site, or to save time and money by sending proprietary technologies directly to vendors

Subject Hours:
Lecture-25 / Lab-25 / Total - 50

Prerequisites:
This program is aimed at those considering a career in IT and computer-related fields. There are no prerequisites for you to meet to successfully start this course

Objectives:

1. IT Fundamentals

- Set up a computer workstation and use basic software applications

- Understand the functions and types of devices used within a computer system

- Apply basic computer maintenance and support principles

- Understand some principles of software and database development

- Configure computers and mobile devices to connect to home networks and to the internet

- Identify security issues affecting the use of computers and networks

2. **Computer/ Systems Fundamentals**

- Hardware architecture

- Operating Systems (Windows and Linux)

- Install, configure, and maintain operating systems.

- Install, configure, and troubleshoot internal system components.

- Install, configure, and troubleshoot display and multimedia devices.

- Configure and troubleshoot network connections.

- Maintain and troubleshoot Microsoft Windows.

- Implement physical security.

- Implement client virtualization and cloud computing.

- Manage users, workstations, and shared resources

Required textbook(s):   Not applicable**.**

Instructional Methods: 1 Lectures
                                   2. Lab simulations

Student/Instructional Ratios: **18:1**

Materials and Media Refences: Not Applicable

Content Outline:

Week 1	CompTIA ITF+: Using Computers
	CompTIA ITF+: Using Apps and Databases
	CompTIA ITF+: Using Computer Hardware
Week 2	CompTIA ITF+: Using Networks
	CompTIA ITF+: Security Concepts
	CompTIA A+: Installing Motherboards and Connectors
Week 3	CompTIA A+: Installing System Devices
	CompTIA A+: Troubleshooting PC Hardware
	CompTIA A+: Comparing Local Networking Hardware
Week 4	CompTIA A+: Configuring Network Addressing and Internet Connections

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	CompTIA A+: Supporting Network Services
Week 5	CompTIA A+: Summarizing Virtualization and Cloud Concepts
	CompTIA A+: Supporting Mobile Devices
Week 6	CompTIA A+: Supporting Print Devices
	CompTIA A+: Configuring Windows
Week 7	CompTIA A+: Managing Windows
	CompTIA A+: Identifying OS Types and Features
Week 8	CompTIA A+: Supporting Windows
	CompTIA A+: Managing Windows Networking
Week 9	CompTIA A+: Managing Linux and macOS
	CompTIA A+: Configuring SOHO Network Security
Week 10	CompTIA A+: Managing Security Settings
	CompTIA A+: Supporting Mobile Software
	CompTIA A+: Using Support and Scripting Tools
	CompTIA A+: Implementing Operational Procedures
Week 11	EXAM Preparation
Week 12	EXAM Preparation

Grading and Certificate of Completion: Grades are assessed based on the student's attendance, online lab completions, and offline projects.

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