



Course Catalog

2021-2022

Learning Alliance Corporation

5910 Breckenridge Parkway, Suite A

Tampa, Florida 33610

(813) 261-6018

www.MYLEARNINGALLIANCE.com

Licensed by the Commission for Independent Education

Florida Department of Education

Additional information regarding this institution
may be obtained by contacting the Commission at:

325 West Gaines Street, Suite 1414

Tallahassee, FL 32399-0400

Toll-free telephone number (888)224-6684

FLDOE License #5422

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School Profile

About Us

Our Vision

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

Our Mission

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

Our Educational Principles

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

Purpose

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

Operations

Administration

President	Cesar Ruiz	(813) 261-6018	cruiz@mylearningalliance.com
Director of Operations	Fred Arnold	(813) 261-6018	farnold@mylearningalliance.com
Director of Human Resources	Shari Jester	(813) 802-4558	sjester@mylearningalliance.com
Program Manager	Joshua Gonzalez	(813) 261-6018	jgonzalez@mylearningalliance.com
Accounts Payable/Receivable	Shari Jester	(813) 802-4558	sjester@mylearningalliance.com

Faculty

- **Pete Matassa:** MBA in Management from University of South Florida, Tampa, Florida and BA in Management from University of South Florida, Tampa.
- **Gabriel Yeager, MA:** Master's in administration with a focus in Instructional Design. 5 years of adjunct faculty experience teaching computer literacy.
- **Derrick Francis:** Certificate in Renewable Energy/Telecommunication Technician Airstreams Renewables Inc., Fort Riley, KS, Rappelling Rappel Master Course, Fort Campbell KY, Rappelling and Rigging Air Assault School, Fort Campbell KY
- **Michael Prayon:** MBA in Business from Brenau University, Gainesville, Georgia, BSIT in Info Tech Phoenix University, Phoenix, Arizona, AA in General Studies Cochise College, Sierra Vista, Arizona, and AS in Science Cochise College, Sierra Vista, Arizona
- **Dr. Donald Brechtel:** DBA in Management Science from Florida State University, MS in Logistics Management Procurement from Air Force Institute of Technology, BS in Production Management from California State University, and AA in Business Management from Allan Hancock Junior College.
- **Nicholas Goelz:** Certificate in OSHA Training for Construction Industry & Open Water instructor certificate from SEA Experience in Fort Lauderdale, FL
- **Matt Hughes:** OSHA 30 Training for Construction Industry, Safety LMS competent climber certification, RF/EME Awareness certified, capstan and signal person certified, Fiber Optic Installer certified. 10 years of Telecommunications experience.
- **Amber Perez:** OSHA 30 Training for Construction Industry, SafetyLMS competent climber certified, capstan and signal person certified, American Red Cross CPR certified, Fiber Optic Installer certified.
- **Krystina Yeager:** Bachelor of Arts- English from University of South Florida, Tampa FL. Bachelor's in history From University of Central Florida, Orlando FL.
- **Amy Lesniak, MS:** Executive Certificate in Higher Education Administration, MS in Academic Advising, BA in Humanities. 9 years of Higher Education Administration experience.
- **Foster Thorpe, MS:** BS in Social Science, University of South Florida, MS in Management, National Louis University, Tampa

School Location and Operation Schedule

<p>Business Address</p> <p>Learning Alliance Corporation 5910 Breckenridge Parkway, Suite A Tampa, Florida 33610</p>	<p>Operating Hours</p> <p>Office Hours – Mon - Fri 8:30am to 4:30pm</p> <p>Class Hours* – Mon - Saturday 7am – 10pm</p> <p>* Class Schedules - 10 Minute breaks every 2 hrs.</p> <p>Morning Session: 7am – 11am Afternoon Session: 12pm – 5pm Evening Session: 6pm – 10pm</p>
<p>Observed School Holidays</p> <p>Independence Day - July 5th Labor Day - Sept. 6th Thanksgiving - Nov. 22-26 Christmas and New Year's - Dec. 24-Jan. 3rd Memorial Day - May 31</p>	<p>Enrollment Periods</p> <p>January – June 2021 August - December 2021</p>

Catalog Notice

All students have the responsibility to become acquainted with the content of this catalog in order to better understand the expectations and requirements of this institution. This will assure that the student is informed and in compliance with current academic requirements and policies at Learning Alliance Corporation (LAC).

Learning Alliance Corporation reserves the right to change the provisions of this catalog, including, but not limited to, program requirements, course offerings, fees, and listings in the calendar as necessitated by school or legislative action. Students will be informed of any changes to academic or administrative policies.

Facility Description

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

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

Equipment

Component	Requirements
Computer and processor	1 gigahertz (GHz) or faster x86- or x64-bit processor with SSE2 instruction set
Memory (RAM)	2 gigabyte (GB) RAM (32-bit); 2 gigabytes (GB) RAM (64-bit)
Hard Disk	30 gigabytes (GB) available
Display	Graphics hardware acceleration requires a DirectX10 graphics card and a 1024 x 576 or higher resolution monitor
Operating System	Office 2013 runs on 32-bit and 64-bit versions of Microsoft Windows operating systems. When running Office 2013 32-bit on a 64-bit version of a Windows operating system, the program runs in the 32-bit layer of the Windows operating system. Office 2013 32-bit products are supported on the following Windows operating systems: <ul style="list-style-type: none">• Windows 7 (32-bit or 64-bit)• Windows 8 (32-bit or 64-bit)• Windows 8.1 (32-bit or 64-bit)

Partners

<p>CABM Partner</p> <p>At CABM We have created Software and Stackable Credentials based on the ‘Knowledge’ component of the MBA so that you:</p> <ul style="list-style-type: none"> ▪ Grow your Business Acumen without having to enroll in an MBA ▪ Immediately apply the ‘Knowledge’ component to your existing job, giving you the confidence and impact for career progression ▪ Gain the recognition from your employers, peers, and clients that you have the initiative and commitment to develop your own Business Acumen 	<p>Learning Alliance Corporation is a Certified Association Business Manager (CABM) Review Partner for in-person review classes in the Tampa Bay Area. The CABM Credential is based on a global mini-MBA curriculum.</p>
<p>MBA IQ Partner</p> <p>The MBA IQ measures your knowledge, giving you the power to build a strong foundation in business. Whether you’re looking to advance your career, thinking about or getting an MBA, or about to start an MBA, the MBA IQ will equip you with the business knowledge you need.</p>	<p>Learning Alliance Corporation is a Certified MBA IQ Reseller and Partner for in-person seminars in the Tampa Bay area.</p>
<p>WIA</p> <p>The Wireless Infrastructure Association represents the companies that make up the wireless infrastructure ecosystem in the United States. Members include wireless carriers, infrastructure providers, and professional services firms that collectively own and operate more than 135,000 telecommunications facilities around the globe.</p> <p>Our Partnership: Learning Alliance is a Pre-Apprentice approved provider for the Telecommunications Industry Registered Apprenticeship Program (TIRAP), and an authorized training partner with the Telecommunications Education Center. Both of these initiatives are sponsored by WIA. We take part in sub-committee initiatives with WIA to aid in workforce development in the wireless industry.</p>	
<p>The NATE</p> <p>The Communications Infrastructure Contractors Association is a non-profit trade association providing a unified voice for tower erection, maintenance and service companies.</p> <p>Our Partnership: Learning Alliance is a member of NATE as an educational partner. We are also a part of the Military of NATE initiative. We take part in sub-committee initiatives with NATE to aid in workforce development in the wireless industry.</p>	

Terms and Policies

Please SEE “Students Receiving VA Educational Benefits” for additional information

Standards of Academics, Attendance and Progress

Credit and Time Equivalence Policy: Our program is non-credit bearing and does not provide credit by prior learning or examination. In addition, the transfer of credits, certificates or contact hours earned at this institution is at the discretion of the accepting institution. Our program is based on the clock hour system which is defined as follows; one clock hour equals 50 minutes of instruction in the presence of an instructor with a ten-minute break.

Admissions Requirements: Learning Alliance Corporation operates under a rolling admissions policy. All students must be at least 18 years of age. The application process takes between 2-5 days. Applications resulting in an approved admission will generate a letter of acceptance. A student is not considered admitted until a letter of admission is sent by the institution.

Academic Honesty: Learning Alliance Corporation can best function and accomplish its objectives in an atmosphere of high ethical standards. It expects and encourages all students, faculty, and staff to contribute to such an atmosphere in every way possible and especially by observing all accepted principles of academic honesty. In regard to online testing in the classroom, all policies of testing partners will be upheld. Anyone violating these policies could face dismissal from the exam and termination from the program in which they are enrolled.

Class Attendance: Properly enrolled students are required to attend the first day of class. Failure to attend may result in the student being dropped. LAC expects students to attend class at least 95% of the time. Students whose absences reach 6% of total class time will be given an Incomplete (I) and dropped from the course. A student receiving an incomplete (I) will have the option to attend the class again within 12 months. Any student not able to make up missed work will receive a (U) grade. Emergency absences due to illness or family matters should be reported to the instructor immediately. Students are expected to be in the classroom 10 minutes before the start of each class in order to be on-time, 3 counts of Tardiness equals 1 absence.

Conduct: Unruly or disruptive behavior in the classroom will not be allowed. An instructor can dismiss a student from class for any conduct that creates an environment where learning cannot continue at a high level of quality. All issues will be reviewed prior to the next class and determined if the student can continue in the program or should be withdrawn. The standard refund policy will apply to forced withdrawals

Enrollment: Properly enrolled students are defined as students who have completed the enrollment form and process, receiving an email confirmation of enrollment. (See Enrollment Form in this catalog.)

Termination: Students failing to meet Expectations of 95% for Attendance, Proper Conduct, Financial Obligation or Academic Progress of the courses as indicated by an average grade of 70% will be terminated.

Examinations: Examinations shall be given during the scheduled time and day of the class as designated in the class outline provided by the instructor. Any exception to this policy must be approved by the

Student and LAC. All classroom and online examinations are subject to this policy. Students failing to attend a scheduled exam time may be subject to a forfeiture of the exam fee and required to reschedule and pay for a new exam voucher.

Fees: All books, labs and classroom materials are included in the tuition.

Grades: Students will receive a grade based on the class requirements. Some classes have industry exams that correspond to receiving a specific industry certification. These industry grades are not considered in the student's grade. A Diploma is awarded for completing the required class hours and materials and when receiving an average course grade of 70% or higher.

S	Satisfactory	70% - 100% Course Average Grade
I	Incomplete	50% - 69% Course Average Grade
U	Unsatisfactory	40% - 49% Course Average Grade
W	Withdrawal	0% - 60% Attendance and or 0% - 39% Course Average Grade
Reporting	Progress	Students are given Monthly and Final academic reports

The temporary grade of I (incomplete) is a conditional and temporary grade given when students (a) are currently passing a course or (b) still have a reasonable chance of passing in the judgment of the instructor, but for non-academic reasons beyond their control have not completed a relatively small part of all requirements. Students will have 2 weeks to complete these requirements and receive a satisfactory (S) grade. Failure to complete the missed work will result in an unsatisfactory (U) final grade. Any student receiving an incomplete (I) that results in an unsatisfactory (U) final grade will also have the option to attend the class again within 12 months of the unsatisfactory (U) grade being issued, to make up the class and receive a satisfactory (S) grade at no additional charge.

Refund and Cancellation Policy

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

1. Cancellation can be made in person, by electronic mail, by Certified Mail or by termination.
2. All monies will be refunded if the school does not accept applicant or if the student cancels within (3) business days after signing the enrollment agreement and making initial payment.
3. Cancellation after the (3rd) Business Day, but before the first class, results in a refund of all monies paid, with the exception of the registration fee (not to exceed \$150.00)
4. 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.
5. Cancellation after completing more than 40% of the program will result in no refund.
6. **Termination Date:** In calculating a refund due to a student, the last date of actual attendance is used in the calculation unless earlier written notice is received.
7. Refunds will be made within 30 days of termination of students' enrollment or receipt of Cancellation Notice from student.

Procedure to Inspect Education Records

A student has the right to inspect his or her educational records and to challenge the contents. To review records, a student must make a request in writing to Learning Alliance Corporation 5910 Breckenridge

Parkway, Suite A, Tampa, Florida 33610. The written request must identify as precisely as possible the record or records he or she wishes to inspect. An appointment to review the records with the student will then be set up.

Privacy Notice

Student Records: Family Educational Rights and Privacy Act Notice of Student's Rights

The Family Educational Rights and Privacy Act (FERPA) afford students certain rights with respect to their education records. These rights are as follows:

1. Students have the right to inspect and review their education records within 45 days of the day the School receives the request.
2. Students have the right to request amendment of their education records that they believe are inaccurate or misleading. If the School denies a student requested amendment, the student has the right to a hearing regarding the requested amendment to his/her education record.
3. Students have the right to consent to disclosures of personally identifiable information in their education records, except to the extent that FERPA authorizes disclosure without consent.
4. Students have the right to file a complaint with the U.S. Department of Education concerning alleged failures by the School to comply with the requirements of FERPA. Such complaints may be sent to the

Family Compliance Office
U.S. Department of Education
400 Maryland Avenue, S.W.
Washington, D.C. 20202- 4605

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

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

- 1.c.** The Legislature intends to monitor the use of social security numbers held by (State) agencies in order to maintain a balanced public policy.
- 2.a.** An agency may not collect an individual's social security number unless the agency has stated in writing the purpose for its collection and unless it is:
 - (I) specifically authorized by law to do so; or
 - (II) Imperative for the performance of that agency's duties and responsibilities as prescribed by law.
- b.** An agency shall identify in writing the specific federal or state law governing the collection, use, or release of social security numbers for each purpose for which the agency collects the social security number...
- c.** Social security numbers collected by an agency may not be used by that agency for any purpose other than the purpose provided in the written statement.

3. An agency collecting an individual's social security number shall provide that individual with a copy of the written statement required in subparagraph 2. The written statement also shall state whether collection of the individual's social security number is authorized or mandatory under federal or state law. This act shall take effect October 1, 2009.

General Policies

Equal Educational and Employment Opportunity

Learning Alliance Corporation is fully committed to the principle of providing equality of treatment and opportunity to all persons in an environment which appreciates and respects the diversity of the community it serves. LAC policy prohibits discrimination in employment and educational services based on race, color, religion, national origin, sex, age, disability, veteran status, or sexual orientation, except where law requires such a distinction.

Grounds for Termination

I understand that the school shall have the right to terminate enrollment at any time for violation of rules and policies as outlined in this catalog. I understand that the school reserves the right to modify the rules and regulations, and that I will be advised of any and all modifications.

Graduation Requirements

I understand that in order to graduate from the program, I must successfully complete the required number of scheduled clock hours as specified in the catalog and on the Student Enrollment Agreement, pass all written and practical examinations with a 70% average and satisfy all financial obligations to the school.

Employment Assistance

I understand that the school has not made and will not make any guarantees of my employment or salary upon my graduation. The school will provide me with placement assistance, which will consist of identifying opportunities and advising me on appropriate means of attempting to realize opportunities.

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

Academic or Disciplinary Appeal

In the event of an academic or disciplinary action, the student has the right to appeal the decision by either emailing or calling the Program Manager. You will be directed to take a meeting and provide additional information for your specific situation. The Director will then render a decision.

Program Manager	Joshua Gonzalez	(813) 261-6018	jgonzalez@mylearningalliance.com
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Student not satisfied with the outcome of their grievance may appeal to the Commission for Independent Education at:

325 West Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
Toll-free telephone number (888)224-6684

Diploma Programs

Business Information Systems

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

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

Duration: 240 hours

Program Tuition: \$3500.00

Books: The cost of books is included in tuition

Prerequisites: None

Courses Breakdown by Hours

Course Number	Course Title	Clock Hours
	Business Information Systems	240hrs
1010-1	MS Outlook 2007 or 2010 (Level 1)	10
1010-2	MS Outlook 2007 or 2010 (Level 2)	15
1010-3	MS Outlook 2007 or 2010 (Level 3)	15
1011-1	MS Word 2007 or 2010 (Level 1)	10
1011-2	MS Word 2007 or 2010 (Level 2)	15
1011-3	MS Word 2007 or 2010 (Level 3)	15
1012-1	MS Excel 2007 or 2010 (Level 1)	10
1012-2	MS Excel 2007 or 2010 (Level 2)	15
1012-3	MS Excel 2007 or 2010 (Level 3)	15
1014-1	MS Access Level 2007 or 2010 (Level 1)	10
1014-2	MS Access Level 2007 or 2010 (Level 2)	15
1014-3	MS Access Level 2007 or 2010 (Level 3)	15
1015-1	MS SharePoint Designer 2007 or 2010 (Level 1)	10
1015-2	MS SharePoint Designer 2007 or 2010 (Level 2)	15
1015-3	MS SharePoint Designer 2007 or 2010 (Level 3)	15
1016-1	MS Project 2007 or 2010 (Level 1)	10
1016-2	MS Project 2007 or 2010 (Level 2)	15
1016-3	MS Project 2007 or 2010 (Level 3)	15

Broadband Digital Installer

Program Description: Our Broadband Digital Installer presents background information and installation practices pertaining to digital TV, Data over Cable Service Interface Specification (DOCSIS®) high-speed Internet, PacketCable™ telephone and home automation services for the connected home. Broadband professionals will be instructed on what is involved in certifying the reliability of the drop for digital TV, high-speed Internet, and telephone service, as well as step-by-step installation procedures for each service. Because the DOCSIS and PacketCable technologies are unique to the broadband cable industry, the course provides extensive information about their origination and the advantages that each offer. The evolution of DOCSIS is detailed from its initial release through all versions including DOCSIS 3.1 and includes an explanation of what transpires in the background when a modem is being provisioned for service. Due to the rapid growth of and interest in home security and home automation within the broadband industry, this course covers the protocols that power the connected home as well as the connected home ecosystem. For the Digital Broadband field practice, we use NCTI courseware, and an internal product called VIPER which is a virtual installation center of 48 different homes.

Program Objective: This course covers the protocols, technical knowledge and techniques needed to work as a technician in the Broadband Digital Installer field.

Duration: 304 hours

Program Tuition: \$15,000

Books: The cost of books are included in tuition

Prerequisites: Candidates should be over 18 years of age, have a valid driver's license and a High School Diploma or GED.

Courses Breakdown by Hours

Course Number	Course Title	Clock Hours
17BB	Broadband Digital Installer	304hrs
17BB -1	Installing Digital Television Services	16
17BB -2	Introduction to Docsis	14
17BB -3	Docsis Modem Operations	14
17BB -4	Installing A Doscis Modem	12
17BB -5	INTRODUCTION TO Voip	14
17BB -6	INSTALLING Voip	12
17BB -7	Introduction to Twiste-Pair Inside Wiring	16
17BB -8	Installing Twisted-Pair Inside Wiring	24
17BB -9	Installing the Home Media Network	14
17BB -10	Theory of Connected Home Transmission Technologies	10
17BB -11	INSTALLING Voip WITH ELECTRONIC SECURITY SYSTEMS	14
17SS - 60	Soft Skills Training For The Workplace 1	16
17SS - 61	Soft Skills Training for The Workplace 2	16
17SS - 62	Soft Skills Training for The Workplace 3	16
17SS - 63	Soft Skills Training for The Workplace 4	16
17PP - 70	Personal Performance Management 1	16
17PP - 71	Personal Performance Management 2	16
17PP - 72	Personal Performance Management 3	16
17PP - 73	Personal Performance Management 4	16
17PP - 74	Personal Performance Management 5	16

Lean Supply Chain Optimization

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

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

Credential: Diploma

Duration: 300 hours, 15 Weeks

Program Tuition: \$7,500

Books: The cost of books are included in tuition

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

Courses Breakdown by Hours

Course Number	Course Title	Clock Hours
17LS	Lean Supply Chain Optimization	300hrs
17LS -1	COURSE OVERVIEW – WHY SIX SIGMA?	4
17LS -2	HOW TO DEPLOY SIX SIGMA	5
17LS -3	DEFINE – PROJECT DEFINITION	20
17LS -4	DEFINE PROJECT SCHEDULING	8
17LS -5	DEFINE-CHANGEMANAGMENT/TEAMS	15
17LS -6	MEASURE-TOOLS AND OBJECTIVES	15
17LS -7	MEASURE - ESTABLISHING	15
17LS -8	MEASURE - X-BAR CHARTS	8
17LS -9	MEASURE - INDIVIDUALS DATA	12
17LS -10	MEASURE – PROCESS CAPABILITY	10
17LS -11	MEASURE – ATTRIBUTE CHARTS	5
17LS -12	ANALYZE - INTRODUCTION	10
17LS -13	ANALYZE- LEAN THINKING	15
17LS -14	IMPROVE – TOOLS AND OBJECTIVES	6
17LS -15	CONTROL – TOOLS AND OBJECTIVES	8
17SS - 60	SOFT SKILLS TRAINING FOR THE WORKPLACE 1	16
17SS - 61	SOFT SKILLS TRAINING FOR THE WORKPLACE 2	16
17SS - 62	SOFT SKILLS TRAINING FOR THE WORKPLACE 3	16
17SS - 63	SOFT SKILLS TRAINING FOR THE WORKPLACE 4	16
17PP - 70	PERSONAL PERFORMANCE MANAGEMENT 1	16
17PP - 71	PERSONAL PERFORMANCE MANAGEMENT 2	16
17PP - 72	PERSONAL PERFORMANCE MANAGEMENT 3	16
17PP - 73	PERSONAL PERFORMANCE MANAGEMENT 4	16
17PP - 74	PERSONAL PERFORMANCE MANAGEMENT 5	16

Project Business Controller

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

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

Credential: Diploma

Duration: 300 hours, 15 Weeks

Program Tuition: \$7,500

Books: The cost of books are included in tuition

Prerequisites: Candidates should be over 18 years of age, have a valid driver's license and a High School Diploma or GED.

Courses Breakdown by Hours

Course Number	Course Title	Clock Hours
17PM	Project Business Controller	300hrs
17PM -1	INTRODUCTION TO PROJECT MANAGEMENT	6
17PM -2	CONCEPTS AND IMPLEMENTATION	15
17PM -3	DESIGNING TEMPLATES SECTION 1	16
17PM -4	PROJECT PLANNING PROCESS	20
17PM -5	DESIGNING TEMPLATES SECTION 2	15
17PM -6	PROJECT EXECUTION	20
17PM -7	PROJECT MONITORING AND CONTROL SECTION 1	16
17PM -8	PROJECT MONITORING AND CONTROL SECTION 2	16
17PM -9	PROJECT CLOSING SECTION 1	16
17PM -10	PROJECT CLOSING SECTION 2	16
17SS - 60	SOFT SKILLS TRAINING FOR THE WORKPLACE 1	16
17SS - 61	SOFT SKILLS TRAINING FOR THE WORKPLACE 2	16
17SS - 62	SOFT SKILLS TRAINING FOR THE WORKPLACE 3	16
17SS - 63	SOFT SKILLS TRAINING FOR THE WORKPLACE 4	16
17PP - 70	PERSONAL PERFORMANCE MANAGEMENT 1	16
17PP - 71	PERSONAL PERFORMANCE MANAGEMENT 2	16
17PP - 72	PERSONAL PERFORMANCE MANAGEMENT 3	16
17PP - 73	PERSONAL PERFORMANCE MANAGEMENT 4	16
17PP - 74	PERSONAL PERFORMANCE MANAGEMENT 5	16

Broadband Fiber Digital Installer

Program Description: Broadband professionals will be instructed on what is involved in certifying the reliability of the drop for digital TV, high-speed Internet, and telephone service, as well as step-by-step installation procedures for each service. Because the DOCSIS and PacketCable technologies are unique to the broadband cable industry, the course provides extensive information about their origination and the advantages that each offer. Due to the rapid growth of and interest in home security and home automation within the broadband industry, this course covers the protocols that power the connected home as well as the connected home ecosystem. For the Digital Broadband field practice, we use NCTI courseware, and an internal product called VIPER which is a virtual installation center of 48 different homes. Students are also prepared for the Certified Fiber Optic Technician certification which is the primary certification for all fiber optic technicians, regardless of the applications in which they work. CFOTs have basic knowledge, skills and abilities in fiber optics that can be applied to almost any job type and for almost any application involving fiber optics.

Program Objective: Our Broadband Fiber Digital Installer presents background information related to fiber installation practices pertaining to digital TV, Data over Cable Service Interface Specification (DOCSIS®) high-speed Internet, PacketCable™ telephone and home automation services for the connected home. This course covers the protocols, technical knowledge and techniques needed to work as a technician in the Broadband Fiber Digital Installer field. In addition, students are prepared for the End of Course Certification CFOT®. Exam is proctored on-site.

CFOT certification is based on an extensive knowledge of fiber optics technology, components, processes, and applications as well as demonstrated skills in appropriate tasks. CFOT is used by all installers, both outside plant and premises installers, two very different applications, plus component manufacturing technicians, network managers, network designers, etc. A well-prepared fiber optic technician will have a CFOT plus appropriate specialist certifications (CFOS) for the skills needed for the job (OSP, splicing, connectors, testing, design, etc.) and applications (FTTH, OLAN, Wireless, etc.)

Credential: Diploma

Duration: 109 hours, 3 Weeks

Program Tuition: \$6,500

Books: The cost of books are included in tuition

Prerequisites:

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

Courses Breakdown by Hours

Course Number	Course Title	Clock Hours
17BB	Broadband Fiber Digital Installer	109hrs
17BB – 01	INSTALLING DIGITAL TELEVISION SERVICES	16
17BB – 03	DOCSIS MODEM OPERATIONS	14
17BB – 04	INSTALLING A DOCSIS MODEM	12
17BB – 11	INSTALLING VoIP WITH ELECTRONIC SECURITY SYSTEMS	14
19BF – 12	OVERVIEW OF FIBER OPTIC APPLICATIONS AND INSTALLATIONS	05
19BF – 13	COMMUNICATIONS SYSTEMS UTILIZING FIBER OPTICS	08
19BF – 14	FIBER OPTIC COMPONENTS APPROPRIATE FOR FIBER OPTIC NETWORKS	08
19BF – 15	INSTALLATION OF PREMISES AND OUTSIDE PLANT FIBER OPTIC CABLE	08
19BF – 16	SPLICING AND TERMINATION	08
19BF – 17	TESTING FIBER OPTIC COMPONENTS AND CABLE PLANTS	08
19BF – 18	HANDS-ON LAB EXERCISES INCLUDING HANDS-ON SPLICING, TERMINATION AND TESTING	08

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Broadband Wireless Digital Installer

Program Description: Broadband professionals will be instructed on what is involved in certifying the reliability of the drop for digital TV, high-speed Internet, and telephone service, as well as step-by-step installation procedures for each service. Because the DOCSIS and PacketCable technologies are unique to the broadband cable industry, the course provides extensive information about their origination and the advantages that each offer. Due to the rapid growth of and interest in home security and home automation within the broadband industry, this course covers the protocols that power the connected home as well as the connected home ecosystem. For the Digital Broadband field practice, we use NCTI courseware, and an internal product called VIPER which is a virtual installation center of 48 different homes.

Program Objective: This course covers the protocols, technical knowledge and techniques needed to work as a technician in the Broadband Wireless Digital Installer field. Our Broadband Wireless Digital Installer presents background information related to Wireless installation practices pertaining to digital TV, Data over Cable Service Interface Specification (DOCSIS®) high-speed Internet, PacketCable™ telephone and home automation services for the connected home. In addition, the student will be trained on various regulatory standards including safe rigging and hoist operations. Protocols and assessment for LTE operations are also included.

Credential: Diploma

Duration: 112 hours, 2.5 Weeks

Program Tuition: \$6,500

Books: The cost of books are included in tuition

Prerequisites:

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

Courses Breakdown by Hours

Course Number	Course Title	Clock Hours
17BB	Broadband Wireless Digital Installer	112hrs
17BB – 01	INSTALLING DIGITAL TELEVISION SERVICES	16
17BB – 03	DOCSIS MODEM OPERATIONS	14
17BB – 04	INSTALLING A DOCSIS MODEM	12
17BB – 11	INSTALLING VoIP WITH ELECTRONIC SECURITY SYSTEMS	14
19BW – 12	REGULATIONS AND STANDARDS	8
19BW – 13	OSHA AND WIRELESS RF/EME AND HAZARDS	8
19BW – 14	AUTHORIZED CLIMBER	12
19BW – 15	SOFT AND HARD SKILLS	8
19BW – 16	RIGGING AND HOIST OPERATION	12
19BW – 17	LTE INSPECTIONS AND GUIDELINES	8

Digital Wireless Infrastructure Technician

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

Program Objective: Our Digital Wireless Infrastructure Technician program presents background information and installation practices pertaining to 5G, small cell and antenna system deployment on multiple structures. Students learn the fundamentals of active and passive wireless system design that connects people and businesses together in a blended online and hands on environment.

Duration: 229 hours

Program Tuition: \$10,000.00

Books: The cost of books is included in tuition

Prerequisites:

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

Courses Breakdown by Hours

Course Number	Course Title	Clock Hours	Delivery Method
19BF	Digital Wireless Infrastructure Technician	229 hrs.	(Online)
19BF – 12	Overview of Fiber Optic Applications and Installations	15	(Online)
19BF – 13	Communications Systems Utilizing Fiber Optics	15	(Online)
19BF – 14	Fiber Optic Components Appropriate for Fiber Optic Networks	15	(Online)
19BF – 16	Splicing and Termination	15	(Online)
19BW – 12	Regulations and Standards	15	(Online)
19BW – 13	OSHA and Wireless RF/EME And Hazards	15	(Online)
19BW – 14	Authorized Climber	24	(Online)
19BW – 15	Soft and Hard Skills	15	(Online)

19BW – 16	Rigging and Hoist Operation	15	(Online)
19BW – 17	LTE Inspections and Guidelines	15	(Online)
Elective Courses			
17SS - 60	Soft Skills Training for The Workplace 1	8	Lab (On-ground)
17SS - 61	Soft Skills Training for The Workplace 2	8	Lab (On-ground)
17SS - 62	Soft Skills Training for The Workplace 3	8	Lab (On-ground)
17SS - 63	Soft Skills Training for The Workplace 4	8	Lab (On-ground)
17PP - 70	Personal Performance Management 1	8	Lab (On-ground)
17PP - 71	Personal Performance Management 2	8	Lab (On-ground)
17PP - 72	Personal Performance Management 3	8	Lab (On-ground)
17PP - 73	Personal Performance Management 4	8	Lab (On-ground)
17PP - 74	Personal Performance Management 5	6	Lab (On-ground)

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Degree Programs

Associate of Science in Telecommunications

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

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

TUITION AND FEES

Tuition	\$ 29,610.00
Registration Fee	\$ 25.00
Textbooks	\$ 880.00
Laboratory Fee	\$ 130.00
Technology Fee (paid per term)	\$ 50.00
Graduation Fee (Includes cap, gown & tassel)	\$ 75.00
Transcript Fee	\$ 35.00
e-Library Access Fee (Paid per term)	\$ 25.00
Late Payment Fee	\$ 35.00
Diploma Replacement Fee	\$ 25.00

ADMISSION REQUIREMENTS

- High School Diploma or GED.
- Valid government issued ID.
- At least 18 years of age upon application

Special Requirements:

Applicant must...

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

Courses Breakdown by Hours

Course Number	Course Title	Credit Hours	Delivery Method
General Education		15	
ENG101	Freshman Composition I	3	(Online)
ENG121	Freshman Composition II	3	(Online)
HIS101	History	3	(Online)
ALG101	College Algebra	3	(Online)
SOC102	Introduction to Sociology	3	(Online)
AS in Telecommunications Core		45	
TBR101	Introduction to Broadband Systems	3	(Online)
LED101	Leadership and Interpersonal Communication	3	(Online)
TEC110	Electrical Theory and Application	3	(Online)
TWR201	Introduction to Wireless Antenna Systems	3	(Online)
TBR202	Advanced Broadband Systems	3	(Online)
TIN211	Installation of Macro Cell Sites	3	(Online)
TWE222	Welding Methodologies and Grounding	3	(Online)
THA301	Telecommunications Hazard Analysis	3	(Online)
TIT310	Information Technology Fundamentals	3	(Online)
TFI320	Fiber Optic Networks and Activation	3	(Online)
TWI322	Ropes, Knots and Rigging Methodologies	3	(Online)
TWI323	Macro and Micro Cell Site Deployment	3	(Online)
TWI330	5G Networks and Deployment	3	(Online)
THE340L	Height Fall Protection and Rescue Theory and Lab	3	Lab (On-ground)
TFI350L	Fiber Optics for ISP, OSP and DAS Theory and Lab	3	Lab (On-ground)
Total		60	

Course Directory and Description

Diploma Programs

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

BUSINESS INFORMATION SYSTEMS

1010-1 MS Outlook 2007 or 2010 (Level 1)

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

Prerequisites: This class has no formal prerequisites.

1010-2 MS Outlook 2007 or 2010 (Level 2)

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

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

1010-3 MS Outlook 2007 or 2010 (Level 3)

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

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

1011-1 MS Word 2007 or 2010 (Level 1)

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

Prerequisites: This class has no formal prerequisites.

1011-2 MS Word 2007 or 2010 (Level 2)

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

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

1011-3 MS Word 2007 or 2010 (Level 3)

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

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

1012-1 MS Excel 2007 or 2010 (Level 1)

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

Prerequisites: This class has no formal prerequisites.

1012-2 MS Excel 2007 or 2010 (Level 2)

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

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

1012-3 MS Excel 2007 or 2010 (Level 3)

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

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

1013-1 MS PowerPoint 2007 or 2010 (Level 1)

Upon successful completion of this course, students will be able to: - get started with PowerPoint. - create a presentation. - format text on slides. - add graphical objects to a presentation. - modify objects on slides. - add tables to a presentation. - add charts to a presentation. - prepare to deliver a presentation.

Prerequisites: This class has no formal prerequisites.

1013-2 MS PowerPoint 2007 or 2010 (Level 2)

Upon successful completion of this course, students will be able to: - customize the PowerPoint environment. - customize a design template. - add diagrams to your presentation. - add special effects to a

PowerPoint presentation. - use the various options to customize slide shows. - use PowerPoint to publish slides to a slide library and secure your presentations. - finalize a presentation.

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

1013-3 MS PowerPoint 2007 or 2010 (Level 3)

Upon successful completion of this course, students will be able to: Organize data: creating and working with tables, constructing table layout, work with charts and graphs, create customized charts, work with organization charts, and customize diagrams. Implementing Audio Visual Effects: incorporate movies and animated GIFs, insert sound effects, and create voice narrations. Special Features and Custom Animation: create photo albums and implement animation. Executing your Presentation: Reviewing your presentation, finishing touches, and delivery options.

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

1014-1 MS Access 2007 or 2010 (Level 1)

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

Prerequisites: No prerequisite.

1014-2 MS Access 2007 or 2010 (Level 2)

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

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

1014-3 MS Access Level 2007 or 2010 (Level 3)

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

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

1015-1 MS SharePoint Designer 2007 or 2010 (Foundation)

Students will learn about getting started in SharePoint Designer: starting out, interacting with SharePoint Designer, working with files, getting help in SharePoint Designer, and web design 101. Creating a basic page: adding text, adding elements, and adding advanced elements. Creating sites and advanced pages:

creating and opening a site, navigating through your site, modifying site pages, modifying page properties, and adding folders to your site. Doing more with text: editing text, editing text with the formatting toolbar, advanced text formatting, editing and reference tools, and using layers. Printing and viewing your site: managing windows, using page views, setting your site up for printing, and printing a site.

Prerequisites: This class has no formal prerequisites.

1015-2 MS SharePoint Designer 2007 or 2010 (Intermediate)

Students will learn about advanced file tasks: using the computer with SharePoint Designer, saving files, importing, and exporting with SharePoint Designer, and using dynamic web templates. An HTML Primer: HTML and Code View, an introduction to HTML, the tag properties windows, and using pre-defined tags. Beyond Text: adding pictures, ClipArt, and other files, editing images, formatting images, and doing more with images. Hyperlinks and Hotspots: creating Hyperlinks, modifying Hyperlinks, creating Hot-Spots, more about links, and publishing your site.

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

1015-3 MS SharePoint Designer 2007 or 2010 (Advanced)

Students will learn about creating a consistent web site: master pages, using text styles, managing text styles, using style sheets, and creating a CSS style sheet. Working with Tables: adding tables, editing tables, manually formatting a table, more table options. Site navigation and data sources: link bars, SharePoint quick launch bars, using data sources, and more data source commands. Advanced components: adding web components, what is ASP.NET? adding SharePoint web zones, and interactive buttons

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

1016-1 MS Project 2007 or 2010 (Level 1)

Students will learn how to get started in Microsoft Office Project: starting out, meeting Project, managing Project files, creating a Project, creating tasks, and getting help in project. Using and customizing the Project interface: getting acquainted, the quick Access toolbar, tabs, and groups, and customizing the ribbon. The Project tabs: the task tab, the resource tab, the Project tab, the view tab, contextual tabs (part one), and contextual tabs (part two). Creating a basic Project: creating a Project, working with tasks, adding advanced task information, creating milestones, constraints, and deadlines, working with tasks (part one) and working with tasks (part two). Updating and polishing your Project: updating the Project, basic editing tasks, formatting text, and formatting the Gantt Chart. Printing and viewing a Project: arranging windows, changing how you view data, changing your view scope, and finishing your project.

Prerequisites: This class has no formal prerequisites.

1016-2 MS Project 2007 or 2010 (Level 2)

Students will learn how to work with Project files: using Windows Explorer within Project, file management tools, using templates, and advanced views. Working with tasks: using the timeline view, working with tasks, linking tasks, editing tasks, and completing tasks. Working with resources: resource basics, creating the Project calendar, editing resources, and resource views. Managing resources: resources and tasks, using the team planner, resolving resource conflicts, and leveling resources. Project monitoring tools: setting a Project baseline, setting and interim plan, on the critical path, creating progress lines, and tracking progress.

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

1016-3 MS Project 2007 or 2010 (Level 3)

Students will learn how to work with Project Files: work with files, use the organizer, save cube data, and compare projects. Advanced Topics: work with variances, advanced task operations, project costs, work breakdown structure code, add a graphical indicator. Formatting your Project: adding a shape, formatting a shape, formatting the Gantt Chart, Part One, and Formatting a Gantt Chart, Part Two. Creating Reports: create reports, create visual reports, create a network diagram, and create a calendar. Working with Multiple Projects: versions of Microsoft Project, Working with Resource Pools, Working with Multiple Projects, Part One, and Working with Multiple Projects, Part Two. Using Macros: record macros, more macro tasks, visual basic and macros, and advanced visual basic tasks.

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

BROADBAND DIGITAL INSTALLER

***Course Numbering Legend:** The description of our course numbering system is as follows: Digits 1 and 2 represent the year it was designed (i.e., 2017= 17) digits 3 and 4 represent the course name (ie.MS Outlook 2010= 10), and lastly, digit 5 represents the course section (i.e., 8 = Part 8).*

17BB -1 Installing Digital Television Services

Qualifying the signal for digital TV services; recognizing connection options, including direct, digital terminal adapter (DTA), digital set-top box (STB) and cable gateway and identifying consumer electronics in the home entertainment center.

17BB -2 Introduction to DOCSIS

Detailing the origins of DOCSIS modems, the DOCSIS architecture, the DOCSIS equipment certification process; comparing DOCSIS to the OSI reference model; describing the different versions of DOCSIS, shared networks, DOCSIS transmissions, asymmetric data throughput and long-loop automatic gain control.

17BB -3 DOCSIS Modem Operations

Obtaining DOCSIS single carrier RF operating parameters, obtaining DOCSIS 3.1 RF operating parameters, establishing an identity in the DOCSIS network, and maintaining DOCSIS modem security.

17BB -4 Installing a DOCSIS Modem

Qualify the cable drop for cable modem service, locating and activating the cable modem and educating the customer.

17BB -5 Introducing VoIP

Exploring the world of VoIP, understanding cable telephony's evolution from constant bit rate (CBR) to VoIP and understanding how the PacketCable VoIP service differs from other VoIP services.

17BB -6 Installing VoIP

Exploring VoIP pre-installation issues, installing the embedded multimedia terminal adaptor (EMTA) and connecting it into the customer's telephone network.

17BB -7 Introducing Twisted-Pair Inside Wiring

Introducing the network interface device, untwisted and twisted-pair cables, twisted-pair cable hardware and routing topologies.

17BB -8 Installing Twisted-Pair Inside Wiring

Pre-qualifying existing telephone and broadband services, describing twisted-pair installation tools, routing and attaching unshielded twisted-pair cable, adding a modular telephone jack, installing modular telephone line cord plugs and data plugs on unshielded twisted-pair cable.

17BB -9 Installing the Home Media Network

Defining the media network and home automation protocols within the customer premises, introducing TV everywhere, discussing the Digital Living Network Alliance (DLNA), identifying the elements of the home media network, discussing Wi-Fi, HomePNA, HomePlug and MoCA technologies and defining the protocols that automate the Connected Home.

17BB -10 Connected Home Transmission Technologies

Describing home automation and its history; identifying home automation protocols as well as the fundamental background of each, describing the communication process between the app, hub and home automation devices within the premises and describing home automation network topologies.

17BB -11 Install VoIP in Homes with Electronic Security Systems

Understanding issues related to VoIP installations and electronic security system incompatibility, installing VoIP with a home security system, and understanding VoIP problems with modem-type devices.

17SS -60 SOFT SKILLS TRAINING FOR THE WORKPLACE 1 – Conflict Resolution

The easiest way to deal with difficult people is to stay as far away from them as you can, suggests Robert Bramson Ph.D., organizational psychologist, management consultant with Bramson Gill Associates, and author of *Coping with Difficult People*.

Great advice for those who work by themselves at home; it's a doable option. But the vast majority of people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible, inappeasable, indecent, or downright sleazy. In fact, success sometimes depends on your ability to work well with all the above.

17SS -61 SOFT SKILLS TRAINING FOR THE WORKPLACE 2 – Communication Strategies

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

17SS -62 SOFT SKILLS TRAINING FOR THE WORKPLACE 3 – Critical Thinking

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths?

The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This class will give participants some practical tools and hands-on experience with critical thinking and problem solving.

This class will teach participants how to:

- Define critical and non-critical thinking
- Identify their critical thinking style(s), including areas of strength and improvement

- Describe other thinking styles, including left/right brain thinking and whole brain thinking
- Work through the critical thinking process to build or analyze arguments
- Develop and evaluate explanations
- Improve key critical thinking skills, including active listening and questioning
- Use analytical thought systems and creative thinking techniques
- Prepare and present powerful arguments

17SS -63 SOFT SKILLS TRAINING FOR THE WORKPLACE 4 – Problem Solving and Decision Making

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

The Problem-Solving Model

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

17PP -70 PERSONAL PERFORMANCE MANAGEMENT 1 – Customer Service

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

Topics include:

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

17PP -71 PERSONAL PERFORMANCE MANAGEMENT 2 – Goal Setting

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

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

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

17PP -72 PERSONAL PERFORMANCE MANAGEMENT 3 – Time Management

Time is money, the adage goes, and lots of it gets lost in disorganization and disruption. This class helps you organize and prioritize for greater workplace efficiency. You'll learn to get a grip on your office space, organize your workflow, learn how use your planner effectively, say no without guilt, and delegate some

of your work to other people. This workshop is full of ideas for organizing your work area and your paperwork and working on the “right” things.

17PP -73 PERSONAL PERFORMANCE MANAGEMENT 4 – Change Management

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

17PP -74 PERSONAL PERFORMANCE MANAGEMENT 5 – Performance Management

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

Topics to be covered include:

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

LEAN SUPPLY CHAIN OPTIMIZATION

***Course Numbering Legend:** The description of our course numbering system is as follows: Digits 1 and 2 represent the year it was designed (i.e., 2017= 17) digits 3 and 4 represent the course name (ie.MS Outlook 2010= 10), and lastly, digit 5 represents the course section (i.e., 8 = Part 8).*

17LS- 1: Course Overview – Why Six Sigma?

- A Graphical View of Six Sigma
- Comparisons Between typical TQM and Six Sigma Programs
- Origins and Success Stories

17LS- 2: How to Deploy Six Sigma

- Leadership Responsibilities
- Description of the Roles and Responsibilities
- Resource Allocation
- Data Driven Decision Making
- Organizational Metrics and Dashboards

17LS- 3: DEFINE - Project Definition

- Tasks Work Breakdown Structure
- Pareto Diagrams

- Process Maps
- Matrix Diagrams
- Project Charters
- Reporting

17LS- 4: DEFINE: Project Scheduling

- Activity Network Diagram
- PERT Analysis
- GANNT Chart

17LS- 5: DEFINE: Change Management/Teams

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

17LS- 6: MEASURE: Tools and Objectives

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

17LS- 7: MEASURE: Establishing

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

17LS- 8: MEASURE: X-Bar Charts

- Uses
- Construction and Calculations
- Assumptions
- Rational Subgroups
- Sampling Considerations
- Interpretation

17LS- 9: MEASURE: Individuals Data

- Construction and Calculations
- Assumptions
- Sampling Considerations
- Interpretation
- Overview of Other Individuals Charts
- Run Charts
- Moving Average Charts

17LS-10: MEASURE: Process Capability

- Histograms
- Probability Plots
- Goodness of Fit Tests
- Capability and Performance Indices
- Relative to Process Control
- Interpretation
- Estimating Error

17LS-11: MEASURE: Attribute Charts

- Uses
- Selection
- Construction and Calculations
- Sampling and Considerations

17LS-12: ANALYZE: Introduction to

- Regression Analysis
- Scatter Diagrams
- Linear Model
- Interpreting the ANOVA Table
- Confidence and Prediction Limits
- Residuals Analysis
- Overview of Multiple Regression Tools

17LS-13: ANALYZE: Lean Thinking

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

17LS-14: IMPROVE: Tools and Objectives

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

17LS-15: CONTROL: Tools and Objectives

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

17SS -60 SOFT SKILLS TRAINING FOR THE WORKPLACE 1 – Conflict Resolution

The easiest way to deal with difficult people is to stay as far away from them as you can, suggests Robert Bramson Ph.D., organizational psychologist, management consultant with Bramson Gill Associates, and author of *Coping with Difficult People*.

Great advice for those who work by themselves at home; it's a doable option. But the vast majority of people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible, inappeasable, indecent, or downright sleazy. In fact, success sometimes depends on your ability to work well with all the above.

17SS -61 SOFT SKILLS TRAINING FOR THE WORKPLACE 2 – Communication Strategies

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

17SS -62 SOFT SKILLS TRAINING FOR THE WORKPLACE 3 – Critical Thinking

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths?

The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This class will give participants some practical tools and hands-on experience with critical thinking and problem solving.

This class will teach participants how to:

- Define critical and non-critical thinking
- Identify their critical thinking style(s), including areas of strength and improvement

- Describe other thinking styles, including left/right brain thinking and whole brain thinking
- Work through the critical thinking process to build or analyze arguments
- Develop and evaluate explanations
- Improve key critical thinking skills, including active listening and questioning
- Use analytical thought systems and creative thinking techniques
- Prepare and present powerful arguments

17SS -63 SOFT SKILLS TRAINING FOR THE WORKPLACE 4 – Problem Solving and Decision Making

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

The Problem-Solving Model

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

17PP -70 PERSONAL PERFORMANCE MANAGEMENT 1 – Customer Service

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

Topics include:

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

17PP -71 PERSONAL PERFORMANCE MANAGEMENT 2 – Goal Setting

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

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17PP -73 PERSONAL PERFORMANCE MANAGEMENT 4 – Change Management

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

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PROJECT BUSINESS CONTROLLER

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17PM-1 Introduction to Project Management

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

17PM -2 Concepts and Implementation

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

17PM -3 Designing Templates Section 1

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

17PM -4 Project Planning Process

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

17PM -5 Designing Templates Section 2

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

17PM -6 Project Execution

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

17PM -7 Project Monitoring and Control Section 1

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

17PM -8 Project Monitoring and Control Section 2

Designing templates and metrics for monitoring and control and using software applications to facilitate Project Monitoring and Control. Hands on exercises designed to provide the student with a foundation in designing and implementing templates to facilitate project monitoring and control processes using MS Office or MS Project software applications.

17PM -9 Project Closing Section 1

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

17PM -10 Project Closing Section 2

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

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The easiest way to deal with difficult people is to stay as far away from them as you can, suggests Robert Bramson Ph.D., organizational psychologist, management consultant with Bramson Gill Associates, and author of *Coping with Difficult People*.

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BROADBAND FIBER DIGITAL INSTALLER

17BB-1 INSTALLING DIGITAL TELEVISION SERVICES 16-Hours

Qualifying the signal for digital TV services; recognizing connection options, including direct, digital terminal adapter (DTA), digital set-top box (STB) and cable gateway and identifying consumer electronics in the home entertainment center.

17BB-3 DOCSIS MODEM OPERATIONS 14-Hours

Obtaining DOCSIS single carrier RF operating parameters, obtaining DOCSIS 3.1 RF operating parameters, establishing an identity in the DOCSIS network, and maintaining DOCSIS modem security.

17BB-4 INSTALLING A DOCSIS MODEM 12-Hours

Qualify the cable drop for cable modem service, locating and activating the cable modem and educating the customer.

17BB-11 INSTALL VOIP IN HOMES WITH ELECTRONIC SECURITY SYSTEMS 14-Hours

Understanding issues related to VoIP installations and electronic security system incompatibility, installing VoIP with a home security system, and understanding VoIP problems with modem-type devices.

19BF-12 OVERVIEW OF FIBER OPTIC APPLICATIONS AND INSTALLATIONS 5-Hours

This course gives the student an overview of the many uses and applications for fiber optic cabling. Students will be instructed on how to identify the various types of fiber optic components and various connectors used in a professional installation. This course also touches on the history and future of fiber optics and its capabilities.

19BF-13 COMMUNICATIONS SYSTEMS UTILIZING FIBER OPTICS 8-Hours

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

19BF-14 FIBER OPTIC COMPONENTS APPROPRIATE FOR FIBER OPTIC NETWORKS 8-Hours

For technicians installing outside plant (OSP) fiber optic cable plants and communications systems. It expands on the CFOT KSAs to include OSP construction and installation of aerial and underground cable plants. The skills focus includes installing and cable preparation of OSP cables, fusion splicing for concatenation and termination and testing with a focus on OTDRs.

19BF-15 INSTALLATION OF PREMISES AND OUTSIDE PLANT FIBER OPTIC CABLE 8-Hours

For technicians terminating optical fibers with connectors. The focus of this certification has primarily been the direct attachment of connectors to fibers using adhesive/polish methods and the techniques required for making proper multimode and single mode terminations. These techniques are appropriate for manufacturing technicians involved in factories terminating cables for patch cords and prefab cabling

systems as well as those techs who field terminate multimode fiber for premises applications. With the advent of republished/splice connectors and fusion splice-on connectors (SOCs) for field terminations, these have been included in the certification.

19BF-16 SPLICING AND TERMINATION 8-Hours

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

19BF-17 TESTING FIBER OPTIC COMPONENTS AND CABLE PLANTS 8-Hours

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

19BF-18 HANDS-ON LAB EXERCISES INCLUDING HANDS-ON SPLICING, TERMINATION AND TESTING 8-Hours

For the practice of theoretical learning and demonstration of acquire lesson goals. This application-based portion of the course will require evidence of Splicing and Termination, Testing Fiber Optic components and cable plants. This course also provides various hands-on lab exercises.

BROADBAND WIRELESS DIGITAL INSTALLER

17BB-1 INSTALLING DIGITAL TELEVISION SERVICES 16-Hours

Qualifying the signal for digital TV services; recognizing connection options, including direct, digital terminal adapter (DTA), digital set-top box (STB) and cable gateway and identifying consumer electronics in the home entertainment center.

17BB-3 DOCSIS MODEM OPERATIONS 14-Hours

Obtaining DOCSIS single carrier RF operating parameters, obtaining DOCSIS 3.1 RF operating parameters, establishing an identity in the DOCSIS network, and maintaining DOCSIS modem security.

17BB-4 INSTALLING A DOCSIS MODEM 12-Hours

Qualify the cable drop for cable modem service, locating and activating the cable modem and educating the customer.

17BB-11 INSTALL VOIP IN HOMES WITH ELECTRONIC SECURITY SYSTEMS 14-Hours

Understanding issues related to VoIP installations and electronic security system incompatibility, installing VoIP with a home security system, and understanding VoIP problems with modem-type devices.

19BW – 12 REGULATIONS AND STANDARDS 8-Hours

This session will outline the difference between regulations and standards and outline the standards that are relevant to telecommunications. Details of the specific standards will be covered in greater detail throughout the course.

19BW – 13 OSHA AND WIRELESS RF/EME AND HAZARDS 8-Hours

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

19BW – 14 AUTHORIZED CLIMBER 12-Hours

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

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

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

19BW – 15 SOFT AND HARD SKILLS 8-Hours

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

PRINCIPLES OF RIGGING PART - This section will cover the basics of rigging, and the principles taught in this class will be used on a daily basis when completing the practical part of the course.

- Safety factors
- Rope material and braids

- Rope knots and types
- Wire rope
- Slings wire rope and synthetic

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

- What is lightning
- How lightning is formed
- Controlling lightning
- Faraday cage grounding philosophy
- Protection plan
- Ground resistance
- Measuring ohms
- Ground bars
- Types of Cadweld molds
- Different types of connections
- Mold preparation and maintenance
- Recognizing good and poor connections
- Replacing worn out molds
- Types of ground rods
- Bonding components

19BW – 16 RIGGING AND HOIST OPERATION 12-Hours

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

PRINCIPLES OF RIGGING PART 2 - Exam given to evaluate material understanding and - as a learning process - all incorrect answers are reviewed to 100% understanding.

BASIC PRINCIPLES CAPSTAN HOIST OPERATIONS - This section will cover the basics of capstan operations and will be all classrooms. The principles taught in this class will be used on a daily basis when completing the practical part of the course.

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

19BW – 17 LTE INSPECTIONS AND GUIDELINES 8-Hours

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

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

What is LTE?

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

Closeout Package Review Drawings

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

- Common closeout issues

Standard Guidelines

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

Digital Wireless Infrastructure Technician

19BF-12 OVERVIEW OF FIBER OPTIC APPLICATIONS AND INSTALLATIONS

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- Wire rope
- Slings wire rope and synthetic

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

- What is lightning
- How lightning is formed
- Controlling lightning
- Faraday cage grounding philosophy
- Protection plan
- Ground resistance
- Measuring ohms
- Ground bars
- Types of Cadweld molds
- Different types of connections
- Mold preparation and maintenance
- Recognizing good and poor connections
- Replacing worn out molds
- Types of ground rods
- Bonding components

19BW – 16 RIGGING AND HOIST OPERATION

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

PRINCIPLES OF RIGGING PART 2 - Exam given to evaluate material understanding and - as a learning process - all incorrect answers are reviewed to 100% understanding.

BASIC PRINCIPLES CAPSTAN HOIST OPERATIONS - This section will cover the basics of capstan operations and will be all classrooms. The principles taught in this class will be used on a daily basis when completing the practical part of the course.

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

19BW – 17 LTE INSPECTIONS AND GUIDELINES

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

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

What is LTE?

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

Closeout Package Review Drawings

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

Standard Guidelines

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

17SS -60 SOFT SKILLS TRAINING FOR THE WORKPLACE 1 – Conflict Resolution

The easiest way to deal with difficult people is to stay as far away from them as you can, suggests Robert Bramson Ph.D., organizational psychologist, management consultant with Bramson Gill Associates, and author of *Coping with Difficult People*.

Great advice for those who work by themselves at home; it's a doable option. But the vast majority of people can't avoid interactions with a wide range of personality types, including some who are inconsiderate, stubborn, incorrigible, inappeasable, indecent, or downright sleazy. In fact, success sometimes depends on your ability to work well with all the above.

17SS -61 SOFT SKILLS TRAINING FOR THE WORKPLACE 2 – Communication Strategies

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

17SS -62 SOFT SKILLS TRAINING FOR THE WORKPLACE 3 – Critical Thinking

In today's society, many people experience information overload. We are bombarded with messages to believe various ideas, purchase things, support causes, and lead our lifestyle in a particular way. How do you know what to believe? How do you separate the truth from the myths?

The answer lies in critical thinking skills. The ability to clearly reason through problems and to present arguments in a logical, compelling way has become a key skill for survival in today's world. This class will give participants some practical tools and hands-on experience with critical thinking and problem solving.

This class will teach participants how to:

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

17SS -63 SOFT SKILLS TRAINING FOR THE WORKPLACE 4 – Problem Solving and Decision Making

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

The Problem-Solving Model

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

17PP -70 PERSONAL PERFORMANCE MANAGEMENT 1 – Customer Service

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

Topics include:

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

17PP -71 PERSONAL PERFORMANCE MANAGEMENT 2 – Goal Setting

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

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

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

17PP -72 PERSONAL PERFORMANCE MANAGEMENT 3 – Time Management

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

17PP -73 PERSONAL PERFORMANCE MANAGEMENT 4 – Change Management

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

Degree Programs

Course Numbering System:

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

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

Associate of Science in Telecommunications

General Education – 15 Credits

ENG101 Freshman Composition I

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

ENG102 Freshman Composition II

Emphasis on style; use of library; reading and evaluating available sources; planning, writing, and documenting short research paper. *Pre-requisite: ENG101*

HIS101 History

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

ALG101 College Algebra

Course based on the study of functions and their role in problem solving. Topics include graphing, the linear, quadratic, and exponential families of functions, and inverse functions. Students will be required to solve applied problems and communicate their findings effectively. Technology tools will be utilized in addition to analytical methods.

Pre-requisite: None

SOC102 Introduction to Sociology

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

Core Courses – 45 Credits

LED101 Leadership and Interpersonal Communication

Students will learn soft skills related to leadership, effective communication, and mentorship. These skills are then translated to use cases based on industry specific requirements. In the industry, teams install equipment and infrastructure, so it is important to develop proper soft skills in preparation to work within that type of team environment. Progression to higher management positions also depend on key soft skills.

Pre-requisite: None

TBR101 Introduction to Broadband Systems

Students will be taught the basics of broadband cable systems specific to coaxial and Wi-Fi networks. The student will learn multiple transmission mediums like multimedia over coax, quad play technologies and voice over IP data. OSHA, ANSI the NEC and NESC define safety standards for broadband based systems. Students will learn the safety standards, best practices and troubleshooting methodologies specific to on customer premises installation. The course will also include an introduction to industry specific information involving growth and the problems the industry faces in launching 5G systems. *Pre-requisite:*

None

TEC110 Electrical Theory and Application

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

TWR201 Introduction to Wireless Antenna Systems

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

TBR202 Advanced Broadband Systems

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

TIN211 Installation of Macro Cell Sites

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

TWE222 Welding Methodologies and Grounding

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

THA301 Telecommunications Hazard Analysis

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

TIT310 Information Technology Fundamentals

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

TFI320 Fiber Optic Networks and Activation

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

TWI322 Ropes, Knots and Rigging Methodologies

The students will learn to recognize acceptable rigging techniques, select the correct rigging equipment for a lift, and complete basic calculations to determine the forces that will be placed on the rigging equipment

and structure. In addition, they will develop skills in handling ropes and tying knots and understand the importance of knots and ropes. *Pre-requisite: TWR201*

TWI323 Macro and Micro Cell Site Deployment

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

TWI330 5G Networks and Deployment

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

THE340L Height Fall Protection and Rescue and Rescue Theory and Lab

Students will learn about fall prevention and protection, roles of the worker, constructing a fall protection system, pre-use, and competent person inspection, recognizing, evaluating, and controlling risks and hazards. *Pre-requisite: TWR201, TFI 320*

TFI 350L Fiber Optics for ISP, OSP and DAS Theory and Lab

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

ONLINE CAMPUS

Orientation

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

Assessment and Grading

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

Exams

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

Academic Records

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

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

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

Laboratory Courses

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

Technical Support:

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

Equipment and Supplies:

Minimum Requirements

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

E-Library

Completion of any program at the institution requires sufficient reading resources in program content, which the open internet cannot provide through browsing Google, Yahoo, or any other search engine. As busy working professionals, students and faculty members know how difficult it can be to travel to a distant library and match their schedules to library building hours. To accommodate student and faculty needs, Learning Alliance Corporation offers its library services online to matriculated students through LIRN.

This online distribution of course related content and information is well suited to the needs of today's "knowledge workers" and offers a functional version of the types of information systems our students and faculty will be expected to use throughout their careers. The e-Library provided by the institution with its collection of scholarly articles, textbooks and course content is available to all students and faculty. Support is provided by a professional librarian to students and faculty. The institution issues students' access to the library as well as contact information of the Librarian. The library is accessible 24/7 from any location while connected to the internet. Availability to the Library is through a safe and secure password protected login. The electronic libraries provide students with the required level resources for degree completion.

Student Code of Conduct

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

Attendance

Properly enrolled students are required to attend the first day of class. Delivery of classes and programs through the LAC's LMS requires that students attend their sessions and discussions. Failure to attend may result in the student being dropped. LAC expects students to attend class at least 95% of the time. Students whose absences reach 6% of total class time will be given an Incomplete (I) and dropped from the course. A student receiving an incomplete (I) will have the option to attend the class again within 12 months. Any student not able to make up missed work will receive a (U) grade. Emergency absences due to illness or family matters should be reported to the instructor immediately.

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

CERTIFIED TRUE & CORRECT IN CONTENT AND POLICY

by Cesar Ruiz, CEO: _____
Authorized Representative Date

Veterans Affairs Policies

Student Receiving VA Educational Benefits

Veteran's Attendance Policy

(This is the minimum standard required by the SAA under the authority of 38 CFR 21.4254. If school policy is more restrictive, it may be used)

Early departures, class cuts, tardiness, etc., for any portion of a class period will be counted as 1/3 absence. Students exceeding 6% (percentage) **total** absences of scheduled hours in a calendar month **will be** terminated from their VA benefits for unsatisfactory attendance.

In order to show that the cause of unsatisfactory attendance has been removed, students must show good attendance (as defined) for one calendar month after being terminated for unsatisfactory attendance. After such time, the student may be recertified for VA education benefits.

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

Standards of Academic Progress for VA Students

(All standards must logically relate to graduation requirements)

Students receiving VA educational benefits must maintain a minimum cumulative grade point average (CGPA) or percentage of 70% each Evaluation Period (term, quarter, semester, evaluation period, etc.).

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

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

Veteran's Refund Policy

The refund of the unused portion of tuition, fees, and other charges for veterans or eligible persons who fail to enter a course or withdraw or discontinue prior to completion will be made for all amounts paid which exceed the approximate pro-rata portion of the total charges that the length of the completed portion of the course bears to the total length of the course. The proration will be determined on the ratio of the number of days or hours of instruction completed by the student to the total number of instructional days or hours in the course. The school may retain a registration fee of no more than \$10, a breakage fee for no more than the exact amount of breakage, and fee for consumable supplies for no more than the amount of supplies actually consumed – 38 CFR 21.4255

Veteran's Credit for Previous Education or Training

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

VA Pending Payment Compliance

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

This school will not:

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

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

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

******* END OF POLICIES*******