Star V Corporate Training, LLC.
DBA
Star V Learning Centers
7020 A C Skinner Parkway, Suite 180
Jacksonville, Florida 32256
(904) 564-9500

A nonpublic career education school providing technical training for people who want to become certified in the area of computer technology.

CATALOG

CERTIFIED TRUE AND CORRECT IN CONTENT AND POLICY

School Official Signature Justin Lancaster
(Justin Lancaster)

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Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at:

Commission for Independent Education
325 W Gaines Street, Suite 1414
Tallahassee, Florida 32399-0400
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STAR V FOUNDATIONS

MISSION STATEMENT

Our mission is to help our students build the IT and computer skills necessary to successfully begin and further their careers in the business world. We will provide timely, thorough, and relevant courseware and services to meet the goals our students have for their learning experience. We aim to be the most trusted bridge between learners and employers, building an inclusive IT and business workforce, and meeting the growing need for cybersecurity professionals.

CORE VALUES

- **Student Success:** Clear milestones, learner-friendly instruction and environment, and measurable outcomes.
- **Technical Excellence and Continuous Improvement:** Up-to-date training kept current through data, feedback, ongoing professional development, and a growth mindset.
- **Employer Alignment:** Industry relationships and student preparation successfully connect graduates to in-demand roles.
- **Integrity and Accountability:** We earn trust through clear policies, truthful communication, privacy safeguards, and compliance with regulatory agencies.
- **Community:** A culture of belonging and service, connecting students, alumni, employers, and local partners through mentorship, events, and volunteerism that strengthen our communities.

PROFILE OF A STAR V GRADUATE

Star V Graduates are:

1. Technically proficient
2. Workforce-ready and professional
3. Effective communicators and collaborators
4. Continuous learners
5. Confident, capable practitioners.

PREFERRED FUTURE

To stay current on tools and workflows, expand access to skill-building across more locations and a larger catalog, and be the region's most trusted bridge from training to employment.

OWNERSHIP

Star V Learning Centers is owned by Star V Corporate Training, LLC

Joe Deering, Owner
4838 Ortega Forest Dr
Jacksonville, Florida 32210

GOVERNING BODY

The principal office of the corporation is located at 7020 AC Skinner Parkway, Suite 180, Jacksonville, Florida, 32256.

FACULTY & STAFF

ADMINISTRATIVE STAFF:

Owner: Joe Deering
Director of Education and Operations: Darlene Valenciana
Director of Admissions: Justin Lancaster (VA Certifying Official)
Director of Student Experience: Marcela Mapstone (VA Certifying Official)
Director of Career Services: Pat Lebowitz

ADMISSIONS REPRESENTATIVES:

Terrence Bradshaw
Tiera Lee
Robert McCormick

INSTRUCTOR FACULTY:

Kenneth Roden

Programs Taught: Computer Career Development Program, CompTIA Career Development Program, CompTIA: A+, Network+, Server+, Security+, Linux+, CySA+, Cloud+
Certifications held from CompTIA: A+, Sec+, CySA+
Certifications held from Sig Sigma: Green Belt, Yellow Belt.

Michael Goodman

Programs Taught: Microsoft Excel for Office 365 Parts 1, 2, and 3, Tableau Parts 1 and 2, Microsoft Power BI, Data Analysis Series
Certifications held from Microsoft: Microsoft Office Specialist Master Instructor
Certifications held from AXELOS: ITIL Foundations Certified

Lucas Lewis

Programs Taught: Computer Career Development Program, CompTIA Career Development Program, CompTIA: A+, Network+, Server+, Security+, Linux+, CySA+, Cloud+
Certifications held from CompTIA: A+, Network+, Security+, CySA+.

Donald Lafond

Programs Taught: Computer Career Development Program, CompTIA Career Development Program, CompTIA: A+, Network+, Server+, Security+, Linux+, CySA+, Cloud+
Certifications held from CompTIA: A+, Network+, ITF+, Cloud Essentials+.
Certifications held from Cisco: Cisco Certified Network Associate (CCNA).
Certifications held from EC-Council: Ethical Hacking Essentials v1.
Certifications held from Certiport Information Technology Specialist:
College Degree: Associate of Arts in Business, Bachelor of Liberal Studies in Business Administration, Master's in Computer Resources and Information Management, PhD in Organization and Management.

Mark Young

Programs Taught: Computer Career Development Program, CompTIA Career Development Program, CompTIA: A+, Network+, Security+, Server+

Certifications held from CompTIA: A+, Network+, Security+, Server+

Certifications held from Microsoft: MCSE: Security, MCT

Joshua Neitch

Programs Taught: Computer Career Development Program, CompTIA Career Development Program, CompTIA: A+, Network+, Server+, Security+, Linux+, CySA+, Cloud+

Certifications held from CompTIA: A+, Network+, Server+, Cloud+, Security+, CySA+, Linux+

Darlene Valenciana

Programs Taught: Computer Career Development Program, CompTIA Career Development Program, CompTIA: A+, Network+, Server+, Security+, Linux+, CySA+, Cloud+

Certifications held from CompTIA: Security+

College Degree: Bachelor of Science, Workforce Education.

Employees employed at Star V Learning Centers are employees of Star V Corporate Training.

Star V Learning Centers is approved by the following non-governmental agencies:

Microsoft - 1998, CompTIA – 1999, Pearson VUE- 2012

DESCRIPTION OF SCHOOL FACILITIES

The school consists of 10,700 square feet with 9 classrooms and administration offices. It is located at 7020 A C Skinner Parkway, Suite 180, Jacksonville, Florida 32256. There are parking facilities on-site and convenient public transportation available.

Each classroom is equipped with one computer per person, video, overhead projections, and a whiteboard for visual aid.

In addition to the administrative offices and classrooms, the school maintains a computer lab for test prep, a testing center, and a break area for students. Classes are taught verbally and demonstrated by visual aids as well as relevant hands-on labs.

POLICY STATEMENT

The school does not discriminate based on race, color, gender, age, religion, marital status, disability, sexual orientation, gender identity, political or religious beliefs, national or ethnic origin, pregnancy, genetic information, or veteran status.

Under a Florida Board of Education rule, the Safety in Private Spaces Act [553.865, F.S], students and faculty at private colleges and universities will only be allowed to use restrooms and changing rooms that align with the sex they were assigned at birth.
Anyone using a facility designated for the opposite sex will be subject to disciplinary action up to and including dismissal.

PROGRAMS FOR TECHNICAL CERTIFICATION

COMPUTER CAREER DEVELOPMENT PROGRAM

PROGRAM DESCRIPTION:

This comprehensive, instructor-led program provides the foundational through intermediate skills needed to succeed in key technical support and infrastructure roles. Students receive training in computer hardware and software, networking systems, cybersecurity principles, server administration, cloud infrastructure, and essential IT operations.

In addition to technical instruction, students also gain experience with common business applications such as Microsoft Teams, SharePoint, and OneDrive, and learn to work within typical IT workflows. The curriculum is aligned with industry job roles and standards, and includes content that maps to the knowledge domains assessed by CompTIA's globally recognized certification exams.

By the end of the program, students will be qualified to pursue roles such as:

- IT Support Specialist
- Network Support Technician
- Junior Systems Administrator
- Server Support Technician
- Cloud Support Technician
- Information Security Analyst (entry-level)

PROGRAM OUTCOMES:

Upon successful completion, students will be able to:

- Support, troubleshoot, and maintain PC hardware and software.
- Configure and manage network devices and protocols.
- Implement security solutions to protect systems and data.
- Install, configure, and maintain servers in on-premises and hybrid environments.
- Monitor and respond to cybersecurity threats.
- Manage and support cloud-based infrastructure.
- Prepare to successfully pass the following CompTIA exams: ITF+, A+ (Core 1 and 2), Network+, Security+, Server+, CySA+, and Cloud+.

TARGET AUDIENCE:

This program is intended for adult learners seeking to launch or change careers in information technology. It is suitable for career changers, veterans, recent graduates, and professionals re-entering the workforce.

CURRICULUM CONTENT:

NHCI200 – Intro to CompTIA – 27.5 Hours – This instructor-led course is an introduction to basic IT knowledge and skills that helps you determine whether you have what it takes to work in IT. This is the only pre-career certification that helps learners determine if they have an aptitude and interest in IT. The certification covers all IT fundamentals, creating a broader understanding and a helpful on-ramp to tech career pathways. CompTIA ITF+ provides an IT education foundation for upskilling in secondary, post-secondary, and beyond. This course is also designed to generally familiarize students with the business applications and systems most commonly used in entry-level IT roles such as SharePoint, OneDrive, and Teams.

NHCA055- A+ 55 –- 27.5 Hours – This instructor-led course is designed for the new computer professional who has support-level knowledge of personal computer (PC) hardware but needs to expand upon that knowledge to learn the basic skills to set up and support the operating systems that run on PCs.

NHCA155 - A+ 55 – 27.5 Hours - This instructor-led course is designed for the student who has basic knowledge and experience with PCs and who wants to pursue a career as a computer service technician. Covers the skills required to install and configure PC operating systems, as well as configure common features (e.g., network connectivity and email) for mobile operating systems Android and Apple iOS.

NHCN155 - Network+ 55 - 55 Hours - In this instructor-led course, students will learn skills that help prepare for the CompTIA Network+ certification. The course describes the major networking technologies, systems, skills, and tools used in modern PC-based computer networks.

NHCS100 - Security+ - 27.5 Hours - This instructor-led course is a course that you will need if your job responsibilities include securing network services, network devices, and network traffic. It is also the main course you will take to prepare for the CompTIA Security+ examination.

NHCS200 – Server+ – 27.5 Hours - This instructor-led course covers the skills & concepts students will use on the job when administering any type of network server. This course covers server hardware installation and management, server administration, security, and disaster recovery and troubleshooting.

NHCC100 - Cybersecurity Analyst+ (CySA+) – 27.5 Hours - This instructor-led course introduces tools and tactics to manage cybersecurity risks, identify various types of common threats, evaluate the organization's security, collect and analyze cybersecurity intelligence, and handle incidents as they occur.

NHCC200 – Cloud+ - 27.5 Hours - This instructor-led course covers in depth the skills and abilities needed to operate in the cloud, validating that candidates have the technical experience needed to deploy, secure, and automate environments regardless of the vendor solution.

Total Clock Hours: 247.5
Program Duration: Approximately 9 weeks.
Instructional Method: Instructor-led, on-site.
Number of Exams: Eight Certification Exams
Number of Possible Certifications: 7—CompTIA ITF+, A+, Network+, Security+, Server+, CySA+, and Cloud+.
Instructional days or weeks may not run consecutively.

COMPTIA CAREER DEVELOPMENT PROGRAM

PROGRAM DESCRIPTION:

The CompTIA Career Development Program is designed for individuals seeking a foundation through intermediate-level knowledge and hands-on skills across core IT disciplines, including hardware, networking, cybersecurity, systems administration, and cloud infrastructure. This 247.5-clock-hour program prepares students to pursue a variety of industry-recognized certifications, including CompTIA A+, Network+, Security+, Server+, Linux+, CySA+, and Cloud+.

Through structured instructor-led training, students will develop technical competencies in troubleshooting, infrastructure support, operating systems, and cybersecurity defense. This program is ideal for learners beginning an IT career or those looking to gain stackable credentials that build toward specialized IT roles.

By the end of this program, students will be prepared to pursue roles such as:

- IT Support Technician
- Technical Support Specialist
- Help Desk Analyst
- Desktop Support Specialist
- Field Service Technician
- Junior Network Support Technician

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Identify and troubleshoot issues with common PC hardware and operating systems.
- Install, configure, and manage basic network devices and connectivity.
- Apply foundational cybersecurity principles to secure systems and networks.
- Administer and maintain server environments, both on-premises and hybrid.
- Configure and secure Linux-based systems in enterprise environments.
- Perform threat detection and analysis using behavior-based cybersecurity tools.
- Deploy and maintain cloud infrastructure with attention to security, performance, and availability.
- Prepare to successfully pass the following CompTIA certifications: CompTIA A+, Network+, Security+, Server+, Linux+, Cybersecurity Analyst (CySA+), CompTIA Cloud+.

TARGET AUDIENCE:

This program is intended for individuals pursuing a career in information technology who want a comprehensive foundation across key IT disciplines. It is ideal for aspiring IT support specialists, system administrators, network technicians, cybersecurity professionals, and cloud infrastructure associates. No prior industry experience is required, but general computer literacy is recommended.

CURRICULUM CONTENT:

NHCA101 – A+ – 41.25 Hours – This instructor-led course is designed for the new computer professional who has support-level knowledge of personal computer (PC) hardware but needs to expand upon that knowledge to learn the basic skills to set up and support the operating systems that run on PCs.

NHCA102 – A+ – 41.25 Hours – This instructor-led course is designed for the student who has a basic knowledge and experience with PCs and who wants to pursue a career as a computer service technician. Covers the skills required to install and configure PC operating systems, as well as configure common features (*e.g., network connectivity and email) for mobile operating systems Android and Apple iOS.

NHCN100 – Network+ – 27.5 Hours – In this instructor-led course, students will learn skills that help prepare for the CompTIA Network+ certification. The course describes the major networking technologies, systems, skills, and tools used in modern PC-based computer networks.

NHCS100 – Security+ – 27.5 Hours – This instructor-led course is for individuals whose responsibilities include securing network services, devices, and traffic. It provides preparation for the CompTIA Security+ certification and covers topics such as communication security, infrastructure security, cryptography, access control, authentication, and organizational security.

NHCS200 – Server+ – 27.5 Hours – This instructor-led course covers the skills and concepts students will use when administering any type of network server. Topics include server hardware installation and management, server administration, security, disaster recovery, and troubleshooting.

NHCL100 – Linux+ – 27.5 Hours – This instructor-led course validates the foundational skills administrators need to support today's enterprise, cloud, and hybrid systems. The course includes performance-based tasks across major Linux distributions, preparing students for a variety of vendor-agnostic environments.

NHCC100 – Cybersecurity Analyst+ (CySA+) – 27.5 Hours – This instructor-led course introduces tools and tactics to manage cybersecurity risks, identify and analyze threats, evaluate an organization's security posture, collect intelligence, and respond to security incidents.

NHCC200 – Cloud+ – 27.5 Hours – This course provides in-depth instruction on designing, deploying, and maintaining cloud infrastructure. Topics include automation, orchestration, backup and recovery, virtualization, workload migration, and troubleshooting in a vendor-neutral context.

Total Clock Hours: 247.5 Hours
Program Duration: 8 weeks** or 9 weeks*
Instructional Method: Instructor-led, on-site.
Number of Exams: Eight certification exams
Number of Possible Certifications: 7 – CompTIA A+, Network+, Security+, Server+, Linux+, CySA+, and Cloud+
Instructional days or weeks may not run consecutively.
****Program Approved to be delivered in 8 weeks during 9 am – 4 pm hours due to longer day duration.***

COMPTIA SECURITY DEVELOPMENT PROGRAM

PROGRAM DESCRIPTION:

The CompTIA Security Development Program is an accelerated, four-week training series that prepares students for core security and infrastructure roles by integrating **Security+**, **Linux+**, **Cloud+**, and **CySA+** content. Through guided instruction, practical labs, and real-world scenarios, learners develop the ability to secure networks, administer Linux systems, deploy and maintain cloud environments, and identify, analyze, and respond to threats using security analytics and incident-response frameworks.

By the end of the program, students will be qualified to pursue roles such as:

- SOC Analyst
- Cybersecurity Technician
- Junior Cloud Administrator
- Linux Systems Administrator
- IT Security Support Specialist
- Network Security Analyst

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Understand core security principles and apply basic protection strategies across networks and systems.
- Operate and manage Linux systems using command-line tools and scripting.
- Deploy and maintain secure cloud infrastructure following industry best practices.
- Identify, analyze, and respond to threats using security analytics and incident-response frameworks.

- Prepare for the following CompTIA certification exams: Security+, Linux+, Cloud+, and CySA+.

TARGET AUDIENCE:

Aspiring IT professionals seeking entry into cybersecurity and cloud infrastructure roles who want an accelerated pathway aligned to multiple CompTIA certifications. Prior exposure to basic IT or networking is recommended.

CURRICULUM CONTENT:

Course 1: CompTIA Security+ — 27.5 Hours — Students build a foundation in cybersecurity, covering core security principles, common threat types, risk management, network security, and identity and access control in preparation for the Security+ exam.

Course 2: CompTIA Linux+ — 27.5 Hours — Learners gain hands-on experience with Linux system architecture, command-line operations, user and group management, permissions, basic networking, and scripting to support open-source infrastructure.

Course 3: CompTIA Cloud+ — 27.5 Hours — The focus shifts to cloud architecture and design, virtualization, resource management, security, and troubleshooting—developing the skills to deploy and maintain secure, scalable multi-platform cloud environments.

Course 4: CompTIA CySA+ (Cybersecurity Analyst) — 27.5 Hours — Students practice threat detection and vulnerability management using SIEM tools and analytics, and execute incident-response processes to proactively monitor and respond to threats in enterprise settings.

Total Clock Hours: 110 Hours
Program Duration: 4 weeks*
Instructional Method: Instructor-led
Delivery Method: On-site
Number of Exams: Four certification exams
Number of Possible Certifications: 4 — CompTIA Security+, CompTIA Linux+, CompTIA Cloud+, CompTIA CySA+.
Instructional days or weeks may not run consecutively.

COMPTIA NETWORKING DEVELOPMENT PROGRAM

PROGRAM DESCRIPTION:

The CompTIA Networking Development Program is a hands-on, five-week sequence that builds core IT skills across endpoint support, networking, and server administration. Covering CompTIA **A+**, **Network+**, and **Server+**, students develop practical competencies in hardware and operating systems, wired and wireless network infrastructure, IP addressing and protocols, and enterprise server environments (architecture, storage, security, and recovery). The program prepares learners to support production systems, document and troubleshoot issues, and step into infrastructure roles with industry-recognized certifications.

By the end of the program, students will be qualified to pursue roles such as:

- IT Support Specialist
- Desktop Support Technician
- Junior Network Administrator
- NOC Technician (Entry)
- Systems / Server Support Technician
- Field Service Technician

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Develop foundational skills in computer hardware and software for endpoint support.
- Install, configure, and troubleshoot operating systems and devices.
- Understand and support wired and wireless network infrastructure.
- Apply networking concepts, including IP addressing, protocols, and security.
- Perform administrative and maintenance tasks in enterprise server environments, including storage and virtualization basics.
- Prepare for the following CompTIA certification exams: A+, Network+, and Server+.

TARGET AUDIENCE:

Aspiring IT professionals seeking a structured path into infrastructure support, networking, and server administration; ideal for those transitioning from general computer literacy to enterprise environments. Prior comfort with basic PC concepts is helpful.

CURRICULUM CONTENT:

Course 1: CompTIA A+ (Core 1 & Core 2) 82.5 Hours — Students build a foundation in endpoint support: hardware and mobile devices; networking basics; operating systems and virtualization; security fundamentals; software troubleshooting; operational procedures; and exam preparation for A+ Core 1 and Core 2.

Course 2: CompTIA Network+ — 27.5 Hours — Learners focus on networking concepts, infrastructure, operations, security, and troubleshooting—supporting wired/wireless networks and preparing for the Network+ certification.

Course 3: CompTIA Server+ — 27.5 Hours — Students cover server architecture and administration, storage, security, disaster recovery, and routine maintenance to install, configure, and support enterprise server environments.

Total Clock Hours: 137.5 Hours
Program Duration: 5 weeks*
Instructional Method: Instructor-led
Delivery Method: On-site
Number of Exams: Three certification exams
Number of Possible Certifications: 3 — CompTIA A+, CompTIA Network+, CompTIA Server+ .
Instructional days or weeks may not run consecutively.

COMPTIA TECH+

PROGRAM DESCRIPTION:

The CompTIA Tech+ program is a hands-on, instructor-led course that builds foundational technology knowledge and practical skills for advanced end-users and individuals exploring entry-level IT support roles. Students develop a baseline across IT concepts and terminology, computer hardware and peripherals, operating systems, basic networking, applications and software, data and database fundamentals, and core cybersecurity practices. The program also introduces emerging technologies, including common uses of artificial intelligence in the modern workplace, and prepares students for the CompTIA Tech+ certification exam.

By the end of the program, students will be qualified to pursue roles such as:

- Help Desk Technician
- IT/Desktop Support Specialist
- Technical Support Representative
- IT Support Technician
- Field Service Technician

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Explain foundational IT concepts and terminology, including the computing cycle and basic data concepts.
- Identify common computer hardware components and peripherals and apply a standard troubleshooting methodology.
- Describe operating system fundamentals, file management, and safe software practices for applications and web technologies.
- Explain basic networking and wireless concepts, along with introductory cloud/virtualization and data/database fundamentals.
- Recognize common cybersecurity threats, apply protective practices, and identify leading/emerging technologies such as AI.

TARGET AUDIENCE:

This program is designed for career changers, students, and professionals who want to build foundational tech literacy or validate entry-level IT knowledge. It is ideal for advanced end-users and aspiring IT professionals seeking an instructor-led pathway to prepare for the CompTIA Tech+ certification and build confidence before pursuing more advanced certifications or support roles.

CURRICULUM CONTENT:

NHCI100 - CompTIA Tech+ - 27.5 Hours - In this instructor-led course, students learn essential technology fundamentals across IT concepts and terminology, infrastructure, applications and software, software development concepts, data and database fundamentals, and security.

Total Clock Hours: 27.5 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site.
Number of Exams: One certification exam
Number of Possible Certifications: 1 - CompTIA Tech+
*Instructional days or weeks may not run consecutively.

INTRO TO COMPTIA

PROGRAM DESCRIPTION:

This instructor-led course introduces students to essential IT concepts, systems, and practices. Students will explore hardware, software, networks, databases, security, and basic troubleshooting principles. The course also provides hands-on exposure to widely used workplace applications such as Microsoft Teams, OneDrive, and SharePoint, preparing students to navigate modern business technology environments.

The program is aligned with industry-defined entry-level competencies and includes content mapped to the CompTIA IT Fundamentals (ITF+) certification exam.

Upon successful completion, students will be prepared for roles that require foundational technical knowledge and digital fluency. These may include:

- IT Support Assistant
- Technical Support Specialist
- Help Desk Associate (Tier 1)
- Computer User Support Specialist (Entry-Level)
- Technology Support (Office/Administrative entry-level)

This program also serves as a stepping stone to more advanced IT training and certification pathways.

PROGRAM OUTCOMES:

Upon completion of this program, students will be able to:

- Identify common computer hardware, software, and peripheral components.
- Explain the basics of operating systems, applications, and file management.
- Demonstrate understanding of basic networking, databases, and cybersecurity principles.
- Recognize common troubleshooting steps and IT support practices.
- Navigate and utilize business productivity tools such as Microsoft Teams, SharePoint, and OneDrive.
- Use industry terminology to describe IT concepts and environments.
- Prepare to successfully pass the CompTIA ITF+ certification exam.

TARGET AUDIENCE:

This program is intended for individuals exploring a career in information technology or seeking to build foundational digital skills. It is appropriate for adult learners, career changers, recent high school or college graduates, and workforce re-entry participants.

CURRICULUM CONTENT:

NHCI200 – Intro to CompTIA – 27.5 Hours – This instructor-led course is an introduction to basic IT knowledge and skills that help you determine whether you have what it takes to work in IT. This certification helps learners determine if they have an aptitude and interest in IT. The certification covers all IT fundamentals, creating a broader understanding and a helpful on-ramp to tech career pathways. CompTIA ITF+ provides an IT education foundation for upskilling in secondary, post-secondary, and beyond. This course is also designed to generally familiarize students with the business applications and systems most commonly used in entry-level IT roles, such as SharePoint, OneDrive, and Teams.

Total Clock Hours: 27.5 Hours
Program Duration: One Week
Instructional Method: Instructor-led, on-site.
Number of Exams: One Certification Exam
Number of Possible Certifications: One—CompTIA ITF+.
Instructional days or weeks may not run consecutively.

COMPTIA A+ 55

PROGRAM DESCRIPTION

This instructor-led program provides comprehensive training in the essential skills and knowledge required to support and troubleshoot modern computer systems and devices. Through hands-on instruction and practical scenarios, students will gain experience in hardware configuration, operating systems, mobile device support, and customer service—key competencies for technical support roles.

The curriculum is aligned with the CompTIA A+ certification objectives and prepares students for two certification exams leading to an industry-recognized certification. A+ is widely considered the industry standard for launching an IT career and is required by many employers for entry-level IT positions.

Upon successful completion, students will be prepared for roles such as:

- IT Support Specialist
- Help Desk Technician
- Desktop Support Technician
- Field Service Technician
- Computer Service Technician
- Technical Support Representative

This program provides a solid foundation for future specialization in networking, cybersecurity, or systems administration.

PROGRAM OUTCOMES

Graduates of this program will be able to:

- Install, configure, and maintain computer hardware and software.
- Diagnose and troubleshoot technical issues across a range of devices.
- Configure mobile devices and support operating systems, including Android and iOS.
- Apply industry-standard safety and best practices in a technical support setting.
- Demonstrate customer service skills and professionalism in IT support environments.
- Prepare to successfully pass both Core 1 and Core 2 CompTIA A+ certification exams.

TARGET AUDIENCE

This program is intended for individuals who are new to the IT field and want to gain the core technical skills required for entry-level roles. It is also suitable for those seeking CompTIA A+ certification to validate their support knowledge and boost employability, individuals looking to transition from non-technical fields into technology support careers, and those who want to build a foundation for advanced certifications such as Network+, Security+, or CySA+.

CURRICULUM CONTENT

NHCA101- A+ –- 27.5 Hours – This instructor-led course is designed for the new computer professional who has support-level knowledge of personal computer (PC) hardware but needs to expand upon that knowledge to learn the basic skills to set up and support the operating systems that run on PCs.

NHCA102 - A+ – 27.5 Hours- This instructor-led course is designed for the student who has basic knowledge and experience with PCs and who wants to pursue a career as a computer service technician. Covers the skills required to install and configure PC operating systems, as well as configuring common features (e.g., network connectivity and email) for mobile operating systems Android and Apple iOS.

Total Clock Hours: 55
Program Duration: 2 Weeks.
Instructional Method: Instructor-led, on-site.
Number of Exams: 2 certification exams.
Number of Possible Certifications: One —CompTIA A+.
Instructional days or weeks may not run consecutively.

COMPTIA A+

PROGRAM DESCRIPTION

This instructor-led program provides comprehensive training in the essential skills and knowledge required to support and troubleshoot modern computer systems and devices. Through hands-on instruction and practical scenarios, students will gain experience in hardware configuration, operating systems, mobile device support, and customer service—key competencies for technical support roles.

The curriculum is aligned with the CompTIA A+ certification objectives and prepares students for two certification exams leading to an industry-recognized certification. A+ is widely considered the industry standard for launching an IT career and is required by many employers for entry-level IT positions.
The 82.5 clock-hour format of this course offers a more in-depth exploration of the CompTIA A+ exam objectives and is designed for students who wish to go beyond exam preparation. In addition to covering core certification content, the course introduces tools commonly used by entry-level IT professionals, such as Microsoft SharePoint and Teams, to support real-world job functions. The extended format allows for additional hands-on demonstrations and deeper concept mastery to better prepare students for workplace success.

Upon successful completion, students will be prepared for roles such as:

- IT Support Specialist
- Help Desk Technician
- Desktop Support Technician
- Field Service Technician
- Technical Support Representative
- Computer Service Technician

This program provides a solid foundation for future specialization in networking, cybersecurity, or systems administration.

PROGRAM OUTCOMES

- Graduates of this program will be able to:
- Install, configure, and maintain computer hardware and software.
- Diagnose and troubleshoot technical issues across a range of devices.
- Configure mobile devices and support operating systems, including Android and iOS.
- Apply industry-standard safety and best practices in a technical support setting.
- Demonstrate customer service skills and professionalism in IT support environments.
- Utilize collaborative tools such as Microsoft SharePoint and Teams to support day-to-day operations.
- Perform hands-on tasks that simulate real-world job scenarios and reinforce certification knowledge.
- Prepare to successfully pass both CompTIA A+ certification exams.

TARGET AUDIENCE

This program is intended for individuals who are new to the IT field and want to gain the core technical skills required for entry-level roles. It is also suitable for those seeking CompTIA A+ certification to validate their support knowledge and boost employability, individuals looking to transition from non-technical fields into technology support careers, and those who want to build a foundation for advanced certifications such as Network+, Security+, or CySA+.

CURRICULUM CONTENT

NHCA101- A+ —- 41.25 Hours – This instructor-led course is designed for the new computer professional who has support-level knowledge of personal computer (PC) hardware but needs to expand upon that knowledge to learn the basic skills to set up and support the operating systems that run on PCs.

NHCA102 - A+ – 41.25 Hours - This instructor-led course is designed for the student who has basic knowledge and experience with PCs and who wants to pursue a career as a computer service technician. Covers the skills required to install and configure PC operating systems, as well as configure common features (e.g., network connectivity and email) for mobile operating systems Android and Apple iOS.

Total Clock Hours: 82.5
Program Duration: 3 Weeks.
Instructional Method: Instructor-led, on-site.
Number of Exams: 2 certification exams.
Number of Possible Certifications: One —CompTIA A+.
Instructional days or weeks may not run consecutively.

COMPTIA NETWORK+ 55

PROGRAM DESCRIPTION:

The CompTIA Network+ 55 program is designed for individuals pursuing foundational knowledge and hands-on skills in networking technologies. This international, vendor-neutral certification validates a technician's ability to describe the features and functions of networking components and to install, configure, and troubleshoot basic networking hardware, protocols, and services. The 55-clock hour format of this course allows for deeper exploration of concepts and increased hands-on application of knowledge, reinforcing the skills essential for real-world networking roles. Students will gain the competencies necessary to support the connectivity, security, and troubleshooting needs of modern business environments.

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Explain the purposes of a variety of networking concepts and implement them appropriately.
- Determine and implement the appropriate network troubleshooting methodology and tools.
- Install, configure, and manage network devices including switches, routers, and wireless access points.
- Use best practices to manage, secure, and optimize a network.
- Prepare for and sit for the CompTIA Network+ certification exam.

TARGET AUDIENCE:

This program is intended for individuals with a basic understanding of computer hardware and software who are seeking to build or expand their knowledge of networking. It is ideal for those pursuing a career in IT infrastructure or support, individuals preparing for the CompTIA Network+ exam, or professionals seeking a structured, instructor-led learning experience to reinforce their networking skills.

CURRICULUM CONTENT:

NHCN155 - Network+ 55 - 55 Hours- In this five-day instructor-led course, students will learn skills that help prepare for the CompTIA Network+ certification. The course describes the major networking technologies, systems, skills, and tools used in modern PC-based computer networks.

Total Clock Hours: 55
Program Duration: 2 weeks
Instructional Method: Instructor-led, on-site.
Number of Exams: One certification exam
Number of Possible Certifications: One – CompTIA Network+
Instructional days or weeks may not run consecutively.

COMPTIA NETWORK+

PROGRAM DESCRIPTION:

The CompTIA Network+ program is designed for individuals pursuing foundational knowledge and hands-on skills in networking technologies. This international, vendor-neutral certification validates a technician's ability to describe the features and functions of networking components and to install, configure, and troubleshoot basic networking hardware, protocols, and services. The 27.5-clock-hour format of this course is ideal for fast-paced learners or professionals seeking targeted certification prep. Students will develop core competencies essential for supporting network infrastructure in today's business environments.

By the end of the program, students will be qualified to pursue roles such as:

- Network Technician
- Network Support Specialist
- Help Desk Technician
- IT Support Specialist
- Junior Network Administrator
- Field Service Technician

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Explain the purposes of a variety of networking concepts and implement them appropriately.
- Determine and implement the appropriate network troubleshooting methodology and tools.
- Install, configure, and manage network devices including switches, routers, and wireless access points.
- Use best practices to manage, secure, and optimize a network.
- Prepare to successfully pass the CompTIA Network+ exam.

TARGET AUDIENCE:

This program is intended for individuals with a basic understanding of computer hardware and software who are seeking to build or expand their knowledge of networking. It is ideal for those pursuing a career in IT infrastructure or support, individuals preparing for the CompTIA Network+ exam, or professionals seeking a structured, instructor-led learning experience to reinforce their networking skills.

CURRICULUM CONTENT:

NHCN155 - Network+ – 27.5 Hours – In this instructor-led course, students will learn skills that help prepare for the CompTIA Network+ certification. The course describes the major networking technologies, systems, skills, and tools used in modern PC-based computer networks.

Total Clock Hours: 27.5 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site.
Number of Exams: One certification exam
Number of Possible Certifications: 1 – CompTIA Network+
Instructional days or weeks may not run consecutively.

COMPTIA SECURITY+

PROGRAM DESCRIPTION:

The CompTIA Security+ Program is designed to build foundational knowledge in cybersecurity for individuals familiar with networking and IT fundamentals. Security+ validates baseline skills necessary to perform core security functions and pursue a career in IT security. The certification is internationally recognized and emphasizes practical skills in securing networks, managing risk, and responding to threats. Students will learn to identify and mitigate security threats, implement secure network architectures, manage access controls, and apply cryptographic techniques.

By the end of the program, students will be qualified to pursue roles such as:

- Information Security Analyst
- Cybersecurity Technician
- Systems Administrator
- Security Operations Center (SOC) Analyst
- IT Security Specialist
- Network Security Support Technician

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Identify and address common threats, vulnerabilities, and security risks.
- Configure and deploy network security components.
- Implement identity and access management controls.
- Apply security protocols, cryptographic standards, and best practices.
- Prepare to successfully pass the CompTIA Security+ exam.

TARGET AUDIENCE:

This course is ideal for individuals with prior IT experience or knowledge, particularly in networking (e.g., CompTIA Network+ or equivalent), who are seeking to launch or advance a career in cybersecurity.

CURRICULUM CONTENT:

NHCS100 - Security+ – 27.5 Hours - This instructor-led course provides a comprehensive introduction to cybersecurity principles and practices. Students will gain the skills necessary to secure network services, devices, and traffic. Topics include network attack strategies and defenses, cryptographic protocols, identity management, disaster recovery planning, and operational security measures. This course is the primary preparation for the CompTIA Security+ certification exam.

Total Clock Hours: 27.5 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site.
Number of Exams: One certification exam
Number of Possible Certifications: 1 – CompTIA Security+
Instructional days or weeks may not run consecutively.

COMPTIA CLOUD+

PROGRAM DESCRIPTION:

The CompTIA Cloud+ Program equips students with the foundational knowledge and technical skills needed to support and manage cloud-based infrastructure services. This entry-level certification is vendor-neutral and designed to validate the ability to maintain and optimize cloud environments, perform workload migrations, and troubleshoot issues related to capacity, security, and connectivity. Students will explore different cloud models and learn how to implement solutions that align with business needs. The program emphasizes real-world scenarios and practical skills that apply across a variety of platforms and cloud technologies.

By the end of the program, students will be qualified to pursue roles such as:

- Cloud Support Specialist
- Cloud Infrastructure Technician
- Cloud Operations Analyst
- Systems Administrator
- Cloud Systems Support Associate
- IT Support Specialist – Cloud Services

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Analyze different cloud models and recommend optimal solutions.
- Configure and maintain cloud environments, including automation and orchestration tasks.
- Manage and secure virtualized environments and cloud infrastructure.
- Troubleshoot and resolve common issues in cloud implementations.
- Execute workload migrations to the cloud based on system requirements.
- Prepare to successfully pass the CompTIA Cloud+ exam.

TARGET AUDIENCE:

This program is ideal for individuals with some prior IT experience or foundational certification (such as CompTIA Network+ or A+) who are interested in entry-level roles in cloud infrastructure, cloud operations, or systems administration.

CURRICULUM CONTENT:

NHCC200 – CompTIA Cloud+ – 27.5 Hours - This instructor-led course provides hands-on training in cloud infrastructure concepts and skills. Topics include configuring and managing cloud resources, automating cloud tasks, implementing backup and recovery operations, and securing cloud-based environments. Students will develop the competencies required to deploy, monitor, and troubleshoot cloud solutions regardless of platform or vendor.

Total Clock Hours: 27.5 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site.
Number of Exams: One certification exam
Number of Possible Certifications: 1 – CompTIA Cloud+
Instructional days or weeks may not run consecutively.

COMPTIA LINUX+

PROGRAM DESCRIPTION:

The CompTIA Linux+ Program is designed for individuals pursuing a career in systems administration, DevOps, or cybersecurity with a focus on Linux environments. This vendor-neutral certification validates the skills necessary to manage, secure, and troubleshoot Linux-based systems that power modern enterprise, cloud, and IT infrastructure. Covering foundational and performance-based tasks across all major distributions, the program prepares students to operate confidently in real-world environments and demonstrates readiness for advanced platform-specific roles. The curriculum reflects current job requirements and hiring expectations in the IT field.

By the end of the program, students will be qualified to pursue roles such as:

- Linux Systems Administrator
- Junior DevOps Engineer
- Systems Support Technician
- IT Infrastructure Technician
- Cloud Operations Technician
- Technical Support Specialist – Linux

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Manage and maintain Linux-based systems using command-line tools and scripts.
- Configure and support hardware, networking, storage, and virtualization in Linux environments.
- Apply security best practices and user permissions across distributions.
- Troubleshoot issues related to system performance, boot processes, and services.
- Automate system tasks and monitor resource usage using Linux-based tools.
- Prepare to successfully pass the CompTIA Linux+ exam.

TARGET AUDIENCE:

This program is intended for individuals with foundational IT knowledge or prior certifications (e.g., A+ or Network+) who are seeking entry-level to intermediate roles involving Linux systems. It is also suitable for IT professionals transitioning into Linux-based environments.

CURRICULUM CONTENT:

NHCL100 – CompTIA Linux+ – 27.5 Hours - This instructor-led course prepares students for the CompTIA Linux+ certification exam through a blend of lecture and hands-on training. Topics include Linux installation and configuration, system management, user administration, permissions, security protocols, network setup, and system troubleshooting across multiple distributions. Emphasis is placed on real-world tasks that IT professionals encounter in enterprise settings.

Total Clock Hours: 27.5 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site.
Number of Exams: One certification exam
Number of Possible Certifications: 1 – CompTIA Linux+
Instructional days or weeks may not run consecutively.

COMPTIA SERVER+

PROGRAM DESCRIPTION:

The CompTIA Server+ Program is designed for IT professionals pursuing hands-on knowledge of server administration in modern environments. This globally recognized certification validates the ability to install, configure, secure, and troubleshoot physical and virtual servers used in data centers, on-premise, and hybrid infrastructures. Students will develop practical skills in server hardware, operating systems, security, and disaster recovery to support a variety of enterprise and small business environments. The course serves as a stepping stone to advanced roles in systems administration and IT infrastructure support.

By the end of the program, students will be qualified to pursue roles such as:

- Server Administrator
- IT Support Technician
- Data Center Technician
- Systems Support Specialist
- Infrastructure Support Analyst
- Network Operations Center (NOC) Technician

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Install and configure server hardware and operating systems.
- Manage and monitor server performance, storage, and network connectivity.
- Implement server security policies, permissions, and updates.
- Execute backup, restore, and disaster recovery processes.
- Diagnose and troubleshoot server-related issues in various environments.

- Prepare to successfully pass the CompTIA Server+ exam.

TARGET AUDIENCE:

This program is intended for individuals with foundational IT knowledge, such as CompTIA A+ or equivalent experience, who are seeking to specialize in server support and management. It is ideal for those entering infrastructure, NOC, or data center roles.

CURRICULUM CONTENT:

NHCS200 – CompTIA Server+ – 27.5 Hours - This instructor-led course covers real-world server administration tasks such as hardware setup and maintenance, virtualization, operating system configuration, server monitoring, and disaster recovery. It prepares students to perform in environments using Windows, Linux, or other platforms. Students will gain knowledge to support a variety of server-based roles and prepare for the CompTIA Server+ exam.

Total Clock Hours: 27.5 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site.
Number of Exams: One certification exam
Number of Possible Certifications: 1 – CompTIA Server+
Instructional days or weeks may not run consecutively.

COMPTIA CYSA+

PROGRAM DESCRIPTION:

The CompTIA Cybersecurity Analyst+ (CySA+) Program is designed for individuals looking to enter the cybersecurity field with a focus on security analytics. This program equips students with the skills to apply behavioral analytics to networks and devices in order to prevent, detect, and combat cybersecurity threats through continuous security monitoring. Students will gain practical experience in threat detection, vulnerability management, risk mitigation, and incident response. This program is designed to prepare students for the CompTIA CySA+ certification exam.

By the end of the program, students will be qualified to pursue roles such as:

- Security Analyst
- Cybersecurity Technician
- Threat Intelligence Analyst
- Vulnerability Analyst
- IT Security Specialist
- SOC Analyst (Security Operations Center)

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Apply threat detection and behavioral analytics techniques to monitor cybersecurity environments.
- Use tools and frameworks to conduct vulnerability assessments and risk mitigation.
- Analyze and interpret cybersecurity intelligence to identify and respond to threats.
- Support incident response and security operations across various networked systems.
- Understand regulatory compliance and reporting standards in cybersecurity.

- Prepare to successfully pass the CompTIA CySA+ exam.

TARGET AUDIENCE:

This course is intended for individuals with foundational networking and security knowledge (such as CompTIA Security+ or equivalent experience) who want to specialize in security analytics, incident detection, and cybersecurity operations.

CURRICULUM CONTENT:

NHCC100 – Cybersecurity Analyst+ (CySA+) – 27.5 Hours - This instructor-led course covers the core competencies of a cybersecurity analyst, including risk detection and mitigation, data analysis, and the use of threat intelligence tools. Students will learn to manage threats, configure and use threat detection tools, and secure applications and systems within an organization. The course is designed to prepare students for the CompTIA CySA+ certification exam.

Total Clock Hours: 27.5 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site.
Number of Exams: One certification exam
Number of Possible Certifications: 1 – CompTIA CySA+
***Instructional days or weeks may not run consecutively.**

CEH

PROGRAM DESCRIPTION:

The Certified Ethical Hacker (CEH) Program immerses students in a hands-on, interactive environment where they learn to scan, test, hack, and secure their systems. Through real-world lab simulations, students gain in-depth knowledge of how perimeter defenses work, how intrusions occur, and how to identify and remediate system vulnerabilities. The course covers essential security concepts, including privilege escalation, system hardening, intrusion detection, policy development, social engineering, DDoS attacks, buffer overflows, and malware creation. This program is designed to prepare students for the Certified Ethical Hacker (CEH) certification exam.

By the end of the program, students will be qualified to pursue roles such as:

- Ethical Hacker
- Penetration Tester
- Cybersecurity Analyst
- Security Consultant
- Information Security Auditor
- Threat Intelligence Analysis

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Identify vulnerabilities and weaknesses in target systems.
- Understand and apply various hacking tools and techniques within a controlled environment.
- Execute simulated attacks to evaluate system defenses.
- Analyze, mitigate, and prevent threats using ethical hacking practices.
- Understand how attackers escalate privileges and compromise organizational security.

- Prepare to successfully pass the Certified Ethical Hacker (CEH) exam.

TARGET AUDIENCE:

This course is intended for IT professionals with foundational knowledge of networking and security who wish to advance into penetration testing and ethical hacking roles.

CURRICULUM CONTENT:

NHEC100 – Certified Ethical Hacker – 27.5 Hours - This instructor-led course provides hands-on experience in ethical hacking techniques. Students will simulate the actions of threat actors to identify system vulnerabilities and strengthen defenses. Topics include footprinting and reconnaissance, scanning networks, system hacking, malware threats, sniffing, social engineering, denial-of-service attacks, session hijacking, and more. The course is designed to prepare students for the Certified Ethical Hacker (CEH) certification exam.

Total Clock Hours: 27.5 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site.
Number of Exams: One certification exam
Number of Possible Certifications: 1 – EC-Council Certified Ethical Hacker (CEH)
Instructional days or weeks may not run consecutively.

AWS CLOUD PRACTITIONER

PROGRAM DESCRIPTION:

The AWS Cloud Practitioner Program is designed to help students gain a foundational understanding of Amazon Web Services (AWS) and cloud computing. Students will learn how to define the AWS Cloud and its global infrastructure, describe basic architectural principles, understand the AWS Cloud value proposition, and explore key services and their use cases. This course is ideal for individuals who are new to the cloud or AWS and want to validate their knowledge with an industry-recognized certification. This program prepares students for the AWS Certified Cloud Practitioner exam.

By the end of the program, students will be qualified to pursue roles such as:

- Cloud Support Associate
- AWS Cloud Practitioner
- Cloud Operations Analyst
- Technical Support Specialist
- Junior Cloud Administrator
- IT Support Specialist

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Describe what the AWS Cloud is and its core benefits
- Identify the basic global infrastructure of AWS
- Explain key architectural principles of AWS
- Describe AWS security and compliance concepts
- Understand common AWS services and their use cases
- Prepare to successfully pass the AWS Certified Cloud Practitioner exam.

TARGET AUDIENCE:

This program is intended for individuals new to cloud computing or AWS who wish to build a foundation in cloud services and infrastructure.

CURRICULUM CONTENT:

NHAWS100 – Fundamentals of AWS – 5.5 Hours - This instructor-led course introduces students to core AWS concepts including global infrastructure, pricing models, service categories, and security best practices. Students will gain a working knowledge of AWS foundational services and understand how to apply cloud principles across business and IT environments. The course prepares students for the AWS Certified Cloud Practitioner exam.

Total Clock Hours: 5.5 Hours
Program Duration: 1 Day
Instructional Method: Instructor-led, on-site
Number of Exams: One certification exam
Number of Possible Certifications: 1 – AWS Certified Cloud Practitioner

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AWS SOLUTIONS ARCHITECT

PROGRAM DESCRIPTION:

This Amazon Web Services (AWS) program is a hands-on, immersive course that focuses on advanced architecture and design patterns used in AWS infrastructure. Through practical labs and guided instruction, students will learn how to optimize the use of AWS services, apply best practices in cloud architecture, and design robust, scalable, and secure cloud solutions. The course prepares students to analyze, select, and deploy the right AWS services for cloud applications and infrastructure. This program is designed to prepare students for the AWS Certified Solutions Architect – Associate exam.

By the end of the program, students will be qualified to pursue roles such as:

- Cloud Solutions Architect
- AWS Solutions Architect Associate
- Cloud Infrastructure Engineer
- Cloud Consultant
- DevOps Engineer (Entry-Level)
- Technical Solutions Specialist

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Understand the AWS Well-Architected Framework and core architectural principles
- Design scalable, highly available, and fault-tolerant systems on AWS
- Identify appropriate AWS services to support technical requirements
- Implement secure applications using AWS security and compliance features
- Make architectural decisions based on AWS best practices
- Prepare to successfully pass the AWS Certified Solutions Architect—Associate Exam.

TARGET AUDIENCE:

This program is intended for individuals with a basic understanding of cloud computing who want to expand their skills in AWS architecture and solution design.

CURRICULUM CONTENT:

NHAWS200 – Architecting in AWS – 22 Hours - This instructor-led course teaches students how to design distributed systems using AWS services. Through interactive labs and real-world scenarios, students explore how to build cloud-native applications, apply architectural best practices, and evaluate performance, cost, reliability, and security tradeoffs in AWS-based solutions. The course prepares students for the AWS Certified Solutions Architect – Associate certification exam.

Total Clock Hours: 22 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site
Number of Exams: One certification exam
Number of Possible Certifications: 1 – AWS Certified Solutions Architect – Associate

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AWS SYSOPS ADMINISTRATOR

PROGRAM DESCRIPTION:

This Amazon Web Services (AWS) program is a hands-on, instructor-led course that provides in-depth training on deploying, operating, and managing scalable systems on AWS infrastructure. Students will explore services such as Amazon VPC, IAM, CloudFormation, CloudFront, and others to gain the skills needed to manage AWS-based environments. The course covers how to monitor and control infrastructure, automate resource provisioning, implement security controls, and troubleshoot issues within AWS systems. This program is designed to prepare students for the AWS Certified SysOps Administrator – Associate exam.

By the end of the program, students will be qualified to pursue roles such as:

- AWS SysOps Administrator
- Cloud Operations Specialist
- DevOps Support Engineer
- Cloud Support Analyst
- Site Reliability Associate
- Cloud Infrastructure Administrator

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Deploy, manage, and operate scalable, highly available, and fault-tolerant systems on AWS
- Automate deployments and monitor infrastructure using AWS-native tools
- Manage AWS resource usage, cost, and performance
- Migrate on-premises workloads to AWS
- Implement operational best practices in cloud environments
- Prepare to successfully pass AWS Certified SysOps Administrator – Associate exam.

TARGET AUDIENCE:

This program is intended for systems administrators, DevOps professionals, and IT practitioners seeking to build hands-on expertise in operating AWS environments.

CURRICULUM CONTENT:

NHAWS300 – Systems Operations on AWS – 22 Hours - This instructor-led course focuses on the core systems administration tasks required to manage cloud resources within the AWS platform. Students will gain practical experience creating automatable and repeatable deployments using AWS tools and best practices. The course covers monitoring, metrics, automation, networking, and system troubleshooting to prepare students for the AWS Certified SysOps Administrator – Associate exam.

Total Clock Hours: 22 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site
Number of Exams: One certification exam
Number of Possible Certifications: 1 – AWS Certified SysOps Administrator – Associate

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MICROSOFT AZURE FUNDAMENTALS

PROGRAM DESCRIPTION:

This two-day, instructor-led program introduces students to the core concepts and services of Microsoft Azure. Topics include cloud computing principles, Azure architecture and services, security and compliance, governance, pricing models, and cost management. This course is designed for individuals who are new to cloud services and provides foundational knowledge that can serve as a stepping stone to more advanced Azure certifications. The program prepares students for the Microsoft AZ-900: Microsoft Azure Fundamentals certification exam.

By the end of the program, students will be qualified to pursue roles such as:

- Cloud Support Assistant
- Junior Azure Administrator
- Technical Support Specialist
- Cloud Operations Assistant
- Cloud Project Coordinator
- IT Help Desk Technician (Cloud-Focused)

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Describe core Azure services, workloads, and architecture components.
- Understand basic cloud concepts, pricing models, and support options.
- Identify Azure governance, privacy, compliance, and security features.
- Demonstrate fundamental knowledge of Azure identity, management, and monitoring.
- Prepare to successfully pass the Microsoft Certified: Azure Fundamentals (AZ-900).

TARGET AUDIENCE:

This program is designed for individuals who are exploring cloud technologies and considering careers in IT or cloud-based environments. It is ideal for students, business professionals, or IT staff seeking a basic understanding of Microsoft Azure.

CURRICULUM CONTENT:

NHAZ900 – Microsoft Azure Fundamentals – 11 Hours - This course introduces students to cloud computing concepts and how services are delivered through Microsoft Azure. Topics include Azure architecture, core services, security, compliance, cost management, and SLAs. This foundational course provides a clear overview of cloud concepts and lays the groundwork for more advanced Azure certifications.

Total Clock Hours: 11 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site
Number of Exams: One certification exam
Number of Possible Certifications: 1–Microsoft Certified: Azure Fundamentals (AZ-900)

CCNA

PROGRAM DESCRIPTION:

The Cisco Certified Network Associate (CCNA) program provides students with a solid foundation in networking concepts and hands-on skills. Students will learn how to install, configure, operate, and troubleshoot small to medium-sized networks using a variety of protocols and technologies. This course includes coverage of IPv4/IPv6, LAN/WAN configuration, routing protocols, network security, and automation. This program is designed to prepare students for the Cisco Certified Network Associate (CCNA) certification exam.

By the end of the program, students will be qualified to pursue roles such as:

- Network Support Technician
- Junior Network Administrator
- IT Infrastructure Specialist
- Systems Support Analyst
- Network Field Technician
- Help Desk Analyst

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Understand and configure common networking protocols and services, including IPv4/IPv6, VLANs, and access lists.
- Install, operate, and verify network devices such as routers, switches, and wireless controllers.
- Implement basic network security measures.
- Understand the fundamentals of automation and programmability in modern networks.
- Prepare to successfully pass the Cisco Certified Network Associate (CCNA) exam.

TARGET AUDIENCE:

This program is intended for individuals pursuing entry to mid-level roles in network administration, IT support, or

infrastructure management. It is also suitable for career changers or those seeking to validate existing networking knowledge with an industry-recognized credential.

CURRICULUM CONTENT:

NHCCNA – Cisco Implementing and Administering Cisco Solutions (CCNA) – 55 Hours - This hands-on course teaches foundational networking knowledge and practical skills. Topics include network device configuration, IP routing, security, WAN technologies, and introduction to network programmability. Students will prepare for the Cisco Certified Network Associate (CCNA) certification exam.

Total Clock Hours: 55 Hours
Program Duration: 2 Weeks
Instructional Method: Instructor-led, on-site
Number of Exams: One certification exam
Number of Possible Certifications: 1 – Cisco Certified Network Associate (CCNA)

CISSP

PROGRAM DESCRIPTION:

This advanced-level training program is designed for experienced information security professionals who are seeking to validate their skills and knowledge through the CISSP certification. The course addresses the eight domains of the CISSP Common Body of Knowledge (CBK®), providing a comprehensive framework for security leadership, risk management, and security architecture. This program is designed to prepare students for CISSP certification exam.

By the end of the program, students will be qualified to pursue roles such as:

- Information Security Analyst
- Security Operations Center (SOC) Lead
- Senior Security Engineer
- IT Risk and Compliance Manager
- Information Security Officer
- Cybersecurity Consultant

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Understand and apply fundamental concepts and principles of information security.
- Implement and manage security operations across all eight CISSP domains, including security architecture, risk management, and identity and access control.
- Analyze and apply appropriate security controls based on enterprise requirements.
- Prepare for and sit for the globally recognized CISSP certification.
- Prepare to successfully pass the Certified Information Systems Security Professional (CISSP) exam.

TARGET AUDIENCE:

This program is intended for experienced professionals in IT and cybersecurity, including security consultants, analysts, engineers, auditors, and managers, who are preparing to advance into leadership and expert-level roles in the field.

CURRICULUM CONTENT:

CISSP – CISSP Certification – 27.5 Hours - This course expands on students' existing security knowledge by covering the eight domains of the CISSP CBK. Students gain a deep understanding of topics such as security and risk management, asset security, architecture and engineering, communications and network security, identity and access management, security assessment and testing, security operations, and software development security.

Total Clock Hours: 27.5 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site
Number of Exams: One certification exam
Number of Possible Certifications: 1 – Certified Information Systems Security Professional (CISSP)

PROJECT MANAGEMENT PROFESSIONAL (PMP®)

PROGRAM DESCRIPTION:

This course is designed for professionals seeking to enhance their ability to manage projects and lead teams effectively across a wide range of industries. The curriculum aligns with the Project Management Institute's (PMI®) standards and prepares students to sit for the Project Management Professional (PMP®) certification exam. Students will gain expertise in initiating, planning, executing, monitoring, controlling, and closing projects while applying best practices in cost, time, quality, risk, procurement, and stakeholder management.

By the end of the program, students will be qualified to pursue roles such as:

- Project Manager
- Program Coordinator
- Project Analyst
- IT Project Manager
- Operations Project Manager
- Technical Project Manager

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Define and apply core project management principles
- Create and manage project schedules, budgets, and staffing plans
- Monitor and control project performance using industry best practices
- Identify and mitigate project risks
- Prepare for and sit for the globally recognized PMP® certification
- Prepare to successfully pass the Project Management Professional (PMP®)

TARGET AUDIENCE:

This program is ideal for professionals with prior project experience who are pursuing formal training in preparation for the PMP® certification, as well as individuals seeking to advance their careers in project or program management roles.

CURRICULUM CONTENT:

PMP – Project Management Professional (PMP®) Certification Preparation – 27.5 Hours - In this instructor-led

course, students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI®). The course includes techniques for initiating and closing projects, developing project schedules and budgets, analyzing risks, planning communications and procurement, and effectively managing all stages of the project lifecycle.

Total Clock Hours: 27.5 Hours
Program Duration: 1 Week
Instructional Method: Instructor-led, on-site
Number of Exams: One certification exam
Number of Possible Certifications: 1 – Project Management Professional (PMP®)

MICROSOFT EXCEL FOR OFFICE 365 (DESKTOP OR ONLINE): PARTS 1& 2

PROGRAM DESCRIPTION:

The Microsoft Excel for Office 365 Program (Parts 1 & 2) is designed to help students build foundational and intermediate skills in electronic spreadsheets. Students will learn to create and manage workbooks, perform calculations with formulas and functions, organize and format data, and prepare worksheets for printing and distribution. The course then advances to working with lists, analyzing data with tables and conditional formatting, visualizing results with charts, and building PivotTables and PivotCharts.

By the end of the program, students will be qualified to pursue roles such as:

- Administrative Assistant
- Data Entry Specialist
- Operations Coordinator
- Junior Business Analyst
- Reporting Assistant
- Office Manager

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Navigate the Excel interface and use core commands and terminology.
- Create, update, and manage worksheets and workbooks efficiently.
- Use formulas and functions to perform accurate calculations.
- Format and organize data for readability and impact.
- Print and manage workbooks for distribution and presentation.
- Work with lists to sort, filter, and organize information.
- Analyze data with charts and apply conditional formatting for clarity.
- Create and modify Pivot Tables and Pivot Charts for deeper insights.
- Prepare for the Microsoft Office Specialist: Excel Associate exam.

TARGET AUDIENCE:

This program is intended for individuals who are new to Excel or who wish to strengthen their spreadsheet skills for business, administrative, or reporting tasks.

CURRICULUM CONTENT:

Excel Part 1 – 7.0 Hours — Introduction to the Excel environment, workbook creation and navigation, formulas and functions, worksheet editing tools, formatting for readability, page setup and printing, and workbook management.

Excel Part 2 – 7.0 Hours — Working with ranges and specialized functions, list management (sort/filter/subtotal), tables and conditional formatting, chart creation and formatting, and data analysis with PivotTables/PivotCharts (including slicers and timelines).

Total Clock Hours: 14.0 Hours
Program Duration: 2 Days*
Instructional Method: Instructor-led
Delivery Method: Online or on-site
Number of Exams: One certification exam
Number of Possible Certifications: 1 – Microsoft Office Specialist: Excel Associate (Microsoft 365 Apps)
Instructional days or weeks may not run consecutively.

MICROSOFT EXCEL FOR OFFICE 365 (DESKTOP OR ONLINE): PART 3 & DATA ANALYSIS AND VISUALIZATION WITH MICROSOFT EXCEL

PROGRAM DESCRIPTION:

The Microsoft Excel for Office 365 (Part 3 & Data Analysis/Visualization) program is designed for experienced Excel users who want to move beyond fundamentals to advanced analysis, automation, and dashboarding. Students learn to manage complex workbooks; collaborate securely; automate repetitive tasks with macros; apply advanced lookup and auditing tools; forecast and model data; and build professional dashboards using PivotTables, Power Pivot, and modern charting features. The program equips learners to turn large datasets into clear, actionable insights.

By the end of the program, students will be qualified to pursue roles such as:

- Reporting Analyst
- Data Analyst (Entry/Intermediate)
- Business Intelligence Assistant
- Operations/Finance Reporting Specialist
- Excel Power User / Dashboard Developer

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Work with multiple worksheets/workbooks, links, and 3-D references.
- Share, protect, and collaborate on workbooks securely.
- Automate workbook functionality using data validation, error checks, and macros.
- Use advanced lookups like VLOOKUP, HLOOKUP, and XLOOKUP to perform formula auditing.
- Perform forecasting and what-if analysis.
- Create sparklines, maps, and advanced charts, while applying visualization best practices.
- Analyze data with functions, tables, PivotTables/PivotCharts, and slicers.
- Conduct statistical analysis and use Analysis ToolPak for deeper analytics.
- Import/clean/transform data with Power Query, and model with Power Pivot.
- Design dynamic dashboards and present insights through clear, professional reports.
- Prepare for the Microsoft Office Specialist: Excel Expert certification exam.

TARGET AUDIENCE:

Professionals who routinely work with data and want to deepen Excel expertise for complex analysis, automation, dashboarding, and decision support. Prior experience with formulas/functions is recommended.

CURRICULUM CONTENT:

Excel Part 3 — 7.0 Hours — Students extend workbook management across multiple sheets and files, using links, external and 3-D references, and data consolidation. They practice secure collaboration with sharing and protection tools; automate workbook functionality with data validation, error checking, and macros; apply advanced lookup functions and formula auditing; and build forecasts with data tables, scenarios, and Goal Seek. The section closes with creating sparklines and map charts and applying options for effective geographic visualization.

Data Analysis and Visualization with Microsoft Excel — 14.0 Hours — Learners establish data analysis fundamentals with tables and sort/filter, then apply visualization best practices while creating and formatting modern charts. They analyze with functions, named ranges, data validation, and forms/controls—using lookups to drive conditional visuals—before building and interpreting PivotTables. Next, they assemble interactive dashboards with PivotCharts, slicers, and timelines; add geospatial context with map charts; and conduct statistical analysis using trendlines, sparklines, and the Analysis ToolPak. Finally, they connect, clean, combine, and shape data with Power Query (Get & Transform), build models in Power Pivot, and present insights through polished written and visual reports.

Total Clock Hours: 21.0 Hours
Program Duration: 3 days*
Instructional Method: Instructor-led
Delivery Method: Online or On-site
Number of Exams: One certification exam
Number of Possible Certifications: 1 — Microsoft Office Specialist: Excel Expert (Microsoft 365 Apps)
Instructional days or weeks may not run consecutively.

TABLEAU DESKTOP: PARTS 1 & 2 (THIRD EDITION)

PROGRAM DESCRIPTION:

The Tableau Desktop: Part 1 & 2 (Third Edition) program is designed for professionals who want to build and advance skills in data analysis, visualization, and dashboard storytelling with Tableau. Students begin by connecting to and preparing data, creating core views and charts, and assembling interactive dashboards. They then progress to more complex scenarios, including calculations and table calculations, data blending and modeling, advanced filtering and parameters, forecasting and predictive analysis, and best-practice dashboard design. The program also introduces Tableau Prep Builder for data shaping and highlights modern insight features such as Explain Data and Tableau Pulse.

By the end of the program, students will be qualified to pursue roles such as:

- Reporting Analyst
- Data Analyst (Entry/Intermediate)
- Business Intelligence Assistant
- Operations/Finance Reporting Specialist
- Tableau Dashboard Developer

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Identify and explain core Tableau capabilities and the Desktop interface.
- Connect to, prepare, and transform data from a variety of sources.
- Explore and visualize data using views, charts, and interactive visual elements.
- Sort, group, and filter data to enhance analysis, while creating advanced filters and parameters.
- Customize visualizations with annotations, highlights, calculated fields, and advanced formatting.
- Perform analysis using built-in functions, calculations, and table calculations.
- Conduct statistical analysis, including trendlines, forecasting, and predictive modeling.
- Create and enhance interactive dashboards and story points to support decision-making.
- Use Explain Data and Tableau Pulse to surface insights.
- Save, publish, and manage workbooks and data sources on Tableau Server or Tableau Cloud.
- Prepare for the Tableau Desktop Specialist Certification exam.

TARGET AUDIENCE:

Professionals in business intelligence, analytics, operations, finance, or decision-support roles who need to transform raw data into actionable insights with Tableau Desktop. Prior comfort with basic spreadsheets is recommended.

CURRICULUM CONTENT:

Part 1 — 14.0 Hours — Students learn Tableau fundamentals and the Desktop interface; connect to data; build data models and prepare data for analysis; create and refine views and visualizations; manage, sort, group, and filter data; and publish data sources and workbooks. They practice formatting and annotation, apply design best practices, and assemble interactive dashboards and story points to communicate insights.

Part 2 — 14.0 Hours — Learners deepen their skills by selecting and combining data sources, transforming data, and organizing fields for analysis. They create advanced filters and parameters, build calculated fields (including functions, table calculations, and LOD expressions), and apply statistical analysis, forecasting, and predictive techniques. The course culminates in creating charts and maps, designing and enhancing dashboards, publishing and scheduling content, and using Explain Data and Tableau Pulse to accelerate insight.

Total Clock Hours: 28.0 Hours
Program Duration: 4 days*
Instructional Method: Instructor-led
Delivery Method: Online or On-site
Number of Exams: One certification exam
Number of Possible Certifications: 1 — Tableau Desktop Specialist
Instructional days or weeks may not run consecutively.

MICROSOFT POWER BI: DATA ANALYSIS PROFESSIONAL (THIRD EDITION)

PROGRAM DESCRIPTION:

The Microsoft Power BI: Data Analysis Professional (Third Edition) program equips students to connect to diverse data sources, clean and shape data with Power Query, model data with DAX, and build interactive reports and dashboards in Power BI Desktop and the Power BI Service. Learners practice enhancing visuals, applying advanced analysis, and collaborating and publishing securely to drive insight and decision-making.

By the end of the program, students will be qualified to pursue roles such as:

- Power BI Developer (Junior)
- BI/analytics Specialist

- Reporting Analyst
- Operations/Inventory Analyst
- CRM/customer Insights Analyst
- Data Visualization Specialist
- Reporting & Automation Specialist

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Analyze data with self-service BI and interact with reports in Power BI.
- Connect to and secure data sources and configure relationships.
- Clean, profile, and shape data with the Query Editor (Power Query).
- Visualize data and select appropriate visualization types.
- Customize visuals, pages, and tooltips for clarity and impact.
- Model data with calculations, including DAX columns and measures.
- Create hierarchies, filter reports, and apply time intelligence.
- Perform advanced analysis with calculated tables, variables, and parameters.
- Share reports, create dashboards, and collaborate in the Power BI Service.
- Optimize reports for usability, performance, and mobility.
- Prepare for the Microsoft Certified: Power BI Data Analyst exam.

TARGET AUDIENCE:

Professionals who currently use tools like Excel or SQL Server reports and need to analyze, visualize, and share data using Power BI for enterprise-grade reporting and decision support. Prior spreadsheet experience is recommended.

CURRICULUM CONTENT:

Microsoft Power BI: Data Analysis Professional — 21.0 Hours — Students begin by framing self-service BI and exploring published reports. They connect to data sources, manage relationships, and secure connections; then load, clean, profile, and shape data in the Query Editor. Learners create effective visuals, customize pages and tooltips, and model data with DAX (calculated columns and measures). They organize reports with hierarchies, filtering, slicers, and time-intelligence; apply advanced techniques with calculated tables, variables, and parameters; and publish to the Power BI Service to create and share dashboards, manage workspaces, and collaborate. The program concludes with optimizing usability and performance and preparing mobile-friendly views, aligned to PL-300 objectives.

Total Clock Hours: 21.0 Hours
Program Duration: 3 days*
Instructional Method: Instructor-led
Delivery Method: Online or On-site
Number of Exams: One certification exam
Number of Possible Certifications: 1 — Microsoft Certified: Power BI Data Analyst (PL-300)
Instructional days or weeks may not run consecutively.

DATA ANALYSIS SERIES

PROGRAM DESCRIPTION:

The Data Analysis Series is a comprehensive training pathway that builds practical analytics and visualization skills across **Excel, Tableau, and Power BI**. Students progress from foundational spreadsheet techniques to advanced analysis, automation, and dashboard design, learning to connect to diverse data sources, clean and structure data, apply statistical

and predictive methods, and communicate insights through interactive visuals. The sequence aligns to multiple industry certifications to help learners validate skills for data-driven roles.

By the end of the program, students will be qualified to pursue roles such as:

- BI/Analytics Specialist (Junior)
- Data Visualization Specialist
- Reporting &automation Specialist
- Operations Analyst (Data)
- CRM / Customer Insights Analyst
- Tableau / Power BI Developer (Junior)

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Use Excel to enter, format, organize, and analyze data, while managing multiple worksheets/workbooks.
- Apply formulas and functions, lookups, and formula auditing while automating tasks with data validation and macros.
- Build charts, sparklines, maps, PivotTables/PivotCharts.
- Perform forecasting and what-if analysis.
- Clean, transform, and model data with Power Query and Power Pivot.
- Design Excel dashboards and geospatial visuals that support decision-making.
- Connect to, prepare, and blend data for analysis in Tableau.
- Apply parameters, calculations, LOD expressions, and table calculations.
- Create interactive dashboards and stories using forecasting, statistical tools, Explain Data, and Tableau Pulse.
- Model data in Power BI using DAX, and build and customize visuals, tooltips, and filters/slicers.
- Share and govern content in the Power VI service.
- Publish and manage data sources and reports securely across platforms.
- Prepare for the following exams: Microsoft Office Specialist: Excel Associate, Microsoft Office Specialist: Excel Expert, Tableau Desktop Specialist, Microsoft Certified: Power BI Data Analyst.

TARGET AUDIENCE:

Professionals who need to analyze, visualize, and present data for business decisions, especially those moving from spreadsheet-only workflows to modern BI tools. Prior comfort with basic spreadsheets is recommended.

CURRICULUM CONTENT:

Microsoft Excel for Office 365 (Desktop or Online) Part 1 — 7.0 Hours — Students learn Excel fundamentals and the Desktop/Web interface, create and save workbooks, enter and edit data, perform basic calculations with formulas and functions, format for readability, set up printing, and manage worksheets and workbook views/properties.

Microsoft Excel for Office 365 (Desktop or Online) Part 2 — 7.0 Hours — Learners deepen their skills with specialized, logical, date/time, and text functions; manage lists with sort/filter and database functions; analyze with tables and conditional formatting; build and refine charts; and introduce PivotTables/PivotCharts with slicers/timelines.

Microsoft Excel for Office 365 (Desktop or Online) Part 3 — 7.0 Hours — Students extend workbook management across sheets/files using links, external and 3-D references, and consolidation; collaborate with sharing/protection; automate with validation, error checks, and macros; apply advanced lookups and formula auditing; perform forecasting (data tables, scenarios, Goal Seek); and create sparklines and map charts.

Data Analysis and Visualization with Excel — 14.0 Hours — Learners establish data analysis fundamentals (tables, sort/filter), create effective visuals with modern chart types and best practices, analyze with functions, named ranges, and

controls, build interactive PivotTable/PivotChart dashboards with slicers/timelines, add geospatial maps, run statistical analysis (trendlines, sparklines, Analysis ToolPak), and complete end-to-end workflows using Power Query and Power Pivot for modeling and polished reporting.

Microsoft Power BI: Data Analysis Professional — 21.0 Hours — Students connect to and secure data sources, configure relationships, clean/shape data in the Query Editor, design effective visuals and pages, model with DAX (columns, measures), organize with hierarchies/filters and time-intelligence, apply advanced analysis (calculated tables, variables, parameters), and publish to the Power BI Service to create dashboards, manage workspaces, collaborate, and optimize usability/performance (including mobile views).

Tableau Desktop Part 1 — 14.0 Hours — Participants explore Tableau fundamentals and interface, connect to and prepare data, build data models, create and refine views, manage/sort/group data, save/publish data sources and workbooks, configure filters, customize/annotate visuals, and assemble interactive dashboards, mobile layouts, and story points using visual design best practices.

Tableau Desktop Part 2 — 14.0 Hours — Learners select and combine sources, transform data, create advanced filters and parameters, build calculated fields/functions and LOD expressions, use table calculations and custom sorts, perform statistical analysis, forecasting, and predictive modeling, create charts/maps and enhanced dashboards, publish/schedule content, and leverage Explain Data and Tableau Pulse for accelerated insight.

Total Clock Hours: 84.0 Hours
Program Duration: 12 days*
Instructional Method: Instructor-led
Delivery Method: Online or On-site
Number of Exams: 4
Number of Possible Certifications: 4 — Microsoft Office Specialist: Excel Associate (Microsoft 365 Apps); Microsoft Office Specialist: Excel Expert (Microsoft 365 Apps); Tableau Desktop Specialist; Microsoft Certified: Power BI Data Analyst (PL-300).
Instructional days or weeks may not run consecutively.

GETTING THE MOST FROM YOUR SPREADSHEETS WITH GENAI

PROGRAM DESCRIPTION:

The Getting the Most from Your Spreadsheets with GenAI program empowers spreadsheet users to harness freely available generative AI (GenAI) tools—such as ChatGPT, Copilot, and Gemini—to accelerate everyday tasks, streamline workflows, and support data-informed decisions. Students learn practical strategies to generate spreadsheet content, boost productivity with on-demand guidance, and solve common spreadsheet problems while applying good judgment around privacy, accuracy, and verification.

By the end of the program, students will be qualified to pursue roles such as:

- Reporting and Automation Specialist
- Data Reporting Coordinator
- Operations Analyst (Automation)
- Business Support Analyst
- Administrative Specialist (Data)

PROGRAM OUTCOMES:

Upon successful completion of this program, students will be able to:

- Identify appropriate GenAI tools such as ChatGPT, Copilot, and Gemini, for specific spreadsheet tasks.
- Generate spreadsheet content including formulas, sample data, and chart suggestions, and adapt outputs to business needs.
- Use GenAI to enhance productivity, including step-by-step help, shortcuts, formatting, and documentation.
- Troubleshoot and refine spreadsheets with GenAI assistance, validating results for accuracy and relevance.
- Apply practical guardrails for privacy, security, and limitations when using GenAI in workplace contexts.

TARGET AUDIENCE:

Professionals and students who regularly work with spreadsheets and want to integrate GenAI into day-to-day tasks. Prior familiarity with core Excel concepts (functions, conditional formatting, charts, PivotTables) is recommended; Excel Parts 1 & 2 or equivalent experience is helpful

CURRICULUM CONTENT:

Lesson 1 — Using AI to Generate Spreadsheet Content — Students learn when and how to ask GenAI to create useful spreadsheet artifacts, including sample datasets, formulas/functions, and chart recommendations. They compare tools to select the right GenAI assistant for the job and practice tailoring prompts to produce usable outputs.

Lesson 2 — Enhancing Your Spreadsheet Productivity with GenAI — Learners use GenAI for just-in-time help: getting explanations, step-by-step instructions, and suggestions that speed up routine work like formatting, layout, and basic analysis. They practice turning vague requests into clear prompts and capturing GenAI guidance as in-workbook notes.

Lesson 3 — Solving Problems Using GenAI — Students examine GenAI's limitations and apply a structured approach to problem-solving: isolating errors, asking for alternative strategies, and validating recommendations before applying them. Emphasis is placed on responsible use and verification.

Total Clock Hours: 3 Hours
Program Duration: 1 day
Instructional Method: Instructor-led
Delivery Method: Online or On-site
Number of Exams: N/A
Number of Possible Certifications: N/A

GETTING THE MOST FROM YOUR DOCUMENTS WITH GENAI

Program Description:

The Getting the Most from Your Documents with GenAI program introduces practical ways to use generative AI (GenAI) tools—such as ChatGPT, Copilot, Gemini, and Claude—to plan, draft, refine, and illustrate professional documents. Students learn how to integrate GenAI into everyday writing workflows to improve speed and quality while applying good judgment around privacy, accuracy, and verification.

By the end of the program, students will be qualified to pursue roles such as:

- Documentation / Publishing Assistant
- Communications or Marketing Assistant
- Business Support Specialist
- Administrative Coordinator
- Junior Technical Writing Assistant

Program Outcomes:

Upon successful completion of this program, students will be able to:

- Select appropriate GenAI tools for document-related tasks and outline safe-use guardrails.
- Generate and refine written content (brainstorming, drafting, revising) for work-processing and DTP workflows.
- Produce simple images and design ideas with GenAI and insert them into documents.
- Apply prompts that improve clarity, tone, formatting, and consistency across sections.
- Validate AI-assisted outputs for correctness, appropriateness, and source attribution before publication.

Target Audience:

Professionals and students who create reports, proposals, letters, flyers, or internal documentation and want to incorporate GenAI to accelerate planning, drafting, and light design work. Familiarity with Microsoft Word or Google Docs is recommended.

Curriculum Content:

Lesson 1 — Using AI for Brainstorming and Idea Generation — Students compare common GenAI tools and practice structured brainstorming to generate outlines, key points, and alternative angles for documents. They configure basic accounts and capture effective prompts for reuse.

Lesson 2 — Using AI to Produce Written Text — Learners draft and revise text with GenAI, iterating on clarity, tone, and format. They practice turning raw prompts into polished paragraphs and sections suitable for word processors, and apply edits to align with audience and purpose.

Lesson 3 — Using AI to Produce Images — Students generate simple illustrations or design ideas with GenAI and import them into documents, considering layout, accessibility, and responsible use.

Total Clock Hours: 6.5 Hours
Program Duration: 1 day
Instructional Method: Instructor-led
Delivery Method: Online or On-site
Number of Exams: N/A
Number of Possible Certifications: N/A

EXPLANATION OF PROGRAM COURSE NUMBERS

Technical program course numbers are assigned by Star V Learning Centers. All courses start with NH, followed by the first letter of the vendor's name and then the first letter of the certification name. Numbers are then assigned based on hierarchy, with the lowest tier being assigned 100. (i.e. CompTIA Network+ certification = NHCN100)

PROGRAM TUITION

THIS PAGE REFLECTS TUITION PRICES AS OF August 1st, 2025

(Programs consist of all required classes and registration fees. One exam is included in this pricing.)

COMPUTER CAREER DEVELOPMENT PROGRAM	
TUITION	$26,920
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$26,920
COMPTIA CAREER DEVELOPMENT PROGRAM	
TUITION	$26,920
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$26,920
COMPTIA SECURITY DEVELOPMENT PROGRAM	
TUITION	$14,180
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$14,180
COMPTIA NETWORKING DEVELOPMENT PROGRAM	
TUITION	$12,740
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$12,740
COMPTIA TECH+	
TUITION	$3,295
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$3,295
INTRO TO COMPTIA	
TUITION	$3,295
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$3,295
COMPTIA A+ 55	
TUITION	$6,150
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$6,150
COMPTIA A+	
TUITION	$6,150
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$6,150
COMPTIA NETWORK+ 55	
TUITION	$3,295
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$3,295
COMPTIA NETWORK+	
TUITION	$3,295
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition

TOTAL PROGRAM COST	$3,295
COMPTIA SECURITY+	
TUITION	$4,295
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$4,295
COMPTIA CLOUD+	
TUITION	$3,295
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$3,295
COMPTIA LINUX+	
TUITION	$3,295
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$3,295
COMPTIA SERVER+	
TUITION	$3,295
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$3,295
COMPTIA CYSA+	
TUITION	$3,295
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$3,295
CEH	
TUITION	$3,995
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$3,995
AWS CLOUD PRACTITIONER	
TUITION	$800
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$800
AWS SOLUTIONS ARCHITECT	
TUITION	$2,796
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$2,796
AWS SYSOPS ADMINISTRATOR	
TUITION	$2,796
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$2,796
MICROSOFT AZURE FUNDAMENTALS	
TUITION	$1,190
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$1,190
CCNA	
TUITION	$5,750
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition

TOTAL PROGRAM COST	$5,750
CISSP	
TUITION	$3,395
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$3,395
PROJECT MANAGEMENT PROFESSIONAL (PMP)	
TUITION	$3,309
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$3,309
MICROSOFT EXCEL FOR OFFICE 365 (DESKTOP OR ONLINE): PARTS 1 & 2	
TUITION	$710
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$710
MICROSOFT EXCEL FOR OFFICE 365 (DESKTOP OR ONLINE): PART 3 & DATA ANALYSIS AND VISUALIZATION WITH MICROSOFT EXCEL	
TUITION	$1,005
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$1,005
TABLEAU DESKTOP: PARTS 1 & 2 (THIRD EDITION)	
TUITION	$2,820
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$2,820
MICROSOFT POWER BI: DATA ANALYSIS PROFESSIONAL (THIRD EDITION)	
TUITION	$1,355
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$1,355
DATA ANALYSIS SERIES	
TUITION	$5,790
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$5,790
GETTING THE MOST FROM YOUR SPREADSHEETS WITH GENAI	
TUITION	$199
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$199
GETTING THE MOST FROM YOUR DOCUMENTS WITH GENAI	
TUITION	$199
REGISTRATION FEE & OTHER COSTS	$0
BOOKS AND MATERIALS	Included in Tuition
TOTAL PROGRAM COST	$199

All prices for programs are as printed herein. There are no additional costs or supplies necessary for program completion. A student who needs additional practice exams or labs may get those at no cost. Those students who wish to purchase additional study materials may do so at an additional cost from the school. Each student is responsible for his or her personal books and supplies. Extra books and supplies may be purchased from the school.

PAYMENT SCHEDULE

Registration fee is due at the time of signing the application for admission. Payment in full for a class is required prior to the first day of said class unless financial services have been arranged. Upon receiving payment, the student will be registered. Students who pursue financing through a 3rd party lender will be obligated to the lender to repay all funds per the lender's agreement. Institutional Loans may be available for those who qualify. Star V Learning Centers does not offer financial aid.

GRADING

Students must meet the requirements of the program to receive a certification from the vendor. Students are graded during each course of study on a Pass/Fail basis by the instructor's evaluation of their product knowledge and their ability to follow instructions. Upon receiving a passing grade from the instructor, the student will receive a diploma for the specific class. Students seeking vendor certifications will also be tested for each class within the program. These are Pearson Vue proctored tests issued by the program vendor and taken on-site at our testing facility. The certification exam grading scale is determined by the certification vendor and varies from test to test. Upon testing and passing the required certification exam(s) for the program, the student will receive an industry certification for that specific program. Students are not terminated for failure to acquire skills but are encouraged to repeat classes at no cost or attend additional classes.

CLASSROOM TIME UNIT OF MEASUREMENT

One clock hour is equal to 50 minutes of instructor-led training followed by an appropriate break.

CERTIFICATION TESTING POLICY

Most programs attended at Star V Learning Centers are certification programs. Once students receive a "Pass" grade for a program, they should attempt a proctored certification exam to receive the relevant industry certification. What follows is the procedure for acquiring an exam voucher and scheduling an exam.

Students are provided with CompTIA Platform practice exams for each course. These may be taken as many times as desired without penalty. Once a student receives a **minimum score of 80% on the corresponding CompTIA Platform practice exam**, the student may request a voucher from the Director of Education via email or by scanning the QR code found around the center and in their Orientation Packets. When scheduling an exam via email, please include the exam name, date, and the general time you wish to test.

DIRECTOR OF EDUCATION:
Email: D.Valenciana@Starv.tech
Phone: 904-564-9500 x102.

Students must request exam vouchers 48 hours before the desired testing date. The Director of Education will order the appropriate exam voucher from Pearson Vue. Once the Director of Education receives the voucher, it will be emailed to students. Students must also create a Pearson Vue account; instructions to do so are provided on the first day of class and may be requested from the Directors of Education or Student Experience at any time.

To schedule an exam with this voucher, students may either contact the Director of Education to schedule the test on-site in our Pearson Vue Authorized Testing Center, or they may log in to their Pearson Vue account and schedule their exam independently at any other Pearson Vue testing location. If taking the test on campus, tests may be scheduled to start between 9 am and 3 pm. For Star V Learning Centers students, exceptions can be made and alternate hours can be made

available as needed. If taking the test at another Pearson Vue Testing Center, consult the Pearson Vue website to determine availability.

Once a student passes their exam, they will receive an industry-recognized technical certification. The certification obtained will match the name of the program taken to prepare for that exam (ie, the Program for A+ Certification will prepare you for the A+ Certification exam). For programs containing multiple courses, the course name will also match the name of the obtained credential.

EXAM RETAKES AND ADDITIONAL STUDY MATERIALS

Each certification program comes with one exam voucher included in program tuition, as well as 2 retake vouchers.
To receive your initial certification exam vouchers, students must score a minimum of 80% on the relevant CompTIA Platform practice assessment and then request the voucher from the Director of Education.

Should students fail their exam and wish to retake it, the policy is as follows:

If the failed exam score is less than 30 points of the passing score, it is encouraged that students meet with their instructor to review missed subjects from the exam, however, students may request their retake voucher right away.

If the failed exam score is greater than 30 points from the passing score, it is **required** that students meet with their instructor to review missed topics. The instructor will "green-light" the exam retake.

Additional retakes may be possible and are at the discretion of the Director of Education. Additional retakes are contingent on tutoring and completion of assigned coursework and lab activities before requesting additional vouchers.
Subsequent exam vouchers may be purchased from Pearson Vue by the student. Prices for additional exam vouchers vary by program and can be found in the section below. For assistance with this process, please contact the Director of Education.

LIBRARY RESOURCES:
Star V Learning Centers maintains a library of relevant course material, as well as employment-related supplemental materials. Most of our digital technical library resources are maintained by the Director of Education and the Instructor Team. The physical library may be accessed by students Monday – Friday, 9 am to 5 pm. Access to digital resources is provided to students during class.

NO-SHOW TESTING POLICY

In certain cases, rescheduling may be permitted following a "no-show", provided it is requested during regular business hours. However, availability is not guaranteed and will not be offered on a first-come, first-served basis as they have in the past. Students must arrive at least 30 minutes prior to the rescheduled exam time to confirm availability and secure a spot.

UNFORESEEN CIRCUMSTANCES

Individuals will have to abide by the guidelines below:

- In-Person Exams: Must be canceled or rescheduled at least 24 hours prior to the scheduled start time.
- Online Exams: May be rescheduled at any time before the exam begins.

Students must notify the Director of Education, Darlene Valenciana, at D.Valenciana@Starv.Tech, if they have rescheduled their exam.
*****A SECOND NO-SHOW WILL RESULT IN THE FORFEITURE OF ANY FURTHER RESCHEDULING PRIVILEGES FOR THAT EXAM.****

TEST ACCOMMODATION POLICY

Students must make all accommodation requests through Pearson Vue.
Https://www.pearsonvue.com/us/en/test-takers/accommodations/pearson_approve.comptia.html

PURCHASING ADDITIONAL VOUCHERS

If a student fails an exam they may wish to purchase additional exam vouchers. It is encouraged to do so via the Director of Education as Star V Learning Centers is a CompTIA Partner and we receive discounts on CompTIA vouchers. What follows are the voucher costs available on the general marketplace.

- CompTIA ITF+: $138
- CompTIA A+: $253 (x2)
- CompTIA Network+: $369
- CompTIA Security+: $404
- CompTIA Cloud+: $369
- CompTIA Linux+: $369
- CompTIA Server+: $369
- CompTIA CySA+: $404
- Certified Ethical Hacker: $1,199
- AWS Certified Cloud Practitioner: $100
- AWS Certified Solutions Architect: $150
- AWS Certified SysOps Administrator: $150
- Microsoft Azure Fundamentals: $119
- Intro to Python: $69
- Microsoft 365: MDAA: $165 (x2)
- CCNA: $300
- CISSP: $749
- PMP: $675

ADMISSION REQUIREMENTS

Star V Learning Centers requires applicants to be at least 17 years old to enroll. Applicants may need to complete entry-level classes before starting a program. These classes are not graded or tested in a way that would prevent program admission, however, if an applicant lacks basic knowledge of these prerequisites, they may be required to take them. During the enrollment interview, applicants must demonstrate a foundational understanding of the program before enrollment.

Each student is assigned an Admissions Representative who interviews the student prior to admission into any program. The Admissions Representative will continue to monitor students through enrollment, as well as counsel them through each program in collaboration with the rest of the Star V administrative team. Each Admissions Representative is trained, tested, and certified to counsel students in specific programs that the school offers.

Star V Learning Centers does not award students with “Advanced Standing”, or “Extra Credit” awarded for previous education or training. If a student has completed certification examinations from training provided at another training center Star V Learning Centers will accept and substitute up to 10% of the student’s program with a class or classes of equal value.

Star V Learning Centers does not offer accredited courses. The transferability of credit to another institution is at the discretion of the accepting institution, and it is the student’s responsibility to confirm whether credits will be accepted by another institution of the student’s choice.

COMPLAINTS:
Students who wish to submit an admissions complaint may do so by communicating the details of their grievance to the Director of Admissions, Justin Lancaster, at J.Lancaster@StarV.Tech. For all other complaints, students may also contact the Director of Student Experience, Marcela Mapstone, at M.Mapstone@StarV.Tech, Director of Education and Operations, Darlene Valenciana, at D.Valenciana@StarV.Tech, or the owner at info@StarV.Tech. Star V Learning Centers

will take appropriate steps to resolve the concern and we will have a response within two weeks of the original complaint date.

GRADUATION REQUIREMENTS

A diploma is presented to the student who has:

- Successfully completed all required courses in the selected program.
- Attended all required class hours.
- Fulfilled all monetary obligations to the school.

CLASS STARTING & ENDING DATES

Star V Learning Centers has 16 start dates in 2026, composed of 8 Evening Time Cohorts that will train from 5 pm - 11 pm, and 8 Day Cohorts that will train from 9 am - 3 pm. Students may contact an Admissions Representative for further clarification on training timelines.

FOR THE YEAR 2026 THE DAY TIME (9 AM - 3 PM) COHORT DATES ARE AS FOLLOWS:

- February 9th, 2026 – April 24th, 2026
- March 16th, 2026 – June 5th, 2026
- May 4th, 2026 – July 17th, 2026
- June 15th, 2026 – August 28th, 2026
- July 27th, 2026 – October 9th, 2026
- September 8th, 2026 – November 20th, 2026
- October 19th, 2026 – January 22nd, 2027
- November 30th, 2026 – February 19th, 2027

FOR THE YEAR 2026 THE EVENING TIME (5 PM - 11 PM) COHORT DATES ARE AS FOLLOWS:

- January 12th, 2026 – March 27th, 2026
- February 16th, 2026 – May 1st, 2026
- April 6th, 2026 – June 26th, 2026
- May 11th, 2026 – July 24th, 2026
- July 6th, 2026 – September 18th, 2026
- August 17th, 2026 – October 30th, 2026
- September 28th, 2026 – December 18th, 2026
- November 9th, 2026 – February 12th, 2027

HOURS OF OPERATION

The business office is open Monday through Friday, 8 am – 5 pm. Classes are in session Monday – Friday 9 am – 11 pm.

HOLIDAYS

School will not be held on the following holidays. Additional holidays may be declared at the discretion of the Director of Education and Operations:

- New Year's Eve and New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

ACADEMIC OR DISCIPLINARY APPEAL

An "Academic or Disciplinary Action" is an action by a program, unit, or department based on a student's academic performance or failure to satisfy academic program requirements. Examples of academic actions include, but are not limited to, academic probation, academic suspension, and dismissal/drop from a program. Each program may set its own academic requirements and standards for acceptable academic performance.

Students will be notified of an academic or disciplinary action in writing by the Director of the corresponding department (Director of Admissions, Director of Education, or Director of Student Experience). Students are encouraged to seek an informal resolution of any concerns related to academic or disciplinary actions informally within the department, unit, or program before filing a formal appeal.

Students who wish to appeal an academic or disciplinary action must submit a formal written appeal, with appropriate documentation, to the Director of Education and Operations, Darlene Valenciana, within seven (7) calendar days after receipt of written notice of the academic action by the department, unit, program, or designated committee. The Director of Education and Operations may delegate review of the matter to another individual or committee, including but not limited to, the Owner or a specially constituted grievance committee, who shall make a recommendation to the Director of Education and Operations.
The Director of Education and Operations shall render a decision on the appeal within thirty (30) days or as soon thereafter as practical.

Students who wish to appeal the written decision of the Director of Education and Operations must submit a formal written appeal, with appropriate documentation, to the Owner within fourteen (14) calendar days after receipt of the Director of Education and Operations' decision. The Owner shall render a decision on the appeal within thirty (30) days or as soon thereafter as practical. Decisions by the Owner are final and not appealable.

Generally, sanctions resulting from an Academic Action (e.g., probation, suspension, or dismissal /drop) take effect immediately, regardless of whether an appeal is filed. Exceptions are handled on a case-by-case basis.

SUMMARY OF LEVELS OF APPEAL FOR ACADEMIC ACTIONS:

1. Seek informal resolution within a department, unit, or program.
2. Formal written appeal to the Director of Education and Operations.
3. Decision rendered by the Director of Education and Operations.
4. Formal written appeal to the Owner.
5. Owner issues final non-appealable decision.

STUDENT SERVICES

HOUSING:
The school does not maintain housing for students. If requested, the school can provide recommendations for lodging.

STUDENT RECORDS:
Student records are permanently retained by the school and are available to students upon individual request. Student records will be provided to potential employers only after the student has made a written request.

TESTING:
Certification testing is provided on-site at the school. The school is an Authorized Pearson VUE Testing Center. All testing records are maintained by the school and by Pearson VUE. The school retains testing dates, times, and subjects. Outcome records are only retained by Pearson Vue and the exam vendor. The student is provided with copies of their results upon test completion. Certification exam vouchers are valid for one year. A Test Center Administrator who has been certified by Pearson VUE monitors the test.

STUDENT PLACEMENT:
Star V Learning Centers offers Job Placement Assistance to our students, including but not limited to, resume and cover letter drafting, interview practice, networking, and LinkedIn preparation. This service is free for our students and employers. This is placement assistance, and Star V Learning Centers does not guarantee employment.

STUDENT ADVISEMENT:
All students are assigned to an Admissions Representative who will give academic and personal advisement pre-enrollment. All students are required to meet with the Director of Admissions for financial advisement. Veterans will meet with the VA Certifying Official for GI Bill and Veteran benefits advisement.
Post-enrollment, students will receive academic and career development advisement from their instructor, Director of Education, Director of Career Services, and Director of Student Experience.

RULES & REGULATIONS

ATTENDANCE/CLASS CUTS:
All technical and application programs require 80% attendance. After missing one day in any class, the student is counseled by the Director of Student Experience. If a student is not making the 80% attendance required by the program, the Directors of Student Experience and Admissions will counsel the student. The school will request that the student make up the days missed to ensure success in testing, which is required for certification. There is a one-year time limit for completion of any program without further charge.

Star V Learning Centers records and live streams all training to facilitate students who are stuck at home sick, or wish to review the previous day's training; however, watching class recordings or livestreams will count as an absence. Our programs are required to be delivered on-site, and only hours that are completed on-site will count as “in attendance.”

TARDINESS:
A student arriving after attendance has been taken is considered late. The instructor will mark the amount of time unless the instructor considers the reason for tardiness legitimate. All class time missed by more than 15 minutes must be made up by the student prior to graduation. If the student arrives late and the instructor cannot catch up the student without interrupting the others in class, the student may be required to make up the entire day.

ACCEPTABLE USE:
School technology is for education, certification, and job-search purposes only. Students must use approved sites and licensed software. Inappropriate, sexually explicit, illegal, or gambling sites are strictly prohibited.
Entertainment/streaming content or social media is allowed if required for coursework or employment activities. Personal or unknown USB devices are prohibited unless scanned and approved. Students cannot bypass security, download unauthorized programs, or tamper with systems. All activity is monitored, and violations may result in disciplinary action. When in doubt, students should contact their instructor or the Director of Education and Operations before proceeding.

CONDUCT:
Students are expected to always conduct themselves in a professional manner. Foul language, possession of non-prescribed drugs or alcoholic beverages, not following acceptable use guidelines, and disrespectful behavior are considered unsatisfactory conduct and may be grounds for dismissal. A student who conducts himself in a manner detrimental to the school, staff, or other students will be terminated. Theft of property from the school or other students is grounds for immediate dismissal.

MAKE UP WORK:
Students absent for any reason are required to make up any missed classes before proceeding to the next program of study. A student may make up missed time by attending another class in session.

PROBATION:
A student who does not adhere to the attendance policy will be placed on probation for 30 days. Should the student be absent while on probation, they will be counseled by the Director of Admissions, which could result in termination.

INTERRUPTION IN TRAINING/TERMINATION:
A student is not terminated for failure to learn the required skills. A student who has not successfully completed the examinations at the end of each course is encouraged to attend additional class sessions for extra practice. The retaking of such classes is of no extra cost to the student. The student is permitted to re-take the examinations within a reasonable time as determined by the instructor. If the student fails to achieve a passing grade the second time, he/she is counseled by the Director of Education as to the advisability of continuing and that if he/she decides to continue, a diploma may not be awarded.

LEAVES OF ABSENCE:
A student may be granted a leave of absence for a reasonable amount of time not to exceed a maximum of six (6) months as determined by the Director of Admissions. A request for a leave of absence must be in writing and the date of expected return must be specified. Veterans Benefits will be terminated during the leave of absence and the VA will be notified.

RE-ENTRY:
A student who has canceled or has been terminated and desires to re-enter the program of study must notify the school and follow the required admission procedures. A student who was terminated for any reason must have an interview with the Director of Admissions and show why he/she should be reinstated. The decision of the Director of Admissions is final.

CONTRACT TERM:
Student Enrollment Agreements are valid for a period of 18 months. After expiration student refund and retake policies are considered null and void.

RETAKE POLICY:
Students will be allowed a free retake for 1 year after the original start date. If a class is no longer available or has changed within the 1-year re-take period, management will work on a solution with the student to retake that class or the equivalent.

REFUND POLICY

Should a student's enrollment be terminated or canceled for any reason, all refunds will be made according to the following refund schedule:

Cancellation can be made in person or by Certified Mail.
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 the initial payment and ten business days before the scheduled class(s) start.

Cancellation after the third (3rd) business day from signing the enrollment agreement and making the initial payment, but before the first class, will result in a refund of all monies paid, with the exception of any registration fees not to exceed $150.00.

Cancellation after attendance has begun, through 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.

Cancellation after completing more than 40% of the program will result in no refund.

Refunds will be made within 30 days of termination or receipt of cancellation notice.

A student can be dismissed on the recommendation of the Director of Student Experience to the Director of Admissions due to failure to comply with the attendance policy. Student dismissals are also at the discretion of the Directors of Education or Admissions, for insufficient progress, non-payment of costs, or failure to comply with rules.

All training must be completed within a 1-year calendar time frame from the start of the first class date or program date. Programs end after 1 year. Students may re-enroll if they meet the current admission requirements. Transcripts will reflect completed courses only.

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 pro-ration will be determined on the ratio of the number of days or hours of instruction completed by the student to the total number of instructional days or hours in the course.

VETERANS AND OTHER VA EDUCATIONAL BENEFIT RECIPIENTS

The school will monitor student attendance daily. All student records are individually recorded and stored both electronically and in hard copy files.

Any student who falls below an 80% attendance must make up hours or days as deemed necessary before receiving final certification.

Example: A 5-day class = 27.5 hours of class time
80% = 4 days or 22 hours of class time

If a student's attendance falls to 80%, he or she will be informed of their attendance record and counseled on the appropriate make-up days or hours. Students who fall below the 80% attendance will automatically be reported to the VA. If at any time the students' attendance falls to 50%, the student will be dismissed or, at the very least, will have VA benefits terminated for unsatisfactory attendance and or unsatisfactory academic progress.

Students taking one class at a time will be given lab time and a test date. Students not obtaining a pass grade on a class will not be allowed to continue to the next level class without VA approval. In the event that there is not sufficient time to make up days or hours before the next class commences, the student may not continue without VA approval.
All VA students are required to report to the VA all previous education and training which applies to their chosen certification. The school will evaluate this education and training, and tuition and training time may be reduced proportionately, with the student and the VA so notified.

PL 115-407 SECTION 103 COMPLIANCE

In compliance with section 103 of PL 115-407, 'Veterans Benefits and Transition Act of 2018', Star V Learning Centers permits any covered individual to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility (COE) for entitlement to educational assistance ending on the earlier of the following dates:

The date on which payment from the VA is made to the institution.
90 days after the date the institution certified tuition and fees following receipt of the COE.

Star V Learning Centers will not impose any penalty. Including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement of funding from the VA under Chapter 31 or 33.

***NOTE* COVERED INDIVIDUAL DEFINED:** A covered individual is anyone using benefits under Chapter 31 (Veteran Readiness & Employment) or Chapter 33 (Post 9/11 GI Bill®)

ATTENDANCE POLICY

All programs require 80% attendance. After missing one day in any class, the student is counseled by the Director of Student Experience. If a student is not making the 80% attendance required by the program, the Directors of Admission and Student Experience will counsel the student. The school will request that the student make up the days missed to ensure success in testing which is required for certification. There is a one-year time limit for completion of any program without further charge.

Star V Learning Centers records and live streams all training to facilitate students who are stuck at home sick, or who wish to review the previous days' training. Watching the class recordings or livestreams will count as an absence. This program is required to be delivered on-site, and only hours that are completed on-site will count as "in attendance."

Early departures, class cuts, tardies, etc., for any portion of a class period will be counted as absent hours. Students exceeding 20% total absences in a calendar month will be terminated from their VA benefits for unsatisfactory attendance.

For SkillBridge students only, it is required that you check in with the Student Experience team daily during week days with no instruction. This can be done by calling in to the center, emailing the Student Experience Team, or by physically showing up at the center to attend a workshop or event. Per the DOD, Star V is responsible for tracking SkillBridge students at all times. No call/No showing for two days in a row will result in the parent command being contacted.

The student's attendance record will be retained for FDVA and SAA audit purposes.

STANDARDS OF ACADEMIC PROGRESS FOR VA STUDENTS

Instructors grade students during each course on a Pass/Fail scale. Students receiving VA educational benefits must maintain a minimum Standard of Progress Status of "Pass" for all technical program courses taken during each monthly evaluation period. A VA student whose Standard of Progress Status falls below "Pass" at the end of any monthly evaluation period will be placed on academic probation for a maximum of two consecutive terms of enrollment. If the VA student's Standard of Progress Status is still below "Pass" 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 one term has elapsed and after attaining a Standard of Progress Status of "Pass" during that monthly evaluation period.

VETERAN'S CREDIT FOR PREVIOUS EDUCATION OR TRAINING

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