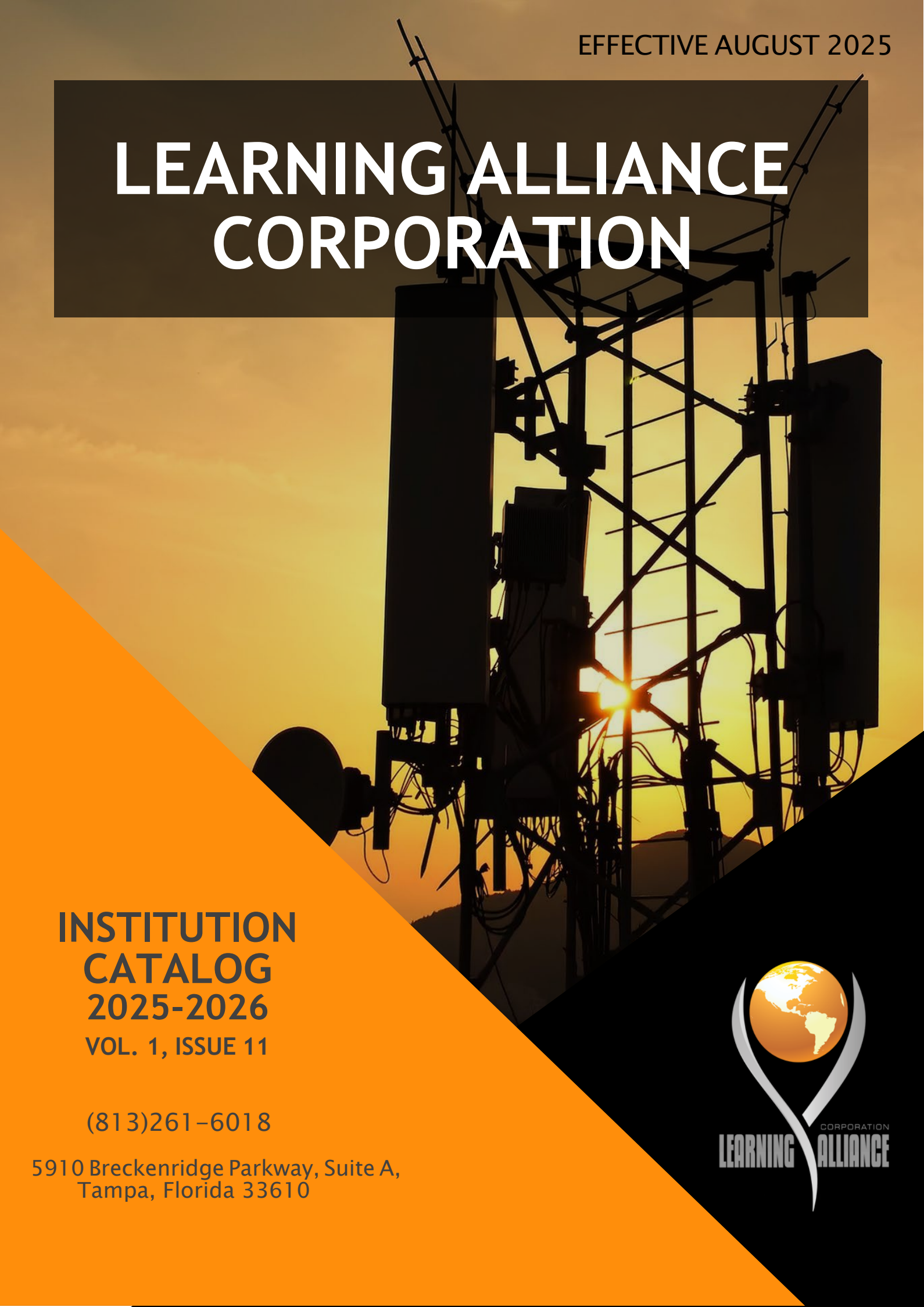
EFFECTIVE AUGUST 2025

LEARNING ALLIANCE CORPORATION



INSTITUTION CATALOG 2025-2026

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(813)261-6018

5910 Breckenridge Parkway, Suite A,
Tampa, Florida 33610

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GENERAL INFORMATION

OUR MISSION

At Learning Alliance Corporation, our guiding principles are rooted ina commitment to empowering individuals through education, fostering innovation in technical training, and promoting diversity and inclusion in the workflorce. We believe in exhanging ideas and shaping futures, ensuring that our programs are accessible and impactful for under served communities, verterans, and indiviuals seeking high-skilled, high-wage careers.

OUR VISION

The Vision of Learning Alliance Corporation is to cultivate a learning environment that serves the people and organizations of our community. We pride ourselves in applying the vision and goals of our employers and communities to ensure that we fulfill the learning needs of the professional workforce of today and tomorrow.

OUR EDUCATIONAL PRINCIPLES

- We are a full-service educational provider.
- We strive to exceed customer expectations.
- We are committed to providing quality educational solutions.
- We are accountable to the people we serve.

HISTORY OF LAC

Learning Alliance began in 2004 as an alliance between businesses, colleges, and institutions to deliver education to the workplace in the communities we serve. Currently we have supported over 300 educational grant initiatives that provided local businesses the ability to provide education to new and incumbent workers – expanding opportunities for those employees.

Through experience, we evolved into an institution in 2018 providing educational opportunities, diplomas, and certifications that put us directly in the front lines of workforce shortages in the Telecommunications industry.

We are located in Tampa, Florida on a stretch of Highway 301. Our facility combines the luxury of modern offices and the rigor of general warehouse space. As an institution dedicated to trades and the skilled workforce we aim to simulate those in-field work environments to best educate our students on specific job's duties and responsibilities. We act as an early adopter to new technology so that we can provide students educational components through virtual reality, augmented reality, blended learning solutions, and expertly designed simulations. We partner with leading Telecommunications industry organizations like Ericsson to provide exciting training opportunities in brand new technology such as 5G wireless solutions, IoT structured wiring, and fiber optic installation.

LEGAL CONTROL

Learning Alliance Corporation is a DBA operated and wholly owned by Knowledge Quest Education Solutions, Inc.; it provided certificate programs based on industry recognized certifcations towards professional development. By partnering with local employwers, Learning Alliance Corporation has created workshops, labs and simulation programs that align theoretical concepts into real world application learning. This adaptable approach creates learning solutions based on the community specific goals, industry, staff skill level, and coporate culture. Learning Alliance Corporation provides quality instructors who are highly trained and specialize in the areas they teach.

FACILITIES

The instition is located at 5910 Breckenridge Parkway, Suite A and B, Tampa, Florida, 33610 in a professional building on the first floor. The 16,237 s./ft has 7 classrooms that are 425 sq./ft each, 7,613 sq./ft lab area in addition to reception, offices, conference room, and break room. Parking is ample with over 100 parking spaces available, multiple points of egress from the building and near main roads. The building also hosts multiple entrances and exits to the parking lot. The classrooms provide adequate space for lectures and smart board presentations.

During class, students will receive access to pre-loaded laptops in order to complete the lab portion of our programs. Students will be allocated class time to practice their coursework thorugh applciation-based computer simulations and or industry styled labs.

STATEMENT OF LICENSURE

Learning Alliance Corporation is licensed by the Florida Commission for Independent Education, Florida Department of Education, License #5422. Additional information regarding this institution may be obtained by contacting the Commission at: 325 West Gaines St., Suite 1414 Tallahassee, FL, 32399-0400; Toll Free telephone number (888) 224-6684 (www.fldoe.org/cie).

EQUIPMENT

Component	Requirements
Computer and processor	1 gigahertz (GHz) or faster x86- or x64-bit processor with SSE2 instruction set
Memory (RAM) Hard Disk	2 gigabyte (GB) RAM (32-bit); 2 gigabytes (GB) RAM (4-bit) 30 gigabytes (GB) available
Display	Graphics hardware acceleration requires a DirectX10 graphics card and a 1024x576 or higher resolution monitor
Operating System	Office 2013 runs on 32-bit and 64-bit versions of Microsoft Windows operating systems. When running Office 2013 32-bit on a 64-bit version of a Windows operating system, the program runs in the 32-bit layer of the Windows operating system. Office 2013 32-bit products are supported on the following Windows operating systems: • Windows 7 (32-bit or 64-it) • Windows 8 & 8.1 (32-bit or 64-bit)

PARTNERS

<table>
<tr><td>CABM Partner: At CABM, we have created software and stackable credentials based on the knowledge component of the MBA so that you:
Grow your Business Acumen without having to enroll in an MBA.
Immediately apply the knowledge component to your existing job, giving you the confidence and impact for career progression.
Gain the recognition from your employers, peers, and clients that you have the initiative to develop your own Business Acumen.</td><td>Learning Alliance Corporation is a Certified Association Business Manager (CABM) Review Partner for the in-person review classes in the Tampa Bay Area. The CABM Credential is based on a global mini-MBA curriculum.</td></tr>
<tr><td>MBA IQ Partner: The MBA IQ measures your knowledge, giving you the power to build a strong foundation in business. Whether you're looking to advance your career, thinking about or getting an MBA, or about to start an MBA, the MBA IQ will equip you with the business knowledge you need.</td><td>Learning Alliance Corporation is a Certified MBA IQ Reseller and Partner for in-person seminars in the Tampa Bay Area.</td></tr>
<tr><td colspan="2">SCTE (Society of Cable Telecommunications Engineers): A professional association dedicated to advancing the technology and expertise in the cable telecommunications industry.</td></tr>
<tr><td colspan="2">VIAVI: A technology company specializing in network test, monitoring, and assurance solutions for communications service providers, enterprises, and their ecosystems.</td></tr>
<tr><td colspan="2">Sumitomo: A fiber optic splicing and connector manufacturer that specializes in core fusion, ribbon, and last mile splicing devices.</td></tr>
<tr><td colspan="2">Preformed Line Products (PLP): A global company that designs and manufactures products and systems for the maintenance of overhead and underground networks in the telecommunications and energy industries.</td></tr>
<tr><td colspan="2">PCCA (Power & Communications Contractors Association): An association representing contractors and manufacturers in the power and communications infrastructure sectors, focusing on education, advocacy, and networking.</td></tr>
<tr><td>The NATE: The Communications Infrastructure Contractors Association is a non-profit trade association providing a unified voice for tower erection, maintenance, and service companies.</td><td>Our Partnership: Learning Alliance Corporation is a member of NATE as an educational partner. We are also a part of the Military of NATE initiative. We take part in sub-committee initiatives with NATE to aid in workforce development in the wireless industry.</td></tr>
</table>

ACADEMIC CALENDAR

DIPLOMA PROGRAMS

Enrollment Periods 2025-2026

January – June 2025 | July – December 2025 | January – June 2026 | July – December 2026

**Class Registration close date is the last Friday prior to the program start date.*

Class Schedules per Program:

Broadband Digital Installer

Program Start Date:	Program End Date:	Program Start Date:	Program End Date:
1/6/2025	1/31/2025	1/5/2026	1/30/2026
1/21/2025	2/14/2025	1/20/2026	2/13/2026
2/3/2025	2/28/2025	2/2/2026	2/27/2026
2/17/2025	3/14/2025	2/16/2026	3/13/2026
3/3/2025	3/28/2025	3/2/2026	3/27/2026
3/17/2025	4/11/2025	3/16/2026	4/10/2026
3/31/2025	4/25/2025	3/20/2026	4/24/2026
4/14/2025	5/9/2025	4/13/2026	5/8/2026
4/28/2025	5/23/2025	4/27/2026	5/22/2026
5/12/2025	6/6/2025	5/11/2026	6/5/2026
5/27/2025	6/20/2025	5/26/2026	6/19/2026
6/9/2025	7/3/2025	6/8/2026	7/3/2026
6/23/2025	7/18/2025	6/22/2026	7/17/2026
7/7/2025	8/1/2025	7/6/2026	7/31/2026
7/21/2025	8/15/2025	7/20/2026	8/14/2026
8/4/2025	8/29/2025	8/3/2026	8/28/2026
8/18/2025	9/12/2025	8/17/2026	9/11/2026
9/2/2025	9/26/2025	8/31/2026	9/25/2026
9/15/2025	10/10/2025	9/14/2026	10/9/2026
9/29/2025	10/24/2025	9/28/2026	10/23/2026
10/13/2025	11/7/2025	10/12/2026	11/6/2026
10/27/2025	11/21/2025	10/26/2026	11/20/2026
11/10/2025	12/5/2025	11/9/2026	12/4/2026
11/24/2025	12/19/2025	11/23/2026	12/18/2026
12/8/2025	1/16/2026	12/7/2026	1/15/2027

Lean Supply Chain Optimization

Program Start Date	Program End Date
5/5/2025	8/15/2025
8/18/2025	11/28/2025
12/1/2025	3/13/2026
3/16/2026	6/26/2026

Project Business Controller

Program Start Date	Program End Date
5/5/2025	8/15/2025
8/18/2025	11/28/2025
12/1/2025	3/13/2026
3/16/2026	6/26/2026

Broadband Fiber Digital Installer & Broadband Wireless Digital Installer

Program Start Date:	Program End Date:	Program Start Date:	Program End Date:
1/6/2025	1/18/2025	1/5/2026	1/17/2026
1/21/2025	2/2/2025	1/20/2026	2/1/2026
2/3/2025	2/15/2025	2/2/2026	2/14/2026
2/17/2025	3/1/2025	2/16/2026	2/28/2026
3/3/2025	3/15/2025	3/2/2026	3/14/2026
3/17/2025	3/29/2025	3/16/2026	3/28/2026
3/31/2025	4/12/2025	3/30/2026	4/11/2026
4/14/2025	4/26/2025	4/13/2026	4/25/2026
4/28/2025	5/10/2025	4/27/2026	5/9/2026
5/12/2025	5/24/2025	5/11/2026	5/23/2026
5/27/2025	6/8/2025	5/26/2026	6/7/2026
6/9/2025	6/21/2025	6/8/2025	6/20/2026
6/23/2025	7/5/2025	6/22/2026	7/4/2026
7/7/2025	7/19/2025	7/6/2026	7/18/2026
7/21/2025	8/2/2025	7/20/2026	8/1/2026
8/4/2025	8/16/2025	8/3/2026	8/15/2026
8/18/2025	8/30/2025	8/17/2026	8/29/2026
9/2/2025	9/14/2025	8/31/2026	9/12/2026
9/15/2025	9/27/2025	9/14/2026	9/26/2026
9/29/2025	10/11/2025	9/28/2026	10/10/2026
10/13/2025	10/25/2025	10/12/2026	10/24/2026
10/27/2025	11/8/2025	10/26/2026	11/7/2026
11/10/2025	11/22/2025	11/9/2026	11/21/2026
11/24/2025	12/6/2025	11/23/2026	12/5/2026
12/8/2025	12/20/2025	12/7/2026	12/19/2026

Digital Wireless Infrastructure Technician

Program Start Date:	Program End Date:
5/5/2025	6/6/2025
6/9/2025	7/11/2025
7/14/2025	8/15/2025
8/18/2025	9/19/2025
9/22/2025	10/24/2025
5/4/2026	6/5/2026
6/8/2026	7/10/2026
7/13/2026	8/14/2026
8/17/2026	9/18/2026
9/21/2026	10/23/2026

FINANCIAL INFORMATION

TUITION

DIPLOMA PROGRAMS

Programs	Clock Hours	Tution Cost	Duration
Broadband Digital Installer	200	$15,000.00	4 Weeks
Broadband Wireless Digital Installer	112	$8,500.00	2 Weeks
Broadband Fiber Digital Installer	109	$8,500.00	2 Weeks
Business Information Systems	240	$6,600.00	5 Weeks
Digital Wireless Infrastructure Technician	229	$10,000.00	5 Weeks
Lean Supply Chain Optimization	300	$7,500.00	15 Weeks
Project Business Controller	300	$7,500.00	15 Weeks
**The cost of textbooks for the diploma programs is included in the tuition cost.*			

OFFICE HOURS

The institution's Administration Office is available Monday through Friday from 8:00 AM to 4:00 PM EST. Additionally, the email server is on duty 24/7 and questions from students may be addressed by e-mail. Please refer to the Online Communication section in this catalog for more information on communicating with your professors.

CANCELLATION & REFUND POLICY

If a student withdraws from a program or is dismissed for ay reason, all refunds will be made as per the policy of the refund schedule:

1. Cancellation can be made in person, by electronic mail, by certified mail, or by termination.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.
3. Cancellation after the third business day, but before the first day of class, results in a refund of all monies paid.
4. For diploma programs, cancellation after attendance has begun, through 50% completion of the program, will result in a Pro Rata refund computed on the number of clock hours completed to the total program clock hours. Cancellation after completing more than 50% of the program will result in no refund.
5. Termination Date: In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.

6. Refunds will be made within thirty(30) days of termination of students' enrollment or receipt of cancellation from the student.

COURSE & PROGRAM CANCELLATION

Students who have registered for a course or a program that is cancelled by the institution will be given the opportunity to register for another course or receive a full refund of tuition and fees associated with that course.

COLLECTION POLICY

Learning Alliance Corporation requires that all tuition and fees be paid by the established due date. A $35 late fee will be assessed on any unpaid balance after the due date. If the balance remains overdue, we will attempt to contact the students via email and phone calls to resolve the debt before taking further action. If the account remains unpaid despite these efforts, the student's account may be placed on hold, preventing registration for future classes, access to transcripts, or receipt of diplomas. If necessary, the account may be referred to a third-party collection agency, with the student responsible for any additional collection fees. Students are encouraged to contact the Financial Services office to discuss payment arrangements if they are unable to pay the full balance immediately. It is the student's responsibility to ensure timely payment and to keep their contact information up to date. Learning Alliance Corporation reserves the right to amend this policy as needed, and any changes will be communicated to students.

FINANCIAL ASSISTANCE OPTIONS:

THE POST-9/11 GI BILL®

The Post-9/11 Veterans Education Assistance Act of 2008 (the "GI Bill®") expands the educational benefits available to many veterans who served on or after September 11, 2001. This legislation, effective August 1, 2009, provides financial support for education and housing to individuals with at least 90 days of aggregate service on or after September 11, 2001. Or individuals discharged with a service-connected disability after 30 days.

- To determine eligibility for Post-9/11 GI Bill® benefits, please visit Vets.gov for a Certificate of Eligibility.

General Benefits:

Students eligible for Post-9/11 GI Bill® benefits will receive a percentage of the following benefits on length of service:

- Tuition and fees, payable directly to the school, up to the national cap on the benefit. ($28,937.09 for 2024-25).
- A monthly house allowance, payable to the student, based on the Basic Allowance for Housing (BAH) for an E-5 with dependents.
- A yearly books and supplies stipend of up to $1,000 paid proportionately based on enrollment and paid directly to the student.

ADDITIONAL INFORMATION ON VETERANS BENEFITS:

Find detailed information on the following federal veteran programs:

- Post 9/11 GI Bill® - Chapter 33
- Yellow Ribbon Program – Supplement to Post-9/11 GI Bill®
- Montgomery GI Bill® - Chapter 30
- Survivors & Dependents Assistance Program – Chapter 35
- Montgomery GI Bill® - Selective Reserves – Chapter 1606
- Montgomery GI Bill® - Reserves Educational Assistance Program – Chapter 1607
- Vocational Rehabilitation – Chapter 31

RETAIL INSTALLMENT CONTRACT

Eligible students may be able to fulfill their financial obligation to LAC through participation in a Retail Installment Contract. Students wishing to participate in the RIC must satisfy the following eligibility criteria and be qualified by LAC as "Retail Installment Contract" Plan Participant:

1. The student must complete an Enrollment Agreement.
2. The cooperating Employer must agree, in a written notice presented to LAC prior to the start of classes, to pay the tuition of the student.
3. The student must remain employed by the cooperating employer.
4. The student must be accepted by LAC based on LAC's standard policy for admissions standards and criteria; and
5. The student must pay LAC prior to the start of classes. This amount represents the Program costs and fees.

Student understands that continued participation in the RIC Plan is subject to the student's continued employment with the cooperating employer and the cooperating employer's continued payment of student's tuition. Int the event hat either: (1) the student at any time, voluntarily or involuntarily, cease to be an employee of the cooperating employer; or (2) the cooperating employer ceases to pay student's tuition, the student, consistent with the terms of this agreement, will be obligated to pay outstanding tuition owed to LAC immediately or as agreed to as part of a special financial arrangement with LAC. Student further understand that LAC cannot guarantee that the designated cooperating employer will continue to participate in the Plan, as outlined above, for any period of time.

Other Funding Options Available **(for those who qualify):**

- Third Party Scholarships (as available)
- Third Party Financing
- Credit Card
- Money Order

ACADEMIC INFORMATION

DIPLOMA PROGRAMS

BROADBAND DIGITAL INSTALLER

PROGRAM DESCRIPTION

The Broadband Digital Installer Program is an intensive 200-hour blend of lectures and hands-on practice, aimed at equipping students with essential technical and safety skills for the telecommunications industry. Focused on practical expertise and adherence to safety standards, this program covers key areas including the OSHA 10, ANSI, and TIA 222 regulations and standards to ensure workplace safety and compliance.

PROGRAM OBJECTIVE

Students will learn critical skills such as safe climbing, rigging, and hoist operations aligned with ANSI 10.48 standards, and advanced rescue techniques. The program delves into the technicalities of telecommunications systems, including lines and antennas, with a strong emphasis on modern methods for antenna alignment, cable management, and weatherproofing. Additionally, course on RF EME hazard mitigation, cell site basics, CAD welding, grounding, and first aid equip students with the comprehensive knowledge needed for fieldwork.

With a curriculum that integrates material handling, project planning, (SOW and JHA), and soft skills development (communication, teamwork, problem-solving), graduates of this program will be well-prepared to enter the workforce as proficient, safety-conscious telecommunication technicians, ready to meet the industry's current and future demands.

PROGRAM BREAKDOWN

Course Code	Course Title	Clock Hours
17BB - 1	Regulations and Standards	15
17BB - 2	Authorized Climber	30
17BB - 3	Rigging and Hoist Operation	20
17BB - 4	Lines and Antennas	20
17BB - 5	Ropes and Knots	10
17BB - 6	RF EME Hazard Identification and Mitigation	10
17BB - 7	Cell Site Basics	10
17BB - 8	CAD Welding and Grounding	10
17BB - 9	Advanced at Height Rescue	20
17BB - 10	First Aid and CPR	20
17BB - 11	Material Handling and Transportation	15
17BB - 12	SOW and JHA	10
17BB - 13	Power Skills	10
	TOTAL:	200

BROADBAND DIGITAL INSTALLER

INSTRUCTIONAL FORMAT & ASSESSMENT METHOD

Instruction Method	Assessment Type	Details
Classroom Lectures	Written Exams	Multiple-choice tests on safety regulations, RF exposure, and telecommunications systems
Hands-On Training	Practical Demonstrations	Students must demonstrate skills in climbing, rigging, welding, and alignment under instructor supervision
Simulated Work Environments	Performance Evaluations	Realistic worksite setups to assess student proficiency in job tasks
LMS-Based Learning	Online Quizzes	LMS modules covering certification prep & industry standards
Final Exam	Final Skills Test	A comprehensive assessment covering all competencies learned

CERTIFICATION TESTING BREAKDOWN

Certification Name	Provider	Exam Details	Assessment Type	Passing Criteria
Authorized Climber & Rescuer	E System	Covers climbing and at-height rescue operations	Written & Practical Exam	Written: 70% or higher Practical: Pass/Fail
CPR and First Aid	HSI	Life-saving procedures and emergency response	Written & Hands-On	70% or higher
OSHA 10 Certification	HSI	Workplace safety and hazard prevention	Online / Written Exam	70% or higher
Antenna Alignment – 3Z RF Vision	VIAVI	Hands-on certification for antenna alignment	Performance-Based	Pass/Fail
LAC Certificates of Completion	LAC	Covers specialized training in: Basic Rigging, Capstan Hoist, RF/EME Safety, Crane Spotter & Signal Person	Practical & Written Assessments	80% or higher
NWSA Telecommunications Tower Technician 1 (TTT-1) Exam Prep *(Optional)*	NWSA	Industry-recognized credential for tower technicians	N/A	N/A

BROADBAND WIRELESS DIGITAL INSTALLER

PROGRAM DESCRIPTION

The Broadband Wireless Digital Installer Program offers specialized training in wireless data center, fixed wireless, in-building wireless, and coaxial broadband infrastructure. It encompasses a range of topics including the installation and operation of data center services, with a focus on the latest 5G technologies, as well as distributed antenna architecture. Key aspects of the curriculum cover regulations and standards relevant to wireless technology, safety protocols including OSHA standards and RF/EME hazard awareness, and essential skills for working in wireless environments like authorized climbing and rigging operations.

In addition to technical skills, the program emphasizes the development of professional soft and hard skills, preparing students for various workplace scenarios. The course also includes detailed insights into LTE inspections and guidelines. Upon completion, students receive certification exam vouchers for the NCTI Applying Wi-Fi Technologies Certification, endorsing their proficiency in the field. They also are provided certification exam vouchers for certifications through JMA Wireless on antenna connector training. This concise program is tailored for those seeking a career in the evolving domain of wireless data center installations.

PROGRAM OBJECTIVE

The program objectives center around career readiness for individuals interested in joining the telecommunications industry as a data center, in-building wireless or distributed antenna system technician. Students are prepped through hands on practical labs.

PROGRAM BREAKDOWN

Course Code	Course Title	Clock Hours
17BB – 01W	Installing Data Center Services	16
17BB – 03W	Data Center System Operations	14
17BB – 04W	Installing Data Center Components	12
17BB – 11W	Installing 5G Data Center Technologies	14
19BW – 12	Regulations and Standards	8
19BW – 13	OSHA And Wireless RF/EME and Hazards	8
19BW – 14	Authorized Climber	12
19BW – 15	Soft and Hard Skills	8
19BW – 16	Rigging and Hoist Operation	12
19BW – 17	LTE Inspections and Guidelines	8
	TOTAL:	**112**

BROADBAND WIRELESS DIGITAL INSTALLER

INSTRUCTIONAL FORMAT & ASSESSMENT METHOD

Instruction Method	Assessment Type	Details
Classroom Lectures	Written Exams	Covers wireless data centers, broadband infrastructure, and safety standards
Hands-On Training	Practical Assessments	Installation and troubleshooting of DAS and fixed wireless networks
Lab-Based Simulations	Practical Assessments	Use of specialized tools for LTE inspections and antenna alignment
LMS-Based Learning	Online Quizzes	Reinforces technical concepts through self-paced modules
Final Exam	Final Project	Students complete a full wireless broadband deployment scenario

CERTIFICATION TESTING BREAKDOWN

Certification Name	Provider	Exam Details	Assessment Type	Passing Criteria
Applying Wi-Fi Technologies Certificate	LAC	Covers Wi-Fi deployment, troubleshooting, and optimization	LMS Exam	80% or higher
JMA Wireless Antenna Connector Training Certification	JMA Wireless	Hands-on training in antenna connectors and DAS installation	Performance-Based	Pass/Fail
Structured Cabling, Testing & Troubleshooting	VIAVI	Running and terminating network cables, verifying connectivity, and ensuring signal integrity	Performance-Based	Pass/Fail
CAA/Sweep Training	VIAVI	Pinpoint fiber faults, micro bends, macro bends, and high-loss events using OTDR trace analysis.	Quiz & Practical Exam	80% or higher

BROADBAND FIBER DIGITAL INSTALLER

PROGRAM DESCRIPTION

The Broadband Fiber Digital Installer Program is a specialized training course designed to equip students with practical skills and knowledge in broadband fiber technology. The program, encompassing 109 instructional hours, includes modules on installing fiber optic services, fiber optic system operations, installing fiber components, and installing OSP technologies.

Key aspects of the course include comprehensive training in fiber optic applications, communications system utilizing fiber optics, and the specific components used in fiber optic networks. Practical skills in the installation of fiber optic cables, both in premises and outside plant environments, are emphasized. The program also focuses on critical techniques in splicing, termination, and testing of fiber optic components and cable plants.

A significant portion of the training involves hands-on lab exercises, where students gain experience using VIAVI fiber testing equipment and Sumitomo fusion splicers. This practical approach ensures that students are well-prepared for real-world scenarios in fiber optic technology.

Upon completion, participants are provided exam vouchers for certification from VIAVI, Sumitomo, and the Fiber Broadband Association's OpTIC Path Certification, reflecting their skills and knowledge in the field. This program is tailored for individuals aiming to develop a career in fiber optics and digital service installations, providing them with the necessary tools and certifications to excel in the industry.

PROGRAM OBJECTIVE

The program objectives center around career readiness for individuals interested in joining the telecommunications industry as a fiber optic technician or other outside plant related job position. Students are prepped through hands on practical and labs.

PROGRAM BREAKDOWN

Course Code	Course Title	Clock Hours
17BB – 01F	Installing Fiber Optic Services	16
17BB – 03F	Fiber Optic System Operations	14
17BB – 04F	Installing Fiber Optic Components	12
17BB – 11F	Installing OSP Technologies	14
19BF – 12	Overview of Fiber Optic Applications and Installations	05
19BF – 13	Communications Systems Utilizing Fiber Optics	08
19BF – 14	Fiber Optic Components Appropriate for Fiber Optic Networks	08
19BF – 15	Installation Of Premises and Outside Plant Fiber Optic Cable	08
19BF – 16	Splicing And Termination	08
19BF – 17	Testing Fiber Optic Components and Cable Plants	08
19BF – 18	Hands-On Lab Exercises Including Hands-On Splicing, Termination and Testing	08
	TOTAL:	**109**

BROADBAND FIBER DIGITAL INSTALLER

INSTRUCTIONAL FORMAT & ASSESSMENT METHOD

Instruction Method	Assessment Type	Details
Classroom Lectures	**Written Exams**	Covers fiber optic fundamentals, installation standards, and safety procedures
Hands-On Training	**Performance Evaluations**	Fiber optic cable splicing, termination, and installation techniques
Lab-Based Simulations	**Practical Assessments**	Use of OTDRs, fusion splicers, and fiber power meters in real-world scenarios
LMS-Based Learning	**LMS Quizzes**	Reinforces fiber optics theory through self-paced online modules
Final Exam	**Final Project**	Students complete a full fiber optic network installation and testing scenario

CERTIFICATION TESTING BREAKDOWN

Certification Name	Provider	Exam Details	Assessment Type	Passing Criteria
VIAVI Fiber Optic Testing Certification	**VIAVI**	Covers fiber optic loss testing, OTDR analysis, and troubleshooting	**Written & Practical Exam**	Pass/Fail (must correctly interpret OTDR test results)
Sumitomo Fusion Splicing Certificate	**Sumitomo**	Hands-on certification for fusion splicing	**Performance-Based**	Splice loss ≤ 0.1 dB
Fiber Broadband Association OpTIC Path Certification	**FBA**	Industry-recognized certification in fiber optics installation and testing	**Written & Practical Exam**	Successful fiber termination, splicing, and testing
OSHA 10 Certification	**OSHA**	Workplace safety and hazard prevention	**Online / Written Exam**	70% or higher

BUSINESS INFORMATION SYSTEMS

PROGRAM DESCRIPTION

Within this program, students will learn how to leverage the Microsoft Office suite and other technical programs as intelligent tools towards the management of job responsibilities. This program in Business Information Systems consists of courses that provide detailed instruction on using the most popular application of Microsoft®, Windows®, Word®, Excel®, and PowerPoint®. The program includes specific instructions for each application selected including theory and a hands-on project.

PROGRAM OBJECTIVE

Our Business Information Systems program provides key technical skills needed for employees and managers to use technology to its fullest ability. This training will help the students seek employment in the following positions: Microsoft office specialist, general clerical office, administrative assistant, lead office administrator, and executive assistant.

PROGRAM BREAKDOWN

Course Code	Course Title	Clock Hours
1010-1	MS Outlook (Level 1)	10
1010-2	MS Outlook (Level 2)	15
1010-3	MS Outlook (Level 3)	15
1011-1	MS Word (Level 1)	10
1011-2	MS Word (Level 2)	15
1011-3	MS Word (Level 3)	15
1012-1	MS Excel (Level 1)	10
1012-2	MS Excel (Level 2)	15
1012-3	MS Excel (Level 3)	15
1014-1	MS Access Level (Level 1)	10
1014-2	MS Access Level (Level 2)	15
1014-3	MS Access Level (Level 3)	15
1015-1	MS SharePoint Designer (Level 1)	10
1015-2	MS SharePoint Designer (Level 2)	15
1015-3	MS SharePoint Designer (Level 3)	15
1016-1	MS Project (Level 1)	10
1016-2	MS Project (Level 2)	15
1016-3	MS Project (Level 3)	15
	TOTAL:	**240**

BUSINESS INFORMATION SYSTEMS

INSTRUCTIONAL FORMAT & ASSESSMENT METHOD

Instruction Method	Assessment Type	Details
Classroom Lectures	Written Exams	Tests covering Microsoft Office applications and business systems
Hands-On Training	Performance Evaluations	Real-world office software projects
Simulated Office Tasks	Practical Assessments	Assignments on document creation, spreadsheets, and presentations
LMS-Based Learning	Online Quizzes	Reinforcement of technical skills through interactive modules
Final Exam	Practical Final	Students complete a business information systems project

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DIGITAL WIRELESS INFRASTRUCTURE TECHNICIAN

PROGRAM DESCRIPTION

Rapid growth and expansion of 5G initiatives nationwide has placed demand for skilled workers to install and deploy 5G systems. Our Digital Wireless Infrastructure Technician Program prepares a student for a career in wireless by providing the initial foundations of job site safety, industry fundamental knowledge and technical skills. The student will perform installation of 5G, antenna and small cell devices on multiple structures utilizing a number of industry standard tools and operating necessary equipment to complete defined statements of work. Upon completion of the course, students will be knowledgeable in industry safety standards, RF/EME standards and troubleshooting wireless systems built on fiber or coaxial backhaul.

PROGRAM OBJECTIVE

Our Digital Wireless Infrastructure Technician Program presents background information and installation practices pertaining to5G, small cell and antenna system deployment on multiple structures. Students will learn the fundamentals of active and passive wireless system design that connects people and businesses together in a blended online and hands on environment.

PROGRAM BREAKDOWN

Course Code	Course Title	Clock Hours	Delivery Method
19BF – 12	Overview of Fiber Optic Applications and Installations	15	**Lab (On-ground)**
19BF – 13	Communications Systems Utilizing Fiber Optics	15	**Lab (On-ground)**
19BF – 14	Fiber Optic Components Appropriate for Fiber Optic Networks	15	**Lab (On-ground)**
19BF – 16	Splicing and Termination	15	**Lab (On-ground)**
19BW – 12	Regulations and Standards	15	**Lab (On-ground)**
19BW – 13	OSHA and Wireless RF/EME And Hazards	15	**Lab (On-ground)**
19BW – 14	Authorized Climber	24	**Lab (On-ground)**
19BW – 15	Soft and Hard Skills	15	**Lab (On-ground)**
19BW – 16	Rigging and Hoist Operation	15	**Lab (On-ground)**
19BW – 17	LTE Inspections and Guidelines	15	**Lab (On-ground)**
17SS - 60	Soft Skills Training for The Workplace 1	8	**(Online)**
17SS - 61	Soft Skills Training for The Workplace 2	8	**(Online)**
17SS - 62	Soft Skills Training for The Workplace 3	8	**(Online)**
17SS - 63	Soft Skills Training for The Workplace 4	8	**(Online)**
17PP - 70	Personal Performance Management 1	8	**(Online)**
17PP - 71	Personal Performance Management 2	8	**(Online)**
17PP - 72	Personal Performance Management 3	8	**(Online)**
17PP - 73	Personal Performance Management 4	8	**(Online)**
17PP - 74	Personal Performance Management 5	6	**(Online)**
	TOTAL:	**229**	

DIGITAL WIRELESS INFRASTRUCTURE TECHNICIAN

INSTRUCTIONAL FORMAT & ASSESSMENT METHOD

Instruction Method	Assessment Type	Details
Classroom Lectures	LMS Quizzes	Covers wireless infrastructure, RF safety, and 5G deployment
Hands-On Training	Practical Assessments	Installation and troubleshooting of small cell and antenna systems
Lab-Based Simulations	Practical Assessments	Use of fiber, coaxial, and wireless tools in a controlled environment
LMS-Based Learning	LMS Quizzes	Reinforces theoretical knowledge through self-paced modules
Final Exam	Final Project	Students complete a full wireless deployment scenario

CERTIFICATION TESTING BREAKDOWN

Certification Name	Provider	Exam Details	Assessment Type	Passing Criteria
Authorized Climber & Rescuer	E System	Covers climbing and at-height rescue operations	Written & Practical Exam	Written: 70% or higher Practical: Pass/Fail
CPR and First Aid	HSI	Life-saving procedures and emergency response	Written & Hands-On	70% or higher
OSHA 10 Certification	HSI	Workplace safety and hazard prevention	Online / Written Exam	70% or higher

PROJECT BUSINESS CONTROLLER

PROGRAM DESCRIPTION

This course is designed to provide the student with a basic understanding of the Project Management Processes – Project Initiation; Project Planning; Project Execution; Project Monitoring and Control; Project Closing. The emphasis is on integrating proven project management processes into an organization culture. The goal is to enable students to leverage an organization culture with project management processes rather than impose processes on the organization and lay a foundation for continuous improvement of the organization's project management processes as the organization realizes the benefits of a project management methodology.

PROGRAM OBJECTIVE

This course is designed to provide the student with a basic understanding of the Project Management Processes – Project Initiation; Project Planning; Project Execution; Project Monitoring and Control; Project Closing.

PROGRAM BREAKDOWN

Course Code	Course Title	Clock Hours
17PM -1	Introduction to Project Management	6
17PM -2	Concepts and Implementation	15
17PM -3	Designing Templates Section 1	16
17PM -4	Project Planning Process	20
17PM -5	Designing Templates Section 2	15
17PM -6	Project Execution	20
17PM -7	Project Monitoring and Control Section 1	16
17PM -8	Project Monitoring and Control Section 2	16
17PM -9	Project Closing Section 1	16
17PM -10	Project Closing Section 2	16
17SS - 60	Soft Skills Training for the Workplace 1	16
17SS - 61	Soft Skills Training for the Workplace 2	16
17SS - 62	Soft Skills Training for the Workplace 3	16
17SS - 63	Soft Skills Training for the Workplace 4	16
17PP - 70	Personal Performance Management 1	16
17PP - 71	Personal Performance Management 2	16
17PP - 72	Personal Performance Management 3	16
17PP - 73	Personal Performance Management 4	16
17PP - 74	Personal Performance Management 5	16
	TOTAL:	**300**

PROJECT BUSINESS CONTROLLER

INSTRUCTIONAL FORMAT & ASSESSMENT METHOD

Instruction Method	Assessment Type	Details
Classroom Lectures	LMS Quiz	Tests covering project management principles and best practices
Case Study Analysis	Lab Submissions	Real-world project case studies requiring problem-solving and strategic planning
Project Simulations	Hands-On Application	Students simulate real-world project workflows and process controls
LMS-Based Learning	LMS Quizzes	Self-paced modules reinforcing PMBOK-aligned methodologies
Final Exam	LMS Test	Students complete a full project lifecycle analysis

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LEAN SUPPLY CHAIN OPTIMIZATION

PROGRAM DESCRIPTION

This Lean Supply Chain Optimization training is designed to develop a professional who is well versed in the Lean Sigma Methodology who leads or supports improvement projects. This Lean Supply Chain Optimization class will provide a thorough understanding of all aspects within the phases of D-M-A-I-C. In addition, you will learn how to perform and interpret Six Sigma tools and how to use standard principles of Lean. The cases used in this class will be covered more in depth, allowing the student to experience the level of detail a Green Belt would support. At this level the student is also encouraged to take a certification exam to quantify their skills based on an industry exam.

PROGRAM OBJECTIVE

This Lean Supply Chain Optimization class will provide a thorough understanding of all aspects within the phases of D-M-A-I-C. In addition, you will learn how to perform and interpret Six Sigma tools and ho to use standard principles of Lean.

PROGRAM BREAKDOWN

Course Code	Course Title	Clock Hours
17LS - 1	Course Overview – Why Six Sigma?	4
17LS - 2	How to Deploy Six Sigma	5
17LS - 3	Define – Project Definition	20
17LS - 4	Define Project Scheduling	8
17LS - 5	Define - Change management/Teams	15
17LS - 6	Measure - Tools and Objectives	15
17LS - 7	Measure - Establishing	15
17LS - 8	Measure - X-Bar Charts	8
17LS - 9	Measure - Individuals Data	12
17LS - 10	Measure – Process Capability	10
17LS - 11	Measure – Attribute Charts	5
17LS - 12	Analyze - Introduction	10
17LS - 13	Analyze - Lean Thinking	15
17LS - 14	Improve – Tools and Objectives	6
17LS - 15	Control – Tools and Objectives	8
17SS - 60	Soft Skills Training for The Workplace 1	16
17SS - 61	Soft Skills Training for The Workplace 2	16
17SS - 62	Soft Skills Training for The Workplace 3	16
17SS - 63	Soft Skills Training for The Workplace 4	16
17PP - 70	Personal Performance Management 1	16
17PP - 71	Personal Performance Management 2	16
17PP - 72	Personal Performance Management 3	16
17PP - 73	Personal Performance Management 4	16
17PP - 74	Personal Performance Management 5	16
	TOTAL:	**300**

LEAN SUPPLY CHAIN OPTIMIZATION

INSTRUCTIONAL FORMAT & ASSESSMENT METHOD

Instruction Method	Assessment Type	Details
Classroom Lectures	Written Exams	Tests covering Lean Six Sigma principles and D-M-A-I-C methodology
Case Study Analysis	Performance Evaluations	Real-world case studies requiring problem-solving and application of Lean tools
Process Simulations	Hands-On Application	Students analyze and optimize supply chain scenarios using Lean techniques
LMS-Based Learning	Online Quizzes	Self-paced modules to reinforce key Lean and Six Sigma concepts
Final Exam	Final Project	Students complete an optimization project demonstrating mastery of methodologies

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ADMISSION REQUIREMENTS

General Requirements for Diploma Programs:

- Must be 18 years of age or older
- Have a valid government issued ID
- High School Diploma or GED

Special Requirements for:

Broadband Digital Installer, Broadband Wireless Digital Installer, Broadband Fiber Digital Installer, and Digital Wireless Infrastructure Technician

- Travel Requirement: Must be willing to travel out of market/state (50% minimum)
- Background Check: Must pass background, driving record, and drug testing
- Physical Requirements:
  - Must be able to carry 50-75 lbs.
  - Must be physically fit for duty.
  - No fear of heights (work is at 150-500 feet).
  - Ability to work in various outdoor conditions (summer and winter).
  - Must weigh under 225 pounds.
- Additional Skills: Basic mechanical skills

Lean Supply Chain Optimization

- Certification: Must have completed a Yellow Belt Sigma class or passed the Yellow Belt exam.
- Suggest Experience: Ideally, students should have 2+ years of experience in Lean Sigma environment.

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APPLICATION FOR ADMISSION

All persons interested in applying for admission to the institution should complete an application which must be completed before speaking with Financial Services. Admissions Applications expire after ninety (90) days. Applicants must submit all required application documents to be considered for admission. These documents include drivers license or valid state identification, social security card, and Form DD-214 if utilizing GI Bill® benefits. Once a decision is made, an email will be sent to the candidate with further instructions. Candidates will be contacted by their admissions agent regularly to ensure the completed documents are received by the office.

REACTIVATION OF ADMISSION APPLICATION

An individual who has been accepted for admission to Learning Alliance Corporation, but who has not attended any courses, has their original application for ninety (90) days from the term in which the individual was first accepted. In situations longer than ninety (90) days, the application proc**ess must be** started again with a new application.

ORIENTATION

Prior to attending classes, new students, as well as those returning to the institution after one term or more of non-attendance, are required to participate in an orientation program. Attendance is mandatory. This program is designed to acquaint students with the policies of the institution.

GRADUATION REQUIREMENTS

To graduate from Learning Alliance Corporation, and to receive a diploma, the student must:

- Complete all credits or clock hours as stated in the catalog.
    - Example: if student does all quizzes in a program, but fails to report to the last day of class to take the final exam, the student will fail the final exam and forfeit all theory hours in the program. If the program has 50 theory hours and 50 lab hours, a failure to do the final exam will result in only 50 hours completed in the program – therefore, the student will be placed on a SAP Hold and required to take remedial steps to resolve the issue.
- Met satisfactory academic progress.
- Fulfill all monetary obligations.

CREDENTIALS AWARDED

Program	Credit/Clock hrs. Required	Credential Awarded
Broadband Digital Installer	200 Clock hrs.	Diploma
Lean Supply Chain Optimization	300 Clock hrs.	Diploma
Project Business Controller	300 Clock hrs.	Diploma
Business Information Systems	240 Clock hrs.	Diploma
Digital Wireless Infrastructure Technician	229 Clock hrs.	Diploma
Broadband Wireless Digital Installer	112 Clock hrs.	Diploma
Broadband Fiber Digital Installer	109 Clock hrs.	Diploma

DEFINITION OF A UNIT OF CREDIT OR CLOCK HOUR

- Our diploma program is based on the clock hour system which is defined as follows; one clock hour equals 50 minutes of instruction in the presence of an instructor with a ten-minute break.
- Our degree program follows the Carnegie unit calculation method for awarding course credit. As an example, we calculate 1 credit hour to be 15 theory hours.
  To that end, our courses are typically 3 credit courses and will require 45 hours of total instruction. Additionally, the student must be prepared to complete assignments, research, and other course related activities.

TRANSFER OF CREDITS

Diploma Program: Our program is non-credit bearing and does not provide credit by prior learning or examination. In addition, the transfer of credits, certificates or contact hours earned at this institution is at the discretion of the accepting institution.

Degree Program: Transfer applicants must meet all the admission requirements of Learning Alliance Corporation. The institution's transfer policy is designed to recognize previously earned credits. Individuals who have earned credit at other institutions are encouraged to find out which courses may apply. Students may qualify to use up to 18 credits earned elsewhere towards Learning Alliance Corporation. Learning Alliance Corporation will evaluate transfer credits from other institutions on a course-by-course basis. Transferability of credits is based on similar content and course objectives. Qualified credits will only be accepted if the grade earned was at least a "B".
Transfer of credit is at the discretion of Learning Alliance Corporation.
Transfer of credits from Learning Alliance Corporation to another institution is at the discretion of the receiving institution, it is the students responsibility to confirm whether credits will be accepted by another institution of their choice.

ADVANCED PLACEMENT

Learning Alliance Corporation does not grant credits for work experience or examination.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Federal and State laws restrict the release of confidential student records and information. Students have a right to inspect their educational records and are protected from release of information without their written consent, except for subpoenaed request from courts with appropriate jurisdiction. Students must make written requests for transcripts and other academic information. Requests by unauthorized third parties and telephone requests will not be honored.

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ONLINE DELIVERY

DISTANCE LEARNING ORIENTATION

Students in distance learning must attend orientation prior to attending classes, new students, as well as those returning to the school after one term or more of non-attendance, are required to participate in an orientation program. Attendance is mandatory. This program is designed to acquaint students with the policies of the school. Online students can use Zoom to attend the orientation.

ASSESSMENT AND GRADING

Faculty members are assigned to teach and evaluate student performance based on their set curriculum, class preparations and assess students according to set learning outcomes. Grades are provided to students for successful completion of assignments, research, and examinations.

EXAMS

Examinations shall be given during the scheduled time and day of the class as designated in the class outline provided by the instructor. The use of forums, chats, and other communication tools gives instructors the opportunity to provide continuing evaluation and feedback to students as they prepare for their formal evaluations. Formal evaluations are implemented using assignments or quizzes. For assignments, the student submits a text file; the instructor corrects it, gives feedback, and assigns a grade. Quizzes are corrected automatically, and the grading is instantaneous.

ACADEMIC RECORDS

Original copies of student exams are maintained in each student's education file while they are in attendance and for a period of three years after their last day of attendance. Transcripts are maintained by the student records office. Each transcript documents student grades and can be reviewed upon written request.

Permanent copies of all student records are maintained at the school. There is a 10-business day waiting period for delivery of official transcripts and/or Diploma.

All students will be given one copy of the following documents: progress report/evaluation and schedule for each grading period, and a completed transcript.

LABORATORY COURSES

Students will need to come in on a mandatory basis to take the laboratory section of the program at Learning Alliance Corporation. The laboratory courses will be the last portion of the program.

TECHNICAL SUPPORT

There is 24 hours a day and 7 days a week technical assistance regarding our online system. For technical assistance, please email us at farnold@mylearningalliance.com.

EQUIPMENT AND SUPPLIES

Minimum Requirements

- Internet Access
- Headset or speakers
- Adobe Reader (free version)
- Computer and processor: 1 gigahertz (GHz) or faster x86- or x64-bit processor with SSE2 instruction set.
- Memory (RAM): 2 gigabyte (GB) RAM (32-bit); 2 gigabytes (GB) RAM (64-bit)
- Hard Disk: 30 gigabytes (GB) available
- Display: Graphics hardware acceleration requires a DirectX10 graphics card and a 1024 x 576 or higher resolution monitor.
- Operating System: Office 2013 runs on 32-bit and 64-bit versions of Microsoft Windows operating systems. When running Office 2013 32-bit on a 64-bit version of a Windows operating system, the program runs in the 32-bit layer of the Windows operating system. Office 2013 32-bit products are supported on the following Windows operating systems:
    - Windows 7 (32- or 64-bit)
    - Windows 8 (32- or 64-bit)
    - Windows 8.1 (32- or 64-bit)

STUDENT CODE OF CONDUCT

Unsatisfactory conduct includes unethical behaviors such as cheating on assignments or exams, plagiarizing material, submitting the same or essentially the same papers for more than one course without the consent of all professors concerned, misappropriating library materials, uploading any material to the eLearning platform without permission, and destroying or tampering with computer files or software. Other violations include knowingly or intentionally helping another person violating any part of this policy. As a result of such behavior, students will receive a zero for the work and, depending on the particular incident, may fail the course. A written report will be issued to the Academic Coordinator, and a copy of the report will be placed in the students file. If the violation is such that it tempers with the running of the course and/or the eLearning platform, student will be immediately dismissed from the institution.

STUDENT SERVICES

Students will receive advisement and/or counseling with the following topics: Academic Planning which includes academic advising, inquiry about additional course offerings, registration for courses, completion of administrative forms, and Learning Management System access. Student services also include Financial Advisement and Personal Academic issues. In addition, the student will also receive career services assistance, which will consist of identifying opportunities and advising the student on appropriate means of attempting to realize those opportunities.

ACADEMIC ADVISING

Upon enrollment, Learning Alliance Corporation provides academic advising by assigning an academic advisor who assists the student in attaining his/her educational goals and fulfilling our institution requirements. The advisor will be able to offer a more valuable insight into the student educational planning, by contacting the student and having a greater understanding of the student expectations and experience. The academic advisor is responsible for providing professional and personal academic supervision to a student enrolled in a program. The academic advisor will work directly on a personal basis with each student to provide academic advisement, guidance, and prompt feedback to each student who enrolls at the institution or asks for assistance.

ACADEMIC COUNSELING

Academic counseling is available to all students during the admissions process and throughout the program. Any problem the institution is not able to address will be referred to community organizations and agencies to better meet the student needs.

CAREER SERVICES

The institution does not make any guarantees of employment or salary upon graduation. The institution will offer career services, which will consist of identifying employment opporunti4es and advising on appropriate means of attempting to realize these opportunities. The Career Services advisor will help the student in creating a resume, sharpen students' interviewing skills, and advise on strategies for search current job opportunities.

LEAVE OF ABSENCE

The Leave of Absence (LOA) policy allows students to temporarily stop active participation in a program due to mitigating circumstances while still intending to complete their studies. Students must submit a request in advance, using a Leave of Absence request form, which must be approved by the registrar. The registrar will document the return date and review the LOA policy with the student. The leave of absence can last up to 180 days within a 12-month period. The student's return will align with the next cohort cycle. If a student leaves without approval or does not return as scheduled, their enrollment will be terminated, and a refund will be calculated per the Cancellation & Refund Policy, with the withdrawal date being the student's last recorded attendance date.

SATISFACTORY ACADEMIC PROGRESS

GRADING SYSTEM

Grades are based on the quality of work as shown by written tests, term papers, projects, and hands-on lab assignments as indicated on the course syllabus. Faculty members will provide students with an individual evaluation of performance for each course. Grades are posted onto the student's academic record, which is kept permanently.

Letter Grade	Quality Points	Definition
A+	4.0	95 - 100% - Excellent
A	3.75	90 - 94%
B+	3.5	85 - 89%
B	3.0	80 - 84%
C+	2.5	75 - 79%
C	2.0	70 - 74%
D+	1.5	65 - 69%
D	1.0	60 - 64%
F	0	Fail
I	0	Incomplete
P	0	Pass
W	0	Withdrawal
X	0	Ongoing
NR	0	Grade Not Reported
WF	0	Withdrawal after 60% course completion
T	0	Transfer
NP	0	No Pass
R	0	Repeat

ATTENDANCE

Early departures, class cuts, tardiness, etc., for any portion of a class period will result in the hours missed being subtracted from that day's overall hours completed. Students exceeding **6% (percentage)** total absences of scheduled hours in a cohort will be terminated from their program for unsatisfactory attendance. Emergency absences due to illness or family matters should be reported to the instructor immediately.

STANDARDS OF SATISFACTORY ACADEMIC PROGRESS

All students must maintain satisfactory academic progress to remain enrolled at the institution. Satisfactory academic progress is determined by measuring the student's cumulative grade point average (CGPA) and the student's rate of progress toward completion of the academic program. These are outlined below.

SATISFACTORY ACADEMIC PROGRESS

SAP – Quantitative Criteria

Students must complete at least **67%** of credit hours attempted each semester to remain compliant with SAP Policy. Credit hour progression will be based on a cumulative total of attempted hours to earned hours. For example, if a student enrolls for twelve term credit hours the student is required to successfully complete a minimum of eight term credit hours (12 x 67% = 8) for the term. Failure to meet these standards may result in student being placed on probation.

SAP – Qualitative Criteria

A student must achieve a Cumulative Grade Point Average of **2.0** at the midpoint of the program and must have earned **75%** of the credits attempted. A student who does not achieve these criteria will be placed on probation for the rest of the academic term. A student on academic probation who earn less than **2.0** in his/her cumulative average will be continued on academic probation. Academic probation may be removed only by earning a **2.0** CGPA or higher on the next term.

Students placed on probation will be notified in writing and will receive academic advising to assist them in grade improvement.

SAP – Evaluation

1. Students are evaluated at the end of the academic term.
2. If a student fails a course before the academic term ends, they are immediately placed on academic probation.
3. The student will remain on academic probation until they retake the failed course when it is next offered and pass on the next attempt.
4. If the student takes the course a second time and passes it, the student is removed form academic probation.
5. If the student fails the course a second time, the student could be academically dismissed from the institution.

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SAP Evaluation – Timeframe to Complete (MTF) Policy

The maximum allowable timeframe for students to remain active in the program is as follows:
The credit hours attempted cannot **exceed 1.5 times the credit hours required** to complete the program. The student will be withdrawn once it is determined that he/she has exceeded the allowable maximum time frame.

Program	Program Length	Maximum Allowed Timeframe
Associate of Science in Telecommunications	24 Months	36 Months
Business Information Systems	240 clock hrs.	360 clock hrs.
Broadband Digital Installer	200 clock hrs.	300 clock hrs.
Lean Supply Chain Optimization	300 clock hrs.	450 clock hrs.
Project Business Controller	300 clock hrs.	450 clock hrs.
Broadband Fiber Digital Installer	109 clock hrs.	164 clock hrs.
Broadband Wireless Digital Installer	112 clock hrs.	168 clock hrs.
Digital Wireless Infrastructure Technician	229 clock hrs.	344 clock hrs.

CGPA REQUIREMENTS

Students at the graduate level must meet a minimum CGPA requirement throughout their enrollment to be considered for making satisfactory academic progress. CGPA will be reviewed at the end of each term after grades have been posted to determine if the student's CGPA is in compliance.

GRADE CHANGE

A change in grade must be resolved by the end of the term following the term in which the grade was originally issued. Grade changes must be submitted from the faculty to the institution registrar on the official

COMPUTATION OF CUMULATIVE GRADE POINT AVERAGE

The cumulative Grade Point Average (CGPA) is computed by assigning every component a percentage based on its portion of the total hours comprising the student's program. Quality points are assigned to each grade given. The CGPA will be calculated by totaling the assigned quality points.

POLICIES AND PROCEDURES

Please see "Students Receiving VA Educational Benefits" for additional information

EXAMINATIONS

Examinations shall be given during the scheduled time and day of the class as designated in the class outline provided by the instructor. Any exception to this policy must be approved by the student and LAC. All classroom and online examination are subject to this policy. Students failing to attend a scheduled exam time may be subject to a forfeiture of the exam and required to reschedule and pay for a new exam voucher.

PROCEDURE TO INSPECT EDUCATION RECORDS

A student has the right to inspect his or her educational records and to challenge the contents. To review records, a student must make a request in writing to Learning Alliance Corporation 5910 Breckenridge Parkway, Suite A, Tampa, Florida 33610. The written request must identify as precisely as possible the record or records he or she wishes to inspect. An appointment to review the records with the student will then be set up.

ACADEMIC WARNING OR PROBATION

If the student falls below the criteria on the SAP listed above in the catalog, he/she will be placed on a probationary period (*the period is specified above on the SAP)*. At the end of the probationary period, if the student has not satisfied the specified requirements, he/she may be terminated from the institution. Students meeting the requirement at the end of the probationary period will be removed from this status.

Probation is an administrative status. Students on probation are at risk of termination from the program. Students on probation are monitored more closely, requiring academic advising on a regular basis to determine student progress. Students on probation may be required to attend extra course sessions. Students placed on probation will be notified in writing and will receive academic advising to assist them in grade improvement.

SUSPENSION & DISMISSAL

Students are eligible to apply for readmission after a minimum of one term, and, if permitted to return, will be on academic probation. If at any time after having once been suspended a student on probation has a cumulative average below the minimum required, the student will be dismissed from the institution and not be eligible to return. Any appeals for failure to maintain satisfactory progress, attendance, conduct, must be made in writing to the Director of Education within **15 days of notice of dismissal**. The student will be notified in writing of the decision. The maximum time limited given to a student to complete their program is 1.5 times the normal length of the program. A student not meeting these criteria will be terminated for not making satisfactory progress.

APPEALS PROCESS

Any appeals for the actions described above must be made in writing to the Director of Operations & Training who will consider the appeal. The Director of Operations & Training will have the final authority over the matter to make the decision whether to accept the students' appeal within 5 days. For the students appeal to be granted, the student will need to give evidence of satisfactory academic progress.

Derrick Francis, Director of Operations & Training
dfrancis@mylearningalliance.com

STUDENT CONDUCT POLICY

At Learning Alliance Corporation appropriate student conduct in each class and when communicating with others in the institution is very important. Any inappropriate conduct could result in dismissal from the institution.

The following types of conduct are unacceptable:

1. All forms of academic misconduct including, but not limited to cheating, fabrication, plagiarism, or facilitating academic dishonesty.
   Plagiarism: all work submitted by a student must represent the student's original endeavor. When outside sources are used as references, the student should identify the source to make clear the extent to which the source has been used. The institution considers plagiarism and falsification of documents a serious matter that will result in appropriate sanctions including loss of full or partial credit for the work, suspension for a specific period, or expulsion from the program.
2. Other forms of dishonesty include but are not limited to fabricating information, furnishing false information, or reporting a false emergency to the institution.
3. Forgery, alteration, or misuse of any institution's document, record, key, electronic device, or identification.
4. Unauthorized entry to, possession of, receipt of, or use of any institution services; equipment; resources; or properties, including the institution's name, insignia, or seal.
5. Sexual harassment, as defined here; sexual harassment is unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when submission to or rejection of this conduct explicitly or implicitly affects a person's education, unreasonably interferes with a person's educational performance, or created intimidating, hostile or offensive learning environment. In the interest of preventing sexual harassment, the institution will respond to reports of any such conduct.
   Stalking behavior in which an individual repeatedly engages in conduct directed at another person and makes a credible threat with the intent to pace that person in reasonable fear for

his or her safety, or the safety of his or her family; where the threat is reasonably determined by the institution to seriously alarm or torment the person; and there the threat is additionally determined by the institution to serve no legitimate purpose.

6. Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other institution activities.
7. Failure to identify to, or comply with the directions of, an institution official or other public official acting in the performance of his or her duties while at official institution functions; resist or obstruct such institution or other public official in the performance of or attempt to perform their duties.
8. Selling, preparing, or distributing for any commercial purpose course lecture notes, video or audio recording of any course unless authorized by the institution in advance and explicitly permitted by the course instructor in writing. The unauthorized sale or commercial distribution of course notes or recordings by a student is a violation of these policies whether it was the student or someone else who prepared the notes or recordings. Copying for any commercial purpose handouts, readers or other course materials provided by an instructor as part of the institution course unless authorized by the institution in advance and explicitly permitted by the course instructor or the copyright holder in writing.

PENALTIES FOR MISCONDUCT

The Director of Operations and Training may impose penalties for violations of institution policies or campus regulations whether such violations are also violations of law, and whether proceedings are or have been pending in the courts involving the same acts.

If, because of an official appeal, it is determined that the student was improperly disciplined, the Director of Operations and Training shall, if requested by the student, have the record of the hearing sealed, and have any reference to the disciplinary process removed from the student's record. In such cases, the record of the hearing may be used only in connection with legal proceedings.

Whether or not a hearing is conducted, the institution may provide written notice to a student that his or her alleged behavior may have violated institution policy or campus regulations and that, if repeated, such behavior will be subject to the disciplinary process. Evidence of the prior alleged behavior as detailed in the written notice may be introduced in a subsequent disciplinary action.

When a student is found in violation of institution policies or campus regulations, any of the following types of student disciplinary action may be imposed. Any sanction imposed should be appropriate to the violation, taking into consideration the context and seriousness of the violation.

1. **Warning/Censure:** Written notice or reprimand to the student that a violation of specified institution policies or campus regulations has occurred, and that continued or repeated violations of the institution policies or campus regulations may be cause for further disciplinary action, normally in the form of Disciplinary Probation, and/or Loss of Privileges and Suspension, or Dismissal.

2. **Disciplinary Probation:** A status imposed for a specified period during which a student must demonstrate conduct that conforms to the institution's standards of conduct. Misconduct during the probationary period or violation of any condition of the probation may result in further disciplinary action, normally in the form of Suspension or Dismissal.
3. **Loss of Privileges:** Exclusion from participation in designated privileges and activities for a specified period. Violation of any condition in the written Notice of Loss of Privileges, or violation of institution policies or campus regulations during the period of the sanction may be cause for further disciplinary action, normally in the form of Probation, Suspension, or Dismissal.
4. **Suspension:** Termination of student status at the institution for a specified period with reinstatement thereafter certain, provided that the student has complied with all conditions imposed as part of the suspension and if he or she is otherwise qualified for reinstatement. Violation of the conditions of Suspension or of institution policies or campus regulations during the period of Suspension may be cause for further disciplinary action, normally in the form of Dismissal.
5. **Dismissal:** Termination of student status for an indefinite period. Readmission after dismissal may be granted only under exceptional circumstances.
6. **Restitution:** A requirement for restitution in the form of reimbursement may be imposed for expenses incurred by the institution or other parties resulting from a violation of these policies. Such reimbursement may take the form of monetary payment or appropriate service to repair or otherwise compensate for damages. Restitution may be imposed on any student who alone, or through group or concerted activities, participates causing damage or costs.
7. **Revocation of Awarding of Degree:** Subject to the concurrence of the institution Governing Board.

GRIEVANCE POLICY

A grievance procedure is available to any student who believes an institution's decision or action has adversely affected his or her status, rights, or privileges as a student. The purpose is to provide a prompt and equitable process for resolving student grievances. Students with grievances should first communicate with the appropriate course professor. If the professor is unable to resolve the student's complaint, the professor will refer it to the Director of Operations and Training in writing. If the Director is unable to resolve the student's complaint, he will refer it to the President. The President will take steps to resolve the complaint. The institution's President's decision is final.

Informal Resolution

Students are encouraged to speak directly with their mentor or staff member most concerned with or responsible for the situation that is the cause of the complaint. If this communication does not lead to a resolution, or such a discussion is not deemed appropriate, the student may register an informal complaint or file a formal written complaint.

Informal Complaint

A student may register an informal complaint within thirty (30) days of the event that triggered the complaint. The earlier communication is made, the more likely it is to resolve the matter satisfactorily. Complaints should be made to the Director of Operations and Training. Informal complaints may be made in person, by telephone, or email. Appropriate institution staff will review the matter presented by the student and determine whether any action is required. The student will be notified of the institution's response within 20 days of the informal complaint. If the student is not satisfied with the decision and/or attempts at resolution, he/she may go on to make a formal complaint.

A formal complaint must be submitted in writing to the Department Chairperson. Formal complaints must be filed within sixty (60) days of the event that triggered the complaint and state the nature of grievance and the remedy being sought. Any previous attempts to resolve the issue should also be described.

Receipt of the complaint will be acknowledged within fifteen (15) days. The appropriate institution administrator will then review the matter. A final written determination, including any proposed resolution, will be sent to the student within thirty (30) days of receipt of the complaint. The relevant institution office will keep a complete record of formal complaints.

Records of the outcome of all formal complaints will also be stored in a centralized database and the student's electronic file.

Students who at the end of this process feel a grievance is unresolved may refer to:

Commission for Independent Education, Florida Department of Education

325 West Gaines Street, Tallahassee, FL 3299-0400

Phone 850.245.3200, or Toll Free 888.224.6684, or online at http://www.fldoe.org/policy/cie

This institution is seeking accreditation with the Accrediting Council for Continuing Education & Training (ACCET). To this end, the institution has applied for accreditation and will subsequently submit a self-study and have an on-site team visit to determine whether it meets ACCET's Standards for Accreditation. It is the mutual goal of ACCET and the institution to ensure that quality educational training programs are provided.

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

If a student has used the institution's formal student complaint procedure, and the issue has not been resolved, he student has the right and is encouraged to submit a complaint to ACCET in writing via

the online form on the ACCET website (https://accet.org/about-us/contact-us). The online form will require the following information:

1. Name and location of the ACCET institution
2. A detailed description of the alleged problem(s)
3. The approximate date(s) that the problem(s) occurred
4. The names and title/positions of all persons involved in the problem(s), including faculty, staff, and/or other students.
5. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET
6. The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved
7. The status of the complainant with the institution (e.g., current student, former student)

Please include copies of any relevant supporting documentation (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution)
Note: Complainants will receive an acknowledgement of receipt within 15 business days.
Online Complaint Submission Form

MODIFICATIONS

Learning Alliance Corporation reserves the right to modify academic policies, regulations, courses, fees and other matters of policy and rule when deemed necessary and with due notice. Students will be given advance notification of such changes.

NON-DISCRIMINATION

Learning Alliance Corporation admits students of any race, color, sex, marital status, non-disqualifying disability to the extent of the law, religion, or creed, national or ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the institution and does not discriminate in administration of its educational policies, admissions policies, or other institution administered programs. This policy is in compliance with Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act.

ANTI-HAZING

At Learning Alliance Corporation, the practice of hazing is prohibited. Hazing is defined as any action taken or situations created to intentionally produce mental or physical discomfort, embarrassment, harassment, or ridicule.

SOCIAL SECURITY NUMBER PRIVACY

Learning Alliance Corporation collects and uses Social Security Numbers only as necessary for the performance of the Schools duties and responsibilities, which may include the following possible purposes: classification of accounts, identity management, credit worthiness, billing and payments, data collection, reconciliation and tracking, tax reporting, financial aid processing, accreditation of programs, and reporting to authorized state and federal government agencies. Federal and State laws require us to protect Social Security Numbers from disclosure to unauthorized parties. In addition, the Florida Legislature updated the Sunshine Law, effective October 1, 2009, regarding use, collection, and requests for Social Security Numbers by state agencies.

Florida Statute 119.071 [Excerpts] (5)(a)

1.c. The Legislature intends to monitor the use of social security numbers help by (State) agencies in order to maintain a balanced public policy.

2.a. An agency may not collect an individual's social security number unless the agency has stated in writing the purpose for its collection and unless it is:

(I) specifically authorized by law to do so; or
(II) Imperative for the performance of that agency's duties and responsibilities as prescribed by law.

b. An agency shall identify in writing the specific federal or state law governing the collection, use, or release of social security numbers for each purpose for which the agency collects the social security number…
c. Social security numbers collected by an agency may not be used by that agency for any purpose other than the purpose provided in the written statement.
3. An agency collecting an individual's social security number shall provide that individual with a copy of the written statement required in subparagraph 2. The written statement also shall state whether collection of the individual's social security number is authorized or mandatory under federal or state law.
This act shall take effect on October 1, 2009.

EMERGENCY CLOSURE

In the event of an emergency, Learning Alliance Corporation's administrative office will close as determined by Hillsborough County School District due to inclement weather or natural disaster (hurricane, etc.).

COURSE DESCRIPTIONS

COURSE NUMBER SYSTEM

Our course numbering system is used to give details regarding the year of development for the course, the label of the course and the part of the sequence. The breakdown is as follows: Course Number…..**1010-2** means it was designed in 2010 (first two digits), then it was labeled MS Outlook (digits 3 and 4) and lastly it was the second part of the class (last digit).

BUSINESS INFORMATION SYSTEMS

1010 - 1 MS Outlook (Level 1) – 10 Clock Hours

This course includes quick-start information on configuring an e-mail account, receiving e-mail, managing e-mail messages, and getting help; a complete overview of the ribbon interface; and an introduction to the calendar, contact, tasks, notes, and journal folders.

Prerequisites: *This class has no formal prerequisites.*

1010 - 2 MS Outlook (Level 2) – 15 Clock Hours

Course highlights include an introduction to features available when using Microsoft Exchange Server with Outlook, complete coverage of text messaging in Outlook, an introduction to Quick Steps, and a discussion on RSS feeds.

Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1010 - 3 MS Outlook (Level 3) – 15 Clock Hours

Course highlights include a discussion about advanced e-mail and information management features, linking items, using the journal, custom forms, publishing and sharing calendars, the new Social Network Connector, data management, Outlook security, and the Outlook Address Book.

Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1011 - 1 MSWord (Level 1) – 10 Clock Hours

Upon successful completion of this course, students will be able to: - create a basic document by using Microsoft Word. - edit documents by locating and modifying text. - format text. - format paragraphs. – add tables to a document. - add graphic elements to a document. - control a document's page setup and its overall appearance. - proof documents to make them more accurate.

Prerequisites: *This class has no formal prerequisites.*

1011 - 2 MSWord (Level 2) – 15 Clock Hours

Highlights of the course include working with templates, headers, and footers; using the new Navigation Pane; and using the Mail Merge Wizard. By the end of this manual, users should be comfortable with making more complex documents.

Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1011 - 3 MSWord (Level 3) – 15 Clock Hours

This course will teach participants how to insert and customize all sorts of exciting Word objects, including pictures, Clip Art, screenshots, shapes, text boxes, watermarks, Building Blocks, Quick Parts, SmartArt, tables, charts, and equations. Highlights of the 2010 course include a discussion of the new Background Removal tool, an overview of new artistic effects for pictures, information on the new cropping tools, steps to create a custom watermark, and complete coverage of the contextual tabs for each object.

Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1012 - 1 MS Excel (Level 1) – 10 Clock Hours

This Foundation level is intended to help all novice computer users learn about workbooks, worksheets, file types, and how to navigate around a spreadsheet. The Help feature is also covered in detail. The class covers the basics of the Quick Access Toolbar and the basics of the Home, Insert, Page Layout, Formulas, Data, and Review tabs. Finally, you will be introduced to creating worksheet labels, printing, using features like AutoSum and AutoFill, and how to perform the ubiquitous Cut/Copy/Paste operations. Students will also be given a gentle introduction to using formulae, using Paste Special, dealing with advanced paste operations, perform Find and Replace operations, and how to check their spelling.

Prerequisites: *This class has no formal prerequisites.*

1012 - 2 MS Excel (Level 2) – 15 Clock Hours

Intermediate level is intended to help everyday users of Excel become more proficient by expanding their knowledge of functions, formulas, and new Excel features. Participants will learn how to properly reference cells, use mathematical operators, and how to check their formulas for errors. This class also covers how to browse, insert, and use functions to perform complex mathematical operations. Students will learn how to use the IF function, use nested functions to perform multiple operations, and define and use range names. Finally, array of formulas will be discussed.

Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1012 - 3 MS Excel (Level 3) – 15 Clock Hours

This Advanced level is intended to help everyday users of Excel present their data in more effective ways using PivotTables and Pivot Charts. Users will also learn about advanced analysis tools like the Scenario Manager, goal seek, Solver, PowerPivot, and advanced functions. Highlights of the course include a solid introduction to creating PivotTables with PowerPivot, coverage of advanced financial functions, hands-on practice with VLOOKUP, and extensive coverage of PivotTables and Pivot Charts.

Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1014 - 1 MS Access (Level 1) – 10 Clock Hours

Students will learn about getting started in access: starting out, interface basics, database security, and getting help. The new interface: the quick access toolbar, basics of tabs, the home tab, the create tab, the external data tab, and the database tools tab. Creating a database: first steps, about records, creating a table, and formatting text. Doing more with your database: creating and using forms, creating, and using queries, creating, and using reports, sorting, and filtering data, viewing data, and printing a database project.

Prerequisites: *This class has no formal prerequisites.*

1014 - 2 MS Access (Level 2) – 15 Clock Hours

Students will learn about advanced file tasks: using computer within access, database management, saving files, exporting files, and linking files. Working with tables: customizing tables, formatting tables, controlling table data entry, and managing table data entry. Working with forms: basic form controls, advanced form controls, formatting your form, formatting controls, and formatting records. Working with reports: organizing report data, formatting reports, and common report tasks. Working with queries: basic queries, multiple table queries, advanced queries, and management (action) queries.

Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1014 - 3 MS Access Level (Level 3) – 15 Clock Hours

Students will learn about advanced data management: referential integrity, table relationships, an introduction to SQL, and modal dialog boxes. Advanced form tasks: using sub-forms, creating a navigation form, advanced form controls, exporting a form, and other form tasks. Pivoting data: creating a PivotTable, using PivotTables, advanced PivotTable tasks, creating a PivotChart, and using Pivot Charts. Advanced topics: Access and Windows, splitting your database, using Outlook with Access, using Access 2010 with SharePoint Server, and Access and Web Databases. Macros and Visual Basic for applications (VBA):macro basics, more about macros, Access, and VBA, building advanced procedures, and using VBA in a database.

Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1015 - 1 MS SharePoint Designer (Level 1) – 10 Clock Hours

Students will learn about getting started in SharePoint Designer: starting out, interacting with SharePoint Designer, working with files, getting help in SharePoint Designer, and web design 101. Creating a basic page: adding text, adding elements, and adding advanced elements. Creating sites and advanced pages: creating and opening a site, navigating through your site, modifying site pages, modifying page properties, and adding folders to your site. Doing more with text: editing text,

editing text with the formatting toolbar, advanced text formatting, editing and reference tools, and using layers. Printing and viewing your site: managing windows, using page views, setting your site up for printing, and printing a site.
Prerequisites: *This class has no formal prerequisites.*

1015 - 2 MS SharePoint Designer (Level 2) – 15 Clock Hours
Students will learn about advanced file tasks: using the computer with SharePoint Designer, saving files, importing and exporting with SharePoint Designer and using dynamic web templates. An HTML Primer: HTML and Code View, an introduction to HTML, the tag properties windows, and using pre-defined tags. Beyond Text: adding pictures, ClipArt, and other files, editing images, formatting images, and doing more with images. Hyperlinks and Hotspots: creating Hyperlinks, modifying Hyperlinks, creating Hot-Spots, more about links and publishing your site.
Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1015 - 3 MS SharePoint Designer (Level 3) – 15 Clock Hours
Students will learn about creating a consistent web site: master pages, using text styles, managing text styles, using style sheets, and creating a CSS style sheet. Working with Tables: adding tables, editing tables, manually formatting a table, more table options. Site navigation and data sources: link bars, SharePoint quick launch bars, using data sources, and more data source commands. Advanced components: adding web components, what is ASP.NET?, adding SharePoint web zones, and interactive buttons.
Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1016 - 1 MS Project (Level 1) – 10 Clock Hours
Students will learn how to get started in Microsoft Office Project: starting out, meeting Project, managing Project files, creating a Project, creating tasks, and getting help in projects. Using and customizing the Project interface: getting acquainted, the quick Access toolbar, tabs, and groups, and customizing the ribbon. The Project tabs: the task tab, the resource tab, the Project tab, the view tab, contextual tabs (part one), and contextual tabs (part two). Creating a basic Project: creating a Project, working with tasks, adding advanced task information, creating milestones, constraints, and deadlines, working with tasks (part one) and working with tasks (part two). Updating and polishing your Project: updating the Project, basic editing tasks, formatting text, and formatting the Gantt Chart. Printing and viewing a Project: arranging windows, changing how you view data, changing your view scope, and finishing your project.
Prerequisites: *This class has no formal prerequisites.*

1016 - 2 MS Project (Level 2) – 15 Clock Hours
Students will learn how to work with Project files: using Windows Explorer within Project, file

management tools, using templates, and advanced views. Working with tasks: using the timeline view, working with tasks, linking tasks, editing tasks, and completing tasks. Working with resources: resource basics, creating the Project calendar, editing resources, and resource views. Managing resources: resources and tasks, using the team planner, resolving resource conflicts, and leveling resources. Project monitoring tools: setting a Project baseline, setting and interim plan, on the critical path, creating progress lines, and tracking progress.
Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

1016 - 3 MS Project (Level 3) – 15 Clock Hours
Students will learn how to work with Project Files: work with files, use the organizer, save cube data, and compare projects. Advanced Topics: work with variances, advanced task operations, project costs, work breakdown structure code, add a graphical indicator. Formatting your Project: adding a shape, formatting a shape, formatting the Gantt Chart, Part One, and Formatting a Gantt Chart, Part Two. Creating Reports: create reports, create visual reports, create a network diagram, and create a calendar. Working with Multiple Projects: versions of Microsoft Project, Working with Resource Pools, Working with Multiple Projects, Part One, and Working with Multiple Projects, Part Two. Using Macros: record macros, more macro tasks, visual basic and macros, and advanced visual basic tasks.
Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of the earlier levels before attending this class.*

BROADBAND DIGITAL INSTALLER

17BB - 1 Regulations and Standards – 15 Clock Hours
Embark on a deep exploration of the safety-oriented regulations, standards, and practices that are crucial in the telecommunications industry. This course focuses on the OSHA 10 guidelines, ANSI standards, and TIA 222 protocols, arming students with the knowledge to navigate the telecommunications field safely. Learn the importance of these regulations and standards in preserving the integrity of telecommunications systems and ensuring public safety. Through this curriculum, professionals are equipped to uphold the highest safety standards, ensuring a safe working environment for themselves and others in the telecom sector.

17BB - 2 Authorized Climber – 30 Clock Hours
Ascend with confidence. This course focuses on the essential skills and safety protocols needed for telecommunications technicians to work effectively at heights. From climbing techniques to hazard assessment, become an authorized climber who can navigate the vertical world of telecom structures safely.

17BB - 3 Rigging and Hoist Operation – 20 Clock Hours
Master the art of safe and efficient rigging and hoist operations in telecommunications, aligned with the critical ANSI 10.48 standard. This concise course equips you with the skills to expertly handle heavy equipment, including capstan hoists, and stresses the importance of creating rigging plans. Learn through a blend of mechanical advantage principles, gear selection, and best safety practices to elevate your expertise.

17BB - 4 Lines and Antennas – 20 Clock Hours
Dive into the essentials of telecommunications with a focused look at lines and antennas, the critical components for signal transmission. This streamlined course covers design, function, and maintenance, with an added emphasis on modern techniques for antenna alignment and placement. Gain practical skills in labeling, weatherproofing, and managing cables to ensure peak performance and durability. Equip yourself with the knowledge to utilize contemporary tools and practices, making you adept at keeping communication systems at the forefront of technology and efficiency.

17BB - 5 Ropes and Knots – 10 Clock Hours
This course is a crucial foundation for telecommunications technicians, focusing on the safety and rescue applications of rope handling and knot tying. Learn the vital techniques to secure equipment and ensure safe navigation at heights. With an emphasis on practical skills, this training prepares you to manage ropes effectively in various operational contexts, prioritizing safety and proficiency in all aspects of telecommunications work.

17BB - 6 RF EME Hazard Identification and Mitigation - 10 Clock Hours
Navigate the invisible risks of radio frequency (RF) and electromagnetic energy (EME). Learn to identify potential hazards associated with RF exposure, and implement strategies to mitigate these risks, ensuring a safe working environment for all.

17BB - 7 Cell Site Basics – 10 Clock Hours
Uncover the fundamentals of cell site operation and management. This course introduces the components and functions of cell sites, including towers, base stations, and back haul connections, providing a solid foundation for those looking to specialize in cell site installation and maintenance.

17BB - 8 CADWelding and Grounding – 10 Clock Hours
Electrical safety starts here. Learn the techniques of CAD welding (exothermic welding) for creating permanent electrical connections. This course emphasizes the importance of proper grounding methods to protect equipment and personnel against electrical faults.

17BB - 9 Advanced at Height Rescue – 20 Clock Hours
Prepare for emergency situations with advanced rescue techniques for working at height. This course equips students with the skills to safely and efficiently execute rescues from telecom towers and other elevated structures, emphasizing teamwork and safety protocols.

17BB - 10 First Aid and CPR – 20 Clock Hours
A vital skill set for any field technician, this course covers the essentials of first aid and CPR. Learn to respond effectively to medical emergencies, providing critical care until professional medical assistance arrives, with a focus on scenarios common in the telecommunications industry.

17BB - 11 Material Handling and Transportation – 15 Clock Hours
Efficiently manage and transport materials critical to telecom projects. This course covers best practices in material handling, storage, and transportation, ensuring the safety and integrity of components from warehouse to site.

17BB - 12 SOW and JHA – 10 Clock Hours
Understand and apply the principles of Statements of Work (SOW) and Job Hazard Analyses (JHA). This course teaches technicians to create comprehensive work plans and conduct thorough hazard assessments, ensuring projects are completed safely and efficiently.

17BB - 13 Power Skills – 10 Clock Hours
Develop the "power skills" needed to excel in telecommunications. This course focuses on communication, teamwork, problem-solving, and adaptability, equipping students with the soft skills essential for career advancement in the tech-driven telecom industry.

LEAN SUPPLY CHAIN OPTIMIZATION

17LS - 1: Course Overview –Why Six Sigma? – 4 Clock Hours
- A Graphical View of Six Sigma
- Comparisons Between typical TQM and Six Sigma Programs
- Origins and Success Stories

17LS - 2: How to Deploy Six Sigma – 5 Clock Hours
- Leadership Responsibilities
- Description of the Roles and Responsibilities
- Resource Allocation
- Data Driven Decision Making
- Organizational Metrics and Dashboards

17LS - 3: Define - Project Definition – 20 Clock Hours
- Tasks Work Breakdown Structure
- Pareto Diagrams
- Process Maps
- Matrix Diagrams
- Project Charters
- Reporting

17LS - 4: Define - Project Scheduling – 8 Clock Hours

- Activity Network Diagram
- PERT Analysis
- GANNT Chart

17LS - 5: Define - Change Management/Teams – 15 Clock Hours

- Problems with Change
- Achieving Buy-In
- Team Formation, Rules, and Responsibility
- Stages of Team Development
- Overcoming Problems
- Consensus Building Tools
- Affinity Diagram
- Nominal Group Technique
- Prioritization Matrix

17LS - 6: Measure - Tools and Objectives 15 Clock Hours

- Measure Stage Objectives
- Flowcharts
- Process Maps
- SIPOC
- Box-Whisker Plots
- Cause and Effect Diagrams
- Check Sheets
- Interrelationship Diagram
- Stem and Leaf Plots

17LS - 7: Measure – Establishing – 15 Clock Hours

- Process Baseline
- Enumerative v. Analytic Statistics
- Process Variation
- Benefits of Control Charts
- Requirements v. Control
- Control Chart Interpretation

17LS - 8:Measure - X-Bar Charts – 8 Clock Hours

- Uses
- Construction and Calculations
- Assumptions

- Rational Subgroups
- Sampling Considerations
- Interpretation

17LS - 9: Measure - Individuals Data – 12 Clock Hours
- Construction and Calculations
- Assumptions
- Sampling Considerations
- Interpretation
- Overview of Other Individuals Charts
- Run Charts
- Moving Average Charts

17LS - 10: Measure - Process Capability – 10 Clock Hours
- Histograms
- Probability Plots
- Goodness of Fit Tests
- Capability and Performance Indices
- Relative to Process Control
- Interpretation
- Estimating Error

17LS - 11: Measure - Attribute Charts – 5 Clock Hours
- Uses
- Selection
- Construction and Calculations
- Sampling and Considerations

17LS - 12: Analyze – Introduction – 10 Clock Hours
- Regression Analysis
- Scatter Diagrams
- Linear Model
- Interpreting the ANOVA Table
- Confidence and Prediction Limits
- Residuals Analysis
- Overview of Multiple Regression Tools

17LS - 13: Analyze - Lean Thinking – 15 Clock Hours

- Definition of Waste
- Analyzing Processes for NVA
- Cycle Efficiencies
- Lead Time and Velocity
- Methods to Increase Velocity
- Standardization
- Optimization
- Spaghetti Diagrams
- 5S
- Level Loading
- Flow
- Setup Reductions

17LS - 14: Improve - Tools and Objectives – 6 Clock Hours

- Improve Stage Objectives
- Tools to Prioritize Improvement
- Opportunities
- Tools to Define New Process Flow
- Tools to Define and Mitigate Failure
- Modes
- PDPC
- FMECA
- Preventing Failures
- Reference to Tools for Defining
- New Process Levels

17LS - 15: Control - Tools and Objectives – 8 Clock Hours

- Control Stage Objectives
- Control Plans
- Training
- Measuring Improvement

17SS - 60 Soft Skills Training for the Workplace 1 – 16 Clock Hours

The easiest way to deal with difficult people is to stay as far away from them as you can, suggests Robert Bramson Ph.D., organizational psychologist, management consultant with Bramson Gill Associates, and author of Coping with Difficult People. Great advice for those who work by themselves at home; it's a doable option. But the vast majority of people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible,

inappeasable, indecent, or downright sleazy. In fact, success sometimes depends on your ability to work well with all the above.

17SS - 61 Soft Skills Training for the Workplace 2 – 16 Clock Hours

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable. A major goal of this class is to help you understand the impact communication skills have on other people, and how improving these skills can make it easier for you to get along in the workplace.

17SS - 62 Soft Skills Training for the Workplace 3 – 16 Clock Hours

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths? The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This class will give participants some practical tools and hands-on experience with critical thinking and problem solving. This class will teach participants how to:

- Define critical and non-critical thinking.
- Identify their critical thinking style(s), including areas of strength and improvement.
- Describe other thinking styles, including left/right brain thinking and whole brain thinking.
- Work through the critical thinking process to build or analyze arguments.
- Develop and evaluate explanations.
- Improve key critical thinking skills, including active listening and questioning.
- Use analytical thought systems and creative thinking techniques.
- Prepare and present powerful arguments.

17SS - 63 Soft Skills Training for the Workplace 4 – 16 Clock Hours

If you are tired of applying dead-end solutions to recurring problems in the workplace, this class teaches you to reconstruct your efforts and learn new ways to approach problem-solving and develop practical ways to solve some of your most pressing issues and reach a win-win solution.

The Problem-Solving Model

- Phase One: Problem Identification
- Phase Two: Decision Making
- Phase Three: Planning and Organizing

17PP - 70 Personal Performance Management 1 – 16 Clock Hours

This class is for any employee who interacts with the public or who serves those who do. Customer service skills can increase your value to any organization and possibly advance your career at the same time.

Topics include:

- What is Customer Service?
- Who Are Your Customers?
- Meeting Expectations
- First Impressions
- Presenting Yourself Properly
- Setting Goals and Targets

17PP - 71 Personal Performance Management 2 – 16 Clock Hours

We all have things we want in life. The route to success is to take the things that we dream about and wish for and turn them into reality. This class will lead participants through thinking, planning, and taking action on the things they really want. They will learn ways to support where they get where they want to go in life.

At the end of this workshop, participants will be able to:

- Identify what's important to them in their life.
- Articulate what they want out of life.
- Identify short- and long-term goals.
- Understand how to deal with setbacks.

17PP - 72 Personal Performance Management 3 – 16 Clock Hours

Time is money, the adage goes, and lots of it gets lost in disorganization and disruption. This class helps you organize and prioritize greater workplace efficiency. You'll learn to get a grip on your office space, organize your workflow, learn how to use your planner effectively, say no without guilt, and delegate some of your work to other people. This workshop is full of ideas for organizing your work area and your paperwork and working on the "right" things.

17PP - 73 Personal Performance Management 4 – 16 Clock Hours

Managers traditionally have had the task of contributing to the effectiveness of their organization while maintaining high morale. Today, these roles often have to be balanced off with the reality of implementing changes imposed by senior management. Managers who have an understanding of the dynamics of change are better equipped to analyze the factors at play in their own particular circumstances, and to adopt practical strategies to deal with resistance. This class will help you deal with change and will give you strategies to bring back to your employees.

17PP - 74 Personal Performance Management 5 – 16 Clock Hours

This class is for supervisors who wish to better understand themselves and others through completing and interpreting personality typing, to develop their problem solving and decision-making skills, and to explore performance management issues.

Topics to be covered include:

- Understanding Yourself
- Keywords
- Typology (AKA Personality Typing)
    - o Typology History
    - o Typology Introduction
- Individual Assessment

PROJECT BUSINESS CONTROLLER

17PM - 1 Introduction to Project Management – 6 Clock Hours

An overview of the 5 Project management Processes and how their interaction in a defined Project Management Methodology provides synergies to the project management process.

17PM - 2 Concepts and Implementation – 15 Clock Hours

A detailed discussion of the project initiation process, including definitions and examples of the project management knowledge areas that are relevant to project initiation. The discussion incorporates a step-by-step approach to project initiation activities.

17PM - 3 Designing Templates Section 1 – 16 Clock Hours

Hands-on exercises are designed to provide the student with a foundation in designing and implementing templates to facilitate project initiation processes.

17PM - 4 Project Planning Process – 20 Clock Hours

A detailed discussion of the project planning process, including definitions and examples of the project management knowledge areas that are relevant to project planning. The discussion incorporates a step-by-step approach to project planning activities.

17PM - 5 Designing Templates Section 2 – 15 Clock Hours

Hands-on exercises are designed to provide the student with a foundation in designing and implementing templates to facilitate project planning processes.

17PM - 6 Project Execution - 20 Clock Hours
A detailed discussion of the project execution process, including definitions and examples of the project management knowledge areas that are relevant to project execution. The discussion incorporates a step-by-step approach to project execution activities.

17PM - 7 Project Monitoring and Control Section 1 – 16 Clock Hours
A detailed discussion of the project monitoring and control process, including definitions and examples of the project management knowledge areas that are relevant to project monitoring and control. The discussion incorporates a step-by-step approach to project monitoring and control activities.

17PM - 8 Project Monitoring and Control Section 2 – 16 Clock Hours
Designing templates and metrics for monitoring and control and using software applications to facilitate Project Monitoring and Control. Hands on exercises are designed to provide the student with a foundation in designing and implementing templates to facilitate project monitoring and control processes using MS Office or MS Project software applications.

17PM - 9 Project Closing Section 1 – 16 Clock Hours
A detailed discussion of the project closing process, including definitions and examples of the project management knowledge areas that are relevant to project closing. The discussion incorporates a step-by-step approach to project closing activities.

17PM - 10 Project Closing Section 2 – 16 Clock Hours
Hands-on exercises are designed to provide the student with a foundation in designing and implementing templates to facilitate project closing processes.

17SS - 60 Soft Skills Training for the Workplace 1 – 16 Clock Hours
The easiest way to deal with difficult people is to stay as far away from them as you can, suggests Robert Bramson Ph.D., organizational psychologist, management consultant with Bramson Gill Associates, and author of Coping with Difficult People. Great advice for those who work by themselves at home; it's a doable option. But the vast majority of people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible, inappeasable, indecent, or downright sleazy. In fact, success sometimes depends on your ability to work well with all the above.

17SS - 61 Soft Skills Training for the Workplace 2 – 16 Clock Hours
Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable. A major goal of this class is

to help you understand the impact communication skills have on other people, and how improving these skills can make it easier for you to get along in the workplace.

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In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths? The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This class will give participants some practical tools and hands-on experience with critical thinking and problem solving. This class will teach participants how to:

- Define critical and non-critical thinking.
- Identify their critical thinking style(s), including areas of strength and improvement.
- Describe other thinking styles, including left/right brain thinking and whole brain thinking.
- Work through the critical thinking process to build or analyze arguments.
- Develop and evaluate explanations.
- Improve key critical thinking skills, including active listening and questioning.
- Use analytical thought systems and creative thinking techniques.
- Prepare and present powerful arguments.

17SS - 63 Soft Skills Training for the Workplace 4 – 16 Clock Hours

If you are tired of applying dead-end solutions to recurring problems in the workplace, this class teaches you to reconstruct your efforts and learn new ways to approach problem-solving and develop practical ways to solve some of your most pressing issues and reach a win-win solution.

The Problem-Solving Model

- Phase One: Problem Identification
- Phase Two: Decision Making
- Phase Three: Planning and Organizing

17PP - 70 Personal Performance Management 1 – 16 Clock Hours

This class is for any employee who interacts with the public or who serves those who do. Customer service skills can increase your value to any organization and possibly advance your career at the same time.

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- Who Are Your Customers?
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BROADBAND FIBER DIGITAL INSTALLER

17BB - 01F Installing Fiber Optic Services – 16 Clock Hours
Qualifying signal for fiber optic enclosure services; recognizing connection options, including connections specific to FTTH, FTTA, and FTTX topologies. Choosing different fiber types in order to install needed equipment pursuant to enclosure OEM specification.

17BB - 03F Fiber Optic System Operations – 14 clock Hours
Gain an understanding of manufacturer related requirement for multiple fiber optic enclosure types. Focus is placed on splicing, bend radius and testing equipment that promotes connection to outside plant topologies.

17BB - 04F Installing Fiber Optic Components – 12 Clock Hours
Qualify the fiber optic infrastructure after making the connection with outside plant network types. This includes commissioning system architecture to specification with active system requirements.

17BB - 11F Installing OSP Technologies – 14 Clock Hours
Describing fiber optic platforms within an outside plant methodology. Describe construction plans, diagrams, schematics, and bill of materials related to fiber to the curb, fiber to the home, fiber to the antenna, and fiber to the commercial building.

19BF - 12 Overview of Fiber Optic Applications and Installations – 5 Clock Hours
This course gives the student an overview of the many uses and applications for fiber optic cabling. Students will be instructed on how to identify the various types of fiber optic components and various connectors used in a professional installation. This course also touches on the history and future of fiber optics and its capabilities.

19BF - 13 Communications Systems Utilizing Fiber Optics – 8 Clock Hours
This course discusses the components of a fiber-optic networking system. The topics include the functional description of Fiber, Multi-mode or single-mode, Laser, or LED light source, Multiplexer/demultiplexer, also called mux/demux, filter, or prism. In addition, the concepts of an Optical switch, Optical splitter, Circulator, and Optical amplifier.

19BF – 14 Fiber Optic Components Appropriate for Fiber Optic Networks – 8 Clock Hours
For technicians installing outside plant (OSP) fiber optic cable plants and communications systems. It expands on the CFOT KSAs to include OSP construction and installation of aerial and underground cable plants. The skills focus includes installing and cable preparation of OSP cables, fusion splicing for concatenation and termination and testing with a focus on OTDRs.

19BF - 15 Installation of Premises and Outside Plant Fiber Optic Cable – 8 Clock Hours
For technicians terminating optical fibers with connectors. The focus of this certification has primarily been the direct attachment of connectors to fibers using adhesive/polish methods and the techniques required for making proper multimode and single mode terminations. These techniques are appropriate for manufacturing technicians involved in factories terminating cables for patch cords and prefab cabling systems as well as those techs who field terminate multimode fiber for premises applications. With the advent of republished/splice connectors and fusion splice-on connectors (SOCs) for field terminations, these have been included in the certification.

19BF - 16 Splicing and Termination – 8 Clock Hours
For technicians splicing primarily outside plant (OSP) fiber optic cable plants for concatenation and termination. The skills focus includes cable preparation of numerous cables, fusion splicing fibers, placing splices in splice trays and then placing trays in splice closures. Splice testing with an OTDR is also covered.

19BF - 17 Testing Fiber Optic Components and Cable Plants – 8 Clock Hours
For technicians testing fiber optic cable plants and communications systems. This is a specialist application certification intended for high level technicians involved in the testing of fiber optic components, cable plants during and after installation and troubleshooting of fiber networks. The KSAs for CFOS/T cover fiber optic testing from concept to completion, including visual inspection and cleaning, visual tracing and fault location, optical power measurement, insertion loss testing and OTDR testing. The requirements also include a familiarity with fiber characterization for long-distance high-speed networks but that is covered in another specialist certification.

19BF - 18 Hands-On Lab Exercises Including Hands-On Splicing, Termination and Testing – 8 Clock Hours
For the practice of theoretical learning and demonstration of acquire lesson goals. This application-based portion of the course will require evidence of Splicing and Termination, Testing Fiber Optic components and cable plants. This course also provides various hands-on lab exercises.

BROADBAND WIRELESS DIGITAL INSTALLER

17BB - 01W – Installing Data Center Services – 16 Clock Hours
Qualifying signal for datacenter services; recognizing connection options, including direct, digital adapters, switches, modems, servers, baseband, and inside radio unit connections specific to data center and head end topologies. Identifying different hardware types and the order of installation pursuant to OEM specification in a data center environment.

17BB - 03W – Data Center System Operations – 14 Clock Hours
Gain an understanding of manufacturer-related requirements on multiple hardware types for data center specific topologies. Focus on data center transmission mediums that promote connection to core network.

17BB - 04W – Installing Data Center Components – 12 Clock Hours
Qualify the data center infrastructure after making the connection with backhaul to multiple network types. This includes commissioning system architecture to specification with fiber optic, coaxial, or other transmission mediums.

17BB - 11W – Installing 5G Data Center Technologies – 14 Clock Hours
Describing data center platforms within multiple transmission mediums. Describe construction plans, diagrams, schematics, and bill of materials related to building out a hospital 5G private LTE network to provide context to performing data center commissioning related work.

19BW – 12 Regulations and Standards – 8 Clock Hours
This session will outline the difference between regulations and standards and outline the standards that are relevant to telecommunications. Details of the specific standards will be covered in greater detail throughout the course.

19BW – 13 OSHA and Wireless RF/EME and Hazards – 8 Clock Hours
The objective of this section is to explain the definition of regulations and standards, then identify OSHA regulations differences as well as applicable standards. It will also touch upon the importance of the Safety and Health manuals across corporations. This class will also introduce and describe what telecommunications is and how it works. The topics covered are wireless networks, services, definitions, and a basic technical overview. The objective is to give an idea of what they are getting into, and the type of work they will be doing. This course will also introduce students to worksite hazards that may be present, and how to recognize those hazards as an individual and as a crew. Additionally, students will be trained on how to fill out a Job Hazard Analysis ("JHA") process form.

19BW – 14 Authorized Climbers – 12 Clock Hours
This section provides classroom and practical work orientating students to the regulations and standards they must follow, then ensuring through practical application why each piece of equipment is used and how to use it. Students will spend time on the inside structures and an additional day climbing the outside tower. Students will don their equipment and make the proper fitted adjustments along with attaching components to the harness. The class will then be split into pairs where they can help each other with fitting and working with the equipment as the instructor observes.
• Introduction, application, table of contents and fatality review

• Regulations along with general and industry standards
• Video "One Step Beyond"
• JHA hierarchy of controls and fall protection control measures.
• Primary and secondary systems along with types of anchorages
• Fall protection equipment and use, engineered anchors and components.
• Equipment, full body harness, y-lanyards, work positioning, retractable, ladder safety system
• Exam given to evaluate material understanding and - as a learning process - all incorrect answers are reviewed to 100% understanding.
• Types of synthetic ropes, vertical fall protection ropes and horizontal lifelines
• Control descent systems and review of the content so far

Students will go to training towers with assigned partners and work together on equipment assembly; ascend the tower by using the fixed safety climb and then climb down using their y-lanyards for a vertical rope system.

19BW – 15 Soft and Hard Skills – 8 Clock Hours

Portion of the day will be dedicated to a Resume and Interview Workshop to help build solid soft skills to head into the job market effectively. The rest of the course will consist of two parts.

Principles of Rigging Part 1- This section will cover the basics of rigging, and the principles taught in this class will be used on a daily basis when completing the practical part of the course.

• Safety factors
• Rope material and braids
• Rope knots and types
• Wire rope
• Slings wire rope and synthetic

Lightning, Grounding and CAD-Welding - This section will clarify how lightning works and how it comes to the ground. The philosophy and ground ring has to protect against lightning, along with how to complete cad-welds and recognize a good connection.

• What is lightning?
• How lightning is formed
• Controlling lightning
• Faraday cage grounding philosophy
• Protection plan
• Ground resistance
• Measuring ohms
• Ground bars
• Types of Cadweld molds
• Different types of connections
• Mold preparation and maintenance

- Recognizing good and poor connections
- Replacing worn out molds
- Types of ground rods
- Bonding components

19BW – 16 Rigging and Hoist Operation – 12 Clock Hours

This section will continue to cover the basics of rigging, and the principles taught in this class will be used on a daily basis when completing the practical part of the course.

Principles of Rigging Part 2 - Exam given to evaluate material understanding and - as a learning process - all incorrect answers are reviewed to 100% understanding.

Basic Principles Capstan Hoist Operations - This section will cover the basics of capstan operations and will be all classrooms. The principles taught in this class will be used on a daily basis when completing the practical part of the course.

- Types of hoists
- Types of power
- Generators
- Anchor strengths

19BW – 17 LTE Inspections and Guidelines – 8 Clock Hours

In this section students will acquire a basic knowledge of topics including:

Long Term Evolution (LTE) in the cellular industry and other topics including:

What is LTE?

- Common configurations
- Components of an LTE system
- Manufacturer variances
- Component functions

Closeout Package Review Drawings

- What a close out inspection package may look like
- What photos and other documents may be required
- Common closeout issues

Standard Guidelines

- Discuss TIA 222G.
- Discuss ANZI 359
- Other telecommunications standards that apply.

DIGITAL WIRELESS INFRASTRUCTURE TECHNICIAN

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VETERANS AFFAIRS POLICIES

STUDENT RECEIVING VA EDUCATIONAL BENEFITS

VETERANS ATTENDANCE POLICY

(This is the minimum standard required by the SAA under the authority of 38 CFR 21.4254. If school policy is more restrictive, it may be used) Early departures, class cuts, tardiness, etc., for any portion of a class period will be counted as 1/3 absence. Students exceeding 6% (percentage) total absences of scheduled hours in a calendar month will be terminated from their VA benefits for unsatisfactory attendance. In order to show that the cause of unsatisfactory attendance has been removed, students must show good attendance (as defined) for one calendar month after being terminated for unsatisfactory attendance. After such time, the student may be recertified for VA education benefits. The student's attendance record will be retained in the veteran's file for VA and SAA audit purposes.

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STANDARDS OF ACADEMIC PROGRESS FOR VA STUDENTS

(All standards must logically relate to graduation requirements) Students receiving VA educational benefits must maintain a minimum cumulative grade point average (CGPA) or percentage of 70% each Evaluation Period (term, quarter, semester, evaluation period, etc.). A VA student whose CGPA or percentage falls below 70% at the end of any Evaluation Period (term, quarter, semester, evaluation period, etc.) will be placed on academic probation for a maximum of two consecutive terms of enrollment. If the VA student's CGPA or percentage 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 or percentage of 70%.

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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 or discontinue 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 proration 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. The school may retain a registration fee of no more than $10, a breakage fee for no more than the exact amount of breakage, and fee for consumable supplies for no more than the amount of supplies actually consumed – 38 CFR 21.4255

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VETERAN'SCREDIT FOR PREVIOUS EDUCATION OR TRAINING

The school must maintain a written record of the previous education and training of the veteran or eligible person and clearly indicate that appropriate credit has been given for previous education and training, with the training period shortened proportionately, and the veteran or eligible person so notified. This means that records of all prior education and training must be obtained, evaluated, and credit granted toward the student's program as appropriate, regardless as to whether or not the student wants that credit transferred.

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VA PENDING PAYMENT COMPLIANCE

In accordance with Title 38 US Code 3679 subsection (e), this school adopts the following additional provisions for any students using U.S. Department of Veterans Affairs (VA) Post 9/11 G.I. Bill® (Ch. 33) or Vocational Rehabilitation & Employment (Ch. 31) benefits, while payment to the institution is pending from the VA.

This school will not:

- Prevent the student's enrollment.
- Assess a late penalty fee to the student.
- Require the student to secure alternative or additional funding.
- Deny the student access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to:

- Produce the VA Certificate of Eligibility (COE) by the first day of class.
- Provide a written request to be certified.
- Provide additional information needed to properly certify the enrollment as described in other institutional policies.

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STAFF & FACULTY

STAFF

- **Cesar Ruiz** **President & CEO**
- **Fred Arnold** **Executive Director**
- **Derrick Francis** **Chief Operating Officer**
- **Cathryn Burnard** **Registrar & School Certifying Official**
- **Kenneth Minter** **Chief Revenue Officer**
- **Kristina Amberg** **Human Resources**

FACULTY

- **Brooke Downs**
  - ❖ OSHA 30 Training for the Construction Industry
  - ❖ First Aid and CPR certification
  - ❖ Competent Climber/Competent Rescuer
- **Torry McCrea**
  - ❖ OSHA 30 Training for the Construction Industry
  - ❖ First Aid and CPR certification
  - ❖ Competent Climber/Competent Rescuer
- **Grant Gordon**
  - ❖ OSHA 30 Training for Construction Industry
  - ❖ NCFI Cable Phone Internet Wireless Ethernet Certification
- **Michael Prayon**
  - ❖ Master of Business Administration from Brenau University, Gainesville, GA
  - ❖ Bachelor of Science in Information Technology from Info Tech Phoenix University, Phoenix, AZ
  - ❖ Associate of Science from Cochise College, Sierra Vista, AZ
  - ❖ Associate of Arts in General Studies from Cochise College, Sierra Vista, AZ
- **Michael Middleton**
  - ❖ OSHA 30 Training for the Construction Industry
  - ❖ NWSI TT1
  - ❖ First Aid, CPR & AED certification
  - ❖ Competent Climber/Competent Rescuer
- **Michael Clark**
  - ❖ FBA OpTIC Path
  - ❖ NCTI Fiber to the Antenna
- **Donald Batan**
  - ❖ Associates of Science in Occupational Tech from South University, Tampa, FL

- ❖ Competent Climber/Competent Rescuer
- ❖ FBA OpTIC Path
- ❖ OSHA 30 Training for the Construction Industry
- ❖ First Aid and CPR certification

- **Evan Higdon**
  - ❖ OSHA 30 Training for the Construction Industry
  - ❖ First Aid and CPR certification
  - ❖ NCTI Master Technician Certification
- **Gregory Hughes**
  - ❖ Certified Fiber Optics Installer
  - ❖ OSHA 30 Training for the Construction Industry
  - ❖ CPR/First Aid/Bloodborne Pathogens
  - ❖ Competent Climber/Competent Rescuer
- **Chris Imperiale**
  - ❖ Bachelor of Science in Exercise Science from the University of Florida, Gainesville, FL
  - ❖ OSHA 30 Training for the Construction Industry
  - ❖ First Aid and CPR certification
  - ❖ Lean Six Sigma Master Black Belt Certificate
  - ❖ Lean Six Sigma Champion Certificate
  - ❖ Project Management Professional Certificate
- **Tate Logsdon-Hurst**
  - ❖ OSHA 30 Training for the Construction Industry
  - ❖ First Aid and CPR certification
  - ❖ FBA OpTIC Path
- **Skyler Ramirez**
  - ❖ OSHA 30 Training for the Construction Industry
  - ❖ First Aid and CPR certification
  - ❖ FBA OpTIC Path
  - ❖ PIM/Line Sweeping NFPA 70E
  - ❖ Optical Fiber Inspection Tracing Optical Fibers and Identifying Faults Measuring
  - ❖ Optical Power Levels Measuring Optical Insertion Loss
  - ❖ Testing Optical Fibers and Location Faults
- **Malachi Richardson**
  - ❖ OSHA 30 Training for the Construction Industry
  - ❖ First Aid and CPR certification
  - ❖ FBA OpTIC Path
  - ❖ PIM/Line Sweeping NFPA 70E
  - ❖ Optical Fiber Inspection Tracing Optical Fibers and Identifying Faults Measuring
  - ❖ Optical Power Levels Measuring Optical Insertion Loss

THANK YOU

FOR

CHOOSING

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