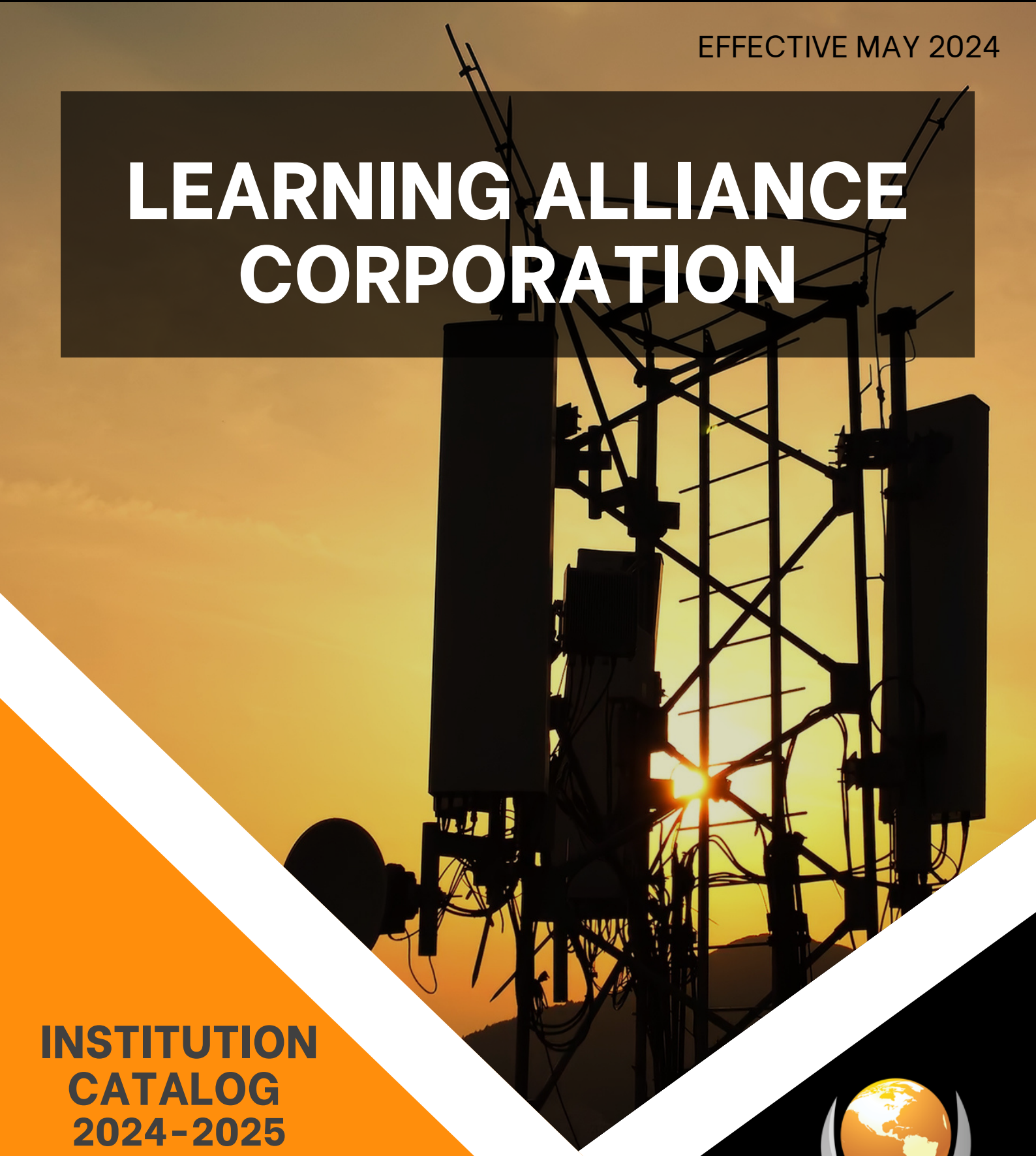
EFFECTIVE MAY 2024

LEARNING ALLIANCE CORPORATION



INSTITUTION CATALOG 2024-2025 VOL. 1, ISSUE 11

www.mylearningalliance.com
(813)261-6018

5910 Breckenridge Parkway, Suite A,
Tampa, Florida 33610

CONTENTS

GENERAL INFORMATION

OUR MISSION

The mission of Learning Alliance Corporation is to provide career and employability skills for the current and future workforce within the communities we serve. We believe in "Exchanging Ideas and Shaping Futures".

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.

LEGAL CONTROL

Learning Alliance Corporation is a DBA operated and wholly owned by **Knowledge Quest Education Solutions Inc**.; it provides certificate programs based on industry recognized certifications towards professional development. By partnering with local employers, 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 corporate culture. Learning Alliance Corporation provides quality instructors, who are highly trained and specialize in the areas they teach.

FACILITIES

The Institution is located at 5910 Breckenridge Parkway, Suite A and B, Tampa, Florida 33610 in a professional building on the first floor. The 16,237 sq./ft has 7 classrooms that are 425 sq./ft each, 7,613 sq./ft Lab area in addition to a reception, offices, conference room and break room. Parking is ample with over a 100-space parking lot, 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 program. Students will be allocated class time to practice their coursework through application-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)	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-bit or 64-bit) • Windows 8 (32-bit or 64-bit) • Windows 8.1 (32-bit or 64-bit)

PARTNERS

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 and commitment to develop your own Business Acumen.	Learning Alliance Corporation is a Certified Association Business Manager (CABM) Review Partner for in-person review classes in the Tampa Bay Area. The CABM Credential is based on a global mini-MBA curriculum.
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.	Learning Alliance Corporation is a Certified MBA IQ Reseller and Partner for in-person seminars in the Tampa Bay area.
SCTE (Society of Cable Telecommunications Engineers): A professional association dedicated to advancing the technology and expertise in the cable telecommunications industry.	
VIAVI: A technology company specializing in network test, monitoring, and assurance solutions for communications service providers, enterprises, and their ecosystems.	
FBA (Fiber Broadband Association): An organization focused on accelerating the deployment of fiber-optic broadband networks and supporting its members in the fiber industry.	
Sumitomo: A fiber optic splicing and connector manufacturer that specializes in core fusion, ribbon, and last mile splicing devices.	
Preformed Line Products (PLP): A global company that designs and manufactures products and systems for the construction and maintenance of overhead and underground networks in the telecommunications and energy industries.	
PCCA (Power & Communications Contractors Association): An association representing contractors and manufacturers in the power and communications infrastructure sectors, focusing on education, advocacy, and networking.	

The NATE: The Communications Infrastructure Contractors Association is a non-profit trade association providing a unified voice for tower erection, maintenance and service companies.	**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.

ACADEMIC CALENDAR

DIPLOMA PROGRAMS

Enrollment Periods 2024 – 2025: January – June 2024 | July - December 2024 | January – June 2025 | July - December 2025.

Class Schedules per Program:

Broadband Digital Installer

Program Start Date:	Program End Date:
1/3/2024	2/8/2024
2/12/2024	3/18/2024
3/4/2024	4/8/2024
3/21/2024	4/25/2024
4/15/2024	5/20/2024
4/29/2024	6/4/2024
5/23/2024	6/28/2024
6/6/2024	7/12/2024
7/1/2024	8/6/2024
7/15/2024	8/19/2024
8/12/2024	9/17/2024
8/26/2024	10/1/2024
9/27/2024	11/1/2024
10/4/2024	11/8/2024
11/4/2024	12/11/2024
11/12/2024	12/18/2024
1/6/2025	2/11/2025
2/17/2025	3/24/2025
3/27/2025	5/1/2025
5/5/2025	6/10/2025
6/16/2025	7/22/2025

Wind Turbine Technician

Program Start Date:	Program End Date:
1/3/2024	1/28/2024
1/30/2024	2/25/2024
2/27/2024	3/25/2024
4/3/2024	4/29/2024
5/1/2024	5/27/2024
5/29/2024	6/24/2024
7/3/2024	7/29/2024
7/31/2024	8/26/2024
8/28/2024	9/23/2024
9/25/2024	10/20/2024
10/23/2024	11/17/2024
1/8/2025	2/3/2025
2/5/2025	3/1/2025
3/4/2025	3/29/2025
4/1/2025	4/26/2025
5/6/2025	5/31/2025
6/3/2025	6/28/2025
7/1/2025	7/27/2025
8/5/2025	8/30/2025
9/9/2025	10/4/2025
10/7/2025	10/7/2025
11/4/2025	11/30/2025

Broadband Fiber Digital Installer

Program Start Date:	Program End Date:
1/3/2024	1/17/2024
1/22/2024	2/3/2024
2/5/2024	2/17/2024
2/19/2024	3/2/2024
3/4/2024	3/16/2024
3/18/2024	3/30/2024
4/1/2024	4/13/2024
4/15/2024	4/27/2024
4/29/2024	5/11/2024
5/13/2024	5/25/2024
6/3/2024	6/15/2024

Broadband Wireless Digital Installer

Program Start Date:	Program End Date:
1/3/2024	1/17/2024
1/22/2024	2/3/2024
2/5/2024	2/17/2024
2/19/2024	3/2/2024
3/4/2024	3/16/2024
3/18/2024	3/30/2024
4/1/2024	4/13/2024
4/15/2024	4/27/2024
4/29/2024	5/11/2024
5/13/2024	5/25/2024
6/3/2024	6/15/2024

6/17/2024	6/29/2024
7/1/2024	7/13/2024
7/29/2024	8/10/2024
8/12/2024	8/24/2024
8/26/2024	9/9/2024
9/12/2024	9/25/2024
9/30/2024	10/12/2024
10/14/2024	10/14/2024
10/28/2024	10/26/2024
11/12/2024	11/9/2024
11/13/2024	11/25/2024
1/6/2025	1/18/2025
1/21/2025	2/1/2025
2/3/2025	2/15/2025
2/17/2025	3/1/2025
3/3/2025	3/15/2025
3/17/2025	3/29/2025
3/31/2025	4/12/2025
4/14/2025	4/26/2025
4/28/2025	5/10/2025

Lean Supply Chain Optimization

Program Start Date:	Program End Date:
1/3/2024	4/18/2024
6/5/2024	9/19/2024
1/8/2025	4/22/2025
6/3/2025	9/17/2025

Project Business Controller

Program Start Date:	Program End Date:
1/9/2024	4/24/2024
6/5/2024	9/19/2024
1/8/2025	4/22/2025
6/3/2025	9/17/2025

Business Information Systems

Program Start Date:	Program End Date:
1/3/2024	2/11/2024
4/3/2024	5/12/2024
7/3/2024	8/11/2024
10/2/2024	11/10/2024
1/8/2025	2/16/2025
4/8/2025	5/17/2025
7/8/2025	8/16/2025
9/30/2025	11/8/2025

6/17/2024	6/29/2024
7/1/2024	7/13/2024
7/29/2024	8/10/2024
8/12/2024	8/24/2024
8/26/2024	9/9/2024
9/12/2024	9/25/2024
9/30/2024	10/12/2024
10/14/2024	10/14/2024
10/28/2024	10/26/2024
11/12/2024	11/9/2024
11/13/2024	11/25/2024
1/6/2025	1/18/2025
1/21/2025	2/1/2025
2/3/2025	2/15/2025
2/17/2025	3/1/2025
3/3/2025	3/15/2025
3/17/2025	3/29/2025
3/31/2025	4/12/2025
4/14/2025	4/26/2025
4/28/2025	5/10/2025

Digital Wireless Infrastructure Technician

Program Start Date:	Program End Date:
1/9/2024	2/3/2024
2/6/2024	3/3/2024
3/6/2024	3/31/2024
4/3/2024	4/28/2024
5/1/2024	5/26/2024
6/5/2024	6/30/2024
7/3/2024	7/28/2024
8/7/2024	9/1/2024
9/4/2024	9/29/2024
10/2/2024	10/27/2024
11/13/2024	12/8/2024
1/8/2025	2/2/2025
2/5/2025	3/1/2025
3/4/2025	3/29/2025
4/1/2025	4/26/2025
4/29/2025	5/24/2025
6/3/2025	6/28/2025
7/1/2025	7/26/2025
8/5/2025	8/30/2025
9/2/2025	9/27/2025
9/30/2025	10/25/2025
10/21/2025	11/15/2025
11/25/2025	12/20/2025

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

DEGREE PROGRAMS

Learning Alliance Corporations' degree program is Semester-based. Each academic year is divided into three semesters of 16 weeks, each described as **Fall**, **Spring**, and **Summer**.

Summer 2024		
Registration Period	**04/1/2024**	**04/28/2024**
Last day to add/drop classes	**05/15/2024**	
Semester Schedule	05/08/2024	08/28/2024
SAP Checkpoint - Term A	05/10/2024	06/10/2024
SAP Checkpoint - Term B	06/11/2024	07/11/2024
SAP Checkpoint - Term C	07/12/2024	08/12/2024
Observed Holidays **Memorial Day** May 29, 2024 **Independence Day** July 4, 2024 **Summer Break:** August 26 – September 2, 2024		
Fall 2024		
Registration Period	**08/21/2024**	**09/01/2024**
Last day to add/drop classes	**09/11/2024**	
Semester Schedule	09/04/2024	12/29/2024
SAP Checkpoint - Term A	09/11/2024	10/13/2024
SAP Checkpoint - Term B	10/16/2024	11/17/2024
SAP Checkpoint - Term C	11/20/2024	12/22/2024
Observed Holidays **Labor Day** September 2, 2024 **Veterans Day** November 11, 2024 **Thanksgiving** November 25 - 29, 2024 **Winter Break** December 23 – January 3, 2025		
Spring 2025		
Registration Period	**12/04/2024**	**12/22/2024**
Last day to add/drop classes	**01/15/2025**	
Semester Schedule	01/08/2025	04/26/2025
SAP Checkpoint - Term A	01/08/2025	02/09/2025
SAP Checkpoint - Term B	02/12/2025	03/15/2025
SAP Checkpoint - Term C	03/19/2025	04/19/2025
Observed Holidays **Martin Luther King Day** January 20, 2025 **President's Day** February 17, 2025 **Spring Break:** March 24 – March 28, 2025		

INSTRUCTIONAL SEMESTER

- **Full-Time Student (Degree):** Can take between 9 to 12 Credits per semester.
- **Part-Time Student (Degree)**: Can take between 3 to 6 Credits per semester.
- **Hourly Programs**: Must complete program as Full-Time and within MTF.
- **Academic Year**: Beginning September 1st through August 31st.
- **Semester**: There are three semesters which contain 16 weeks of instruction.
- **Semester Descriptions:** Fall, Spring, and Summer.
- **Add-Drop Period (Degree):** Occurs during the first week (7 days) of each semester.

OFFICE HOURS

The institution Administrative Office is available Monday through Friday from 8:30 AM to 4:30 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.

FINANCIAL INFORMATION

TUITION

DIPLOMA PROGRAM

Programs	Clock hrs.	Tuition Cost	Duration
Broadband Digital Installer	200	$15,000.00	5 Weeks
Lean Supply Chain Optimization	300	$7,500.00	15 Weeks
Project Business Controller	300	$7,500.00	15 Weeks
Business Information Systems	240	$6,500.00	8 Weeks
Wind Turbine Technician	240	$16,100.00	4 Weeks
Digital Wireless Infrastructure Technician	229	$10,000.00	7 Weeks
Broadband Wireless Digital Installer	112	$8,500.00	2 Weeks
Broadband Fiber Digital Installer	109	$8,500.00	2 Weeks

The cost of textbooks for the diploma program is included in the tuition cost.

DEGREE PROGRAM

Programs	Credits	Tuition/Credit	Tuition Cost	Duration
Associate of Science in Telecommunications	60	$493.5	$29,610.00	18-Months

FEES

Fees	Cost
Registration Fee *(non-refundable as per the refund policy)*	**$25.00**
Textbooks *(Degree program only)*	**$880.00**
Laboratory Fee	**$130.00**
Graduation Fee	**$75.00**
Technology *(Paid per term)*	**$50.00**
Course Re-Entry *(additional tuition fee may apply)*	**$35.00**
Returned Checks	**$35.00**
Per Transfer Credit Accepted	**$150.00**
Official Transcript (first one is free)	**$35.00**
Library Fee	**$35.00**
Late Payment Fee	**$35.00**
Withdrawal Processing Fee	**$35.00**
Diploma Replacement Fee	**$25.00**

CANCELLATION & REFUND POLICY

If a student withdraws or is dismissed for any 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 (3rd) Business Day, but before the first class, results in a refund of all monies paid, with the exception of the registration fee (not to exceed $150.00).
4. **For diploma programs,** cancellation after attendance has begun, through 40% 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 40% of the program will result in no refund.
5. **For degree programs**, if a student withdraws prior to completion of the first week of classes (drop/add period) of the semester, the school will refund 100% of the tuition for the semester. There will be no refund after the drop/add period.
6. **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.
7. Refunds will be made within thirty (30) days of termination of students' enrollment or receipt of cancellation notice from 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.

FINANCIAL ASSISTANCE OPTIONS:

NEXTTECH DIVERSITY PROGRAM – PAYMENT PLAN*

Eligible students may be able to fulfill their financial obligation to LAC through participation in a NextTech Diversity Program Payment Plan (an "NDP Payment Plan"). Students wishing to participate in an NDP Payment Plan must satisfy the following eligibility criteria and be qualified by LAC as an NDP Participant:

1. The student must complete an NDP Application, including the successful completion of a background check.
2. The student must agree to accept and begin at least one in-field placement made available by LAC upon completion of his or her program.

Students who have been qualified by LAC as an NDP Participant may elect to fulfill their financial obligation to LAC by participating in an NDP Payment Plan, which will include the following requirements:

1. Prior to the start of class, the student will execute a Retail Installment Contract ("RIC"), which enables the student to finance the entirety of his or her program at no interest and to defer payments until the student completes the program or withdraws.
2. If the student completes his or her program and accepts and begins an in-field placement made available by LAC, the student's tuition obligation will be satisfied in full by an Industry

Sponsor and the RIC will terminate automatically.

3. If the student completes his or her program but **declines** to accept and begin at least one in-field placement made available by LAC, (0% to 85%) of the student's tuition obligation will be satisfied by an Industry Sponsor, and the student will be responsible for any amount remaining, which the student will pay pursuant to the terms of the RIC. The exact amount remaining for which the student will be responsible will be specified in the RIC and the student's NDP Payment Plan Agreement.
4. If the student withdraws from his or her program, 0% of the student's tuition obligation will be satisfied by an Industry Sponsor, and the student will be responsible for all tuition owed, consistent with the terms of this Agreement and the terms of the RIC.

Students interested in participating in an NDP Payment Plan are encouraged to request an NDP Application from their admissions representative.
(*for those who qualify)*

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's Registration Fee, Books and Supplies, Tools and Uniform, Certification Test Fees, Technology Fee, and applicable sales tax) not covered by the Plan.

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. In the event that either: (1) the student at any time, voluntarily or involuntarily, ceases 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 understands 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 Third Party Loan Options **(for those who qualify):**

- Paramount Capital Group
- Stride Funding

ACADEMIC INFORMATION

DIPLOMA PROGRAMS

BROADBAND DIGITAL INSTALLER

PROGRAM DESCRIPTION

Our Broadband Digital Installer program presents background information and installation practices pertaining to multiple transmission mediums that include broadband, wire line, wireless, fiber optic, radio frequency, and coaxial infrastructure types. These mediums support telecommunications infrastructure that allows people access to internet services, wireless and wired telephone systems, 5G related devices, home automation services, and integrated technologies.

Broadband professionals will be instructed on what is involved in certifying the reliability of a drop system – fiber and coaxial – on multiple structures that include rooftop, self-supporting towers, and monopoles. They will develop an understanding in high-speed data transfer for multiple use cases as well as step-by-step installation procedures for each service. Because the modem, routers, switches, wireless devices, and other technologies are unique to the telecommunications industry, the course provides extensive information about their origination and the advantages that each offer. The evolution of different modem/server types, from baseband to inside radio units, is detailed from its initial release through all versions including various manufacturers and includes an explanation of what transpires in the background when a network is being provisioned for service.

Due to the rapid growth of and interest in 5G related integration technology, this course covers the protocols that power the infrastructure that connects businesses, schools, homes, phones, and, ultimately, people together. For the Digital Broadband field practice, we provide a blended learning approach that includes lectures, hands on assessment, exam knowledge checks, virtual/augmented reality solutions, and the ability to obtain a number of key industry certifications to hit the ground running in this expanding industry.

PROGRAM OBJECTIVE

This course covers the protocols, technical knowledge, hands on competencies and techniques needed to work as a technician in the Broadband, Wireless, Wired, Fiber Optic, Digital, or any other Installer related field that requires a network-based solution for communications.

PROGRAM BREAKDOWN

Course Code	Course Title	Clock Hours
17BB - 1	Installing Digital Services	16
17BB - 2	Introduction To High-Speed Data	14
17BB - 3	Telecommunications System Operations	14
17BB - 4	Installing Telecom Server Components	12
17BB - 5	Introduction To Wireless Technology	14
17BB - 6	Installing Wireless Technology	12
17BB - 7	Introduction To Telecom Wiring	16
17BB - 8	Installing Telecom Wiring	24
17BB - 9	Integrating The Telecommunications Network	14
17BB - 10	Theory Of Connected Transmission Technologies	10
17BB - 11	Installing 5g Wireless Integrated Technologies	14
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:	**304**

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 how 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**

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 and 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**

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 applications of Microsoft® Windows®, Word®, Excel® and PowerPoint®. The program includes specific instruction for each application selected including theory and a hands-on project.

PROGRAM OBJECTIVE

Our Business Information System program provides key technical skills needed for employees and managers to use technology to its fullest ability. This training will help the student 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**

DIGITAL WIRELESS INFRASTRUCTURE TECHNICIAN

PROGRAM DESCRIPTION

Rapid growth and expansion of 5G initiatives nationwide has placed demand on 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 to 5G, small cell and antenna system deployment on multiple structures. Students 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)**
	ELECTIVE COURSES		
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**	

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 and labs and provided certification vouchers to take certification exams through NCTI - specifically the Applying Wi-Fi Technologies certification.

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 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 systems 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 certifications 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 and provided certification exam vouchers to take certification exams through VIAVI, Sumitomo, and the Fiber Broadband Association's OpTIC Path certification.

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**

WIND TURBINE TECHNICIAN

PROGRAM DESCRIPTION

Wind Turbine Technician's perform maintenance, repair, diagnosis, and adjustments on wind turbine equipment. Students will gain introductory knowledge on resolving electrical, mechanical, and hydraulic malfunctions to the various systems on a wind turbine. Students will also learn the required safety standards for working on site with emphasis on fall protection, height rescue, first aid and electrical safety. They will learn procedures involving record keeping, creating reports, and submitting documentation pertinent to the job. Testing systems, component repair and troubleshooting equipment are core requirements to the student's hands on competencies where they will utilize hand and power tools to perform simulated turbine work.

PROGRAM OBJECTIVE

Our wind turbine program provides knowledge in Technical, Tactile, and Theory based competencies for students to obtain employment as a Wind Turbine Technician. They will learn key aspects of extreme height work safety, construction fundamentals, and job skills required by a wind technician. Technician skills include electrical, hydraulic, blade repair, and other mechanical competencies.

PROGRAM BREAKDOWN

Course Code	Course Title	Clock Hours	Lab Hours
21WT-1	Introduction to the Wind Turbine Industry	5	2
21WT-2	Introduction to Hand and Power Tools	5	2
21WT-3	Basic AC/DC Electrical Theory	40	16
21WT-4	Mechanical and Hydraulic Theory	15	6
21WT-5	Maintenance of Wind Turbine Equipment	10	4
21WT-6	Commissioning New Turbines	5	2
21WT-7	Major Wind Turbine Repair and Replacement	10	4
21WT-8	Job Safety and Hazard Analysis	5	2
21WT-9	Introduction to Fiber in Wind Farms	5	2
21WT-10	Fundamentals of Reading Schematics and Trouble Shooting	15	6
21WT-11	Fundamentals of Web Applications	5	2
21WT-12	Comprehensive Fall Protection and Rescue Training	40	16
21WT-13	Bolting Theory	10	4
21WT-14	Rigging Methodologies	10	4
21WT-15	At Height Work Safety Standards and Regulations	15	6
21WT-16	Uses of Ropes and Knots for at Height Work	10	4
21WT-17	Troubleshooting and Testing Wind Turbine Components	20	8
21WT-18	Electrical Measuring Safety	15	6
	TOTAL:	**240**	**96**

DEGREE PROGRAMS

TELECOMMUNICATIONS

PROGRAM DESCRIPTION

The Associate of Science in Telecommunications Program prepares students in the field of telecommunications. The program focuses on the understanding and applying of new techniques in electronic technology for the aim of testing, maintaining, repairing, and upgrading digital as well as analog communication systems. The program also covers fundamentals of digital communications, its applications and how information technology converges to create robust synchronous telecommunications systems. The program is designed to be an integrated educational curriculum taught using an applied, and theoretical approach. With the expansion of 5G wireless and 10G broadband, it is important to learn the fundamentals of digital communications, its applications and how information technology converges to create robust synchronous telecommunications systems. This program is specifically designed to guide the student in learning modern day communication system design and its correlating infrastructure. The topics also include wired, wireless, and point to point technologies that create mesh networks which enable instantaneous communication between two or more individuals.

PROGRAM OBJECTIVE

Students will be taught the co-relational properties of active fiber optic networks versus passive coaxial networks, small cell and 5G applications, wireless antenna systems, wired broadband and the engineering of infrastructure layouts that interconnects everything together. Hands-on practical courses give students a direct transfer of knowledge for each system type and its components. Students will be taught how information technology, 5G and telecommunication infrastructure converge via data centers, servers, and cyber security. This program has several high-intensity courses that require strong physical strength and exposure to extreme heights. The student will be exposed to hazardous work-environments at heights over 25 feet, small spaces, and weather conditions including heat, cold and surrounding climate.

PROGRAM BREAKDOWN

Course Code	Course Title	Credit Hours	Course Type	Delivery Method
	General Education Courses	**15**		
ENG 101	Freshman Composition I	3	**Theory**	Online
ENG 121	Freshman Composition II	3	**Theory**	Online
HIS 101	History	3	**Theory**	Online
ALG 101	College Algebra	3	**Theory**	Online
SOC 102	Introduction to Sociology	3	**Theory**	Online
	Core Courses	**45**		
TBR 101	Introduction to Broadband Systems	3	**Theory**	Online
LED 101	Leadership and Interpersonal Communication	3	**Theory**	Online
TEC 110	Electrical Theory and Application	3	**Theory**	Online
TWR 201	Introduction to Wireless Antenna Systems	3	**Theory**	Online
TBR 202	Advanced Broadband Systems	3	**Theory**	Online
TIN 211	Installation of Macro Cell Sites	3	**Theory**	Online

TWE 222	Welding Methodologies and Grounding	3	**Theory**	Online
THA 301	Telecommunications Hazard Analysis	3	**Theory**	Online
TIT 310	Information Technology Fundamentals	3	**Theory**	Online
TFI 320	Fiber Optic Networks and Activation	3	**Theory**	Online
TWI 322	Ropes, Knots and Rigging Methodologies	3	**Theory**	Online
TWI 323	Macro and Micro Cell Site Deployment	3	**Theory**	Online
TWI 330	5G Networks and Deployment	3	**Theory**	Online
THE 340L	Height Fall Protection and Rescue Theory and Lab	3	**Laboratory**	Campus
TFI 350L	Fiber Optics for ISP, OSP and DAS Theory and Lab	3	**Laboratory**	Campus
	TOTAL:	**60**		

ADMISSION REQUIREMENTS

Business Information Systems

- Students must be over the age of 18 and should have work experience to support the program they would like to take before enrolling. While experience is not required, it is recommended.

Lean Supply Chain Optimization

- Applicants must have a Yellow Belt Sigma class completed, or the Yellow Belt exam passed.
- Suggested - Students should be working in Lean Sigma environment for over 2 years.

Broadband Digital Installer and Project Business Controller, and Wind Turbine Technician

- Candidates should be over 18 years of age.
- Have a valid government issued ID.
- A high school diploma or GED.

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

- Candidates should be over 18 years of age.
- Have a valid government issued ID.
- A high school diploma or GED.
- Candidate Must be willing to travel out of market/state (50% travel minimum).
- Candidate Must be able to pass background, driving record, and drug testing.
- Candidate Must be Fit for Duty (Carry 50-75 lbs.).
- Candidate should have no Fear of Heights. (Work is conducted 150-500 feet in the air)
- Basic mechanical skill is a plus.
- Ability to work in the outdoor elements (Summer, Winter).
- Candidate must be under 225 lbs.

Associate of Science in Telecommunications

- High School Diploma or GED.
- Valid government issued ID.

- At least 18 years of age upon application.

Special Requirements: Applicant…

- must have a current and valid driver's license.
- must be able to lift at least 50 lbs. (Evaluated on site upon prior to final acceptance).
- must be able to climb at least a 20 ft. ladder. (Evaluated on site upon prior to final acceptance).
- must be physically capable of climbing at least 200 ft. (Evaluated on site upon prior to final acceptance).

APPLICATION FOR ADMISSION

All persons interested in applying for admission to the institution should complete an application which must be accompanied by a **non-refundable** required registration fee of a **$25.00** (check, money order, or credit card) to process the application. The check/money order should be made payable to Learning Alliance Corporation. Applicants must submit all required application documents to be considered for admission. 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 and fee active for one (1) year from the term in which the individual was first accepted. In situations longer than one (1) year the application process must be started again with a new application and fee paid.

ORIENTATION

Prior to attending classes, new student, 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 student with the policies of the institution. Students are also required to attend an e-library orientation during their first term.

GRADUATION REQUIREMENTS

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

- Complete all credits or clock hours as stated in the catalog.
- Met satisfactory academic progress.
- Fulfill all monetary obligations.

CREDENTIALS AWARDED

Program	Credit/Clock hrs. Required	Credential Awarded
Broadband Digital Installer	304 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
Wind Turbine Technician	240 Clock hrs.	Diploma
Associate of Science in Telecommunications	60 Credits	Associate of Science

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 credit 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 requests 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.

ONLINE DELIVERY

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 nonattendance, 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 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 download)
- 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-bit or 64-bit)
    - Windows 8 (32-bit or 64-bit)
    - Windows 8.1 (32-bit 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 student's folder. 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

Student 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, the purchase of textbooks and library 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 admission process, and throughout the program. Any problems 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 opportunities 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 searching current job opportunities.

E-LIBRARY

Students and faculty have access to Learning Alliance Corporation's Online Library, which is a very important online resource for academic assignments, projects, and research. Learning Alliance Corporation has an agreement for the use of e-Library at **www.lirn.net**. The library provides student and faculty with 24 hour-a-day and 7 days a week access to instructional, academic, and research resources.

LEAVE OF ABSENCE

A student may be granted a leave of absence for a maximum of 5 days. All requests for leaves of absence must be in writing with the reason for the LOA and the date of expected return specified. If the student does not return on the expected date, the student's enrollment will be terminated. A refund calculation will be completed according to the school Cancellation & Refund Policy. The withdrawal date will be the student's last recorded date of attendance.

SATISFACTORY ACADEMIC PROGRESS

GRADING SYSTEM

Grades are based on the quality of work as shown by written tests, term papers, and projects 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 be counted as **1/3** absence. Students exceeding **6% (percentage)** total absences of scheduled hours in a calendar month 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 earns 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 an 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 passes on the next attempt.
4. If the student takes the course a second time and passes it, the student is removed from academic probation.
5. If the student fails the course a second time, the student could be academically dismissed from the institution.

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	304 clock hrs.	456 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.
Wind Turbine Technician	240 clock hrs.	360 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 "Grade Change Form", with the instructor signature. All grade changes are subject to administrative approval. Students questioning a term grade posted to their academic record should e-mail the institution registrar. The institution registrar will forward the e-mail to the instructor of the course and

the appropriate academic administrator for resolution. The timeframe for changing the grade is one (1) week from the end of the term.

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 examinations are subject to this policy. Students failing to attend a scheduled exam time may be subject to a forfeiture of the exam fee 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 this 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 will 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 that 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 Education who will consider the appeal. The **Director of Education** will have the final authority over the matter to make the decision whether to accept the student's appeal within 5 days. For the student's appeal to be granted, the student will need to give evidence of satisfactory academic progress.

Derrick Francis, Director of Education
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 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 creates an intimidating, hostile or offensive learning environment. In the interest of preventing sexual harassment, the Institution will respond to reports of any such conduct.
6. Stalking behavior in which an individual repeatedly engages in conduct directed at another person and makes a credible threat with the intent to place 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 where the threat is additionally determined by the Institution to serve no legitimate purpose.

7. Obstruction or disruption of teaching, research, administration, disciplinary procedures, or other Institution activities.
8. 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; or resisting or obstructing such Institution or other public officials in the performance of or the attempt to perform their duties.
9. Selling, preparing, or distributing for any commercial purpose course lecture notes, video or audio recordings 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 Education** 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 Education 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 case, 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 Exclusion from Activities, 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 conditions of the probation may result in further disciplinary action, normally in the form of Suspension or Dismissal.

3. **Loss of Privileges and Exclusion from Activities:** Exclusion from participation in designated privileges and activities for a specified period. Violation of any conditions in the written Notice of Loss of Privileges and Exclusion from Activities, 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 provided that the 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 in causing the damages 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 Education in writing. If the Director of Education 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 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 the communication is made, the more likely it is to resolve the matter satisfactorily. Complaints should be made to the **Director of Education**. 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.

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 the 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 the 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 it to:
Commission for Independent Education, Florida Department of Education
325 West Gaines Street, Tallahassee, FL 32399-0400
Phone 850.245.3200, or Toll Free 888.224.6684, or online at http://www.fldoe.org/policy/cie

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. Student will be given advance notification of such changes.

NON-DISCRIMINATION

Learning Alliance Corporation admits student of any race, color, sex, age, 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 student 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 held 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 October 1, 2009.

EMERGENCY CLOSURE

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

COURSE DESCRIPTIONS

DIPLOMA PROGRAMS

COURSE NUMBERING 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 of 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, contacts, 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 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 earlier levels before attending this class.*

1011 - 1 MS Word (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 MS Word (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 earlier levels before attending this class.*

1011 - 3 MS Word (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 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 formulas will be discussed.
Prerequisites: *This class has no formal prerequisites. The student should have the knowledge of 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 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: *No prerequisite.*

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 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 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 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 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 project. 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 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 earlier levels before attending this class.*

BROADBAND DIGITAL INSTALLER

17BB - 1 Installing Digital Services – 16 Clock Hours
Qualifying signal for digital services; recognizing connection options, including direct, digital adapters, switches, modems, servers, baseband, and inside radio unit connections. Identifying different hardware types and the order of installation pursuant to OEM specification.

17BB - 2 Introduction to High-Speed Data – 14 Clock Hours
Detailing the origins of high-speed data transfer technologies that include modems, switches, and routers. Build an understanding of the architectures, provisioning processes, and the differences, between shared networks. Detail transmissions, data throughput, and understanding the monitor and control of these systems.

17BB - 3 Telecommunications System Operations – 1 4 Clock Hours
Gain an understanding of manufacturer-related requirements on multiple hardware types for different network architectures. Focus on RF transmission mediums, fiber optic mediums, wireless antenna mediums, modem related data transfer mediums, and integrated technologies that support the flow of data.

17BB - 4 Installing Telecom Server Components – 12 Clock Hours
Qualify the backhaul infrastructure to multiple network types that require physical wire drop systems to feed data back to data processing centers. This includes activating the drop system through fiber optic, coaxial, or active means.

17BB - 5 Introduction to Wireless Technology – 14 Clock Hours
Exploring the world of wireless technology and understanding its role in business, personal (cell phone), home, and commercial applications. Build an understanding of mesh networks and signal heatmaps.

17BB - 6 Installing Wireless Technology 12 Clock Hours
Exploring the hardware, infrastructure, and physical devices that make up the wireless ecosystem, installing devices, and connecting multiple types of wireless networks together. Build understanding of rooftop access, at height installation standards, and safety.

17BB - 7 Introduction to Telecom Wiring – 16 Clock Hours
Introducing the network interface devices, coax/copper (twisted and untwisted) cable, fiber optic cabling and connections that are made to data routing topologies.

17BB - 8 Installing Telecom Wiring – 24 Clock Hours
Pre-qualifying existing telecommunications infrastructure, and build understanding on wireless, broadband, and fiber optic installation practices. This includes routing cable, installing modular networks, mesh networks, and other data sharing topologies within different environments.

17BB - 9 Integrating the Telecommunications Network – 14 Clock Hours
Defining the network specific to different use cases that include home automation, commercial applications, 5G integrated technologies with fiber to the curb, and understanding the growth path of telecommunications. Identifying the Information Technology convergence with telecommunications to create enhanced data sharing through edge computing, xRAN, and oRan networking types. Focus will be given to cyber security within the 5G network layer.

17BB - 10 Theory of Connected Transmission Technologies – 10 Clock Hours
Describing key differences in back haul requirements for multiple scopes of work in relation to transmission mediums. Lines, antennas, distributed frameworks for macro, micro, and in-building solutions will be given context. Automation and data sharing applications will be described.

17BB - 11 Installing 5g Wireless Integrated Technologies – 14 Clock Hours
Describing automation platforms within multiple transmission mediums such as Citizens Broadband Radio Service (CBRS) that allows for smart warehouse and other commercial driven applications. Describe the centralized hubs, devices, and the construction plans, diagrams, schematics, and bill of materials that provide context to performing 5G integrated installations.

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.
- Provide a focus on safety requirements, standards, regulations, and industry specific best practices that equate to effective critical thinking in unsafe and hazardous conditions.

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.

Problem solving and decision making will be applied through hands on practical that requires job hazard analysis, statement of work reflection, and team-oriented approaches. An understanding of construction safety requirements, at-height regulations, and standards will be used to build strong decision-making skills.

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

Customer Service - 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 understand 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)
    - Typology History
    - Typology Introduction
    - Individual Assessment

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.

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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.
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.

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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.

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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 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 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 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 designed to provide the student with a foundation in designing and implementing templates to facilitate project closing processes.

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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 - 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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- Discuss ANZI 359
- Other telecommunications standards that apply.

17SS - 60 Soft Skills Training for the Workplace 1 – 8 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 – 8 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 – 8 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 – 8 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 – 8 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 – 8 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 – 8 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 – 8 Clock Hors
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 – 6 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)
    - Typology History
    - Typology Introduction
    - Individual Assessment

WIND TURBINE TECHNICIAN

21WT - 1 Introduction to the Wind Turbine Industry - 5 Clock Hours
This introductory course provides the student with a rundown of the wind turbine industry as it relates to Renewable Energy. Students will learn future options for wind energy systems, trends in technology and the development plans relating to the industry. They will gain a basic understanding of wind terminology, wind theory and the basics of how turbine generate energy.

21WT - 2 Introduction to Hand and Power Tools – 5 Clock Hours
Students will learn a variety of hand and power tools that may be utilized during wind turbine commissioning, repair, installation, troubleshooting and maintenance. Students need to understand the safety concerns for various tools, their applications, and best practices. Tools can be used incorrectly which can result in injury on a job site, so it is important to know when and how to use a specific tool relating to wind turbine work.

21WT - 3 Basic AC/DC Electrical Theory – 40 Clock Hours
Students will learn the difference between AC and DC electrical theory. Students will learn about components, circuits, transformers, three phase AC basics, electric motors and the mathematics that govern the flow of electricity through those systems. Students will become proficient in Ohm's Law and understand how common electrical components work.

21WT – 4 Mechanical and Hydraulic Theory – 15 Clock Hours
This course introduces a student to mechanical and hydraulic theory relating to gearboxes, mechanical systems, hydraulics found on wind turbines and hydraulic bolting equipment.

21WT – 5 Maintenance of Wind Turbine Equipment – 10 Clock Hours
Students will learn about the regular maintenance practices used in the field to keep a wind turbine operational. This will include how to create and keep documentation of the maintenance performed.

21WT – 6 Commissioning New Turbines – 5 Clock Hours
The definition of 'commissioning' is not standardized, but generally covers all activities after all components of the wind turbine are installed. Students will learn the commissioning tests that usually involve standard electrical tests for the electrical infrastructure as well as the turbine, and inspection of routine civil engineering quality records. Careful testing at this stage is vital if a good quality wind farm is to be delivered and maintained.

21WT - 7 Major Wind Turbine Repair and Replacement – 10 Clock Hours
This class will focus on what happens when parts fail, and major overhauls and repairs must be performed on a wind turbine. This class will reinforce the necessity of good preventive maintenance by showing the complexity and cost involved in major repairs and replacements of parts.

21WT - 8 Job Safety and Hazard Analysis – 5 Clock Hours
Students will learn the importance of completing a job hazard analysis or JHA. This is one of the most important things we can do to help improve the overall safety of work. The JHA will help identify potential risks associated with each job, which will put students and others in a good position for finding ways to mitigate or even eliminate the hazards.

21WT - 9 Introduction to Fiber in Wind Farms – 5 Clock Hours
Fiber-optic cables are ideal for data transfer and communication between wind-turbines and components found within. Students will learn how fiber optics are used in wind turbines and how to trouble shoot fiber optic systems at a basic level.

21WT - 10 Fundamentals of Reading Schematics and Trouble Shooting – 15 Clock Hours
Students will learn how to recognize electrical symbols and see how they connect and then learn how to apply that knowledge to better trouble shoot electrical systems commonly found inside wind turbines.

21WT - 11 Fundamentals of Web Applications – 5 Clock Hours
This class will focus on some of the supervisory control and data acquisition systems found in wind turbines. These systems aid in trouble shooting and gauging the effectiveness of outlined maintenance being performed.

21WT - 12 Comprehensive Fall Protection and Rescue Training – 40 Clock Hours
We will provide students with ENSA's Bundled 3 program which is an industry-leading and trusted training program specific to the wind industry's need for development of safe access methods and rescue response procedures should an incident occur. The training is specific to wind turbine operations and comprises of three main instructional safety trainings: work at height safe access and rescue, trauma at height, and confined space entry and rescue.

21WT - 13 Bolting Theory – 10 Clock Hours
We will educate students on what it takes to properly maintain and create mechanical joints found in wind turbines. Students will also learn how to properly provide the right torque and tension specified by the manufacturer for that piece of equipment.

21WT - 14 Rigging Methodologies – 10 Clock Hours
This course details all aspects of the ASME B30 Standards and is designed with specific emphasis on load calculations and rigging plans for blades and heavy replacement maintenance. Successful students will meet the criteria to create rigging plans as outlined in the standard. This course will be followed up with hands on training for specific load lifting scenarios.

21WT- 15 At Height Work Safety Standards and Regulations – 15 Clock Hours
This class will include OSHA 10 and cover all industry recognized standards and regulations.

21WT - 16 Uses of Ropes and Knots for at Height Work – 10 Clock Hours
This course covers ropes, webbing, and knots. As well as rigging for at height work, temporary safety systems and rope access systems.

21WT – 17 Troubleshooting and Testing Wind Turbine Components – 20 Clock Hours
Students will learn how to safely troubleshoot wind turbine components checking the terminal voltage across different components and devices in the circuit; checking the continuity of the current for open circuit faults, components like resistor, capacitor, transistors, and their status checking whether they are functioning or not, and so on.

21WT – 18 Electrical Measuring Safety – 15 Clock Hours
This course describes the electrical dangers students may face in the workplace, the safety standards to protect them and the best practices involved with test tool safety.

DEGREE PROGRAMS

COURSE NUMBERING SYSTEM

The course numbers are based on course codes established by the institution and do not relate to state common course numbering systems. The course numbering system consists of an alpha prefix followed by a digit course number. The alpha prefix identifies the discipline, the first digit specifies lower or upper level, the second digit specifies the level of difficulty from a 1-5 scale, and third digit specifies the subcategory.

Sample Course Number (ENG101)
Letters = Discipline = English
First Digits = 1 = Lower Level
Second Digit = 0 = Entry Level Course
Third Digit = 1 = Sub-category Course

ASSOCIATE OF SCIENCE IN TELECOMMUNICATIONS

ENG 101 Freshman Composition I – 3 Credits
Development of essay form, including documented essay; instruction and practice in expository writing. Emphasis on clarity of central and support ideas, adequate development, logical organization, coherence, appropriate citing of primary and/or secondary sources, and grammatical and mechanical accuracy.
Pre-requisite: None

ENG 102 Freshman Composition II – 3 Credits
Emphasis on style; use of library; reading and evaluating available sources; planning, writing, and documenting short research papers. *Pre-requisite: ENG101*

HIS 101 History – 3 Credits
This Course is designed to explore the social, political, economic, intellectual, and cultural development of America from 1865 to the early 21st century. It covers such topics as Reconstruction, industrialization, Western expansion, the Progressive era, the Great Depression, the New Deal, America's rise as a world power, the Cold War, the Civil Rights movement, Vietnam, Watergate, the Reagan Revolution, and the post-9/11 War on Terror. *Pre-requisite: None*

ALG 101 College Algebra – 3 Credits
Course based on the study of functions and their role in problem solving. Topics include graphing, the linear, quadratic, and exponential families of functions, and inverse functions. Students will be required to solve applied problems and communicate their findings effectively. Technology tools will be utilized in addition to analytical methods.
Pre-requisite: None

SOC 102 Introduction to Sociology – 3 Credits
Enables student to understand social behavior and social processes and become familiar with vocabulary and methodology of discipline of sociology. Emphasis on culture and personality, age and sex roles, family, deviant behavior, social class and stratification, group behavior and social change.
Pre-requisite: None

LED 101 Leadership and Interpersonal Communication– 3 Credits
Students will learn soft skills related to leadership, effective communication, and mentorship. These skills are then translated to use cases based on industry specific requirements. In the industry, teams install equipment and infrastructure, so it is important to develop proper soft skills in preparation to work within that type of team environment. Progression to higher management positions also depends on key soft skills. *Pre-requisite: None*

TBR 101 Introduction to Broadband Systems – 3 Credits
Students will be taught the basics of broadband cable systems specific to coaxial and Wi-Fi networks. The student will learn multiple transmission mediums like multimedia over coax, quad play technologies and voice over IP data. OSHA, ANSI the NEC and NESC define safety standards for broadband based systems. Students will learn safety standards, best practices and troubleshooting methodologies specific to customer premises installation. The course will also include an introduction to industry specific information involving growth and the problems the industry faces in launching 5G systems.
Pre-requisite: None

TEC 110 Electrical Theory and Application– 3 Credits
Students will learn the difference between AC and DC electrical theory. Students will learn about components, circuits, transformers, three phase AC basics, electric motors and the mathematics that govern the flow of electricity through those systems. Students will become proficient in Ohm's Law and the reading schematics for electrical troubleshooting guidelines. The course will also have a large emphasis on constructing and troubleshooting live systems that students may encounter including generators, active communication systems and digital electronics. Students will also learn advanced concepts relating to DC electrical applications. *Pre-requisite: None*

TWR 201 Introduction to Wireless Antenna Systems – 3 Credits
Students will be introduced to Wireless Antenna Systems at the macro/micro cell level. These systems transmit data across many different spectrums. Students will learn the difference between spectrum options, how that spectrum is allocated and what type of distributed systems work best with each segment of spectrum. They will be familiarized with the different aspects of a macro cell site, its components and how data is transmitted from antenna to base station to backhaul systems. They will see how fiber optic cabling has been introduced to antenna systems, known as fiber to the antenna, to create faster low loss networks. This course will also cover the types of antennas, hazards, and safety personal protection equipment that aids in protecting oneself from RF/EME radiation. *Pre-requisite: None*

TBR 202 Advanced Broadband Systems – 3 Credits
Students will gain a more advanced understanding of the residential and commercial broadband system. They will also continue electrical theory in relation to cable drop systems specific to decibels, signal leakage detection and troubleshooting techniques. Further mathematics overview is conducted for students to solidify knowledge in equations and formulas for basic electronic and signal level theory. Students will gain a basic understanding in troubleshooting VHF and UHF frequency bands that also include LTE. *Pre-requisite: TBR 101, TEC 120*

TIN 211 Installation of Macro Cell Sites – 3 Credits
This course will include different types of trucks, trailers, and equipment to help students understand the logistics involved in installation and maintenance in the industry. Additionally, this course focuses on the different installation practices that may come into play on a micro or macro communication site. Furthermore, students will gain experience in navigating parts and interfaces for broadband testing equipment like signal testers, wireless testing equipment like line sweeping through PIM testers and line sweeping and other methodologies through OTDRs, RF meters and light meters. Finally, Students will learn the caveats between each structure type specific to 5G, DAS and small cells. These include lamp posts, utility poles, self-supporting towers, roof tops and many other structure types. *Pre-requisite: TWR201*

TWE 222 Welding Methodologies and Grounding – 3 Credits
Students will also learn multiple welding techniques. These include TIG/MIG welding and CAD Welding. Students will learn the importance of grounding telecommunications sites to protect equipment against lightning strikes. Students will learn fundamental uses of welding for steel work and steel repair. *Pre-requisite: TIN211*

THA 301 Telecommunications Hazard Analysis – 3 Credits
Students will be shown pertinent regulations and standards as well as how to reference them. Students will learn regulations and standards that are specific to "at height" work, rigging, fall protection and other requirements in line with macro cell site safety. Additionally, this course highlights overall job site safety for many different use cases in telecommunications as well as the documentation that is required to maintain a safe working environment. *Pre-requisite: TBR202*

TIT 310 Information Technology Fundamentals – 3 Credits
Telecommunication systems funnel data transmission to base stations. Base stations are a series of blocks and servers that translate, encode, and decode data to be routed to the proper back haul systems. Students will learn the basics of server infrastructure. Once familiarized, students will be introduced to how servers play a part in base station requirements. Students will be introduced to edge computing and 5G topics. Additionally, students will learn basic networking and cyber security skills that will come into play working with base stations and 5G edge computing technologies. The course will also cover a section on Microsoft web applications like Excel, Outlook, and OneDrive. *Pre-requisite: None*

TFI 320 Fiber Optic Networks and Activation – 3 Credits
Students will be introduced to fiber optic network terminology, the difference in fiber optic network versus coaxial broadband networks and how a fiber optic network can be an active network requiring electrical components. Additionally, this course provides the students with indispensable and up-to-date information on the deployment of fiber-optic cable in broadband networks. Lastly, students will be taught the maintenance and testing of already activated fiber optic networks specific to broadband related systems. *Pre-requisite*: TBR101, TEC110, TBR202

TWI 322 Ropes, Knots and Rigging Methodologies – 3 Credits
The students will learn to recognize acceptable rigging techniques, select the correct rigging equipment for a lift, and complete basic calculations to determine the forces that will be placed on the rigging equipment and structure. In addition, they will develop skills in handling ropes and tying knots and understand the importance of knots and ropes. *Pre-requisite: TWR201*

TWI 323 Macro and Micro Cell Site Deployment – 3 Credits
Students will learn what 5G is and 3GPP's requirements for a network to be considered 5G capable. They will gain an understanding of the technical specifications for 5G devices, and the challenges posed for electronics providers. Students will gain a base understanding about mobile network operators and manufacturers of 5G devices. Students will gain an introductory glimpse into the radio and core network specific to spectrum, new radio interfaces and CBRS. Students will understand how the core network needs to be prepared. Last, students will learn services, applications, and security behind 5G network planning and optimization. *Pre-requisite: TIN211, TFI320*

TWI 330 5G Networks and Deployment – 3 Credits
Students will learn what 5G is and 3GPP's requirements for a network to be considered 5G capable. They will gain an understanding of the technical specifications for 5G devices, and the challenges posed for electronics providers. Students will gain a base understanding about mobile network operators and manufacturers of 5G devices. Students will gain an introductory glimpse into the radio and core network specific to spectrum, new radio interfaces and CBRS. Students will understand how the core network needs to be prepared. Last, students will learn services, applications, and security behind 5G network planning and optimization. *Pre-requisite: TIN211, TFI 320*

THE 340L Height Fall Protection and Rescue Theory and Lab – 3 Credits
Students will learn about fall prevention and protection, roles of the worker, constructing a fall protection system, pre-use, and competent person inspection, recognizing, evaluating, and controlling risks and hazards. *Pre-requisite: TWR201, TFI 320*

TFI 350L Fiber Optics for ISP, OSP and DAS Theory and Lab – 3 Credits
This course provides a practical understanding of fiber optic theory and fiber applications in ISP, security and systems and more in-depth Hands-On focus on a wider array of OSP Fiber Optics Systems and components, installation, splicing, testing, and maintenance techniques. *Pre-requisite: TIN 211, TFI320*

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VETERANS AFFAIRS POLICIES

STUDENT RECEIVING VA EDUCATIONAL BENEFITS

VETERAN'S 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'S CREDIT 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** — **Director of Education**
- **Shelby Massey** — **Registrar Manager**
- **Kenneth Minter** — **Director of Operations**
- **Fred Arnold** — **Director of Finance**
- **Kristina Amberg** — **Human Resources**
- **David Fuller** — **Admissions**

FACULTY

- **Pete Matassa:**
  - Master of Business Administration in Management from University of South Florida, Tampa, FL
  - Bachelor of Arts in Management from University of South Florida, Tampa, FL

- **Michael Prayon**
  - Master of Business Administration Brenau from 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

- **Derrick Francis**
  - Certificate in Renewable Energy/Telecommunication Technician from Airstreams Renewables Inc., Fort Riley, KS
  - Certificate in Rappelling Rapple Master Course, Fort Campbell, KY
  - Certificate in Rappelling and Rigging Air Assault School, Fort Campbell, KY

- **Gabriel Yeager**
  - Master of Arts in Psychology from University of Central Florida, Orlando FL
  - Bachelor of Science in Psychology, University of Central Florida, Orlando FL
  - Associate of Arts, Psychology St. Petersburg College, St. Petersburg, FL

- **Krystina Yeager**
  - Bachelor of Arts in English from University of South Florida, Tampa FL
  - Bachelor of Arts in History From University of Central Florida, Orlando FL

- **Amy Lesniak**
  - Ph.D. in Education Administration from Liberty University, Lynchburg, VA
  - Master of Science in Academic Advising from Kansas State University, KS
  - Bachelor in Humanities, University of South Florida, Tampa, FL

- **Foster S. Thorpe, Jr.**
  - Master of Science in Management, Science National-Louis University, Tampa FL
  - Bachelor of Arts in Social Science, University of South Florida, Tampa FL

- **Grant Gordon**
  - OSHA Training for Construction Industry
  - NCFI Cable Phone Internet Wireless Ethernet Certification

- **Brooke Downs**
  - OSHA Training for the Construction Industry
  - American Red Cross First Aid and CPR Certified
  - Safety LMS "Train the Trainer", Competent Climber/Competent Rescuer

- **Torry McCrea**
  - Commercial Driver's License Class A
  - OSHA Training for Construction Industry
  - American Red Cross First Aid / CPR

- **Donald T. Batan**
  - Associates of Science in Occupational Tech from South University, Tampa, FL
  - Toer Climber Certificate from Learning Alliance Corporation, Tampa FL
  - OSHA Training for Construction Industry
  - American Red Cross First Aid / CPR

- **Evan Higdon**
  - OSHA 10
  - American Red Cross First Aid/CPR
  - NCTI

- **Chris Imperiale**
  - Bachelor of Science in Exercise Science from the University of Florida, Gainesville, FL
  - Tower Climbing Certificate from Learning Alliance Corporation, Tampa, FL
  - OSHA Training for Construction Industry
  - American Red Cross First Aid / CPR
  - Authorized Climber and Rescuer Safety LMS
  - Lean Six Sigma Master Black Belt Certificate
  - Lean Six Sigma Champion Certificate
  - Project Management Professional Certificate

- **Gregory Hughes**
  - Certified Fiber Optics Installer
  - OSHA 30
  - CPR/First Aid/Bloodborne Pathogens
  - Safety LMS Competent Cimber/Competent Rescuer

- **Devin Bussey**
  - Safety LMS Authorized Climber/Authorized Rescuer
  - Capstan Hoist Operations
  - Crane Spotter/Signal Person
  - Basic Rigging
  - OSHA
  - American Heart Association CPR/First Aid/Bloodborne Pathogens

- **Tate Logsdon-Hurst**
  - Safety LMS Authorized Climber/Rescuer
  - Capstan Hoist Operations

- Crane Spotter/Signal Person
- Fundamentals of RF/EME Awareness
- Basic Rigging
- OSHA
- American Heart Association CPR/First Aid/Bloodborne Pathogens

- **Skyler Ramirez**
  - Child/Adult CPR/AED and First Aid/Bloodborne Pathogens
  - Authorized Climber & Rescue
  - Capstan Hoist Operations
  - Fundamentals of RF/EME Radiation,
  - Aerial Lift Platforms/bucket truck
  - Tower Inspections
  - OSHA 30
  - DAS Installation Small Cell Installation
  - PIM/Line Sweeping NFPA 70E
  - DOT Flagging and Traffic Awareness
  - 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**
  - Capstan Hoist Operations
  - Fundamentals of RF/EME Radiation
  - Crane Spotter and Signal Person
  - Basic Rigging
  - OSHA 10-hour Construction Safety and Health
  - Antenna Alignment – 3Z RF Vision
  - Safety LMS Authorized Climber & Authorized Rescuer

- **Michael Middleton**
  - OSHA 30
  - NWSI TT1
  - First Aid CPR & AED
  - Safety LMS Competent Climber & Competent Rescuer

- **Michael Clark**
  - FBA OpticPath
  - NCTI Fiber to the Antenna
- **Justin Adames**
  - OSHA Training for Construction Industry
  - Child/Adult CPR/AED and First Aid/Bloodborne Pathogens
  - Safety LMS Authorized Climber/Rescuer

THANK YOU

FOR

CHOOSING…

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