Program Catalog

New Horizons Computer Learning Centers of Phoenix

Licensed by:

Arizona Board for Private Postsecondary Education

1740 West Adams, Suite 3008

Phoenix, AZ 85007

602-542-5709

Date of Publication: May 1, 2020, Volume 12.0

Certified True and Correct as to content and policy as of 5/1/20

Table of Contents

Welcome to New Horizons Computer Learning Centers of Phoenix!

Congratulations on taking the first step towards improving your life. In every economic environment, investment in education consistently provides new opportunities and increased returns.

Since 2001, New Horizons Computer Learning Centers of Phoenix has been honored to train and certify more IT professionals that any other institution in Phoenix. We look forward to putting you in a position of learning from the highly rated instructors at one of our technologically advanced centers in our region. With these quality resources, we can help improve your opportunity for success.

I look forward to meeting you personally and helping you achieve your career goals.

Zack Hiscock

President

INSTITUTIONAL OVERVIEW DESCRIPTION OF SCHOOL FACILITIES
New Horizons of Phoenix is located at:

4710 East Elwood, Suite 19

Phoenix, AZ 85040

Phone: 480-736-9300

Fax: 480-736-9400

This facility operates in nearly 8,500 square feet of space in a one-story building of 40,000 square feet. It has five classrooms, a break room, testing center, restrooms, and meeting rooms. The facility is Arizona (state) compliant.

CLASSROOMS, CLASS SIZE AND SPECIAL NEEDS

Students benefit from comfortable classrooms, furnished with padded chairs. Visual presentations are displayed on dry erase white boards. Built-in projection equipment and screens are used to display curriculum in networking courses. Classrooms are equipped with at least one computer for each student in class. The class size typically ranges from 5 to 24 students. The average student to teacher ratio in both lecture and lab is 1 to 12. The student to equipment ratio is 1 to 1. NHCLC welcomes applicants with special needs. These applicants must meet the same admissions criteria as any other student. If a student has any special educational needs NHCLC will assess these circumstances during the enrollment stage

JOB PLACEMENT ASSISTANCE

The Placement Department at New Horizons was founded on the principal of assisting students in seeking meaningful employment in conjunction with program completion and certification. The investment we make does not stop with providing practical career training but is a commitment to provide ongoing career placement assistance through making candidates as marketable and employable as possible. The Placement Department accomplishes this by providing assistance programs and workshops to help students grasp the concept of employability in today's world economy.

• Placement Assistance Program: Placement staff helps locate job opportunities for our graduates not only after program completion but even while they are working.

• Job Search Techniques: Understanding how to use the Internet, network within the IT community, and how to search for specific career opportunities is a skill on its own.

• Interview Practice Sessions: By going through mock interviews with hiring managers from the field helps build your confidence for the real thing.

• Resume Revision: A constant review and targeted revision of your resume will be required to make you as marketable as possible to your future employer.

• Application Process: How to dress properly, fill out master applications, sending thank you letters are a few things applicants need to know.

• Career Advancement: It shouldn't only be about just getting an entry-level job, we'd like to show you what it takes to get promoted.

• Ongoing Assistance: New Horizons students are free to use any of the above workshops or service programs even after they graduate from New Horizons programs.

By cultivating relationships with the IT business community, students ready to be marketed are assisted in setting up an interview to achieve their career goals. New Horizons of Phoenix has

developed an extensive professional network in our region and have assisted candidates in exciting careers with dozens of companies.

FACILITY INFORMATION

New Horizons Computer Learning Centers of Phoenix is licensed by the Arizona Board for Private Postsecondary Education, 1740 West Adams, Suite 3008, Phoenix, AZ 85007, telephone 1-602-542-1253. Additional information regarding this institution may be obtained by contacting the Arizona Board for Private Postsecondary Education.

History

In 2001 New Horizons Computer Learning Centers of Phoenix joined the worldwide team of New Horizons Computer Learning Centers to meet the growing demand for computer training in the Phoenix Arizona area. New Horizons Computer Learning Centers of Phoenix opened its original 5-classroom facility in Phoenix, Arizona in January of 2001. In January of 2012, New Horizons Computer Learning Centers of Phoenix became approved to except veterans Benefits for training in most of the programs offer by New Horizons of Computer Learning Center Phoenix. In January of 2018, New Horizons Computer Learning Centers of Phoenix was purchased by Zack Hiscock.

Company Mission Statement

We empower people around the world to succeed through Learning.

We support our mission through the following:

•   Providing a high-quality career training and educational experience to our students

•   Continuous evaluation of the educational experience and our programs 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 and staff

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

OUR VALUES

- Customer – Exceed customer expectations
- Respect – Treat everyone with respect
- Integrity – Act with integrity, ethics and honesty
- Passion – Perform with passion and Commitment to surpass our goals
- Teamwork – Succeed through teamwork
- Initiative – Take initiative and expect accountability

- Celebration – Celebrate success and recognize outstanding achievement

President/Owner:

Zack Hiscock

4710 East Elwood, Suite 19

Phoenix, AZ 85040

Governing Body

The principal office is located at 4710 East Elwood, Suite 19, Phoenix AZ 85040

OFFICERS & CORPORATE CONTACTS

Name	Title	Email	Phone
Zack Hiscock	President /Owner/School Director	zack.hiscock@nhphoenix.com	480-736-9300

School Vendor Certification Partnerships / Credentials

New Horizons Computer Learning Centers of Phoenix is approved to provide training by the following non-governmental agencies:

- Microsoft Certified Partner since 2001; Microsoft Certified Gold Partner since 2005
  - Certifies that we can purchase the official Microsoft Curriculum with two MCT's on staff.
- Microsoft Certified Technical Education Center since 2002
  - Microsoft's highest certification for training companies, authorized to teach Microsoft products.
- CompTIA Training Center since 2001
  - Certified to deliver authorized Computer Hardware Training (A+) and Computer Network Training.
- Authorized Testing Center for Prometric (APTC) and Pearson Vue Provides authorized testing for Certification exams.

New Horizons Computer Learning Centers of Phoenix is affiliated with all other New Horizons Computer Learning Centers worldwide through our corporate franchise network - each New Horizons Computer Learning Centers location is independently owned and operated. Each New Horizons Computer Learning Centers location may offer different classes and have different vendor credentials.

Educational Training History

New Horizons Computer Learning Centers (NHCLC) offers a mix of teaching approaches to match the accelerated business value that clients seek from their IT investments.

The first NHCLC started training in 1982 with traditional classroom training and continues to offer the industry's largest number of technical training and desktop applications courses.

NHCLC also provides e-learning solutions through self-paced "Online ANYTIME" web-based and computer-based training and "Online LIVE", an instructor-facilitated training delivered live over the Internet on Campus (for Veterans using VA benefits) but can be taken from anywhere you have an internet connection for all other participants.

Online LIVE", is a synchronous virtual interactive distance education program and "Online ANYTIME", is an asynchronous self-paced inactive distance education program. "Online ANYTIME" is not approved for VA benefits. NHCLC also offers customized training solutions which can be offered at a New Horizons location or on-site at the customer's place of business.

School License

New Horizons Computer Learning Center of Phoenix is licensed by the: Arizona State Board for Private Postsecondary Education

1740 West Adams, Suite 3008

Phoenix, AZ 85007

New Horizons is not accredited by a nationally recognized accrediting association

The number of faculty and instructional staff currently employed by the institution is enough to properly serve the number of students enrolled within our programs of training. Each class has an enrollment cap - a maximum number of students permitted into a class - to maintain the optimum student to instructor ratio to facilitate learning. In the event a class exceeds its enrollment cap, the institution promptly schedules an additional class to adequately service the total number of students enrolled.

Faculty Requirements

New Horizons Computer learning Center of Phoenix's Faculty are required to obtain the vendor certifications and to remain current in all certifications for the courses they instruct. Along with any other requirements that the individual vendor may require.

Equal Opportunity Policy Statement
New Horizons Computer Learning Centers of Phoenix does not discriminate according to race, color, creed, disability, and/or religion. The training offered by the school is also recommended to disabled

persons who are unable to undertake strenuous vocations or lack the mobility required by other occupations.

Payment Schedule

Tuition must be paid in full prior to the first day of said class unless financial services have been arranged for those who qualify. The student may, at their discretion, apply for a student career loan from the lending institutions. Upon receiving approval and payment, the student will be registered for their program of training.

Admission Requirements

Students must verify that they have a basic knowledge of PC desktop operation during an interview with a Student Services Representative prior to admission in any technical program. If an applicant does not have a basic knowledge of PC desktop operation, which may be required as a pre-requisite to a technical program, the applicant may be required to take entry-level classes before entering their program of study.

Each student is assigned a Student Services Representative that will interview the student prior to entry into any technical program. The Student Services representative will continue to monitor the student as well as counsel them through each part of their program. Each Student Services representative is trained, tested, and certified to consult

with students in the specific programs of study that the school offers.   Wall of Instructor Certifications

All recruiting activities are conducted in an ethical manner. Candidates must hold a high school diploma or GED and are required to provide authorization for their school to release verification / transcripts that the requirement is met. Students must be at least 18 years of age at the time of enrollment. Students are not required to become certified to complete their program of study. Becoming certified is highly recommended to increase employment desirability. Candidate can find employment and maintain employment without becoming certified but there is a higher probability for employment and income potential to candidates who take and pass their certification exams.

Required Equipment, Software, and Books

All equipment, software, and digital books resources are supplied to the Candidates who take classes at the ground campus. This includes Computers, Printers, Dual Monitors, Headphones, Microphones, Software, and Digital Book resources. If a student chooses to attend courses from another location other than on campus they will need to provide their own Computer setup which consists of Computer, Dual monitors, Printer, Microphone, and headset. Software and Digital Book resources are supplied to both on and off campus students.

Class Starting and Ending Dates

Technical training programs offered by New Horizons Computer Learning Centers of Phoenix do not run on a Quarter, Term, or Semester basis, instead there is a rolling schedule used and students may enter the program at one of the designated start dates on the schedule. Program training start dates are determined at the time of enrollment to best coordinate an individual student's schedule with facility class availability on the public schedule. A student may not just enter the program at any time, but need to enter at the beginning and scheduled start date of their program. A student's start date typically falls

within 30 days after program enrollment. The school recommends that students take the classes in the order listed under the program curriculum, in conjunction with ongoing consultation with their Student Services Representative. The date of program completion is determined by the date that the student completes all the required classes for each program. All classes are awarded a Certificate of Completion upon completion. A Certificate of Diploma will be issued to each student who successfully completes all their required program courses and satisfies all requirements. Students must pass certification exams (not affiliated with New Horizons Computer Learning Centers of Phoenix) designed by the certifying vendor (Microsoft, CompTIA, etc.) to obtain vendor certification. Students may wish to complete their program of training on a faster or slower timeline. A student may get counsel from their assigned student services representative and alter the speed of the program if the schedule permits.

Students must attend a minimum of 70% of class time. (Example: in a five-day class, student must attend a minimum four days.) Students may repeat any class as many times as they wish at no additional charge on a space available basis up to six months from the first day of each class.

For purposes of comparing relative clock hours, New Horizons Computer Learning Centers of Phoenix defines its clock hours for technical courses based on the stated number of days of training listed on the syllabi and content from the various certification vendors who have structured the content of their certification preparation courses for classroom delivery at the rate of 8.0 clock hours of time per day of technical training, and the number of hours of instruction. A clock hour is defined as a period of a minimum of 50-60 minutes of training in the presence of an instructor. For example, a 5-day technical course would count for 40.0 clock hours delivered by the school.

Mentoring, Archives, Repeat Classes, and eLearning
New Horizons is dedicated to giving students multiple methods of reviewing coursework and multiple opportunities to repeat classes as needed, to achieve full understanding of the subject matter. Individualized training plans can be devised for students as needed. Students are expected to repeat courses as necessary to attain the requisite knowledge. These resources include:

• Repeating classes at no further charge for almost all of our classes for up to 6 months;

• Archives of most classes for the students' personal review and exam preparation for up to 6 months

• Individual mentoring sessions with certified instructors on an appointment basis;

• Online learning resources for many of the offered classes.

Online LIVE (OLL) Instructor Led Training
All programs and courses are delivered Online LIVE or Traditional Instructor-Led. Students may take courses from their home or office or from our location in Phoenix. In an Online LIVE class, students receive instruction from a live instructor, can participate in class exercises and labs, and can ask

questions in real time while the class is in progress. Course materials can be picked up in any of our locations. All programs are available at campus or in online live. Veterans using educational benefits must take Online LIVE courses from Phoenix campus and must be a resident on campus throughout instruction, no remote instruction is allowed.

Graduation Requirements

A Certificate of Diploma is presented to the Student that has:

(Certificate Type Depends on the course of Study/Completion)

1.   Successfully passed and completed all required courses in their selected program of Training.

2.   Attended all required class clock hours and percentage of class in accordance with school Attendance Policy.

3.   Fulfilled all monetary obligations to the school and is in good standing with their student lending institutions.

Hours of Operation

The business office is open from 7:00 am to 5:00 pm MST Monday through Friday. Program enrollment / class registration will be conducted from 9:00 am to 5:00 p.m. MST Monday through Friday. Training facility hours when classes are in session are Monday through Friday 6:00 am to 11:00 p.m. MST.

Holidays

The facility will not be open, and class will not take place on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. Additional holidays may be declared at the discretion of the President/Owner.

Schedule of Class Times Traditional Instructor Led Training

Day Classes   Monday-Friday   8:00 am to 4:00 pm

Evening Classes   Monday-Thursday   4:30 pm to 9:30 pm

Online LIVE Instructor Led Training times vary depending on the time zone of the Instructor

Grading and Standards of Academic Performance

Instructors grade students during each course on a Pass/Fail scale based on the students' ability to demonstrate the technical skills taught in class and the ability to follow instructions. Passing grades will be considered satisfactory and used to determine a student's program completion status for purposes of Graduation Requirements from the school.

Satisfactory academic progress will be indicated by the student's progression through the course program. Students are not necessarily terminated from their program for failure to acquire skills in a timely manner, but rather encouraged to retake courses at no charge to continue to build those skills. Those needing extra assistance are encouraged to repeat classes or attend additional supplementary classes free of charge. Please note that VA beneficiaries cannot be certified for supplemental hours. VA beneficiaries should see page 56 for additional requirements pertaining to Standards of Progress. Students demonstrating unsatisfactory progress toward completion of a program will be counseled by the student service staff and/or the School Director. Those unwilling or unable to complete a program will be terminated. Students wishing to remain enrolled, or to re-enroll after termination, will be counseled by the student services staff and/or the School Director to ascertain their ability or desire to complete the program.

(See also Rules and Regulations, sub heading h: Re-entry)

Students wishing to obtain vendor certification in addition to their program of study must pass certification exams (not affiliated with New Horizons Computer Learning Centers of Phoenix) designed by the certifying vendor (Microsoft, CompTIA, etc.). Certification exams are proctored tests issued by a specific certifying vendor. These proctored exams can be taken at either our campus or another testing center approved to proctor the certification exams. The program courses are designed to prepare students with the skills necessary to take and pass vendor certification exams. If the student fails the certification exam and wants to test again, it will be the student's obligation to purchase the additional test. Students are required to take practice exams prior to their certification exam.

This procedure ensures the student is ready to take the final test.

Transferability of Credit and/or Clock Hours
The school will grant credit towards its programs for prior training or education obtained by a student, not to exceed 25% of any program, as demonstrated by the student's ability to pass the relevant certification competency exam.

The school will allow a student to transfer clock hours earned at another institution to its programs as determined by the student's ability to pass the relevant certification competency exam for clock hours the student is seeking to apply.

Upon consultation with their Student Services Representative, a determination will be made which is agreeable to both the student and the institution as to how to apply credit or clock hours previously earned towards the student's desired program of study in addition to which technical level courses the school will substitute in lieu of courses not needed by the student.

Transferability of credit is at the discretion of the accepting institution, and it is the student's responsibility to confirm whether the credits will be accepted by another institution of the student's choice. For purposes of comparing relative clock hours, New Horizons Computer Learning Centers of Phoenix defines its clock hours as periods of 60 minutes with a minimum of 50 minutes of training in the presence of an instructor. Veterans using their GI Bill® benefits must consult with their Student Services Representative to evaluate the appropriateness of any previous education for transferability. GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at https://www.benefits.va.gov/gibill.

Student Placement Services

New Horizons Computer Learning Centers of Phoenix does not guarantee employment to any potential student, current student, or program graduate. Upon successful completion of the program and if students are current with their financial obligations to the school and student loan institutions, students are assisted with placement services as needed. Names and addresses of employment possibilities and opportunities are furnished to the students, as they become available to the school. The School Director will

assist the student in locating possible opportunities, but it is the responsibility of the student to successfully procure their own employment. The school will assist the student with employment to the best of its ability but does not guarantee employment. If the student has a criminal background or other similar challenges in their history, continued placement and advancement assistance will be solely at New Horizons Computer Learning Center of Phoenix's discretion. New Horizons evaluates student's employability prior to enrollment and sets clear expectations regarding any challenges in employability so student can make the best possible decision.

Cancellation of Programs

In the event New Horizons Computer Learning Centers of Phoenix cancels a program of study for any reason, the student will be offered the option of exchanging any remaining classes in his/her program for courses in another program. If the student is unwilling or unable to exchange classes, a full refund for the remaining classes will be offered to the student.

Student Services

a.   Student Progress/Transcript Records:

Student Progress/Transcript records are permanently retained by the school on location and are available to students upon individual request. Student records will be provided to potential employers only after the student has made written request to release their record information contingent on student being current with their financial obligations to the school and student loan institutions.

b.   Testing / Certification Exams:

Certification Exam testing facilities are provided on-site at the school's training facility. The school is an authorized Prometric, Pearson VUE, and Certiport Testing Center. All certification exam records are maintained by the independent testing entity (Prometric, Pearson VUE, Certiport), and not by the school. The student is provided with copies of all exam score reports upon completion of testing.

c.   Qualifications:

Certification exams are monitored by a test center administrator who has been certified by Prometric, Pearson VUE, or Certiport.

d.   Student Placement:

New Horizons Computer Learning Centers of Phoenix does not guarantee employment to any potential student, current student, or program graduate, but rather helps in finding gainful employment.

e.   Student Services:

Students are assigned a Student Services Representative upon enrollment to provide academic advisement, financial aid advisement, personal advisement, and refer the student to the Placement Team (see also section (e.) on page 7 of this catalog regarding placement services.

Rules and Regulations
a.   Attendance/Class Absence:

Technical programs which prepare students for vendor certification exams require 80% attendance. After missing more than one day in any class, the student is counseled by their Student Services Representative. If a student is not making the 80% attendance target required by the program, the Student Services Representative and an administrative officer will counsel the student. The school will request that the student make up the days (free of charge) to ensure success in their certification exam preparation training. Veteran students see Veterans Addendum on page 56 of catalog for additional requirements regarding attendance.

b.   Tardiness:

A student arriving after attendance has been taken is considered late. The instructor will mark the amount of time unless the instructor considers the reason for tardiness legitimate. All class time missed more than 15 minutes must be made up by the student prior to graduation. If the student arrives late and instructor cannot catch up the student without interrupting the others in class, the student may be required to make up the entire day or class free of charge.

c.   Conduct:

Students are always expected to conduct themselves in a professional manner. Foul language, possession of

non-prescribed drugs or alcoholic beverages, and disrespectful behavior is considered unsatisfactory conduct and is grounds for dismissal. A student who conducts himself in a manner detrimental to the school, staff, or other students will be terminated. Theft of property from the school or other students is grounds for immediate dismissal.

d.   Make-up Work:

Students absent for any reason are required to make up any missed classes before proceeding to the next course of study for free.

e.   Probation:

A student that does not adhere to the attendance policy will be placed on probation for 30 days. Should a student be absent while on probation, he/she will be counseled by the School Director. Unsatisfactory attendance during a probationary period result in termination from the program.

f.   Interruptions in Training/Termination:

Students are not terminated from their program for failure to acquire skills in a timely manner, but rather coached to help get back on track. Those needing assistance or those who have not successfully completed their certification exam within 4-weeks of the end of each course are encouraged to repeat an additional class session for extra practice. If a student fails the Certification Exam and wants to test again, it will be the student's obligation to purchase the additional exam. If a student fails to attend their scheduled program courses and/or consistently reschedules and fails to attend the rescheduled dates of their program courses over a 12-month period, AND refuses to be counseled by the School Director as to the advisability of continuing their program, the student will not be awarded a Certificate of Diploma and will be terminated from the program.

g.   Leaves of Absence:

A student may be granted a 30-day leave of absence for reasonable circumstances once as determined by the School Director. A request for a leave of absence must be in writing and the date of expected return must be specified. If additional time is needed, a student may request a re-evaluation of circumstances at the end of their 30-day leave period. Extensions to a previously approved leave of absence may be granted in 30-day blocks as determined by the School Director.

h.   Re-entry:

A student who has withdrawn/canceled their program of study or who has been terminated by the school must notify the school and follow the required admission procedures if they desire re-entry into their program of study. A student that was terminated for any reason must have an interview with the School Director and show cause why he/she should be re-instated. The decision of the School Director is final. (See also section Grading and Standards of Academic Performance on page 6)

i.   Emergency Disciplinary Procedures:

Emergency disciplinary procedures apply only towards transgressions which constitute grounds for immediate student dismissal which include, but are not limited to, theft of property from the school or other students, acts of gross violence or harm to people or property, any act classified as a crime by any state, local, or federal agency, or the use of school property to facilitate any act classified as a crime by any state, local, or federal agency, etc. The decision to implement emergency disciplinary procedures lies solely at the discretion of the School Director.

j.   Complaints/Appeals:

A student may make an informal complaint or appeal any academic/disciplinary decision in writing or by sending email to their Educational Specialist, within one week of such action. The Educational Specialist will meet with the student to determine the best possible resolution to the appeal which is agreeable to both the student and the institution. If an agreement cannot be reached between the Educational Specialist and the student then the complaint will be forward to the School Director and Owner, Zack Hiscock. If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona Board for Private Postsecondary Education. The student must contact the State Broad for further details. The State Board address is: 1740 West Adams, Suite 3008 Phoenix, AZ 85007. Phone: (602) 542-5709 Website www.azppse.gov.

k.   Additional Information for all students who are eligible for the use of VA educational benefits:

VA educational benefits recipients refund policy is as follows: The refund of the unused portion of tuition, fees, and other charges for veterans or eligible persons who fail to enter a course, withdraw, or discontinue prior to completion will be made for all amounts paid which exceed the approximate pro-rata portion of the total charges that the length of the completed portion of the course bears to the total length of the course. The pro-ration will be determined on the ratio of the number of days or hours of instruction completed by the student to the total number of instructional days or hours in the course. Additionally, Veterans using educational benefits must take Online LIVE courses from Phoenix campus and must be a resident on campus throughout instruction, no remote instruction is allowed.

Cancellation and Refund Policy
Should a student be terminated or cancel for any reason, refunds will be made according to the below listed refund schedule. VA education benefits students should see their student services representative for Pro-Rata refund information.

1.   Cancellation must be made in writing, in person at the school, by electronic mail, by certified mail, or by termination. The official termination date will be the date of letter receipt.

2.   All monies will be refunded if the applicant is not accepted by the school or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.

3.   Cancellation by withdrawing from the program after attendance has begun will result in a pro-rata refund computed on the actual number of hours completed to the total number of hours in the program. All tuition and fees for courseware and equipment received by the student will also be considered in the pro-rata refund amount. For example, for a 40 clock-hour program, the following pro-rata refund calculation will be performed to determine the amount of the refund owed:

4.   Cancellation after completing 50% of the program will result in no refund. Please see refund table below:

After 1st day (8 hrs. completed): 25% of charges retained; 75% refunded to the student.

After 2nd day (16 hrs. completed): 45% charges retained; 55% refunded to the student.

After 3rd day (24 hrs. completed): 65% charges retained; 35% refunded to the student.

After 4th day (32 hrs. completed): 85% charges retained; 15% refunded to the student.

After 5th day (40 hrs. completed): 100% charges retained; 0% refunded to the student.

5.   Refunds will be made within 30 days of last day of attendance or receipt of cancellation notice.

6.   Grounds for Termination: A student can be dismissed, at the discretion of the School Director, for insufficient academic progress, non-payment of fees, non-payment of student loan obligations, or failure to comply with rules and policies established by the institution as outlined in the catalog and in the student enrollment agreement.

For purposes of comparing relative clock hours, New Horizons Computer Learning Centers of Phoenix defines its clock hours as periods of 60 minutes with a minimum of 50 minutes of training in the presence of an instructor.

New Horizons of Phoenix's course codes are made up of arbitrary numbers and/or letters for placing students in the proper class.

Programs

New Horizons of Phoenix offers several programs to potential students, a full list of programs licensed are detailed in the following pages:

Cisco CCNA

Cisco Certified Network Associate Routing, Switching and Security prepares you to begin your career as a Cisco networking associate. You will learn how to manage and implement new Cisco based systems and solutions, as well as harden your Cisco environment against vulnerabilities and threats. Cisco is the most popular networking manufacturer on the market and therefore the value of this vendor-specific certification cannot be emphasized enough. The new CCNA covers every baseline required to start a career managing Cisco infrastructures ranging from routing & switching to automation.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – Cisco CCNA

Prerequisites – CompTIA Network+

Certification Exams – 1 Cisco Exam

Tuition Breakdown

Tuition Cost:	$3,495.00
Registration Fee:	N/A
Course Materials:	Included
Total Program Cost:	$3,495.00

Summary of Courses:

- Cisco CCNA

Modules and Timing:

Cisco CCNA Program is broken up into 33 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

CompTIA A+

CompTIA A+ is the foundation of your IT career. It is the preferred qualifying credential for technical support and IT operational roles. It is about much more than PC repair. Candidates are better prepared to troubleshoot and problem solve after completing this training and certification. They also understand a wide variety of issues ranging from networking and operating systems to mobile devices and security. A+ supports the ability to connect users to data they need to do their jobs regardless of the devices being used.

This course provides the knowledge and skills you will require to be a successful A+ technician. It can also assist you in preparing to take the CompTIA A+ examination, exam numbers 220-901 and 220-902, in order to become a CompTIA A+ Certified Professional.

Total Clock Hours – 80 hours, (10) eight-hour days

Time Required for Completion – 2+ weeks (10+ days)

Potential Certification – CompTIA A+

Prerequisites – none

Certification Exams – 2 CompTIA Exams

Tuition Breakdown

Tuition Cost: $4,000.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $4,000.00

Summary of Courses:

•   CompTIA A+ - Part 1 – 40 hours - $2000.00

•   CompTIA A+ - Part 2 – 40 hours - $2000.00

Modules and Timing:

CompTIA A+ Program is broken up into 18 modules of relatively similar time to be completed over 80 hours. More details on modules can be found on our website.

CompTIA A+ (Fast Track)

CompTIA A+ is the foundation of your IT career. It is the preferred qualifying credential for technical support and IT operational roles. It is about much more than PC repair. Candidates are better prepared to troubleshoot and problem solve after completing this training and certification. They also understand a wide variety of issues ranging from networking and operating systems to mobile devices and security. A+ supports the ability to connect users to data they need to do their jobs regardless of the devices being used.

This course provides the knowledge and skills you will require to be a successful A+ technician. It can also assist you in preparing to take the CompTIA A+ examination, exam numbers 220-901 and 220-901, in order to become a CompTIA A+ Certified Professional. It is delivered in a fast-paced and condensed environment for those who want to get their A+ Certification quickly.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – CompTIA A+

Prerequisites – none

Certification Exams – 2 CompTIA Exams

Tuition Breakdown

Tuition Cost: $2,495.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $2,495.00

Summary of Courses:

• CompTIA A+ Certification

Modules and Timing:

CompTIA A+ (Fast Track) Program is broken up into 18 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

CompTIA Advanced Security Practitioner (CASP)

CompTIA Advanced Security Practitioner (CASP) is the ideal certification for technical professionals who wish to remain immersed in technology as opposed to strictly managing. The CompTIA Advanced Security Practitioner certification validates advanced-level competency in risk management; enterprise security operations and architecture; research and collaboration; and integration of enterprise security.

In this course, which prepares you for the CompTIA Advanced Security Practitioner exam (CAS-003), you will expand on your knowledge of information security to apply more advanced principles that will keep your organization safe from the many ways it can be threatened. You'll apply critical thinking and judgment across a broad spectrum of security disciplines to propose and implement sustainable security solutions that map to organizational strategies; translate business needs into security requirements; support IT governance and risk management; architect security for hosts, networks, and software; respond to security incidents; and more.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – CompTIA Advanced Security Practitioner

Prerequisites – CompTIA Security+ or equivalent knowledge

Certification Exams – 1 CompTIA Exam

Tuition Breakdown

Tuition Cost: $3,295.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $3,295.00

Summary of Courses:

• CompTIA Advanced Security Practitioner (CASP)

Modules and Timing:

CompTIA CASP+ Program is broken up into 12 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

CompTIA Cloud Essentials

The CompTIA Cloud Essentials certification focuses on the real-world issues and practical solutions of cloud computing in business and IT. It's the preferred cloud certification for business professionals and non-IT staff. While it isn't a technical-heavy certification, its coverage of cloud computing principles is anything but superficial.

In this course, students will weigh the pros and cons of cloud computing to make effective decisions and meet IT challenges.

Total Clock Hours – 24 hours, (3) eight-hour days

Time Required for Completion – >1 week (3+ days)

Potential Certification – CompTIA Cloud Essentials

Prerequisites – none

Certification Exams – 1 CompTIA Exam

Tuition Breakdown

Tuition Cost: $1,485.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $1,485.00

Summary of Courses:

•   CompTIA Cloud Essentials Certification

Modules and Timing:

CompTIA Cloud Essentials Program is broken up into 4 modules of relatively similar time to be completed over 24 hours. More details on modules can be found on our website.

CompTIA Cloud+

The CompTIA Cloud+ validates the skills you need to maintain and optimize cloud infrastructure services. Cloud+ covers the increased diversity of knowledge, skills and abilities required of system administrators to validate what is necessary to perform effectively in data center jobs. CompTIA Cloud+ views cloud-based infrastructure services as an increasingly important piece of an organization's IT systems. It is the only vendor-neutral, performance-based certification covering more than a specific vendor or a single function like security or networking to help you better realize the return on investment of cloud infrastructure services.

In this course, you will learn how to implement, maintain, and deliver cloud technologies including network, storage, and virtualization technologies to create cloud solutions.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – CompTIA Cloud+

Prerequisites – CompTIA Cloud Essentials or equivalent knowledge

Certification Exams – 1 CompTIA Exam

Tuition Breakdown

Tuition Cost: $2,495.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $2,495.00

Summary of Courses:

• CompTIA Cloud+ Certification

Modules and Timing:

CompTIA Cloud+ Program is broken up into 16 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

CompTIA Linux+

CompTIA Linux+ validates the competencies required of an early career system administrator supporting Linux systems. Unlike vendor-specific certifications, CompTIA Linux+ covers multiple distributions, validating skills that help prevent platform lock-in and that promote more flexible approaches to Linux system troubleshooting.

The CompTIA® Linux+™ Powered by LPI course, developed to cover CompTIA Powered by LPI exams LX0-103 and LX0-104, builds on your existing user-level knowledge and experience with the Linux operating system to present fundamental skills and concepts.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – CompTIA Linux+

Prerequisites – none

Certification Exams – 1 CompTIA Exam

Tuition Breakdown

Tuition Cost:	$2,495.00
Registration Fee:	N/A
Course Materials:	Included
Total Program Cost:	$2,495.00

Summary of Courses:

• CompTIA Linux+ Certification

Modules and Timing:

CompTIA Linux+ Program is broken up into 15 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

CompTIA Network+

CompTIA Network+ helps develop a career in IT infrastructure covering troubleshooting, configuring, and managing networks. Network+ ensures an IT professional has the knowledge and skills to design and implement functional networks, configure, manage and maintain essential network devices, use devices such as switches and routers to segment network traffic and create resilient networks, identify benefits and drawbacks of existing network configurations, implement network security, standards and protocols, troubleshoot network problems and support the creation of virtualized networks.

This course builds on your existing user-level knowledge and experience with personal computer operating systems and networks to present the fundamental skills and concepts that you will need to use on the job in any type of networking career. It also addresses the content described in the exam objectives for the CompTIA Network+ certification. If you are pursuing a CompTIA technical certification path, obtaining the CompTIA® A+® certification is an excellent first step to take before preparing for the CompTIA Network+ N10-007 examination.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – CompTIA Network+

Prerequisites – CompTIA A+ Training and Certification or equivalent experience

Certification Exams – 1 CompTIA Exam

Tuition Breakdown

Tuition Cost: $2,495.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $2,495.00

Summary of Courses:

• CompTIA Network+ Certification

Modules and Timing:

CompTIA Network+ Program is broken up into 16 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

CompTIA Security+

CompTIA Security+ is a global certification that validates the baseline skills you need to perform core security functions and pursue an IT security career.

In this course, students will implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Students will prepare for the CompTIA Security+ certification examination (SY0-501).

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – CompTIA Security+

Prerequisites – CompTIA Network+ Training and Certification or equivalent experience

Certification Exams – 1 CompTIA Exam

Tuition Breakdown

Tuition Cost: $2,495.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $2,495.00

Summary of Courses:

•   CompTIA Security+ Certification

Modules and Timing:

CompTIA Security+ Program is broken up into 16 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

EC-Council Certified Ethical Hacker (CEH)

A Certified Ethical Hacker is a skilled professional who understands and knows how to look for weaknesses and vulnerabilities in target systems and uses the same knowledge and tools as a malicious hacker, but in a lawful and legitimate manner to assess the security posture of a target system(s). The CEH credential certifies individuals in the specific network security discipline of Ethical Hacking from a vendor-neutral perspective.

Students will learn how to scan, test, hack and secure target systems. The course covers the Five Phases of Ethical Hacking, diving into Reconnaissance, Gaining Access, Enumeration, Maintaining Access, and covering your tracks.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – EC-Council Certified Ethical Hacker

Prerequisites – CompTIA Security+ Training and Certification or equivalent experience

Certification Exams – 1 EC-Council Exam

Tuition Breakdown

Tuition Cost: $3,395.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $3,395.00

Summary of Courses:

• EC-Council Certified Ethical Hacker (CEH)

Modules and Timing:

EC-Council Certified Ethical Hacker (CEH) Program is broken up into 20 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

EC-Council Computer Hacking Forensics Investigator (CHFI)

Computer hacking forensic investigation is the process of detecting hacking attacks and properly extracting evidence to report the crime and conduct audits to prevent future attacks.

Computer forensics is simply the application of computer investigation and analysis techniques in the interests of determining potential legal evidence. Evidence might be sought in a wide range of computer crime or misuse, including but not limited to theft of trade secrets, theft of or destruction of intellectual property, and fraud. CHFI investigators can draw on an array of methods for discovering data that resides in a computer system, or recovering deleted, encrypted, or damaged file information known as computer data recovery.

This course will provide participants the necessary skills to identify an intruder's footprints and to properly gather the necessary evidence to prosecute in the court of law.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – EC-Council Computer Hacking Forensics Investigator

Prerequisites – CompTIA Security+ Training and Certification or equivalent experience

Certification Exams – 1 EC-Council Exam

Tuition Breakdown

Tuition Cost: $3,395.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $3,395.00

Summary of Courses:

•   EC-Council Computer Hacking Forensics Investigator (CHFI)

Modules and Timing:

EC-Council Computer Hacking Forensics Investigator (CHFI) Program is broken up into 29 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

Electronic Health Records Specialist

The Electronic Health Records Specialist program prepares you for proper handling of patient data, fundamental records and document management, medical office procedures and more. This Program is NOT approved for VA Benefits because it is only available in OLA Self-paced format.

Total Clock Hours – 192 hours, self-paced, make your own schedule

Time Required for Completion – 5+ weeks

Potential Certification – Certified Electronic Health Records Specialist

Certified Billing and Coding Specialist

Prerequisites – none

Certification Exams – 1 CEHRS, 1 CBCS

Tuition Breakdown

Tuition Cost: $4,000.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $4,000.00

Summary of Courses:

•   Human Anatomy and Physiology and Medical Terminology

•   Insurance and Billing and Coding Essentials

•   Electronic Health Records

Intuit QuickBooks Professional

Intuit QuickBooks is North America's leading small business accounting software. Millions of businesses use QuickBooks to manage their small business accounting.

Attending training is the most important step to getting certified. Our QuickBooks training classes give you a great foundation of QuickBooks knowledge. The next step is to prepare to take the exam. The exam is challenging, but don't worry, we're here to help you get ready.

Total Clock Hours – 32 hours, (4) eight-hour days

Time Required for Completion – >1 week (4+ days)

Potential Certification – QuickBooks Professional Certification

Prerequisites - none

Certification Exams – 1 QuickBooks exam

Tuition Breakdown

Tuition Cost: $1,500.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $1,500.00

Summary of Courses:

•   Get Going with QuickBooks – 16 hours - $750.00

•   Keep Going with QuickBooks – 16 hours - $750.00

ISACA Certified Information Security Manager (CISM)

Demonstrate your information security management expertise. The uniquely management-focused CISM certification promotes international security practices and recognizes the individual who manages, designs, and oversees and assesses an enterprise's information security. CISM means higher earning potential and career advancement. Recent independent studies consistently rank CISM as one of the highest paying and sought-after IT certifications.

In this course, students will establish processes to ensure that information security measures align with established business needs.

Total Clock Hours – 24 hours, (3) eight-hour days

Time Required for Completion – >1 week (3+ days)

Potential Certification – ISACA Certified Information Security Manager

Prerequisites – CompTIA Security+ Training and Certification or equivalent experience

Certification Exams – 1 ISACA exam

Tuition Breakdown

Tuition Cost: $1,995.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $1,995.00

Summary of Courses:

•   Certified Information Security Manager (CISM)

Modules and Timing:

Certified Information Security Manager (CISM) Program is broken up into 6 modules of relatively similar time to be completed over 24 hours. More details on modules can be found on our website.

ISACA Certified Information Systems Auditor (CISA)

The CISA designation is a globally recognized certification for IS audit control, assurance and security professionals. Being CISA-certified showcases your audit experience, skills and knowledge, and demonstrates you are capable to assess vulnerabilities, report on compliance and institute controls within the enterprise. Enhance your career by earning CISA—world-renowned as the standard of achievement for those who audit, control, monitor and assess information technology and business systems.

In this course, students will establish processes to ensure that information security measures align with established business needs.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – ISACA Certified Information Systems Auditor

Prerequisites – CompTIA Security+ Training and Certification or equivalent experience

Certification Exams – 1 ISACA exam

Tuition Breakdown

Tuition Cost: $3,475.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $3,475.00

Summary of Courses:

•   Certified Information Systems Auditor (CISA)

Modules and Timing:

Certified Information Systems Auditor (CISA) Program is broken up into 5 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

ISC2 Certified Information Systems Security Professional (CISSP)

Accelerate your cybersecurity career with the CISSP certification. Earning the CISSP proves you have what it takes to effectively design, implement and manage a best-in-class cybersecurity program. With a CISSP, you validate your expertise and become an (ISC)² member, unlocking a broad array of exclusive resources, educational tools, and peer-to-peer networking opportunities. Prove your skills, advance your career, and gain the support of a community of cybersecurity leaders here to support you throughout your career. In this course, students will establish processes to ensure that information security measures align with established business needs.

This course will expand upon your knowledge by addressing the essential elements of the eight domains that comprise a Common Body of Knowledge (CBK)® for information systems security professionals.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – ISC2 Certified Information Systems Security Professional

Prerequisites – CompTIA Security+ Training and Certification or equivalent experience

Certification Exams – 1 ISC2 exam

Tuition Breakdown

Tuition Cost: $3,395.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $3,395.00

Summary of Courses:

•   Certified Information Systems Security Professional (CISSP)

Modules and Timing:

Certified Information Systems Security Professional (CISSP) Program is broken up into 8 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

ITIL Foundation

The Foundation will introduce you to the key elements, concepts and terminology used in the ITIL® service lifecycle. The certification can help those who require a basic understanding of the ITIL framework, those who need understanding of how ITIL can be used to enhance IT service management (ITSM) within an organization, and IT professionals or others working within an organization that has adopted and adapted ITIL and who need to be informed about, or contribute to, ongoing service improvement. However, the ITIL Foundation certification can benefit anyone who has an interest in IT service management.

Students will be introduced to basic concepts used in IT service management. Students will acquire the essential skills and information necessary to lead and manage an IT business service through every stage of its lifecycle.

Total Clock Hours – 16 hours, (2) eight-hour days

Time Required for Completion – >1 week (2+ days)

Potential Certification – ITIL Foundation

Prerequisites – none

Certification Exams – 1 ITIL exam

Tuition Breakdown

Tuition Cost:	$1,695.00
Registration Fee:	N/A
Course Materials:	Included
Total Program Cost:	$1,695.00

Summary of Courses:

• ITIL Foundation

Modules and Timing:

ITIL Foundation Program is broken up into 6 modules of relatively similar time to be completed over 16 hours. More details on modules can be found on our website.

Lean Six Sigma Black Belt

The Lean Six Sigma Black Belt is a professional who is well versed in the Lean Six Sigma Methodology, who leads complex improvement projects, typically in a full-time capacity. A Lean Six Sigma Black Belt possesses a thorough understanding of all aspects of the Lean Six Sigma Method including a high-level of competence in the subject matters contained within the phases of Define, Measure, Analyze, Improve and Control (DMAIC) as defined by the Lean Six Sigma Black Belt Body of Knowledge. A Lean Six Sigma Black Belt understands how to implement, perform, interpret and apply Lean Six Sigma at an advanced level of proficiency.

The accelerated lean Six Sigma Black Belt program and methodology allows students to complete certification requirements faster than traditional Six Sigma and Lean training programs.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ weeks (5+ days)

Potential Certification – Lean Six Sigma Black Belt

Prerequisites – Lean Six Sigma Green Belt

Certification Exams – 1 Lean Six Sigma exam

Tuition Breakdown

Tuition Cost:	$4,000.00
Registration Fee:	N/A
Course Materials:	Included
Total Program Cost:	$4,000.00

Summary of Courses:
•   Lean Six Sigma Black Belt Boot Camp

Modules and Timing:

Lean Six Sigma Black Belt Boot Camp Program is broken up into 7 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

Lean Six Sigma Green Belt

The Lean Six Sigma Green Belt is a professional who is well versed in the core to advanced elements of Lean Six Sigma Methodology, who leads improvement projects and / or serves as a team member as a part of more complex improvement projects lead by a Certified Black Belt, typically in a part-time role. A Lean Six Sigma Green Belt possesses a thorough understanding of all aspects of the Lean Six Sigma Method including competence in subject matters contained within the phases of Define, Measure, Analyze, Improve and Control (DMAIC) as defined by the Lean Six Sigma Green Belt Body of Knowledge. A Lean Six Sigma Green Belt understands how to implement, perform, interpret and apply Lean Six Sigma at a high level of proficiency.

The accelerated Lean Six Sigma Green Belt program and methodology allows students to complete certification requirements faster than traditional Six Sigma and Lean training programs.

Total Clock Hours – 32 hours, (4) eight-hour days

Time Required for Completion – >1 week (4+ days)

Potential Certification – Lean Six Sigma Green Belt

Prerequisites – none

Certification Exams – 1 Lean Six Sigma exam

Tuition Breakdown

Tuition Cost:	$3,200.00
Registration Fee:	N/A
Course Materials:	Included
Total Program Cost:	$3,200.00

Summary of Courses:

• Lean Six Sigma Green Belt Boot Camp

Modules and Timing:

Lean Six Sigma Black Belt Boot Camp Program is broken up into 7 modules of relatively similar time to be completed over 32 hours. More details on modules can be found on our website.

Medical Billing Specialist

The Medical Front Office and Electronic Health Records Specialist program is a comprehensive program which offers students seeking entrance into the medical field. The Medical Front Office and Electronic Health Records program prepares you for proper handling of patient data, fundamental records and document management, medical office procedures and more. This Program is NOT approved for VA Benefits because it is only available in OLA Self-paced format.

Total Clock Hours – 112 hours, self-paced, make your own schedule

Time Required for Completion – 4+ weeks

Potential Certification – Certified Billing and Coding Specialist

Prerequisites – none

Certification Exams – 1 CBCS

Tuition Breakdown

Tuition Cost: $4,000.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $4,000.00

Summary of Courses:

- Introduction to Human Anatomy and Medical Terminology

- Insurance and Billing and Coding Essentials

Medical Front Office Administration Specialist

This Specialist program provides training in areas including Medical Office Procedures and Administration, Human Anatomy and Physiology, Medical Terminology, Medical Office Computer Applications, and Insurance Billing and Coding Essentials. This Program is NOT approved for VA Benefits because it is only available in OLA Self-paced format.

Total Clock Hours – 128 hours, self-paced, make your own schedule

Time Required for Completion – 5+ weeks

Potential Certification – Certified Medical Administrative Assistant

Prerequisites – none

Certification Exams – 1 CMAA

Tuition Breakdown

Tuition Cost: $4,000.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $4,000.00

Summary of Courses:

•   Medical Office Procedures and Administration

•   Microsoft Office Basics

•   Introduction to Human Anatomy and Medical Terminology

Microsoft Access Specialist

Microsoft Access Certification proves that you have core to advanced skills in the Microsoft Access application. Certification is helpful for those new to the workforce or transitioning to a more analytical role, since it proves you can perform tasks at a higher level. This gives you a leg up against competing candidates. Whether you are new to Access or an advanced user, this training will cover what you need to know as efficiently as possible.

Total Clock Hours – 32 hours, (4) eight-hour days

Time Required for Completion – >1 week (4+ days)

Potential Certification – Microsoft Office Specialist - Access

Prerequisites – none

Certification Exams – 1 Microsoft Exam

Tuition Breakdown

Tuition Cost: $1,000.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $1,000.00

Summary of Courses:

- Microsoft Access – Part 1 – 16 hours - $500.00

- Microsoft Access – Part 2 – 16 hours - $500.00

Microsoft Excel Specialist

Microsoft Excel Certification proves that you have core to advanced skills in the Microsoft Excel application. Certification is helpful for those new to the workforce or transitioning to a more analytical role, since it proves you can perform tasks at a higher level. This gives you a leg up against competing candidates. Whether you are new to Access or an advanced user, this training will cover what you need to know as efficiently as possible.

Total Clock Hours – 24 hours, (3) eight-hour days

Time Required for Completion – >1 week (3+ days)

Potential Certification – Microsoft Office Specialist - Excel

Prerequisites – none

Certification Exams – 1 Microsoft Exam

Tuition Breakdown

Tuition Cost: $750.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $750.00

Summary of Courses:

•   Microsoft Excel – Part 1 – 8 hours - $250.00

•   Microsoft Excel – Part 2 – 8 hours - $250.00

•   Microsoft Excel – Part 3 – 8 hours - $250.00

Microsoft MCSA SQL Server Business Intelligence Development

Earning an MCSA: SQL 2016 Business Intelligence Development certification validates your extract, transform, and load (ETL) and data warehouse skills, along with those for implementing BI solutions using multidimensional and tabular data models and online analytical processing (OLAP) cubes. This certification will qualify you for a position as a BI developer

This program has two main parts, the first provides students with the knowledge and skills to provision a Microsoft SQL Server 2016 database. It covers SQL Server 2016 provision both on-premise and in Azure and covers installing from new and migrating from an existing install. The second part of the program is aimed at database professionals who fulfil a Business Intelligence (BI) developer role. Students will learn to implement multidimensional databases by using SQL Server Analysis Services (SSAS), and at creating tabular semantic data models.

Total Clock Hours – 64 hours, (8) eight-hour days

Time Required for Completion – 1+ week (8+ days)

Potential Certification – Microsoft MCSA SQL Server Business Intelligence Development

Prerequisites – none

Certification Exams – 2 Microsoft Exams

Tuition Breakdown

Tuition Cost: $4,400.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $4,400.00

Summary of Courses:

- Microsoft 20767 – Implementing a SQL Data Warehouse – 40 hours - $2750.00

- Microsoft 20768 – Developing SQL Data Models – 24 hours - $1650.00

Microsoft MCSA SQL Server Database Administration

Earning an MCSA: SQL 2016 Database Administration certification validates your skills with database installation, maintenance, configuration, and provisioning tasks, and will qualify you for a position as a database administrator or infrastructure specialist.

This program has two main parts, the first provides students who administer and maintain SQL Server databases with the knowledge and skills to administer a SQL server database infrastructure. The second part is designed to teach students how to provision SQL Server databases both on premise and in SQL Azure.

Total Clock Hours – 80 hours, (10) eight-hour days

Time Required for Completion – 2+ weeks (10+ days)

Potential Certification – Microsoft MCSA SQL Server Database Administration

Prerequisites – none

Certification Exams – 2 Microsoft Exams

Tuition Breakdown

Tuition Cost: $5,500.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $5,500.00

Summary of Courses:

- •   Microsoft 20764 – Administering a SQL Database Infrastructure – 40 hours - $2750.00

- •   Microsoft 20765 – Provisioning SQL Databases – 40 hours - $2750.00

Microsoft MCSA SQL Server Database Development

Earning an MCSA: SQL 2016 Database Administration certification validates your skills with database installation, maintenance, configuration, and provisioning tasks, and will qualify you for a position as a database administrator or infrastructure specialist.

This program has two main parts, the first part is designed to introduce students to Transact-SQL. It is designed in such a way that the first three days can be taught as a course to students requiring the knowledge for other courses in the SQL Server curriculum. Days 4 & 5 teach the remaining skills required to take the exam. The second part of the program provides students with the knowledge and skills to develop a Microsoft SQL Server database. It focuses on teaching individuals how to use SQL Server product features and tools related to developing a database.

Total Clock Hours – 80 hours, (10) eight-hour days

Time Required for Completion – 2+ weeks (10+ days)

Potential Certification – Microsoft MCSA SQL Server Database Development

Prerequisites – none

Certification Exams – 2 Microsoft Exams

Tuition Breakdown

Tuition Cost: $5,500.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $5,500.00

Summary of Courses:

• Microsoft 20761 – Querying Data with Transact SQL – 40 hours - $2750.00

• Microsoft 20762-1 – Developing SQL Databases – 40 hours - $2750.00

Microsoft MCSA Windows Server

The Microsoft Certified Solutions Associate (MCSA): Windows Server 2016 certification shows that you have the primary set of Windows Server skills required to reduce IT costs and deliver more business.

This program has three parts, the first part is designed for students who are responsible for managing storage by using Windows Server 2016, and who need to understand the scenarios, requirements, and storage and compute options that are available in Windows Server 2016. The second part provides the fundamental networking skills required to deploy & support Windows Server 2016 in most organizations. It covers IP fundamentals, remote access technologies, & more advanced content including software defined networking. The last part teaches IT Pros how to deploy and configure Active Directory Domain Services in a distributed environment, how to implement Group Policy, how to perform backup & restore, & how to troubleshoot Active Directory–related issues.

Total Clock Hours – 120 hours, (15) eight-hour days

Time Required for Completion – 3+ weeks (15+ days)

Potential Certification – Microsoft MCSA Windows Server

Prerequisites – none

Certification Exams – 3 Microsoft Exams

Tuition Breakdown

Tuition Cost: $8,250.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $8,250.00

Summary of Courses:

•   Microsoft 20740 – Install, Store, Compute with Windows Server 2016 – 40 hours - $2750.00

•   Microsoft 20741 – Networking with Windows Server 2016 – 40 hours - $2750.00

•   Microsoft 20742 – Identity with Windows Server 2016 – 40 hours - $2750.00

Microsoft Modern Desktop Administrator Associate

This program has two parts, the first provides IT professionals with the knowledge and skills required to install and configure Windows 10 desktops in a Windows Server small to medium-sized AD DS domain environment. These skills include learning how to install and customize Windows 10 operating systems and apps, configure local and remote network connectivity, and configure local and online storage. The second part provides administrators with the knowledge and skills necessary to deploy and manage Windows 10 desktops, devices, and applications in an enterprise environment. Students will learn how to plan and implement Windows 10 deployments in large organizations. Students will also learn how to manage the Windows 10 installations after deployment to provide secure identity and data access by using technologies related to User Experience Virtualization (UE-V), Group Policy, Work Folders and Client Hyper-V. To support a variety of device and data management solutions, Microsoft Azure Active Directory (Azure AD), Microsoft Intune, Microsoft Store for Business and Office 365 are used for device management. These services are part of the Enterprise Mobility+ Security, which provides identity and access management, cloud-based device management, application and update management, and more secure data access to information stored both on the cloud and onsite within your corporate network.

Total Clock Hours – 80 hours, (10) eight-hour days

Time Required for Completion – 2+ weeks (10+ days)

Potential Certification – Microsoft Modern Desktop Administrator Associate

Prerequisites – none

Certification Exams – 2 Microsoft Exams

Tuition Breakdown

Tuition Cost: $5,500.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $5,500.00

Summary of Courses:

• Microsoft MD-100 – Modern Desktop Administrator Part 1 – 40 hours - $2750.00

• Microsoft MD-100 – Modern Desktop Administrator Part 2 – 40 hours - $2750.00

Modules and Timing:

Microsoft Modern Desktop Administrator Associate Program is broken up into 22 modules of relatively similar time to be completed over 80 hours. More details on modules can be found on our website.

Microsoft Outlook Specialist

Microsoft Outlook Certification proves that you have core to advanced skills in the Microsoft Outlook application. Certification is helpful for those new to the workforce or transitioning to a more analytical role, since it proves you can perform tasks at a higher level. This gives you a leg up against competing candidates. Whether you are new to Outlook or an advanced user, this training will cover what you need to know as efficiently as possible.

Total Clock Hours – 16 hours, (2) eight-hour days

Time Required for Completion – >1 week (2+ days)

Potential Certification – Microsoft Office Specialist - Outlook

Prerequisites – none

Certification Exams – 1 Microsoft Exam

Tuition Breakdown

Tuition Cost: $500.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $500.00

Summary of Courses:

•   Microsoft Outlook – Part 1 – 8 hours - $250.00

•   Microsoft Outlook – Part 2 – 8 hours - $250.00

Microsoft PowerPoint Specialist

Microsoft PowerPoint Certification proves that you have core to advanced skills in the Microsoft PowerPoint application. Certification is helpful for those new to the workforce or transitioning to a more analytical role, since it proves you can perform tasks at a higher level. This gives you a leg up against competing candidates. Whether you are new to PowerPoint or an advanced user, this training will cover what you need to know as efficiently as possible.

Total Clock Hours – 16 hours, (2) eight-hour days

Time Required for Completion – >1 week (2+ days)

Potential Certification – Microsoft Office Specialist - PowerPoint

Prerequisites – none

Certification Exams – 1 Microsoft Exam

<u>Tuition Breakdown</u>

Tuition Cost: $500.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $500.00

Summary of Courses:

• 	Microsoft PowerPoint – Part 1 – 8 hours - $250.00

• 	Microsoft PowerPoint – Part 2 – 8 hours - $250.00

Microsoft Word Specialist

Microsoft Word Certification proves that you have core to advanced skills in the Microsoft Word application. Certification is helpful for those new to the workforce or transitioning to a more analytical role, since it proves you can perform tasks at a higher level. This gives you a leg up against competing candidates. Whether you are new to Word or an advanced user, this training will cover what you need to know as efficiently as possible.

Total Clock Hours – 24 hours, (3) eight-hour days

Time Required for Completion – >1 week (3+ days)

Potential Certification – Microsoft Office Specialist - Word

Prerequisites – none

Certification Exams – 1 Microsoft Exam

Tuition Breakdown

Tuition Cost: $750.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $750.00

Summary of Courses:

• Microsoft Word – Part 1 – 8 hours - $250.00

• Microsoft Word – Part 2 – 8 hours - $250.00

• Microsoft Word – Part 3 – 8 hours - $250.00

Pharmacy Technician Training

This Specialist program provides comprehensive training in the areas of Human Anatomy and Physiology, Medical Office Administration, Medical terminology, Medical Office Computers Applications, and Pharmacy Principles and Practices. This career choice is ideal for the person with exceptional multi-tasking skills. This job includes assisting the pharmacist in completing prescription orders and refills, inventory, stock shelves, assemble prescription packets for nurses to give patients, answer phones, operate cash register, prepare insurance claim forms, maintain patient profiles and assisting customers. This Program is NOT approved for VA Benefits because it is only available in OLA Self-paced format.

Total Clock Hours – 184 hours, self-paced, make your own schedule

Time Required for Completion – 5+ weeks

Potential Certification – Certified Pharmacy Technician

Prerequisites – none

Certification Exams – 1 CPhT

Tuition Breakdown

Tuition Cost: $4,000.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $4,000.00

Summary of Courses:

•   Medical Office Procedures and Administration

•   Human Anatomy Physiology and Medical Terminology

•   Pharmacy Technician Principles and Practices

PMI Project Management Professional (PMP)

In order to take this course, you will need some professional exposure to the duties of a project manager, or you may be considering embarking on a career in professional project management. Your ability as a project manager to demonstrate best practices in project management—both on the job and through professional certification—is becoming the standard to compete in today's fast-paced and highly technical workplace. In this course, you will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI)® to successfully manage projects. This course is specifically designed to provide you with the proven, practical body of project management knowledge and skills that you need to demonstrate project management mastery on the job. The skills and knowledge you gain in this course will help you avoid making costly mistakes and increase your competitive edge in the project management profession.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ week (5+ days)

Potential Certification – Project Management Professional

Prerequisites – 4500 hours of experience leading or directing projects with a 2-year degree or 7500 hours without

Certification Exams – 1 PMI Exam

Tuition Breakdown

Tuition Cost: $3250.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $3250.00

Summary of Courses:

• Project Management Professional (PMP) Certification – 40 Hours - $3250.00

Modules and Timing:

Project Management Professional (PMP) Certification Program is broken up into 15 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

VMware Certified Professional (VCP)

Improve your credibility and increase value to your organization by becoming VCP certified. This industry-recognized certification validates that you know how to implement, manage, and troubleshoot a vSphere infrastructure, using best practices to provide a powerful, flexible, and secure foundation for business agility that can accelerate the transformation to cloud computing.

This program features intensive hands-on training that focuses on installing, configuring, and managing VMware vSphere® , which includes VMware ESXi™ and VMware vCenter Server®.

Total Clock Hours – 40 hours, (5) eight-hour days

Time Required for Completion – 1+ week (5+ days)

Potential Certification – VMware Certified Professional

Prerequisites – none

Certification Exams – 1 VMware Exam

Tuition Breakdown

Tuition Cost: $4000.00

Registration Fee: N/A

Course Materials: Included

Total Program Cost: $4000.00

Summary of Courses:

•   VMware vSphere – Install, Configure, Manage

Modules and Timing:

VMware Certified Professional (VCP) Program is broken up into 10 modules of relatively similar time to be completed over 40 hours. More details on modules can be found on our website.

ADDITIONAL VETERAN REQUIREMENTS FOR EDUCATIONAL PERFORMANCE POLICIES & OBJECTIVES PERFORMANCE REQUIRED OF STUDENTS

To prepare our students for basic on-the-job preferred conduct and performance standards, New Horizons sets minimum expectations for classroom conduct, attendance and dress. Each student's attitudes, behavior and decorum will have a direct effect on success at school and in the job market.

Students must:

•　　　Act in accordance with the School Catalog and its rules of Student Conduct.

•　　　Prepare for technical classes by pre-reading.

•　　　Arrive promptly.

•　　　Attend their scheduled classes at a New Horizons of Phoenix campus in-person. No remote training, this is for all course, including Online Live and Traditional Inst

•　　　Participate in classroom activities.

•　　　Complete exercises and labs.

•　　　Read, re-read and study course materials.

•　　　Complete all assignments.

•　　　Study other resources indicated.

•　　　Prepare for their career.

ARRIVAL TIME

Students should arrive 15 minutes before class start time. Students arriving more than 15 minutes after a class has begun will be shown as tardy. Late arrivals are disruptive to the class in progress, and students arriving more than 15 minutes after a class has begun could be denied access.

ATTENDANCE, ILLNESS, ABSENCE, AND TARDINESS

Attendance is not only an essential ingredient for academic achievement, but it is also a fundamental building block for success in your career training program. Successful completion of programs requires an 80% attendance rate. If a student misses more than 25% of the total clock hours for total program, a Certificate of Completion will not be awarded. If an absence or tardy is necessary, we require that you notify us by calling The Front Office at your local campus on or before the date(s) in question.

Students who do not achieve satisfactory attendance will earn a grade of fail and will be required to repeat the course and pay the tuition rate applicable at the time of repetition. Absences will include tardiness or early departures. Class attendance will be monitored daily. Program attendance will be reviewed weekly. Students falling below the 70% attendance requirement will be counseled. Students will be terminated from the program if they fall below an 70% attendance rate for two consecutive courses or below an 70% attendance rate of the total clock hours for the entire program.

In the anticipation of a late arrival or absence, including illness, students should notify the Computer Learning Center office in advance; except in the event of medical emergency, in which case notification is to be made as soon as possible. To have a late arrival or absence considered an excused tardy or absence, provide details to be taken into consideration. (Never assume a tardy or absence is excused unless that is explicitly stated.) Failure to comply with the notification policy will result in an "unexcused absence".

For Veteran students: Students using benefits under Chapter 1606, 30, 31, 35, and 33 will be granted excused absence for extenuating circumstances only. Excused absences will be substantiated by entries in the student's file. Early departures, class absence, tardiness for any portion of a class period will be counted as ½ day of absence. Students exceeding three days of unexcused absences in a calendar month will be terminated from their VA benefits for unsatisfactory attendance. The attendance record will be retained in the veteran's file for USDVA and SAA audit purposes.

Additionally, for Veteran Students using Chapter 31 or 33 benefits the school will permit students to attend or participate in a course of education during the period beginning on the date on which the individual provide a COE and ending earlier on the either of the following dates:

1. The date on which payment from the VA is made to the institution
2. 90 days after the date the institution certified tuition and fees following receipt of COE.

There will be no penalties imposed on the covered individual due to their inability to meet financial obligations due to delayed disbursement of funds form the VA.

TRANSFER CREDIT EVALUATION POLICY

"All previous education and training will be evaluated for VA beneficiaries, which includes military training, and credit will be granted as appropriate."

SATISFACTORY ACADEMIC PROGRESS

Students are required to make satisfactory academic progress throughout the program by successfully passing a minimum of 70% of all required coursework including labs, exercises, quizzes and test.

Satisfactory Academic Progress will be evaluated four times during each program. SAP is evaluated once the program is 20% complete, once the program is 40% complete, once the program is 60% complete and when the program is 80% complete. These SAP evaluation points are defined by the actual hours that have surpassed in a program and not the actual hours the VA beneficiary has completed.   VA beneficiaries who are not meeting SAP or attendance when the progress is checked, will be placed on SAP probation period and a plan of corrective action until the next evaluation point. If at the next evaluation point, the VA beneficiary is still not meeting SAP, all VA education benefits will be terminated. VA beneficiaries will follow the same re-entry policy described on Page 15 of the catalog.

Institution will keep records of progress reports and students will have access to those reports through electronic testing system while enrolled. Records in hard copy can also be provided upon request during or after enrollment.

CREDITS

New Horizons is a clock hour school and does not offer credit for classes completed.

GRADING

New Horizons of Phoenix grades students on a Pass / Fail scale. New Horizons does not issue letter grades. A grade of Pass is issued to students who:

• Demonstrated the ability to follow instructions (step by step processes) during lab and assigned course assignments

• Demonstrated the technical skills taught in class by satisfactorily completing assigned lab and course assignments

• Successfully completed assignments, labs, quizzes, and exams as assigned by instructors

• Meeting minimum attendance requirements as outlined in the New Horizons CLC of Phoenix Attendance Policy

Students who achieve a grade of "Pass" will receive a Certificate of Completion for each class. Students not meeting the requirements listed above will be issued a grade of "Fail"

CERTIFICATE OF COMPLETION

Each student meeting the program completion requirements will be awarded a New Horizons Certificate of Completion stating that the student has successfully completed the program in their area of study and meet the following criteria:

1. The student has completed all the courses, required course work, labs, quizzes, and/or tests in their program.

2. The student has met the program and school attendance requirement.

3. If applicable, the student has passed all progress tests (if required in their program) prior to graduation.

RULES OF CONDUCT

Professional conduct, appropriate to a business environment, is always expected, as in the workplace. This approach best prepares you for success in the work environment and serves to create an upbeat and professional environment in which you can enjoy your learning experience.

Unacceptable behaviors include, but are not limited to the following:

• Violation of copyright laws including copying classroom software

• Breeching New Horizons computer network security

• Disclosure of New Horizons' business methods and internal systems to unauthorized individuals and/or companies

- Borrowing equipment without written authorization from the School Director

- Theft or any other crime against New Horizons, it's employees or students

- Failure to take direction or follow instructions concerning classroom or lab processes

- Excessive tardiness or absence

- Inappropriate comments or verbal abuse of any person

- Physical abuse/misuse of any property or person

- Inappropriate use of the Internet, use of unauthorized sites, access to or downloading offensive and/or objectionable material,

- Internet browsing or playing games during class or other learning times

- Inappropriate or revealing dress

- Disrupting the work or concentration of others

- Failure to follow directions from Faculty, the School Director, or Computer Learning Center Management

New Horizons Computer Learning Center reserves the right to determine, at its sole discretion, what constitutes acceptable and unacceptable behavior. New Horizons reserves the right to determine, at its sole discretion, any actions to take in response to unacceptable behavior up to and including withdrawal from the school.

ACCEPTABLE USE POLICY

The Acceptable Use Policy governs the use of the school's computer equipment and its Internet connectivity. The Computer Learning Center computers are dedicated to career training use only and are to be used only as directed.

1. Students will not download onto New Horizons Computer Learning Center computers, understanding that to do so could cause liability for damage or injury to Company intellectual or electronic assets or property.

2. Students will not install software or connect USB devices or media (floppy disks, etc.) to New Horizons Computer Learning Center computers without prior approval from instructors or the Director of Education.

3. Students will use the Internet for class-related purposes.

4. Students will not play computer games, engage in instant messaging, or visit social networking web pages during class or on breaks while using New Horizons Computer Learning Center computers. Personal computers are allowed in the center but use of the computer is restricted to non-class time use only.

5. Students will access only sites authorized by the instructor and will not participate in sharing certification exam questions or access sites that claim to do so.