Course Catalog

Illinois/Online
3500 Lacey Road, Suite 100
Downers Grove IL 60515
Website: www.comptiatech.org Email: info@comptiatech.org
866-251-4487, ext. 1
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Disclosures

State Authorization

CompTIA Tech Career Academy is a private vocational institution that is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education.

Approved and regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

Agents licensed by the Colorado Department of Higher Education, Private Occupational School Board.

Accreditation

CompTIA Tech Career Academy is Accredited by the Accrediting Council for Continuing Education & Training (ACCET). ACCET is listed by the U.S. Department of Education as a nationally recognized accrediting agency.

CTCA Board Officials: Courtney Fong, Chief Operating Officer/Board Secretary
Nancy Hammervik, CEO CompTIA Tech Career Academy
Brian Laffey, Chief Financial Officer/Board Treasurer
Todd Thibodeaux, Board Director and CEO of CompTIA

Key CTCA Staff: Kathy Brennan, National Director, Career Services
Caroline Conlon, Bursar
Alejandra Gonzales, Manager, Student Services
Chrissy Grabek, Registrar
Lauren Pierce, Director, Office of Admissions
Jennifer Strilko, Director, Performance Marketing
Joelle Szyszka, Manager, Faculty Affairs

CTCA Faculty: See Addendum 1 for a list of institutional faculty and program(s) taught
History

The philanthropic arm of CompTIA, Creating IT Futures Foundation (CITF), also known as CompTIA Spark, 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 its IT-Ready Technical Support programming online. CTCA is headquartered in Downers Gove, IL and is currently engaged in ongoing efforts to obtain approval from states across the country in order to enroll their residents into its online programming.

Mission

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

Locations and Hours of Operation

Downers Grove, Illinois Headquarters and Corporate Office

Location: CTCA’s headquarters and corporate office are located at 3500 Lacey Road, Suite 100 in the city of Downers Grove, IL 60515, on the ground floor of a thirteen-story high rise building. The building is located near the I-88 the East-West Tollway, and 1-355 the North-South Tollway, as well as convenient public transportation accessibility.

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 1

Online Campus

Online Instruction Hours

Online AM (or Section A): 9:00 AM to 12:00 PM CT, Monday through Friday.
Online PM (or Section B): 6:00 PM to 9:00 PM CT, Monday through Friday.

Closed Saturdays, Sundays, and major holidays.

Phone number: 866-251-4487, extension 8
Facilities & Equipment

Online Campus

Each virtual program session of the IT-Ready Technical Support (online) program can accommodate up to 35 students and one instructor.

Equipment

The IT-Ready Technical Support (online) program does not provide computer equipment, internet access, or required software for students. Students will need access to the internet and a reliable laptop or desktop computer with a current web browser and Microsoft Office software. Students are not permitted to use Chromebooks.

The minimum system requirements for the program are:
- 64-bit Windows operating system
- Intel i5 processor (or equivalent)
- CPU with VT, VT-x or similar virtualization support
- 8 GB RAM
- 250 GB HDD or SDD
- Microsoft Office 2016 or Office 365
- Reliable Internet access (for instance, your Internet should allow you to easily watch a YouTube video)

Students will also need:
- Display resolution: 1024 x 768 in 16-bit color
- Current web browser (Microsoft Edge, Safari, Chrome, Firefox, or Internet Explorer 11)
- Webcam: minimum resolution of 640 x 480 @ 10 fps (internal or external)
- Must have functional audio/speakers and microphone
- High-speed internet access recommended (for optimal performance, a reliable and stable connection of 3 Mbps down and 2 Mbps up is required); wired versus wireless is recommended; tethering to a mobile hotspot is explicitly prohibited for exams

MacBook or Apple computers with an Intel i5 chip running Big Sur or later are also acceptable. The ability to run Bootcamp with Windows 10 or later is preferred when using a machine running macOS. All other specifications listed above are still required, including Microsoft Office.

Technical Support Services

Technical support is available during regular business hours (M-F, 9 am – 4pm CT) by completing the CompTIA Tech Career Academy Helpdesk Form and opening a ticket. Tickets are typically answered within 24 hours of submission, not including tickets submitted over the weekend or on major holidays.
2022 IT-Ready Technical Support (Online) Program Schedule

<table>
<thead>
<tr>
<th>Campus/Session</th>
<th>Start Date</th>
<th>End Date</th>
<th>Enrollment Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter Session (AM)</td>
<td>1/24/2022</td>
<td>5/13/2022</td>
<td>8/27/2021 – 11/25/2021</td>
</tr>
<tr>
<td>Winter Session (PM)</td>
<td>1/24/2022</td>
<td>5/13/2022</td>
<td>8/27/2021 – 11/25/2021</td>
</tr>
<tr>
<td>Spring Session (AM)</td>
<td>3/21/2022</td>
<td>7/13/2022</td>
<td>10/22/2021 – 1/20/2022</td>
</tr>
<tr>
<td>Spring Session (PM)</td>
<td>3/21/2022</td>
<td>7/13/2022</td>
<td>10/22/2021 – 1/20/2022</td>
</tr>
<tr>
<td>Summer Session (AM)</td>
<td>6/6/2022</td>
<td>9/28/2022</td>
<td>1/7/2022 – 4/7/2022</td>
</tr>
<tr>
<td>Summer Session (PM)</td>
<td>6/6/2022</td>
<td>9/28/2022</td>
<td>1/7/2022 – 4/7/2022</td>
</tr>
<tr>
<td>Fall Session (PM)</td>
<td>8/8/2022</td>
<td>11/30/2022</td>
<td>3/11/2022 – 6/9/2022</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Holidays 2022 (No Class Scheduled)</th>
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<tbody>
<tr>
<td>Holiday</td>
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<tr>
<td>-----------------------</td>
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<tr>
<td>Memorial Day</td>
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<td>Juneteenth</td>
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<tr>
<td>Independence Day</td>
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<tr>
<td>Labor Day</td>
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<tr>
<td>Veteran’s Day</td>
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<tr>
<td>Thanksgiving</td>
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</tbody>
</table>

2023 IT-Ready Technical Support (Online) Program Schedule

<table>
<thead>
<tr>
<th>Campus/Session</th>
<th>Start Date</th>
<th>End Date</th>
<th>Enrollment Period</th>
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</thead>
<tbody>
<tr>
<td>Winter Session (AM)</td>
<td>1/23/2023</td>
<td>5/12/2023</td>
<td>9/19/2022 – 12/19/2022</td>
</tr>
<tr>
<td>Winter Session (PM)</td>
<td>1/23/2023</td>
<td>5/12/2023</td>
<td>9/19/2022 – 12/19/2022</td>
</tr>
<tr>
<td>Winter Session (PM)</td>
<td>2/6/2023</td>
<td>5/26/2023</td>
<td>10/10/2022 – 1/9/2023</td>
</tr>
<tr>
<td>Spring Session (AM)</td>
<td>3/20/2023</td>
<td>7/13/2023</td>
<td>11/21/2022 – 2/20/2023</td>
</tr>
<tr>
<td>Spring Session (PM)</td>
<td>3/20/2023</td>
<td>7/13/2023</td>
<td>11/21/2022 – 2/20/2023</td>
</tr>
<tr>
<td>Summer Session (PM)</td>
<td>6/20/2023</td>
<td>10/11/2023</td>
<td>2/20/2023 – 5/22/2023</td>
</tr>
<tr>
<td>Fall Session (AM)</td>
<td>8/7/2023</td>
<td>12/1/2023</td>
<td>4/10/2023 – 7/10/2023</td>
</tr>
<tr>
<td>Fall Session (PM)</td>
<td>8/7/2023</td>
<td>12/1/2023</td>
<td>4/10/2023 – 7/10/2023</td>
</tr>
<tr>
<td>Fall Session (PM)</td>
<td>8/21/2023</td>
<td>12/15/2023</td>
<td>4/24/2023 – 7/24/2023</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Holidays 2023 (No Class Scheduled)</th>
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<tbody>
<tr>
<td>Holiday</td>
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<td>Labor Day</td>
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<tr>
<td>Veteran’s Day</td>
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<tr>
<td>Thanksgiving</td>
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</table>
IT-Ready Technical Support (online)

Program Description

The IT-Ready Technical Support (online) program consists of 240 clock hours of instruction over sixteen (16) weeks, taught through synchronous interactive distance learning. This program prepares students to take and pass the CompTIA A+ certification examinations (CompTIA A+ 220-1101 and CompTIA A+ 220-1102). 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, a CompTIA A+ 220-11011101 Core 1 examination voucher, a CompTIA A+ 220-11021102 Core 2 examination voucher, and one examination retake voucher for each examination.

CompTIA A+ 220-11011101 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-11021102 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 15-1232 Computer User 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 (online) 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). Students cannot have more than three (3) absences and three (3) 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 exams, CompTIA A+ 220-11011101 and CompTIA A+ 220-11021102. Students will receive one certification voucher (with one retake) per exam. Students will have up to 14 days after the completion of the program training to achieve CompTIA.

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 (online) program if the student does not satisfactorily complete their program hours/coursework and pass their CompTIA A+ certification exams 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, Software, and Supplies

The IT-Ready Technical Support (online) program does not provide computer equipment, internet access, or required software for students. Students will need access to the internet and a reliable laptop or desktop computer. Students will also need access to a current web browser and Microsoft Office software and a webcam.

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

<table>
<thead>
<tr>
<th>IT-Ready Technical Support (Online) Program Syllabus</th>
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<tbody>
<tr>
<td><strong>Course Title</strong></td>
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<tr>
<td><strong>Course Number</strong></td>
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<tr>
<td><strong>Delivery Mode</strong></td>
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<tr>
<td><strong>Clock Hours</strong></td>
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<tr>
<td><strong>Course Length</strong></td>
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<tr>
<td><strong>Prerequisites</strong></td>
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<tr>
<td><strong>Instructor Name and Email</strong></td>
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<tr>
<td>Program Information and Credential</td>
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<tr>
<td>Program/Course Description</td>
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</tbody>
</table>
| Learning Objectives               | 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). Graduates may find employment in companies that have a service Help Desk. By the completion of the program, students should be able to understand the following topics:  
  - **Security**: Support and secure access to data by properly using authentication, access control, and encryption for an organization.  
  - **Networking**: Apply core concepts and protocols and subnet mask to set up and support wired and wireless networks.  
  - **Operating systems**: Troubleshoot mobile, server, and traditional operating systems ranging from Android and iOS to Windows and Linux.  
  - **IT Operations**: Use the basics of virtualization, cloud computing, desktop imaging, and deployment to support today’s IT infrastructures.  
  - **Troubleshooting**: Use decision trees for diagnosing, resolving, and documenting common hardware and software issues across a variety of devices.  
  - **Technical Support**: Apply principles of customer service to help resolve IT issues. |
<p>| Certification Requirements        | 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 (online) 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 curriculum outline for a detailed listing of the materials that will be covered and the assessments that will be completed as part of the 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>
<table>
<thead>
<tr>
<th>Grading System</th>
<th>Rating</th>
<th>Letter Grade</th>
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<tbody>
<tr>
<td></td>
<td>Pass</td>
<td>P</td>
</tr>
<tr>
<td></td>
<td>Fail</td>
<td>F</td>
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</table>

Students will earn a “Pass” grade if they achieve a cumulative score of 70% or higher on graded coursework in the program.

Students will earn a “Fail” grade if their earned cumulative score on graded coursework in the program is under 70%, if they fail to earn CompTIA A+ certification, if they are unable to meet the attendance policy requirements, or if they do not pay their tuition.

| Grading Structure | The IT-Ready Technical Support (online) program grading is Pass/Fail. CompTIA Tech Career Academy monitors student progress and provides feedback to students over the course of the program. Students are required to complete a variety of activities, including quizzes, presentations, and mock exams, that will be reviewed and graded to ensure that the students are progressing through the program appropriately.

A passing final grade for the 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 (online) program if they do not satisfactorily complete their program hours and pass their certification exams within 14 days of the end of interactive distance learning instruction.

The following are the categories of graded activities and associated grade weights.

CertMaster Practice: 20%
Practice and Performance-based Questions: 10%
Checkpoints: 10%
Midterm Exam: 20%
Professional Development: 10%
Labs: 10%
Final Exam: 20%

<table>
<thead>
<tr>
<th>Live Online Session Policy</th>
<th>During all live online cohort sessions, students must keep their webcams on and maintain a physical presence in front of the camera. Students must use a computer that meets or exceeds the technical requirements outlined in the course catalog. Students may not use their phone or a tablet at any time. If students do not possess a computer that meets the requirements, they should <a href="#">contact their Student Success Manager</a> immediately.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late Assignment Policy</td>
<td>Due dates are published for each assignment in Canvas. For each day that an assignment is late, an automatic penalty of -5% will be applied to the student’s grade for that assignment.</td>
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</tbody>
</table>
## CURRICULUM OUTLINE

### Week 1
15 clock hours lecture time

<table>
<thead>
<tr>
<th>Week</th>
<th>Activity</th>
<th>Lecture Details</th>
<th>Graded Activities/Assessments</th>
<th>Reading Homework</th>
<th>Reading Homework Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction to IT-Ready Technical Support Program</td>
<td>Lecture: Teacher directed introduction, ice breaker, and overview of the A+, as well as the schedule for the program.</td>
<td>None</td>
<td>CML A+ Core 1 Lesson 1: Installing Motherboards and Connectors</td>
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<tr>
<td></td>
<td>Q&amp;A, A+ Overview</td>
<td></td>
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<td></td>
<td>Career Services Introduction (CS)</td>
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<tr>
<td>2</td>
<td>PrepareU: Soft Skills 101</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
<td>1. Week 1 Discussion: Importance of Soft Skills in the IT industry</td>
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<tr>
<td></td>
<td>A+ Core 1 Lesson 1: Installing Motherboards and Connectors</td>
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<td>2. A+ Core 1 Lesson 1:</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>a. Performance-based Question</td>
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<td></td>
<td>b. Virtual Workbench Labs</td>
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<td></td>
<td>c. Practice Questions</td>
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<tr>
<td>3</td>
<td>Guest Speaker – Nancy Hammervik, CEO CompTIA Tech Career Academy</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
<td>1. A+ Core 1 Lesson 1:</td>
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<tr>
<td></td>
<td>Complete A+ Core 1 Lesson 1: Installing Motherboards and Connectors</td>
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<td>a. Performance-based Question</td>
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<td>b. Virtual Workbench Labs</td>
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<td>c. Practice Questions</td>
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<tr>
<td>4</td>
<td>A+ Core 1 Lesson 2: Installing System Devices</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
<td>1. A+ Core 1 Lesson 2:</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>a. Performance-based Questions</td>
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<td>b. Virtual Workbench Labs</td>
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<td></td>
<td>c. Practice Questions</td>
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<tr>
<td>5</td>
<td>Complete A+ Core 1 Lesson 2: Installing System Devices</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
<td>1. A+ Core 1 Lesson 2:</td>
<td></td>
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<tr>
<td></td>
<td>Distribute Tech Talk Topics</td>
<td></td>
<td>a. Performance-based Questions</td>
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<tr>
<td></td>
<td>Checkpoint: A+ Core 1 Lessons 1 &amp; 2</td>
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<td>b. Virtual Workbench Labs</td>
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<td>c. Practice Questions</td>
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<td>2. A+ Core 1 Lessons 1 &amp; 2 Checkpoint Quiz</td>
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<td>Reading Homework: A+ Core 1 Lesson 2: Installing System Devices</td>
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<tr>
<td>6</td>
<td>A+ Core 1 Lesson 3: Troubleshooting PC Hardware</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
<td>1. A+ Core 1 Lesson 3:</td>
<td></td>
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<tr>
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<td>a. Performance-based Questions</td>
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<td></td>
<td>b. Practice Questions</td>
<td></td>
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</tbody>
</table>

### Week 2
3 clock hours lab time – 12 clock hours lecture time

<table>
<thead>
<tr>
<th>Week</th>
<th>Activity</th>
<th>Lecture Details</th>
<th>Graded Activities/Assessments</th>
<th>Reading Homework</th>
<th>Reading Homework Details</th>
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<tbody>
<tr>
<td>6</td>
<td>A+ Core 1 Lesson 3: Troubleshooting PC Hardware</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
<td>1. A+ Core 1 Lesson 3:</td>
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</table>
| 7 | Complete A+ Core 1 Lesson 3: Troubleshooting PC Hardware | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 1 Lesson 3:  
a. Performance-based Questions  
b. Practice Questions |
|---|---|---|
| 8 | Virtual Workbench Labs | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments: None |
| 9 | Tech Talks Begin  
Professional Development: Developing Your Work Brand | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. Developing Your Work Brand – Self-Assessment |
| 10 | Introduction to CertMaster Practice (CMP)  
Checkpoint: A+ Core 1 Lesson 3 | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 1 Lesson 3 Checkpoint Quiz  
2. CertMaster Practice: 3.1 – 3.5 and 5.1 – 5.4  
Reading Homework: A+ Core 1 Lesson 4: Comparing Local Network Hardware |

**Week 3**  
3 clock hours lab time − 12 clock hours lecture time

| 11 | A+ Core 1 Lesson 4: Comparing Local Network Hardware | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 1 Lesson 4:  
a. Performance-based Question  
b. Assisted Labs  
c. Practice Questions |
| 12 | Complete A+ Core 1, Lesson 4: Comparing Local Network Hardware  
Assisted Labs | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 1 Lesson 4:  
a. Performance-based Question  
b. Assisted Labs  
c. Practice Questions  
Reading Homework: A+ Core 1 Lesson 5: Network Addressing and Internet Connections |
| 13 | PrepareU: Communication  
Microsoft Office Lesson 1 | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments: None |
| 14 | A+ Core 1 Lesson 5: Configuring Network Addressing and Internet Connections | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 1 Lesson 5:  
a. Performance-based Questions  
b. Assisted Lab  
c. Practice Questions |
| 15 | Complete A+ Core 1 Lesson 5: Configuring Network Addressing and Internet Connections  
Checkpoint: A+ Core 1 Lessons 4 & 5 | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 1 Lesson 5:  
a. Performance-based Questions  
b. Assisted Lab  
c. Practice Questions |
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<th>Week 4</th>
<th>3 clock hours lab time – 12 clock hours lecture time</th>
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<tbody>
<tr>
<td>16</td>
<td>A+ Core 1 Lesson 6: Supporting Network Services</td>
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<tr>
<td></td>
<td>Assisted Labs</td>
</tr>
<tr>
<td></td>
<td><strong>Lecture:</strong> Teacher directed lecture and group discussion</td>
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<tr>
<td></td>
<td><strong>Graded Activities/Assessments:</strong></td>
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<td></td>
<td>1. A+ Core 1 Lesson 6:</td>
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<tr>
<td></td>
<td>a. Assisted Labs</td>
</tr>
<tr>
<td></td>
<td>b. Applied Labs</td>
</tr>
<tr>
<td></td>
<td>c. Practice Questions</td>
</tr>
<tr>
<td>17</td>
<td>Career Services Resume Intro/content delivered (CS)</td>
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<tr>
<td></td>
<td><strong>Lecture:</strong> Teacher directed lecture and group discussion</td>
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<td><strong>Graded Activities/Assessments:</strong></td>
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<tr>
<td>18</td>
<td>Complete A+ Core 1 Lesson 6: Supporting Network Services</td>
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<tr>
<td></td>
<td>Applied Labs</td>
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<td><strong>Lecture:</strong> Teacher directed lecture and group discussion</td>
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<td><strong>Graded Activities/Assessments:</strong></td>
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<td></td>
<td>1. A+ Core 1 Lesson 6:</td>
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<tr>
<td></td>
<td>a. Assisted Labs</td>
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<td>b. Applied Labs</td>
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<td></td>
<td>c. Practice Questions</td>
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<tr>
<td></td>
<td><strong>Reading Homework:</strong> A+ Core 1 Lesson 7:</td>
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<tr>
<td></td>
<td>Summarizing Virtualization and Cloud Concepts</td>
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<tr>
<td>19</td>
<td>A+ Core 1 Lesson 7: Summarizing Virtualization and Cloud Concepts</td>
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<td><strong>Lecture:</strong> Teacher directed lecture and group discussion</td>
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<td><strong>Graded Activities/Assessments:</strong></td>
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<tr>
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<td>a. Performance-based Question</td>
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<td>b. Practice Questions</td>
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<td>20</td>
<td>Complete A+ Core 1 Lesson 7: Summarizing Virtualization and Cloud Concepts</td>
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<td>Checkpoint: A+ Core 1 Lessons 6 &amp; 7</td>
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<td><strong>Lecture:</strong> Teacher directed lecture and group discussion</td>
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<td><strong>Graded Activities/Assessments:</strong></td>
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<td></td>
<td>1. A+ Core 1 Lesson 7:</td>
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<tr>
<td></td>
<td>a. Performance-based Question</td>
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<td>b. Practice Questions</td>
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<td>2. A+ Core 1 Lessons 6 &amp; 7 Checkpoint Quiz</td>
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<td>3. CertMaster Practice: 2.4, 4.1 - 4.2, and 5.7</td>
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<td><strong>Reading Homework:</strong> A+ Core 1 Lesson 8:</td>
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<td>Supporting Mobile Devices</td>
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<tr>
<th>Week 5</th>
<th>3 clock hours lab time – 12 clock hours lecture time</th>
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<tbody>
<tr>
<td>21</td>
<td>PearsonVUE registration and exam sign-up (CS)</td>
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<tr>
<td></td>
<td>A+ Core 1 Lesson 8: Supporting Mobile Devices</td>
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<tr>
<td></td>
<td><strong>Lecture:</strong> Teacher directed lecture and group discussion</td>
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<tr>
<td></td>
<td><strong>Graded Activities/Assessments:</strong></td>
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<tr>
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<td>1. A+ Core 1 Lesson 8:</td>
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<tr>
<td></td>
<td>a. Performance-based Question</td>
</tr>
<tr>
<td></td>
<td>b. Virtual Workbench Labs</td>
</tr>
<tr>
<td></td>
<td>c. Practice Questions</td>
</tr>
<tr>
<td>Day</td>
<td>Activity</td>
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</tr>
</tbody>
</table>
| 22  | Complete A+ Core 1 Lesson 8: Supporting Mobile Devices | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 1 Lesson 8:  
   a. Performance-based Question  
   b. Virtual Workbench Labs  
   c. Practice Questions  
Reading Homework: A+ Core 1 Lesson 9: Supporting Print Devices |
| 23  | A+ Core 1 Lesson 9: Supporting Print Devices | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 1 Lesson 9:  
   a. Performance-based Questions  
   b. Assisted Lab  
   c. Practice Questions |
| 24  | Complete A+ Core 1 Lesson 9: Supporting Print Devices  
Assisted Lab | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 1 Lesson 9:  
   a. Performance-based Questions  
   b. Assisted Lab  
   c. Practice Questions |
| 25  | PrepareU: Customer Service  
Checkpoint: A+ Core 1 Lessons 8 & 9 | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 1 Lessons 8 & 9 Checkpoint Quiz  
2. CertMaster Practice: 1.1 – 1.4, 3.6 - 3.7, and 5.5 - 5.6 |

**Week 6**  
**15 clock hours lecture time**

<table>
<thead>
<tr>
<th>Day</th>
<th>Activity</th>
<th>Description</th>
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</thead>
</table>
| 26  | Review A+ Core 1 – Midterm Prep | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments: None |
| 27  | Guest Speaker (CS)  
Review A+ Core 1 – Midterm Prep | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments: None |
| 28  | Midterm Exam | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. CertMaster Learn A+ Core 1 – Practice Exam  
2. CertMaster Practice A+ Core 1 – Midterm Exam  
Reading Homework: A+ Core 2 Lesson 1: Configuring Windows |
| 29  | Midterm Debrief  
A+ Core 2 Lesson 1: Configuring Windows | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 2 Lesson 1:  
   a. Performance-based Question  
   b. Assisted Labs  
   c. Practice Questions |
<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Lecture</th>
<th>Graded Activities/Assessments</th>
<th>Reading Homework</th>
</tr>
</thead>
</table>
| 30   | Complete A+ Core 2 Lesson 1: Configuring Windows | Teacher directed lecture and group discussion | 1. A+ Core 2 Lesson 1:  
   a. Performance-based Question  
   b. Assisted Labs  
   c. Practice Questions  
2. Submit Your Resume Draft for Review | A+ Core 2 Lesson 2 Managing Windows |
|      |                                               |                                  |                                                                                               |                                                       |
|      |                                               | **Week 7**                       | **3 clock hours lab time – 12 clock hours lecture time**                                       |                                                       |
| 31   | A+ Core 2 Lesson 2: Managing Windows          | Teacher directed lecture and group discussion | 1. A+ Core 2 Lesson 2:  
   a. Performance-based Questions  
   b. Assisted Labs  
   c. Applied Lab  
   d. Practice Questions | A+ Core 2 Lesson 3: Identifying OS Types and Features |
| 32   | Complete A+ Core 2 Lesson 2: Managing Windows Assisted and Applied Labs | Teacher directed lecture and group discussion | 1. A+ Core 2 Lesson 2:  
   a. Performance-based Question  
   b. Assisted Labs  
   c. Applied Lab  
   d. Practice Questions | A+ Core 2 Lesson 3: Identifying OS Types and Features |
| 33   | A+ Core 2 Lesson 3: Identifying OS Types and Features | Teacher directed lecture and group discussion | 1. A+ Core 2 Lesson 3:  
   a. Performance-based Question  
   b. Practice Questions | A+ Core 2 Lesson 3: Identifying OS Types and Features |
| 34   | Complete A+ Core 2 Lesson 3: Identifying OS Types and Features | Teacher directed lecture and group discussion | 1. A+ Core 2 Lesson 3:  
   a. Performance-based Question  
   b. Practice Questions | A+ Core 2 Lesson 3: Identifying OS Types and Features |
| 35   | Checkpoint: A+ Core 2 Lessons 1, 2, & 3      | Teacher directed lecture and group discussion | 1. A+ Core 2 Lessons 1, 2 & 3 Checkpoint Quiz  
2. CertMaster Practice: 1.1 - 1.5 and 1.8 | A+ Core 2 Lesson 4: Supporting Windows |
<table>
<thead>
<tr>
<th>Week 8</th>
<th>5 clock hours lab time – 10 clock hours lecture time</th>
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</table>
| 36     | Core 2, Lesson 4: Supporting Windows | **Lecture**: Teacher directed lecture and group discussion  
**Graded Activities/Assessments**:  
1. A+ Core 2 Lesson 4:  
   a. Performance-based Questions  
   b. Assisted Labs  
   c. Practice Questions |
| 37     | Complete A+ Core 2 Lesson 4: Supporting Windows Assisted Labs | **Lecture**: Teacher directed lecture and group discussion  
**Graded Activities/Assessments**:  
1. A+ Core 2 Lesson 4:  
   a. Performance-based Questions  
   b. Assisted Labs  
   c. Practice Questions |
| 38     | PrepareU Reducing Anxiety and Conflict | **Lecture**: Teacher directed lecture and group discussion  
**Graded Activities/Assessments**: None |
| 39     | Assisted Labs | **Lecture**: Teacher directed lecture and group discussion  
**Graded Activities/Assessments**: None |
| 40     | Service Now Training (CS) | **Lecture**: Teacher directed lecture and group discussion  
**Graded Activities/Assessments**: None |

<table>
<thead>
<tr>
<th>Week 9</th>
<th>2 clock hours lab time – 13 clock hours lecture time</th>
</tr>
</thead>
</table>
| 41     | A+ Core 2 Lesson 5: Managing Windows Networking | **Lecture**: Teacher directed lecture and group discussion  
**Graded Activities/Assessments**:  
1. A+ Core 2 Lesson 5:  
   a. Performance-based Question  
   b. Assisted Labs  
   c. Practice Questions |
| 42     | Complete A+ Core 2 Lesson 5: Managing Windows Networking PrepareU Develop Your Elevator Pitch | **Lecture**: Teacher directed lecture and group discussion  
**Graded Activities/Assessments**:  
1. Developing Your Elevator Pitch  
2. Tech Talk  
3. A+ Core 2 Lesson 5:  
   a. Performance-based Question  
   b. Assisted Labs  
   c. Practice Questions  
**Reading Homework**: A+ Core 2 Lesson 6: Managing Windows Networking |
| 43     | A+ Core 2 Lesson 6: Managing Linux and macOS | **Lecture**: Teacher directed lecture and group discussion  
**Graded Activities/Assessments**:  
1. A+ Core 2 Lesson 6:  
   a. Performance-based Question  
   b. Assisted Labs |
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<thead>
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</thead>
</table>
| 44 | Complete A+ Core 2 Lesson 6: Managing Linux and macOS  
  Assisted Labs | Lecture: Teacher directed lecture and group discussion  
  **Graded Activities/Assessments:**  
  1. A+ Core 2 Lesson 6:  
     a. Performance-based Question  
     b. Assisted Labs  
     c. Applied Lab  
     d. Practice Questions |
| 45 | PrepareU Resumes and Job Interviews  
  Checkpoint: A+ Core 2 Lessons 4, 5 & 6 | Lecture: Teacher directed lecture and group discussion  
  **Graded Activities/Assessments:**  
  1. A+ Core 2 Lessons 4, 5 & 6 Checkpoint Quiz  
  2. CertMaster Practice: 1.6, 1.10, & 1.11  
  **Reading Homework:** A+ Core 2 Lesson 7: Configuring SOHO Network Security |
| **Week 10**  
  **3 clock hours lab time – 12 clock hours lecture time** |   |   |
| 46 | PrepareU Behavioral Interview Questions | Lecture: Teacher directed lecture and group discussion  
  **Graded Activities/Assessments:**  
  1. Common Interview Questions |
| 47 | Guest Speaker (CS)  
  A+ Core 2 Lesson 7: Configuring SOHO Network Security | Lecture: Teacher directed lecture and group discussion  
  **Graded Activities/Assessments:**  
  1. A+ Core 2 Lesson 7:  
     a. Performance-based Questions  
     b. Assisted Lab  
     c. Practice Questions |
| 48 | Complete A+ Core 2 Lesson 7: Configuring SOHO Network Security  
  Assisted Lab | Lecture: Teacher directed lecture and group discussion  
  **Graded Activities/Assessments:**  
  1. A+ Core 2 Lesson 7:  
     a. Performance-based Questions  
     b. Assisted Lab  
     c. Practice Questions  
  **Reading Homework:** A+ Core 1 Lesson 8: Managing Security Settings |
| 49 | LinkedIn Training Resumes and Slack Groups (CS)  
  A+ Core 2 Lesson 8: Managing Security Settings | Lecture: Teacher directed lecture and group discussion  
  **Graded Activities/Assessments:**  
  1. A+ Core 2 Lesson 8:  
     a. Performance-based Question  
     b. Assisted Labs  
     c. Applied Lab  
     d. Practice Questions |
<table>
<thead>
<tr>
<th>Week 10</th>
<th>15 clock hours lecture time</th>
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</thead>
</table>
| 50      | Complete A+ Core 2 Lesson 8: Managing Security Settings  
Assisted and Applied Labs | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 2 Lesson 8:  
   a. Performance-based Question  
   b. Assisted Labs  
   c. Applied Lab  
   d. Practice Questions  
Reading Homework: A+ Core 2 Lesson 9: Supporting Mobile Software |

<table>
<thead>
<tr>
<th>Week 11</th>
<th>15 clock hours lecture time</th>
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</thead>
</table>
| 51      | A+ Core 2 Lesson 9: Supporting Mobile Software | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 2 Lesson 9:  
   a. Performance-based Question  
   b. Practice Questions |
| 52      | Complete A+ Core 2 Lesson 9: Supporting Mobile Software | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 2 Lesson 9:  
   a. Performance-based Question  
   b. Practice Questions |
| 53      | Microsoft Office Lesson 2 | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments: None |
| 54      | PrepareU Social Styles | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments: None |
| 55      | Checkpoint: A+ Core 2 Lessons 7, 8 & 9 | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 2 Lessons 7, 8 & 9 Checkpoint Quiz  
2. CertMaster Practice: 2.1 - 2.10 and 3.2 - 3.5  
Reading Homework: A+ Core 2 Lesson 10: Using Support and Scripting Tools |

<table>
<thead>
<tr>
<th>Week 12</th>
<th>2 clock hours lab time – 13 clock hours lecture time</th>
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</thead>
</table>
| 56      | Mock Interview Introduction, Prep (CS)  
A+ Core 2 Lesson 10: Using Support and Scripting Tools | Lecture: Teacher directed lecture and group discussion  
Graded Activities/Assessments:  
1. A+ Core 2 Lesson 10:  
   a. Performance-based Question  
   b. Assisted Labs  
   c. Practice Questions |
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<tr>
<th>Page</th>
<th>Activity</th>
<th>Lecture</th>
<th>Graded Activities/Assessments</th>
<th>Reading Homework</th>
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<tbody>
<tr>
<td>57</td>
<td>Complete A+ Core 2 Lesson 10: Using Support and Scripting Tools Assisted Labs</td>
<td>Teacher directed lecture and group discussion</td>
<td>1. A+ Core 2 Lesson 10:</td>
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<td></td>
<td></td>
<td></td>
<td>a. Performance-based Question</td>
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<td>b. Assisted Labs</td>
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<td>c. Practice Questions</td>
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<td><strong>Reading Homework:</strong> A+ Core 2 Lesson 11: Implementing Operational Procedures</td>
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<td>58</td>
<td>PrepareU Soft Skills Recap</td>
<td>Teacher directed lecture and group discussion</td>
<td>1. Soft Skills Recap - Key Takeaways</td>
<td></td>
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<td>A+ Core 2 Lesson 11: Implementing Operational Procedures</td>
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<td>2. A+ Core 2 Lesson 11:</td>
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<td>a. Performance-based Questions</td>
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<td>b. Assisted Lab</td>
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<td>c. Practice Questions</td>
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<tr>
<td>59</td>
<td>Complete A+ Core 2 Lesson 11: Implementing Operational Procedures Developing Supporting Documents</td>
<td>None</td>
<td>1. A+ Core 2 Lesson 11:</td>
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<td>a. Performance-based Questions</td>
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<td>b. Assisted Lab</td>
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<td></td>
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<td>c. Practice Questions</td>
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<tr>
<td>60</td>
<td>Mock Interviews (CS)</td>
<td>None</td>
<td>1. A+ Core 2 Lessons 10 &amp; 11 Checkpoint Quiz</td>
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<td>Checkpoint: A+ Core 2 Lessons 10 &amp; 11</td>
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<td>2. CertMaster Practice: 2.8 and 4.1 - 4.9</td>
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<tr>
<td>61</td>
<td>A+ Core 1 Domain objectives overview for Domain 1 - Mobile Devices Domain 2 - Networking</td>
<td>Teacher directed lecture and group discussion</td>
<td>1. CertMaster Practice A+ Core 2 Review</td>
<td></td>
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<tr>
<td>62</td>
<td>A+ Core 1 Domain objectives overview for Domain 3 – Hardware Domain 4 - Virtualization and Cloud Computing</td>
<td>Teacher directed lecture and group discussion</td>
<td>1. CertMaster Practice A+ Core 2 Review</td>
<td></td>
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<tr>
<td>63</td>
<td>A+ Core 1 Domain objectives overview for Domain 5 - Hardware and Network Troubleshooting Final Exam</td>
<td>Teacher directed lecture and group discussion</td>
<td>1. CertMaster Learn A+ Core 1 – Practice Exam</td>
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<td>2. CertMaster Practice A+ Core 2 – Final Exam</td>
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<td>3. CertMaster Practice Review</td>
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<tr>
<td>64</td>
<td>Final Exam debrief and review Test Taking Strategies Small group preparation</td>
<td>Teacher directed lecture and group discussion</td>
<td>1. CertMaster Practice Review</td>
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</tr>
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<td><strong>Graded Activities/Assessments:</strong></td>
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<td><strong>Final Exam debrief and review Test Taking Strategies Small group preparation</strong></td>
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<tr>
<td>65</td>
<td>Small group study session and students will be taking CompTIA A+ Core 1 exam</td>
<td>Teacher directed lecture and group discussion</td>
<td>1. Students will sit for CompTIA Exams</td>
<td></td>
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**Week 13**

15 clock hours lecture time

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**A+ Core 1 Domain objectives overview for**

- Domain 1 - Mobile Devices
- Domain 2 - Networking

**A+ Core 1 Domain objectives overview for**

- Domain 3 – Hardware
- Domain 4 - Virtualization and Cloud Computing

**A+ Core 1 Domain objectives overview for**

- Domain 5 - Hardware and Network Troubleshooting
- Final Exam
## Week 14
### 15 clock hours lecture time

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<tr>
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<th>Activity Description</th>
<th>Lecture: Teacher directed lecture and group discussion</th>
<th>Graded Activities/Assessments:</th>
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<tbody>
<tr>
<td>66</td>
<td>Small group study session and students will be taking CompTIA A+ Core 1 exam</td>
<td></td>
<td></td>
</tr>
<tr>
<td>67</td>
<td>A+ Core 1 exam debrief, retake strategies OR A+ Core 2 small group review</td>
<td></td>
<td></td>
</tr>
<tr>
<td>68</td>
<td>A+ Core 1 exam debrief, retake strategies OR A+ Core 2 small group review</td>
<td></td>
<td></td>
</tr>
<tr>
<td>69</td>
<td>A+ Core 1 exam retakes if needed OR A+ Core 2 class review</td>
<td></td>
<td></td>
</tr>
<tr>
<td>70</td>
<td>A+ Core 1 exam retakes if needed OR A+ Core 2 class review</td>
<td></td>
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</tbody>
</table>

## Week 15
### 15 clock hours lecture time

<table>
<thead>
<tr>
<th></th>
<th>Activity Description</th>
<th>Lecture: Teacher directed lecture and group discussion, Graded Activities/Assessments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>71</td>
<td>A+ Core 2 Domain objectives overview for Domain 1 – Operating Systems Domain 2 – Security</td>
<td>1. CertMaster Practice Review</td>
</tr>
<tr>
<td>72</td>
<td>A+ Core 2 Domain objectives overview for: Domain 3 – Software Troubleshooting Domain 4 – Operational Procedures</td>
<td>1. CertMaster Practice Review</td>
</tr>
<tr>
<td>73</td>
<td>Small group study session and students will be taking CompTIA A+ Core 2 exam</td>
<td>1. Students will sit for CompTIA Exams 2. CertMaster Practice Review</td>
</tr>
<tr>
<td>74</td>
<td>Small group study session and students will be taking CompTIA A+ Core 2 exam</td>
<td>1. Students will sit for CompTIA Exams 2. CertMaster Practice Review</td>
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<tr>
<td>75</td>
<td>Small group review OR Resume review, job searching</td>
<td>1. CertMaster Practice review</td>
</tr>
<tr>
<td>Week 16</td>
<td>15 clock hours lecture time</td>
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<td>---------------------------------------------</td>
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<tr>
<td>76</td>
<td>Small group review OR Resume review, job searching</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Career Day Prep (CS)</td>
<td></td>
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<tr>
<td></td>
<td><strong>Lecture:</strong> Teacher directed lecture and group discussion,</td>
<td></td>
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<td></td>
<td><strong>Graded Activities/Assessments:</strong></td>
<td></td>
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<tr>
<td></td>
<td>1. CertMaster Practice Review</td>
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<tr>
<td>77</td>
<td>A+ Core 2 exam retakes OR Small group Core 1 review OR Resume review</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Lecture:</strong> Teacher directed lecture and group discussion,</td>
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<td><strong>Graded Activities/Assessments:</strong></td>
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<td></td>
<td>1. Students will sit for CompTIA Exams</td>
<td></td>
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<tr>
<td></td>
<td>2. CertMaster Practice Review</td>
<td></td>
</tr>
<tr>
<td>78</td>
<td>A+ Core 2 exam retakes OR Small group Core 1 review OR Resume review</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Lecture:</strong> Teacher directed lecture and group discussion,</td>
<td></td>
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<td></td>
<td><strong>Graded Activities/Assessments:</strong></td>
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<td></td>
<td>1. Students will sit for CompTIA Exams</td>
<td></td>
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<tr>
<td></td>
<td>2. CertMaster Practice Review</td>
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<tr>
<td>79</td>
<td>Career Day (CS)</td>
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<tr>
<td></td>
<td><strong>Lecture:</strong> Teacher directed lecture and group discussion,</td>
<td></td>
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<td></td>
<td><strong>Graded Activities/Assessments:</strong></td>
<td></td>
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<tr>
<td></td>
<td>1. CertMaster Practice Review</td>
<td></td>
</tr>
<tr>
<td>80</td>
<td>Program Conclusion (CS)</td>
<td></td>
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<tr>
<td></td>
<td>IT Pro, Continuing education Top IT</td>
<td></td>
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<td></td>
<td>Career Paths</td>
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<tr>
<td></td>
<td><strong>Lecture:</strong> Teacher directed lecture and group discussion</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Graded Activities/Assessments:</strong>  None</td>
<td></td>
</tr>
</tbody>
</table>
Admissions Requirements

Prospective IT-Ready Technical Support (online) program students must meet the following enrollment or admissions requirements:

- Be at least 18 years of age
- Must be able to establish proof of residency
- High School graduate or holder of GED or has transcripts confirming higher level degree(s) earned from an accredited institution
  - Must be able to provide proof - copy of transcripts, high school diploma/transcript, or GED
- Eligible to work in the United States
- Able to provide a valid government issued photo identification or driver’s license
  - 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
- Able to demonstrate ability to learn in an online environment
- Access to the internet and a reliable laptop or desktop computer with a current web browser, webcam, and Microsoft Office software applications

Technical Requirements

The IT-Ready Technical Support (online) program does not provide computer equipment, internet access, or software used over the course of the program. Students will need access to the internet and a reliable laptop or desktop computer with a current web browser, webcam, and Microsoft Office software applications. These can be purchased if not already owned.

The minimum software recommendations for the program are:

- 64-bit Windows operating system
- Intel i5 processor (or equivalent)
- CPU with VT, VT-x or similar virtualization support
- 8 GB RAM
- 250 GB HDD or SDD
- Microsoft Office 2016 or Office 365
- Reliable Internet access (for instance, your Internet should allow you to easily watch a YouTube video)

Students will also need to have the following:

- Display resolution: 1024 x 768 in 16-bit color
- Current web browser (Microsoft Edge, Safari, Chrome, Firefox, or Internet Explorer 11)
- Webcam: minimum resolution of 640 x 480 @ 10 fps (internal or external)
- Must have functional audio/speakers and microphone
- High-speed internet access recommended (for optimal performance, a reliable and stable connection of 3 Mbps down and 2 Mbps up is required); wired versus wireless is recommended; tethering to a mobile hotspot is explicitly prohibited for exams
MacBook or Apple computers with an Intel i5 chip running Big Sur or later are also acceptable. The ability to run Bootcamp with Windows 10 or later is preferred when using a machine running macOS. All other specifications listed above are still required, including Microsoft Office.

**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 (online) program sessions are offered in the English language. CompTIA Tech Career Academy (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 and must reapply for a future cohort.

**Ability to Learn in an Online Environment and Hardware/Software Requirements**

Students seeking to enroll into the IT-Ready Technical Support (online) program will need to possess the ability to learn in an online environment, as well as the hardware and software required for the program. During the admissions process, students will be assessed on their ability to learn in an online environment using a scaled rubric. Additionally, students will be asked to confirm whether they have the appropriate hardware and software for use in the program.

**Special Needs Accommodations**

Any prospective student who has a special needs request or accommodation must submit the request to the Office of Admissions. Requests must be submitted using the Accommodation Request form and uploaded, along with supporting documentation, to the secure portal for review. The Accommodation Request form and link to the secure portal site can be found on the CompTIA Tech Career Academy website ([www.comptiatech.org](http://www.comptiatech.org)) under the Student Experience & Success tab by clicking the ‘Access and Accommodations’ option in the drop down.

Questions regarding accommodation requests should be sent to admissions@comptiatech.org.

**Non-discrimination Policy**

CompTIA Tech Career Academy (CTCA) will not discriminate in any way (including with respect to its administration of its educational policies, admissions, policies, scholarship, grant and/or loan programs, and other school-administered programs) against any applicant on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin, 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 (online) program must submit an application through the CTCA website ([www.comptiatech.org](http://www.comptiatech.org)). The IT-Ready Technical Support (online) program has 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.

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 (online) program with the prospective student. Admissions Advisors will evaluate the prospective student’s overall interest in the program, their communication skill level, and general computer knowledge using a scaled rubric. Applicants will be assessed on their ability to learn in an online environment. Additionally, students seeking to enroll in online programming will be asked to confirm whether they have the appropriate hardware and software required for the program.

Admissions will review the prospective student’s application, Wonderlic score, and interview results and inform them 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 within two to three (2-3) business days after the virtual interview.

**Enrollment Dates**

The IT-Ready Technical Support (online) program has ongoing enrollment throughout the year, and prospective students can apply anytime. Individuals interested in participating in the IT-Ready Technical Support (online) program must complete an online application at the CTCA website at [www.comptiatech.org](http://www.comptiatech.org) as the first step of the enrollment process. Application deadlines for the online campus are posted on the CTCA website.
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. 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. Students must wait at least one cohort session before they can reapply for CompTIA Tech Career Academy programming.

Tuition, Fees, and Other Costs

The total cost of the IT-Ready Technical Support (online) program is $8,500.00. The cost of the program includes tuition, instruction, program content, a CompTIA A+ 220-1101 Core 1 examination voucher, and a CompTIA A+ 220-1102 Core 2 examination voucher (and one retake voucher for each examination, if necessary).

Students enrolled in the IT-Ready Technical Support (online) program will need access to a computer, internet access, Microsoft Office software, a webcam, and a current web browser. If the student does not already have access to this equipment and software, it is estimated that this will add $569.99 to the cost of the program, bringing the total cost to $9,069.991.

Tuition

Tuition for the IT-Ready Technical Support (online) 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.

Program Content

The content fee for the IT-Ready Technical Support (online) program is $120.00. This fee includes access to the Learning Management System (LMS) Canvas. within the LMS students will be able to access CompTIA CertMaster Practice (CMP), CertMaster Learn (CML), and CertMaster Labs content. Additionally, the CMP and CML software hosts electronic versions of The Official CompTIA A+ Core 1 Self-Paced Study Guide for 220-1101 and The Official CompTIA A+ Core 2 Self-Paced Study Guide for 220-1102.

Equipment and Software

The IT-Ready Technical Support (online) program does not provide computer equipment or required software for students. Students will need access to a reliable laptop or desktop computer, internet access, a webcam, and Microsoft Office software in this program. The estimated cost to purchase the equipment and software, if not already owned/available, is $569.992. This is based on an estimated value of $500.00 for a laptop computer and $69.99/year for the rights to Microsoft Office 365 Personal.

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1 Note for residents of Texas: this amount is rounded to a total cost of $9,070.00.
2 Note for residents of Texas: this amount is rounded to a total cost of $570.00.
Service Charges

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

Tools and Lab Fees

CompTIA Tech Career Academy does not charge any fees for tools or labs.

Supplies

Students are expected to provide their own pens, pencils, note-taking materials, etc.

Certification Exam Voucher Fees

Students must successfully pass the CompTIA A+ 220-1101 Core 1 examination and the CompTIA A+ 220-1102 Core 2 examination within 14 days after completing their training to pass the IT-Ready Technical Support (online) 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 (online)

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Fee Amount</th>
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<tbody>
<tr>
<td>Tuition</td>
<td>$8,120.00</td>
</tr>
<tr>
<td>Certification Exam Vouchers</td>
<td>$260.00</td>
</tr>
<tr>
<td>(CompTIA A+ 220-1101 Core 1, CompTIA A+ 220-1102 Core 2 and one retake voucher for each examination)</td>
<td></td>
</tr>
<tr>
<td>Program Content</td>
<td>$120.00</td>
</tr>
<tr>
<td>Equipment</td>
<td>$500.00 (if not already owned/available)</td>
</tr>
<tr>
<td>Software</td>
<td>$69.99 (if not already owned/available)</td>
</tr>
<tr>
<td>Late Fee</td>
<td>1.5% the amount owed</td>
</tr>
<tr>
<td>Registration Fee</td>
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</tr>
<tr>
<td>Withdrawal Fee</td>
<td>$0</td>
</tr>
<tr>
<td>Refund Fee</td>
<td>$0</td>
</tr>
<tr>
<td>Official Transcript Fee</td>
<td>$0</td>
</tr>
<tr>
<td>Total</td>
<td>$8,500 (if equipment/software owned/available) OR</td>
</tr>
<tr>
<td></td>
<td>9,069.993 (if equipment/software NOT owned/available)</td>
</tr>
</tbody>
</table>

Note for residents of Texas: this amount is rounded to a total cost of $9,070.00.
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 (online) program includes instruction, content, the CompTIA A+ 220-1101 Core 1 examination voucher, and the CompTIA A+ 220-1102 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 dismissed 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 dismissed 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/4 years, 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, CompTIA Spark, and other private foundations. 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 for enrollment into the program. Eligible applicants who have requested financial assistance will be required to provide certain documents (e.g., W-2 forms, pay stubs, public assistance documentation) 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 they 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 three (3) absences while enrolled in the IT-Ready Technical Support (online) 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 four (4) days without an approved leave of absence will be considered withdrawn from the program.

Students enrolled in online programming who do not turn on and maintain a presence in front of their webcams will be considered absent for the day.

Tardiness/Early Departure/Class Cuts

Students are expected to be on time for each class session. Students will be considered tardy anytime they arrive late to the start of class or leave prior to the conclusion of class. Students are permitted up to three (3) tardies while enrolled in the IT-Ready Technical Support (online) program. Acquiring four (4) tardies results in dismissal from the program.
Tracking Attendance

Instructors will take attendance at the start of the class, upon return from each scheduled break, and at the end of the class. Instructors will submit the attendance records daily.

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 instructor and must be completed outside of normally scheduled class hours. Students must complete the make-up work within one (1) calendar week of the date of their absence. Making up work does not eliminate an absence, and any additional absences will be cause for dismissal from the program.

Withdrawal

Students may withdraw from CompTIA Tech Career Academy at any time. The institution will compare state policies with the requirements set by the Accrediting Council of Continuing Education & Training (ACCET). In each instance of a student withdrawal where a student is due a refund, CTCA will compare state policy with ACCET policy, and will follow the policy that is more lenient towards the student

Leave of Absence

A leave of absence (LOA) may be granted to a student if they face certain conditions that are beyond their 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 at www.comptiatech.org) and submit the form via email to records@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. The form must also be signed and dated.

Students should submit the request prior to the beginning date of the LOA unless unforeseen circumstances prevent a student from doing so. Corroborating documentation is required for all LOA requests. Students should provide the documentation within 14 calendar days of form submission. If a student does not request a LOA within a timeframe consistent with the CompTIA Tech Career Academy (CTCA) Absence Policy, they will be dismissed from the program. Any refunds for a dismissal will be issued in accordance with CTCA’s Refund Policy.

For a LOA to be granted to a student, CTCA 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 CTCA.

A LOA is limited to a maximum of 180 calendar days or one-half the published program length, whichever is shorter. 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 the specified limit.

A student returning from a LOA will need to contact Admissions 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 dismissed from the program.

**Student Readmission**

Students who have previously withdrawn from CompTIA Tech Career Academy (CTCA), have been dropped from their academic program, or who did not receive a passing grade in their program may choose to petition the institution for consideration of readmission. To be considered for readmission, individuals must complete a new application in its entirety. Individuals who have previously been terminated from the program for Student Conduct Policy violations are ineligible for re-enrollment at CTCA.

**Requirements for Consideration of Readmission**

1. Update application in the SONIS student portal (studentportal.comptiatech.org).
2. If an applicant previously requested financial assistance and was awarded a grant, they 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 their 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 and include the subject line of ATTN: Office of Admissions – Readmissions Request.
4. Applicants will be required to complete an online interview with the Director, 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 Director, 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, they 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 (online) program will not be required to pay the $120.00 content fee 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 (online) program grading is Pass/Fail. CompTIA Tech Career Academy monitors student progress and provides feedback to students over the course of the program. Progress reports will be issued at the end of each four week period. Students will have a variety of activities, including quizzes, knowledge checks, and mock exams, which 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 (online) 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+ 220-1101 and CompTIA A+ 220-1102. 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 are dismissed from the program (involuntary exit after drop date) will receive a Withdraw (W) 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/or 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 four-week period (25% program length), CTCA 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 Student Success Manager.

- Students on a warning status who re-establish SAP at the next evaluation period are notified by email 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 studentservices@comptia.org
using the subject line “Attention: 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 dismissed 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 are 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 Review and Assistance

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

Tutoring

Students who need extra assistance because of academic difficulties may arrange for tutoring through their instructor or Student Success Manager. 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.
- Threatening, intimidating, or physically harming any CTCA staff, affiliate, or fellow student will result in immediate termination from the program.
- Disorderly conduct is forbidden at CTCA. 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.
- Students enrolled in online programming must keep their webcam on and remain in front of it during all program sessions. Students who do not turn their webcams on will be considered absent for the day.
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 conduct 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 Student Success Manager will review the incident details and shall have the right to dismiss the charge(s) of misconduct or recommend appropriate disciplinary action. The Chief Executive Officer or designee 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 – Removal 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 outlined 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
Academic Honesty in Online Programs Policy

CompTIA Tech Career Academy (CTCA) is committed to maintaining the highest ethical standards possible related to student academic performance in our online classes.

CTCA students are given access to Canvas, our Learning Management System platform, and they are expected to keep their username and password confidential, never allowing or providing others your credentials or account information. Sharing access or passwords to Canvas is considered a breach of security and academic integrity and would result in the student being removed from class. When a student logs in to Canvas, or any other learning platform, there is an inherent understanding and agreement that the course work and/or course activities are to be completed individual, without the assistance of others, unless advised otherwise. Allowing others to complete course assignments or use another individual’s intellectual property is considered cheating is subject to receiving a "Fail", and additionally can result in formal disciplinary action.

Definition of Academic Dishonesty

CTCA values integrity, honor, and respect in all endeavors, both personally and professionally. Thus, the instructors at CTCA wish to help our students maintain the highest academic standards of honesty; therefore, it is expected that a student’s academic work be of their own making. In spite of the increased use of collaborative learning and other forms of group work, it is important that students remain accountable for their own work, whether it be for their individual work or their portion of a group assignments. We recognize that the vast majority of students maintain highly ethical work standards; however, failure to abide by this standard of conduct is considered to be academic dishonesty.

Types of Academic Dishonesty

- Copying from others on a quiz, test, examination, or assignment (“cheating”);
- Allowing another student to copy one’s work on a quiz, test, exam, or assignment;
- Having others take any exam instead of taking the exam oneself;
- Buying or using assignments from an internet source or other company or taking any work of another, even with permission, and presenting the work as one’s own;
- Excessive revising or editing by another that substantially alters the student’s final work;
- Giving other students information that allows the student an undeserved advantage on an exam, such as prepping a student for a test in another section of the same class;
- Taking and using the words, work, or ideas of others and presenting any of these as one’s own work is plagiarism. Plagiarism may either be deliberate or unintentional, but it must be avoided at all costs.

To avoid plagiarizing, one must:

- Submit only one’s own work;
- Appropriately cite sources used;
- Appropriately paraphrase or summarize another’s ideas or language and acknowledge the source according to set academic standards;
- Document any use of a format, method, or approach originated by others; If a student is unclear as to what constitutes academic dishonesty, they should consult the instructor.
Cancellation and Refund Policy

CompTIA Tech Career Academy is compliant with state-specific policies as well as any unique requirements set forth by the Accrediting Council of Continuing Education & Training (ACCET). The institution will compare state policy with ACCET policy in each instance of cancellation or withdrawal/dismissal and will follow the policy that is more lenient towards the student. Both state policy and ACCET policy are provided below.

Student’s Right to Cancel (Illinois)

Five Day Cancellation: The student has the right to cancel the initial enrollment agreement until 4:00 pm of the fifth business day after the student has been admitted.

Other Cancellations

1. Rejection of Applicant: If an applicant is rejected for enrollment by an institution, or if a prospective international student has their visa application rejected, a full refund of all monies paid must be made to the applicant.
2. Program Cancellation: If an institution cancels a program subsequent to a student’s enrollment, the institution must refund all monies paid by the student.
3. Cancellation Prior to the Start of Class or No Show: If an applicant accepted by the institution cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid, less a maximum application/registration fee of $200, if such charges are clearly itemized in the enrollment agreement as being non-refundable.

Withdrawal or Termination After the Start of Class and after the Cancellation Period:

a) Refund amounts must be based on a student’s last date of attendance (LDA). When determining the number of weeks completed by the student, the institution may consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.
b) During the first week of classes, tuition charges withheld must not exceed 10 percent (10%) of the stated tuition up to a maximum of $1,000.
c) After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained must not exceed a pro rata portion of tuition for the training period completed.
d) After fifty percent (50%) of the period of financial obligation is completed by the student, the institution may retain the full tuition for that period.

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. The student will not be required to purchase program content until such time that these materials are required. The program content is required at the start of class. Once these materials are purchased, no refund will be made.

Refunds: All refunds will be issued within 30 days of the determination of the withdrawal date. Refunds are issued back to the source (person/organization) from whom payment was received.
Procedure for Program Withdrawal and Withdrawal Date

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 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 four (4) 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

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 accredited 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.

ACCET Cancellation and Refund Policy

a. If an applicant is rejected for enrollment or the program is canceled prior to the start of the program a full refund will be made. If an applicant cancels prior to the start of scheduled classes or never attends class (no-show), the institution will issue a full refund of tuition and fees.

b. Refund amounts must be based on a student’s last date of attendance (LDA). When determining the number of weeks completed by the student, the institution may consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

c. During the first week of classes, tuition charges withheld must not exceed 10 percent (10%) of the stated tuition up to a maximum of $1,000.

d. After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained must not exceed a pro rata portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed, up to a maximum of $1,000.

e. After fifty percent (50%) of the period of financial obligation is completed, the institution may retain the full tuition.
**State Cancellation and Refund Policies for Online Students**

Certain states require CTCA to use their own cancellation and refund policies when calculating a refund. State-specific cancellation and refund policies that may apply to students enrolled in the IT-Ready Technical Support (online) program are listed below. CTCA will calculate an online student’s refund based on state-specific regulations and ACCET’s cancellation and refund policy. CTCA will base refunds on whichever policy is most beneficial to the student.

**Wisconsin Residents Via Distance Education Only:**

**Refund Policy**
The student will receive a full refund of all money paid if the student:

1. Cancels within the three-business-day cancellation period under SPS 406.03;
2. Accepted was unqualified and the school did not secure a disclaimer under SPS 409.04;
3. Enrollment was procured as the result of any misrepresentation in the written materials used by the school or in oral representations made by or on behalf of the school.

Refunds will be made within 10 business days of cancellation.

A student who withdraws or is dismissed after attending at least one class, but before completing 60% of the instruction in the current enrollment period, is entitled to a pro rata refund as follows:

<table>
<thead>
<tr>
<th>At Least</th>
<th>But Less Than</th>
<th>Refund of Tuition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 unit/class</td>
<td>10%</td>
<td>90%</td>
</tr>
<tr>
<td>10%</td>
<td>20%</td>
<td>80%</td>
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<td>40%</td>
</tr>
<tr>
<td>60%</td>
<td>--</td>
<td>No refund</td>
</tr>
</tbody>
</table>

The school will make every effort to refund prepaid amounts for books, supplies and other charges. A student will receive the refund within 40 days of termination date. If a student withdraws after completing 60% of the instruction, and withdrawal is due to mitigating circumstances beyond the student’s control, the school may refund a pro rata amount. A written notice of withdrawal is not required.

**Colorado Residents Via Distance Education Only**

Students not accepted to the school are entitled to all moneys paid. Students who cancel this contract by notifying the school within three (3) business days are entitled to a full refund of all tuition and fees paid. Students, who withdraw after three (3) business days, but before commencement of classes, are entitled to a full refund of all tuition and fees paid except the maximum cancellation charge of $150.00 or 25% of the contract price, whichever
is less. In the case of students withdrawing after commencement of classes, the school will retain a cancellation charge plus a percentage of tuition and fees, which is based on the percentage of number of lessons completed, as described in the table below. The refund is based on the official date of termination or withdrawal.

**Refund Table**

<table>
<thead>
<tr>
<th>Student is entitled to upon withdrawal/termination (Lessons)</th>
<th>Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within first 10% of program (Lessons 1 – 8)</td>
<td>90% less cancellation charge</td>
</tr>
<tr>
<td>After 10% but within first 25% of program (Lessons 9 – 20)</td>
<td>75% less cancellation charge</td>
</tr>
<tr>
<td>After 25% but within first 50% of program (Lessons 21 – 40)</td>
<td>50% less cancellation charge</td>
</tr>
<tr>
<td>After 50% but within first 75% of program (Lessons 41 – 59)</td>
<td>25% less cancellation charge</td>
</tr>
<tr>
<td>After 75% (Lesson 60) [if paid in full, cancellation charge is not applicable]</td>
<td>NO Refund</td>
</tr>
</tbody>
</table>

1. The student may cancel this contract at any time prior to midnight of the third business day after signing this contract.

2. All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:
   a. The date on which the school receives written notice of the student’s intention to discontinue the training program; or
   b. The date on which the student violates published school policy, which provides for termination.
   c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date.

3. The student will receive a full refund of tuition and fees paid if the school discontinues a Program/Stand Alone course within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.

4. The policy for granting credit for previous training shall not impact the refund policy.

**Utah Residents Via Distance Education Only:**

**Refund Policy**

1. CTCA observes a three-business-day cooling-off period during which time the student may rescind the contract and receive a refund of all money paid. The cooling-off period may not end prior to midnight of the third business day after the latest of the following days:
   a. The day the student signs an enrollment agreement;
   b. The day the student pays the institution an initial deposit or first payment toward tuition and fees; or
   c. The day that the student first visits the institution, if the program lasts more than 30 consecutive calendar days.
2. A student enrolled in a correspondence institution may withdraw from enrollment following the cooling-off period, prior to submission by the student of any lesson materials or prior to receipt of course materials, whichever comes first, and effective upon deposit of a written statement of withdrawal for delivery by mail or other means, and the institution shall be entitled to retain no more than $200 in tuition or fees as registration charges or an alternative amount that the institution can demonstrate to have been expended in preparation for that particular student's enrollment.

3. Students who desire a refund after the three-business-day cooling-off period or after a student enrolled in a correspondence institution has submitted lessons materials or been in receipt of course material will have their refunds calculated in the following manner:
   a. Refund amounts must be based on a student’s last date of attendance (LDA). When determining the number of weeks completed by the student, the institution may consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.
   b. During the first week of classes, tuition charges withheld must not exceed 10 percent (10%) of the stated tuition up to a maximum of $1,000.
   c. After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained must not exceed a pro rata portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed, up to a maximum of $1,000. Institutions that do not retain any unearned tuition may assess an administrative fee associated with withdrawal or termination not to exceed $100.
   d. After fifty percent (50%) of the period of financial obligation is completed by the student, the institution may retain the full tuition for that period.

4. A pay-as-you learn payment schedule limits a student’s prospective contractual obligation(s), at any one time, to the institution for tuition and fees to four months of training, plus registration or start up costs not to exceed $200 or an alternative amount the institution can demonstrate to have spent in undertaking a student’s instruction.

Arkansas Residents Via Distance Education Only:

Refund Policy

The refund shall be based on the cost and length of the program. All tuition beyond the current enrollment period shall be refunded when a student terminates.

- At completion of less than twenty five percent (25%) of the program, the refunds shall be made on a pro rata basis.
- At completion of 25% but less than 50% of the program, the student shall be refunded not less than 50% of the tuition.
- At completion of 50% but less than 75% of the program, the student shall be refunded not less than 25% of the tuition.
- At completion of 75% or more of the program no refund is due the student.
Texas Residents Via Distance Education Only:

Cancellation Policy

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student’s first three scheduled class days, except that the school may retain not more than $100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

Refund Policy

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
   a. The last day of attendance, if the student is terminated by the school;
   b. The date of receipt of written notice from the student; or
   c. Ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than $100 in any administrative fees shall be retained by the school for the entire residence program or synchronous distance education course.
4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated after the cancellation period, the school or college may retain not more than $100 in any administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.
5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books, and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

4 More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due. Form CSC-1040R provides the precise calculation.
6. A student who withdraws for a reason unrelated to the student’s academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of “incomplete” and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

7. A full refund of all tuition and fees is due and refundable in each of the following cases:
   a. An enrollee is not accepted by the school;
   b. If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
   c. If the student’s enrolment was procured as a result of any misrepresentation in advertising promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

Refund Policy for Students Called to Active Military Service

8. A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect the following options for each program in which the student is enrolled:
   a. If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal.
   b. A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
   c. The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
      1. Satisfactorily completed at least 90 percent of the required course for the program; and
      2. Demonstrated sufficient master of the program material to receive credit for completion the program.

9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(a), within 60 days after the effective date of termination.

Georgia Residents Via Distance Education Only:

Five Day Cancellation: The student has the right to cancel the initial enrollment agreement until 4:00 pm of the fifth business day after the student has been admitted.
Other Cancellations

1. **Rejection of Applicant:** If an applicant is rejected for enrollment by an institution, or if a prospective international student has his/her visa application rejected, a full refund of all monies paid must be made to the applicant.

2. **Program Cancellation:** If an institution cancels a program subsequent to a student’s enrollment, the institution must refund all monies paid by the student.

3. **Cancellation Prior to the Start of Class or No Show:** If an applicant accepted by the institution cancels prior to the start of scheduled classes or never attends class (no-show), the institution must refund all monies paid.

**Withdrawal or Termination After the Start of Class and after the Cancellation Period:**

a) Refund amounts must be based on a student’s last date of attendance (LDA).
b) During the first week of classes, tuition charges withheld must not exceed 10 percent (10%) of the stated tuition up to a maximum of $1,000.
c) After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained must not exceed a pro rata portion of tuition for the training period completed,
d) After fifty percent (50%) of the period of financial obligation is completed by the student, the institution may retain the full tuition for that period.

**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. The student will not be required to purchase program content until such time that these materials are required. The program content is required at the start of class. Once these materials are purchased, no refund will be made.

**Refunds:** All refunds will be issued within 30 days of the determination of the withdrawal date. Refunds are issued back to the source (person/organization) from whom payment was received.
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 (online) 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. Because the IT-Ready Technical Support (online) program is designed as a one-course program, the transferability of credits cannot be considered.

Transcripts

CompTIA Tech Career Academy provides transcripts at no cost for our students upon submitting a request to 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) 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 their education records within 45 days of the day the school receives a request for access; the right to request an amendment of their education records that the student believes are inaccurate or misleading; the right to consent to disclosures of personal identifiable information (PII) contained in their 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 any 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 their concerns or complaints with their CompTIA Tech Career Academy (CTCA) instructor, Student Success Manager, or other staff member 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 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 Director of Admissions or designee will schedule an appointment with the student within three (3) working days to discuss the complaint.

3. The Director of Admissions 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 Director of Admissions or designee’s report of disposition of the complaint, the student may appeal this result in writing to the Chief Executive Officer (CEO) of CTCA within ten (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 CEO 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 Director of Admissions.

6. The CEO or designee will provide both the student and the Compliance Department with a time-stamped written appeal finding mailed within ten (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 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.

Illinois Complaint Procedure

If the complaint cannot be resolved after exhausting the institution’s grievance procedure, the student may file a complaint with the Illinois Board of Higher Education, Division of Private Business and Vocational Schools. Student complaints must be submitted in writing to the Board (Section 85(i)(1) of the Act). Information about the complaint may be submitted online through the IBHE website (www.ibhe.org). Additional information regarding the complaint process can be obtained by contacting the Board at:

Illinois Board of Higher Education
Division of Private Business and Vocational Schools - 1 N. Old State Capitol Plaza, Suite 333, Springfield IL 62701-1377, Phone Number: (217) 782-2551 Fax Number: (217) 782-8548 Website: www.ibhe.org
ACCET Complaint Procedure

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution’s internal complaint procedure, which is required of ACCET accredited institutions and frequently requires the submission of a written complaint. Refer to the institution’s written complaint procedure which is published in the institution’s catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

In the event that a student has exercised the institution's formal student complaint procedure, and the problems or issues have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing (by email or mail) to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following information:
   a) Name and location of the ACCET institution;
   b) A detailed description of the alleged problem(s);
   c) The approximate date(s) that the problem(s) occurred;
   d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
   e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution’s complaint procedure was followed prior to contacting ACCET;
   f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
   g) The status of the complainant with the institution (e.g. current student, former student, etc.).
3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student’s enrollment agreement, syllabus or course outline, correspondence between the student and the institution).
4. SEND TO:
   ACCET CHAIR,
   COMPLAINT REVIEW COMMITTEE
   1722 N Street, NW Washington, DC 20036
   Telephone: (202) 955-1113
   Email: complaints@accet.org
   Website: www.accet.org

Note: Complainants will receive an acknowledgement of receipt within 15 days.
Institutional Disclosure Information

<table>
<thead>
<tr>
<th>IT-Ready Technical Support (online)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of students admitted 7/1/2020 to 6/30/2021&lt;sup&gt;5&lt;/sup&gt;</td>
</tr>
<tr>
<td>Number of additional students admitted to program</td>
</tr>
<tr>
<td>Number of new starts</td>
</tr>
<tr>
<td>Number of re-enrollments</td>
</tr>
<tr>
<td>Transfers from program into other program at school</td>
</tr>
<tr>
<td>Total number of students admitted</td>
</tr>
<tr>
<td>Number of students enrolled in program who:</td>
</tr>
<tr>
<td>Transferred out of the program into another program at school</td>
</tr>
<tr>
<td>Completed or graduated from the program</td>
</tr>
<tr>
<td>Withdrew from school</td>
</tr>
<tr>
<td>Are still enrolled</td>
</tr>
<tr>
<td>Number of students enrolled in the program who were:</td>
</tr>
<tr>
<td>Placed in their field of study</td>
</tr>
<tr>
<td>Placed in a related field</td>
</tr>
<tr>
<td>Placed out of their field</td>
</tr>
<tr>
<td>Not available for placement due to personal reasons</td>
</tr>
<tr>
<td>Not employed</td>
</tr>
<tr>
<td>Number of students who took a professional certification exam</td>
</tr>
<tr>
<td>Number who passed exam</td>
</tr>
<tr>
<td>Number of graduates who obtained employment in the field who did not use the school placement assistance</td>
</tr>
<tr>
<td>Average starting salary for all school graduates employed during the reporting period</td>
</tr>
</tbody>
</table>

COMPLAINTS AGAINST THIS SCHOOL MAY BE REGISTERED WITH THE BOARD OF HIGHER EDUCATION

Complaints should be directed to:

Division of Private Business and Vocational Schools
1 N. Old State Capitol Plaza, Suite 333, Springfield IL 62701-1377
Phone Number: (217) 782-2551  Fax Number: (217) 782-8548  Website: [www.ibhe.org](http://www.ibhe.org)

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<sup>5</sup> The reporting period above is based on a matriculation date between 7/1/2020 and 6/30/2021. CompTIA Tech Career Academy held cohorts that started throughout the course of the above reporting period that did not complete during the reporting period. Therefore, admits/starts will be much higher than graduates and placements. For example, the cohort that matriculated on 4/5/2021 did not complete the 240 course hours until 7/29/2021. The starts for that cohort are included in the table above but the correlating graduation and placement outcomes are not included in the table above. Additionally, placement rate is higher in the above table than graduates because some non-graduates were placed.
**Appendix A**

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

<table>
<thead>
<tr>
<th>LIST A</th>
<th>Documents that Establish Both Identity and Employment Eligibility</th>
<th>LIST B</th>
<th>Documents that Establish Identity</th>
<th>LIST C</th>
<th>Documents that Establish Employment Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. U.S. Passport (unexpired or expired)</td>
<td></td>
<td>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</td>
<td>1. U.S. Social card issued by the Social Security Administration (other than a card stating it is not valid for employment)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)</td>
<td>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</td>
<td>2. Certification of Birth Abroad issued by the Department of State (form FS-545 or Form DS-1350)</td>
<td></td>
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</tr>
<tr>
<td>3. An unexpired foreign passport with a temporary I-551 stamp</td>
<td>3. School ID card with a photograph</td>
<td>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</td>
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</tr>
<tr>
<td>5. An unexpired foreign passport with an unexpired Arrival-Departure Record, Form I-94, 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</td>
<td>5. U.S. Military card or draft record</td>
<td>5. U.S. Citizen ID Card (Form I-197)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. U.S. Coast Guard Merchant Mariner Card</td>
<td>7. U.S. Coast Guard Merchant Mariner Card</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>9. Driver’s license issued by a Canadian government authority</td>
<td>9. Driver’s license issued by a Canadian government authority</td>
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</tr>
</tbody>
</table>

For persons under age 18 who are unable to present a document listed above:

- 10. School record or report
- 11. Clinic, doctor, or hospital record
- 12. Daycare or nursery school record

Source: [U.S. Citizenship and Immigration Services Form I-9](https://www.uscis.gov/i-9).
Addendum 1

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

IT-Ready Technical Support (online)

- Ryan Bingham
- Tony Carlson
- Dan Davis
- Calvin Kukert
- Jeff Mehl
- Dave Moehle
- Calvin Pohlhammer

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6 Currently on military leave through 2022.
Addendum 2

Wisconsin Requirements

Student Complaints

Students who are residents of Wisconsin and have a grievance against CompTIA Tech Career Academy are encouraged to follow the instructions provided in the Grievance Policy. Students with an institutional grievance should contact the state of Wisconsin Educational Approval Program (EAP) as a last resort. The EAP’s contact information is listed below.

P.O. Box 8366
Madison WI 53708-8366
(608) 266-1996 https://dsps.wi.gov/Pages/Programs/EducationalApproval/Default.aspx
DSPSEAP@wisconsin.gov

Employment Services

Student referrals to prospective employers are not based on direct contact with the employer regarding job openings.

Self-Evaluation

CompTIA Tech Career Academy (CTCA) ensures that there are appropriate procedures in place to continuously monitor and improve its curriculum. CTCA utilizes a planning process to establish plans that support the institution’s mission and goals. The plans are reviewed at least annually, updated regularly, and implemented to improve the effectiveness of the institution. There are sound, written one-year and longer range plans that encompass both the educational and operational objectives of CTCA. The plans include specific and measurable objectives, along with corresponding operational strategies, projected time frames, required resources, and method(s) for subsequent evaluation, that are utilized to measure progress in achieving the established objectives.

CTCA also maintains an Advisory Board that meets at least annually and conducts a student satisfaction survey at the conclusion of each program, which occurs every 8 weeks (for classroom-based) and every 16 weeks (for online). This feedback is solicited on both the quality of the interactions between faculty and individual students, the curriculum/objectives of the training, and the perceived impact of the program on the student and the organization.

Addendum 3

Colorado Requirements

Required Disclaimer Statement

Students should check with appropriate Colorado regulatory agencies to confirm program/course work will satisfy initial or renewal licensing or certification of that agency.
**Transferability of Credits Statement**

This School does not guarantee the transferability of its credits to any other institutions unless there is a written agreement with another institution.

**Student Complaints**

Attempting to resolve any issue with the School first is strongly encouraged. Complaints may be filed at any time online with the Division of Private Occupational Schools (DPOS) within two years from the student’s last date of attendance or at any time prior to the commencement of training at [http://highered.colorado.gov/dpos](http://highered.colorado.gov/dpos), 303-862-3001.

**Postponement of Start Date**

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline in accordance with the school’s refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

**Addendum 4**

**Utah Requirements**

**Disclaimers**

- a) REGISTERED UNDER THE UTAH POSTSECONDARY PROPRIETARY SCHOOL ACT (Title 13, Chapter 34, Utah Code).
- b) Registration under the Utah Postsecondary Proprietary School Act does not mean that the State of Utah supervises, recommends, nor accredits the institution. It is the student's responsibility to determine whether credits, degrees, or certificates from the institution will transfer to other institutions or meet employers' training requirements. This may be done by calling the prospective school or employer.
- c) The institution is not accredited by a regional or national accrediting agency recognized by the United States Department of Education.

**Addendum 5**

**Arkansas Requirements**

**Grievance Information**

Students who are residents of Arkansas should contact the Arkansas Department of Higher Education (ADHE) if they have a grievance that needs to be appealed. The ADHE address and phone number are provided below. Students can also e-mail the ADHE at dhe.privatecareer@adhe.edu.
Addendum 6

Texas Requirements

Student Grievances
Unresolved grievances for Texas residents should be directed to the Texas Workforce Commission. Their contact information is as follows:

Texas Workforce Commission
Career Schools and Colleges, Room 226T
101 East 15th Street
Austin, Texas 78778-0001
Phone: 512-936-3100  Texasworkforce.org/careerschools

Key Staff and Faculty
A list of key staff and faculty of the institution, showing degrees held, and all specialized training related to the areas of instruction. Each individual’s area of instruction should be indicated.

Chief School Officers
Nancy Hammervik, B.S./B.A. – Chief Executive Officer
Brian Laffey, M.S. – Chief Financial Officer, CompTIA

Chief School Administrators
Kathy Brennan, B.S. – National Director, Career Services
Caroline Conlon, M.S. – Bursar
Chrissy Grabek, B.S. – Registrar
Anderson Lee, M.A. – Career Services Manager, Illinois + Northeast/online
Lauren Pierce, B.A. – Director, Office of Admissions
Joelle Szyszka, B.A. – Manager, Faculty Affairs

Faculty Members
Ryan Bingham, M.S., CompTIA A+ certification (program taught: IT-Ready Technical Support (online))
Tony Carlson, M.S., CompTIA A+ certification (program taught: IT-Ready Technical Support (online))
Dan Davis, B.S., CompTIA A+ certification (program taught: IT-Ready Technical Support (online))
Calvin Kukert, A.A., CompTIA A+ certification (program taught: IT-Ready Technical Support (online))
Jeff Mehl, MBA, CompTIA A+ certification (program taught: IT-Ready Technical Support (online))
Dave Moehle, B.S., CompTIA A+ certification (program taught: IT-Ready Technical Support (online))
Calvin Pohlhammer, B.A., CompTIA A+ certification (program taught: IT-Ready Technical Support (online))

True and Correct Statement
The information contained in this catalog is true and correct to the best of my knowledge.

Nancy Hammervik, CEO, CompTIA Tech Career Academy
Addendum 7

Georgia Requirements

Student Grievances
Unresolved grievances for Georgia residents should be directed to the Georgia Nonpublic Postsecondary Education Commission (GNPEC). Their contact information is as follows:

Georgia Nonpublic Postsecondary Education Commission (GNPEC)
2082 East Exchange Place, Suite 220
Tucker GA 30084

Phone: 770-414-3300   Fax: 770-414-3309   Website: https://gnpec.georgia.gov/

Addendum 8

North Carolina Requirements

Process for Payment of Tuition and fees

If total tuition is greater than five-thousand dollars ($5,000), the school may collect up to 50 percent of the total tuition prior to that mid-point of the program. The remainder of the tuition may be collected only when the student has completed one-half of the program. Federal regulations regarding the disbursement of tuition shall supersede state disbursement regulations stated in this Rule.

The total cost the student is to pay is divided into two payments based on this Rule. The first payment is due when the student starts the program, and the second payment is due on the start of the fifth week. Once the account is past due, the student will be placed on a non-academic hold and is withdrawn from the program.