

# VETS Group Training Academy



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**Due to Covid-19**

**Office Hours by Appointment Only**

**Mondays - Fridays 10:00 am - 7:00 pm**

**Saturdays & Sundays: By Appointment Only**

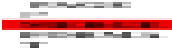
**(Call for Appointment 202-822-0011 until Further Notice)**

## 2021 School Catalog Programs - Courses

January 2021 – December 31, 2021

Volume II

**Note:** Selected Programs are eligible for GI Bill Veterans. GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at



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**SCHOOL CATALOG CERTIFICATION STATEMENT**

Effective Date: April 1, 2021  
 (Amended as Volume-II, February 4, 2021)

Notary Statement:

Certified by:

*Joe Wynn*

Joe Wynn, President  
 Veterans Enterprise Training & Services Group

The VETS Group Training Academy is licensed to operate by the District of Columbia Higher Education Licensure Commission (HELC) and approved to offer educational training programs to military veterans by the DC State Approving



Agency (SAA).

## **MISSION STATEMENT**

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The mission of the Vets Group Training Academy (VETS Group) is to provide high quality education and training that will enable students to achieve Economic Empowerment through Education, Employment and Entrepreneurship. The VETS Group is committed to offering programs that will lead to employment in high demand occupations in the IT and Communications industry. Our dedicated teachers, educational leaders, and private sector hiring partner's work together to provide these opportunities while also driving and supporting the advancement of America's infrastructure, green energy, and telecommunications industries.

## **PROGRAM OVERVIEW**

The VETS Group presents significant opportunities for students within one of the fastest and ever changing in-demand markets today. We provide training to assist students in obtaining the education, training, hands on experience, industry recognized certifications, and resources needed to gain meaningful employment for a living wage and sustainable career path. Our certified staff draw from a wealth of cumulative knowledge and industry experience creating a valuable organization ready to serve our students the professional training and education they seek. Our instructors can boast of over 20 combined industry recognized certifications. The Vets Group Training Academy is approved by the DC Higher Education Licensure Commission and its certificate training programs are also approved by the US Department of Veterans Affairs. The Vets Group is incorporated as a non-profit 501c3 organization that is owned and controlled by a Board of Directors committed to the engagement, education and employment for our nation's future workforce.

## **TRAINING & CERTIFICATIONS**

An IT or Technology certificate is a quick and readily recognized benchmark mapped to a specific skill set based on standardized testing. Competition for IT and Telecommunications careers can be tough and having a certification and hands on experience is a significant advantage compared to uncertified employees. IT technology is a rapidly growing and expanding career field and the VETS Group program courses prepare students to obtain these industry standard credentials and receive the skills, knowledge, and recognition needed to succeed in the workforce. Earning a certification, especially a series of certifications from the same vendor, will provide immediate professional credibility.

## **VETERAN SERVICES**

The VETS Group is dedicated to serving those who have served in the U.S. Armed Forces to ensure that the service member or veteran is given accurate information according to the Veterans Administration (VA). Military Veterans have unique needs, especially when transitioning back into their civilian communities. We work with each service member and Veteran to identify any barriers to education, employment or life in general that they may need assistance navigating through. Through our extended network of Veteran community partners, we serve as a guide to help the

service member and veteran find appropriate resources and benefits. We take a comprehensive approach to both the professional and personal development of our transitioning military and under-employed veterans so that they can gain transformative and sustainable career opportunities that they deserve.

### **STUDENT SERVICES**

Additional training and support is provided to better prepare students with barriers to employment for entry into a new career. These workshops and seminars may include, but are not limited to sessions on: Resume Techniques, Interview Skills, Job Search Strategies, Financial Literacy, Employer Panels, Small Business Development and more.

The Student Advisor (SA) provides assistance and individualized attention to promote each student's success at the Vets Group. The SA: (1) reviews students' academic records, program of study and conducts assessments of students' personal living and social activities; including employment, health, and financial status; (2) reviews school policies, program requirements, and procedures with individual students; (3) provides assistance with identifying study tools and personal supportive services; and (4) assists students with developing individual career goals and course training plans. The SA and Instructor also reviews student's academic progress reports and compares to student's individual training plan. The Student Advisor is available on Tuesdays and Thursdays from 2 pm – 7 pm live online or by phone.

### **JOB PLACEMENT ASSISTANCE**

We have partnered with a nationally recognized Workforce Development firm that specifically aligns hiring partners, job requirements and high demand job openings to align with the Veteran Training Academy courses and schedule. We work to match our students with employment opportunities that correspond with their skills, geographic location, and career preferences. We are constantly forming relationships with employers to form internships, apprenticeships, and on the job training opportunities (OJT) for our students. Some students are offered part-time internships, temporary or full-time job options with the school.

### **FACILITY**

The VETS Group Training Academy is located in downtown Washington, D.C., 1200 18<sup>th</sup> Street, N.W. Suite LL-100, in the Ring Building; one block north of the Farragut North Metro line and across the street from a Metro bus stop. The Academy was formed in 2010 for purposes of assisting Veterans, their families, and members of the local community with obtaining certification-based training for high demand occupations in the IT industry.

The Academy, spanning over 4000 square feet, is spacious enough to accommodate various training formats, class rooms, seminars, networking events, roundtables, and discussion groups. Areas are designated for a resource library, help-desk training section, network printers, copying machines, and an internet surfing bar for academic research or to access electronic job boards and/or search for procurement opportunities.

Our classrooms are equipped with 30 Laptop Computer workstations utilizing up-to-date versions of the Microsoft Windows Operating System with Wi-Fi wireless Internet capability, and color laser printers. The entire facility has Internet access via a direct or wireless broadband connection. Each classroom is also equipped with a PowerPoint projector, large video screens, whiteboards, and conference calling system. The facility also utilizes a voice over IP digital phone system, and video conferencing capability with a state-of-the-art smart board.

Additional facility space is allocated for computer repairs, Cisco network routers, switches and independent study. Students have access to the break room area, which has amenities such as cable TV, music system, refrigerator, water & coffee machines, and microwave. Numerous stores and eating establishments are co-located to the facility. The VETS Group Training Academy is also a designated Cisco Networking Academy and a CompTIA Certified Training Partner.

Cisco Networking Academy: On February 28, 2012, the VETS Group received a letter from Marie Zwickert, M.ED., Corporate Affairs, Global Engagement Organization, Cisco Systems, Inc., certifying the VETS Group as having the required systems to be an official Cisco Networking Academy. Cisco Systems is a leader in corporate citizenship throughout the world, supporting programs that provide “access to education, and economic empowerment” to underserved people and communities. The Cisco Networking Academy is recognized worldwide as a leader in education innovation and e-learning. The curricula include instructor-led program content, online learning and skills assessments, hands-on labs, and innovative simulation technology.

### ADMINISTRATION

Board of Directors: (1) Joe Wynn, Chairman, USAF Veteran; (2) Kelley Dunne, Vice Chairman, US Army Officer, Retired; (3) Ron Washington, US Marine Corps Veteran; (4) Kim Harwell, Business Owner; Rhonda Smith, US Army/Air Force Veteran

President/Executive Director: Joe Wynn - USAF Veteran

Program Administrator/HR Manager: Vanita Williams - US Army Veteran Spouse

Veterans Outreach Manager/Job Developer: Daniel Clark, US Air Force

IT/Telecom Advisors: William McBorrough, USAF

IT Program Managers: Marty Wrin, Aumed Muhammed

Business Developer/Fundraising:

Finance Advisor: Ron Washington

Student Advisor: Vera Batey, Veteran Spouse

Recruiter/Job Coach: Arthur Bunce

### FACULTY

All program courses are taught by knowledgeable, certified professionals with practical and teaching experience in their field of expertise. These experts provide training from a hands-on perspective, advancing standard classroom theory into applied knowledge of on-the-job practice. Instructors are available for academic and/or course advising immediately following each class session and by appointment. Instructors can also be reached by phone.

1. **Hammie Session** – BS, Business Administration Management, A+, Network+, Security+, CEH, CISSP certified. 26 years IT experience. 4 years IT instructor Ft.



Meade. US Army Veteran.

2. **Joey Morrisette** – Professional, 25 years experience in military training, telecom instruction, safety management, and supervision. Certified Tower Climbing Safety and Rescue instructor specializing in cell tower installation, wireless broadband installation; CPR/First Aid. OSHA Certified. US Army Veteran.
3. **Curtis Funderburk** - Technology expert with 25 years of design and maintenance experience, Cisco Certified Academy Instructor (CCAI). US Air Force Veteran.
4. **Theresa James** - IT Technology expert with over 20 years of experience in software applications and web development. MOS, SEC+, MCSA, Mac-Integration, AWS Cloud.
5. **Eugene Hamric** - Develop and teach IT curriculum for various IT fields: A+, Net+, Sec+, Cisco, Linux, Microsoft, CND, CEH, PMP, and CISSP. BS Information Security; MS Cybersecurity and Information Assurance.
6. **Garret Harrell** - Over 17 years, strategic leader, influencer, and collaborative change agent. Executive Certificates in Management and Leadership (Honors). MS in Strategic Leadership (Honors) and BA degree. Certified Project Management Professional, Project Director and Agile Practitioner. US Marine Corps – Special Operations.
7. **Todd Bethune** - Certified Information Systems Security Manager with over 18 years of experience in administration, management, and support of computer information systems. MS in Cyber Security, MCSE with cloud computing, CISSP, Cisco VOIP technician. Business owner providing IT solutions, management, and services.
8. **Peter Smolianski** - Information technology principal, over 20 years of management, leading IT organizations. Presently, Director of Information Technology for the US Courts, District of Maryland. Experienced Academic Professor, Adjunct Professor, and Instructor for IT Certification courses. Master of Science in Information Systems.
9. **Andrew Molnar** - Over 30 years IT and project leadership experience. Presently, Director of IT Security Infrastructure and Quality Assurance. Ph.D. candidate, MS in Science and Executive Management Training, US Air Force University. PMP Certification, Project Management Institute. Comptia Sec+ Certification.

## SCHOOL POLICIES

### ADMISSION REQUIREMENTS

A student must be 18 years of age and have a high school diploma or GED. Students without a college degree must pass a Reading & Math Comprehension exam at a minimum 9<sup>th</sup> grade level. All potential IT students will be required to pass an assessment test prior to enrollment. The



assessment is used to evaluate their knowledge of the basic computer skills required for any of the IT courses offered. Students are expected to score a minimum of 60% to be accepted into any IT program or course. If less than 60%, the student must receive approval for enrollment from the Program Administrator and/or Director.

### **ENROLLMENT POLICY**

VETS Group maintains an open enrollment policy. Enrollment forms are presented to the student once the Enrollment Specialist has verified that they meet all of the requirements for the school and their selected program of study. Students may elect to enroll in one or more programs and/or courses during the initial enrollment session. All courses are based on clock hours with a minimum of 18 clock hours per week. All enrollment forms should be completed on or before course start dates. Students will be notified of acceptance in person, by phone, email or mailed correspondence. New student orientation will take place the first day of each new class.

**Note:** Any individual who is entitled to educational assistance under Chapter 31 regulations for VA Vocational Rehabilitation & Employment (VR&E) or Chapter 33, Post-9/11 GI Bill benefits is permitted to attend or participate in the selected program of education during the period beginning on the date the individual provides to the Vets Group a valid VA authorization, such as a VA28-1905 form for VR&E beneficiaries, and ending on the earlier of the following dates:

1. The date on which tuition/fess (T&F) payment from the VA is made to the Vets Group; or
2. 90 days after the date the facility submits a valid T&F invoice to the VA following receipt of the VA authorization.

The Vets Group will not impose any penalty, including the assessment of late fees; the denial of access to classes, libraries or other institutional facilities; or require any covered individual to borrow additional funds due to delayed T&F payment from the VA under Chapter 31 VR&E or Chapter 33 Post 9/11 GI Bill. However, individuals are requested to submit a written request to use Chapter 31 VR&E benefits or Chapter 33 Post 9/11 GI Bill benefits at the Vets Group facility.

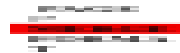
### **COURSE CANCELLATIONS**

VETS Group maintains the right to cancel any course that does not meet the institutes' minimum enrollment requirements. Students will be notified prior to the first class and 100% refund shall be granted to all paid enrolled students upon request. (See Refund Policy)

### **INCLEMENT WEATHER AND EMERGENCY POLICY**

The VETS Group follows the Federal and District Governments for closures regarding inclement weather. Students will be notified by phone and/or email of school closings or delayed openings. In the event of an emergency, students will be notified by phone and/or email. This policy requires students to keep their contacts updated. Students may also call the school for guidance.

### **ATTENDANCE POLICY**



The VETS Group Certification Based Training (CBT) classes are rigorous instructor-led training sessions that require in-class participation as well as home study. Courses offered via Live Distance Learning require the same level of attendance as those taken in the classroom. Tardiness is being late for class. Tardiness and absenteeism disrupts the educational process and can impact other students in attendance. A student who is continually tardy for class without an excused reason may be placed on probation, suspension, or withdrawn from class. Students are required to contact school staff or their instructor to inform them of the circumstance for being tardy in advance.

A student who is absent from class without an excused reason is considered to have an unexcused absence. Each student must read and confirm receipt of the attendance policy before enrollment:

- Class attendance and punctuality is mandatory
- Academic penalties will not be imposed for excused absences
- Each student will be allowed only 4 excused absences per course or not more than 25% of the total course hours. An excused absence could include, but not limited to the following:
  - Death of immediate family member or funeral
  - Job Interview
  - Jury Duty or Military Duty
  - Medical and dental appointments

### **General Policy Notes and Provisions:**

Each student will be allowed two unexcused absences per course. Students who are expecting to be absent should contact their instructor or a staff member of the school in advance, if possible. Contact may be made by phone, email, or text message. It is the student's responsibility to contact their instructor and obtain assignments that they missed. When they return to class they must have all required assignments completed. Failure to comply with this policy may result in a verbal and/or written warning or more severe penalties up to course/program dismissal.

For Agency students – if absences exceed 15 percent of the scheduled hours in a program, the school will notify the Agency to terminate remaining payments for tuition.

An instructor's decision not to excuse an absence may be appealed if evidence has been presented to the instructor that substantiates one or more of the reasons deemed sufficient for an excused absence or because the instructor's decision was arbitrary, capricious or prejudicial.

Appeals must be initiated within three class days of the instructor's decision. In the appeal process, the burden of proof shall be upon the student. An appeal may be made by the student to the school President, Director, or Administrator.

### **WITHDRAWAL POLICY**

Students have the right to withdraw from any course/program for any reason. The student must

provide a written statement to the Program Administrator and/or Director. If a student withdraws from a course/ program the refund policy will apply. A “W” grade will be recorded for the records.

### **LEAVE POLICY**

The VETS Group does not allow a leave of absence. A student would be required to withdraw and re-enroll at the beginning of the next course in their program of study.

### **CLASS-CUT POLICY**

The VETS Group defines class cutting as a student being absent without reason from any part of a class. This includes leaving class without permission from the instructor. Students are required to report to assigned classes before taking it upon themselves to visit another site, i.e. office, library, student lounge, etc. A class-cut will be considered a non-excused absence.

### **STANDARDS OF CONDUCT**

Students are expected to be respectful of all individuals (fellow students, faculty and visitors) and property (facility, materials, equipment, etc.). Students are also expected to help maintain a safe and enjoyable learning environment so that all students may benefit from it.

1. Warnings, suspensions, probations and dismissals are possible penalties for violations of the standards of conduct. Probations, suspensions and dismissals will be recorded on the student’s record. (For Agency students: The Agency will be immediately notified.)
2. This policy governs the VETS Group Training Academy’s primary facility, field sites or anyplace in representation thereof (such as field trips, client sites, etc.) and applies to all VETS Group students, faculty, employees and visitors.
3. Disorderly conduct, disruptive behavior and vandalism are strictly prohibited.
4. All persons, including students and guests, must comply promptly and completely with staff requests in accordance with their duties, including, but not limited to, requests for identification, noise or activity abatement, or dispersal.
5. While voluntary compliance with the Conduct policy is expected, where violations are found, authorized staff may issue a warning or require any person or group of people to leave the VETS Group Training Academy facility for a policy violation and/or for exigent circumstances.
6. Students are responsible for informing their guests of the VETS Group’s policies and are accountable for the actions of their guests. Guests in violation may be asked to leave.
7. All persons who violate this policy may face disciplinary action up to and including being dismissed and/or barred from any VETS Group enrollment.



8. All dismissals may be appealed and re-admittance to the VETS Group may occur with the approval of the Program Administrator and/or Director. For Agency students, the Agency will immediately be notified of appeal results.

## **CONDITIONS OF DISMISSAL FOR UNSATISFACTORY CONDUCT**

The President, Director or Administrator have the authority to dismiss any student who violates the school's published policies. Dismissal means the removal of a student from current and/or future course or program enrollments. A record of expulsion will be maintained, and the Agency will be notified for any student currently receiving Education Benefits from such Agency.

## **GRIEVANCE PROCEDURE**

It is the intent of the VETS Group to promptly respond to grievances by identifying corrections and quickly implementing solutions. Students who have issues with their classes or any other VETS Group students are encouraged to speak with their Instructor directly. If the issues are personal in nature or cannot be rectified by the Instructor, Student Advisor, the Administrator and/or Director should be notified.

1. **Statement of Grievance**

If the student feels that the matter has not been resolved through informal discussions with Instructors, Student Advisor or the Administrator, they should put their grievance in writing to the VETS Group Director.

2. **The Grievance Meeting**

Within 7 working days of receiving the written grievance, the VETS Group Director will respond, in writing, inviting the student to attend a meeting where the alleged grievance can be discussed. This meeting should be scheduled to take place as soon as possible (normally within 5 working days). If the student, Director and other involved persons cannot be in attendance, the meeting shall be rescheduled once.

Students have the right to have someone accompany them into the meeting. The right to have a companion in the meeting will be explained in the grievance invitation letter. Should a student's companion be unable to attend the student must make contact within 3 days of the date of the letter to arrange an alternative date that falls within 3 days of the original date provided. These time limits may be extended by mutual agreement.

The VETS Group Director will inform the student in writing of any decision or action decided after all information has been considered. In addition to the decision, the President will also offer the student the right to appeal. This letter should be sent within 5 working days of the grievance meeting and should include the details on how to appeal.

3. **Outside Appeal**

If the matter is not resolved to the student's satisfaction they may address their appeal in writing to the D.C. Education Licensure Commission, 1050 First Street, NE, 5<sup>th</sup> Floor,

Washington, DC 20002. (See Student's Rights for further information). Students will not be subject to unfair actions and/or treatment by any school official as a result of the initiation of a complaint.

## **MAKE UP WORK**

Make-up assignments from classes missed is at the discretion of the instructor. The student must make up all assignments during the course enrollment period or during a specified time period approved by the Instructor, not to exceed 30 days after the course end date, in order to receive a Certificate of Completion.

## **POLICY FOR GRANTING A CERTIFICATE UPON SATISFACTORY COMPLETION**

A student who satisfactorily completes a program or course will be awarded a Certificate of Completion. The student must accomplish the following to be in satisfactory status:

- The student must complete the program or course with an average grade of 70% or above
- The student must take the official certification exam associated with the respective certification course within 30 days of the final class date.

## **GRADING SYSTEM**

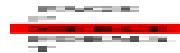
A student's academic progress will be measured according to the following scale:

A =	90 – 100 percent
B =	80 – 89 percent
C =	70 – 79 percent
D =	60 – 69 percent
F =	0 – 59 percent

\* ***The VETS Group is a non-degree granting institution***; therefore, certificates are given for all applicable programs/courses completed with a minimum passing grade of 70%. Students will receive grades/progress reports from the instructor within one week after mid-term completion and one week after the last day of the class. If the student is not available to receive their grades and progress reports on site, they will be sent to them via email and/or regular postal mail.

## **CONDITIONS FOR INTERRUPTION FOR UNSATISFACTORY GRADES OR PROGRESS**

1. For Agency Students: Educational benefits are processed on the basis of enrolled programs, satisfactory attendance, academic performance and conduct. ***Any changes in enrollment status, such as number of programs, withdrawal, or completion requirements, may result in re-evaluation of the Agency approval. The student may then become responsible for the balance of his/her tuition and late fees at the end of their class enrollment at the school.***
2. Students must notify the staff upon changes of address, withdrawal or change in the number of programs/courses attempted.



3. If a student does not achieve a satisfactory cumulative grade of 70% or above, the school will document failure in the student's records and notify their Agency (if applicable) immediately to interrupt the student's educational benefits.

### **GRANTING CREDIT FROM PREVIOUS EDUCATION AND TRAINING**

The VETS Group grants credit based on the content and comparability of the programs/courses taken. Applicability of the programs to current training requirements are assessed. Students are required to present transcripts, certifications and prior military or industry training to the Enrollment Specialist during the enrollment process. Credit will be awarded for all programs/courses for which a grade of C or better was earned. Students are allowed to request an evaluation of transfer programs by consulting with the Program Administrator. This evaluation will then be reviewed by the student's instructor and the Administrator.

### **UNSATISFACTORY PROGRESS OR CONDUCT CONSEQUENCES**

Students found exhibiting unsatisfactory progress at midterm may be placed on probationary status or suspended from the program. Consequences are at the discretion of the Instructor and will be reviewed by the Administrator. Likewise, standards of conduct violations may result in probationary status, suspension or dismissal.

Probationary status is defined at the VETS Group as a designated period where the student must adhere to stringent standards applied by the Instructor and/or Administrator to maintain enrollment status. Typically, the time periods for probationary status occurs after mid-term and is maintained until the program/course completion. However, probationary status is not limited to beginning after mid-term. Suspensions are defined as removal from programs/courses enrollment due to probationary status violations, specific conduct violations, and/or unsatisfactory academic progress for a set time as defined by the Instructor and/or Administrator.

In some instances of severe conduct violations, students can be expelled from the VETS Group indefinitely. This consequence will be determined by the Administrator/Director and documented in the student's file.

Any student receiving Agency benefits will immediately be reported to such Agency when placed on probationary or suspension status.

### **CONDITIONS FOR RE-ENTRANCE AFTER UNSATISFACTORY PROGRESS OR CONDUCT**

A student will be permitted to re-enter the program at the beginning of the next term or respective course if the student has resolved the problems causing the unsatisfactory progress or conduct.

1. Students re-entering the VETS Group after meeting conditions of suspension will re-enter conditionally.

2. Students are not eligible for re-admission until the conditions of their suspension have been met and approved by the Administrator and/or Director. VA will be notified immediately for those students currently receiving VA Agency tuition assistance.
3. Students who are re-admitted to the VETS Group must have a cumulative average of 70%.
4. Students returning are subject to the requirements in the most current catalog.
5. If students have two suspensions within a 2-year period for any reason, they will not be readmitted to a VETS Group program.

### **LIVE DISTANCE LEARNING (LDL)**

Students must be granted permission by the School Administrator or Director to participate in courses selected for Live Distance Learning (LDL) prior to the start of the course. Such students will be required to complete the distance login process by the start of each class. Students will be required to fully participate during the entire time of the class. The school attendance policy will apply equally to Live Distance Learning students. Students that fail to demonstrate to the instructor that they are logged in at the start of the class and fully participating for the duration of the class period may receive an unexcused absence, marked as tardy, or withdrawn from participating in the class from a distance.

Prior to the class start date, students approved for LDL will be provided instructions for online distance login, instructions for participating during the class, and the equipment specifications required. Students are responsible for obtaining the required equipment and internet access at their own expense. The program course tuition is the same as for students participating onsite in the classroom. Students approved for LDL may also attend classes on site. (See Appendix A for more details on LDL).

### **PAYMENT TERMS AND CONDITIONS**

#### **ENROLLMENT COSTS**

Students are responsible for all costs as described in the Catalog for the program(s) and course(s) for which they are enrolling. Students can elect to obtain textbooks and exam vouchers via their own sources and only be responsible for paying the Tuition Base Fee and Technology Fee.

#### **PAYMENT POLICY**

All students are required to make full payment by the start date for each program selected. Payments may be made by check, money order or credit card. Checks should be made payable to the VETS Group Training Academy.

Students can make arrangements for tuition payments from other funding sources that are deemed acceptable and approved by the VETS Group. Such other funding sources may include:

Government Purchase Orders, VA/Military Tuition Assistance, VA Rehabilitation Services, State Workforce Development Aid, Organization Grants, Private Loans, or Employers. The Vets Group Training Academy does not participate in any federal student aid program.

If any portion of the tuition and fees are not paid by the program start date or an approved funding source has not been verified by the VETS Group Administrator and/or Director, a student may be allowed to make payments in accordance with a payment schedule approved by the Program Administrator and/or Director. The student must accept responsibility for any unpaid balance. A student may also be eligible for a volunteer or work study assignment as a way for providing tuition assistance.

The VETS Group will not change pricing, registration terms and conditions, any changes to our products or programs, change a class location or cancel a class at any time without prior notice. Students will be made aware of any changes to the current School Catalog that may not have been published prior to a student's enrollment for any program. For any changes posted in the current School Catalog, the VETS Group's sole liability will be limited to the refunding of any fees paid with respect to the program. The VETS Group shall not be responsible for any incidental or consequential loss arising whatsoever.

### **RECORDS POLICY**

The VETS Group will maintain student records for 5 years after completion of any program/course of study to include student name, title of program in which they are enrolled, grade record of each program and cumulative grade for the program and certificate or other credential awarded. Additional information that will be maintained includes:

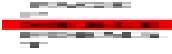
(1) Hours of educational instruction received by the student; (2) Dates of enrollment; (3) Grade record of each program and cumulative grade for the program; and (4) Record of certificate awarded. Students may submit a written request for transcripts or records to: Program Administrator at any time. All requests will be answered within 7 working days.

All records will be kept in the office of the Program Administrator and/or the Enrollment Specialist. When not in use by the appropriate staff, the records are maintained in a locked cabinet within their secured offices. The VETS Group adheres to Federal law and state law with regard to the access to student records. The federal Family Educational Rights and Privacy Act (FERPA) as amended form the backdrop for the VETS Group's Policy on Access to Student Records. And recent U. S. Department of Education Regulations regarding FERPA have mandated additional record procedures.

This Policy is reviewed with each staff person and Instructor at the time of their employment at the VETS Group. Below are guidelines for ensuring the confidentiality of student records. These guidelines were derived from the recent U. S. Department of Education Regulations regarding FERPA that mandated additional record procedures.

### **DIRECTORY INFORMATION**





The following information is public information, unless the student has requested non-disclosure.

1. Name, Address, Electronic (E-mail) address, Telephone number
2. Dates of enrollment, Enrollment status (full/part time, not enrolled)
3. Major, Program of Study, Adviser, College, Class
4. Academic awards and honors
5. Certificate(s) received

Students have two options for directory information suppression:

1. Suppression of address and phone information -- If this option is chosen, address, e-mail and telephone number information will not be released to third parties and name will not appear in University directories.
2. Suppression of all directory information -- If this option is taken no information pertaining to attendance will be released.

**NON-PUBLIC (PRIVATE) INFORMATION**

Information other than directory information is not public and may not be released except under certain prescribed conditions. Non-releasable information includes:

1. Grades, Program of Study, Class Schedule
2. Test scores, Advising records, Educational services received
3. Social Security Number, Student ID Number
4. Disciplinary actions

**STUDENTS' RIGHTS**

Students have the right to:

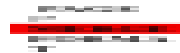
1. Inspect and review information in their educational records
2. Request a correction to their record
3. Suppress the release of Directory Information
4. View a copy of the institutional policy
5. File complaints with:

U.S. Department of Education  
 Family Policy Compliance Office  
 600 Independence Ave., SW  
 Washington, DC 20202

DC Higher Education Licensure Commission  
 1050 First Street, NE – 5<sup>th</sup> Floor  
 Washington, DC 20002

**REFUND POLICY**

<b>Refund Chart</b>	
Percent of Program Hours Completed	Percentage of Refund Owed



10	90%
20	80%
30	70%
40	60%
50	50%
60	40%
70	30%
80	20%
90	10%

This The VETS Group maintains a policy for refund of the amount charged for tuition, fees and other charges that does not exceed the appropriate pro rata portion of the total charges that the program or course bears to the total length.

If the VETS Group cancels a course due to limited enrollment, a 100% refund will be made. (See Course Cancellations).

All requests for refunds must be in writing (via fax, email, text message or written letter). Notification acknowledging the receipt of the student’s refund request will be sent explaining refund qualifications and (if qualified) refund amount. Refunds may take 4-5 weeks to process after the refund request is received.

For 100% refund, the following criteria must be adhered to; the class must be dropped within 72 hours of the class start date. All tuition and fees paid will be refunded if the student decides not to attend classes within the first 72 hours. The VETS Group will charge an administrative fee of \$25.00 for any refunds after the 72 hour deadline expressed. Refunds will be assessed using the following Refund Chart.



The VETS Group Training Academy: The Academic Calendar is based on non-standard terms. Programs and courses are offered throughout the year. Program/course start dates are published quarterly.

**Quarter 1** - January 1<sup>st</sup> - March 31<sup>st</sup>  
**Quarter 2** - April 1<sup>st</sup> - June 30<sup>th</sup>

**Quarter 3** – July 1<sup>st</sup> – September 30<sup>th</sup>  
**Quarter 4** – October 1<sup>st</sup> - December 31<sup>st</sup>

## **2021 Scheduled School Closings:**

In 2021, classes will not be scheduled on the following days and during the year-end break. Instructors will determine dates to provide make-up instruction, as applicable.

- Friday, January 1
  - Monday, January 18
  - Monday, May 31
  - Sunday, July 4
  - Monday, September 6
  - Thursday, November 11
  - Thursday & Friday, 25 & 26
  - Monday, December 27-31<sup>st</sup>
- New Year's Day (Holiday)
  - Birthday of Martin Luther King, Jr.
  - Memorial Day
  - Independence Day (Holiday, Monday, July 5<sup>th</sup>)
  - Labor Day
  - Veterans Day (Observance)
  - Thanksgiving Day (Observance)
  - Christmas Holiday, Year-end break

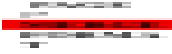
## **PROFESSIONAL IT CERTIFICATE PROGRAMS**

### **PROFESSIONAL IT CERTIFICATE PROGRAMS**

Information Technology Professional Certificate Programs provide a combination of instructor led courses and hands on labs that enhance the required IT and computer skills needed for those seeking immediate employment or to advance their career within the information technology industry. For a designated period of time, all of the program courses are now offered live online, instructor led. These programs offer the types of technical information for developing a highly skilled workforce that meets the needs of employers that are often looking for individuals who hold a state license or an industry-recognized credential.

The VETS Group Training Academy programs offer courses that lead to nationally recognized industry certifications such as CompTIA A+, Net+ and Security+; Cisco CCNA; and Amazon Web Services; as well as Microsoft, PMI, and Telecommunications certifications.

### **PC SPECIALIST PROGRAM (PCSP - 162 Hours)**



The PC Specialist Program prepares students for an entry-level career into the field of Information Technology and Computer Support. Students will learn the fundamentals of computer technology, installation and configuration of PCs, laptops and related hardware and software. Students will have the option to obtain up to two certifications.

Students will also be introduced to the CompTIA IT Fundamentals (ITF+) course which is the stepping stone for those who are just getting started in their IT career path. IT Fundamentals provides students with an introductory overview of IT concepts including: hardware, software, networks, skills databases and ethics with an emphasis on application of IT in business.

The CompTIA A+ course provides students with the fundamentals of building a workstation and installing and configuring various operating systems. Students learn the foundation-level of understanding basic computer systems and common internet technologies and to install and troubleshoot a user’s desktop system. Students will also learn the fundamentals of installing and configuring Windows operating systems, as well as configuring common features for network connectivity and email.

**Job Titles:** This program is beneficial for individuals looking for employment in positions such as Computer/Technical Support Specialist, Field Service Technician, Help Desk Support Technician, Call Center Representative, and IT Support Specialist.

**PCSP Program Courses:**

Course ID	Course Name	Clock Hours	Certification Exam
CTIA-130	PC Essentials	126	CompTIA A+ 220-1001&1002
CTIA-133	IT Fundamentals	36	CompTIA FCO-U61
<b>Total Clock Hours</b>		<b>162</b>	

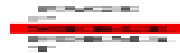
\*Courses in this program may be available via Live Distance Learning

**NETWORK SPECIALIST PROGRAM (NSP-72 Hours)**

The Network Specialist Program prepares students for an entry-level career into the field of Information Technology and Computer Support. Students will learn the fundamentals of basic networking, data transfer protocols, cabling structure, routers and switches, IP addressing and sub-netting; and physical and logical topography. Students will be required to install and configure PC operating systems, as well as configuring common features (e.g. network connectivity and email).

This Program will also prepare students for the CompTIA Net+ certification exam.

**Job Titles:** This program and certification can be used for job roles such as a Network Technician, Network Installer, Help Desk Technician and IT Support Specialist.



**NSP Program Courses:**

Course ID	Course Name	Clock Hours	Certification Exam
CTIA-131	Networking Fundamentals	<u>72</u>	CompTIA Net+ N10-005/006
<b>Total Clock Hours</b>		<b>72</b>	

\*Courses in this program may be available via Live Distance Learning

**SECURITY SPECIALIST PROGRAM (SSP-72 Hours)**

This Program prepares students for an entry-level career into the field of Cyber Security. Students will learn the most important foundational principles for securing a network and managing risk. Securing the network from unauthorized access will also be introduced and actual techniques to secure networks will be learned. Students will gain the knowledge of security concepts, tools, and procedures to react to security incidents, as well as anticipating security risks and guarding against them before they occur. This Program will also prepare students for the CompTIA Sec+ certification exam.

**Job Titles:** Network Security Specialist, Security Administrator, Network Security Support Engineer, and Information Security Specialist.

**SSP Program Courses:**

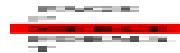
Course ID	Course Name	Clock Hours	Certification Exam
CTIA-132	Security Fundamentals	<u>72</u>	CompTIA Sec+ SYO-501
<b>Total Clock Hours</b>		<b>72</b>	

\*Courses in this program may be available via Live Distance Learning

**AWS CLOUD COMPUTING PROGRAM (CCP-90 Hours)**

Cloud computing is the on-demand delivery of computer power, database storage, applications, and other IT resources through a cloud services platform via the internet. Cloud is the way forward for organizations such that it enables businesses and consumers to do innovative things quickly, at a massive scale, and without an up-front investment. However, living in the era of cloud technologies requires different skills that organizations are struggling to fulfill in existing or new job roles. The Vets Group understands organizational needs when it comes to cloud computing.

Our comprehensive training solution creates a structured learning path for IT technicians to acquire the knowledge and preparation for the Amazon Web Services (AWS) Solutions Architect exam. A certified AWS Developer Associate has the understanding of the basic AWS architecture, the core



AWS services, hands-on experience designing, developing, deploying, and maintaining applications, including the working knowledge of applications that utilize key AWS services such as AWS databases, notifications, workflow services, and services for storage and change management services.

**Job Titles:** AWS Cloud Practitioner; AWS Solutions Architect; Database Administrator; Systems Administrator

**CCP Program Courses:**

Course ID	Course Name	Clock Hours	Certification Exam
LNX-101	CompTIA Linux+ LX0-103	18	CompTIA Linux+ LX0-103
AWS-101	AWS Certified Cloud Practitioner	36	AWS CLF-C01
AWS-102	AWS Certified Solutions Architect	<u>36</u>	AWS SAA-C01
<b>Total Clock Hours</b>		<b>90</b>	

\*Courses in this program may be available via Live Distance Learning

**NETWORK ADMINISTRATOR PROGRAM LEVEL-1 (NAP-L1-72 Hours)**

The Network Administrator Program Level-1 follows the curriculum provided by Cisco for the Certified Entry Level Network Technician (CCENT). This program is designed for students to develop a working knowledge of routing, switching, network applications and protocols. Completion of this program will provide students with the skills needed for entry-level networking jobs and IT careers. This program consists of 2 courses: Introduction to Networks and Routing & Switching Essentials. These courses are your first step toward CCNA certification and will help you stand out from the crowd in entry-level positions.

Note: The Cisco CCENT certification exam was retired in February 2020. However, courses in the NAP-1 program are still the building blocks in preparation for the CCNA exam.

**Job Titles:** Network Administrator, Network Operations Center Analyst, Network Architect, Network Engineer, and Network Specialists.

**NAP-L1 Program Courses:**

Course ID	Course Name	Clock Hours	Certification Exam
CSCO-151	Introduction to Networks	36	CCNA 200-301
CSCO-152	Routing & Switching Essentials	<u>36</u>	CCNA 200-301
<b>Total Clock Hours</b>		<b>72</b>	

\*Courses in this program may be available via Live Distance Learning



## NETWORK ADMINISTRATOR PROGRAM LEVEL-2 (NAP-L2-72 Hours)

The Network Administrator Program Level-2 follows the curriculum provided by Cisco for the Certified Network Administrator (CCNA). This program is designed for students to develop a working knowledge of routing, switching, network applications and protocols. Completion of this program will provide students with the skills needed for entry-level networking jobs and IT careers. The program consists of 2 courses: Scaling Networks and Connecting Networks. These courses prepare students for the Cisco CCNA Routing & Switching certification exam.

**Job Titles:** Network Administrator, Network Operations Center Analyst, Network Architect, Network Engineer, and Network Specialists.

### NAP-L2 Program Courses:

Course ID	Course Name	Clock Hours	Certification Exam
CSCO-153	Scaling Networks	36	CCNA 200-301
CSCO-154	Connecting Networks	<u>36</u>	CCNA 200-301
<b>Total Clock Hours</b>		<b>72</b>	

\*Courses in this program may be available via Live Distance Learning

## SECURITY ADMINISTRATOR PROGRAM (SAP-216 Hours)

The Security Administrator Program prepares students for a mid-level career into the field of Information Security, Information Assurance and Data Threat Protection. Can you think like a hacker? A security specialist has to stay up-to-date on technology and discover weak spots before someone else does. They enjoy solving complex problems, and are able to document and communicate about their work.

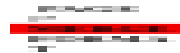
This Program follows the curriculum provided by Cisco for the Certified Network Administrator- Security (CCNA-Security). The CCNA Security curriculum emphasizes core security technologies, the installation, troubleshooting and monitoring of network devices to maintain integrity, confidentiality and availability of data and devices, and competency in the technologies that Cisco uses in its security structure.

The program consists of 3 courses: (1) Introduction to Networks, (2) Routing & Switching Essentials, and (3) CCNA-Security. The first 2 courses prepare students for the Cisco CCENT certification. All 3 courses are recommended before taking the Cisco CCNA-Security certification exam. Students will develop a working knowledge of network security principles, tools and configurations.

**Job Titles:** Network Security Specialist, Security Administrator, Network Security Support Engineer, and Information Security Specialist.

### SAP Certificate Courses:

Course ID	Course Name	Clock Hours	Certification Exam
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CSCO-151	Introduction to Networks	72	CCENT 100-105 ICND1
CSCO-152	Routing & Switching Essentials	72	CCENT 100-105 ICND1
CSCO-155	CCNA Security	72	CCNA 210-260 IINS
<b>Total Clock Hours</b>		<b>216</b>	

\*Courses in this program may be available via Live Distance Learning

### CYBER SECURITY PROFESSIONAL PROGRAM - LEVEL1 (CEH-L1-72 Hours)

**Certified Ethical Hacker (CEH)** is a qualification obtained by demonstrating knowledge of assessing the security of computer systems by looking for weaknesses and vulnerabilities in target systems, using the same knowledge and tools as a malicious hacker, but in a lawful and legitimate manner to assess the security posture of a target system. Students will learn penetration testing skills in a lab environment where they must demonstrate the ability to apply techniques and use penetration testing tools to compromise various simulated systems within a virtual environment.

CEH is a professional designation for hackers that perform legitimate services for IT companies and other organizations. A CEH is hired to locate and repair application and system security vulnerabilities to preempt exploitations by black hat hackers and others with potentially illegal intentions. CEH oversight is provided by the International Council of E-Commerce Consultants (EC-Council).

**Job Titles:** Security Administrator, Security Analyst, Network Security Architect, Network Security Engineer, Network Security Specialist, Security Consultant, Database Administrator.

#### CSPP Program Courses:

Course ID	Course Name	Clock Hours	Certification Name
ECEH-180	Certified Ethical Hacker	<u>72</u>	EC-Council Exam #312-50
<b>Total Clock Hours</b>		<b>72</b>	

\*Courses in this program may be available via Live Distance Learning

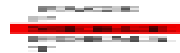
### CYBER SECURITY PROFESSIONAL PROGRAM - LEVEL2 (CISSP-L2-72 Hours)

The demand for cybersecurity experts has grown 3 times faster than any other IT job role, and training a cybersecurity workforce is a priority for many governments. From confidential company data to personal information, more connections make data more vulnerable to attacks, increasing the demand for professionals with cybersecurity skills.

This program concentrates on in-depth, theoretical understanding of network security principles as well as the tools and configuration available. This program emphasizes the practical application of skills needed to design, implement, and support network security.

**Job Titles:** Security Administrator, Security Analyst, Network Security Architect, Network Security Engineer, Network Security Specialist, Security Consultant, Database Administrator.





**CSPP Certificate Courses:**

Course ID	Course Name	Clock Hours	Certification Name
CISP-801	Certified Information Systems Security Professional	<u>72</u>	ISC(2) CISSP Exam
<b>Total Clock Hours</b>		<b>72</b>	

\*Courses in this program may be available via Live Distance Learning

**MICROSOFT OFFICE SPECIALIST PROGRAM (MSOSP-90 Hours)**

The Microsoft Office Specialist Program (MOS Program) aims to prepare the student with the skills needed to get the most out of the software programs within the suite of Microsoft Office. The student is exposed to the essentials within each suite so they can proficiently maneuver within the 5 MOS component parts for business or personal requirements. MOS certification is available for Excel, Word, PowerPoint and Access after successfully passing each exam. This program offers all the essential information required to pass the MOS certification in each suite with ample class time and instructional support.

**Job Titles:** Administrative Assistant; Office Assistant; Office Manager.

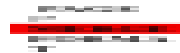
**MSOSP Program Courses:**

Course ID	Course Name	Clock Hours	Certification Exam
MOSP-201	Intro to MS Word	18	MS:Word2016 #77-725
MOSP-202	Intro to MS Excel	18	MS:Excel2016 #77-727
MOSP-203	Intro to MS PowerPoint	18	MS:PowerPoint2016 #77-729
MOSP-204	Intro to MS Access	18	MS:Access2016 #77-730
MOSP-205	Intro to MS Outlook	<u>18</u>	MS:Outlook2016 #77-731
<b>Total Clock Hours</b>		<b>90</b>	

\*Courses in this program may be available via Live Distance Learning

**WEB DEVELOPMENT CERTIFICATE PROGRAM (WDPCP-108 Hours)**

Web developers design and create websites, manage website speed and performance, and create website content. According to the U.S. Bureau of Labor Statistics (2015), web development is the fastest growing career in today’s economy. Employment of web developers is projected to grow 27% from 2014 to 2024. Web development offers freedom and flexibility; one out of seven web developers are self-employed. The average salary for web developers is \$64,970 in 2015.



**Job Titles:** Web Designer, Web Developer.

**WDCP Program Courses:**

Course ID	Course Name	Clock Hours	Certification Exam
WDCP-701	Intro to Web Development	54	Web Designer Apprentice
WDCP-702	Fundamentals of Web Development	<u>54</u>	Web Developer Apprentice
<b>Total Clock Hours</b>		<b>108</b>	

\*Courses in this program may be available via Live Distance Learning

**PROJECT MANAGEMENT PROFESSIONAL PROGRAM (PMPP-72 Hours)**

Project Management Professional (PMP) Program focuses on developing and improving the performance of projects and programs in technology, finance/accounting, building construction, and industrial expansion, or in any other field that requires project managers to initiate the projects. After completion of this training, individuals will be able to deploy projects with competency in their current fields of expertise.

In this program, students will gain the essentials needed to pass the PMP and CAPM exams. Learning activities in this program targets each of the three major learning styles: visual, auditory, and kinesthetic.

The benefits of achieving project management (PM) certifications range from higher potential earnings, to achieving organizational objectives and recognition, to confidence building, and comradery from belonging to a distinguished and like-minded group of project management certified professionals.

This program is developed in alignment with PMI/CompTIA standards. Upon completion of Introduction to Project Management and Advanced Project Management, students will be prepared for the Project Management Institute (PMI) certification exam.

**Job Titles:** Corporations rely on project managers to oversee all aspects of a project so that everything flows seamlessly and the timeline, scope, and budget goals are met. As more organizations use project-based methods to accomplish tasks, experienced project managers are in higher demand.

**PMPP Program Courses:**

Course ID	Course Name	Clock Hours	Certification Exam
PMPP-301	Intro to Project Management	36	CAPM Exam
PMPP-302	Advanced Project Management	<u>36</u>	PMI Cert Exam

\*Courses in this program may be available via Live Distance Learning

**PROFESSIONAL TELECOM PROGRAMS**

**PROFESSIONAL TELECOM PROGRAMS**

Telecommunications (Telecom) Programs provide a combination of instructor led courses and hands on labs that enhance the required IT and Telecom skills needed for those seeking immediate employment or to advance their career within the Telecom. For a designated period of time, all of the program courses are also offered live online, instructor led. These programs offer the types of technical information for developing a highly skilled workforce that meets the needs of employers that are often looking for individuals who hold a state license or an industry-recognized credential.

The VETS Group Training Academy programs offer courses that lead to nationally recognized industry certifications such as CompTIA A+, Net+ and Security+; Cisco CCNA; and Amazon Web Services; as well as Microsoft, PMI, and Telecom certifications.

**CERTIFIED CABLE INSTALLATION PROGRAM (CCIP-144 Hours)**

This program prepares students for entry-level positions within the Telecommunications and Information Technology industries by providing foundations, theory and hands-on experience to function effectively on the job. The program provides information on the latest premises cabling installation to include cat5e, cat 6, fiber optic, outside plant and the introduction to point of sales wired and wireless technologies installed in today’s new construction and renovation projects and sets the foundation of a copper-based structured cabling system installation.

A significant amount of class time will be spent on industry best practices for the installation, termination, testing and retrofitting of copper cable. The certifying body is the Fiber Optic Association (FOA) and the Society of Cable Telecommunications Engineers.

**Job Titles:** Cable Installer, Cable Technician

**CCIP Program Courses:**

Course ID	Course Name	Clock Hours	Certification Exam
CCIP-401	Certified Premises Cabling Tech	72	FOA CPCT CERT
CCIP-402	Certified Fiber Optic Tech	<u>72</u>	FOA CFOT CERT

**Total Clock Hours****144**

\*Courses in this program may be available via Live Distance Learning

### **WIRELESS BROADBAND TECHNICIAN PROGRAM (WBTP-144 Hours)**

The telecommunications industry within the sector of information and communication technology is made up of all telecommunications/telephone companies and internet service providers and plays the crucial role in the evolution of mobile communications and the information society.

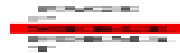
Traditional telephone calls continue to be the industry's biggest revenue generator, but thanks to advances in network technology, Telecom today is less about voice and increasingly about text (messaging, email) and images (e.g. video streaming). High-speed internet access for computer-based data applications such as broadband information services and interactive entertainment is pervasive. Digital Subscriber Line (DSL) is the main broadband telecom technology. The fastest growth comes from (value-added) services delivered over mobile networks.

The telecom sector continues to be at the epicenter for growth, innovation, and disruption for virtually any industry. Mobile devices and related broadband connectivity continue to be more and more embedded in the fabric of society today and they are key in driving the momentum around some key trends such as video streaming, Internet of Things (IoT), and mobile payments.

The Wireless Broadband Technician Program provides students with the fundamentals to become telecommunications equipment installers and repairers, also known as telecom technicians, set up and maintain devices or equipment that carry communications signals, connect to telephone lines, and access the Internet.

Telecommunications equipment installers and repairers typically need postsecondary education in electronics, telecommunications, or computer technology and receive on-the-job training. Industry certification is required for some positions. Once hired, telecom technicians receive on-the-job training, typically lasting a few months. Training involves a combination of classroom instruction and hands-on work with an experienced technician. In these settings, workers learn the equipment's internal parts and the tools needed for repair. Technicians who have completed postsecondary education often require less on-the-job instruction than those who have not.

**Licenses, Certifications, and Registrations.** Some technicians must be certified to perform certain tasks or to work on specific equipment. Certification requirements vary by employer and specialization. Organizations, such as the Society of Cable Telecommunications Engineers and the



Association of Certified Wireless Network Professionals, offer certifications for telecom technicians. Some manufacturers also provide certifications for working with specific equipment.

**Job Titles:** Broadband Technician/Specialist, Certified Wire Technician/Specialist, Central Office Technician, Headend Technician, Telecommunications Line Installers and Repairers

**WBTP Program Courses:**

Course ID	Course Name	Clock Hours	Certification Exam
WBTP-604	Wireless Broadband Fundamentals	54	CWNP CWT-100
	Lifesaving Skills	36	OSHA-10/30; First Aid/CPR
	Soft Skills/Customer Service	18	N/A
	Broadband Wireless Installer	36	SCTE-BWS
	<b>Total Clock Hours</b>	<b>144</b>	

\*Courses in this program may be available via Live Distance Learning

**CERTIFIED WIRELESS TOWER CLIMBER PROGRAM (CWTCP-120 Hours)**

The Certified Wireless Tower Climber Program provides students with the fundamentals to become a recognized leader in the wireless service provider industry. As a Certified Tower Climber, students will stand out from the competition when applying for wireless and telecommunication technology jobs. This program is based on a curriculum that meets all federal standards for training in the USA. It is designed to include OSHA required training listed in CFR’s 1910/1926 related to work at wireless communication sites.

**Job Titles:** Tower Climber, Tower Technician I & II; Tower Foreman

**CWTCP Program Courses:**

Course ID	Course Name	Clock Hours	Certification Exam
CWTCP-601	Tower Climber Safety & Rescue	60	Authorized Climber/Rescuer;
CWTCP-602	Wireless Construction Standard	<u>60</u>	OSHA-10/30; First Aid/CPR
	<b>Total Clock Hours</b>	<b>120</b>	

\*Courses in this program may be available via Live Distance Learning





## PROFESSIONAL IT CERTIFICATE COURSES

### PC ESSENTIALS (COMPTIA A+) - 126 CLOCK HOURS - (CTIA-130)

**Textbook:** All in One, CompTIA A+ Certification Exam Guide, 10<sup>th</sup> Edition (Exams 220-1001 & 220-1002) by Mike Meyers

**Description:** This course is designed to provide students with the fundamentals of building a workstation and installing and configuring various operating systems. Students learn the foundation-level of understanding basic computer systems and common internet technologies and to install and troubleshoot a user's desktop system. Students will also learn the fundamentals of installing and configuring Windows operating systems on a desktop and a laptop.

Completing this course and getting an A+ certification affords a wealth of advantages. First of all, it's ideal for those interested in getting straight into the workforce with minimal time spent on education. It provides you with very intensive training over a short-term period, giving you a broad base of knowledge upon which to start building your career as a computer technician. Another advantage is that it is one of the most inexpensive ways for you to get your foot in the door of this particular field. Information Technology (IT) can be a very competitive industry, so becoming adept at the hardware and software aspects can often pave the way to becoming adept at other challenging careers within the IT industry. It can allow you to qualify for corporate training programs, internships or apprenticeships because it shows employers that you are willing and eager to learn. In an industry that changes on a daily basis, proving yourself willing to grow with it is often the best way for you to achieve success.

### Course Topics

**Hardware:** The Hardware Section provides students with a detailed overview on various aspects of personal computer hardware. Students will receive instruction on computer components, including bus architecture, motherboards, CPU/RAM, chipsets, peripherals, I/O-data transfers, portable computing devices, with hands-on experience and practice components. Students learn to disassemble and reassemble an actual computer. Students will install various peripheral devices, including optical drives (CD/DVD-ROM), hard drives, video cards and network interface cards. Students will also learn to build, install, configure, implement, troubleshoot, support, administer, test and maintain a user's desktop system.

### Hardware topics include:

- Fundamentals of Computer
- Computer Components, Disassembly, & Reassembly
- Hardware Installation; Understanding Operating System configuration
- Installing and Upgrading Client Systems
- Managing Applications, Files and Folders, Devices
- Understanding Operating System Maintenance



**Software:** The Software Section of this course provides students with the fundamentals to install, configure, implement, troubleshoot, support, administer, test and maintain Windows operating systems on a desktop and laptop computers. Students will receive instruction on Windows operating system installation and configuration, networking, upgrading Windows, NTFS security, creating users and group accounts, maintaining and optimizing Windows, working with the command-line interface, troubleshooting Windows, LAN and WAN basic, wireless networking, Internet, multimedia, computer security, and virtualization.

## **Software topics include:**

- Visible Windows & Networks, Installing and Upgrading Windows
- Windows Under the Hood, NTFS, Users, and Groups
- Maintaining and Optimizing Windows, Working with the Command-Line Interface
- Troubleshooting Windows, Local Area Networking & Wireless Networking
- The Internet, Multimedia, Securing Computers, Virtualization

## **Organization**

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objectives and quizzes are given daily, and there is a mid-term exam and a comprehensive final exam. This course requires a total of 108 in-class hours.

## **Prerequisites**

There are no prerequisites for this course. However, it's a policy of the school that all students have a high school diploma or GED certificate and with a minimum 9th grade math and reading comprehension level. It is advised that students possess the below listed skills prior to this course.

- Basic Computer Assessment Test & Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills

## **Certification Exam Prep: CompTIA A+**

This course will also prepare students for the CompTIA A+ (A Plus) certification exam that is an entry-level computer certification for PC computer service technicians. The exam is designed to certify the competency of entry-level PC computer service professionals in installing, maintaining, customizing, and operating personal computers.

CompTIA A+ certification validates the latest foundation-level knowledge and skills needed by today's computer support professionals. It is the starting point for a career in the Information Technology industry. CompTIA A+ certification proves competence in a technician's ability to perform essential IT tasks such as installation, configuration, diagnosing, preventative maintenance, basic networking and security. It also confirms a technician's understanding of



customer service and communication skills needed to work with clients.

In addition to granting you competency in computer hardware and software use, A plus certification is a natural lead-in to other certification programs and will help make you more competitive in the workforce by granting you credentialing that will assure employers of your technological expertise.

The A+ exam is open to anybody, although it is designed to be taken by those with at least six months of job experience as service technicians or for persons who have successfully completed a course of study for CompTIA A+. Students are encouraged to take the CompTIA A+: 220-901 & 220-902 examinations immediately upon completion of this course.

## IT FUNDAMENTALS (COMPTIA ITF+) - 36 CLOCK HOURS - (CTIA-133)

**Textbook:** CompTIA IT Fundamentals (ITF+) Study Guide: 2<sup>nd</sup> Edition (Exam FC0-U61), by Quentin Docte

**Description:** This course is designed to help every computer and mobile device user to better understand setup, software installation and configuration, network connectivity, security issues and basic troubleshooting. Students will better understand everything from file structure, to software installation, to Wi-Fi connectivity and troubleshooting to overall setup, configuration and troubleshooting devices.

The main goal of the course is to help users better understand, set up, configure, and troubleshoot all kinds of devices, and to understand basic IT concepts.

### Course Topics

The course covers all the CompTIA IT Fundamentals FC0-U61 objective domains:

- 1.0 IT Concepts and Terminology
- 2.0 Infrastructure
- 3.0 Applications and Software
- 4.0 Software Development
- 5.0 Database Fundamentals
- 6.0 Security

### Organization

This is a lecture-hands-on program in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to re assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

### Prerequisites





There are no prerequisites for this course. However, it's a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. It is also recommended that students possess the below listed skills or certifications prior to taking this course and at least 9 months of on the job experience.

- Basic Computer Assessment Test & Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills

## **Certification Exam Prep: CompTIA IT Fundamentals+**

The CompTIA IT Fundamentals certification is mainly targeted to those candidates who want to build their career in IT Infrastructure domain. The CompTIA IT Fundamentals certification exam FC0-U61 verifies that the candidate possesses the fundamental knowledge and proven skills in the area of CompTIA IT Fundamentals.

## **NETWORKING FUNDAMENTALS (Comptia NET+) - 72 CLOCK HOURS - (CTIA-131)**

**Textbook:** All in One, CompTia Network+, Exam Guide, 7<sup>th</sup> Edition  
by Mike Meyers

**Description:** This course introduces students to the fundamentals of networking and data transfer. Students will focus on domain infrastructure and networking environments using Windows Server. Students learn to utilize administrative tools required to manage users, share system resources, and perform system maintenance. Students will also learn to connect computers together and configure transmission media connectivity, which is referred to the methods whereby systems “talk” to each other. In this course students learn LAN and WAN concepts, topologies, Open Systems Interconnection (OSI) Reference Model, Ethernet networks, TCP/IP networking, IP v4 and IPv6 Sub-netting, IP routing, Network Address Translation (NAT), technologies, protocols and services, such as Virtual Private Network (VPN) and the Internet.

In addition to building one's networking skill set, this course is also designed to prepare an individual for the CompTIA Network+ certification exam, a distinction that can open a myriad of job opportunities from major companies. The IT industry is a stable and rapidly growing field and the demand for network professionals is continuing to grow. This certification is a valuable credential to help start or enhance a networking career.

### **Course Topics**

- Domain 1: Network Technologies
- Domain 2: Network Media and Topologies
- Domain 3: Network Devices
- Domain 4: Network Management
- Domain 5: Network Tools

- Domain 6: Network Security

## Organization

This is a lecture-hands-on program in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

## Prerequisites

There are no prerequisites for this course. However, it's a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. It is also recommended that students possess the below listed skills or certifications prior to taking this course and at least 9 months of on the job experience.

- Basic Computer Assessment Test & Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills
- CompTIA A+ certification and/or equivalent knowledge

## Certification Exam Prep: CompTIA Net+

Most IT professionals who intend to make their career in networking will eventually sit for several networking certifications. In most cases, multiple certifications are necessary because they deal with vendor-specific applications. This course will prepare students for the CompTIA Net+ certification exam (N10-006) that tests an overall understanding of how networks operate, including network technologies, media and topologies, device.

The Net+ exam is open to anybody, although it is designed to be taken by those with at least 9 months of job experience as a computer service technician or for persons who have successfully completed a course of study in PC Fundamentals or CompTIA A+. Students are encouraged to take the CompTIA Net+ examination immediately upon completion of this course.

## SECURITY FUNDAMENTALS (Comptia SEC+) - 72 CLOCK HOURS - (CTIA-132)

**Textbook:** Get Certified Get Ahead: CompTIA Security+ SY0-501 Study Guide Paperback by Darril Gibson

**Description:** This course is designed to provide students with the fundamentals and basics of network and operating systems security. Students will focus on the fundamentals of security knowledge and skills. Students will learn how to identify potential risks, infrastructure and connectivity, monitoring communications activity, implementing and maintaining a secure network, Anti- Malware products, firewalls, network topologies and devices, and network ports. In



In addition, the successful candidate will learn how to apply security controls to maintain confidentiality, integrity, and availability, identify appropriate technologies and products, troubleshoot security events and incidents, and operate with an awareness of applicable policies, laws, and regulations.

## Course Topics

Students learn the foundation-level of understanding of basic security features, cryptography, access control, threat analysis, risks mitigation, vulnerability assessment, physical and hardware security and disaster recovery. Course topics include:

- Standard 1: Understanding Security Layers Objective
- Standard 2: Understanding Operating System Security
- Standard 3: Understanding Network Security
- Standard 4: Understand Security Software
- Standard 5: Understand Security Careers and Ethics

## Organization

This is a lecture-hands-on program in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

## Prerequisites

There are no prerequisites for this course. However, it's a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. It is also recommended that students possess the below listed skills or certifications prior to taking this course and/or 2 years of on-the-job experience.

- Basic Computer Assessment Test & Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills
- CompTIA A+ certification exam or equivalent knowledge
- CompTIA Net+ certification exam or equivalent knowledge

## Certification Exam Prep: CompTIA Sec+

If you're an IT professional hoping to progress in your career, then you know that the CompTIA Security+ exam is one of the most valuable certifications available. Since its introduction it has become a springboard to prestigious certifications like the CASP, CISSP, and CISA.

The CompTIA Security+ exam will certify that the successful candidate has the knowledge and skills required to identify risk, to participate in risk mitigation activities, and to provide



infrastructure, application, information, and operational security. Students are encouraged to take the CompTIA Sec+ exam (SY0-401) within 2 weeks of completing this course.

## INTRODUCTION TO CYBER SECURITY - 18 CLOCK HOURS - (CSCO-150)

**Textbook:** Cybersecurity Essentials, 1st Edition by Charles J. Brooks, Philip Craig, Donald Short

**Description:** The Introduction to Cybersecurity course explores the broad topic of cybersecurity in a way that matters to you. Students will learn how to protect their personal data and privacy online and in social media, and why more and more IT jobs require cybersecurity awareness and understanding.

### Course Topics

- What is Cybersecurity
- What Cybersecurity means professionally and personally
- How businesses protect against cyber attacks
- Why the Cybersecurity job market is growing
- Certifications and degrees in Cybersecurity

### Organization

This course is presented in a seminar format presented by the instructor. Students are encouraged to read assigned topics prior to attending class.

### Prerequisites

There are no prerequisites for this course. However, it's a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. It is also recommended that students possess the below listed skills or certifications prior to taking this course.

- Basic Computer Usage Skills
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills

**Certification Exam Prep:** N/A

## COMPTIA LINUX+ - 18 CLOCK HOURS - (CTIA-136)

**Textbook:** CompTIA Linux+/LPIC-1 Certification All-in-One Exam Guide, Second Edition (Exams LX0-103 & LX0-104/101-400 & 102-400) / Edition 2 by Robb Tracy

**Description:** This course thoroughly covers Linux fundamentals. You'll begin with basic principles and the Linux way of doing things, then move on to common user programs such as the command line and text editors. With these skills in hand, you can tackle system administration tasks, such as user management and network configuration. Whether you're prepping for the LPI Linux Essentials certification or just brushing up on the basics for your professional work, this is



the fast and thorough course you need. In addition, it assists you if you are preparing to take the CompTIA® Linux+ Exam Codes: LX0-103.

## Course topics

- Identify basic Linux concepts and perform basic Linux tasks; Print Files
- Manage user and group accounts; Partitions; and the Linux file system
- Work with Linux permissions and ownership
- System Architecture; Linux Installation; Package Management
- Manage system services and devices
- File system Hierarchy Standard
- Configure basic Internet services
- Install the Linux operating system
- Configure the GUI

## Organization

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objectives and quizzes are given daily, and there is a mid-term exam and a comprehensive final exam. This course requires a total of 108 in-class hours.

## Prerequisites

There are no prerequisites for this course. However, it's a policy of the school that all students have a high school diploma or GED certificate and with a minimum 9th grade math and reading comprehension level. It is also advised that students possess the below listed skills prior to taking this course.

- Basic Computer Assessment Test & Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills

## Certification Exam Prep: CompTIA Linux+ LX0-103

## AWS CERTIFIED CLOUD PRACTITIONER – 36 CLOCK HOURS - (AWS-101)

**Textbook:** AWS Certified Cloud Practitioner (CLF-C01) Certification Guide by Anthony Sequeira

**Description:** Cloud computing is the on-demand delivery of computer power, database storage, applications, and other IT resources through a cloud services platform via the internet. Cloud is the way forward for organizations such that it's enabling businesses and consumers to do innovative things quickly, at a massive scale, and without an up-front investment. However, living in the era of cloud technologies requires different skills that organizations are struggling to fulfill existing or



new job roles.

The Vets Group AWS Certified Cloud Practitioner (CCP) course is the best place to jump-start your cloud career. The AWS certifications are the #1 cloud certifications for 2 years in a row. AWS Certified Cloud Practitioner is the newest basic level certification exam provided by Amazon Web Services. The AWS Certified Cloud Practitioner certification exam is for those who have the skills and knowledge to reveal the complete discernment of AWS Cloud. This certification path is intended for individuals who are looking to build and validate overall understanding of the AWS Cloud. This path is useful for individuals who are beginning their walk into IT and even those in technical, managerial, sales, purchasing, or financial roles who work with the AWS Cloud.

## Course Topics

- AWS Cloud value proposition;
- Key Services on the AWS platform and common use cases.
- Basic security & Compliance aspects of the AWS platform;
- Billing, Account Management, & Pricing models;
- Basic/core characteristics of developing and operating in the AWS Cloud
- Sources of documentation/Technical Assistance

## Hands-On Practices & Projects

You will participate in extensive hands-on practices. These include:

- Use AWS Cloud Formation to produce stacks of AWS resources
- Build functioning virtual private networks
- Deploy Amazon EC2 instances using command line calls
- Monitor the health of AWS services
- Manage user identity, permissions, security in the cloud
- Manage resource consumption
- Select/implement the best strategy for creating reusable Amazon EC2 instances
- Edit and troubleshoot a basic AWS Cloud Formation stack definition

## Organization

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objectives and quizzes are given daily, and there is a mid-term exam and a comprehensive final exam. This course requires a total of 18 in-class hours.

## Prerequisites



This AWS Certified Cloud Practitioner training is for absolutely anyone seeking to learn the major components of Amazon Web Services (AWS). Even if you have never logged into the AWS platform before, by the end of the course, you will be prepared to pass the AWS Certified Cloud Practitioner exam. However, it is a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. It is also advised that students possess the below listed skills prior to taking this course.

- Basic Computer Assessment Test & Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills

### **Certification Exam Prep:** AWS Certified Cloud Practitioner CLF-C01

This certification provides individuals in a larger variety of cloud and technology roles with a way to validate their AWS Cloud knowledge and enhance their professional credibility. This exam covers four domains, including cloud concepts, security, technology, billing and pricing.

### **AWS CERTIFIED SOLUTIONS ARCHITECT – 36 CLOCK HOURS - (AWS-102)**

**Textbook:** AWS Certified Solutions Architect - Associate Official Study Guide by Joe Baron

**Description:** Cloud computing is the on-demand delivery of computer power, database storage, applications, and other IT resources through a cloud services platform via the internet. Cloud is the way forward for organizations such that it's enabling businesses and consumers to do innovative things quickly, at a massive scale, and without an up-front investment. However, living in the era of cloud technologies requires different skills that organizations are struggling to fulfill existing or new job roles.

AWS Certified Solutions Architect is among the most valuable and highly sought after cloud computing certifications in the world today. This course is designed for anyone seeking to learn the major components of Amazon Web Services (AWS). By the end of the course, you'll be prepared to pass the associate-level AWS Certified Solutions Architect certification exam.

We will start with a broad overview of the AWS platform. No programming knowledge is needed, and no prior AWS experience required. Even if you have never logged into the AWS platform before, you'll build the foundations to pass the AWS Certified Solutions Architect exam after completing our certification training and devoting an additional 80 - 120 hours of study.

### **Course Topics**

- History of AWS
- Identify Access Management
- Security Group Basics & EC2
- AWS Command Lines & Boot Strap Scripts



- Dynamic Databases & Routing Policies
- Network Addressing & VPCs
- HA Architecture, Applications, & Server-less Webpages

**Hands-On Practices & Projects:** You'll participate in extensive hands-on practices.

- Use AWS Cloud Formation to produce stacks of AWS resources
- Build functioning virtual private networks
- Deploy Amazon EC2 instances using command line calls
- Build a server-less webpage
- Build a custom VPC

## Organization

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objectives and quizzes are given daily, and there is a mid-term exam and a comprehensive final exam. This course requires a total of 36 in-class hours.

## Prerequisites

This AWS Certified Solutions Associate training is for absolutely anyone seeking to learn the major components of Amazon Web Services (AWS). However, it is a policy of the school that all students have a high school diploma or GED certificate and with a minimum 9th grade math and reading comprehension level. It is also advised that students possess the below listed skills prior to taking this course.

- Basic Computer Assessment Test & Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills
- AWS Certified Cloud Practitioner Certification or equivalent experience

**Certification Exam Prep:** AWS Certified Solutions Architect SAA-C01

This certification is a must-have for any IT professional. Average salaries range above \$100,000 USD. A certificate in AWS Cloud technology can boost your salary up to 26 percent, and the average salary for certified IT professionals is, on average, 11.7 per cent higher than those without.

## **INTRODUCTION to NETWORKS (CCNA-1) - 36 CLOCK HOURS - (CSCO-151)**

**Textbooks:** Introduction to Networks v6 Course Booklet by Cisco Networking Academy  
Introduction to Networks v6 Labs & Study Guide (Lab Companion) by Allan Johnson





**Description:** This course introduces the architecture, structure, functions, components, and models of the Internet and other computer networks. The principles and structure of IP addressing and the fundamentals of Ethernet concepts, media, and operations are introduced to provide a foundation for the curriculum. 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.

## Course Topics

- Explore the Network
- Ethernet
- Network Access
- Transport Layer
- Configure a Network Operating System
- Network Layer
- Network Protocols and Communications
- IP Addressing
- Sub-netting IP Networks
- Application Layer
- Build a Small Network

## Organization

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective quizzes, mid-term, a comprehensive final exam are given.

## Prerequisites

This course is appropriate for students at many education levels and types of institutions, including high schools, secondary schools, universities, colleges, career and technical schools, and community centers.

There are no prerequisites for this course. However, it's a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. It is also recommended that students possess the below listed skills or certifications prior to taking this course:

- Basic Computer Assessment Test & Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills
- Recommended: The PC Essentials course and/or the CompTIA A+ certification exam
- Recommended: Successful completion of the Networking Fundamentals course and/or the CompTIA Net+ certification exam.

## Certification Exam Prep

Introduction to Networks is the first of 2 courses in preparation for the Cisco CCENT certification and the first of 4 courses in preparation for the Cisco CCNA Routing & Switching certification.

The CCENT certification validates the skills required for entry-level network support positions, the starting point for many successful careers in networking. CCENT certified professionals have the



knowledge and skill to install, operate, and troubleshoot a small enterprise branch network, including basic network security.

It opens doors to a career in networking. Having your CCENT means you have what it takes to manage a small, enterprise branch network. CCENT certification is your first step toward CCNA certification and will help you stand out from the crowd in entry-level positions.

As Enterprises migrate toward controller based architectures, the role and skills required of a core network engineer are more vital than ever. To prepare for this network transition, the CCNA Routing and Switching certification will ensure you stay relevant with skill sets needed for the adoption of next generation technologies.

## **ROUTING & SWITCHING ESSENTIALS (CCNA-2) - 36 CLOCK HOURS - (CSCO-152)**

**Textbook:** CCNA Routing and Switching Complete Study Guide: Exam 100-105 by Todd Lammell

**Description:** Routing and Switching Essentials (RSE) covers the architecture, components, and operations of routers and switches in a small network. Students learn how to configure a router and a switch for basic functionality. By the end of this course, students will be able to configure and troubleshoot routers and switches and resolve common issues with virtual LANs and inter- VLAN routing in both IPv4 and IPv6 networks.

### **Course Topics**

- Routing Concepts
- Dynamic Routing
- Switched Networks
- Switch Configuration
- VLANs
- Access Control Lists
- DHCP
- Device Discovery, Management, and Maintenance

### **Organization**

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

### **Prerequisites**

This course is appropriate for students at many education levels and types of institutions, including high schools, secondary schools, universities, colleges, technical schools, and community centers. A prerequisite for this course is successful completion of the Introduction to Networks course. It's also a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. Students should also possess the below listed skills or certifications prior to taking this course:

- Basic Computer Assessment Test & Computer Literacy



- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills
- Recommended: Successful completion of the PC Essentials course and/or the CompTIA A+ certification exam
- Recommended: Successful completion of the Networking Fundamentals course and/or the CompTIA Net+ certification exam.

## Certification Exam Prep

Routing & Switching Essentials is the second of 2 courses in preparation for the Cisco CCENT certification and the second of 4 courses in preparation for the Cisco CCNA Routing & Switching certification.

The CCENT certification validates the skills required for entry-level network support positions, the starting point for many successful careers in networking. CCENT certified professionals have the knowledge and skills to install, operate, and troubleshoot a small enterprise branch network, including basic network security. It opens doors to a career in networking. Having your CCENT means you have what it takes to manage a small, enterprise branch network. CCENT certification is your first step toward CCNA certification and will help you stand out from the crowd in entry-level positions.

As Enterprises migrate toward controller based architectures, the role and skills required of a core network engineer are evolving and more vital than ever. To prepare for this network transition, the CCNA Routing and Switching certification will not only prepare you with the knowledge of foundational technologies, but ensure you stay relevant with skill sets needed for the adoption of next generation technologies.

## SCALING NETWORKS (CCNA-3) - 36 CLOCK HOURS - (CSCO-153)

**Textbook:** Scaling Networks v6 Labs & Study Guide (Lab Companion) by Cisco Networking Academy

**Description:** This course describes the architecture, components, and operations of routers and switches in larger and more complex networks. Students learn how to configure routers and switches for advanced functionality. By the end of this course, students will be able to configure and troubleshoot routers and switches and resolve common issues with OSPF, EIGRP, and STP in both IPv4 and IPv6 networks. Students will also develop the knowledge and skills needed to implement a WLAN in a small-to-medium network.

### Course Topics

- LAN Design
- Spanning Tree Protocols
- Dynamic Routing
- Single-Area OSPF
- Scaling VLANs
- Ether-channel and HSRP
- EIGRP
- Multi-area OSPF

- OSPF Tuning and Troubleshooting
- EIGRP Tuning and Troubleshooting

## Organization

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

## Prerequisites

This course is appropriate for students at many education levels and types of institutions, including high schools, secondary schools, universities, colleges, career and technical schools, and community centers.

A prerequisite for this course is successful completion of the courses: Introduction to Networks and Routing & Switching Essentials. It's also a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. Students should also possess the below listed skills or certifications prior to taking this course:

- Basic Computer Assessment Test & Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills
- Recommended: Successful completion of the PC Essentials course and/or the CompTIA A+ certification exam
- Recommended: Successful completion of the Networking Fundamentals course and/or the CompTIA Net+ certification exam.

## Certification Exam Prep

Scaling Networks is the third of 4 courses in preparation for the Cisco CCNA Routing & Switching certification. The first 2 courses prepared students for the CCENT certification that validates the skills required for entry-level network support positions, the starting point for many successful careers in networking. CCENT certified professionals have the knowledge and skill to install, operate, and troubleshoot a small enterprise branch network, including basic network security.

It opens doors to a career in networking. Having your CCENT means you have what it takes to manage a small, enterprise branch network. CCENT certification is your first step toward CCNA certification and will help you stand out from the crowd in entry-level positions.

As Enterprises migrate toward controller based architectures, the role and skills required of a core



network engineer are evolving and more vital than ever. To prepare for this network transition, the CCNA Routing and Switching certification will not only prepare you with the knowledge of foundational technologies, but ensure you stay relevant with skill sets needed for the adoption of next generation technologies.

## CONNECTING NETWORKS (CCNA-4) - 36 CLOCK HOURS - (CSCO-154)

**Textbook:** Connecting Networks v6 Labs & Study Guide (Lab Companion) by Cisco Networking Academy

**Description:** This course discusses the WAN technologies and network services required by converged applications in a complex network. The course enables students to understand the selection criteria of network devices and WAN technologies to meet network requirements. Students learn how to configure and troubleshoot network devices and resolve common issues with data link protocols. Students will also develop the knowledge and skills needed to implement virtual private network (VPN) operations in a complex network.

### Course Topics

- WAN Concepts • Network Troubleshooting
- Point-to-Point Connections • Branch Connections
- Access Control Lists • Quality of Service
- Network Security and Monitoring • Network Evolution

### Organization

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

### Prerequisites

This course is appropriate for students at many education levels and types of institutions, including high schools, secondary schools, universities, colleges, career and technical schools, and community centers.

A prerequisite for this course is successful completion of the courses: (1) Introduction to Networks; (2) Routing & Switching Essentials; and (3) Scaling Networks. It's also a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. Students should also possess the below listed skills or certifications prior to taking this course:



- Basic Computer Assessment Test & Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills
- Recommended: Successful completion of the PC Essentials course and/or the CompTIA A+ certification exam or equivalent knowledge
- Recommended: Successful completion of the Networking Fundamentals course and/or the CompTIA Net+ certification exam.

## Certification Exam Prep

Connecting Networks last of 4 courses in preparation for the Cisco CCNA Routing & Switching certification. The first 2 courses prepared students for the CCENT certification that validates the skills required for entry-level network support positions, the starting point for many successful careers in networking. CCENT certified professionals have the knowledge and skill to install, operate, and troubleshoot a small enterprise branch network, including basic network security.

It opens doors to a career in networking. Having your CCENT means you have what it takes to manage a small, enterprise branch network. CCENT certification is your first step toward CCNA certification and will help you stand out from the crowd in entry-level positions. As Enterprises migrate toward controller based architectures, the role and skills required of a core network engineer are evolving and more vital than ever. To prepare for this network transition, the CCNA Routing and Switching certification will not only prepare you with the knowledge of foundational technologies, but ensure you stay relevant with skill sets needed for the adoption of next generation technologies.

## CCNA SECURITY - 72 CLOCK HOURS - (CSCO-155)

**Textbook:** CCNA Security 210-260 Official Cert Guide by Omar Santos, John Stuppi

**Description:** The CCNA Security courses focuses on the design, implementation, and monitoring of a comprehensive security policy, using Cisco IOS security features and technologies as examples. The course covers security controls of Cisco IOS devices as well as a functional introduction to the Cisco Adaptive Security Appliance (ASA). This course allows students to perform basic tasks to secure a small branch office network using Cisco IOS security features available through web- based GUIs (Cisco Configuration Professional) and the command-line interface (CLI) on Cisco routers, switches, and ASAs. This Associate level training validates skills in Cisco Security technologies and system architectures.

## Course Topics

- Describing the components of a comprehensive network security policy that can be used to counter threats against IT systems, within the context of a security policy lifecycle
- Develop and implement security countermeasures that are aimed at protecting network elements



- as part of the network infrastructure
- Deploy and maintain threat control and containment technologies for perimeter security in small and midsize networks
- Describe secure connectivity strategies and technologies using VPNs, and configure site- to-site and remote access VPNs using Cisco IOS features

## Organization

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands- on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objectives and quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

## Prerequisites

This course is appropriate for students at many education levels and types of institutions, including high schools, secondary schools, universities, colleges, career and technical schools, and community centers.

A prerequisite for this course is successful completion of the courses: (1) Introduction to Networks and (2) Routing & Switching Essentials. It's also a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. Students should also possess the below listed skills or certifications prior to taking this course:

- Completion of the PC Essentials course; the CompTIA A+ certification exam; or equivalent knowledge
- Completion of the Networking Fundamentals course; the CompTIA Net+ certification exam; or equivalent knowledge

## Certification Exam Prep

CCNA-Security prepares you for the Cisco Security Certification by building on the first 2 CCNA Routing & Switching courses: (1) Introduction to Networks and (2) Routing & Switching Essentials.

The first 2 courses in the Routing & Switching curriculum prepares students for the CCENT certification that validates the skills required for entry-level network support positions, the starting point for many successful careers in networking. CCENT certified professionals have the knowledge and skill to install, operate, and troubleshoot a small enterprise branch network, including basic network security.

Having your CCENT means you have what it takes to manage a small, enterprise branch network.



By adding the CCNA-Security certification to your skill set you are able to expand your career opportunities even further.

## **CERTIFIED ETHICAL HACKER (CEH) - 72 CLOCK HOURS - (ECEH-180)**

**Textbook:** CEH Certified Ethical Hacker Bundle, 3rd Edition (All-in-One) by Matt Walker

**Description:** Certified Ethical Hacker (CEH) is a professional with competence and intelligence in understanding and recognizing how to look for the weaknesses and vulnerabilities in target systems and uses the same knowledge and tools as a malicious hacker. In this course, students will be immersed into an interactive environment where they will learn how perimeter defenses work and then be lead into scanning and attacking their own networks. No real network is harmed. Students then learn how intruders escalate privileges and what steps can be taken to secure a system. Students will also learn about Intrusion Detection, Policy Creation, Social Engineering, DDoS Attacks, Buffer Overflows and Virus Creation.

### **Course Topics**

Module 01: Introduction to Ethical Hacking	Module 02: Foot-printing & Reconnaissance
Module 03: Scanning Networks	Module 04: Enumeration
Module 05: System Hacking	Module 06: Trojans and Backdoors
Module 07: Viruses and Worms	Module 08: Sniffers
Module 09: Social Engineering	Module 10: Denial of Service
Module 11: Session Hijacking	Module 12: Hijacking Webservers
Module 13: Hacking Web Applications	Module 14: SQL Injection
Module 15: Hacking Wireless Networks	Module 16: Evading IDS, Firewalls, Hpts
Module 17: Buffer Overflow	Module 18: Cryptography
Module 19: Penetration Testing	

### **Organization**

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective and quizzes are given daily, and there is a comprehensive final exam.

### **Prerequisites**

This course is appropriate for students at many education levels and types of institutions, including high schools, secondary schools, universities, colleges, career and technical schools, and community centers.

It's also a policy of the school that all students have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. Students should also possess the





below listed skills or certifications prior to taking this course:

- PC Essentials course and/or the CompTIA A+ certification exam or equivalent knowledge
- Security and Networking Fundamentals courses and/or the CompTIA Net+ certification exam or equivalent knowledge

## Certification Exam Prep

This course prepares students for the EC-Council Exam #312-50 for Certified Ethical Hacker (CEH). The International Council of Electronic Commerce Consultant (EC-Council) offers e-Business certification for professionals seeking specialized knowledge and advancement in career opportunities in fields like: IT security, including disaster recovery, secure programming, e-Business and general IT security knowledge. The EC-Council is best known for its professional certifications for the IT security field. The EC-Council CEH (Certified Ethical Hacker) is a vendor neutral, mid-level certification that validates the student's skills and knowledge in ethical hacking and related technologies.

## CERTIFIED INFO SYSTEMS SECURITY PROFESSIONAL - 72 CLOCK HOURS - (CISP-801)

**Textbook:** CISSP All-in-One Exam Guide, 7th Edition by Shon Harris and Fernando Maymi

**Description:** Certified Information System Security Professional (CISSP) is one of the computer industry's most comprehensive and prestigious certification programs for assessing and maintaining security IT networking and management skills. Information system security is a unique aspect of business, government, and society today. Professionals who work to protect and secure information systems need a unique set of qualifications, of which technical knowledge is only one component.

This management level computer security course will teach students to plan, design, administer, and troubleshoot security systems to effectively protect a company's data in the constantly changing, challenging world of computer networks and information systems. Through eight CISSP modules, students will broaden and deepen their knowledge of information systems security. Students will also be prepared for the CISSP certification exam.

DoD Directive 8570.1-M- CISSP meets Government and DoD agencies compliance with Federal Information Security Management Act (FISMA) and DoD Directive 8570.1-M

## Course Topics

- Security & Risk Management (Security, Risk, Compliance, Law, Regs, Business Continuity)
- Asset Security (Protecting Security of Assets)



- Security Engineering (Engineering and Management of Security)
- Communications and Network Security (Designing and Protecting Network Security)
- Identity and Access Management (Controlling Access and Managing Identity)
- Security Assessment and Testing (Designing, Performing, and Analyzing Security Testing)
- Security Operations (Foundational Concepts, Investigations, Incident Management, Disaster Recovery)
- Software Development Security (Understanding, Applying, and Enforcing Software Security)

## Organization

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Quizzes are given daily, and there is a comprehensive final exam.

## Prerequisites

This course is designed for individuals who have an Information Systems Security background and wish to prepare for skills in the planning, management and/or administration of information security. Related experience must include a minimum of at least five years direct full-time security professional work experience in two or more of the eight domains.

This course is also for Information Technology Security Professionals who wish to not only prepare to pass the CISSP Exam; but also utilize this course as a launching point for other advanced security certifications such as CISA, CISM, CEH, CHFI and related courses.

**Certification Exam Prep:** ISC (2) CISSP Exam

## SYSTEMS SECURITY CERTIFIED PRACTITIONER - 72 CLOCK HOURS - (SSCP-190)

**Textbook:** SSCP Systems Security Certified Practitioner, All-in-One Exam Guide, 2<sup>nd</sup> Edition by Darril Gibson

**Description:** This course prepares students for the SSCP certification that is the ideal credential for those with proven technical skills and practical security knowledge in hands-on operational IT roles. It provides industry-leading confirmation of a practitioner's ability to implement, monitor and administer IT infrastructure in accordance with information security policies and procedures that ensure data confidentiality, integrity and availability.

This entry level computer security program will teach students about the auditing process for security systems to effectively protect your company's data in the constantly changing, challenging world of computer networks and information systems. Through the SSCP modules, including



security assessment and auditing process, students will broaden and deepen their knowledge of information systems security.

## Course Topics

- Access Controls • Malicious Code
- Analysis and Monitoring • Cryptography
- Networks and Telecommunications
- Risk, Response, and Recovery

## Organization

This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective and quizzes are given daily, and there is a comprehensive final exam.

## Prerequisites

Related experience for the SSCP requires a minimum of at least one year of IT security work experience in two or more of the CBK domains.

## Certification Exam Prep

The SSCP cert indicates a practitioner's technical ability to tackle the operational demands and responsibilities of security practitioners, including authentication, security testing, intrusion detection/prevention, incident response and recovery, attacks and countermeasures, cryptography, malicious code countermeasures, and more.

## MICROSOFT OFFICE SPECIALIST - 90 CLOCK HOURS - (MOSP 201 - 205)

### Overview

Microsoft Office software is used in education, as well as in virtually all business, technical, and professional jobs. It's a must for small business and entrepreneurs. Over two million Microsoft Office Specialist certificates have been issued, and Microsoft currently grants approximately 38,000 certificates per month. A Microsoft Office Specialist (MOS) certification helps validate proficiency in using Microsoft Office 2016 and meets the demand for the most up-to-date skills on the latest Microsoft technologies.

Students will receive training in the 5 Modules within the MS Office Suite of programs: (1) Word; (2) Excel; (3) PowerPoint; (4) Access; and (5) Outlook. Candidates who pass the MS Office Specialist certification exam show that they can meet globally recognized performance standards. It introduces a new performance-based format for improved testing of a candidate's knowledge, skills, and abilities using the MOS 2016 programs. Listed below are the individual exams required



to obtain the MOS certification and their summaries. The purpose of these exams are to show mastery of the individual modules.

## Course Modules

**MS Word 2016 Exam 77-725:** Core Document Creation, Collaboration and Communication. This exam measures your ability to accomplish technical tasks such as; create and manage documents, format texts, paragraphs and sections, create tables and lists, create and manage references, insert and format graphic elements.

**MS Excel 2016 Exam 77-727:** Core Data Analysis, Manipulation, and Presentation. This exam measures your ability to create worksheets and workbooks, manage data cells and ranges, create tables, operations with formulas and functions, charts and objects.

**MS PowerPoint 2016 Exam 77-729:** Core Presentation Design and Delivery Skills. This exam measures your ability to create and manage presentations, insert and format text, shapes and images, insert tables, charts, SmartArt and media, apply transitions and animations.

**MS Access 2016 Exam 77-730:** Core Database Management, Manipulation, and Query Skills. This exam measures your ability to create databases, build tables, create queries, forms, and reports.

**MS Outlook 2016 Exam 77-731:** Core Communication, Collaboration and Email Skills  
This exam measures your ability to manage the Outlook environment for productivity, manage messages, schedules and contact groups.

Earning a Microsoft Office Specialist certification can help you differentiate yourself in today's competitive job market, broaden your employment opportunities by displaying your advanced skills, and result in higher earning potential.

The MOS certification can also lead to increased job satisfaction. Research indicates that certified individuals have increased competence, productivity, and credibility with their employers, co-workers, and clients. In addition, Managers who hire candidates with a Microsoft Office Specialist certification are helping minimize training costs. You will return to your workplace with the skill necessary to succeed coupled with an industry leading certification.

## Organization/Prerequisites

The 5 Modules or component parts of the Microsoft Office Specialist program are described and their topics covered are listed below. All modules follow the same organization. This is a lecture-hands-on course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods.

Students are encouraged to read assigned chapters prior to attending class. Groups are created for optimum lab-work execution and completion. Objectives and quizzes are given daily, and a mid-



term and comprehensive final exam are given to evaluate cumulative knowledge.

In addition, the Prerequisites for each module are the same. It is advised that the following skills and exams are passed and/or obtained prior to taking any programs at the VETS Group:

- Basic Computer Assessment Test
- Basic Computer Literacy
- Basic Microsoft Windows Navigation Skills
- Basic Internet Usage Skills
- Basic E-mail Usage Skills

### **MS WORD 2016 (MOSP 201)**

**Textbook:** MOS 2016 Study Guide for Microsoft Word (MOS Study Guide), 1st Edition by Joan Lambert and Steve Lambert

**Description:** This instructor-led course provides students with an overview of the features and functions of Microsoft Word 2016. These days, most people take electronic word processing for granted. It is expected within the business world that documents will be created using the crisp precision of the computer. Software is utilized to minimize spelling and grammatical errors so that documents appear to their recipients flawless. Whether you are an executive secretary or a website designer, you'll need to know the ins and outs of electronic word processing.

MS Word 2016 is designed to allow the user to create professional documents effortlessly. Its rich features and powerful tools can make work easy, and even fun. In this course, students will learn how to use MS Word 2016 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

### **Topics Covered**

- Sharing and maintaining documents
- Applying page layout and reusable content
- Format text, paragraphs and sections
- Including illustrations and graphics in a document
- Proofreading documents
- Applying references and hyperlinks
- Performing mail merge operations
- Create tables and lists
- Insert and format objects

### **MS EXCEL 2016 (MOSP 202)**

**Textbook:** MOS 2016 Study Guide for Microsoft Excel (MOS Study Guide), 1st Edition by Joan Lambert



**Description:** The Microsoft Office Excel 2016 User should be able to navigate the program software at the feature and functionality level. They should be familiar with and know how to use at least 80% of the features and capabilities. This course is designed for students who want to gain the necessary skills to create, edit, format, and print basic MS Excel 2016 worksheets and workbooks. The student should be able to use MS Excel 2016 to produce professional-looking spreadsheets for a variety of purposes and situations. Users from all areas of professional, student, and personal life would benefit from Excel mastery.

## Topics Covered

- Create and manage worksheets and workbooks
- Manage data cells and ranges
- Create tables
- Create operations with formulas and functions
- Create charts and objects

## MS POWERPOINT 2016 (MOSP 203)

**Textbook:** MOS 2016 Study Guide for Microsoft PowerPoint (MOS Study Guide), 1st Edition by Joan Lambert

**Description:** This class is designed for students who are interested in learning the fundamentals needed to create and modify basic presentations using Microsoft Office PowerPoint 2016. Students will explore the PowerPoint environment and create a presentation. Students will format text on slides to enhance clarity and add graphical objects to a presentation and modify them. Students will also add tables and charts to a presentation to present data in a structured form and then finalize a presentation.

## Topics Covered

- Managing the PowerPoint Environment
- Creating a Slide Presentation
- Working with Graphical and Multimedia Elements
- Creating Charts and Tables
- Applying Transitions and Animations
- Collaborating on Presentations

## MS ACCESS 2016 (MOSP 204)

**Textbook:** MOS 2016 Study Guide for Microsoft Access (MOS Study Guide), 1st Edition by John Pierce

**Description:** This instructor-led course provides students with an overview of the features and functions of MS Access 2016. After completing this course, students will be able to understand database concepts and use the software to manage data in logical and easy to retrieve formats.



## Topics Covered

- Exploring an Access 2016 Database
- Creating Databases and Simple Tables
- Creating Simple Forms
- Creating and Managing Queries:
- Creating Simple Reports

## MS OUTLOOK 2016 (MOSP 205)

**Textbook:** MOS 2016 Study Guide for Microsoft Outlook (MOS Study Guide), 1st Edition by Joan Lambert

**Description:** This instructor-led course introduces the 2016 interface and gets students up and running quickly working with messages, calendars, and contacts. An organization and employee would be considered archaic without some knowledge and usage of email. This form of communication now dominates the business world to the point that most organizations communicate via some form of management system such as MS Outlook to handle messages and meeting invitations in-house. In this course, the student will learn to use Outlook to send, receive and manage email messages, manage contact information, schedule appointments and meetings, create tasks and notes and customize the Outlook interface.

## Topics Covered

- New features in Outlook
- Ribbon, Tabs, Groups, and Commands.
- The Backstage View.
- Setting up accounts and work with messages.
- Calendars and contacts.
- Using the Tell Me feature and other new features in 2016

## INTRODUCTION TO PROJECT MANAGEMENT - 36 CLOCK HOURS (PMP- 301)

**Textbook:** An Introduction to Project Management, 6th Edition by Kathy Schwalbe

**Description:** This course is an introduction to crucial project management concepts. Students will gain an understanding of the fundamental knowledge, terminology and processes of effective project management. This course is ideal for less-experienced project practitioners who want to demonstrate their commitment to project management, improve their ability to manage larger projects, earn additional responsibility and stand out to potential employers.

## Course Topics

The process groups and knowledge areas covered include planning, scoping, scheduling, budgeting, communication, and change management.



## Organization

This is a lecture course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods or for homework. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

## Prerequisites

The school policy requires all students to have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. Note: To apply for the CAPM certification, you must have one of the following:

- A secondary-level diploma (high school or equivalent) and at least 1,500 hours of project management experience
- Non-graduated require 5 years/7500 hours of professional project experience
- Twenty-three hours of project management education by the time you sit for the exam

**CAPM Exam Prep:** Upon completion of Introduction to Project Management students may apply for the CAPM certification exam.

## ADVANCED PROJECT MANAGEMENT - 36 CLOCK HOURS - (PMP-302)

**Textbook:** Advanced Project Management: Best Practices on Implementation by Harold Kerzner

**Description:** This course is an in-depth study of advanced project management topics such as risk management, resource management, cost management and measurement, as well as contract and vendor management. Project Management Body of Knowledge (PMBOK) and Case Study will be emphasized.

**Course Topics:** The 5 process groups and 10 knowledge areas as prescribed by PMI - PMBOK v5

## Organization

This is a lecture course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods or for homework. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

## Prerequisites





The school policy requires all students to have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. Note: To apply for the PMI certification, you must have successfully completed one of the following:

- Non-graduates require 5 years/7500 hours of professional project experience
- Graduates require 3 years/4500 hours of professional project experience
- Thirty-five hours of project management education by the time you sit for the exam

## Certification Exam Prep

Upon completion of Introduction to Project Management and Advanced Project Management courses, students will be prepared for the Project Management Institute (PMI) certification exam.

Project Management Professional (PMP) certification, established by the Project Management Institute (PMI), is one of the most valued and respected credentials in project management. Earning and maintaining this PMI project management certification demonstrates a solid foundation of experience and competency in effectively managing projects and project teams.

## INTRODUCTION to WEB DEVELOPMENT - 54 CLOCK HOURS - (WDP-701)

**Textbook:** Web Development & Design Foundations - HTML, 8<sup>th</sup> Edition by Terry Felk-Morris

**Description:** Nobody builds website by writing code anymore! This course is designed to teach students real- world web development skills that will enable them to create beautiful, functional, fully-featured websites for themselves, family, friends and colleagues without writing code. Students explore the prevailing vocabulary, tools, and standards used in the field and learn how the various facets— including HTML5, XHTML, CSS, JavaScript, Ajax, multimedia, scripting languages, HTTP, clients, servers, and databases—function together in today's web environment.

This course is ideal for those wanting to enter the web development field or those in other professional positions looking to take on web development responsibilities at work Students will learn core languages and technologies from both the client and server side. They will also learn key non-technical skills like project management to impress employers and succeed in any web development environment.

### Course Topics

- HTML, XHTML, HTTP
- CSS Basics, Wordpress, Java Script, Ajax
- Clients, servers, databases

### Organization



This is a lecture course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods or for homework. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

**Prerequisites:** Basic familiarity working with computers, including file management.

**Certification Exam Prep:** Certified Web Designer Apprentice

## **FUNDAMENTALS OF WEBSITE DEVELOPMENT - 54 CLOCK HOURS - (WDP-702)**

**Textbook:** Learning PHP, MySQL, JavaScript, CSS and HTML, 3<sup>rd</sup> Edition by Robin Nixon

**Description:** This course provides a solid web development foundation, focusing on content and client-side (browser) components (HTML5, XHTML, CSS, JavaScript, multimedia), with an overview of the server-side technologies. In addition, software and services that are easily incorporated into a website (for example, maps, checkout, blogs, content management) are surveyed and discussed. Students produce an interactive website on the topic of their choice for the final project and leave the course prepared for more advanced and focused web development studies. While this is not specifically a programming course, students will learn a great deal about programming while learning JavaScript and Ajax.

### **Course Topics**

- Learn Wordpress, HTML, CSS, PHP, and dynamic tools such as JavaScript and AJAX
- Design and build dynamic, modern websites
- Programming and coding skills
- Communication, project management and organizational skills

### **Organization**

This course is project-driven, based on real-world scenarios and focuses on practical skills for professional development. Topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods or for homework. Students are encouraged to read assigned chapters prior to attending class. Students are divided into groups for optimum lab-work execution and completion. Objective quizzes are given daily, and there is a mid-term exam and a comprehensive final exam.

### **Prerequisites**

Basic familiarity working with computers, including file management. The Introduction to Web Development course is recommended. Although a programming background is helpful, it's not a requirement for learning the powerful features of JavaScript. While this is not specifically a programming course, students will learn a great deal about programming while learning

JavaScript.

**Certification Exam Prep:** Certified Web Developer Apprentice

## PROFESSIONAL TELECOM COURSES

### WIRELESS BROADBAND FUNDAMENTALS - 54 CLOCK HOURS - (WBT-504)

**Textbook:** CWT-100: Certified Wireless Technician: Official Study Guide by Tom Carpenter, Fehmi Sakkal, et al

**Description:** The Wireless Broadband Fundamentals course is designed to educate participants on installation and commission of broadband service at client premises, providing technical and customer support for clients both during and after sales, assist with marketing in the field, to administer billing and management information reporting, to be familiar with the equipment and how to use it, as well as the risks associated with working in the industry. Students will learn to establish a safe work environment, safe work practices, and the safe implementation of emergency procedures.

Students will become familiar with the following duties of a broadband technician:

- Install communications equipment in offices, private homes, and buildings that are under construction
- Set up, rearrange, and replace routing and dialing equipment
- Inspect and service equipment, wiring, and ethernet and fiber ports
- Repair or replace faulty, damaged, and malfunctioning equipment
- Test repaired, newly installed, and updated equipment to ensure that it works properly
- Adjust or calibrate equipment settings to improve its performance
- Keep records of maintenance, repairs, and installations
- Demonstrate and explain the use of equipment to customers
- Demonstrate use of ticketing, closeout and maintenance systems for wireless buildouts
- Understand the convergence of broadband and wireless infrastructure in both in building and campus area environments.

Telephony, computer, and cable telecommunications systems rely on equipment to process and transmit vast amounts of data. Telecommunications equipment installers and repairers install and service this equipment. Students will learn about the many different tools to inspect equipment and diagnose problems. For instance, to locate distortions in signals, they may employ spectrum



analyzers and polarity probes. They also commonly use hand tools, including screwdrivers and pliers, to take equipment apart and repair it.

Students will learn the activities needed when they work at a client's location. They must track hours worked, parts used, and costs incurred. Workers who set up and maintain lines outdoors are classified as line installers and repairers. This course will also prepare students to recognize industry hazards through completing an Occupational Safety & Hazards Administration (OSHA) Construction Jobsite 10-hour training certificate, as well as, training for first aid, breathing, and cardiac emergencies involving adults, children and infants that meets OSHA/workplace requirements.

This course is intended to give new workers, or workers who have had no official training, the basics to recognize the hazards that may occur on the job and the unique qualifications needed for working at heights. This includes the physical requirements, a demonstration of the knowledge and practical skills required to safely perform this work activity, as well as recognition and mitigation of the hazards associated with the telecommunication industry.

Included in the broadband course, students will be required to complete 10 hours of OSHA training; 26 hours of safety and life-saving skills training for CPR and First Aid, and 18 hours of soft skills training that assist new technicians entering into Corporate America. These certifications re considered standard entry level certifications for most hiring companies.

Soft skills provide a set of behaviors and traits that relate to an individual's ability to interact with other people, whether it be one-on-one or in a group. Soft skills are contexted by the culture and desired behaviors of an organization. Soft skills have become just as important as hard skills. Without the necessary interpersonal skills, the technician will not be successful in engaging the right people, understanding perspectives and building the framework that will be purposefully used by the organization. Seven separate classes comprise this training, valuable to success of the broadband technician.

### **Course Topics**

- Introduction to OSHA-10 (Occupational Safety & Health Administration)
- American Red Cross CPR/First Aid/AED
- Safety & Life Saving Skills Training: Blood borne Pathogens
- Soft Skills Training for the Workplace
- WI-FI Technology Standards and Certifications
- Radio Frequency (RF) Fundamentals
- Job Site Survey and Installation
- Applications, Support, and Troubleshooting



- Security and Compliance
- Bucket Truck and Ladder Safety
- Cabling, Grounding and Weatherproofing
- Small Cell and Micro Cell Deployments
- Introduction to Internet of Things (IOT)
- PMI Testing and Analysis

## **Organization**

This course is instructor-led and includes a combination of lectures, custom and generic video programs, slides and equipment. Demonstrations are also used to ensure that students understand hazard assessment and protection. The material covered includes pre-site surveys and planning, environmental and structural hazard assessment, tools and equipment, body mechanics, meter operations and bucket truck techniques.

Students will perform installations during practical lab sessions, perform upgrades and repairs of select cable products and services, install aerial and underground cable drops and outlets, install and configure computers, wireless routers, television sets, cable set-top equipment and other similar equipment, learn about installation of meters, learn the importance of equipment maintenance and the wearing of personal protective equipment.

By reinforcing safe work practice theories through exercises and scenarios, we allow an immediate opportunity for students to apply these concepts in a real-world environment. Our goal is to provide participants with the necessary knowledge and skills to be competent and confident broadband technicians.

## **Prerequisites**

Higher education typically isn't a large concern in a broadband technician position. A High school Diploma is usually the minimum requirement. If you plan to do more than basic technician installation and administration, such as RF maintenance, then a mechanical engineering, telecommunications, electronics or computer science degree may be required. Technical instruction in basic electronics, telecommunications, and computer science offered in community colleges and technical schools may be particularly helpful. A commitment and the ability to work hard, teamwork and leadership qualities, all of which are important in being a broadband technician team member.

## **Certification Exam Prep**



The Successful completion of this course is dependent upon passing the written exams and satisfactory demonstration of skills. Upon successful completion of this course participants will receive a certificate for Adult and Pediatric First Aid/CPR/AED valid for two years, the 10-hour OSHA Construction Industry outreach training certificate and a Certificate of Completion. A final exam will be given at the conclusion of the course and, upon successful completion of the exam, the participant will be issued a Certificate of Completion.

### **BROADBAND WIRELESS INSTALLER - 36 CLOCK HOURS - (WBT-505)**

**Textbook:** CWT-100: Certified Wireless Technician: Official Study Guide by Tom Carpenter, Fehmi Sakkal, et al

**Description:** The SCTE ISBE Broadband Wireless Specialist (BWS) Certification describes the knowledge of an entry-level individual who will plan, install and trouble- shoot wireless services at the customer's premises and In Building Wireless. Successful candidates have the knowledge to carry out basic wireless installations and troubleshoot these wireless networks in an efficient manner. Networks include 802.11 technologies, as well as emerging CBRS (Citizen Band Radio Services) or also known as Private LTE.

The SCTE•ISBE Broadband Wireless Specialist (BWS) Certification describes the knowledge of an entry-level individual who will plan, install and trouble- shoot wireless services at the customer's premises. Successful candidates have the knowledge to carry out basic wireless installations and troubleshoot these wireless networks in an efficient manner. The FCC has mandated a new piece of technology policy. The agency has set aside 150 MHz of wireless spectrum in the 3.5 GHz cellular band for citizens and companies to share as they see fit, rather than auctioning it off for billions to the highest bidder. Citizen Broadband Radio Service (CBRS) shared spectrum could change the course of wireless communications in the United States. In the next 5 years, Universities, Military Installations, Large Sports Complexes and Enterprise Campuses will all be deploying these new Private LTE networks.

Students will become familiar with the following duties of a broadband technician:

- In building RF mapping and planning technicians and equipment
- Optimizing placement and design of Wireless Transmitters and APs to adequately cover service areas
- Installing, testing and maintaining various network components of 3.65Ghz network elements such as IOT monitors, cameras, POS trackers and automated devices for building monitoring and maintenance
- Understanding of key elements of telco closets, key power and telecom terminating points



- Building Access requirements, Rooftop Safety Procedures, Working after hours, E911 Systems Designs and Implementations
- Installation of GIS tracking and monitoring equipment for RAN and CPE
- Test repaired, newly installed, and updated equipment to ensure that it works properly
- Adjust or calibrate equipment settings to improve its performance
- Keep records of maintenance, repairs, and installations
- Demonstrate and explain the use of in building wireless equipment to customers
- Demonstrate use of ticketing, closeout and maintenance systems for wireless buildouts
- Understand the convergence of broadband and wireless infrastructure in both in building and campus area environments.

Telephony, computer, and cable telecommunications systems rely on equipment to process and transmit vast amounts of data. Telecommunications equipment installers and repairers install and service this equipment. Students will learn about the many different tools to inspect equipment and diagnose problems. For instance, to locate distortions in signals, they may employ spectrum analyzers and polarity probes. They also commonly use hand tools, including screwdrivers and pliers, to take equipment apart and repair it.

Students will learn the activities needed when they work at a client's location. They must track hours worked, parts used, and costs incurred. Workers who set up and maintain lines outdoors are classified as line installers and repairers.

Soft skills provide a set of behaviors and traits that relate to an individual's ability to interact with other people, whether it be one-on-one or in a group - especially dealing with Building Management, Maintenance and Office Tenants.. Without the necessary interpersonal skills, the technician will not be successful in engaging the right people, understanding perspectives and building the framework that will be purposefully used by the organization.

### **Course Topics**

- PIM Certification and Spectrum Analysis
- Private LTE Network Site Walks, Design and Planning
- RF Mapping and Antenna Placement
- Stealth Wiring Placement and Higher end Construction Design for hidden antenna placement
- Radio Frequency (RF) for 3.65 and In Building Wireless
- DAS Applications, Support, and Troubleshooting
- Security and Compliance for In Building Wireless Safety
- Bucket Truck, Ladder Safety and working in Rafters



- Cabling, Grounding and Weatherproofing for IPV-6 Structured Cabling
- Small Cell and Micro Cell Deployments
- Introduction to Internet of Things (IOT)

### **Organization**

This course is instructor-led and includes a combination of lectures, custom and generic video programs, slides and equipment. Demonstrations are also used to ensure that students understand hazard assessment and protection.

By reinforcing safe work practice theories through exercises and scenarios, we allow an immediate opportunity for students to apply these concepts in a real-world environment. Our goal is to provide participants with the necessary knowledge and skills to be competent and confident broadband technicians.

### **Prerequisites**

Higher education typically isn't a large concern in a Wireless Broadband Specialist position. A High school Diploma is usually the minimum requirement. If you plan to do more than basic technician installation and administration, such as RF maintenance, then a mechanical engineering, telecommunications, electronics or computer science degree may be required. Technical instruction in basic electronics, telecommunications, and computer science offered in community colleges and technical schools may be particularly helpful. A commitment and the ability to work hard, teamwork and leadership qualities, all of which are important in being a broadband technician team member.

### **Certification Exam Prep**

The Successful completion of this course is dependent upon passing the written exams and satisfactory demonstration of skills. Upon successful completion of this course participants will receive a certificate for Adult and Pediatric First Aid/CPR/AED valid for two years, the 10-hour OSHA Construction Industry outreach training certificate and a Certificate of Completion. A final exam will be given at the conclusion of the course and, upon successful completion of the exam, the participant will be issued a Certificate of Completion.

### **TOWER CLIMBER SAFETY & RESCUE - 60 CLOCK HOURS - (WTCP-601)**

**Textbook:** ComTrain's Tribute to Safety: Tower Climbing Safety & Rescue - 4th Edition  
by Jr. Winton W. Wilcox



**Description:** The Tower Climber Safety & Rescue course is designed to educate students on fall protection standards and techniques, the equipment they must wear and how to use it; as well as the risks associated with working at height. Students will learn to establish a safe work environment, safe work practices, and the safe implementation of emergency procedures.

We are committed to ensuring that all of our students meet the unique qualifications needed for working at height. This includes the physical requirements, a demonstration of the knowledge and practical skills required to safely perform elevated work activity, as well as recognition and mitigation of the hazards associated with the Telecommunication industry.

This program will also prepare students to recognize and care for a variety of Occupational Safety & Hazards Administration (OSHA) Construction Jobsite 30-hour training certificate, as well as, first aid, breathing, and cardiac emergencies involving adults, children and infants and meets OSHA/workplace requirements.

### Course Topics

- Fall Protection Hierarchy – orientation, systems and theory
- Summary of applicable standards
- Introduction to OSHA-10 & OSHA-30
- American Red Cross CPR/First Aid
- Pre-job Planning and Site Analysis
- Basic Principles of Aerial Lifts
- Anchor points — determination and design criteria
- Components of Personal Fall Arrest Systems
- Techniques/Mechanics of Climbing
- Basic Rigging Principles
- Industry Hazards — assessment and mitigation
- Equipment Care and Maintenance
- Bucket Truck Certification
- Rescue – Practice, Theory, and Rescue Plans

### Organization

By reinforcing safe work practice theories through exercises and scenarios, we allow an immediate opportunity for students to apply these concepts in a real-world environment. Our goal is to provide students with the necessary knowledge and skills to be competent and confident tower technicians. A combination of lectures, custom and generic video programs, slides and equipment demonstrations are also used to ensure that students understand hazard assessment and protection.

The material covered includes pre-climb safety and planning, environmental and structural hazard assessment, tools and equipment, body mechanics, suspension procedures and emergency techniques. Students will observe a video in the classroom demonstrating how to climb and descend a tower using either a safe climb device, a vertical lifeline rigged as a temporary safe climb device, or both. The video will show how climbers maneuver across the structure maintaining 100% connection and working with both lanyards and SRLs.



**Note:** Students will not train on an actual tower during the class. Those students entering into employment may be trained on a tower with the employer to demonstrate the actual skills needed for safety climbing and rescue as viewed in the video. Each student will be shown two rescue exercises that use an ascending/descending system, a suspension device, or both. One rescue will be done as the simulated fallen climber and one as the rescuer.

## **Prerequisites**

Higher education typically isn't a large concern in a tower climber position. High school is usually the minimum requirement. If you plan to do more than general tower climbing and repair, such as RF maintenance, then an RF or a mechanical engineering degree may be required.

If you don't have tower climbing experience, then construction experience is a big plus, especially if it involved scaffolding or working at heights at all. Similarly, work at heights with wind turbines, ships, or electrical also looks good on a resume. Companies and recruiters also like to see military experience. Not only does it show commitment and the ability to work hard, it also shows teamwork and leadership qualities, all of which are important in being a tower climber.

The background and experience required heavily depends on the company. Many companies don't even bother with non-experienced tower climbers. Others, however, like hiring inexperienced people because it means they're not already stuck in their ways of performing various job-related tasks.

## **Certification Exam Prep**

The Successful completion of this course is dependent upon passing the written exam and satisfactory demonstration of skills on the tower. The online portion must be completed prior to the classroom skill session and must be taken on a Flash-enabled computer with a high-speed Internet connection. Upon successful completion of this course students will receive a certificate for Adult and Pediatric First Aid/CPR/AED valid for two years. Students will also receive the 30-hour OSHA Construction Industry outreach training certificate.

This course meets the Industry Criteria for Accepted Practices in Safety, Health, and Environmental Training as per ASSE/ANSI Z490.1, the NATE CTS and ASSE/ANSI Z359.2, the minimum requirements for a Comprehensive Managed Fall Protection Program, found in the ASSE/ANSI Z359 Fall Protection Code. (Certification is valid for 2 years.) Certifications are recognized by all four major tower companies and wireless contractors in the county.

## **WIRELESS CONSTRUCTION STANDARD - 60 CLOCK HOURS - (WTCP-602)**

**Textbook:** OSHA Construction Standards and Regulations (29 CFR 1926) by Mancomm

**Description:** This course is intended to give new workers, or workers who have had no official



training, the basics to recognize the hazards that may occur on the job and build a foundation of knowledge for additional classroom and practical training. This course will prepare students for better comprehension of the materials they are being taught.

## Course Topics

- Basic Capstan Hoist Principles
- Basic Gin Pole Principles
- Workplace Hazardous Materials Information System.
- Crane Spotter and Signal Person Principles
- General Safety & Health Provisions
- Occupational Health & Environmental Controls
- Fire Protections and Prevention
- Materials Handling, Storage, Tools (Hand & Power)
- Excavations and Scaffolds
- Fiber to the Antenna; Antenna Line Sweeps
- PIM Testing and Spectrum Analyzer

## Organization

By reinforcing safe work practice theories through exercises and scenarios, we allow an immediate opportunity for students to apply these concepts in a real-world environment. Our goal is to provide students with the necessary knowledge and skills to be competent and confident tower technicians. A combination of lectures, custom and generic video programs, slides and equipment demonstrations are used to ensure that students understand hazard assessment and protection. The material covered includes pre-climb safety and planning, environmental and structural hazard assessment, tools and equipment, body mechanics, suspension procedures and emergency techniques.

## Prerequisites

Higher education typically isn't a large concern in a tower climber position. High school is usually the minimum requirement. If you plan to do more than general tower climbing and repair, such as RF maintenance, then an RF or a mechanical engineering degree may be required.

If you don't have tower climbing experience, then construction experience is a big plus, especially if it involved scaffolding or working at heights at all. Similarly, work at heights with wind turbines, ships, or electrical also looks good on a resume. Companies and recruiters also like to see military experience. Not only does it show commitment and the ability to work hard, it also shows teamwork and leadership qualities, all of which are important in being a tower climber.

## Certification Exam Prep

The Successful completion of this course is dependent upon passing the written exam and satisfactory demonstration of skills on the tower. A final exam will be given at the conclusion of the course and, upon successful completion of the exam, the student will be issued a Certificate of Completion and a Wallet Card.



## CERTIFIED PREMISE CABLE TECHNICIAN - 72 CLOCK HOURS - (CCIP-401)

**Textbook:** FOA Reference Guide to Premises Cabling by Jim Hayes

**Description:** This course is designed to provide entry level cable installers with the background, knowledge and basic skills needed to function effectively on the job.

### Course Topics

- Overview of Cabling
- Cabling Terminology
- Communications Networks and Applications
- Copper Cabling
- Structured Wiring Terminations
- Wireless Connections
- Designing Premises Cabling Systems
- Broadband Premises Installation

### Organization

This is an instructor-led course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods or for homework. Students are encouraged to read assigned chapters prior to attending class. Students may be divided into groups for optimum lab-work execution and completion. Students will be required to pass a comprehensive final exam.

### Prerequisites

The school policy requires all students to have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. No prior experience is required.

### Cable Installer Exam Prep

Students must be able to distinguish between different colors and possess manual dexterity to complete fine motor tasks. Candidates are required to have a general understanding of premise cabling knowledge. The Certification exam will be administered during the last day of class

## CERTIFIED FIBER OPTIC TECHNICIAN - 72 CLOCK HOURS - (CCIP- 402)

**Textbook:** FOA Reference Guide to Fiber Optics by Jim Hayes

**Description:** This course is designed to provide students with the knowledge and skills necessary



for a structured cabling fiber optic systems installation. Students will receive an overview of fiber optic transmission principles, professionalism, life-safety and general industry best practices, as related to fiber optic. An advanced study of fiber optic splicing, testing and troubleshooting will also be covered.

### **Course Topics:**

- Introduction to Fiber Optics
- Fiber Optic Terminology
- Fiber Optic Communications
- Fiber Optic Transmission Systems and Components
- Optical Fiber
- Fiber Optic Cable
- Connectors and Splices
- Fiber Optic Testing
- Fiber Optic Network Design
- Fiber Optic Network Installation

### **Organization**

This is an instructor-led course in which topics are presented by the instructor, practice hands-on labs are explained and assigned by the instructor and are completed by students during lab periods or for homework. Students are encouraged to read assigned chapters prior to attending class. Students may be divided into groups for optimum lab-work execution and completion. There is a comprehensive final exam.

### **Prerequisites**

The school policy requires all students to have a high school diploma or GED certificate with a minimum 9th grade math and reading comprehension level. No prior experience is required.

### **Exam Prep**

Students must be able to distinguish between different colors and possess manual dexterity to complete fine motor tasks. Candidates are required to have a general understanding of fiber optic knowledge. The Certification exams will be administered during the last day of each module and cumulative exam the last day of class.

## APPENDIX A - LIVE DISTANCE LEARNING

### **Video Conferencing Platform: Instructor/ Student Benefits**

**Zoom/and or other Video Conferencing Software**- cloud-based video conferencing platform that can be used for video conferencing meetings, audio conferencing, webinars, meeting recordings, and live chat.

Enhance and expand classes with powerful collaboration tools, including video breakout rooms, multi-sharing, polling, and group chats. Create and repurpose video content into easily-digested hosted videos that allow students to learn at their own pace. These Video Conferencing Programs allow synchronous class sessions, in which everyone logs in to the web conferencing system at a pre-scheduled time, allowing students to fully engage in the online courses. Other features allowed by instructors and their students:

1. **Share Web Cameras**: This feature gives teachers the ability to share their camera and also enable their students to share their cameras.
2. **Course Library**: Instructors can also share content directly from their course library, simply by going through the content library and selecting the desired courses they want to share with their students from their course server.
3. **Rich Content**: Teachers can share rich content like videos from their content library with all their students.
4. **White Boarding**: White Boarding is a feature that allows instructors to quickly and easily share content or use the White Board for instructional purposes.
5. **Poles and Quizzing**: These Programs have a feature that enables teachers to conduct Polls and Quizzes, allowing teachers to gauge their students' comprehension and knowledge. Quizzing allows teachers to individually track students while they are taking a quiz in the virtual classroom. This feature lets instructors gauge student responses to ensure that teachers are delivering the best material possible and that the students' level of comprehension is where it needs to be.
6. **The File Share**: This feature lets instructors distribute course work and or hand out homework whenever they desire to do so.
7. **Break Out Rooms**: This feature allows instructors to divide their students into smaller groups, letting them work on a task as a group; developing content perhaps, loading material and then presenting it back in the main room to all the other students.

8. **Recording for Later Viewing:** It comes loaded with a built-in recorder that allows you to record all your online courses, online presentations or meetings without involving any additional software. At the end of each class, instructors can provide an easy to remember name to that day's lecture. Instructors can let their students have access to the recordings to be reviewed for study and exam preparation or to ensure students are caught up if they miss a few minutes of class or an entire session. Students can also download and save the recording on their PC for future viewing.

## **Hardware, System and Network requirements for Video Conferencing**

Remote students attending Live Distance Learning sessions with the Vets Group will need to use devices meeting the following minimum specifications. In most cases, students may only need to update the software (Operating Systems) on the devices they may already own. Trying a software update could save a student from unnecessary fiscal expenditures.

Video Conferencing enables students to participate in their Live Distance Learning classroom via Computers, Tablets and other Mobile devices.

### **Windows**

- 1.4 GHz Intel Pentium 4 or faster processor (or equivalent)
- Windows 10, 8.1 (32-bit/64-bit), Windows 7 (32-bit/64-bit)
- 512 MB of RAM (1 GB recommended)
- Microsoft Internet Explorer 11 or later, Windows Edge browser, Mozilla Firefox, Google Chrome

### **Mac OS**

- 1.83 GHz Intel Core Duo or faster processor
- 512 MB RAM (1 GB recommended)
- Mac OS X 10.11, 10.12 and 10.13
- Mozilla Firefox, Apple Safari, Google Chrome

### **Linux**

- Ubuntu 14.04 and 16.04; Red Hat Enterprise Linux 6
- Google Chrome
- Adobe Flash Player 23.0

### **Virtual Environment**

- Citrix XenApp 7.5 and 7.11
- Horizon version 6.2

### **Mobile**

- Google Android 4.4 or later
- Apple iOS: iOS 8.1.2 or later



## **Network requirements**

- Bandwidth: 512 Kbps for participants, class attendees, and end users of Adobe Connect applications.
- Connection: DSL/cable (wired connection recommended) for Adobe Connect presenters, administrators, and trainers.

## **Technical Support**

If you are having difficulty determining specifications of your devices, updating or installing applications needed for your Live Distance Learning course, please let your instructor or school counselor know as soon as possible so that they can connect you with someone in our IT Helpdesk Services Department. You may contact the IT Helpdesk Services department directly at ([ITHelpdeskServices@vetsgroup.org](mailto:ITHelpdeskServices@vetsgroup.org)) or call (202) 822-0011 for support or suggestions before you purchase required equipment.

**Note:** Other video conference platforms with the same features may be used in place of Zoom if needed, i.e. VELP (Virtual Education Learning Platform). Zoom Video Communications is a company headquartered in San Jose, California that provides remote conferencing services using cloud computing. Zoom offers communications software that combines video conferencing, online meetings, chat, and mobile collaboration.



**APPENDIX B - 2021 PROGRAMS - TUITION & FEES**

(Amended 2-4-21)

**2021 Programs - Tuition & Fees**

**Note:** All Programs are eligible for GI Bill® Veterans

PROGRAMS	Program Code	Tuition	Books	Tech Fee	Exam Vouchers	Total	Status
PC Specialist Program (PCSP-162 hrs - ITF/A+)	PCSP	\$ 2,050	\$ 35	\$ 300	\$ 500	\$ 2,885	New
Network Specialist Program (NSP-72 hrs - Net+)	NSP	\$ 1,850	\$ 114	\$ 300	\$ 151	\$ 2,415	New
Security Specialist Program (SSP-72 hrs - Sec+)	SSP	\$ 1,850	\$ 75	\$ 300	\$ 200	\$ 2,425	New
AWS Cloud Computing Program (CCP-90 hrs)	CCP	\$ 1,950	\$ 95	\$ 300	\$ 200	\$ 2,545	New
Network Administrator Program - Level-1 (NAP-L1-72 hrs - CCENT)	NAP-L1	\$ 1,950	\$ 150	\$ 300	\$ 200	\$ 2,600	Current
Network Administrator Program - Level-2 (NAP-L2-72 hrs - CCNA)	NAP-L2	\$ 1,950	\$ 150	\$ 300	\$ 200	\$ 2,600	Current
Security Administrator Program (SAP-216 hrs CCNA Sec)	SAP	\$ 6,334	\$ 210	\$ 450	\$ 600	\$ 7,594	Inactive
Cyber Security Professional Level-1 Program (72 hrs - CEH)	CSPP-L1	\$ 1,850	\$ 65	\$ 300	\$ 600	\$ 2,815	New
Cyber Security Professional Level-2 Program (72 hrs - CISSP)	CSPP-L2	\$ 1,850	\$ 65	\$ 300	\$ 600	\$ 2,815	New
Microsoft Office Specialist Program (MSOSP-90 hrs)	MSOSP	\$ 1,250	\$ 95	\$ 350	\$ 330	\$ 2,025	New

## VETS Group Training Academy



PROGRAMS	Program Code	Tuition	Books	Tech Fee	Exam Vouchers	Total	Status
<b>Web Development Certificate Program (WDCP-108 hrs)</b>	<b>WDCP</b>	<b>\$ 1,850</b>	<b>\$ 85</b>	<b>\$ 300</b>	<b>\$ 200</b>	<b>\$ 2,435</b>	<b>New</b>
<b>Project Management Professional Program (PMP-72 hrs)</b>	<b>PMPP</b>	<b>\$ 2,250</b>	<b>\$ 150</b>	<b>\$ 300</b>	<b>\$ 600</b>	<b>\$ 3,300</b>	<b>New</b>
<b>Certified Cable Installation Program (CCIP-144 hrs)</b>	<b>CCIP</b>	<b>\$ 2,250</b>	<b>\$ 100</b>	<b>\$ 400</b>	<b>\$ 300</b>	<b>\$ 3,050</b>	<b>New</b>
<b>Wireless Broadband Technician Program (WBTP-144 hrs)</b>	<b>WBTP</b>	<b>\$ 2,250</b>	<b>\$ 100</b>	<b>\$ 350</b>	<b>\$ 200</b>	<b>\$ 2,900</b>	<b>New</b>
<b>Certified Wireless Tower Climber Program (CWTCP-120 hrs)</b>	<b>CWTCP</b>	<b>\$ 4,862</b>	<b>\$ 70</b>	<b>\$ 500</b>	<b>\$ 200</b>	<b>\$ 5,632</b>	<b>Current</b>

**GENERAL PRICING NOTES:**

<sup>1</sup>The cost for textbooks can vary based on source and changes in market value. GI Bill students are not billed for books and must obtain them own their own.

<sup>2</sup>The cost for Exam Vouchers is based on pricing provided via Pearson Vue for public testing centers. GI Bill students must pay for their exam vouchers separately.

<sup>3</sup>The Technology Fee includes the cost for setting up the lab equipment, software installation, reimaging computers, and virtual lab tools that will be used for each course. It's a one-time per course fee.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>



**APPENDIX C - 2021 PROGRAM SCHEDULES (Posted Under Separate Cover)**