Course Catalog

Illinois

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

State Authorization

CompTIA Tech Career Academy is a private vocational institution that is approved to operate the IT-Ready Technical Support program by the Private Business and Vocational Schools Division of the Illinois Board of Higher Education.

Accreditation

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

CTCA Board Officials:  Courtney Fong, Chief Legal Officer & Chief Privacy Officer/Board Secretary
Nancy Hammervik, CEO 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
Anne Eckroth, Manager, Academic Affairs
Chrissy Hannon, Registrar
Anderson Lee, Career Services Senior Manager – Illinois + Northeast/online
Stacy Litwin, Academic Advisor
Nicole Maseberg, Career Development Manager
Tracie Micheff, Admissions Advisor
Kathy Mrazek, Admissions Advisor & Alumni Services Manager
Karin Nordmeyer, Specialist, Librarian
Lauren Pierce, Senior Manager, Office of Admissions
Nancy Ptak, Director, Bursar & Financial Aid
Joelle Szyzszka, Manager, Faculty Affairs
Kris Tharp, Admissions Advisor
Adam Turner, Chief Academic Officer
Sue Wallace, VP, Alumni Services & Community Engagement

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

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

Mission

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

2021 IT-Ready Technical Support Program Schedule*

<table>
<thead>
<tr>
<th>Start Date and Campus</th>
<th>End Date</th>
<th>Enrollment Periods</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 11, 2021 (Online – AM)</td>
<td>April 30, 2021</td>
<td>September 4 – December 6, 2021</td>
</tr>
<tr>
<td>February 22, 2021 (Online – PM)</td>
<td>June 11, 2021</td>
<td>October 23 – January 24, 2021</td>
</tr>
<tr>
<td>April 5, 2021 (Online – AM)</td>
<td>July 23, 2021</td>
<td>December 4 – March 7, 2021</td>
</tr>
<tr>
<td>May 17, 2021 (Online – PM)</td>
<td>September 3, 2021</td>
<td>January 15 – April 18, 2021</td>
</tr>
<tr>
<td>June 14, 2021 (Chicago)</td>
<td>August 6, 2021</td>
<td>February 12 – May 16, 2021</td>
</tr>
<tr>
<td>August 16, 2021 (Online – PM)</td>
<td>December 3, 2021</td>
<td>April 16 – July 18, 2021</td>
</tr>
</tbody>
</table>

*Note that these dates may be subject to change. For the most current schedule, refer to the CTCA website.

Holidays 2021 (No Class Scheduled)

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Day Observed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memorial Day</td>
<td>May 31, 2021</td>
</tr>
<tr>
<td>Independence Day (Obs.)</td>
<td>July 5, 2021</td>
</tr>
<tr>
<td>Labor Day</td>
<td>September 6, 2021</td>
</tr>
<tr>
<td>Thanksgiving Break</td>
<td>November 25-26, 2021</td>
</tr>
</tbody>
</table>
Locations and Hours of Operation

Downers Grove Headquarters

Location: The main campus is 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. It is conveniently situated 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

Chicago Campus

Location: The CTCA Chicago campus is located at 3390 N. Avondale Ave., Chicago IL 60638, within the El Centro building, which is one of the Northeastern Illinois University’s campuses. This modern, three-story building sits adjacent to the Kennedy Expressway between Kimball Avenue and Addison Street, and is easily accessible by the CTA’s Blue Line and the CTA 82 Bus.

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

Phone number: 866-251-4487, extension 1

Online Campus

Online Instruction Hours
Divided into two sections:

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

Both closed Saturdays, Sundays, and major holidays.

Phone number: 866-251-4487, extension 8

Technical Support Services

Technical support is available during regular business hours (M-F, 9 am - 4 pm CT) by contacting CTCA’s IT support at helpdesk@comptiatech.org. Students can also contact helpdesk@comptiatech.org for support after business hours and can expect to receive a response within 24 hours.
Facilities & Equipment

Downers Grove Headquarters

The IT-Ready Technical Support program is located at 3500 Lacey Rd., Ste. 100, Downers Grove, IL 60515. Each program session can accommodate up to 25 students and one instructor per class. Students have access to a computer, the internet, and required software for classroom assignments and labs.

Chicago Campus

The IT-Ready Technical Support program is located at 3390 N. Avondale Ave., Chicago IL 60638. Each program session can accommodate up to 25 students and one instructor per class. Students have access to a computer, the internet, and required software for classroom assignments and labs.

Equipment

The classroom-based IT-Ready Technical Support programs in Downers Grove and Chicago offer appropriate computer equipment, software, and high-speed internet access for students to participate in classroom activities, including lectures and labs. The standard computer equipment and software available for students to utilize includes:

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

Online Campus

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

Equipment

The online IT-Ready Technical Support 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.

The minimum software recommendations for the program are:

- 64-bit Windows operating system (Windows 10 professional or above)
- 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
IT-Ready Technical Support Program

IT-Ready Technical Support (classroom)

Program Description

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

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

CompTIA A+ 220-1001 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures.

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

Graduation Requirements

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

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

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

A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete their program hours/coursework and pass their 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

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

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

### IT-Ready Technical Support Syllabus (Classroom)

<table>
<thead>
<tr>
<th>Course Title</th>
<th>IT-Ready Technical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Number</td>
<td>TS101</td>
</tr>
<tr>
<td>Delivery Mode</td>
<td>This single course program is delivered on campus using lab and lecture instruction.</td>
</tr>
<tr>
<td>Clock Hours</td>
<td>240 total clock hours</td>
</tr>
<tr>
<td></td>
<td>24 total lab clock hours, 216 total lecture clock hours</td>
</tr>
<tr>
<td>Course Length</td>
<td>40 class sessions over 8 weeks</td>
</tr>
<tr>
<td>Prerequisites</td>
<td>None</td>
</tr>
<tr>
<td>Instructor Name and email address</td>
<td>Jesse Glass: <a href="mailto:jglass@comptiaglobal.org">jglass@comptiaglobal.org</a></td>
</tr>
<tr>
<td>Program Information and Credential</td>
<td>The IT-Ready Technical Support Program consists of one course. To complete the program, students must successfully pass the IT-Ready Technical Support course. Students that successfully complete the program are awarded a Certificate of Completion.</td>
</tr>
</tbody>
</table>
## Program/Course Description

This program teaches curriculum to students for CompTIA A+ certification; students receive this certification from a third party through an examination process (CompTIA A+ 220-1001 and CompTIA A+ 220-1002). CompTIA A+ 220-1001 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures.

## 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 15-1151.00). 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.

## 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 program. Students will have up to 14 days after the completion of the program training to achieve CompTIA A+ certification. The program prepares graduates to earn their CompTIA A+ certification by completing program coursework and reviewing test prep materials for certification. Refer to the program curriculum outline for a detailed listing of the materials that will be covered and the assessments that will be completed as part of the IT-Ready Technical Support program. Students are issued a voucher for each of the two sections of the CompTIA A+ certification examinations, as well as one retake voucher per exam (vouchers are included in the total cost of the program). Students must register their own accounts and schedule their own exam with Pearson VUE (https://home.pearsonvue.com/). 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.

## Grading System

<table>
<thead>
<tr>
<th>Rating</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>P</td>
</tr>
<tr>
<td>Fail</td>
<td>F</td>
</tr>
</tbody>
</table>
A Pass grade is defined as having achieved 70% or higher cumulative score on graded coursework in the program.

**Graded Elements**

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

A passing final grade for the IT-Ready Technical Support program will be based on the combination of successful completion of the program clock hours/coursework and the achievement of the CompTIA A+ certification. A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete their program hours and pass their certification exams within 14 days of the end of classroom instruction.

## CURRICULUM OUTLINE

<table>
<thead>
<tr>
<th>Week 1</th>
<th>4 clock hours lab time</th>
<th>26 clock hours lecture time</th>
</tr>
</thead>
</table>
| 1      | Introduction to IT Ready Tech Support  
Career Services Introduction (CS)  
PrepareU Soft Skills 101 | **Lecture:** Teacher directed introduction, ice breaker, and introduction to soft skills content.  
**Lab Activities:** None  
**Graded Activities/Assessments:** Discussion: Importance of Soft Skills in the IT Industry |
| 2      | Core 1, Lesson 1: Installing and configuring PC components  
Guest Speaker – Nancy Hammervik, CEO CompTIA Tech Career Academy  
Core 1, Lesson 2: Installing, configuring and Troubleshooting Display and Multimedia Devices | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** None  
**Graded Activities/Assessments:** None |
| 3      | Core 1, Lesson 3: Installing, configuring and Troubleshooting Storage Devices  
Troubleshooting Methodology | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:**  
**Graded Activities/Assessments:** Troubleshooting Foundations |
| 4      | Lab: 1  
PrepareU Developing Your Work Brand | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** Exploring Windows via RDP  
**Graded Activities/Assessments:** Developing your work brand - Self assessment |
| 5      | Tech talks, Group 1  
Core 1, Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** None  
**Graded Activities/Assessments:** Group 1 Tech Talk Presentations |
<table>
<thead>
<tr>
<th>Week 2</th>
<th>3 clock hours lab time</th>
<th>27 clock hours lecture time</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Quiz + Review</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Core 1, Lesson 5: Network Infrastructure Concepts</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td>Group 2, Tech talks</td>
<td>Graded Activities/Assessments: Quiz 1: Hardware Fundamentals, Group 2 Tech Talk Presentations</td>
</tr>
<tr>
<td>7</td>
<td>Guest Speaker (CS)</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>PrepareU Communication</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td>Group 3, Tech talks</td>
<td>Graded Activities/Assessments: Group 3 Tech Talk Presentations</td>
</tr>
<tr>
<td>8</td>
<td>Microsoft Office Lesson 1</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Graded Activities/Assessments: None</td>
</tr>
<tr>
<td>9</td>
<td>Custom Computer Configuration</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Core 1, Lesson 6: Configure and Troubleshoot Networks</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Graded Activities/Assessments: Custom Computer Configurations</td>
</tr>
<tr>
<td>10</td>
<td>Complete Core 1, Lesson 6: Configure and Troubleshoot Networks</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Core 1, Lesson 7: Implementing client side virtualization and cloud computing</td>
<td>Lab Activities: Custom PC Configurations</td>
</tr>
<tr>
<td></td>
<td>Lab: 2</td>
<td>Graded Activities/Assessments: None</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Week 3</th>
<th>5 clock hours lab time</th>
<th>25 clock hours lecture time</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Pearson Vue registration and exam sign-up (CS)</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Complete Lab 2 – 1 Hour</td>
<td>Lab Activities: Lab 2: Custom PC Configurations</td>
</tr>
<tr>
<td></td>
<td>Quiz 2 + Review – 1 Hour</td>
<td>Graded Activities/Assessments: Quiz 2 - Network fundamentals, Group 4 Tech Talk presentations</td>
</tr>
<tr>
<td></td>
<td>Core 1, Lesson 8: Supporting and Troubleshooting Laptops – 3 Hours</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Group 4, Tech Talks – 1 Hour</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Lab: 3</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Customer Service PrepareU</td>
<td>Lab Activities: Lab 3 - Windows networking configuration, device configuration and management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Graded Activities/Assessments: None</td>
</tr>
<tr>
<td>13</td>
<td>Complete Customer Service PrepareU</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Core 1, Lesson 9: Supporting and Troubleshooting Mobile Devices</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Graded Activities/Assessments: None</td>
</tr>
<tr>
<td>Week 4</td>
<td>4 clock hours lab time</td>
<td>26 clock hours lecture time</td>
</tr>
<tr>
<td>-------</td>
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<td>-----------------------------</td>
</tr>
<tr>
<td>14</td>
<td>Group 5, Tech Talks</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Core 1, Lesson 10: Installing, Configuring and Troubleshooting Print Devices</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td>Graded Activities/Assessments: Group 5 Tech Talk Presentations</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Class review Core 1</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Core 1 Midterm and review</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td>Graded Activities/Assessments: ITR-TS Mid-Term Exam</td>
<td></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Week 4</th>
<th>4 clock hours lab time</th>
<th>26 clock hours lecture time</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>Core 2, Lesson 1: Supporting Operating Systems</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td>Graded Activities/Assessments: None</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Guest speaker (CS)</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Complete Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td>Core 2, Lesson 3: Maintaining and Troubleshooting Microsoft Windows</td>
<td>Graded Activities/Assessments: None</td>
</tr>
<tr>
<td>18</td>
<td>Complete Core 2, Lesson 3: Maintaining and Troubleshooting Microsoft Windows</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Core 2, Lesson 4: Configure and Troubleshoot Networks</td>
<td>Lab Activities: Lab 4 - Troubleshooting tools, control panel applets, maintenance tasks</td>
</tr>
<tr>
<td></td>
<td>Lab: 4</td>
<td>Graded Activities/Assessments</td>
</tr>
<tr>
<td>19</td>
<td>Complete Lab: 4</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Assignment</td>
<td>Lab Activities: Complete Lab 4</td>
</tr>
<tr>
<td></td>
<td>Quiz 3</td>
<td>Graded Activities/Assessments: Common Windows Configuration Tasks, Quiz 3 – Windows Tools</td>
</tr>
<tr>
<td></td>
<td>PrepareU: Reducing Anxiety and Conflict</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>ServiceNow Training (CS)</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Complete PrepareU Reducing Anxiety and Conflict</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td>Graded Activities/Assessments: None</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 5</th>
<th>4 clock hours lab time</th>
<th>26 clock hours lecture time</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>Complete Core 2, Lesson 4: Configure and Troubleshoot Networks</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>PrepareU Develop Your Elevator Pitch</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td>Graded Activities/Assessments: Developing Your Elevator Pitch</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Core 2, Lesson 5: Manage Users, Workstations, and Shared Resources</td>
<td>Lecture: Teacher directed lecture and group discussion</td>
</tr>
<tr>
<td></td>
<td>Core 2, Lesson 6: Security Concepts</td>
<td>Lab Activities: None</td>
</tr>
<tr>
<td></td>
<td>Graded Activities/Assessments: None</td>
<td></td>
</tr>
<tr>
<td>Week 6</td>
<td>4 clock hours lab time</td>
<td>26 clock hours lecture time</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
</tbody>
</table>
| 23 | PrepareU Resumes and Job interviews | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** None  
**Graded Activities/Assessments:** Common Interview Questions  
PrepareU Behavioral Interview questions |
| 24 | LinkedIn Training Resumes and Slack Groups (CS)  
Core 2, Lesson 7: Securing Workstations and Data | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** None  
**Graded Activities/Assessments:** None |
| 25 | Lab: 5  
Network Plan Assignment  
Quiz 4 | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** Lab 5 - Managing users, configuring security settings, configuring and managing shared resources on a network  
**Graded Activities/Assessments:** Building a Network Plan, Quiz 4 – macOS and Linux operating systems |
| 26 | Core 2, Lesson 8: Troubleshooting Workstation Security Issues  
Mock Interview Introduction, Prep (CS)  
PrepareU: Social Styles | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** None  
**Graded Activities/Assessments:** None |
| 27 | Microsoft Office lesson 2 | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** None  
**Graded Activities/Assessments:** None |
| 28 | Core 2, Lesson 9: Supporting and Troubleshooting Mobile Devices  
Core 2, Lesson 10: Implementing Operational Procedures | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** None  
**Graded Activities/Assessments:** None |
| 29 | Mock interviews (CS)  
Complete Core 2, Lesson 10: Implementing Operational Procedures  
Soft Skills recap | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** Optional troubleshooting scenarios in canvas  
**Graded Activities/Assessments:** Soft Skills recap, key takeaways |
| 30 | Lab: 6  
Developing supporting documents assignment | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:**  
Lab 6 - Command line tools, utilities, and troubleshooting  
**Graded Activities/Assessments:** Developing supporting documents |
| Week 7 | 30 clock hours lecture time |
| 31 | Core 1 Domain objectives overview for Domain 1 - Mobile Devices  
Domain 2 - Networking | **Lecture:** Teacher directed lecture and group discussion  
**Lab Activities:** None  
**Graded Activities/Assessments:** None |
<table>
<thead>
<tr>
<th>Week 8</th>
<th>30 clock hours lecture time</th>
</tr>
</thead>
<tbody>
<tr>
<td>32</td>
<td>Small group preparation</td>
</tr>
<tr>
<td></td>
<td>Final Exam + Review</td>
</tr>
</tbody>
</table>
|       | Test taking strategies      | **Lecture:** Teacher directed lecture and group discussion  
|       |                             | **Lab Activities:** None  
|       |                             | **Graded Activities/Assessments:** ITR-TS Final Practice Exam |
| 33    | Small group study session   |
|       | and students will be taking | **Lecture:** Teacher directed lecture and group discussion  
|       | CompTIA A+ Core 1 exam      | **Lab Activities:** None  
|       |                             | **Graded Activities/Assessments:** Students will take Core 1 Exam |
| 34    | CompTIA A+ Core 1 exam      |
|       | debrief, retake strategies  |
|       | or CompTIA A+ Core 2 small  |
|       | group review                | **Lecture:** Teacher directed lecture and group discussion  
|       |                             | **Lab Activities:** None  
|       |                             | **Graded Activities/Assessments:** None |
| 35    | CompTIA A+ Core 1 exam      |
|       | retakes if needed or CompTIA | **Lecture:** Teacher directed lecture and group discussion  
|       | A+ Core 2 class review      | **Lab Activities:** None  
|       |                             | **Graded Activities/Assessments:** Core 1 exam retakes |
| 36    | Complete Core 2 review      | **Lecture:** Teacher directed lecture and group discussion  
|       | Speed Interview Prep (CS)   | **Lab Activities:** None  
|       |                             | **Graded Activities/Assessments:** None |
| 37    | Small group study session   |
|       | and students will be taking |
|       | CompTIA A+ Core 2 exam      | **Lecture:** Teacher directed lecture and group discussion  
|       |                             | **Lab Activities:** None  
|       |                             | **Graded Activities/Assessments:** Core 2 exam |
| 38    | Small group review or resume|
|       | review, job searching       | **Lecture:** Teacher directed lecture and group discussion  
|       |                             | **Lab Activities:** None  
|       |                             | **Graded Activities/Assessments:** None |
| 39    | CompTIA A+ Core 2 exam      |
|       | retakes or small group      |
|       | Core 1 review or Resume     | **Lecture:** Teacher directed lecture and group discussion  
|       | review                      | **Lab Activities:** None  
|       |                             | **Graded Activities/Assessments:** Core 2 exam retakes |
| 40    | Career Day (CS)             | **Lecture:** Teacher directed lecture and group discussion  
|       | Program conclusion          | **Lab Activities:** None  
|       |                             | **Graded Activities/Assessments:** None |
**IT-Ready Technical Support (online)**

**Program Description**

The online IT-Ready Technical Support 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+ 220-1001 and CompTIA A+ 220-1002). Successful program completers will earn their CompTIA A+ certification and a CTCA Certificate of Completion.

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

CompTIA A+ 220-1001 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures.

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

**Graduation Requirements**

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

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

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

A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete their program hours/coursework and pass their 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 online IT-Ready Technical Support 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.

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

**IT-Ready Technical Support Syllabus (Online)**

<table>
<thead>
<tr>
<th>Course Title</th>
<th>IT-Ready Technical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Number</td>
<td>TS101</td>
</tr>
<tr>
<td>Delivery Mode</td>
<td>This single course program is delivered via interactive distance learning (IDL) using lecture instruction and lab demonstrations</td>
</tr>
<tr>
<td>Clock Hours</td>
<td>240 total clock hours</td>
</tr>
<tr>
<td></td>
<td>24 total lab clock hours, 216 total lecture clock hours</td>
</tr>
<tr>
<td>Course Length</td>
<td>80 class sessions over 16 weeks</td>
</tr>
<tr>
<td>Prerequisites</td>
<td>None</td>
</tr>
</tbody>
</table>
| Instructor Name and email address | Ryan Bingham: rbingham@comptiaglobal.org  
Dan Davis: dDavis@comptiaglobal.org  
Stephen Padilla: spadilla@comptiaglobal.org  
Jesse Glass: jglass@comptiaglobal.org  
Dan Long: dlong@comptiaglobal.org  
Dave Moehle: dmoehle@comptiaglobal.org  
Jeff Mehl: jmehl@comptiaglobal.org  
Trinidad Martinez: tmartinez@comptiaglobal.org |
The online IT-Ready Technical Support Program consists of one course. To complete the program, students must successfully pass the IT-Ready Technical Support course. Students that successfully complete the program are awarded a Certificate of Completion.

| Program Information and Credential | This program teaches curriculum to students for CompTIA A+ certification; students receive this certification from a third party through an examination process (CompTIA A+ 220-1001 and CompTIA A+ 220-1002). CompTIA A+ 220-1001 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-1002 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X, and Linux. It also addresses security, the fundamentals of cloud computing, and operational procedures. |

| Program/Course Description | 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 15-1151.00). 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. |

| 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 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 IT-Ready Technical Support program. Students are issued a voucher for each of the two sections of the CompTIA A+ certification examinations, as well as one retake voucher per exam (vouchers are included in the total cost of the program). Students must register their own accounts and schedule their own exam with Pearson VUE (https://home.pearsonvue.com/). 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.

### Grading System

<table>
<thead>
<tr>
<th>Rating</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>P</td>
</tr>
<tr>
<td>Fail</td>
<td>F</td>
</tr>
</tbody>
</table>

A Pass grade is defined as having achieved 70% or higher cumulative score on graded coursework in the program.

### Graded Elements

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

A passing final grade for the IT-Ready Technical Support program will be based on the combination of successful completion of the program clock hours/coursework and the achievement of the CompTIA A+ certification. A student fails to complete the IT-Ready Technical Support program if he or she does not satisfactorily complete their program hours and pass their certification exams within 14 days of the end of interactive distance learning instruction.

### CURRICULUM OUTLINE

#### Week 1
15 clock hours lecture time

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Lecture</th>
<th>Lab Activities</th>
<th>Graded Activities/Assessments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction to IT Ready Program Q&amp;A, A+ Overview Career Services Introduction (CS)</td>
<td>Teacher directed introduction, ice breaker, and overview of the A+, as well as the schedule for the program. None</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Soft Skills 101</td>
<td>Teacher directed lecture and group discussion</td>
<td>None</td>
<td>Discussion: Importance of Soft Skills in the IT Industry</td>
</tr>
<tr>
<td>3</td>
<td>Guest Speaker – Nancy Hammervik, CEO CompTIA Tech Career Academy Distribute Tech Talk topics Core 1, Lesson 1: Installing and configuring PC components</td>
<td>Teacher directed lecture and group discussion</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>
|   | Complete Core 1 Lesson 1 | Lecture: Teacher directed lecture and group discussion  
Canvas Lab Activities: None  
Graded Activities/Assessments: Troubleshooting Foundations  
|---|--------------------------|------------------------------------------------------------------|
|   | Core 1, Lesson 2: Installing, configuring and Troubleshooting Display and Multimedia Devices | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: None  
|   | Complete Core 1, Lesson 3: Installing, configuring and Troubleshooting Storage Devices | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: None  
|   | Lab: 1 | Lecture: None  
Lab Activities: Exploring Windows via RDP  
Graded Activities/Assessments: None  
|   | Complete Lab: 1  
PrepareU Developing Your Work Brand | Lecture: Teacher directed lecture and group discussion  
Lab Activities: Exploring Windows via RDP  
Graded Activities/Assessments: Developing your work brand - Self assessment  
|   | Tech talks - Group 1  
Core 1, Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Group 1 Tech Talk Presentations  
|   | Core 1, Lesson 4: Installing, Configuring, and Troubleshooting Internal System Components | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Custom Computer Configurations  
|   | Quiz: 1 + Review  
Core 1, Lesson 5: Network Infrastructure Concepts | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Hardware Fundamentals  
|   | Complete Core 1, Lesson 5: Network Infrastructure Concepts | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Group 2 Tech Talk Presentations  
|   | Tech Talks – Group 2  
PrepareU Communication | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: None  
|   | Week 2 | 4 clock hours lab time  
11 clock hours lecture time  
|   | Week 3 | 15 clock hours lecture time  

<table>
<thead>
<tr>
<th>No.</th>
<th>Activity Description</th>
<th>Lecture:</th>
<th>Lab Activities:</th>
<th>Graded Activities/Assessments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Tech Talks - Group 3&lt;br&gt;Complete PrepareU Communication</td>
<td>Teacher directed lecture and group discussion</td>
<td>None</td>
<td>Group 3 Tech Talk Presentations</td>
</tr>
<tr>
<td>15</td>
<td>Microsoft Office Lesson 1</td>
<td>Teacher directed lecture and group discussion</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>16</td>
<td>Complete Microsoft Office Lesson 1</td>
<td>Teacher directed lecture and group discussion</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>17</td>
<td>Career Services Resume Intro/content delivered (CS)&lt;br&gt;Core 1, Lesson 6: Configure and Troubleshoot Networks</td>
<td>Teacher directed lecture and group discussion</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>18</td>
<td>Continue Core 1, Lesson 6: Configure and Troubleshoot Networks</td>
<td>Teacher directed lecture and group discussion</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>19</td>
<td>Complete Core 1, Lesson 6: Configure and Troubleshoot Networks&lt;br&gt;Core 1, Lesson 7: Implementing client side virtualization and cloud computing</td>
<td>Teacher directed lecture and group discussion</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>20</td>
<td>Lab: 2</td>
<td>None</td>
<td>Lab 2: Custom PC Configurations</td>
<td>None</td>
</tr>
<tr>
<td>21</td>
<td>Pearson Vue registration and exam sign-up (CS)&lt;br&gt;Quiz: 2 + Review&lt;br&gt;Core 1, Lesson 8: Supporting and Troubleshooting Laptops</td>
<td>Teacher directed lecture and group discussion</td>
<td>None</td>
<td>Quiz 2 - Network fundamentals</td>
</tr>
<tr>
<td>22</td>
<td>Core 1, Lesson 8: Supporting and Troubleshooting Laptops&lt;br&gt;Tech Talks – Group 4</td>
<td>Teacher directed lecture and group discussion</td>
<td>None</td>
<td>Group 4 Tech Talk presentations</td>
</tr>
<tr>
<td>23</td>
<td>Lab: 3</td>
<td>None</td>
<td>Lab 3 - Windows networking configuration, device configuration and management</td>
<td>None</td>
</tr>
<tr>
<td>Week 6</td>
<td>15 clock hours lecture time</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Complete Lab: 3 Customer Service PrepareU</td>
<td>Lecture: Teacher directed lecture and group discussion Lab Activities: Complete Lab 3 Graded Activities/Assessments: None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Complete Customer Service PrepareU Core 1, Lesson 9: Supporting and Troubleshooting Mobile Devices</td>
<td>Lecture: Teacher directed lecture and group discussion Lab Activities: None Graded Activities/Assessments: None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Core 1, Lesson 9: Supporting and Troubleshooting Mobile Devices</td>
<td>Lecture: Teacher directed lecture and group discussion Lab Activities: None Graded Activities/Assessments: None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Guest Speaker (CS) Tech Talks – Group 5 Core 1, Lesson 10: Installing, Configuring and Troubleshooting Print Devices</td>
<td>Lecture: Teacher directed lecture and group discussion Lab Activities: None Graded Activities/Assessments: Group 5 Tech Talk Presentations, Student Draft Resumes Due for Review (CS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Complete Core 1, Lesson 10: Installing, Configuring and Troubleshooting Print Devices</td>
<td>Lecture: Teacher directed lecture and group discussion Lab Activities: None Graded Activities/Assessments: None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Class review Core 1 Small Group review Core 1</td>
<td>Lecture: Teacher directed lecture and group discussion Lab Activities: None Graded Activities/Assessments: None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Core 1 Midterm Core 1 Midterm Review</td>
<td>Lecture: Teacher directed lecture and group discussion Lab Activities: None Graded Activities/Assessments: ITR-TS Mid-Term Exam</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Week 7</th>
<th>15 clock hours lecture time</th>
</tr>
</thead>
<tbody>
<tr>
<td>31</td>
<td>Core 2, Lesson 1: Supporting Operating Systems</td>
</tr>
<tr>
<td>32</td>
<td>Complete Core 2, Lesson 1: Supporting Operating Systems</td>
</tr>
<tr>
<td>33</td>
<td>Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems</td>
</tr>
<tr>
<td>34</td>
<td>Continue Core 2, Lesson 2: Installing, Configuring and Maintaining Operating Systems</td>
</tr>
</tbody>
</table>
| Core 2, Lesson 3: Maintaining and Troubleshooting Microsoft Windows | **Week 8**
|---|---
| **35** Complete Core 2, Lesson 3: Maintaining and Troubleshooting Microsoft Windows Quiz 3 Core 2, Lesson 4: Configure and Troubleshoot Networks | **4 clock hours lab time**
| **11 clock hours lecture time** | **Lecture:** Teacher directed lecture and group discussion
**Lab Activities:** None
**Graded Activities/Assessments:** Tech Talk Submissions, Quiz 3 – Windows Tools |
| **36** Continue Core 2, Lesson 4: Configure and Troubleshoot Networks Lab: 4 | **Lecture:** Teacher directed lecture and group discussion
**Lab Activities:** Lab 4 - Troubleshooting tools, control panel applets, maintenance tasks
**Graded Activities/Assessments:** None |
| **37** Complete Lab: 4 | **Lecture:** None
**Lab Activities:** Complete Lab 4
**Graded Activities/Assessments:** None |
| **38** PrepareU Reducing Anxiety and Conflict | **Lecture:** Teacher directed lecture and group discussion
**Lab Activities:** None
**Graded Activities/Assessments:** None |
| **39** PrepareU Reducing Anxiety and Conflict | **Lecture:** Teacher directed lecture and group discussion
**Lab Activities:** None
**Graded Activities/Assessments:** None |
| **40** Service Now Training (CS) Complete PrepareU Reducing Anxiety and Conflict | **Lecture:** Teacher directed lecture and group discussion
**Lab Activities:** None
**Graded Activities/Assessments:** None |
| **Week 9**
| **15 clock hours lecture time** | **Lecture:** Teacher directed lecture and group discussion
**Lab Activities:** None
**Graded Activities/Assessments:** None |
| **41** Continue Core 2, Lesson 4: Configure and Troubleshoot Networks | **Lecture:** Teacher directed lecture and group discussion
**Lab Activities:** None
**Graded Activities/Assessments:** None |
| **42** Complete Core 2, Lesson 4: Configure and Troubleshoot Networks PrepareU Develop your elevator pitch | **Lecture:** Teacher directed lecture and group discussion
**Lab Activities:** None
**Graded Activities/Assessments:** Developing your elevator pitch |
| **43** Quiz 4 Core 2, Lesson 5: Manage Users, Workstations and shared Resources | **Lecture:** Teacher directed lecture and group discussion
**Lab Activities:** None
**Graded Activities/Assessments:** Quiz 4 - macOS and Linux operating systems |
<table>
<thead>
<tr>
<th>Week 10</th>
<th>4 clock hours lab time</th>
<th>11 clock hours lecture time</th>
</tr>
</thead>
<tbody>
<tr>
<td>44</td>
<td>Complete Core 2, Lesson 5: Manage Users, Workstations and shared Resources</td>
<td>Lecture: Teacher directed lecture and group discussion&lt;br&gt;Lab Activities: None&lt;br&gt;Graded Activities/Assessments: None</td>
</tr>
<tr>
<td>45</td>
<td>PrepareU Resumes and Job interviews</td>
<td>Lecture: Teacher directed lecture and group discussion&lt;br&gt;Lab Activities: None&lt;br&gt;Graded Activities/Assessments: None</td>
</tr>
</tbody>
</table>

**Week 10**

| 46 | PrepareU Behavioral Interview questions | Lecture: Teacher directed lecture and group discussion<br>Lab Activities: None<br>Graded Activities/Assessments: Common Interview Questions |
| 47 | Guest Speaker (CS) | Lecture: Teacher directed lecture and group discussion<br>Lab Activities: None<br>Graded Activities/Assessments: None |
| 48 | Core 2, Lesson 7: Securing Workstations and Data | Lecture: Teacher directed lecture and group discussion<br>Lab Activities: None<br>Graded Activities/Assessments: None |
| 49 | LinkedIn Training Resumes and Slack Groups (CS)<br>Lab: 5 | Lecture: None<br>Lab Activities: Managing users, configuring security settings, configuring, and managing shared resources on a network<br>Graded Activities/Assessments: None |
| 50 | Complete Lab: 5<br>Building a Network Plan | Lecture: Teacher directed lecture and group discussion<br>Lab Activities: Complete Lab 5<br>Graded Activities/Assessments: Building a Network Plan |

**Week 11**

<p>| 51 | Core 2, Lesson 8: Troubleshooting Workstation Security Issues | Lecture: Teacher directed lecture and group discussion&lt;br&gt;Lab Activities: None&lt;br&gt;Graded Activities/Assessments: None |
| 52 | PrepareU: Social Styles | Lecture: Teacher directed lecture and group discussion&lt;br&gt;Lab Activities: None&lt;br&gt;Graded Activities/Assessments: None |
| 53 | Microsoft Office lesson 2 | Lecture: Teacher directed lecture and group discussion&lt;br&gt;Lab Activities: None&lt;br&gt;Graded Activities/Assessments: None |
| 54 | Complete Microsoft Office lesson 2 | Lecture: Teacher directed lecture and group discussion&lt;br&gt;Lab Activities: None&lt;br&gt;Graded Activities/Assessments: None |</p>
<table>
<thead>
<tr>
<th>Week 12</th>
<th>4 clock hours lab time</th>
<th>11 clock hours lecture time</th>
</tr>
</thead>
</table>
| **55** | Core 2, Lesson 9: Supporting and Troubleshooting Mobile Devices | **Lecture**: Teacher directed lecture and group discussion  
**Lab Activities**: None  
**Graded Activities/Assessments**: None |
| **56** | Mock Interview Introduction, Prep (CS)  
Complete Core 2, Lesson 9: Supporting and Troubleshooting Mobile Devices  
Core 2, Lesson 10: Implementing Operational Procedures | **Lecture**: Teacher directed lecture and group discussion  
**Lab Activities**: None  
**Graded Activities/Assessments**: None |
| **57** | Complete Core 2, Lesson 10: Implementing Operational Procedures | **Lecture**: Teacher directed lecture and group discussion  
**Lab Activities**: None  
**Graded Activities/Assessments**: Developing supporting documents |
| **58** | PrepareU Soft Skills recap | **Lecture**: Teacher directed lecture and group discussion  
**Lab Activities**: None  
**Graded Activities/Assessments**: Soft skills recap, key takeaways |
| **59** | Lab: 6 | **Lecture**: None  
**Lab Activities**: Securing the Windows environment, Command line tools  
**Assessments**: None |
| **60** | Mock Interviews (CS)  
Complete Lab: 6 | **Lecture**: None  
**Lab Activities**: Complete Lab 6 - Command line tools, utilities, and troubleshooting  
**Graded Activities/Assessments**: |

<table>
<thead>
<tr>
<th>Week 13</th>
<th>15 clock hours lecture time</th>
</tr>
</thead>
</table>
| **61** | Core 1 Domain objectives overview for  
Domain 1 - Mobile Devices  
Domain 2 - Networking | **Lecture**: Teacher directed lecture and group discussion  
**Lab Activities**: None  
**Graded Activities/Assessments**: None |
| **62** | Core 1 Domain objectives overview for  
Domain 3 – Hardware  
Domain 4 - Virtualization and Cloud Computing | **Lecture**: Teacher directed lecture and group discussion  
**Lab Activities**: None  
**Graded Activities/Assessments**: None |
| **63** | Core 1 Domain objectives overview for  
Domain 5 - Hardware and Network Troubleshooting  
Final Exam | **Lecture**: Teacher directed lecture and group discussion  
**Lab Activities**: None  
**Graded Activities/Assessments**: ITR-TS Final Practice Exam |
| **64** | Final Exam debrief and review  
Test Taking Strategies | **Lecture**: Teacher directed lecture and group discussion  
**Lab Activities**: None  
**Graded Activities/Assessments**: None |
<table>
<thead>
<tr>
<th>Week 14</th>
<th>15 clock hours lecture time</th>
</tr>
</thead>
</table>
| **65** | Small group study session and students will be taking CompTIA A+ Core 1 exam | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Students will sit for CompTIA Exams |
| **66** | Small group study session and students will be taking CompTIA A+ Core 1 exam | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Students will sit for CompTIA Exams |
| **67** | A+ Core 1 exam debrief, retake strategies OR A+ Core 2 small group review | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Students will sit for CompTIA Exams |
| **68** | A+ Core 1 exam debrief, retake strategies OR A+ Core 2 small group review | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Students will sit for CompTIA Exams |
| **69** | A+ Core 1 exam retakes if needed OR A+ Core 2 class review | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Students will sit for CompTIA Exams |
| **70** | A+ Core 1 exam retakes if needed OR A+ Core 2 class review | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Students will sit for CompTIA Exams |
| Week 15 | 15 clock hours lecture time |
| **71** | Core 2 Domain objectives overview for:  
Domain 1 – Operating Systems  
Domain 2 – Security | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: None |
| **72** | Core 2 Domain objectives overview for:  
Domain 3 – Software Troubleshooting  
Domain 4 – Operational Procedures | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: None |
| **73** | Small group study session and students will be taking CompTIA A+ Core 2 exam | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Students will sit for CompTIA Exams |
| **74** | Small group study session and students will be taking CompTIA A+ Core 2 exam | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Students will sit for CompTIA Exams |
| Week 16  
15 clock hours lecture time |
|-------------------------------------|
| 75 | Small group review OR Resume review, job searching | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: None |
| 76 | Small group review OR Resume review, job searching  
Speed Interview Prep (CS) | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: None |
| 77 | A+ Core 2 exam retakes OR Small group Core 1 review OR Resume review | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Students will sit for CompTIA Exams |
| 78 | A+ Core 2 exam retakes OR Small group Core 1 review OR Resume review | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: Students will sit for CompTIA Exams |
| 79 | Career Day (CS) | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: None |
| 80 | Program Conclusion (CS)  
IT Pro, Continuing education  
Top IT Career Paths | Lecture: Teacher directed lecture and group discussion  
Lab Activities: None  
Graded Activities/Assessments: None |
Admissions Requirements

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

- Be at least 18 years of age
- High School graduate or holder of GED or has transcripts 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
  - Please see Appendix A for a list of acceptable documents to establish identity and employment eligibility
- Participate in an online interview
- Take an aptitude test and achieve the minimum acceptable score
- Able to speak, read/write, and understand the English language
- Able to use a computer to navigate in the Windows environment

Additional Requirements for IT-Ready Technical Support (Online) Program Only:

- Able to learn in an online environment
- Access to the internet and a reliable laptop or desktop computer with a current web browser and Microsoft Office software Applications

The online IT-Ready Technical Support 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 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 (Windows 10 professional or above)
- 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
Aptitude Test Requirement

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

Language Requirements

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

Online Interview

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

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

Students seeking to enroll into the online IT-Ready Technical Support 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 in writing via email or postal mail (along with any supporting documentation) to the Senior Manager, Office of Admissions and at least six weeks prior to enrollment to determine if the school can accommodate the request.

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

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

Non-discrimination Policy

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

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

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

During the interview, an Admissions Advisor will review information about the IT-Ready Technical Support program with the prospective student. Admissions Advisors will evaluate the prospective student’s overall interest in the program, his or her communication skill level, and general computer knowledge using a scaled rubric. Applicants to the online program will be assessed on their ability to learn in an online environment using a scaled rubric. Additionally, students seeking to enroll in the online program will be asked to confirm whether they have the appropriate hardware and software required for the program.

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

Enrollment Dates

Both modalities of the IT-Ready Technical Support program have ongoing enrollment throughout the year, and prospective students can apply anytime. Individuals interested in participating in the IT-Ready Technical Support program must complete an online application at the CTCA website at www.comptiatech.org as the first step of the enrollment process. Application deadlines for each campus are posted on the campus-specific CTCA web pages.

Reapplication Process

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

**Tuition, Fees, and Other Costs**

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

Students enrolled in the online IT-Ready Technical Support program will need access to a computer, internet access, Microsoft Office software, 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 $9,069.99.

**Tuition**

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

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

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

**Program Content (Books)**

The content fee for the IT-Ready Technical Support program is $120.00. This fee includes two books (or the eBook version of these materials): The Official CompTIA A+ Core 1 Self-Paced Study Guide for 220-1001 and The Official CompTIA A+ Core 2 Self-Paced Study Guide for 220-1002. Students should expect to receive their books the Friday prior to class starting.

**Equipment and Software**

**IT-Ready Technical Support (classroom)**

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

**IT-Ready Technical Support (online)**

The online IT-Ready Technical Support program does not provide computer equipment or required software for students. Students will need access to a reliable laptop or desktop computer, internet access, and Microsoft Office software in this program. The estimated cost to purchase the equipment and
software, if not already owned/available, is $569.99. 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.

**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+ 220-1001 Core 1 examination and the CompTIA A+ 220-1002 Core 2 examination within 14 days after completing their training in order to pass the IT-Ready Technical Support program. The $260.00 voucher fee covers the cost of exam vouchers that will be issued in the fifth week of the program for classroom-based students and in the twelfth week for students enrolled in the online 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 (classroom)**

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Fee Amount</th>
</tr>
</thead>
<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+ 220-1001 Core 1,</td>
<td></td>
</tr>
<tr>
<td>CompTIA A+ 220-1002 Core 2 and one</td>
<td></td>
</tr>
<tr>
<td>retake voucher for each examination,</td>
<td></td>
</tr>
<tr>
<td>if necessary)</td>
<td></td>
</tr>
<tr>
<td>Content</td>
<td>$120.00</td>
</tr>
<tr>
<td>Equipment</td>
<td>Included</td>
</tr>
<tr>
<td>Software</td>
<td>Included</td>
</tr>
<tr>
<td>Late Fee</td>
<td>1.5% the amount owed</td>
</tr>
<tr>
<td>Registration Fee</td>
<td>$0</td>
</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><strong>Total</strong></td>
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Fee Chart – IT-Ready Technical Support (online)

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Fee Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition</td>
<td>$8,120.00</td>
</tr>
<tr>
<td>Certification Exam Vouchers (CompTIA A+ 220-1001 Core 1, CompTIA A+ 220-1002 Core 2 and one retake voucher for each examination, if necessary)</td>
<td>$260.00</td>
</tr>
<tr>
<td>Content</td>
<td>$120.00</td>
</tr>
<tr>
<td>Equipment (if not already owned/available)</td>
<td>$500.00</td>
</tr>
<tr>
<td>Software (if not already owned/available)</td>
<td>$69.99</td>
</tr>
<tr>
<td>Late Fee</td>
<td>1.5% the amount owed</td>
</tr>
<tr>
<td>Registration Fee</td>
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<td>Withdrawal Fee</td>
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<tr>
<td>Refund Fee</td>
<td>$0</td>
</tr>
<tr>
<td>Official Transcript Fee</td>
<td>$0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$8,500</strong> (if equipment/software owned/available) OR $9,069.99 (if equipment/software NOT owned/available)**</td>
</tr>
</tbody>
</table>

Payment of Tuition and Fees

Tuition and fees must be paid in full at least 14 days prior to the start of class. Tuition and fees for the IT-Ready Technical Support program includes instruction, content, the CompTIA A+ 220-1001 Core 1 examination voucher, and the CompTIA A+ 220-1002 Core 2 examination voucher (and one retake voucher for each examination). Tuition and fees must be paid using PayPal. Payments can be made using a credit card, eCheck, or checking account that has been linked with PayPal. A fee of 1.5% the amount owed will be assessed for late payments. Once the account is past due, the student will be placed on a non-academic hold and is withdrawn from the program.

Payment Plan

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

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

Student Loans

CompTIA Tech Career Academy (CTCA) is partnered with UNISA, a student loan provider/servicer, to offer institutional student loans to qualifying students. Students pay nothing and do not accrue interest on their loans during their training or the three (3) month grace period before they must start paying back the loans. The grace period is defined as three (3) months after the last day of attendance due to either graduation or withdrawal from the school.
Once the grace period ends, the loans have a 2% annual interest rate and the minimum payment amount is $10 a month. For loans under $2,500, a student will have 48 months/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 and Creating IT Futures Foundation. Private foundations help to support students at specific campus locations. CompTIA Tech Career Academy does not currently participate in the federal student aid program.

CompTIA Grants

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

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

Applicants must be a U.S. citizen or eligible non-citizen with authorization to work in the U.S. Applicants must meet all other eligibility requirements 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) in order to continue with the financial assistance process.

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

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

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

Absences

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

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 program. Acquiring four (4) tardies results in dismissal.

Tracking Attendance

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

Make-up Work

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

Withdrawal

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

Leave of Absence

A leave of absence (LOA) may be granted to a student if s/he faces certain conditions that are beyond his or her control. Such conditions include military deployment, jury duty, and medical leave. Documentation is required for all leave of absence requests.
A LOA may be permitted when a student faces certain life events, such as military deployment, jury duty, serious illness, debilitating injury, or a death in the immediate family. Any student who seeks a leave of absence must complete a Leave of Absence form (available on the CompTIA Tech Career Academy website at www.comptiatech.org) and submit the form via email to studentservices@comptiatech.org. A reason for the request and the expected timeframe of leave must be clearly identified on the form so the institution has a reasonable expectation of the student’s return.

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

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

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

Student Readmission

Students who have previously withdrawn from CompTIA Tech Career Academy (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. In order 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, s/he would need to request that assistance again in the updated application. There are no guarantees an applicant will be awarded another grant.
3. The applicant must submit an essay with a minimum of 250 words detailing his/her academic and career goals, how CTCA can assist with attaining these goals, if any obstacles were encountered.
during the previous enrollment (e.g., academic, personal and/or scheduling difficulties), and how such obstacles to academic success will be addressed and overcome given the opportunity for readmission at CTCA.

- All essay submissions must be emailed to admissions@comptiatech.org and include the subject line of ATTN: Senior Manager, Office of Admissions – Readmissions Request.

4. Applicants will be required to complete an online interview with the Senior Manager, Office of Admissions once their essay has been reviewed.

5. All outstanding balances must be paid in full and the applicant is responsible, whether through grants and/or self-pay, for the full amount of the course if readmitted.

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

Each readmission request will be reviewed on a case-by-case basis. A student is not guaranteed readmission into CompTIA Tech Career Academy. Should an applicant be approved for readmission into the program, s/he will start that program over again from the beginning. No prior coursework or progress will be transferred to the current program.

**Grading System**

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

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

Those who successfully complete the training but fail to obtain the CompTIA A+ certification within 14 days post instruction will receive a Fail (F) grade. Students who 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 do not complete the classroom training will receive a Withdraw (W) grade.
Satisfactory Academic Progress Policy

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

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

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

- Students on a warning status who re-establish SAP at the next evaluation period are notified by 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 the Academic Advisor at studentservices@comptia.org using the subject line “Attention: Academic Advisor – SAP Appeal.” Appeals are limited to an error in the determination of the students’ academic performance based upon completed assignments. Students will be notified as to the results of their appeal within one week.

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

Transfer Credit: The school does not accept transfer students.

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

Policy for Job Placement Assistance

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

Job Placement Assistance

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

Resume and Cover Letter Review and Assistance

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

Tutoring

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

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

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

All cellular devices must be muted or turned off and placed out of sight to avoid unnecessary disruptions in the learning environment. Students may use their cellular devices during breaks and lunch.

No food is allowed in the classroom. Food is only allowed in the designated kitchen areas. Drinks are allowed in the classroom with a secure lid. Students are not allowed to congregate or have lunch in the common areas of the building unless they are designated for this use.

**Student Probation, Suspension, or Expulsion**

CompTIA Tech Career Academy (CTCA) reserves the right to dismiss students for activities detrimental to themselves, other students, instructors, and the school. CTCA does not put students on probation or suspension if they do not act in accordance with institutional 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 Manager, Academic Affairs will review the incident details and shall have the right to dismiss the charge(s) of misconduct or recommend appropriate disciplinary action. The Chief Academic Officer (CAO) shall review the recommended disciplinary action and then either affirm, modify, or dismiss the disciplinary action.

Disciplinary actions may include:

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

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

**Conditions for Discipline/Termination**

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

1. Non-payment of tuition
2. Failure to complete the program
3. Lack of attendance
4. Missed assignments
Academic Honesty in Online Programs

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

As a CTCA student, when you are given access to Canvas, our course software, you are expected to keep your username and password confidential, and to never allow anyone else to log-in to your account. Sharing access or passwords to Canvas is considered a breach of academic integrity and could result in you being removed from your class. When you log-in to Canvas, you do so with the understanding and agreement to produce your own work and to complete course activities yourself, without the assistance of others. Allowing others to complete your course assignments is considered cheating and could subject you to receiving a "Fail" for the program. In addition, this type of dishonesty can result in formal disciplinary action being taken against you by the institution.

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 his/her 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, he or she should consult the instructor.
Cancellation and Refund Policy

Student’s Right to Cancel

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). 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 and class has started, 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 two (2) or more days.
4. All refunds will be issued to the source from which tuition payment was received within 30 days of the determination of the withdrawal date.

**Delinquent Tuition Collection**

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.

**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 online IT-Ready Technical Support program are listed below.

**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>
</tr>
<tr>
<td>20%</td>
<td>30%</td>
<td>70%</td>
</tr>
<tr>
<td>30%</td>
<td>40%</td>
<td>60%</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</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.
Other Policies

Credit for Previous Experience

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

Transfer of Credits

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

Transcripts

CTCA 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 his/her education records within 45 days of the day the school receives a request for access; the right to request an amendment of his/her education records that the student believes are inaccurate or misleading; the right to consent to disclosures of personal identifiable information (PII) contained in his/her education records except to the extent that FERPA authorizes disclosure without consent; and the right to file a complaint with the U.S. Department of Education concerning alleged failures by CTCA to comply with the requirements of FERPA.

A health and safety exception permit the disclosure of PII from a student’s record to appropriate parties if knowledge of the information is necessary to protect the health or safety of the student or other individuals from an immediate threat.

Course Cancellation

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

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

1. File a grievance in writing or via email with the Chief Academic Officer describing the basis of the complaint in enough detail to allow an investigation under this procedure. The complaint should also include the student’s name, telephone number, email address, mailing address, and the date of the complaint.

2. Once CTCA receives the time stamped email or the postmarked grievance, the Chief Academic Officer or designee will schedule an appointment with the student within three (3) working days to discuss the complaint.

3. The Chief Academic Officer or designee will confirm the completion of the investigation with a time-stamped written report of the disposition of the complaint mailed to the student within five (5) working days of the first meeting with the student.

4. If the student is not satisfied with the Chief Academic Officer or designee’s report of disposition of the complaint, the student may appeal this result in writing to the Chief Executive Officer of CTCA within 10 working days of receipt. The appeal letter must include a copy of the written disposition report and an explanation why the student is not satisfied with that outcome.

5. The Chief Executive Officer or designee will review the written disposition report and the student’s appeal letter and will conduct any further investigation necessary, including requesting additional information from the student or Chief Academic Officer.

6. The Chief Executive Officer or designee will provide both the student and the Chief Academic Officer with a time-stamped written appeal finding mailed within 10 working days of the receipt of the appeal letter. This written decision is the final disposition of the complaint.

Complaints should be submitted in email to studentgrievances@comptiatech.org 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

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
### Institutional Disclosure Information

<table>
<thead>
<tr>
<th>Category</th>
<th>IT-Ready Technical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of students admitted 7/1/2019 to 6/30/2020</strong></td>
<td>46</td>
</tr>
<tr>
<td><strong>Number of additional students admitted to program</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Number of new starts</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Number of re-enrollments</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Transfers from program into other program at school</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Total number of students admitted</strong></td>
<td>46</td>
</tr>
<tr>
<td><strong>Number of students enrolled in program who:</strong></td>
<td></td>
</tr>
<tr>
<td>Transferred out of the program into another program at school</td>
<td>0</td>
</tr>
<tr>
<td>Completed or graduated from the program</td>
<td>43</td>
</tr>
<tr>
<td>Withdrew from school</td>
<td>3</td>
</tr>
<tr>
<td>Are still enrolled</td>
<td>0</td>
</tr>
<tr>
<td><strong>Number of students enrolled in the program who were:</strong></td>
<td></td>
</tr>
<tr>
<td>Placed in their field of study</td>
<td>36</td>
</tr>
<tr>
<td>Placed in a related field</td>
<td>0</td>
</tr>
<tr>
<td>Placed out of their field</td>
<td>0</td>
</tr>
<tr>
<td>Not available for placement due to personal reasons</td>
<td>0</td>
</tr>
<tr>
<td>Not employed</td>
<td>7</td>
</tr>
<tr>
<td><strong>Number of students who took a professional certification exam</strong></td>
<td>42</td>
</tr>
<tr>
<td>Number who passed exam</td>
<td>31</td>
</tr>
<tr>
<td><strong>Number of graduates who obtained employment in the field who did not use the school placement assistance</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Average starting salary for all school graduates employed during the reporting period</strong></td>
<td>$19.71/hr</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)
Appendix A

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

<table>
<thead>
<tr>
<th>LIST A</th>
<th>LIST B</th>
<th>LIST C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents that Establish Both Identity and Employment Eligibility</td>
<td>Documents that Establish Identity</td>
<td>Documents that Establish Employment Eligibility</td>
</tr>
<tr>
<td>U.S. Passport (unexpired or expired)</td>
<td>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>U.S. Social card issued by the Social Security Administration (other than a card stating it is not valid for employment)</td>
</tr>
<tr>
<td>Permanent Resident Card or Alien Registration Receipt Card (Form I-551)</td>
<td>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>Certification of Birth Abroad issued by the Department of State (form FS-545 or Form DS-1350)</td>
</tr>
<tr>
<td>An unexpired foreign passport with a temporary I-551 stamp</td>
<td>School ID card with a photograph</td>
<td>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>
</tr>
<tr>
<td>An unexpired Employment Authorization Document that contains a photograph (Form I-766, I-688, I-688A, I-688B)</td>
<td>Voter’s registration card</td>
<td>Native American tribal document</td>
</tr>
<tr>
<td>An unexpired foreign passport with an unexpired Arrival-Departure Record, Form I94, bearing the same name as the passport and containing an endorsement of the alien’s nonimmigrant status, if that status authorizes the alien to work for the employer</td>
<td>U.S. Military card or draft record</td>
<td>U.S. Citizen ID Card (Form I-197)</td>
</tr>
<tr>
<td></td>
<td>Military dependent’s ID card</td>
<td>ID Card for use of Resident Citizen in the United States (Form I-179)</td>
</tr>
<tr>
<td></td>
<td>U.S. Coast Guard Merchant Mariner Card</td>
<td>Native American tribal document</td>
</tr>
<tr>
<td></td>
<td>Driver’s license issued by a Canadian government authority</td>
<td>Driver’s license issued by a Canadian government authority</td>
</tr>
<tr>
<td></td>
<td>Unexpired employment authorization document issued by DHS (other than those listed under List A)</td>
<td></td>
</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 |
Addendum 1

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

**IT-Ready Technical Support (classroom)**
- Jesse Glass

**IT-Ready Technical Support (online)**
- Ryan Bingham
- Dan Davis
- Jesse Glass
- Dan Long
- Trinidad Martinez
- Jeff Mehl
- Dave Moehle
- Stephen Padilla
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, 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.

423 Main Street, Suite 400, Little Rock, AR 72201, 501-371-2000