



CATALOG

1300 N. West Shore Blvd.
Suite 235
Tampa, Florida 33607

(813) 341-0900 Admissions
(813) 341-8474 Administration
(813) 341-6413 Fax

Licensed by the Commission for Independent Education
Florida Department of Education
Additional information regarding this institution may be obtained by contacting the Commission
at 325 West Gaines Street, Suite 1414, Tallahassee, Florida 32399
Toll Free Number 888-224-6684.

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ABOUT US

Certification Associates, Inc., d/b/a Center for Technology Training, (also referred to as “CTT” throughout this catalog) is a corporation formed under the laws of the State of Florida and was founded by Bruce E. Pla, CNE, MCP, who is also President and CEO. All substantive changes to the institution will be announced not less than 30 days prior.

OUR OBJECTIVES

The goal of CTT is to provide effective, efficient, and affordable technology training and certification exam preparation. As a family owned and operated training center we strive to treat those who are enrolled in our programs as extended members of our family.

We understand how individuals may have unique requirements that are different from one to the other. CTT is committed to providing the individual attention necessary to address those needs. We recognize the success of our program is commensurate upon the success of our individuals.

FACULTY AND STAFF

Bruce E. Pla, CNE, MCP, Director

Marie Harker, Office Administrator

Teresa B. Pla, Career Services

Dominic Colangelo, Linux+, A+, Instructor

Programs: Linux, PC Repair Technician

Joel Ericsson, A+, MOS, MCAS, Instructor

Programs: PC Repair Technician (A+ prep), Business Applications Specialist

Oscar Johnson, Web Designer, Instructor

Programs: Webmaster Foundations, Web Design Professional, SEO & Social Media

Guillermo Farfan, MCT, Instructor

Programs: Microsoft Database Technologies, Microsoft Network Administration

Destry Larsen, A+, Network+, Security+, Instructor

Programs: PC Repair Technician (A+ prep), Network Technician (Network+ prep), Security Professional (Security+ prep), Microsoft Network Administration

Tom Lim, CCNA, Security+, A+, Instructor

Programs: Cisco Networking (CCNA prep)

Pete Matassa, PMP, Project+, MCTS, Instructor

Programs: Project Management

Brian Giles, MCSA, Instructor

Programs: Microsoft Database Technologies

Peter Bagley, CISSP, CEH, Security+, Instructor

Programs: Advanced Security Professional, Ethical Hacking & Forensics, Security+

HOLIDAYS

CTT will be closed in observance of the following holidays:

New Year's Day Easter Sunday July 4th

Thanksgiving Day Christmas Day

Additional holidays may be announced at the discretion of the Administrator.

CLASS STARTING AND ENDING DATES

CTT does not operate on a semester or cyclical system. A newly enrolled Student will be orientated and begin their respective program immediately. Classes are scheduled based upon the availability of the student. Most classes may be scheduled during the weekday, weeknight, or weekend.

HOURS OF OPERATION

The hours of operation for both administration and training/classes are:

Monday through Friday – 9:00 a.m. to 9:00 p.m.

Saturday and Sunday – 9:00 a.m. to 3:00 p.m.

Please phone the Administrative number at (813) 341-8474 to confirm classes and activities.

Your safety is important to us, so our building is secure. After 5:00 p.m. weekdays and on Sundays, please use the keypad at the main entrance to ring the center for admission into the building. After announcing yourself, we will “buzz” you into the building. Please come immediately to the front desk and sign into the center, printing your name, purpose for your visit, and the time you arrived. Remember to also note the time of your departure.

OUR FACILITIES

CTT consists of approximately 3245 square feet of space, including three classrooms/labs consisting of at least ten Intel-class computers, seven routers, seven catalyst switches, as well as various simulation software; exam and lecture rooms with six Intel-class computers; a simulated test & CBT area with five CBT laptop computers; and a conference room and library. Administrative offices are also located within the center with a small break room, a server room, and a book room. The “common area” of the building consists of a kitchen on the lower level and restrooms located on the first and second levels of the building. Our facilities meet all local safety and health standards and are handicap accessible.

ADMISSION AND ENROLLMENT

CTT requires all who are interested in admission to our program to first complete an Application for Admission. The application will be reviewed by an Admissions Coordinator or the CTT administrative staff. The applicant will then discuss, either in person or by electronic means, the program's requirements and content as well as the applicant's reason(s) for admission. Applicants must be at least 18 years old or enrolled by a parent or guardian. A high school diploma or GED is preferred. However, there are no prior educational requirements necessary to be enrolled.

All individuals considering enrolling in our program are encouraged to attend one class session prior to enrollment. By attending this session, applicants may better determine their level of commitment and financial obligation.

At the conclusion of each program the school's Administrator will issue a Certificate of Completion. The school's Administrator may also issue a Certificate of Completion at the conclusion of an individual course, if requested by the student. The respective vendors issue certificates of certification. Credit for previous course completion from other training institutions may be granted upon presentation of appropriate documentation, such as certificates of completion or certificates of certification. Documentation must be submitted and approved prior to enrollment. Credit awarded shall not be more than 75% of the total program requirements. Transferability of credit to other institutions is subject to the policies of the receiving institution.

GRADING AND ASSESSMENTS

The instructor will evaluate students during each course of study on a pass/fail basis. Students will be given a written examination upon the completion of each course. An exam passing grade of at least 70% of correct answers is required. Should the student receive less than a passing grade, thus causing an interruption in the student's progress, the instructor will specify the areas requiring further attention. CTT will then retrain the student at no additional charge until the subject matter of the class is understood and the student is able to pass the written exam.

Upon successful completion of all required courses of an enrolled program the student will be awarded a certificate of completion (diploma) bearing the title of the completed program and date of completion.

1. Leave of Absence

We encourage our students to maintain a comfortable pace and to complete their certification goals within the prescribed period of time. We understand family emergencies and other personal issues may arise that requires a student to have an interruption in his or her training. There will be no penalty or readmission fee if the Administrator authorizes such interruption in writing. Please be prepared to provide proof of circumstance. The maximum length of a leave of absence is ninety (90) days. Membership programs are for a period of six months. An extension of six months will be provided if requested by the Student in writing. Written extensions by the Administrator for extenuating circumstances will not count towards the membership program time.

2. Make-up Classes

Students are welcome to re-take a class as many times as necessary to help aid in their understanding of the required material. Those having attended the same class on a previous occasion shall be listed as an “audit”. There is no fee to re-attend the same enrolled course.

3. Tardiness

Students are encouraged not to be late to class, as this is disruptive to all. If a student expects to be delayed in excess of 10 minutes he/she should contact the center to notify the instructor.

4. Attendance/Class Cuts

Students are required to sign in upon arrival at the school and sign out when they have completed their activities for the day. A copy of attendance is retained in the student’s electronic file. Students are not permitted to cut any class days.

Instructors may end a class earlier than originally scheduled if the instructor determines that all necessary material has been covered and to the mutual consent of all attendees.

5. Re-entry

Students with approved written extensions from the Administrator, either by letter or email, should contact the Administrator for a re-admission orientation. Students desiring re-admission without a written extension must first meet with the Administrator to determine eligibility. Eligibility will be based upon the Student’s program anticipated completion date and the length of time the student has been or plans to be absent. The Administrator may, at his/her sole discretion, accept a student back into the program past the completion date.

VETERANS POLICIES

1. Veterans Attendance Policy

Excused absences will be granted for extenuating circumstances only. Excused absences must be substantiated by entries in student's files.

Early departures, class cuts, tardies, etc., for more than 20% of the class day shall count as an unexcused absence.

Students having unexcused absences exceeding 20% of the total clock hours in the program **will be** terminated from their VA benefits for unsatisfactory attendance.

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

2. Standards of Academic Progress for VA

Students receiving VA educational benefits must maintain a minimum cumulative grade point average (CGPA) of 70% each evaluation period.

A VA student whose CGPA falls below 70% at the end of any evaluation period will be placed on academic probation for a maximum of two consecutive terms of enrollment. If the VA student's CGPA is still below 70% at the end of the second consecutive term of probation, the student's VA educational benefits will be terminated.

A VA student terminated from VA educational benefits due to unsatisfactory progress may petition the school to be recertified after attaining a CGPA of 70%.

3. Veteran's Credit for Previous Education or Training

Students must report all education and training. The school must evaluate and grant credit, if appropriate, with the training time shortened, the tuition reduced proportionately, and the VA and student notified.

4. VA Pending Payment Compliance

For Post 9/11 GI Bill® (Ch 33) students and VA Vocational Rehabilitation and Employment (Ch 31) students, our tuition policy complies with 38 USC 3679(e) which means Post 9/11 and Vocational Rehabilitation and Employment students will not be charged or otherwise penalized due to a delay in VA tuition and fee payments. For eligibility consideration, a Post 9/11 GI Bill student must submit a VA Certificate of Eligibility (COE) and a Vocational Rehabilitation Student must provide a VAF 28-1905 form.

DISCONTINUED PROGRAMS OR COURSES

The policy of CTT is to notify, in writing, all students enrolled in programs that are subject to be discontinued or otherwise no longer offered, or any substantive changes made at the school. Such notification shall include sufficient time to either complete the existing program, which shall not be less than 30 days, or to transfer to a program of comparable competencies. A full refund will be provided should no comparable program be available, or the student elects not to transfer to the comparable program. The school must receive notice of withdrawal not later than 10 days prior to the start of the new program.

MISCONDUCT, APPEALS, AND COMPLAINTS

All students are expected to demonstrate civilized conduct while participating in the program. Gross displays of misconduct or disorderly conduct may result in temporary or permanent expulsion from the program.

Any enrolled student who has a complaint or grievance, or feels he or she has been unfairly disciplined, should direct the matter(s) to the personnel involved, immediately. If no resolution is forthcoming, the school's Administrator should be contacted within 10 days of the complaint. If there is still no resolution, a written complaint should be submitted to the Director within 14 days of any previous administrative decision.

Lastly, the student may contact the Commission for Independent Education at 325 West Gaines Street, Suite 1414, Tallahassee, Florida 32399 or by phone, toll free, at 888-224-6684.

STUDENT SERVICES

1. Housing

CTT does not maintain housing for Students. The school has arranged for a "corporate rate" at local hotels that are in close proximity to accommodate out of town participants.

2. Student Records

Student records are permanently retained by the school electronically, with a backup copy maintained off site.

3. Placement Assistance

CTT assists students seeking employment with career services. These may include resume assistance, internships, and job interviewing assistance. Inquiries made to the school by potential employers will be posted on the bulletin board. CTT will make every effort to assist the student in placement, but cannot guarantee employment.

4. Advising

Individual advising is available to all enrolled students. Students are encouraged to speak with their instructor regarding any problems they may be having with their educational process. If further advisement is required, the school's Administrator will conduct an advisement session

with the student to try and resolve the problem. Records pertaining to advisement are maintained in the student's file.

5. Counseling

CTT is ready to help you in any area you may need assistance with respect to academic or administrative support. If you are need of counseling in either of these, please schedule an appointment with the school's Administrator. We are here to help you make the most of your studies and transition into your new career.

OPTIONAL VENDOR CERTIFICATION TESTING

Upon successful completion of any certificate program that is based upon a vendor's certification test, all evaluations will be used by the Administrator to determine the student's aptitude to pass the required certification test. These include, but are not limited to, passing simulated computer-based testing and an evaluation Review. All evaluations will be used by the Administrator to determine the student's aptitude to pass the required certification test.

PROGRAM PRICING

All program prices include all course materials. There are no carrying charges, interest charges, or service charges connected or charged with any of these programs. Cost of credit is included in the price cost for the goods and services. Prices are subject to change without advance notice. Please refer to the current price list attached to, and made a part of, this catalog.

No financial aid is available.

The Center for Technology training desires to conform to general practice in the technical education community to the extent feasible and, therefore, has adopted this definition of 'hours' for its reporting purposes: A clock hour is a 50 minute session spent on site with an instructor present; a lab hour is defined as a 50 minute session spent on site with an instructor or assistant instructor, for the purpose of accessing the required lab(s) for each program. The total hours listed for each program includes both clock and lab hours, along with 10 minute breaks for each clock hour. This is not to be mistaken as the total number of hours an individual may take to complete the program. In addition to hours spent for instruction and labs, each student may be required to do independent study before and/or after the class.

CANCELLATION AND REFUND POLICY

All refunds will be made to the following schedule:

1. Cancellations must be made in writing and delivered in person or by Certified Mail.
2. All monies will be refunded if the school does not accept the applicant, or if the applicant cancels within three (3) Business Days after signing the Enrollment Agreement and making an initial payment.
3. Cancellation after the third (3rd) Business Day, but before the first class, will result in a refund of all monies paid. However, books and materials are non-refundable once issued.

4. Cancellation after attendance has begun, up to and including 40% completion of the program, will result in a pro rata refund of the tuition monies computed on the number of hours completed to the total program hours.
5. Cancellation after completing 41% or more of the program will result in no refund.
6. Termination Date: The termination date for refund computation purposes is the last date of actual attendance by the student unless earlier written notice is received.
7. Refunds will be made within 30 days of termination or receipt of Cancellation Notice.
8. Refunds pertain to tuition alone. Books and materials are non-refundable once issued.
9. A student can be dismissed, at the discretion of the Director, for nonpayment of costs, or failure to comply with rules.

VETERAN'S REFUND POLICY

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

POLICY STATEMENT

CTT does not discriminate regarding race, color, creed and/or religion. We are committed to abiding by all Federal, State, and local laws, as well as the policies of the Commission for Independent Education.

PROGRAMS

N.B. – The course numbering systems are as follows:

Programs corresponding to CompTIA certification tests use an alphanumeric system, whereas the first three letters are an abbreviation of the certification title, and the two numbers following them represent the number of tests required and the order in which they are usually taken. For example, the Network+ program is course # NET (for “NETwork”) and 01 (for 1 of only 1 test).

Microsoft and other programs use a short yet descriptive system in order to distinguish courses that may sound similar, such as NET-MAN, for “NETwork MANagement, as opposed to NET-INFRA, for “NETwork INFRAstructure”.

Programs corresponding to CIW certification tests will correspond with the actual vendor’s test number.

PowerPack programs use a lettering system whereas the first two letters indicate they are PowerPack programs, for example, “PP”. The next few letters indicate the type of PowerPack program, such as NET-ADM for “NETwork ADMInistration”, or DBA-WEB for “Database-Web Administration”.

PowerPack Club Membership

CTT offers you the opportunity to gain significant career marketability advantage by pursuing multiple certifications for one price. The PowerPack Club membership allows you to gain several certifications for what many other training centers charge for just one or two.

Membership in the PowerPack Club is for a period of six months. If an enrolled Student needs additional time, an additional six months extension will be provided at no charge. Courses for certification preparation will vary based upon the individual’s experience and rate of learning. The Administrator or Director will review requests for additional time beyond the six-month extension on a case-by-case basis. There are no additional membership fees for the PowerPack Club Membership.

Program Title: PowerPack Club Network Administration (Net Admin)

Program Description: Multi-certificate membership program consisting of Network Administration.

Program Objective: To prepare individuals for a multi-skilled Information Technology career.

Courses: The PowerPack Club Net Admin consists of the following courses:

CRT02: “PC Repair Technician (A+ prep)”,
NET-01: “Network Technician (Network+ prep)”,
AZ-FD: “Microsoft Azure Fundamentals”,
AZ-AD: “Microsoft Azure Administration”,
AZ-AT: “Microsoft Azure Architect Technologies”,
CNC01: “Cisco Networking (CCNA prep)”,
SEC02: “Information Systems Security Professional”,
PMC01: “Project Management”,

Program Title: **PowerPack Club Network Administration (Net Admin)** (Continued)

SEC01: “Security Professional (Security+ prep)”, and
LIN01: “Linux”.

Equipment: (See respective programs as defined by title.)

Total hours: 345

Prerequisites: None. Course includes all prerequisites.

Program Title: **PowerPack Club Membership Database-Web (DBA-Web)**

Program Description: Multi-certificate membership program consisting of Database/Web Administration.

Program Objective: To prepare individuals for a multi-skilled Information Technology career.

Courses: The PowerPack Club Database-Web (DBA-Web) consists of the following courses as listed:

CRT02: “PC Repair Technician (A+ prep)”,
NET-01: “Network Technician (Network+ prep)”,
LIN01: “Linux”,
SEC01: “Security Professional (Security+ prep)”,
SQL-ADM: “Microsoft Azure SQL Database”,
SQL-AAD: “Microsoft Azure SQL Advanced Administration”,
SQL-INTRO: “Introduction to Microsoft SQL Databases”,
1DO-510: “Webmaster Foundations”,
1DO-525: “eCommerce Specialist”,
1DO-520: “Web Site Design”, and
SMP01: “SEO & Social Media Professional”

Equipment: (See respective programs as defined by title.)

Total hours: 370

Prerequisites: None. Course includes all prerequisites.

Program Title: PC Repair Technician (A+ prep)

Course # CRT02

Program Description: Installation, configuration, and upgrading computers; diagnosing and troubleshooting computers; preventive maintenance and safety; motherboards, processors, and memory; printers; and basic networking. Operating System fundamentals; installation, configuration, and upgrading Vista, Windows 7, Windows 8, and Windows 10.

Program Objective: General skills associated with an entry-level PC technician such as computer repair, design, and maintenance.

Course content: A+ Essentials dealing with Installation, configuration, and upgrading computers; diagnosing and troubleshooting computers; preventive maintenance and safety; motherboards, processors, and memory; printers; and basic networking.

Operating System fundamentals; installation, configuration, and upgrading Windows Vista, Windows 7, Windows 8, and Windows 10.

Equipment: Lab consisting of Pentium class (or higher) computers with a minimum of 8GB RAM and one or more of the following operating systems installed: Windows Windows 7, Windows 8, and Windows 10. Various computer hardware parts and accessories such as hard disc drives, optical drives, main system boards, network cards, monitors, and laser printers, for demonstration purposes.

Total hours: 72

Prerequisites: None

Program Title: Network Technician (Network+ prep)

Course # NET01

Program Description: Media topologies; protocols and standards; network implementation; and network support.

Program Objective: General skills associated with an entry-level computer network technician.

Course content: Media topologies; protocols and standards; network implementation; and network support.

Equipment: Program is lecture. However, two Cisco routers and a catalyst switch, as well as various other network components such as hubs, network cards, etc. are available for lab.

Total hours: 24

Prerequisites: None. Completion of the PC Repair Technician (CRT02) is recommended.

Program Title: **Linux**

Course # LIN01

Program Description: Planning and implementation; installation, configuration, and administration; system maintenance; troubleshooting; and identify, install, and maintain system hardware.

Program Objective: General skills associated with the administration of Linux-based servers and desktop operating systems.

Course content: Planning and implementation; installation, configuration, and administration; system maintenance; troubleshooting; and identify, install, and maintain system hardware.

Equipment: One Pentium-class computer for each student with the Linux operating system installed or running by boot CD.

Total hours: 32

Prerequisites: PC Repair Technician (CRT02) and Network Technician (NET01), or equivalent experience is required.

Program Title: **Security Professional (Security+ prep)**

Course # SEC01

Program Description: Implementing, maintaining, and supporting network security measures.

Program Objective: General entry-level skills associated with computer network security.

Course content: General security concepts; communication security, infrastructure security, basics of cryptography, and operational/organizational security.

Equipment: Class is lecture/theory only. However, two Cisco routers and a catalyst switch, as well as various other network components such as hubs, network cards, etc. are available for lab.

Total hours: 24

Prerequisites: PC Repair Technician (CRT02) and Network Technician (NET01), or equivalent experience is required.

Program Title: **Project Management**

Course # PMC01

Program Description: Scope definition; preliminary/project planning; project execution; and project closure.

Program Objective: Skills covered include project planning and scope, communications and teamwork, project tools, leadership and conflict resolution, as well as other aspects of project management.

Course content: Scope definition; preliminary/project planning; project execution; and project closure.

Course #ACP01

Course content: This course covers the seven domains of the Agile Certified Practitioner exam, including Agile Principles and Mindset; Value-driven Delivery; Stakeholder Engagement; Team Performance; Adaptive Planning; Problem Detection and Resolution; Continuous Improvement.

Program Title: **Project Management** (Continued)

Equipment: Program is lecture/theory. However, computers are available for each student for Internet access and reference.

Total hours: 41

Prerequisites: One or more years of project management experience is helpful but not required.

Program Title: **Webmaster Foundations**

Course # INT01

Program Description: Internet basics and client knowledge; development and programming languages, HTML; networking; security; and business concepts.

Program Objective: Entry-level skills associated with Internet Web sites such as Internet Business Foundations, Web Site Development Foundations, and Networking Technology Foundations.

Course content: Internet basics and client knowledge; development and programming languages, HTML; networking; security; and business concepts.

Equipment: One i5 computer with a minimum of 8GB RAM and Internet access for each student.

Total hours: 32

Prerequisites: None

Program Title: **Microsoft Network Administration**

Program Description: Installing, configuring, and supporting Microsoft Network operating systems and Azure cloud-based technologies.

Program Objective: Skills necessary to administer a small to medium size Microsoft Windows based network using the Microsoft Azure platform.

Courses: CRT02, NET01, and SEC01 (See PC Repair Technician, Network Technician, and Security Professional previously listed.)

and

Course # AZ-FD (32 clock hours) Microsoft Azure Fundamentals

Course content: Introduction to cloud computing using the Microsoft Azure platform.

Course # AZ-AD (32 clock hours) Microsoft Azure Administration

Course content: Configuration and administration of Microsoft Azure cloud services.

Equipment: For each student, One Intel i5-class or higher computer with minimum 8GB RAM and one or more of the following operating systems installed: Windows 10, Windows Server 2012/2016.

Total hours: 184

Prerequisites: None. (The PC Repair (CRT02) and Network Technician (NET01) or Security Professional (Security+ prep) (SEC01) may be included in this program as prerequisites, at the discretion of the student.)

Program Title: Microsoft Network Expert

Program Description: Installing, configuring, administering, and designing Microsoft networks using Microsoft Azure services.

Program Objective: Advanced skills necessary to administer and design a medium to large Microsoft Windows based networks.

Course # AZ-INTRO (24 clock hours) Introduction to Microsoft Azure.

Course content: Introduction to Administering, configuring and deployment of Microsoft Azure Services.

Course # AZ-AD (32 clock hours) Microsoft Azure Administration

Course content: Administering a Microsoft network using the Microsoft Azure platform.

Course # AZ-AT (32 clock hours) Microsoft Azure Architect Technologies

Course content: Implementing, managing, and monitoring Microsoft Azure Services.

Course # SEC01 (24 clock hours) Security Professional

Course content: (This course maps to a previously listed program. See the Security Professional Program for description and content.)

Equipment: For each student, One Intel i5-class or higher computer with minimum 8GB RAM and one or more of the following operating systems installed: Windows 10, Windows Server 2012/2016.

Total hours: 112

Prerequisites: PC Repair Technician (CRT02) and Network Technician (NET01), or equivalent experience is required.

Program Title: Microsoft Database Technologies

Program Description: Installing, administering, and supporting Microsoft databases using the Microsoft Azure SQL cloud services.

Program Objective: Advanced skills necessary to administer and design Microsoft SQL Databases using the Microsoft Azure SQL platform.

Course # SQL INTRO (32 clock hours) Introduction to Microsoft SQL Database

Course content: Basic Skills for Administrating and Designing Microsoft SQL Databases.

Course # SQL-ADM (32 clock hours) Microsoft Azure SQL Administration

Course content: Microsoft SQL Servers Installation, Configuration, and Administration using the Microsoft Azure SQL services.

Course # SQL-AAD (32 clock hours) Microsoft Azure SQL Advanced Administration

Course content: Advanced administration of Microsoft Cloud Services using Microsoft Azure SQL.

Equipment: For each student, One Intel i5-class or higher computer with minimum 8GB RAM and one or more of the following operating systems installed: Windows 10, Windows Server 2012/2016.

Total hours: 96

Prerequisites: None.

Program Title: Cisco Networking (CCNA prep)

Course #CNC01

Program Description: Cisco networking technologies.

Program Objective: Cisco first-level skills necessary in the administration of Cisco routers and switches, security, and cloud administration.

Course content: Operating and configuring Cisco IOS devices, managing the network environment, configuring Catalyst switch operations, extending switched networks with VLANs, determining IP routes, managing IP traffic with access lists, establishing serial point-to-point connections, establishing frame relay connections, completing ISDN calls, Cisco Security, Cisco Cloud.

Equipment: Router and switch simulation software capable of expanding the number of routers and switches to any number required for the proper functionality of the class and one client workstation for each student.

Total hours: 32

Prerequisites: PC Repair Technician (CRT02) and Network Technician (NET01), or equivalent experience is required.

Program Title: Web Design Professional

Program Description: Operating Systems, TCP/IP, user access levels and password policies, DNS, WINS, and Samba, FTP and Telnet, MS IIS and Apache Servers, Perl, ODBC, SSL, SMTP, IMAP, POP-3 email, proxy servers, security risks, and security principles, Web languages such as HTML5, Javascript, and using CSS3.

Program Objective: Skills necessary to effectively and securely administer Web servers and services.

Courses # INT01 (32 clock hours) Foundations

Course content: Internet technologies, network infrastructure, Web authoring using XHTML, and job skills such as project management.

Course # 1DO-520 (32 clock hours) Web Site Design

Course content: Management and deployment of e-business and transaction and payment security solutions, Web marketing goals, CRM and e-Services, B2B frameworks, site usability, inventory control and other processing, payment gateways, creating an online catalog, among other topics.

Course # 1DO-525 (26 clock hours) eCommerce Specialist

Course content: Web design concepts, development teams, project management fundamentals, page layout and elements, site accessibility, browsers, navigation, graphics, multimedia, and other aspects of Web site design and development.

Equipment: One Pentium-class or higher computer with a minimum of 3GB RAM and Internet access for each student for labs.

Total hours: 90

Prerequisites: Network Technician (NET01) or equivalent experience is helpful but not required.

Program Title: Business Applications Specialist

Program Description: Comprehensive skills and in-depth knowledge to plan and create documents, spreadsheets, reports, itineraries, databases, and general business correspondence and reports on the most popular desktop operating systems.

Program Objective: Comprehensive skills and in-depth knowledge to plan and create documents, spreadsheets, reports, itineraries, databases, and general business correspondence and reports.

Course # DOC101 (16 clock hours) Word Processing Applications

Course content: Students will learn how to enter and edit text, and save and browse documents. They will learn how to enhance the appearance of a document by using various formatting options. They will also create tables, insert headers and footers, proof and print documents, and insert graphics.

Course # XLS101 (16 clock hours) Office Spreadsheets

Course content: After an introduction to spreadsheet terminology and Excel's window components, students will learn how to use the Help system and navigate worksheets and workbooks. Then they will enter and edit text, values, formulas, and pictures, and they will save workbooks in various formats. Students will also move and copy data, learn about absolute and relative references, and work with ranges, rows, and columns. This course also covers simple functions, basic formatting techniques, and printing. Finally, students will create and modify charts, and learn how to manage large workbooks.

Course # PPT101 (12 clock hours) Presentations Applications

Course content: Students will create new presentations that include text, graphics, WordArt, tables, charts, and diagrams. They will also edit and format slide content, and apply transition effects.

Course # OLK101 (8 clock hours) Email Applications

Course content: Students will create e-mail accounts and send e-mail messages using several techniques. They will also learn how to manage e-mail messages, contacts, tasks, and meeting requests. Finally, students will customize Outlook for maximum efficiency.

Course # ACS101 (12 clock hours) Database Applications

Course content: Students will learn how to design and create databases; work with tables, fields, and records; sort and filter data; and create queries, forms, and reports.

Course # DOS101 (8 clock hours) Desktop Operating Systems

Course content: Equivalent of six months to one year of hands-on experience using Microsoft Windows desktop operating systems. Students learn how to use Microsoft Windows to be more productive, more collaborative, and more efficient. They will be especially effective at protecting, optimizing, and troubleshooting their own computers. They will also be highly effective in managing mobile and remote computing; managing software, disks, and devices; managing files and folders; collaborating; and customizing their Windows experience.

Total hours: 72

Prerequisites: None

Program Title: Information Systems Security Professional

Course # SEC02

Program Description: This program maps to and provides a comprehensive review of information security concepts and industry best practices, covering the eight domains of the (ISC)2 “CISSP CBK”: Security and Risk Management; Asset Security; Security Engineering; Communications and Network Security; Identity and Access Management; Security Assessment and Testing; Security Operations; and Software Development Security.

This program is intended for professionals who have at least 5 years of recent full-time professional work experience in two or more of the eight domains of the “CISSP CBK” and are pursuing CISSP training and certification to acquire the credibility and mobility to advance within their current information security careers. Students who do not meet the minimum experience recommendation may prepare for a lower-level certification exam.

Program Objective: To prepare students for advanced level Information Technology Security exams.

Course content: Security and Risk Management; Asset Security; Security Engineering; Communications and Network Security; Identity and Access Management; Security Assessment and Testing; Security Operations; and Software Development Security.

Equipment: One Dell Vostro i5 Laptop computer for each student’s use.

Total hours: 32

Prerequisites: PC Repair Technician (A+): #CRT02 and Network Technician (Network+): #NET01, or equivalent experience.

Program Title: SEO & Social Media Professional

Course # SMP01

Program Description: Students will be trained in various Search Engine Optimization (SEO) and Social Media techniques currently in vogue. Internet basics and client knowledge; development and programming languages, HTML; networking; security; and business concepts.

Program Objective: The objective of the Search Engine Optimization (SEO) course is to train students in the most current search engine optimization techniques, and to provide the training necessary to prove to potential clients or employers that they have the skills needed for search engine optimization proficiency.

The objective of the Social Media course is to plan, implement, manage, and report all aspects of an organization’s social media strategy. This includes, but is not limited to: LinkedIn, Facebook, Twitter, Instagram, Google Plus+, and others.

Course content: Current search engine optimization techniques. Plan, implement, manage, and report all aspects of an organization’s social media strategy. This includes, but is not limited to: LinkedIn, Facebook, Twitter, Instagram, Google Plus+, and others.

Equipment: One Dell Vostro i5 Laptop computer for each student’s use.

Total hours: 32

Prerequisites: None

Program Title: **Ethical Hacking & Forensics**

Course #EHF01

Program Description: The ethical hacking and information systems security auditing portion of this program will focus on security threats, advanced attack vectors, and hacking techniques commonly being employed today, and how to protect against them.

The forensic investigation portion of this program will cover major forensic investigation topics that will enable students to understand various forensic investigation techniques and tools to conduct a computer forensic investigation.

Program Objective: This program will prepare students for various certification exams dealing with ethical hacking and cyber-forensic investigative techniques.

Course content: Information systems security and auditing; security threats, advanced attack vectors; hacking techniques, methodologies, tools, security measures. Forensic Tools; Forensic Investigation.

Equipment: One Dell Vostro i5 Laptop computer for each student's use.

Total hours: 32

Prerequisites: PC Repair Technician (A+): #CRT02 and Network Technician (Network+): #NET01, or equivalent experience. The Security Professional course (SEC01) or Advanced Security Professional (SEC02) course are highly recommended.