New Horizons of Wisconsin Career Development Program Guide

Riley Technologies LLC dba: New Horizons of Wisconsin
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New Horizons®
Computer Learning Centers

Upgrading People Every Day

Our Mission

We empower our students and enable their professional career success in our community and in our workforce by providing a high quality career training and educational experience.

We support our mission through:

- Continuous evaluation of the educational experience and our programs in order to be responsive to changes in our workforce, economy, and communities

- Integrating leading-edge information technology into teaching, learning, and school management

- Providing high quality professional career opportunities for our students, faculty & staff

- Supporting networking opportunities for faculty, staff, and students in order to promote high job placements into the community and workforce

Our Approach

New Horizons Integrated Learning guides learners through all stages of the learning lifecycle. It consists of five components: Assess, Learn, Reinforce, Support and Validate- to create the most effective learning experience available in the industry.

The New Horizons approach to training is this: Make the most advanced and up-to-date courses, materials and instruction even more advanced by tailoring them to the specific learning styles, needs and environments of the people and businesses who invest in them.

So we combine industry-leading learning content with ways to deliver that content that work for any work environment. And we accomplish that by getting to know the students we serve and tying our learning solutions to your objectives.

Our Integrated Learning Approach includes five stages:

Assess
Determine individual skills and goals and then match the course content and learning method to your goals. Make the most of your training investment by identifying knowledge gaps and focusing on the most relevant courses to fill those gaps.

Learn
Some training providers offer classroom learning, some eLearning. New Horizons has become the world's largest independent IT training provider by delivering online and offline learning methods, as well as variations within those methods.

Reinforce
Even the best course content in the world needs to be reinforced throughout the course session and long after class is over. New Horizons integrates a wealth of learning resources into the training process to keep the learning fluid and increase retention.

Support
Learning aides go a long way to reinforce your training. But New Horizons goes beyond that with resources that make our reinforcement tools more effective. Track your learning progress through the customized reports and capabilities of the New Horizons learning management system.

Validate
Whether you're a student or corporate training manager, use the validation component of New Horizons' Integrated Learning Approach to track learning progress, identify areas that need improvement and gauge the business value of the skills you or your teams are learning.

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New Horizons®

Computer Learning Centers

Why Prepare for your Career in IT with New Horizons?

New Horizons is widely recognized as a leading global training company with a rich, 35-year history of helping individuals achievetheir career goals. Over the years, we have taken great pride in delivering training programs and career services that go far beyond the classroom experience. Knowing many students' ultimate goal is to pursue a new career or advance an existing one, New Horizons offers a variety of services that students have come to rely on to help achieve their objectives.

Career Assessment and Guidance

Today, individuals are changing jobs and careers more than ever before. Our Student Services Managers provide free career assessment and advice on a variety of careers, ranging from project management, IT security, database administration, and countless others. Consultants also assess each student's skill level to help determine the best program that fits their needs.

Navigate Funding Sources

We understand many students do not have the necessary funds to participate in training. Our Student Services Managers help students identify the funding sources available, and help determine the one that best fits each student's needs.

Highly-Qualified Instructors

Our classes are taught by the industry's best instructors who are proven experts in their field, certified in their course topic, and have taught for many years. More than teachers, our instructors are highly knowledgeable professionals that typically have 15 or more years of real-world experience working for leading companies.

Best Curriculum

We have a laser-like focus on monitoring technology trends and working closely with our technology partners to ensure our training curriculum covers the latest technologies across a broad list of areas. Some of our longstanding partners include Microsoft, Cisco, VMware, Project Management Institute, Citrix, and many others.

Job Advisory Services

While enrolled at New Horizons, it is our job to help prepare you for your career in IT. We do this through one-on-one mentoring and support. This support gives our students an edge over thousands of candidates looking for similar jobs. As part of this support, students have access to career skills assessments, resume and cover letter development/ review, resume distribution, interview coaching, and job search assistance.

Class Resources

When individuals train for a career, it is important to be able to practice the concepts taught in the classroom. With our practice labs, students receive valuable hands-on training and experience. In addition, all classes are recorded and available for six months, enabling students to review and retain the information long after the class.

Benefits of Certification

Get Current

• For many experienced individuals, formal education ended many years ago. With the passage of time, new technologies, processes, and best-practices are brought to market. Our certification preparation programs are constantly updated, and therefore represent a unique opportunity for individuals to update their knowledge and skills.

• For individuals with limited experience or new career aspirations, certifications are an effective way to quickly ramp up knowledge and skills to pursue a new job or career in as little as six months.

Get Hired

• Certifications help individuals differentiate their skills against other job candidates. When employers are interviewing, the competition is often stiff. If you have a certification, and the other person does not, you clearly have an advantage.

• Certifications are a priority among hiring managers. Sixty-five percent of IT employers use certifications to differentiate between equally qualified candidates. [1]

• Research shows certifications help professionals get ahead. In a survey of 700 IT networking professionals, 60 percent said certification led to a new job[2].

Get Connected

• Certifications help individuals plug into new communities to share knowledge and best practices. Many of these groups offer member-only benefits, such as job boards, white papers, and networking opportunities.

Get Recognized

• Many employers internally recognize employees when they obtain an IT, project management, or other certification. As a result of this recognition, certified employees often gain broad exposure across an organization, resulting in new employee connections and career opportunities.

• Certifications are an objective, unbiased barometer of your skills. Certified employees stand out among peers when seeking an internal job promotion, as they are more likely viewed as expert- level members of the team and a continuous learner.

• In addition to a certificate of class completion, students can test for industry recognized certifications.

Get More Money

• Professionals that added new skills through training and certification were twice as likely as the overall average to see a raise of 11 percent (18 percent vs 7 percent), and raises were more pronounced for those who had completed a new certification within the prior 12 months[3].

Institutional Certifications

Many of the industry's major software vendors do not offer training but support their products through independent training companies using a system of standards and performance criteria. NH-WI is closely aligned with the IT industry in order to support ever-changing software programs, all of which require user training. NH-WI holds the designation of largest training network for many of our technical and certification vendor partner programs and is the largest training network for:

• Microsoft Certified Partners for Learning Solutions and Gold Certified Partners for Learning Solutions
• Cisco Learning Solutions Partners and Cisco Sponsored Organizations
• VMWare Partner, Authorized Training Center
• CompTIA Certification Training Providers
• Authorized Certiport, Prometric and Vue Testing Centers

1. 2015 IT Skills and Certifications Pay Index. Foote Partners
2. 2014 Salary report by PeopleCert, 2014
3. Project Management Institute, 2015

Our Learning Methods

At New Horizons, New Horizons Computer Learning Centers Integrated Learning® is a complete method of training through all stages of the learning lifecycle –Access, Learn, Reinforce, Support and Validate – delivered through flexible learning options including Instructor Led Classroom, Online LIVE® (virtual classroom), Mentored Learning® (personal instruction) and Online Anytime® (self-paced e-learning). New Horizons provides you with more courses, more flexibility and scheduled more often.

Online LIVE (OLL)

The New Horizons Online LIVE classroom virtually brings together live instructors and students to enjoy the benefits of classroom instruction from our New Horizons Computer Learning Centers. Online LIVE classes follow the same framework as our traditional Instructor-led training. By combining lecture, group discussions, hands on simulated labs and vendor authorized curriculum - our certified trainers provide instruction through our collaborative eLearning platform.

Benefits of this innovative training methodology include:

- The largest Guaranteed-to-Run™ schedule in the world
- Best and brightest faculty using the most updated courseware
- Repeat accessibility of lectures, discussions, courseware and labs for 6 months
- Certified technical instructors, focused on a small number of titles
- Fully live, completely interactive training experience.
- Small class sizes guarantees individualized attention of each learner
- Higher Metrics That Matter (MTM) scores than traditional ILT technical courses

Traditional Instructor Led Training

As the foundation of our Integrated Learning methodology, the classroom experience has become a more enriching, dynamic and valuable learning method for students. Classroom Learning students have their own networked environments, which enable instructors to manage hands-on lab demonstrations and exercises that mirror the professional environment. Additionally, Classroom Learning has been enhanced to include Web-based resources, such as tutorials and simulations, during and after class. To help gauge return on investment, and productivity enhancements, a post-assessment is completed by each student.

Online ANYTIME

If you want a comprehensive learning experience but prefer a more independent approach, try New Horizons Online ANYTIME learning. Available as Web-based/computer-based training, the course content is the same as our world-renowned instructor-led training, but in an asynchronous/self-paced format. Ask your Student Services Manager for details and a free demo to see if this learning platform is right for you.

Online LIVE

Get our industry-leading classroom training experience wherever you access the Internet.

Train virtually anywhere in the World with New Horizons' revolutionary ONLINE LIVE platform.

Online LIVE utilizes cutting-edge technology to provide remote, live instructor-led training from the convenience of your home or workplace.

What is Online LIVE (OLL)?

New Horizons' Online LIVE (OLL) training model allows students to experience LIVE instruction from expert trainers, access LIVE hands-on labs and use authorized vendor curriculum, all from a remote location.

The objective of OLL is to provide a rich, virtual classroom that simulates a traditional in-class environment by enabling students to easily interact with instructors and their peers via a remote network.

All OLL courses follow the same framework as our traditional instructor-led training programs, using lectures, demos and exercises through a virtual platform to impart knowledge and skills to students.

Key Benefits of Online LIVE:

- Learn from the convenience of your work, home or nearest New Horizons training center
- No need to travel to attend in-class training (reduced travel costs and time out of the office)
- Gain remote access to high quality LIVE, instructor-led training from industry certified trainers
- Connect virtual teams for collaborative group learning

Information Technology Professional Program

Prerequisites
None

Program Duration
80-700 hours

O*NET CODES
15-1122, 15-1131, 15-1132, 15-1133, 15-1142, 15-1143, 15-1152, 15-1199

Career Opportunities
After successfully completing one of our programs, you may qualify for the following career opportunities.
• Computer Programmer
• Computer Software
• Application Engineer
• IT Project Manager
• Network Designer
• Web Designer

THE INFORMATION TECHNOLOGY PROFESSIONAL PROGRAM is for individuals who would like to demonstrate their expertise in a particular area of Information Technology. Students will select technical courses in their area of interest. They will also receive corresponding exam preparation materials and a voucher for the certification exam(s). This three-step process will provide students with the skills necessary to perform specific Information Technology functions. Multi- elective program options are listed on pages 8-13.

Common Job Responsibilities
• Investigate technology problems, identify their source, and determine possible solutions.
• Review IT project proposals, including identification of needs, potential problem areas, and suggested approach.
• Participate in development, implementation, installation, and testing of applications software.
• Provide system-level support for computer software, servers, and other computer equipment.
• Investigate, recommend, and install new applications.
• Document programming problems and resolutions for future releases.

Job Outlook
Employment of IT professionals will continue to grow in the upcoming years. Growth will be driven by organizations upgrading their IT systems and switching to newer, faster, and more mobile networks.

Core Programs	Duration
CompTIA Foundations	
CompTIA A+ Part 1	40 hours
CompTIA A+ Part 2	40 hours
CompTIA Network +	40 hours
MCSA Windows (Desktop Administrator)	
Microsoft Configuring Windows	40 hours
Microsoft Managing and Maintaining Windows	40 hours
MCSA: Server Administrator	
Microsoft Installing and Configuring Windows Server	40 hours
Microsoft Administering Windows Server	40 hours
Microsoft Configuring Advanced Windows Server Services	40 hours

* Program includes Career Training classes, Courseware, Labs, Certification exam practice tests, and Certification exam vouchers

Information Technology Professional Program:
Core CompTIA Foundations

Prerequisites
Before attending the core courses, students must complete or pass competency assessments related to Windows Level 1.

Elective Duration
120 class hours
3 to 4 months (est.)

Core Certifications
A+
Network+

O*NET CODE
15-1151

CORE COMPTIA FOUNDATIONS provides students with the skills and certifications necessary to advance their career in Information Technology. The program includes training toward achievement of CompTIA A+ and Network+ certifications. A+ Certification indicates technical ability and signifies the competence to support a wide variety of hardware and software. Network+ Certification validates that students have the knowledge needed to use and maintain a wide range of networking technologies and have proficiency in networking administration and support.

Career Opportunities
After successfully completing one of our programs, you may qualify for the following career opportunities.
- PC Technician
- Technology Specialist
- Desktop Support Specialist

Common Job Responsibilities
- Oversee the daily performance of computer systems.
- Answer user inquiries regarding issues associated with computer software or hardware.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, and appropriate software.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Maintain records of daily data communication transactions, problems and remedial actions taken, and installation activities.

Job Outlook
PC Technicians employment has a bright outlook according to the Bureau of Labor Statistics. Applicants with a bachelor's degree, certification, or strong technical experience typically have the best job opportunities.

Core CompTIA Foundations	Duration
Core Courses	
CompTIA A+ Part 1	40 hours
CompTIA A+ Part 2	40 hours
CompTIA Network +	40 hours

* To achieve CompTIA A+ certification, you must pass both CompTIA A+ exams.

Information Technology Professional Program:
Core Microsoft Certified Solutions Associate (MCSA) Windows

Prerequisites
PC Technician

Elective Duration
80 class hours
3 to 4 months (est.)

Core Certification
MCSA

O*NET CODES
15-1142, 15-1152,
15-1199.09

CORE MICROSOFT CERTIFIED SOLUTIONS ASSOCIATE (MCSA) WINDOWS 8 is a certification elective intended for people who seek entry-level jobs in an IT environment with limited prior experience in technology. Certification demonstrates competency, validates ability, and allows employers to quickly identify IT professionals with the knowledge and skill sets necessary to work on critical computer support systems. MCSA certification demonstrates fundamental on-site and cloud-computing skills in one of Microsoft's core platforms. The program is the foundation for a series of higher certifications at the expert and master level, and focuses on the ability to design and build technology solutions. MCSA certification is a prerequisite for the Microsoft Certified Solutions Expert (MCSE) expert-level certification and serves as a replacement to the older Microsoft Certified Technology Specialist (MCTS) certification program.

Career Opportunities
After successfully completing one of our programs, you may qualify for the following career opportunities.
- Desktop Administrator/Specialist
- Information Technology Professional/Specialist
- Network Support
- Help Desk Support

Common Job Responsibilities
- Maintain network hardware and software.
- Monitor computers to ensure availability to all system users.
- Perform necessary maintenance to Windows Machines.

Job Outlook
Employment of Computer Systems Support professionals is on the rise and expected to grow faster than the average occupation. Demand for these workers is high and should continue to grow as companies invest in newer, faster technology and mobile networks. Individuals seeking MCSA certification may choose from three program tracks, depending on the technology platform of interest.

MCSA: Windows	Duration
Core Courses	
Microsoft Configuring Windows	40 hours
Microsoft Managing and Maintaining Windows	40 hours

Information Technology Professional Program:
Core Microsoft Certified Solutions Associate (MCSA) Server Administrator

Prerequisites
Windows

Elective Duration
120 class hours
3 to 4 months (est.)

Core Certification
MCSA

O*NET CODES
15-1142, 15-1152,
15-1199.09

CORE MICROSOFT CERTIFIED SOLUTIONS ASSOCIATE (MCSA) SERVER ADMINISTRATOR is a certification elective intended for people who seek entry-level jobs in an IT environment with limited prior experience in technology. Certification demonstrates competency, validates ability, and allows employers to quickly identify IT professionals with the knowledge and skill sets necessary to work on critical computer support systems. MCSA certification demonstrates fundamental on-site and cloud-computing skills in one of Microsoft's core platforms. The program is the foundation for a series of higher certifications at the expert and master level, and focuses on the ability to design and build technology solutions. MCSA certification is a prerequisite for the Microsoft Certified Solutions Expert (MCSE) expert-level certification and serves as a replacement to the older Microsoft Certified Technology Specialist (MCTS) certification program.

Career Opportunities
After successfully completing one of our programs, you may qualify for the following career opportunities.
- Network Administrator/Specialist
- Information Technology Professional/Specialist
- Network Support

Common Job Responsibilities
- Maintain network hardware and software.
- Monitor network to ensure availability to all system users.
- Perform necessary maintenance to support network availability. • Plan, coordinate, and implement network security measures.

Job Outlook

Employment of Computer Systems Support professionals is on the rise and expected to grow faster than the average occupation. Demand for these workers is high and should continue to grow as companies invest in newer, faster technology and mobile networks. Individuals seeking MCSA certification may choose from three program tracks, depending on the technology platform of interest.

MCSA: Server Administrator	Duration
Core Courses	
Microsoft: Installing and Configuring Windows Server	40 hours
Microsoft: Administering Windows Server	40 hours
Microsoft: Configuring Advanced Windows Server Services	40 hours

Information Technology Professional Program - **Electives**

Core Programs	Duration
MCSE Server Infrastructure	
Microsoft: Designing and Implementing a Server Infrastructure	40 hours
Microsoft: Implementing an Advanced Server Infrastructure	40 hours
MCSE Desktop Infrastructure	
Microsoft: Implementing a Desktop Infrastructure	40 hours
Microsoft: Implementing Desktop Application Environments	40 hours
MCSE SharePoint Server	
Microsoft: Core Solutions of Microsoft SharePoint Server	40 hours
Microsoft: Advanced Solutions of Microsoft SharePoint Server	40 hours
MCSE: Messaging (Exchange Server)	
Microsoft: Core Solutions of Microsoft Exchange Server	40 hours
Microsoft: Advanced Solutions of Microsoft Exchange Server	40 hours
Cisco CCNA Elective	
Interconnecting Cisco Networking Devices Level 1	40 hours
Interconnecting Cisco Networking Devices Level 2	40 hours
Security	
CompTIA Security+	40 hours
CompTIA Advanced Security Practitioner (CASP)	40 hours
VMware Certified Professional (VCP x 2)	
VMware vSphere: Install, Configure, Manage	40 hours
Horizon (with View): Install, Configure, Manage	40 hours
Project Management	
CompTIA Project+ Certification	40 hours
Project Management Professional (PMP)	40 hours
Open Source Networking	
CompTIA Server +	40 hours
CompTIA Linux+	40 hours

Information Technology Professional Program:
Microsoft Certified Solutions Expert (MCSE) Electives

Prerequisites
PC Technician

Elective Duration
500 class hours
6 months (est.)

Core Certification
MCSE

O*NET CODES
15-1142, 15-1199.02

MICROSOFT CERTIFIED SOLUTIONS EXPERT (MCSE) credential is the leading certification for Windows Server, providing widely recognized, objective validation of your ability to perform critical, current IT job roles by using Microsoft technologies to their best advantage. This course provides details on how to deploy and manage Hyper-V and Remote Desktop Services on Windows Servers Hyper-V and Remote Desktop Services on Windows Server. The course also provides details on how to manage a server virtualization environment by using System Center products.

Career Opportunities
After successfully completing one of our programs, you may qualify for the following career opportunities.
- Window Server Administrator
- IT Technology Project Managers
- Server Systems Administrator

Common Job Responsibilities
- Be able to design and implement infrastructure systems using the Microsoft Windows platform and Microsoft server software
- Install, configure, and troubleshoot network systems.
- Deploy and manage Hyper-V and Remote Desktop Services on Windows Servers Hyper-V and Remote Desktop Services on Windows Server.
- Manage a server virtualization environment by using System Center products.

Job Outlook
Employment of Computer Systems Support professionals is on the rise and expected to grow faster than the average occupation. Demand for these workers is high and should continue to grow as companies invest in newer, faster technology and mobile networks. Individuals seeking MCSE certification may choose from three program tracks, depending on the technology platform of interest.

Information Technology Professional Program:
Microsoft Certified Solutions Expert (MCSE) Electives

MCSE: Server Infrastructure Elective	Duration
Core Courses	
Microsoft: Designing and Implementing a Server Infrastructure	40 hours
Microsoft: Implementing an Advanced Server Infrastructure	40 hours

MCSE: Desktop Infrastructure Elective	Duration
Core Courses	
Microsoft: Implementing a Desktop Infrastructure	40 hours
Microsoft: Implementing Desktop Application Environments	40 hours

MCSE: SharePoint Server Elective	Duration
Core Courses	
Microsoft: Core Solutions of Microsoft SharePoint	40 hours
Microsoft: Advanced Solutions for Microsoft SharePoint	40 hours

MCSE: Messaging (Exchange Server) Elective	Duration
Core Courses	
Microsoft: Core Solutions of Microsoft Exchange Server	40 hours
Microsoft: Advanced Solutions of Microsoft Exchange Server	40 hours

Information Technology Professional Program:
CCNA Elective

Prerequisites
PC Technician

Elective Duration
80 class hours
2 to 3 months (est.)

Core Certification
CCENT
CCNA

O*NET CODES
15-1142, 15-1152

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) is a certification elective for entry-level network engineers that helps maximize your foundational networking knowledge, ultimately to help increase the value of your employer's network. The CCNA certification is typically the first step into a networking career. It validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks. Primary duties include installing, configuring, and troubleshooting a network.

Career Opportunities
After successfully completing one of our programs, you may qualify for the following career opportunities.
- Network Support Specialist
- Network Administrator
- Network Support Engineer

Common Job Responsibilities
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
- Perform data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Configure, monitor, and maintain email applications or virus protection software.

Job Outlook
Network Administrator employment has a very bright outlook according to the Bureau of Labor Statistics. Jobs in this area are expected to continue to grow through 2020. Demand for these workers will increase as firms invest in newer, faster technology and mobile networks.

Cisco CCNA Elective	Duration
Core Courses	
Interconnecting Cisco Networking Devices Level 1	40 hours
Interconnecting Cisco Networking Devices Level 2	40 hours

Information Technology Professional Program:
Security Elective

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Prerequisites
PC Technician Program

Elective Duration
80 class hours

Core Certification
Security+
CASP

O*NET CODES
13-1199.02, 15-1121,
15-1122, 15-1142 , 15-1152,
15-1199.02

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SECURITY ELECTIVE validates technical competence in IT security technology and practices. Information is an essential resource for the growth and success of any business. In today's information-driven economy, keeping a company's vital data secure is the responsibility of every employee across an organization. According to a recent CompTIA study, human error is the most common cause of information security breaches, with 80 percent of individuals believing that human error is caused by a lack of security knowledge, training, and failure to follow security procedures.

Information security awareness and training significantly reduce the odds of a business experiencing a serious information security breach, and help minimize the negative impact should a breach occur. Our Security Professional training program requires CompTIA Security+ and CompTIA Advanced Security Practitioner certifications, as well as an elective certification.

CompTIA Security+ is an international, vendor-neutral certification that demonstrates competency in network security, compliance and operational security, threats and vulnerabilities, application, data and host security, access control and identity management, and cryptography. It also ensures individuals understand security concepts, tools, and procedures to react to security incidents, as well as the ability to anticipate security risks and guard against them.

CompTIA Advanced Security Practitioner certification proves competency in enterprise security, risk management, research and analysis, as well as integration of computing, communications, and business disciplines. It covers the technical knowledge and skills required to conceptualize, design, and engineer secure solutions across complex enterprise environments. The program also involves applying critical thinking and judgment across a broad spectrum of security disciplines to propose and implement solutions that map to enterprise drivers.

Career Opportunities
- Information Security Architect/Engineer
- Security Consultant/Specialist
- Security Administrator
- IT Security Analyst/Manager
- Network Security Technician

Common Job Responsibilities
- Create and implement plans, as well as systems and procedures, to prevent malicious and inadvertent use of data.
- Train users on security measures and monitor access to data.
- Review information on viruses and ensure virus protection is in place.
- Assess risks of data exposure and validate security systems are in place and working as designed.
- Provide expertise on application development project teams to ensure applications comply with the organization's information security standards.

Job Outlook
Employment of IT Security Analysts is projected to grow 18 percent from 2014 to 2024, faster than the average for all occupations. Job prospects for this occupation should be favorable[1].

1. Source: Bureau of Labor Statistics

Security Elective	Duration
Core Courses	
CompTIA Security+	40 hours
CompTIA Advanced Security Practitioner (CASP)	40 hours

*Denotes Information Technology Expert Program Electives

Information Technology Professional Program:
VMware Certified Professional (VCP) Elective

Prerequisites
A+, Network+, MCSA

Elective Duration
80 class hours

Core Certification
VMware

O*NET CODES
13-1199.02, 15-1121, 15-1122, 15-1142 , 15-1152, 15-1199.02

VMWARE CERTIFIED PROFESSIONAL (VCP) ELECTIVE is the leading certification for VMware Server, providing widely recognized, objective validation of your ability to perform critical, current IT job roles by using VMware technologies to their best advantage. The VMWare training explores installation, configuration and management of VMware vSphere.

Career Opportunities
After successfully completing one of our programs, you may qualify for the following career opportunities.
- Window Server Administrator
- IT Technology Project Managers
- Server Systems Administrator
- VMware Administrator

Common Job Responsibilities
- Be able to design and implement virtualized infrastructure systems
- Install, configure, and troubleshoot network systems.
- Deploy manage and configure VSphere + View technologies for virtualization.
- Manage a server virtualization environment by using VMware.
- Understand installation, configuration and management of VMware vSphere.

Job Outlook
Employment of Network and Computer Systems Engineers is expected to grow 8% from 2014 to 2024, as fast as the average for all occupations. Demand for these workers is high and should continue to grow as firms invest in newer, faster technology and mobile networks[1].

1. Source: Bureau of Labor Statistics

VMware Certified Professional (VCP x 2)	Duration
Core Courses	
VMware vSphere: Install, Configure, Manage	40 hours
Horizon (with View): Install, Configure, Manage	40 hours

Information Technology Professional Program:
Project Management Elective

Prerequisites
None

Duration
80 class hours
3 to 4 months (est.)

Core Certification
PMP
Project+

O*NET CODES
11-9199, 13-1199,
19-4099.01

THE PROJECT MANAGEMENT ELECTIVE provides students with the skills and certifications needed to analyze organizational processes, procedures and systems, and provide feedback to the organization leading to more efficient and effective operations. Students receive training on process improvement and quality control methodologies. The program offers three specialization options, depending on the areas and methodologies of interest.

In today's global economy, there is constant pressure on businesses to run as efficiently and profitably as possible. Under pressure to meet growth targets with very tight budgets, more business executives are looking for ways to improve operational processes and systems. Quality, on-time delivery, responsiveness, and asset utilization are all fundamental areas of operational effectiveness. An integrated, holistic approach, including business process improvement, human resources, and technology, helps companies make timely and effective business decisions and ultimately increases operational efficiency across an organization.

These professionals typically have a remarkable impact on and represent huge potential for both IT and the business, in general. Operations Specialists, also known as business process professionals, typically live at the intersection of business and IT. In large part, they are business people who use management disciplines, as well as business process methodologies and technologies, to drive continuous improvement, process innovation, and business optimization.

Career Opportunities
After successfully completing one of our programs, you may qualify for the following career opportunities.
- Process Improvement Specialist
- Quality Control Analyst
- Project Manager

Common Job Responsibilities
The job duties for business operations professionals vary considerably by company and industry. Some common responsibilities include organizational process, procedure, and systems analysis for improvement purposes. As an example, some individuals may be responsible for analyzing how information is recorded and how the process can be streamlined or improved within an organization. These individuals also commonly analyze customer needs to determine how operations can be altered to better meet their needs.

Job Outlook
There are 1.7 million business operations-related jobs held in the United States[1]. This number is expected to remain stable over the next ten years. In some industries, these jobs will experience significant demand and growth as it is a necessary position in every organization. For example, the demand for Operations Managers/Analysts in the health services industry is expected to rise dramatically in the next few years.

1. Source: Bureau of Labor Statistics

Information Technology Professional Program:
Project Management Elective

Project Management Elective	Duration
Core Courses	
CompTIA Project+ Certification	40 hours
Project Management Professional (PMP) Certification Preparation	40 hours

Project Management Professional (PMP)
PMI's Project Management Professional (PMP)® credential is the most important industry-recognized certification for project managers. Globally recognized and demanded, the PMP® demonstrates that you have the experience, education and competency to lead and direct projects.

PMP Eligibility Overview
To apply for the PMP, you need to have either:
- A secondary degree (high school diploma, associate's degree, or the global equivalent) with at least five years of project management experience, with 7,500 hours leading and directing projects and 35 hours of project management education.

OR
- A four-year degree (bachelor's degree or the global equivalent) and at least three years of project management experience, with 4,500 hours leading and directing projects and 35 hours of project management education.

Certified Associate in Project Management (CAPM)
PMI's Certified Associate in Project Management (CAPM)® is a valuable entry-level certification for project practitioners. Designed for those with little or no project experience, the CAPM® demonstrates your understanding of the fundamental knowledge, terminology and processes of effective project management.

CAPM Eligibility Overview
To apply for the CAPM, you need to have:
- A secondary degree (high school diploma or the global equivalent) AND At least 1,500 hours of project experience

OR
- 23 hours of project management education by the time you sit for the exam.

Information Technology Professional Program:
Open Source Networking Elective

Prerequisites
PC Technician

Duration
80 class hours
3 months (est.)

Core Certification
Linux+
Server+

O*NET CODES
15-1142, 15-1152

OPEN SOURCE NETWORKING ELECTIVE is an introduction to fundamental end-user and administrative tools in Red Hat Enterprise Linux, designed for students with little or no command-line Linux or UNIX experience. For users of Linux (or UNIX) who want to start building skills in systems administration on Red Hat Enterprise Linux, to a level where they can attach and configure a workstation on an existing network.

Career Opportunities
After successfully completing one of our programs, you may qualify for the following career opportunities.
- Linux Administrator
- Systems Administrator

Common Job Responsibilities
- Maintain and manage Linux network as a Linux systems administrator at the Technician level.
- Manage administrative tools in Linux.

Job Outlook
Employment of Network and Computer Systems Support professionals is expected to grow 8 percent from 2014 to 2024, as fast as the average for all occupations. Demand for these workers is high and should continue to grow as firms invest in newer, faster technology and mobile networks[1].

1. Source: Bureau of Labor Statistics

Open Source Networking Elective	Duration
Core Courses	
CompTIA Server +	40 hours
CompTIA Linux+	40 hours

Program Reference Chart:
Information Technology Professional - Core Program

Courses	Duration	Retail Price
CompTIA Foundations		
CompTIA A+ Part 1	40 hours	$2,500
CompTIA A+ Part 2	40 hours	$2,500
CompTIA Network +	40 hours	$2,500
MCSA Windows (Desktop Administrator)		
Microsoft: Configuring Windows	40 hours	$2,975
Microsoft: Managing and Maintaining Windows	40 hours	$2,975
MCSA: Server Administrator		
Microsoft: Installing and Configuring Windows Server	40 hours	$2,975
Microsoft: Administering Windows Server	40 hours	$2,975
Microsoft: Configuring Advanced Windows Server Services	40 hours	$2,975
Electives (Listed on page 22)		
Elective 1	40 hours	$2,975
Elective 2	40 hours	$2,975
Total	400 hours	$28,325

* Program includes Career Training classes, Courseware, Labs, Certification exam practice tests, and Certification exam vouchers

Program Reference Chart:

Information Technology Professional - Electives

Courses	Duration	Retail Price
MCSE Server Infrastructure		
Microsoft: Designing and Implementing a Server Infrastructure	40 hours	$2,975
Microsoft: Implementing an Advanced Server Infrastructure	40 hours	$2,975
MCSE Desktop Infrastructure		
Microsoft: Implementing a Desktop Infrastructure	40 hours	$2,975
Microsoft: Implementing Desktop Application Environments	40 hours	$2,975
MCSE SharePoint Server		
Microsoft: Core Solutions of Microsoft SharePoint Server	40 hours	$2,975
Microsoft: Advanced Solutions of Microsoft SharePoint Server	40 hours	$2,975
MCSE: Messaging (Exchange Server)		
Microsoft: Core Solutions of Microsoft Exchange Server	40 hours	$2,975
Microsoft: Advanced Solutions of Microsoft Exchange Server	40 hours	$2,975
Cisco CCNA		
Interconnecting Cisco Networking Devices Level 1	40 hours	$2,975
Interconnecting Cisco Networking Devices Level 2	40 hours	$2,975
* Cisco CCNA elective path requires an additional Technology Fee of $995		
Security		
CompTIA Security+	40 hours	$2,975
CompTIA Advanced Security Practitioner (CASP)	40 hours	$2,975
* Project Management elective path requires an additional Technology Fee of $750		
VMware Certified Professional (VCP)		
VMware vSphere: Install, Configure, Manage	40 hours	$2,975
Horizon (with View): Install, Configure, Manage	40 hours	$2,975
* VMware Certified Professional elective path requires an additional Technology Fee of $1,275		
Project Management		
CompTIA Project+ Certification	40 hours	$2,975
Project Management Professional (PMP)	40 hours	$2,975
Open Source Networking		
CompTIA Server +	40 hours	$2,975
CompTIA Linux+	40 hours	$2,975

NON-DISCRIMINATION POLICY

New Horizons is committed to providing a learning environment that is free of discrimination. Equal opportunity will be extended to all persons in all aspects of our Program. New Horizons will not discriminate against a student because of race, color, religion, sex, sexual orientation, pregnancy, national origin, ancestry, age, marital status, physical or mental disability, or medical condition. If a student believes he/she is being discriminated against, he/she should report the facts of the incident to the Instructor, the Student Services Manager, or the General Manager in writing (see Grievance and Appeal Procedures).

REGULATORY COMPLIANCE

New Horizons complies with Title IV and VII of the Civil Rights Act of 1964, Equal Employment Act of 1965, Age Discrimination in Employment Act of 1967, Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Vietnam Era Readjustment Assistance Act of 1974, the Americans with Disabilities Act of 1990, the Family Medical Leave Act of 1993, among other State and Federal Laws related to employment. Review and affirmation of compliance will be held periodically.

ADMISSION

A student may be admitted into a New Horizons Career Education Program upon satisfying all of the following requirements:
1. The student must complete a New Horizons Student Application.
2. The student must have a consultation with a New Horizons Student Services Manager to evaluate skill and experience levels and identify education and career goals.

A payment method must be established and agreed upon by the student and New Horizons prior to registration.

ADMISSION REQUIREMENTS

Applications requesting admission may be asked to take entry-level classes before entering into a program. If applicants do not have the basic knowledge of entry-level classes, which may be prerequisites for a program, applicants may be required to take the entry-level classes before entering the program. Applicants must show they have a basic knowledge of the program of choice during the interview process prior to enrollment. Should applicants have prior certifications from recognized institutions, they may be given credit for their prior training. Upon acceptance, student will be notified in writing from New Horizons.

PAYMENT METHODS

New Horizons of Wisconsin accepts payment from students via the following methods and sources:
- Personal check
- Cashier's check or money order
- MasterCard, Visa and American Express
- Private loan
- Local and state government agencies

STUDENT LOANS

Students enrolling into a Career Education Program may wish to secure a student loan. New Horizons recommends consulting your banking institutions or financial advisor on the best loan options available to you.

Some common features of student loans include:
- Inclusion of all educational expenses such as training costs, fees, books, exams, computer hardware & software
- Low interest rates
- Deferment options
- No prepayment penalties
- Repayment options

For more information about funding sources please contact a Career Development Manager.

The School also is approved and eligible to accept funding under the following programs:
- Workforce Investment Act (WIOA)
- Trade Adjustment Act (TAA)
- Vocational Rehabilitation

ABILITY TO BENEFIT (ATB)

Presently, NH-WI does not admit anyone that does not possess a high school diploma or GED and therefore does not administer a USDE approved ability-to-benefit (ATB) exam and has no ATB enrollees.

CANCELLATION AND REFUND POLICIES

New Horizons CLC of Wisconsin will pay refunds to students per the State of Wisconsin Education Approval Board regulations / policies. Refund amounts are not paid based on school rules of conduct or other school regulations. This section explains what students and programs are eligible for refunds, how refunds are calculated, and how they are paid back to the student or funding source.

Students requiring more information about refunds should contact the Schools General Manager before proceeding directly to the WI EAB.

Full refund: New Horizons of Wisconsin will pay a full refund of all money paid by the student if: (1) The student cancels enrollment within 3 business days; (2) The student accepted was unqualified, and the school did not secure a disclaimer stating that the student is unlikely to successfully complete a program or is unlikely to qualify for employment in the program's vocation or field ; (3) The school procured the student's enrollment as the result of any false representations in the written materials used by the school or in oral representations made by or on behalf of the school.

Partial refunds: New Horizons of Wisconsin will pay a partial refund to a student who withdraws or is dismissed after 3 days from the time of enrollment, but before completing 60% of the potential hours of instruction in the current enrollment period. Students will be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current enrollment period, less a one–time application fee of $100. (Pro Rata Refund is the amount of the program not taken compared to the amount taken and the monies associated with each portion.)

(1) The pro rata refund is determined as the number of hours remaining after the last hour completed by the student, divided by the total number of hours in the program, rounded down to the nearest ten percent. Pro rata refund is the resulting percent applied to the total tuition and other required costs paid by the student for their program.

(2) All efforts will be made to refund prepaid amounts for books, supplies and other charges unless the student has consumed or used those items and they can no longer be used or sold to new students, or returned by the school to the supplier.

(3) Refunds shall be paid within 40 days after the effective date of termination.

(4) After the student's first period of enrollment, if a student withdraws or is dismissed in a subsequent enrollment period, the school may also retain an administrative fee of 15% of the total cost of the program, or $400, whichever is less.

(5) No refund will be paid for any student who withdraws or is dismissed after completing 60% of the potential hours of instruction in their program unless the student withdraws due to mitigating circumstances, which are directly prohibit the student from completing their program and are beyond the student's control.

Good faith effort: New Horizons of Wisconsin will make a good faith effort to refund all monies due to the student and will document this effort in the students file. This effort includes sending the refund via (1) Certified mail to student's last known address; (2) Certified mail to the student's permanent address; or (3) Certified mail to the address of the student's

parent or listed next of kin, if different from the permanent address.
Notice of withdrawal: New Horizons of Wisconsin does not require that students notify the school of their intent to withdrawal through any specific means such as in writing or in person. However, it is strongly recommended that students notify the school their intent to withdrawal via a form of communication that can be tracked and verified in the event of a dispute. New Horizons of Wisconsin will honor any valid notice of withdrawal given after the 3–business–day cancellation period. New Horizons will refund to the student any amounts due and arrange for a termination of the student's obligation to pay any sum in excess of that permitted under the refund standards within 30 days from receipt of the students notification to withdrawal.

Distribution of refunds to financial aid sponsors: All or a portion of any refund due will be paid to sponsors furnishing grants, loans, scholarships or other financial aids to students, in conformity with federal and state laws, regulations and rules and requirements of financial aid sponsors. After any disbursements to financial aid sponsors have been made, the student shall receive the balance, if any, of the amount due under the schools refund policy. (For Example, if the student's program was funded in full by a bank loan directly to New Horizons of Wisconsin, New Horizons of Wisconsin will pay the refund amount back directly to the bank.)

REGISTRATION

To register for a New Horizons course, you must contact the Career Development Manager. Early registration is strongly recommended. If you are a new student, you must follow the Admissions Policy as outlined above. Existing students may contact the Student Services Manager to request enrollment in a course or make any schedule changes. Please note: Payment is due in full no later than the date of class unless prior arrangements have been made.

Class Starting and Ending Dates: A student may enter the school at any time. The school recommends that the student take the classes in the order listed under the program curriculum. The date of completion is determined by the date the student completes all the required classes for each program. All classes are awarded a certificate of completion if all requirements are met. Students may wish to complete a program faster or slower and should seek counsel from their Student Services Manager to alter the speed of the program per their learning style and schedule.

Initial Enrollment: Student Services will enroll the student in classes (courses listed in the student's signed agreement) and provide a copy of the transcript to the student.

Requests for Class Changes: All requests for a change in class must be made in writing to Student Services at least 48 hours prior to the start of the class. Student Services will process the change and provide a student with a copy of the updated transcript.

Retake Requests: Students who complete a class are eligible to retake that class within six months of the original class date. A student who wishes to retake a class should submit the request to Student Services, which will process the enrollment and provide the student with a copy of the updated transcript. Seating for retakes is based on availability.

NOTE: Students will be required to bring the original courseware/materials you were issued in the class, as no new materials will be issued during the retake class.

EDUCATION RECOGNITION

If you have previously passed a certification exam that is included in your program, that certification will be applied to your New Horizons Career Education Program. The applicable exam and corresponding courses will then be removed from the completion requirements of that program and/or experience. Programs may also be modified depending upon previous education.

New Horizons does not award students with "Advanced Standing" or "Extra Credit" awarded for previous education or training. If a student has completed certification examinations from training provided at another

training center New Horizons may accept and substitute up to 10% of the students program with a class or classes of equal value.

New Horizons does not offer accredited courses. The transferability of credit to another institution is at the discretion of the accepting institution, and it is the student's responsibility to confirm whether or not credits will be accepted by another institution of the student's choice.

New Horizons is not a degree-granting institution. Rather, students earn certificates of completion along a career track to prepare them for professional technology careers and the potential for industry certification. Certificates are awarded after successful completion of each course of study. A record of successful completion is also kept in the student's transcript file and can be requested according to our student records process.

LEARNING GUARANTEE

Most completed New Horizons-Wisconsin instructor-led courses carry our unbeatable Learning Guarantee. This guarantee allows students to repeat most New Horizons instructor-led courses (same version) FREE OF CHARGE within six months of completion of the courses* **.

CLASS SIZE

The class size typically ranges from 8 to 16 students. The average student to teacher ratio in both lecture and lab is 12 to 1. The student to equipment ratio in the lab and in class is 1 to 1.

DESCRIPTION OF SCHOOL FACILITIES

NH-WI operates in approximately 14,000 square feet of space in 3, state-of-the-art learning facilities in Appleton, Madison and Brookfield, Wisconsin. Each location has classrooms, semi-private learning stations, a break room, a testing center, restrooms, and meeting rooms. All facilities are ADA-compliant. New Horizons does not providing housing services to our students.

ATTENDANCE

Good attendance and academic performance are crucial for a successful learning experience. As each class includes material, labs, and other exercises that build upon each other throughout the duration of the class and program, it is important that students attend all classes and lab sessions for which they are enrolled. Students are required to complete at least 80% of the course hours for the course to be considered successfully completed. Students who fail to complete at least 80% of the course hours will have one opportunity to repeat and complete the course within six months of the original class date.

First Day of Class/Module: Students must check in with the receptionist upon arrival (at least 20 minutes prior to the start of class). Students must also sign the class roster.

Subsequent Days of Class/Module: Students will be required to sign the class roster for each day of class so attendance can be monitored. Students who fail to sign the roster will not receive credit for that day's attendance. Instructors will monitor and verify students' days of attendance.
Tardiness and Absences: Students must arrive to class on time in consideration of instructors and classmates. Students who anticipate being late to or absent from class must call and notify Student Services by providing their name, class and expected arrival time (or reason for absence, if absent). Students are responsible for any makeup work associated with their absence. **If a student is more than 15 minutes late to a scheduled class, they will be marked "Absent" and not allowed to attend that class session.**

Leaves of Absence: A student may be granted a leave of absence for a reasonable amount of time not to exceed a maximum of six (6) months as determined by the Career Development Manager. A request for a leave of absence must be in writing and the date of expected return must be specified. This does not apply for Veterans benefits. Veterans Benefits will be terminated during the leave of absence.

COURSE PREREQUISITES, SCHEDULES & OUTLINES

All New Horizons Part 2 and Part 3 courses, as well as many of our technical courses, build upon skills developed in the Level 1 and foundation courses. It is important that students are proficient with the skills presented in these foundation courses.
New Horizons utilizes an extensive online class schedule to insure that students can find the latest information on classes along with their respective outlines, locations and run dates. Students can access this site by following these steps:

In the SEARCH box, type in the name of the class you wish to take. Lengthen the detail for quicker results or shorten if you need broader searches. (for example, SEARCH EXCEL 2007 Part 2 and only those classes appear. Or if you type EXCEL you will get 2007, 2010, 2013, 2016 and all parts and more. Select the green GO button.
You may have to use the slide bars on the bottom or side of your monitor to see the results.

New Horizons offers several learning resources as supplements to our instructor-led training. These can include — but are not limited to— Online ANYTIME and Virtual Labs (vLabs). The hours a student utilizes these tools are not included in hours associated with a program. Therefore, time spent by veterans utilizing these resources will not count toward program hours.

SCHEDULES

Students should only schedule time for the courses in which they have been registered. There are two sessions per equivalent Instructor Led Training days. Each session is 3.5 hours in length and students should utilize the entire time slot. Attendance is required for the sessions and the time slot for which you are scheduled.

*Exceptions – Cisco, Citrix, VMware, and courses provided by locations outside of the New Horizons –Wisconsin franchise.

** If you request a retake for a course, you will need the most current digital courseware. You will be responsible for the purchase of the new digital courseware, sit fee, lab, and exam voucher.

GRADING SYSTEM

New Horizons of Wisconsin does not offer letter grades or credits for classes attended and completed. All classes are considered Pass / Fail. Students who complete their assigned in class exercises successfully and attend a minimum of 80% of the class will be considered as "Pass". Students who do not successfully complete their assigned in class exercises and or do not successfully attend a minimum of 80% of the class will be considered as "Fail". If a student receives a grade of "Fail", per the Retake policy they will be allowed to retake their class one (1) time within six (6) months of their original class date.

If a traditional grade is mandated by a student's funding source, grades will be assigned by the instructor based on the student's attendance as well as successful completion of in class exercises. Quizzes, test(s) and final examinations may make up part of a student's grade if assigned as part of the class.

Grades will be assigned as follows:

A	4.0	Excellent	91% to 100%
B	3.0	Good	81% to 90%
C	2.0	Satisfactory	71% to 80%
D	1.0	Unsatisfactory	61% to 70%
F	0.0	Failure	0% to 60%
I		Incomplete	

If you fail to complete at least 80% of a course, you will receive an "I" (Incomplete) for that course and will be placed on probation for the next course of instruction. Students are not terminated for failure to acquire skills but are encouraged to repeat classes or attend additional classes.

You will have one opportunity to repeat and complete the course within

6 months of program completion. If you fail to successfully complete the course the second time, you will be removed from the program and no graduation certificate will be issued.

SATISFACTORY PROGRESS

It is New Horizons' sincere intent that students succeed in their programs. New Horizons will make every effort to ensure this objective. Students are evaluated at the end of each course within their program. A 2.0 grade point average is considered satisfactory. Progress reports are available upon request.

ACADEMIC PROBATION

When a student's overall grade point average falls below 2.0, the student is automatically placed on academic probation for the next 30 days. If, at the end of that probationary period, the student has not achieved an overall grade point average of at least 2.0, the student will be removed from the program and no graduation certificate will be issued.
If a student receives a grade lower than a 2.0 in a course, they will be required to repeat the course and achieve a 2.0 or higher prior to graduation. The grade earned in the repeated course will then replace the previous grade in determining the student's overall grade point average.

TRANSCRIPTS AND RELEASE OF STUDENT RECORDS

New Horizons retains permanent records as required by state and federal law, partnering organizations, and company necessity. All student records, including attendance logs, completed courses, admission documentation and the like are managed and securely stored either in locked storage or password protected virtual locations. Students who request a copy of their transcript in person must present photo identification to Student Services prior to receiving the individual transcript. Students who wish to receive a transcript through mail of any type will need to submit a letter requesting the transcript including their name, address, and phone number accompanied by a signature.

Organizations, learning institutions, and third party requests must include a letter of request on official letterhead including the student's name, address and student's signature giving permission to release the transcript to the requestor. The requestor must also include his/ her name and title, address, and phone number in the request. For organizational customers, individual student information may be made available for review by an authorized member of the organization.

Student information may be made available for review by request of an authorized representative of a local, state or federal agency or institution that funds the student in question. Student information will be reported to local, state or federal agencies or institutions as required by law.

Information that may be excluded from student/customer review includes notes and/or information documented for the sole purpose of Student Services' internal use only.

RULES OF CONDUCT

It is the intention of New Horizons to provide the most effective learning environment for our students. Therefore, it is imperative that our staff maintains and enforces guidelines that will ensure the best possible educational atmosphere for all students.

The following are general examples of behaviors and actions that may lead to a student's suspension and/or dismissal:
1. Inappropriate and/or violent conduct displayed by the student.
2. Inappropriate attire and/or indecent exposure. The student dress code at New Horizons is "business casual." New Horizons is a corporate client-based atmosphere. You may encounter a future employer in the hallway or break room. Please use your best judgment in this matter. If you are observed in inappropriate attire, you may be asked to go home and change.
3. Disrespect for New Horizons property and equipment (including downloading inappropriate content). Students may not connect personal property to New Horizons hardware or equipment.

5. Recurring attendance problems despite continuous meetings with Student Services to rectify the issue(s).

RE-ADMITTANCE INTO A PROGRAM

If a student is dismissed from a program for any reason, the following procedure should be followed in order to re-enter the program:
1. The student submits a letter to the Career Development Manager requesting re-admittance to the program.
2. After letter review, the Career Development Manager meets with the student to discuss the reason(s) he/she was removed from or stopped attending the program and how similar issues can be prevented should re-admission be granted.
3. The Career Development Manager and General Manager will discuss the student's request for a final decision to be made.

GRIEVANCE AND APPEALS PROCEDURE

In the event that you experience a problem with a particular class or instructor, you should first discuss the matter with the instructor. If a resolution cannot be reached, you should then contact Student Services. In the event that you experience a problem with a policy, procedure, or practice of New Horizons educational program, you should first contact Student Services.

If a satisfactory agreement cannot be reached through Student Services, you should then contact the General Manager. It is the policy of New Horizons to resolve student concerns in a swift and equitable manner.

If the General Manager upholds the initial decision, the student may appeal the decision in writing to New Horizons within 30 days of the ruling. New Horizons Executive Management will review the appeal and notify the student of its decision in writing.

Complaints can be filed with the Wisconsin Education Approval Board:

State of Wisconsin/Education Approval Program
Department of Safety and Professional Services
P.O. Box 8366
Madison, WI 53708
Phone: (608) 266-1996
DSPSEAP@Wisconsin.gov

ATTENDANCE VERIFICATION FORMS (WIOA, TAA & UNEMPLOYMENT)

All students requiring a signature for verification of class attendance can have their forms signed by Student Services, the Front Desk staff, the Career Development Manager or by their Instructor teaching the class representing the dates on the forms. Please fill in the student portion of the form prior to requesting it to be signed.

If you have any questions or if you need forms contact your Case Manager. It is the student's responsibility to get their attendance forms to the appropriate agency.

CELL PHONES AND OTHER ELECTRONIC EQUIPMENT

Cell phones must be set on vibrate during every class. EMERGENCY phone calls can be taken during class but outside of the classroom. Students with excessive cell phone or electronic equipment usage resulting in missing information and/or disrupting other students in the class will be asked to leave their device in their vehicle or turn it off completely. Recording devices are strictly prohibited in class.

DESCRIPTION OF FACILITIES

At New Horizons, each student will have his/her own computer (for IT or desktop applications courses). All classrooms have climate controls to provide a comfortable learning environment. All facilities have easily accessible rest rooms and break rooms for student use.

COURSEWARE

New Horizons includes digital courseware with most open enrollment instructor-led courses. Most courseware for IT training is authored by our various vendor partners such as Microsoft, Cisco, CompTIA, VMware and Citrix, and is updated as revisions or new versions of the software are released from the vendor. If you request a retake for a course, you will be responsible for the purchase of the most current digital courseware.

FREE SOFTWARE YOU MAY NEED TO INSTALL

Shockwave You may be asked to install Shockwave on your machine to facilitate your online training. Follow the steps to install Shockwave making sure to uncheck the box that states "Install Yahoo Tool bar".

- **Active X** If at some point you may be asked to install Active X, please do so.
- **Java** You will need Java for MeasureUp. Please see directions from Java or install.
- **Adobe Reader** If you cannot open and read your transcript you will need to go to www.adobe.com and download the free Adobe Acrobat Reader.

EXAM PREPARATION TOOLS

Exam preparation tools are also available to assist you in preparing for your certification exam. Accessed via the Internet, they provide simulated environments that can effectively assess test readiness.
Practice exams are available for individual purchase or may be included in a certification program package. Payment must be made in full, unless prior arrangements have been made, before practice exams will be released to students. Some programs also include additional study guides to assist you in your exam preparation.

LEARNING RESOURCES

New Horizons offers every Career Education student the opportunity to utilize the on-site learning resources (based on availability), dedicated to providing you the setting and resources to study, complete lab exercises, and take practice exams. New Horizons provides the learning resources as a self-reinforcement resource and encourages all students to take advantage of its availability. For a schedule of available learning resource time, please contact Student Services.

IT AND PROJECT MANAGEMENT EXAMS AND VOUCHERS

To become a certified professional you must pass the vendor-approved examination(s). New Horizons offers certification exam vouchers for individual purchase or as part of a training program which allow you to schedule an exam through a particular testing vendor. Payment must be made in full, unless prior arrangements have been made, before vouchers will be issued to students.

To order or schedule an IT or Project Management exam, students must:
1. E-mail Student Services at least five days prior to your desired exam date and indicate which exam(s) you would like to take.*
2. Student Services will request your voucher number and send you an e-mail response indicating the testing vendor's name and phone number, as well as the voucher number.
3. Contact the testing vendor directly (see below for phone number/website). The first time you schedule an exam with that vendor you will be asked to provide some general information about yourself (name as you would like it to appear on your certificate, social security number, address, phone number, e-mail address, etc.). You will then be assigned a testing ID number by the vendor. Subsequent calls will require you to confirm your ID/information. (Please note that if you test with multiple vendors you will have multiple ID numbers. Please keep these ID numbers on file in a safe place.)
4. Advise the testing vendor representative the exam name/number and your preferred testing date/time/location. The representative will verify that the date/time/location is available or provide alternatives. You must then provide the voucher number or the

vendor will ask to bill your credit card.

5. The vendor representative will confirm your reservation and provide a confirmation number. You will likely receive an e-mail confirmation as well. Please keep this confirmation on file and bring the information with you to your appointment.

*If you are taking the Project Management Professional (PMP) or Certified Associate in Project Management (CAPM) exams, you should wait to schedule your exam until you receive your application approval letter from the Project Management Institute.

IT TESTING VENDOR CONTACT INFORMATION

New Horizons administers many vendor approved certification exams at our locations. To schedule an IT or Project Management exam, please contact one of the vendors below:

PearsonVUE: 1-888-883-2276 or www.pearsonvue.com

INDUSTRY CERTIFICATION TEST PASS GUARANTEE

New Horizons recognizes the importance of industry certifications. As part of our support for students achieving their academic and career goals, we offer practice tests to prepare you for your certification exams. In addition, when a student passes a practice test with a score of 90% or better, but fails to pass the corresponding certification exam New Horizons will provide a second certification exam voucher at no additional charge. No more than two (2) vouchers will be provided per student per certification exam.

RETAKING EXAMS

New Horizons does not offer complimentary retakes for any exams unless so stated in your Student Agreement. Students whose programs do not include complimentary retakes will be responsible for all charges associated with scheduling and sitting for a retake examination. Students may purchase exam vouchers by contacting Student Services. Payment must be received in full by New Horizons before a voucher number will be issued to the student. Students will then need to follow the steps outlined above for scheduling their examination.

New Horizons offers a test pass guarantee for select certifications. In order to qualify, please speak with Student Services prior to sitting your exam. Excludes PMP, CAPM, CISSP, Lean Six Sigma, ITILand EC Council certifications.

POST-EXAM PROCEDURES

After completing a certification exam, please do the following:

1. Keep the original copy of your exam results for your records. **This is very important!** (If there is ever a question about whether you took the exam or what your score was you must be able to provide this document.)
2. Provide a copy of your exam results to the Career Development Manager.
3. Update your resume to include your new certification and email your resume to the Career Development Manager.
4. Upon passing your final exam, schedule a one-on-one consultation with the Career Development Manager to discuss your goals and job advisory assistance.

IMPORTANT POINTS ABOUT CERTIFICATION EXAMS

1. Prior to sitting for an exam, students should utilize all resources made available throughout the program such as courseware, online learning, exam preparation tools, and self-paced labs. Many students also find it helpful to form study groups with their peers.
2. Exam preparation tools — whether used independently by the student or during class — **DO NOT** guarantee a passing score for any exams.
3. Students whose programs include the exam as a component of the course must take the exam when scheduled in class in order to be eligible for a retake.
4. Please keep in mind that each testing vendor has specific policies

and procedures in place regarding identification, cancellations and reschedules. New Horizons has no control over these policies and procedures but, as a testing provider, must enforce them. If you have any questions regarding testing policies and/or procedures, please contact the testing vendor directly.

5. **New Horizons DOES NOT grant certification. Certification is only earned by passing vendor approved exams. Students who pass certification exams will receive their certificates directly from the vendors.**

ADVISORY ASSISTANCE AND INTERNSHIPS

Building a career takes careful planning, long-range vision, and the flexibility to adapt your strategy to the changing market conditions. The New Horizons Career Development Manager will help you define your goals and develop a strategy that works for you. Advisory assistance is available to students who complete a career education program and achieve the related certification exams.

New Horizons Advisory Assistance is offered to aid students in securing jobs and internships to advance their careers. The Career Development Manager will:

1. Meet with students to discuss career goals and determine the students' job qualifications.
2. Coach students on how to write a professional resume that outlines their skills and any relevant experience.
3. Coach students on applying successful techniques when preparing for and during interviews.
4. Provide suggestions to students regarding conducting successful job searches.

Students shall be eligible for Advisory Assistance if they meet the following conditions:

1. Request New Horizons Advisory Assistance in writing;
2. Have a Program start date that has been active for less than two years;
3. Have successfully completed all core courses as outlined in the program description;
4. Have passed all core certification exams as outlined in the program description;
5. Have paid in full all amounts due to New Horizons;
6. Have personal and work histories that would not cause an employer to deem them unsuitable for employment;
7. Have not accepted a position directly related to their training programs, within two years of their Program Start Dates, through the efforts of New Horizons Advisory Assistance services;
8. Hold a high school diploma or equivalent degree;
9. Have attended the Resume Writing and Interviewing Preparation workshops;
10. Have submitted professional resumes, including all achieved credentials, to the Career Development Manager; and
11. Conduct their own job searches in conjunction with the efforts of the Career Development Manager.

New Horizons does not guarantee placement.

Therefore, it is recommended that students do not rely solely on New Horizons, but rather partner with New Horizons as they actively search for employment. It is recommended that students who are unable to secure a paid position consider internship opportunities to gain hands- on experience that will make them better candidates for paid positions.

Internships (as applicable) generally range from 80-160 work hours, to be determined by the partnering company. Internships are unpaid unless otherwise stated by the partnering company. (Job and internship placement are based on availability of positions as well as the students' qualifications.)

New Horizons' Career Development Manager will work diligently with students to provide job and internship opportunities that align with the students' training. Once a student accepts a position for a job or internship, New Horizons will not be responsible for providing additional advisory assistance to the student. New Horizons reserves the right to discontinue

students who wish to continue receiving advisory assistance should contact the Career Development Manager on a bi-weekly basis to confirm their current status and their desire to continue advisory assistance. Whether a student applies for a paid position or an internship, the student should expect to attend an interview with the hiring company and/or staffing agency. With an appointment, the Career Development Manager will help coach students for these interviews. However, New Horizons has nocontrol over the interview process of these companies and cannot be held responsible for the outcome.

Selection of students for jobs and internships is at the sole discretion of the staffing agency/company offering the position. The terms of the job or internship will be determined by the staffing agency or partnering company. By accepting the position the student acknowledges that New Horizons carries no responsibility or obligation to the student in connection with the job/internship.

Students who accept a position or an internship obtained through New Horizons advisory assistance are required to complete a brief employment verification form. This form allows us to confirm your placement status and complete your student records. Students shall not be entitled to a refund of any fees paid to New Horizons in the event that they do not meet the minimum requirements (as listed above) necessary to begin advisory assistance within two years of their Program Start Date, they fail to pursue or accept viable job/ internship opportunities, or they do not complete the job/internship for reasons outside of New Horizons' control. New Horizons does not guarantee placement in a job/internship for any students. As such, students shall not be entitled to a refund of any fees paid to New Horizons in the event that they are not placed into a job/internship within two years of their Program Start Date.

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

GRADUATION AND CERTIFICATION

Students will receive a Certificate of Completion after the successful completion of each course. Students will also receive a certificate after passing vendor certification exams. New Horizons DOES NOT grant certification. Certification is only earned by passing vendor exams. Students who successfully complete all courses and pass all related exams in their program will receive a Certificate of Program Completion from New Horizons.

TRANSFER OF CREDITS

New Horizons Wisconsin is not regionally or nationally accredited and any agreements to accept completed classes as articulated credits are left to the discretion of the receiving institution.

HOLIDAYS

There are several holidays throughout the year that New Horizons observes and for which the centers will be closed. Please review the holiday schedule below and double check your class schedule for any potential attendance issues. If you have any questions about the holiday schedule, contact the Career Development Manager.

2019 HOLIDAYS

Date	Holiday
01/01/19	New Year's Day
05/27/19	Memorial Day
07/04/19	Independence Day
09/02/19	Labor Day
11/28/19	Thanksgiving
11/29/19	Thanksgiving
12/24/19	Christmas Eve
12/25/19	Christmas
12/31/19	New Year's Eve

ACCREDITATION- SCHOOL LICENSE

New Horizons Computer Learning Center of Wisconsin is licensed by:

State of Wisconsin/Education Approval Program
Department of Safety and Professional Services
P.O. Box 8366
Madison, WI 53708
Phone: (608) 266-1996
DSPSEAP@Wisconsin.gov

OWNERSHIP:

New Horizons Computer Learning Centers of Wisconsin is a wholly-owned subsidiary of Riley Technologies, LLC, with its principal executive offices are located 5700 Grande Market Dr., Appleton, WI 54913. The website is www.rileytechllc.com

Michelle Collard for Accountant

| Name	Title
Patrick S. Riley	President, CEO
Sheila Jilot	Director of Operations
Abbey Diedrich	Career Development Manager
Matthew Balkum	Business Development Manager
Miichele Collard	Accountant

Warren Bonner	MCP, MCSA, MCITP, MCTS, MCT, MCSE, HDA, CompTIA A+, Network+, Linux+, CTT
Richard Currey	MCSD, MCSE, MCDBA, MCITP-DBA, MCIPT-DBD, MCPD
Allan Findlay	MCT, MCP, MCITP, MCSE, MCSA, CC, CCEA, ITIL, CompTIA A+, Network+
Rob Foulkrod	MCT, MCP, MCSE, MCAD, MCSD, MCDBA, MCPD
Khalaf Haddad	CCEE, CCI, MCITP, MCT, MCP, MCNE, SCN, CompTIA A+, Network+, Security+, Project+
Robert Higgins	BA,PMP, CCNA, ITIL v3, ITIL-OSA, ITIL-PPO, MCSA, MCTS, CCSI, CompTIA CTT+
Donald Jelley	MCIPP, MCAD, MCTS, MCSD, MCDBA, MCSE
William Jones	CompTIA A+, Network+, Security+, MODL, MCP, MCDST, MCSA, MCSE, MCTS, MCITP-EA, MCT, CSS, HDA, CEH, CEI, CCNA Voice, CCNP, CCSI, CTS
Michael Kaminsky	VMware VCAP5-DCA, VCP4, VCP5 VCI, CVE4, CVE5, CVC, CCSI, CCNA, CCNA Wireless, CCNA Voice, CCNP, CCDP, CCDA, MCT, MCITP, MCTS, MCDBA, MCSA, MCSE, MCNI, MCNE, CompTIA A+, Network+, CTT+, IT Project+
Rob Myers	MOS
Mike Nagy	CompTIA A+, Network+, Security+, Linux+, MCP, MCSA, MCDST, MCITP, MCT, CCNA, CCSI, VCP, VCI
Ralph Nyberg	CCSI, CCNA, RHCI, RHCE, RHCX, CompTIA A+, Network+, Security+, Linux+, Project+, MCT, MCITP, MCSA, MCTS
Gene Parker	ITIL, LSS, MOS, PMP
Mike Peasley	ITIL, PMI, PMP, MCT, MCTS, CompTIA Project+, LSS
George Squillace	MCT, MCSE, MCSA, MCITP, MCTS, CompTIA A+, Network+
Berry Wesler	MCTS, MCT, MCSA, MCSE, MCITP, MCPD, ITIL, PMP, LSSBB
Paul Willy	MCT, MCP, MCITP, MCSE, ECNE, MCNE, MCNI, ITIL, CCSI, CCNA, CompTIA A+, Network+, Security +, IT, Project+, CTT+
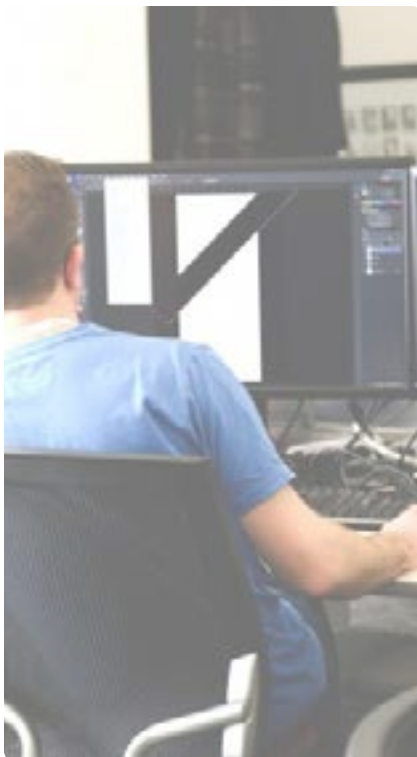
Read the Book Completely.
Use time outside of class and during the course launch to pre-read the materials. Daily reading assignments will be given, including reading guides and quizzes. By the end of the launch period, you should have read the materials cover-to-cover and be ready for the I.L.T. (Integrated Learning Time) presentation of the course. The goals of this comprehensive pre-read are to gain an overview of the subject matter and develop an initial familiarity.

Pre-read Daily.
Each day of the I.L.T., you should pre-read the specific sections that you will be covering in the upcoming class. The goal of this daily pre-read is to know what to expect in class and to anticipate the learning that will take place.

Attend Class and Perform Labs.
During each I.L.T. experience, your goal should be to understand the material presented and explained by the instructor. Support the flow of the class, and ask clarifying questions as needed to gain an initial understanding. If you have more questions, make arrangements to meet with the instructor following class. In addition to the goal of understanding the material, you will also have an opportunity to apply your learning by completing labs, or exercises, during class. The lab will be a hands-on opportunity to apply the skills and concepts that were just covered by the instructor. The lab allows you to recall your new knowledge and skill and apply it as you will on the job. It is important that you engage mentally with the labs to make them an effective learning tool for yourself. Don't just follow step-by-step instructions in the labs, rather, first attempt to anticipate what you think the next step should be, and then verify it with the instructions before proceeding. If you just read the answers, you'll deprive yourself of the important opportunity to recall. Recalling the knowledge is a skill you'll need on the job.

Study Daily.
Following each I.L.T. session, you should re-read and study the specific sections covered in your I.L.T. class. The written materials will serve to review and expand upon the presentation. If we consider hearing the presentation to be the third time you were exposed to the information, and practicing the lab to be the fourth, then this reading is your fifth exposure. But, it is unique in that it is the first time you have read the information on your own after having had it explained to you in class. This is the key step where the most learning happens. Don't skip any of the prior steps, or you'll miss out on fulfilling the purpose of this one. The goal of your study here is to solidify your comprehension and move your understanding from your short-term memory into your long-term memory. Re-reading the material immediately after class, before the next session, is a vitally important step. Don't miss this opportunity to solidify your understanding and make the skills and knowledge your own. Bring questions to class the next day! Practice on a home network, if you can.

Study after the Course.
Arrive on time for all quizzes and tests, because a late arrival will reduce the amount of time you have to complete them. In preparing for your test, you have the opportunity to study the material cover-to-cover having experienced live training over all of it.

Participate in Reinforcement and Achieve Mastery.
Following the test, the program will provide additional opportunities for you to reinforce the subject matter. For most classes, you will receive a L.P. (Learning Port) key, enabling you to log on and experience a computer-based course presentation of the material. For some technical classes, a CD may also be included with additional resource and reference material. A final exam (closed book) will be administered at the end of each module. You'll gain further mastery as you study to prepare to do well on your final.

Prepare for Your Certification Exams.
Supplementary materials will be provided to you to study for the certification exam. You'll stay caught up by passing certification exams as they are scheduled.

New Horizons®
Computer Learning Centers

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