



# Course Catalog

## IT-Ready Technical Support Program

### Minnesota

7505 Metro Blvd., Ste. 430

Edina, MN 55439

Website: [www.comptiatech.org](http://www.comptiatech.org) Email: [info@comptiatech.org](mailto:info@comptiatech.org)

866-251-4487 ext. 2

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## Disclosures

### State Authorization

*CompTIA Tech Career Academy is licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.821 to 136A.832. Licensure is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.*

### Accreditation

CompTIA Tech Career Academy is not an institution that has received accreditation from an accrediting body recognized by the U.S. Department of Education.

**CTCA Board Officials:** Courtney Fong, Chief Legal Officer & Chief Privacy Officer/Board Secretary  
Nancy Hammervik, CEO of CompTIA Tech Career Academy  
Brian Laffey, Chief Financial Officer/Board Treasurer  
Todd Thibodeaux, CEO of CompTIA/Board Chair

**Key CTCA Staff:** Kathy Brennan, National Director, Career Services  
Caroline Conlon, Bursar  
Anne Eckroth, Manager, Academic Affairs  
Chrissy Hannon, Registrar  
Kate Kirschner, Career Services Senior Manager – Midwest  
Stacy Litwin, Academic Advisor  
Nicole Maseberg, Career Development Manager  
Tracie Micheff, Admissions Advisor  
Kathy Mrazek, Admissions Advisor & Alumni Services Manager  
Karin Nordmeyer, Specialist, Librarian  
Lauren Pierce, Senior Manager, Office of Admissions  
Nancy Ptak, Director, Bursar & Financial Aid  
Joelle Szyszka, Manager, Faculty Affairs  
Kris Tharp, Admissions Advisor  
Adam Turner, Chief Academic Officer  
Sue Wallace, VP, Alumni Services & Community Engagement

**CTCA Instructors:** See Addendum 1 for a list of institutional instructors and program(s) taught

## History

As the philanthropic arm of CompTIA, Creating IT Futures Foundation (CITF) is a nonprofit organization that was founded in 1998 and provides educational training and certification opportunities to those who seek an upwardly mobile career in the IT field. The IT-Ready Technical Support program was designed to help unemployed and under-employed individuals improve their lives through tech careers. CompTIA Tech Career Academy (CTCA) is the name of an institution established under CITF that offers IT-Ready Technical Support programming. CTCA operates branch residential campuses in Chicago, Illinois; Edina, Minnesota; Phoenix, Arizona; Raleigh, North Carolina; and Portland, Oregon and has ongoing efforts to obtain approval from states to enroll their residents into our online programming.

## Mission

Our mission is to unlock people's potential by helping them launch and grow their careers in information technology.

## Location, Headquarters, and Hours of Operation

### Edina (Twin Cities), Minnesota Branch Campus

**Location:** The CTCA Twin Cities campus is located at 7505 Metro Blvd., Suite 430, Edina, MN 55439. The campus is on the fourth floor of a six-story building at the intersection of Highway 100 and 494, which is southwest of Minneapolis.

**Hours of Operation:** 8:30 AM to 4:30 PM Central Time (CT), Monday through Friday. Closed Saturdays, Sundays, and major holidays.

**Phone number:** 866-251-4487, extension 2.

### Headquarters (Downers Grove, Illinois)

CompTIA Tech Career Academy is headquartered at 3500 Lacey Road, Suite 100, Downers Grove, IL 60515.

**Hours of Operation:** 8:30 AM to 4:30 PM Central Time (CT), Monday through Friday. Closed Saturdays, Sundays, and major holidays.

**Phone number:** 866-251-4487.

## **Out of State Branches**

### **Chicago, Illinois Branch Campus**

**Location:** The CTCA Chicago campus is located at 3390 N. Avondale Ave., Chicago IL 60618, within the El Centro building, which is one of the Northeastern Illinois University's campuses.

**Phone number:** 866-251-4487, extension 1

### **Phoenix, Arizona Branch Campus**

**Location:** The CTCA Phoenix campus is located at 3200 N. Central Avenue, Suite 1125 in Phoenix, AZ 85012. Each program session can accommodate up to 25 students and one instructor per class.

**Phone number:** 866-251-4487, extension 5

### **Raleigh, North Carolina Campus**

**Location:** The CTCA Chicago campus is located at 112 Cox Avenue, Suite 202 in Raleigh, NC 27605. Each program session can accommodate up to 25 students and one instructor per class.

**Phone number:** 866-251-4487, extension 3

### **Portland, Oregon Branch Campus**

**Location:** The CTCA Portland Campus is located at 111 SW Fifth Ave., Suite 4050, Portland OR 97204, on the corner of 5<sup>th</sup> Ave and Burnside, on the fortieth floor of the US Bancorp Tower. Each program session can accommodate up to 25 students and one instructor per class.

**Phone number:** 866-251-4487, extension 7

## **Online Campus**

### ***Online Instruction Hours***

Divided into two sections:

Section A: 9:00 AM to 12:00 PM CT, Monday through Friday.

Section B: 6:00 PM to 9:00 PM CT, Monday through Friday.

Both closed Saturdays, Sundays, and major holidays.

**Phone number:** 866-251-4487, extension 8

## Facilities & Equipment

### Edina (Twin Cities), Minnesota Branch Campus

CompTIA Tech Career Academy offers the IT-Ready Technical Support program at 7505 Metro Blvd., Suite 430, Edina, MN 55439. Each program session can accommodate up to 25 students and one instructor per class. Students have access to a computer, the internet, and required software (Microsoft Office) for classroom assignments and labs. The standard computer equipment available for students to utilize while enrolled in the program includes:

- 64-bit Windows operating system (Windows 7 or 10 professional or above)
- Intel i5 processor (or equivalent)
- CPU with VT, VT-x or similar virtualization support
- 8 GB RAM
- 500 GB HDD or SSD
- Microsoft Office 2016

### 2021 IT-Ready Technical Support Program Schedule

IT-Ready Technical Support Program Schedule	
September 13, 2021	Fall Session begins
November 5, 2021	Fall Session ends

\* Note that these dates are subject to change. Refer to the CTCA website for the most current program schedule.

### 2021 IT-Ready Technical Support Session Enrollment Dates

Session Enrollment Dates (Applications Open)	
Fall Session 2021	May 14 – August 15, 2021

### 2021 IT-Ready Technical Support Program Holidays

Holidays (No Class Scheduled)
None Scheduled

# IT-Ready Technical Support Program

## Program Description

The IT-Ready Technical Support program is a classroom-based program which consists of 240 clock hours of classroom instruction over eight (8) weeks. This program prepares students to take and pass the CompTIA A+ certification examinations (CompTIA A+ 220-1001 and CompTIA A+ 220-1002). Successful program completers will earn their CompTIA A+ certification and a CTCA Certificate of Completion.

This single-course, postsecondary program teaches curriculum to students for CompTIA A+ certification; students receive this certification from a third party through an examination process. The cost of the program includes tuition, instruction, content (books or eBooks), a CompTIA A+ 220-1001 Core 1 examination voucher, a CompTIA A+ 220-1002 Core 2 examination voucher, and one examination retake voucher for each examination.

CompTIA A+ 220-1002 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures.

This program prepares students for a Computer User Support Specialist or equivalent entry-level IT help desk role (CIP Code 11.1006, O-NET Number 15-1232.00). The Standard Occupational Code (SOC) for this program training is 15-1231 Computer Network Support Specialist. Individuals who successfully complete the program and achieve their CompTIA A+ certification have the opportunity to apply to jobs that our partners offer; CompTIA Tech Career Academy does not guarantee job placement after successful completion of the program.

## Graduation Requirements

To graduate from the IT-Ready Technical Support program, students must be in good standing and complete the program with a passing grade (defined as having achieved 70% or higher cumulative score on graded coursework in the program) and pass the CompTIA A+ certification examinations. Students cannot have more than one absence and three tardies throughout the duration of the program. Graduates of the program will be awarded a Certificate of Completion.

A Pass (P) final grade will be based on the combination of successful completion of the program hours/coursework and the achievement of the CompTIA A+ certification. The CompTIA A+ certification is awarded to those who take and pass the two certification examinations, CompTIA A+ 220-1001 and CompTIA A+ 220-1002. Students will receive one certification voucher (with one retake) per exam. Students will have up to 14 days after the completion of the classroom training to achieve CompTIA A+ certification.

Students who successfully complete the program hours but fail to successfully obtain the CompTIA A+ certification within 14 days post instruction will receive a Fail (F) grade and will not graduate from the program.

## Failure to Complete Program

A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete the program hours/coursework and pass the certification examinations within 14 days of the end of classroom instruction.

Students who fail to complete the program may reapply. Refer to the Student Readmission policy for more information.

## Equipment, Technology, and Materials

Computer equipment is provided to each student in the IT-Ready Technical Support program for classroom use only. Any software required for the program will be provided by CTCA at no cost to the student. This software is provided under licenses that allow for its use only in pursuit of the program.

Students are expected to provide their own pens, pencils, note-taking materials, etc. for use in the program.

## IT-Ready Technical Support Syllabus

<b>Course Title</b>	IT-Ready Technical Support
<b>Course Number</b>	TS101
<b>Delivery Mode</b>	This course is delivered on campus using lab and lecture instruction.
<b>Clock Hours</b>	240 total clock hours Breakdown: 24 total lab clock hours, 215 total lecture clock hours
<b>Course Length</b>	Single course of 40 class sessions delivered over 8 weeks
<b>Prerequisites</b>	None
<b>Instructor Name and Email Address</b>	Dan Davis: <a href="mailto:ddavis@comptiaglobal.org">ddavis@comptiaglobal.org</a>
<b>Program Information and Credential</b>	The IT-Ready Technical Support Program consists of one course. To complete the program, students must successfully pass the IT-Ready Technical Support program course and earn their CompTIA A+ certification. Students who successfully complete the program are awarded a Certificate of Completion.



<b>Statement of Purpose and Program Description</b>	<p>This program teaches curriculum to students for CompTIA A+ certification; students receive this certification from a third party through an examination process (CompTIA A+ 220-1001 and CompTIA A+ 220-1002). CompTIA A+ 220-1002 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures.</p>						
<b>Skill/Job to be Learned and Learning Objectives</b>	<p>This program prepares students for a Computer User Support Specialist or equivalent entry-level IT help desk role (CIP Code 11.1006, O-NET Number 15-1151.00). By the completion of the program, students should be able to understand the following topics:</p> <ul style="list-style-type: none"> <li>● <b>Security:</b> Support and secure access to data by properly using authentication, access control, and encryption for an organization.</li> <li>● <b>Networking:</b> Apply core concepts and protocols and subnet mask to set up and support wired and wireless networks.</li> <li>● <b>Operating systems:</b> Troubleshoot mobile, server, and traditional operating systems ranging from Android and iOS to Windows and Linux.</li> <li>● <b>IT Operations:</b> Use the basics of virtualization, cloud computing, desktop imaging, and deployment to support today's IT infrastructures.</li> <li>● <b>Troubleshooting:</b> Use decision trees for diagnosing, resolving, and documenting common hardware and software issues across a variety of devices.</li> <li>● <b>Technical Support:</b> Apply principles of customer service to help resolve IT issues.</li> </ul>						
<b>Certification Requirements</b>	<p>Students are required to achieve CompTIA A+ certification in order to be considered a successful program graduate and to earn a Pass grade in the IT-Ready Technical Support program. Students will have up to 14 days after the completion of the program training to achieve CompTIA A+ certification. The program prepares graduates to earn their CompTIA A+ certification by completing program coursework and reviewing test prep materials for certification. Refer to the program curriculum outline for a detailed listing of the materials that will be covered and the assessments that will be completed as part of the IT-Ready Technical Support program. Students are issued a voucher for each of the two sections of the CompTIA A+ certification examinations, as well as one retake voucher per exam (vouchers are included in the total cost of the program). Students must register their own accounts and schedule their own exam with Pearson VUE (<a href="https://home.pearsonvue.com/">https://home.pearsonvue.com/</a>). Students who fail a CompTIA A+ certification examination do not have a waiting period and can schedule their retake with Pearson VUE using their retake voucher.</p>						
<b>Grading System</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Rating</th> <th style="text-align: left;">Letter Grade</th> </tr> </thead> <tbody> <tr> <td>Pass</td> <td>P</td> </tr> <tr> <td>Fail</td> <td>F</td> </tr> </tbody> </table> <p>In order to demonstrate satisfactory academic progress in the program, a student must achieve a 70% or higher cumulative score on coursework that is graded over the program. A "Pass" grade is defined as having achieved 70% or higher cumulative score on graded coursework in the program.</p>	Rating	Letter Grade	Pass	P	Fail	F
Rating	Letter Grade						
Pass	P						
Fail	F						

<b>Grading Structure</b>	<p>The IT-Ready Technical Support program grading is Pass/Fail. CompTIA Tech Career Academy monitors student progress frequently and provides feedback to students over the course of the program. Students will be required to complete a variety of activities, including quizzes, knowledge checks, and mock exams, that will be reviewed and graded to ensure that the students are progressing through the program appropriately.</p> <p>A passing final grade for the IT-Ready Technical Support program will be based on the combination of successful completion of the program clock hours/coursework and the achievement of the CompTIA A+ certification. A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete their program hours and pass their certification exams within 14 days of the end of classroom instruction.</p> <p>The following are the categories of graded activities and associated grade weights. All graded elements in the course are worth 100 points.</p> <p>Professional Development: 20%  Assignments: 20%  Labs: 20%  Quizzes and Practice: 10%  Final: 20%</p>
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### Curriculum Outline

Week 1		
4 clock hours lab time		26 clock hours lecture time
1	Introduction to IT-Ready Technical Support Program Q&A, A+ Overview Career Services Introduction (CS) PrepareU Soft Skills 101	<p><b>Lecture:</b> Teacher directed introduction, ice breaker, and overview of the A+, as well as the schedule for the program.</p> <p><b>Graded Activities:</b> Discussion: Importance of Soft Skills in the IT Industry</p>
2	Guest Speaker – Nancy Hammervik, CEO CompTIA Tech Career Academy Distribute Tech Talk topics Core 1, Lesson 1: Installing and configuring PC components Complete Core 1 Lesson 1 Troubleshooting Foundations	<p><b>Lecture:</b> Teacher-directed lecture and group discussion</p> <p><b>Graded Activities:</b> Troubleshooting Foundations</p>
3	Core 1, Lesson 2: Installing, configuring and Troubleshooting Display and Multimedia Devices Core 1, Lesson 3: Installing, configuring and Troubleshooting Storage Devices	<p><b>Lecture:</b> Teacher-directed lecture and group discussion</p>

4	Lab: 1 Complete Lab: 1 PrepareU Developing Your Work Brand	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Lab 1 - Exploring Windows via RDP Developing Your Work Brand - Self Assessment
5	Tech talks - Group 1 Core 1, Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components Complete Core 1, Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Group 1 Tech Talk Presentations Custom Computer Configurations
<b>Week 2</b> <b>3 clock hours lab time 27 clock hours lecture time</b>		
6	Core 1, Lesson 5: Network Infrastructure Concepts Complete Core 1, Lesson 5: Network Infrastructure Concepts	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Quiz 1: Hardware Fundamentals Group 2 Tech Talk Presentations
7	Tech Talks – Group 2 PrepareU Communication Tech Talks - Group 3 Complete PrepareU Communication	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Group 3 Tech Talk Presentations
8	Microsoft Office Lesson 1 Complete Microsoft Office Lesson 1	<b>Lecture:</b> Teacher-directed lecture and group discussion
9	Career Services Resume Intro/content delivered (CS) Core 1, Lesson 6: Configure and Troubleshoot Networks Continue Core 1, Lesson 6: Configure and Troubleshoot Networks	<b>Lecture:</b> Teacher-directed lecture and group discussion
10	Complete Core 1, Lesson 6: Configure and Troubleshoot Networks Core 1, Lesson 7: Implementing client-side virtualization and cloud computing Lab: 2	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Lab 2: Custom PC Configurations
<b>Week 3</b> <b>5 clock hours lab time 25 clock hours lecture time</b>		
11	Pearson Vue registration and exam sign-up (CS) Quiz: 2 + Review Core 1, Lesson 8: Supporting and Troubleshooting Laptops	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Quiz 2 - Network fundamentals Group 4 Tech Talk presentations

	Core 1, Lesson 8: Supporting and Troubleshooting Laptops Tech Talks – Group 4	
12	Lab: 3 Complete Lab: 3 PrepareU Customer Service	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Lab 3 - Windows networking configuration, device configuration and management Complete Lab 3
13	Complete PrepareU Customer Service Core 1, Lesson 9: Supporting and Troubleshooting Mobile Devices Core 1, Lesson 9: Supporting and Troubleshooting Mobile Devices	<b>Lecture:</b> Teacher-directed lecture and group discussion
14	Guest Speaker (CS) Tech Talks – Group 5 Core 1, Lesson 10: Installing, Configuring and Troubleshooting Print Devices Complete Core 1, Lesson 10: Installing, Configuring and Troubleshooting Print Devices	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Group 5 Tech Talk Presentations Student Draft Resumes Due for Review (CS)
15	Class review Core 1 Small Group review Core 1 Core 1 Mid-Term Core 1 Mid-Term Review	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> ITR-TS Mid-Term Exam
<b>Week 4</b> <b>4 clock hours lab time    26 clock hours lecture time</b>		
16	Core 2, Lesson 1: Supporting Operating Systems Complete Core 2, Lesson 1: Supporting Operating Systems	<b>Lecture:</b> Teacher-directed lecture and group discussion
17	Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems Continue Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems Core 2, Lesson 3: Maintaining and Troubleshooting Microsoft Windows	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Common Windows Configuration Tasks
18	Complete Core 2, Lesson 3: Maintaining and Troubleshooting Microsoft Windows Quiz 3 Core 2, Lesson 4: Configure and Troubleshoot Networks	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Tech Talk Submissions, Quiz 3 – Windows Tools Lab 4 - Troubleshooting tools, control panel applets, maintenance tasks

	Continue Core 2, Lesson 4: Configure and Troubleshoot Networks Lab: 4	
19	Complete Lab: 4 PrepareU Reducing Anxiety and Conflict	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Complete Lab 4
20	PrepareU Reducing Anxiety and Conflict Service Now Training (CS) Complete PrepareU Reducing Anxiety and Conflict  Midterm Exam	<b>Lecture:</b> Teacher-directed lecture and group discussion
<b>Week 5</b> <b>4 clock hours lab time    26 clock hours lecture time</b>		
21	Continue Core 2, Lesson 4: Configure and Troubleshoot Networks Complete Core 2, Lesson 4: Configure and Troubleshoot Networks PrepareU Develop your elevator pitch	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Developing your elevator pitch
22	Quiz 4 Core 2, Lesson 5: Manage Users, Workstations, and shared Resources Complete Core 2, Lesson 5: Manage Users, Workstations, and shared Resources Core 2, Lesson 6: Security Concepts	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Quiz 4 - macOS and Linux operating systems
23	PrepareU Resumes and Job interviews PrepareU Behavioral Interview questions	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Common Interview Questions
24	Guest Speaker (CS) Core 2, Lesson 7: Securing Workstations and Data	<b>Lecture:</b> Teacher-directed lecture and group discussion
25	LinkedIn Training Resumes and Slack Groups (CS) Lab: 5 Complete Lab: 5 Building a Network Plan	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Lab 5 - Managing users, configuring security settings, configuring, and managing shared resources on a network Complete Lab 5 Building a Network Plan

<b>Week 6</b> <b>4 clock hours lab time 26 clock hours lecture time</b>		
26	Core 2, Lesson 8: Troubleshooting Workstation Security Issues PrepareU Social Styles	<b>Lecture:</b> Teacher-directed lecture and group discussion
27	Microsoft Office lesson 2 Complete Microsoft Office lesson 2	<b>Lecture:</b> Teacher-directed lecture and group discussion
28	Core 2, Lesson 9: Supporting and Troubleshooting Mobile Devices Mock Interview Introduction, Prep (CS) Complete Core 2, Lesson 9: Supporting and Troubleshooting Mobile Devices Core 2, Lesson 10: Implementing Operational Procedures	<b>Lecture:</b> Teacher-directed lecture and group discussion
29	Complete Core 2, Lesson 10: Implementing Operational Procedures PrepareU Soft Skills recap	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Developing supporting documents Soft skills recap, key takeaways
30	Lab: 6 Mock Interviews (CS) Complete Lab: 6	<b>Lecture:</b> None <b>Graded Activities:</b> Lab 6 - Command line tools, utilities, and troubleshooting Complete Lab 6 - Command line tools, utilities, and troubleshooting
<b>Week 7</b> <b>30 clock hours lecture time</b>		
31	Core 1 Domain objectives overview for Domain 1 - Mobile Devices Domain 2 - Networking Core 1 Domain objectives overview for Domain 3 – Hardware Domain 4 - Virtualization and Cloud Computing	<b>Lecture:</b> Teacher-directed lecture and group discussion
32	Core 1 Domain objectives overview for Domain 5 - Hardware and Network Troubleshooting Final Exam Final Exam debrief and review Test Taking Strategies Small group preparation	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> ITR-TS Final Practice Exam

33	Small group study session and students will be taking CompTIA A+ Core 1 and Core 2 Final Exams in CertMaster Practice Small group study session and students will be taking CompTIA A+ Core 1 exam	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Students will sit for CompTIA Exams
34	A+ Core 1 exam debrief, retake strategies OR A+ Core 2 small group review	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Students will sit for CompTIA Exams
35	A+ Core 1 exam retakes if needed OR A+ Core 2 class review	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Students will sit for CompTIA Exams
<b>Week 8</b> <b>30 clock hours lecture time</b>		
36	Core 2 Domain objectives overview for: Domain 1 – Operating Systems Domain 2 – Security Core 2 Domain objectives overview for: Domain 3 – Software Troubleshooting Domain 4 – Operational Procedures	<b>Lecture:</b> Teacher-directed lecture and group discussion
37	Small group study session and students will be taking CompTIA A+ Core 2 exam	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Students will sit for CompTIA Exams
38	Small group review OR Resume review, job searching Small group review OR Resume review, job searching Speed Interview Prep (CS)	<b>Lecture:</b> Teacher-directed lecture and group discussion
39	A+ Core 2 exam retakes OR Small group Core 1 review OR Resume review	<b>Lecture:</b> Teacher-directed lecture and group discussion <b>Graded Activities:</b> Students will sit for CompTIA Exams
40	Career Day (CS) Program Conclusion (CS) IT Pro, Continuing education Top IT Career Paths	<b>Lecture:</b> Teacher-directed lecture and group discussion

## **Admissions Requirements**

Prospective IT-Ready Technical Support program students must meet the following enrollment or entrance requirements:

- Be at least 18 years of age
- High School graduate or holder of GED or has transcripts/diploma confirming higher level degrees earned from an accredited institution
  - Must be able to provide proof; copy of transcripts, diploma, GED
- Eligible to work in the United States
- Able to provide a valid government-issued photo identification or driver's license
  - Please see Appendix A for a list of acceptable documents to establish identity and employment eligibility
- Participate in an online interview
- Take an aptitude test and achieve the minimum acceptable score
- Able to speak, read/write, and understand the English language
- Able to use a computer to navigate in the Windows environment

### **Aptitude Test Requirement**

The Wonderlic test is an aptitude test that is used to determine an individual's ability/potential to succeed in a certain task, with no prior knowledge or training. Prospective students must achieve the minimum acceptable score of 19. Prospective students are permitted one (1) retake of the Wonderlic test after 30 days following the original test date.

### **Language Requirements**

IT-Ready Technical Support program sessions are offered in the English language. CTCA does not offer English as a Second Language (ESL). The student must be able to speak, read/write and understand the English language to enroll in any CTCA program. The student's signature on the enrollment agreement signifies that they attest to their ability to be able to speak, read/write, and understand the English language. In addition, CTCA verifies English Language skills through the admissions process.

### **Online Interview**

Students who miss or do not show for their online interview with CTCA two (2) times will not be considered for the program cohort they have been attempting to enroll into.

### **Special Needs Accommodations**

Any prospective student who has a special needs request or accommodation must submit the request in writing via email or postal mail (along with any supporting documentation) to the Manager, Office of Admissions at least six weeks prior to enrollment to determine if the school can accommodate the request.



Accommodation requests should be submitted to the Senior Manager, Office of Admissions at [admissions@comptiatech.org](mailto:admissions@comptiatech.org) or via postal mail to:

CompTIA Tech Career Academy ATTN: Senior Manager, Office of Admissions  
3500 Lacey Road, Suite 100  
Downers Grove, IL 60515

### **Non-discrimination Policy**

CompTIA Tech Career Academy (CTCA) will not discriminate for or against any applicant on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, gender identity), national origin (including Limited English Proficiency [LEP]), age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only on the basis of either citizenship status or participation.

### **Application Procedure**

Prospective students who are interested in enrolling in the IT-Ready Technical Support program must submit an application through the CTCA website ([www.comptiatech.org](http://www.comptiatech.org)). Both modalities of the IT-Ready Technical Support program have ongoing enrollment throughout the year, and application deadline dates will vary by scheduled cohort. Students can refer to the CTCA website to view the upcoming program schedule in their area. Prospective students will be required to provide proof of high school completion or a GED and a valid government issued photo identification or driver's license. Eligible applicants who have requested financial assistance in the application will be required to provide certain documents in order to continue with the financial assistance process (e.g., W-2 forms, pay stubs, public assistance documentation).

Following submission of the application, applicants will receive an invitation to take an aptitude test online. The Wonderlic aptitude test is used to determine an individual's ability/potential to succeed in a certain task, with no prior knowledge or training. Applicants must achieve a passing score of at least 19 in order to proceed in the application process. All Applicants are notified of their testing results via email, including if they did not achieve the minimum required score. Applicants who achieve the minimum required score will be contacted via email by Admissions to arrange their virtual interview.

During the interview, an Admissions Advisor will review information about the IT-Ready Technical Support program with the prospective student. Admissions Advisors will evaluate the prospective student's overall interest in the program, his or her communication skill level, and general computer knowledge using a scaled rubric.

Admissions will review the student's application, Wonderlic score, and interview results and inform the prospective student if they are eligible to proceed with the application process or if they have been denied entry into the program. Applicants are notified if they are being offered a seat in a class by being sent an 'Offer Email' after completing the virtual interview. Email notifications are also sent to those applicants who are not being offered a seat in class. Emails are sent for offers and denial notices with two to three (2-3) business days after the virtual interview.

## **Enrollment Dates**

The IT-Ready Technical Support program has ongoing enrollment throughout the year and prospective students can apply anytime. Individuals interested in participating in the IT-Ready Technical Support program must complete an online application at [www.comptiatech.org](http://www.comptiatech.org) as the first step of the enrollment process. Application deadlines for each campus are posted on the campus-specific CTCA web pages.

## **Reapplication Process**

Applicants who are denied admissions into a program and inquire about reapplying with Admissions are permitted to reapply for the next scheduled cohort session. Applicants may contact Admissions at [admissions@comptiatech.org](mailto:admissions@comptiatech.org). Applicants who are denied admissions due to not meeting the minimum required score level for the Wonderlic test are allowed to reapply and retest after 30 days.

## **Tuition, Fees, and Other Costs**

The total cost of the IT-Ready Technical Support program is \$8,500.00. The cost of the program includes tuition, instruction, program content (books), a CompTIA A+ 220-1001 Core 1 examination voucher, and a CompTIA A+ 220-1002 Core 2 examination voucher (and one retake voucher for each examination, if necessary).

### **Tuition**

Tuition for the IT-Ready Technical Support program is \$8,120.00.

### **Application Fees and Administrative Costs for Withdrawal or Termination**

CompTIA Tech Career Academy does not charge students a fee for application to or withdrawal or termination from the institution.

### **Books, Virtual Labs, and Other Materials**

The content fee for the IT-Ready Technical Support program is \$120.00. This includes two books: The Official CompTIA A+ Core 1 Self-Paced Study Guide for 220-1001 and The Official CompTIA A+ Core 2 Self-Paced Study Guide for 220-1002.

### **Equipment and Software**

Computer equipment is provided to each student in the IT-Ready Technical Support program for classroom use only. Any software required for the classroom-based program will be provided by CTCA at no cost to the student. This software is provided under licenses that allow for its use only in pursuit of the program.

## Lab Fees

CompTIA Tech Career Academy does not charge any lab fees.

## Service Charges

CompTIA Tech Career Academy will assess a fee of 1.5% the amount owed for late payments.

## Supplies

Students are expected to provide their own pens, pencils, note-taking materials, etc. for use in the IT-Ready Technical Support program.

## Certification Exam Voucher Fees

Students must successfully pass the CompTIA A+ 220-1001 Core 1 examination and the CompTIA A+ 220-1002 Core 2 examination within 14 days after completing their training in order to pass the IT-Ready Technical Support program. The \$260.00 voucher fee covers the cost of exam vouchers that will be issued to students in the fifth week of the program.

Students must register their own accounts and schedule their own exam with Pearson VUE (<https://home.pearsonvue.com/>).

## Fee Chart – IT-Ready Technical Support

Fee Type	Fee Amount
<b>Tuition</b>	\$8,120.00
<b>Certification Exam Voucher Fees</b> (CompTIA A+ 220-1001 Core 1, CompTIA A+ 220-2002 Core 2 and one retake voucher for each examination, if necessary)	\$260.00
<b>Content</b> (books)	\$120.00
<b>Equipment</b>	Included
<b>Software</b>	Included
<b>Late Fee</b>	1.5% the amount owed
<b>Registration Fee</b>	\$0
<b>Withdrawal Fee</b>	\$0
<b>Refund Fee</b>	\$0
<b>Official Transcript Fee</b>	\$0
<b>Total</b>	<b>\$8,500.00</b>

## Payment of Tuition and Fees

Tuition and fees must be paid in full at least 14 days prior to the start of class. Tuition and fees for the IT-Ready Technical Support program includes instruction, content, the CompTIA A+ 220-1001 Core 1 examination voucher, and the CompTIA A+ 220-1002 Core 2 examination voucher (and one retake voucher for each examination). Tuition and fees must be paid using PayPal. Payments can be made using a credit card, eCheck, or checking account that has been linked with PayPal. A fee of 1.5% the amount

owed will be assessed for late payments. Once the account is past due, the student will be placed on a non-academic hold and is withdrawn from the program.

### **Payment Plan**

A payment plan is available through PayPal and consists of two installments. The first payment (50% of the total) is due 14 days prior to the start of the class, with the remaining balance due five (5) business days after the program cohort begins.

CompTIA Tech Career Academy will attempt to recover the funds from the student prior to turning the debt over to a collection agency. Students who are forced to involuntarily withdraw from the program will have their refund calculated in the same manner as a voluntary withdrawal.

### **Student Loans**

CompTIA Tech Career Academy (CTCA) is partnered with UNISA, a student loan provider/servicer, to offer institutional student loans to qualifying students. Students pay nothing and do not accrue interest on their loans during their training or the three (3) month grace period before they must start paying back the loans. The grace period is defined as three (3) months after the last day of attendance due to either graduation or withdrawal from the school.

Once the grace period ends, the loans have a 2% annual interest rate, and the minimum payment amount is \$10 a month. For loans under \$2,500, a student will have 48 months/4years, starting at the end of the grace period, to repay the loan. For loans equal to or above \$2,500, a student will have 60 months/5 years, starting at the end of the grace period, to repay the loan.

Students accepting CompTIA Loans must agree to and abide by all UNISA requirements in servicing the student loan, including the student loan application, approval, self-certification, entrance counseling, promissory note, and final disclosure.

## Grants

Some students will need help paying tuition. Financial assistance—up to the full tuition amount—is available through grants from our generous donor organizations, including CompTIA and Creating IT Futures Foundation. Private foundations help to support students at specific campus locations. CompTIA Tech Career Academy does not currently participate in the federal student aid program.

### CompTIA Grants

CompTIA Grants are available to students who qualify in at least one of the following categories:

- **\$1,000:** Individuals who have been historically under-represented in the tech industry (African Americans, Hispanic/LatinX and Native Americans);
- **\$1,000:** U.S. military veterans, their spouses, or caregivers;
- **\$1,000:** Women;
- **Partial tuition amount (50%):** Annual income above 200% but below 300% of the federal poverty threshold.
- **Full tuition amount:** Annual income at or below 200% of the federal poverty threshold.

Applicants must be a U.S. citizen or eligible non-citizen with authorization to work in the U.S. Applicants must meet all other eligibility requirements. Eligible applicants who have requested financial assistance will be required to provide certain documents (e.g., W-2 forms, pay stubs, public assistance documentation) in order to continue with the financial assistance process.

The grants do not have any monetary value and CTCA can only apply the grant to students' accounts for tuition charges incurred.

During the admissions process, if a student requests financial assistance and s/he qualifies for a full or partial grant, it is the student's responsibility to obtain documentation required for the award 14 days prior to the start of class. To date, the CompTIA Grants have been fully funded. In the event there are insufficient funds to meet all eligible awards, funds will be awarded on a "first come, first served" basis until depleted.

## **Attendance Policies**

Program attendance is an essential part of the educational process at CompTIA Tech Career Academy, and students are expected to attend each classroom session on time in order to facilitate their academic success. Attendance will be monitored and recorded daily throughout the program.

### **Absences**

Students are permitted one (1) absence while enrolled in the IT-Ready Technical Support program. An absence is defined as missing more than 50% of a single day's class. Students are required to make-up the work they missed due to an absence; see Make-up Work Policy. A student who is absent for two (2) day without an approved leave of absence will be dismissed from the program. This includes consecutive absences.

### **Tardiness/Early Departure/Class Cuts**

Students are expected to be on time for each class session. Students will be considered tardy anytime they miss class due to arriving late or leaving early. Students are permitted up to three (3) tardies while enrolled in the IT-Ready Technical Support program. Acquiring four (4) tardies will be cause for withdrawal from the program.

### **Tracking Attendance**

Instructors for the IT-Ready Technical Support program will take attendance at the start of the class in the morning, upon return from each scheduled break, and at the end of the day. Instructors submit the attendance records twice daily to the Academic Advisor – once in the morning and once in the afternoon.

### **Make-up Work**

Students are required to complete missing assignments if they are absent. Make-up work for an absence must be prearranged with the IT-Ready Technical Support program instructor and must be completed outside of normally scheduled class hours. Students must complete the make-up work within one calendar week of the date of their absence. Making up work does not eliminate an absence, and any additional absences will be cause for withdrawal from the program.

### **Withdrawal**

Students may withdraw from the IT-Ready Technical Support program at any time and, if due a refund, it will be calculated according to the state-specific cancellation and refund policy.

## **Leave of Absence**

A leave of absence (LOA) may be granted to a student if s/he faces certain conditions that are beyond his or her control. Such conditions include military deployment, jury duty, and medical leave. Documentation is required for all leave of absence requests. A doctor's note is sufficient evidence for leave of absence requests due to medical leave.

A LOA may be permitted when a student faces certain life events, such as military deployment, jury duty, serious illness, debilitating injury, or a death in the immediate family. Any student who seeks a leave of absence must complete a Leave of Absence form (available on the CompTIA Tech Career Academy website at [www.comptiatech.org](http://www.comptiatech.org)) and submit the form via email to [studentservices@comptiatech.org](mailto:studentservices@comptiatech.org). A reason for the request and the expected timeframe of leave must be clearly identified on the form so the institution has a reasonable expectation of the student's return.

Students should submit the request prior to the beginning date of the LOA unless unforeseen circumstances prevent a student from doing so. Corroborating documentation may be required. If a student does not request a LOA within a timeframe consistent with the CompTIA Tech Career Academy Absence Policy, s/he will be withdrawn from the program. Any refunds for a withdrawal will be issued per state requirements.

For a LOA to be granted to a student, CompTIA Tech Career Academy must have a reasonable expectation that the student will return to the program at the end of a LOA. The granting, denial, and duration of a leave of absence will be done on a case-by-case basis at the sole discretion of CompTIA Tech Career Academy.

A leave of absence is limited to a maximum of 180 calendar days. Multiple LOAs may be permitted. An approved LOA may be extended for an additional period provided the extension request meets the above requirements, and the total length of the LOA does not exceed 365 calendar days.

A student returning from a LOA will need to contact his/her Academic Advisor or [studentservices@comptiatech.org](mailto:studentservices@comptiatech.org) to re-enroll and start from the beginning of a new cohort. Students returning from a LOA will not be required to pay the cost of tuition and fees for the enrolled program a second time. Students who fail to re-enter the program at the end of an approved LOA will be withdrawn from the program.

## **Student Readmission**

Students who have previously withdrawn from CompTIA Tech Career Academy, have been dropped from their academic program, or did not receive a passing grade in their respective program may choose to petition the institution for consideration of re-enrollment. In order to be considered for reenrollment, individuals must complete a new application in its entirety.

### **Requirements for Consideration of Readmission**

1. Update application in the SONIS student portal ([studentportal.comptiatech.org](http://studentportal.comptiatech.org)).

2. If an applicant previously requested financial assistance and was awarded a grant, s/he would need to request that assistance again in the updated application. There are no guarantees an applicant will be awarded another grant.
3. The applicant must submit an essay with a minimum of 250 words detailing his/her academic and career goals, how CTCA can assist with attaining these goals, if any obstacles were encountered during the previous enrollment (e.g., academic, personal and/or scheduling difficulties), and how such obstacles to academic success will be addressed and overcome given the opportunity for readmission at CTCA.
  - All essay submissions must be emailed to [admissions@comptiatech.org](mailto:admissions@comptiatech.org) and include the subject line of ATTN: Senior Manager, Office of Admissions – Readmissions Request.
4. Applicants will be required to complete an online interview with the Senior Manager, Office of Admissions once their essay has been reviewed.
5. All outstanding balances must be paid in full and the applicant is responsible, whether through grants and/or self-pay, for the full amount of the course if readmitted.

Once an applicant has completed all the readmission requirements, the Senior Manager, Office of Admissions will review the essay along with the applicant's previous academic history, attendance record, and reason for prior program departure.

Each readmission request will be reviewed on a case-by-case basis. A student is not guaranteed readmission into CompTIA Tech Career Academy.

Should an applicant be approved for readmission into the program, s/he will start that program over again from the beginning. No prior coursework or progress will be transferred to the current program. Students who are readmitted to the IT-Ready Technical Support program will not be required to pay the \$120.00 content fee for the two required books a second time. Students who are readmitted to the program will be required to pay the cost of tuition and the \$260.00 fee for certification exam vouchers.

## **Grading System**

The IT-Ready Technical Support program grading is Pass/Fail. CompTIA Tech Career Academy monitors student progress frequently and provides feedback to students over the course of the program. Students will have a variety of activities, including quizzes, knowledge checks, and mock exams, that will be reviewed and graded to ensure that the students are progressing appropriately. Students must achieve a cumulative score of 70% or higher on the graded assignments.

A Pass (P) final grade for the IT-Ready Technical Support program will be based on the combination of successful completion of the program clock hours and the achievement of the CompTIA A+ certification. Students who successfully complete the program are awarded a Certificate of Completion. The CompTIA A+ certification is awarded to those who take and pass the two certification exams, CompTIA A+ 220-1001 and CompTIA A+ 220-1002. Students will have up to 14 days after the completion of the classroom training to achieve CompTIA A+ certification.

Those who successfully complete the training but fail to obtain the CompTIA A+ certification within 14 days post instruction will receive a Fail (F) grade.



Students who apply and are approved for a leave of absence (see Leave of Absence policy for criteria and process) but who are not able to complete the classroom training in the assigned timeframe will receive a grade of Incomplete (I). Students who have not received an approved leave of absence and do not complete the classroom training will receive a Withdraw (W) grade.

## **Satisfactory Academic Progress Policy**

The Satisfactory Academic Progress (SAP) Policy is designed to ensure that enrolled students have the ability to successfully complete their program. Satisfactory progress is defined as cumulative academic performance of 70% or above. As the program is a single course, the pace of completion is defined as successful completion within the program length.

**EVALUATION PERIODS:** At the end of each two-week period (25% program length), the students' cumulative academic progress is evaluated through graded assignments based on the program coursework and activities. Students are issued a progress report at the time of evaluation.

**WARNING STATUS:** Students whose cumulative academic performance is below 70% are notified by email and placed on a warning status until the next evaluation. Students on a warning status are encouraged to meet with their instructor and/or academic advisor.

- Students on a warning status who re-establish SAP at the next evaluation period are notified by e-mail and removed from warning status.
- Students on a warning status who fail to re-establish SAP at the next evaluation period are notified by email and dismissed from the program.

**APPEALS:** Students who believe their warning status or dismissal was incorrectly determined based on their academic performance may appeal the decision. Appeals must be filed within one week of notification, in writing, and include supporting documentation. Appeals must be submitted via email to the Academic Advisor at [studentservices@comptia.org](mailto:studentservices@comptia.org) using the subject line "Attention: Academic Advisor – SAP Appeal." Appeals are limited to an error in the determination of the students' academic performance based upon completed assignments. Students will be notified as to the results of their appeal within one week

**Re-Enrollment:** Students who are withdrawn from the program due to failure to maintain SAP or students whose cumulative academic performance is below 70% by the end of the program, are not eligible to graduate. Students may choose to petition the institution for consideration of re-enrollment, but readmission is not guaranteed. See Student Readmission policy.

**Transfer Credit:** The school does not accept transfer students.

**The following additional elements of Satisfactory Academic Progress (SAP) do not apply for enrollment in the program:** Incomplete grades, course withdrawals, course repetitions, non-credit remedial course work, or transfer of credit from other institutions.

# **Job Placement Assistance, Career Services, and Other Student Services**

## **Policy for Job Placement Assistance**

CompTIA Tech Career Academy (CTCA) provides career services and job placement assistance to enrolled students and school graduates. CTCA does not guarantee placement or employment to its applicants, students, or graduates. CTCA instructors and staff are advised to ensure that no such guarantee is ever made or implied in any advertising, brochures, and statements to applicants, students, and graduates.

## **Job Placement Assistance**

CTCA and the Career Services Team is dedicated to supporting students and graduates with career preparation, guidance, and job placement services. Throughout the program, the Career Services Managers will facilitate guest speakers, career prep workshops, mock interviews, and host a career fair to connect students with companies that are hiring for entry-level positions.

## **Resume and Cover Letter Review and Assistance**

Resume and cover letter building topics and activities are built into IT-Ready Technical Support program curriculum. Students are also encouraged to meet with the Career Development Manager for additional assistance with their resumes and cover letters. The Career Development Manager will provide further edits, feedback, and recommendations to improve student resumes and cover letters. CTCA does not write or provide any prewritten resumes or cover letters for students and school graduates.

## **Tutoring**

Students who need extra assistance because of academic difficulties may arrange for tutoring through their instructor, the Academic Advisor, or the Senior Manager, Academic Affairs. Tutoring is available by appointment only.

## Student Conduct Policy

Students are expected to conduct themselves in a professional manner and to act, speak, and demonstrate respect to others while enrolled at CompTIA Tech Career Academy (CTCA). Students are required to be aware of and abide by the following rules of conduct:

- Theft of company property or property of any CTCA staff or fellow students may result in immediate termination from the program.
- Willful destruction of company property or property of CTCA staff or fellow students may result in immediate termination from the program.
- No alcohol or illegal drug consumption is allowed before or during classroom hours. Students who appear to be under the influence of illegal drugs or alcohol will be immediately terminated from the program. No possession, use, sale, or distribution of alcohol or illegal drugs on the school premises is permitted.
- Possession of any type of object that can reasonably be assumed to be a weapon or explosive device while on school premises will result in immediate termination from the program.
- Threatening, intimidating, or physically harming any CTCA staff, affiliate, or fellow student will result in immediate termination from the program.
- Disorderly conduct is forbidden on the school premises. This includes, but is not limited to, inappropriate, disrespectful, insulting and/or obscene language and lewd, indecent, or obscene conduct. Any discriminating or derogatory remarks or behavior against CTCA staff or another student in reference to religion, culture, race, sex, or sexual orientation are grounds for immediate termination from the program.
- Be friendly and respectful to your instructor, fellow participants, and CTCA staff members. Students should conduct themselves in a professional manner. Students who are deemed disruptive, argumentative, or otherwise unprofessional may face disciplinary action, up to and including termination from the program.
- Willful violation of safety rules and/or safety procedures that places students and/or CTCA staff in danger will result in immediate termination from the program.
- Inappropriate or unauthorized use of school technology is prohibited. Under no circumstances should a student enter websites with obscene or pornographic content. Internet usage is monitored internally and entering a website forbidden by this policy may result in immediate termination from the program.
- CTCA does not condone cheating in any form or the use of outside study materials. Students enrolled in the program will be provided approved study materials. Materials that are not approved by CompTIA or CTCA may not be correct or legal.
- CTCA strictly prohibits the piracy of software and the violation of piracy and copyright laws. CTCA reserves the right to dismiss students from the program who are found to be using the institution's equipment to illegally copy software or other copyrighted materials for their own

gain. No student should attempt to copy, make available, or distribute copies of copyrighted material.

- While attending classroom sessions, students are required to dress in appropriate business casual attire. Flip-flops, sandals, and open-toed shoes should not be worn.
- All cellular devices must be muted or turned off and placed out of sight to avoid unnecessary disruptions in the learning environment. Students may use their cellular devices during breaks and lunch.
- No food is allowed in the classroom. Food is only allowed in the designated kitchen areas. Drinks are allowed in the classroom with a secure lid. Students are not allowed to congregate or have lunch in the common areas of the building unless they are designated for this use.

### **Student Probation, Suspension, or Expulsion**

CompTIA Tech Career Academy (CTCA) reserves the right to dismiss students for activities detrimental to themselves, other students, instructors, and the school. CTCA does not put students on probation or suspension if they do not act in accordance with institutional policies. Individuals who fail to comply with the program policies may be terminated from the program. Individuals who have previously been terminated from the program for Student Conduct Policy violations are ineligible for re-enrollment in the program.

### **Disciplinary Actions**

Whenever it has been determined that good cause exists for student discipline, CompTIA Tech Career Academy (CTCA) shall notify the student in writing. The Senior Manager, Academic Affairs will review the incident details and shall have the right to dismiss the charge(s) of misconduct or recommend appropriate disciplinary action. The Chief Academic Officer (CAO) shall review the recommended disciplinary action and then either affirm, modify, or dismiss the disciplinary action.

Disciplinary actions may include:

1. Verbal warning
2. Written warning
3. Removal by the instructor – Suspension from the class for good cause, for the remainder of the day's class. The instructor's decision is final and may not be appealed.
4. Termination of enrollment (expulsion) at CTCA, with or without the possibility of readmission.
5. Criminal prosecution – CTCA will refer to the local authorities for prosecution any criminal activity that occurs on CTCA premises. This is in addition to any other disciplinary action taken.

Students who are dismissed for misconduct may file an appeal using the procedures outline in the Grievance Policy.

### **Conditions for Discipline/Termination**

Additionally, the following occurrences shall also be grounds for discipline, up to and including, termination of enrollment:

1. Non-payment of tuition
2. Failure to complete the program
3. Lack of attendance
4. Missed assignments

## **Cancellation and Refund Policy**

### **Buyer's Right to Cancel**

If your application is rejected, you will receive a full refund of all tuition, fees, and other charges. You will be entitled to a full refund of tuition, fees, and other charges if you give notice that you are cancelling your contract within 5 business days after the contract or enrollment agreement is considered effective. A contract or enrollment agreement will be presumed to be effective on the date that the school notifies you that you have been accepted into the school and you have signed the contract or enrollment agreement. If the notification of acceptance into the school is sent by mail, then the effective day of being accepted is the postmark on the acceptance letter.

This five-day refund policy applies regardless of when the program starts. If you give notice more than 5 days after you signed the contract, but before the start of the program (or first lesson for an online distance education program), you will receive a refund of all tuition, fees, and other charges minus 15%, up to \$50, of the total cost of the program.

If you withdraw after the start of your program and it has been more than 5 days after you signed the contract, you will receive a pro-rated refund of the entire cost of your program based on your last day of attendance. You will be provided a prorated tuition, fees, and other charges refund minus your initial application fees, up to \$50, and minus the less or 25% of the total tuition or \$100. Proration is based on whether your program is term-based or clock hours and how much of the program you have completed.

If your program is term-based, the completion rate is the number of calendar days from the first date of the program through your last documented date of attendance divided by the length of the program. The completion rate is calculated to the second decimal point (.XX).

If your program is clock-hour based, the completion rate is the number of clock hours you actually attended divided by the number of clock hours in the program. The completion rate is calculated to the second decimal point (.XX)

If you withdraw from your program after 75.00% of the program has completed, you are not entitled to a refund of tuition, fees, and other charges.

You will receive written notice acknowledging your withdraw request within 10 business days after receipt of the notice and you will receive a refund of any tuition, fees, and other charges within 30 business days of receipt of your withdrawal. Any mailed notice is effective as of the date of the postmark if sent by mail or the day it has been hand-delivered to the school. Notice to withdraw may also be given by email or verbally, including a voicemail, to a school official. Students should provide notice to withdraw to the CTCA Registrar.

If you do not withdraw in writing or contact the school about your absence and you have not attended your program or contact the school about your absence for 14 consecutive days, you will be considered to have withdrawn from the school as of your last date of attendance. Your school is responsible for

sending you a written notice of cancellation if you are withdrawn for failing to attend to your last known address. The confirmation from the school must state that the school has withdrawn your enrollment, and if this action was not the student's intent, the student must contact the school.

**Certification Exam Voucher Fees and Content Fees:** Fees paid by the student for certification exams when no exam voucher has been issued to the student will be refunded in full. Certification exam vouchers are issued to students in the fifth week of the program. The student will not be required to purchase program content (i.e., books) until the time that these materials are required for the program. The program content is required at the start of class; once these materials are purchased, no refund will be made.

**Refunds** will be issued within 30 days of the determination of the withdrawal date. Refunds are issued directly to the source (person/organization) from which the tuition payment was received.

### **Procedure for Program Withdrawal**

1. A student choosing to withdraw from the school after the commencement of classes may provide notice to the Office of the Registrar. The notice should include the name of the program the student wishes to withdraw from, the reason for the withdrawal request, the student's full name, the student's telephone number, the student's address, and the expected last day of attendance.

Although any mode of withdrawal will be recognized, students are encouraged to submit the withdrawal notice to CTCA via email at [records@comptiatech.org](mailto:records@comptiatech.org) or via postal mail to: CompTIA Tech Career Academy, Attn: Withdrawal Notice, 3500 Lacey Road, Suite 100, Downers Grove IL 60515.

2. For a student who is on authorized leave of absence (LOA), the withdraw date is the date the student was scheduled to return from the LOA and failed to do so.
3. A student will be determined to be withdrawn from the institution if the student has not attended class for two (2) or more days.
4. All refunds will be issued to the source from which tuition payment was received within 30 days of the determination of the withdrawal date.

### **Delinquent Tuition Collection**

Once a student's account is past due, the student will be placed on a non-academic hold and withdrawn from the program. Students who are forced to involuntarily withdraw from the program will have their refund calculated in the same manner as a voluntary withdrawal. CompTIA Tech Career Academy will attempt to recover the funds from the student prior to turning the debt over to a collection agency.

CompTIA Tech Career Academy will take the following actions on delinquent accounts:

1. Student will be placed on a financial hold. The financial hold will prevent the student from registering for future programs, obtaining transcripts and receiving the certification.
2. Placement of student account with a licensed collection agency. Collection agencies may assess collection fees on the student account.
3. Assessment of litigation and court costs.
4. Student's delinquency will be reported to a national credit bureau.

## **Other Policies**

### **Credit for Previous Experience**

CompTIA Tech Career Academy does not offer credit for previous education, training, work, or life experience (experiential credit).

### **Transfer of Credits**

Graduates of the IT-Ready Technical Support program will not be issued academic credits that can be transferred to other academic institutions. CompTIA Tech Career Academy does not accept academic credits issued by other academic institutions. As the IT-Ready Technical Support program is designed as a one-course program, the transferability of credits cannot be considered.

### **Transcripts**

CTCA provides transcripts for our students upon submitting a request to [records@comptiatech.org](mailto:records@comptiatech.org). Students may print an unofficial transcript of their transcript at any time by logging into the student portal.

Official Transcripts cannot be emailed, they must be submitted to the receiver in a sealed envelope. CTCA must have specific authorization in writing from the student to send a transcript, official or unofficial, to a third party, such as a potential employer, current employer, or another school. Contact the Registrar's Office ([records@comptiatech.org](mailto:records@comptiatech.org)) for additional information on transcripts.

### **Confidentiality of Student Records**

CompTIA Tech Career Academy (CTCA) complies with the Family Educational Rights and Privacy Act (FERPA) by protecting the confidentiality of personally identifiable educational records of students and former students.

The student has the following rights: the right to inspect and review his/her education records within 45 days of the day the school receives a request for access; the right to request an amendment of his/her education records that the student believes are inaccurate or misleading; the right to consent to disclosures of personal identifiable information (PII) contained in his/her education records except to the extent that FERPA authorizes disclosure without consent; and the right to file a complaint with the U.S. Department of Education concerning alleged failures by CTCA to comply with the requirements of FERPA. A health and safety exception permit the disclosure of PII from a student's record to appropriate parties if knowledge of the information is necessary to protect the health or safety of the student or other individuals from an immediate threat.

### **Course Cancellation**

If a scheduled IT-Ready Technical Support program cohort is cancelled, a full refund of tuition, fees, and other charges will be issued to the source from which the tuition payment was received.



## Grievance Policy

Every student is encouraged to discuss his or her concerns or complaints with his/her Academic Advisor or the CTCA instructor or staff most able to assist the student in resolving the matter. If, however, the student is not satisfied with the result of these efforts, then the student may pursue a formal grievance by following the procedure below:

1. File a grievance in writing or via email with the Chief Academic Officer describing the basis of the complaint in enough detail to allow an investigation under this procedure. The complaint should also include the student's name, telephone number, email address, mailing address, and the date of the complaint.
2. Once CTCA receives the time stamped email or the postmarked grievance, the Chief Academic Officer or designee will schedule an appointment with the student within three (3) working days to discuss the complaint.
3. The Chief Academic Officer or designee will confirm the completion of the investigation with a time-stamped written report of the disposition of the complaint mailed to the student within five (5) working days of the first meeting with the student.
4. If the student is not satisfied with the Chief Academic Officer or designee's report of disposition of the complaint, the student may appeal this result in writing to the Chief Executive Officer of CTCA within 10 working days of receipt. The appeal letter must include a copy of the written disposition report and an explanation why the student is not satisfied with that outcome.
5. The Chief Executive Officer or designee will review the written disposition report and the student's appeal letter and will conduct any further investigation necessary, including requesting additional information from the student or Chief Academic Officer.
6. The Chief Executive Officer or designee will provide both the student and the Chief Academic Officer with a time-stamped written appeal finding mailed within 10 working days of the receipt of the appeal letter. This written decision is the final disposition of the complaint.

Complaints should be submitted in email to [studentgrievances@comptiatech.org](mailto:studentgrievances@comptiatech.org) or in writing to the following address: CompTIA Tech Career Academy Attn: Complaint Department  
3500 Lacey Road, Suite 100 Downers Grove, IL 60515

Students will not be subject to any unfair action and/or treatment by any CTCA school official as a result of the initiation of a complaint.

### Minnesota

If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Minnesota Office of Higher Education. Additional information regarding the complaint process can be obtained by contacting the Board at:

#### Minnesota Office of Higher Education

1450 Energy Park Drive, Ste. 350  
St. Paul, MN 55108  
<https://www.ohe.state.mn.us>

## Appendix A

List of acceptable documents used to establish identity and employment eligibility are below.

LIST A Documents that Establish Both Identity <u>and</u> Employment Eligibility	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Eligibility
1. U.S. Passport (unexpired or expired)		1. Driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address		1. U.S. Social card issued by the Social Security Administration <i>(other than a card stating it is not valid for employment)</i>
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address		2. Certification of Birth Abroad issued by the Department of State <i>(form FS-545 or Form DS-1350)</i>
3. An unexpired foreign passport with a temporary I-551 stamp		3. School ID card with a photograph		3. Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal
4. An unexpired Employment Authorization Document that contains a photograph (Form I-766, I-688, I-688A, I-688B)		4. Voter's registration card		4. Native American tribal document
		5. U.S. Military card or draft record		5. U.S. Citizen ID Card <i>(Form I-197)</i>
5. An unexpired foreign passport with an unexpired Arrival-Departure Record, Form I94, bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, if that status authorizes the alien to work for the employer		6. Military dependent's ID card		6. ID Card for use of Resident Citizen in the United States <i>(Form I-179)</i>
		7. U.S. Coast Guard Merchant Mariner Card		
		8. Native American tribal document		7. Unexpired employment authorization document issued by DHS <i>(other than those listed under List A)</i>
	9. Driver's license issued by a Canadian government authority			
		<b>For persons under age 18 who are unable to present a document listed above:</b>		
		10. School record or report		
		11. Clinic, doctor, or hospital record		
		12. Daycare or nursery school record		

## **Addendum 1**

Listing of CTCA instructors and the program(s) taught:

- **Dan Davis** – IT-Ready Technical Support program