# USA EXPEDITION INC.

TRAINING INDUSTRY STANDARDS

**4327 ½ Woodman Ave. Sherman Oaks CA 91423**
**(818) 999 -1414 * (818) 285 – 6969 * Fax: (818) 285-7979 * www.usaexpedition.net**

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## MISSION OBJECTIVE OFFERS

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## SCHOOL CATALOG

**January 2014 – December 31, 2014**

This catalog is available at the school and can be mailed to student upon request.
(Rev. 01/2014)

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## SCHOOL CATALOG

### APPROVAL DISCLOSURES STATEMENT

**USA Expedition Inc.** is a private institution and is approved to operate by the Bureau for Private Postsecondary Education (BPPE). The institution's BPPE School Code is 37992203. The Approval to operate means compliance with minimum standards and does not imply any endorsement or recommendation by the State or the Bureau.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the **Bureau for Private Postsecondary Education** at:

**2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833**
**P.O. Box 980818, West Sacramento, CA 95798-0818**
**Web site Address: www.bppe.ca.gov**
**Telephone No. : (888) 370-7589, (916) 431-6959 or by Fax: (916) 263-1897**

**USA Expedition Inc.** Classes are held in facilities and uses equipment that fully comply with all federal, state and local ordinances and regulations, including fire safety, building safety, handicapped access and health requirements. **USA Expedition Inc.** Is located at 4327 ½ Woodman Ave. Sherman Oaks CA 914213.

A student or any member of the public may file a complaint about this institution with the **Bureau for Private Postsecondary Education** by calling **(888) 370-7589** toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site **www.bppe.ca.gov.**

The school catalog is revised annually and or as-needed basis.

# ***DIRECTOR'S LETTER***

*Education is inseparable collateral to a better livelihood and status in every society. The pattern of learning process has advanced and matured over centuries of weathering proceeds with trial and error, provisioning us today with the charter of scientific resources just a snap of a finger away. This advancement in education & technology may have been unconceivable and labeled as an act of wizardry even just a few centuries ago. From a child to becoming a parent and then as a parent catering for a child the process evolves around and towards advancements in education. In the present times we are blessed with easy access to toy like tools offering advanced learning for higher education from as cozy and economic an environment as home to an institutional classroom methodology. Having a bountiful choice to choose from in today's world the learning needs are catered with interesting styles and multimedia approaches topping with hands on approach. What however leads the success corridor is the personal conviction in league with the academic following. All institutions may not offer the same style of preaching but the final philosophy embedded within the institutional spirit is targeted at the same outcome of success. The technological tools in our lives today offer every reason to step forward with better education and to go and get all that is out there for the taking with brighter and lucrative career holdings. If you seek education and be good at what you learn then there is every guarantee that you will lead and set successful career paths for many others to follow. I urge every individual to be wise and go get career education without delay, as it's never too late in time or age to promptly reach out for a rewarding career advantage and life style. USA Expedition offers institutional standards and welcomes you with warmth, fullest support and meaningful guidance in making your dream come true and dreams do often come true if goals are steadily pursued with firm belief.*

*I wish all the participants seeking their aspirations in the learning venture a praiseworthy success and enduring happiness.*

***Raji Rab***
Principal Director
USA Expedition Inc.

# MISSION & OBJECTIVES

USA Expedition Inc. is centrally located in Sherman Oaks, California. We are an approved and authorized testing center providing examination services to a large number of professional certifications & qualifications. We have also the honor of extending technical services to a limited number of candidates by means of hands on training for various computer industry related programs and have received well versed / well deserved praise every time. We don't offer any promises but our genuine efforts have proved extremely productive and our trainees have been very successful in finding satisfactory career positions. Our endeavor has successfully been to maintain the merits of the existing industry standards. User-friendly methods are applied in producing a plausible set of skilled hands offering a real world concept of career based comprehensive services and much more. We cater from the very beginners to the satisfaction of seasoned and matured professionals alike. Our mission objective is to make things happen with enormous patience to the cause of excellence in transferring technical expertise to the seeking community. The *PURPOSE* of this institution is to operate on the fundamentals of real time training to set the trainees on the path of self reliance to enable trainees prove their skills in the real world. With reference to *TYPE OF EDUCATION*, a variety of training is available. At course completion candidates here must prove competency and self-reliance with impressive project presentations to an in house or an invited audience. We are proud to have trainees having started own business, become consultants or have jobs and continue to appreciate and respect our training standards. The TARGET POPULATION includes but is not limited. The candidates from near and far have successfully completing their training programs meeting 100% attendance criteria. The limited OUTCOME OF GRADUATES is respectful due to the word of mouth and referrals that are accepted here at our popular hands on training programs. The OCCUPATION STUDENT TRAINED for depends upon areas of a candidate's interest. Basic office applications require basic computer know how, advanced administrative applications require advanced computer know how. Computer skilled hands are always needed in every market but it always depends on how good you can be at your skills and all programs are offered here with maximum enthusiasm. Continued Happy Letters is the Hallmark of our Merits, Training Standards with accomplishment of our mission objectives and philosophy.

# TRAINING PROGRAM HOURS, OBJECTIVES & JOB TITLE

| PROGRAMS | WEEKS | CLOCK HOURS | OBJECTIVE / JOB TITLE |
|---|---|---|---|
| OFFICE SPECIALIST | 12 | 144 | Office Management / Office Administrator |
| USER FRIENDLY OFFICE & INTERNET | 12 | 144 | Computer Literacy / Help Desk |
| COMPUTER REPAIR & TECH SUPPORT | 12 | 144 | Tech Support / Technician |
| MICROSOFT SERVER TRAINING | 12 | 144 | Network Administration / *IT Manager* |
| CISCO ROUTERS & SWITCHES | 12 | 144 | Mastering Routing & Switching / Cisco Networking Professional |
| CISCO SECURITY PROFESSIONAL | 12 | 144 | Mastering Cisco Security / Cisco Security Professional |
| WEB & GRAPHIC DESIGN | 12 | 144 | Mastering Web & Graphic / Web & Graphic Designer |
| QUICKBOOKS TRAINING | 12 | 144 | Mastering QuickBooks / Bookkeeping Specialist |
| CTT + | 12 | 144 | Mastering Instructional Skills / Manager – Trainer |
| MEDICAL BILLING & CODING | 12 | 144 | Mastering Medical Billing & Coding / Medical Billing & Coding Specialist |
| PROJECT MANAGEMENT | 12 | 144 | Mastering Project Management / Project Manager |

# USER FRIENDLY OFFICE & INTERNET

## Course Description

This customized computer user-friendly training program is specifically designed with accelerated pace keeping the candidates engrossed in the multi purpose engagement with most intriguing hands on learning.

The short cuts with the tricks of the trade are molded into simple terminologies with laymen explanations for easy adoption in this program.

The necessary successful completion of this program allows easy employment on all opening level jobs such as administrative, secretarial, sales, marketing, and other Internet related jobs.

Self-employment is also a ready option with the Internet as the world market and e-bay an easy store option with a great potential in growth.

There are limitless options and no boundaries as to what one can do. This program puts you on your feet for further development in areas of work or business interests.

Students after this program may follow through with choices of QuickBooks or computer tech support MCSE, CCNA, Website design and other training programs for career enhancement.

We look forward to see people start from this program from scratch and later wish to follow through with other advance training programs to pursue necessary career aspirations.

## USER FRIENDLY OFFICE & INTERNET

### 144 Total Instructional Clock Hours / 15.98 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module 1: Computer Skills | 8 | 8 | 16 | 1.77 |
| Module 2: MS – Word | 14 | 14 | 28 | 3.11 |
| Module 3: MS – PowerPoint | 8 | 8 | 16 | 1.77 |
| Module 4: MS – Excel | 14 | 14 | 28 | 3.11 |
| Module 5: Surfing the Internet | 12 | 12 | 24 | 2.67 |
| Module 6: Communicating with E – Mail | 10 | 10 | 20 | 2.22 |
| Module 7: Digital Photography | 6 | 6 | 12 | 1.33 |
| **TOTALS** | **72** | **72** | **144** | **15.98** |

## PROGRAM: USER FRIENDLY OFFICE & INTERNET

***Course Breakdown:***

### I. COMPUTER SKILLS

- Start up
- Parts of PC
- Using the mouse
- Using the keyboard
- Monitor
- Software
- Exploring the windows desktop
- Folders / files
- Desktop settings
- Control panel

### II. MS-WORD

- Starting Word
- Word toolbars
- Creating document
- Formatting text
- Using cut, copy & paste
- Opening & saving doc.
- Tables
- Columns
- Mailing labels
- Inserting clipart & word art
- Fax wizard
- Calendar
- Printing document

### III. MS-POWERPOINT

- Starting PowerPoint
- Toolbars
- Slides layout
- Creating a presentation
- Adding text / animation
- Design templates
- Slide sorter
- Slide show

### IV. MS – EXCEL

- Starting excel
- Excel screen
- Toolbars
- Workbook /worksheets
- Columns / rows
- Entering text to a cell
- Formatting fonts
- Adding comments
- Auto series
- Using excel formula
- Creating charts
- Viewing
- Printing
- Excel's spreadsheet solutions

### V. SURFING THE INTERNET

- What is Internet?
- How to pick up an ISP
- Selecting connections / prices
- Web browser
- Internet explorer
- Navigate web sites
- Downloading files
- Saving files
- Shop on the web
- Using e-bay
- Maps

### VI. COMMUNICATING WITH E-MAIL

- Setting up E-Mail Accts.
- Opening mail from Internet
- Outlook Express
- Sending / receiving e-mails
- Replying to E-mails
- E-mail attachment
- Address book
- Organizing E-mail message

### VII. DIGITAL PHOTOGRAPHY

- Bring Digital photos into PC
- Store & organize photos
- Saving pictures into folder

# OFFICE SPECIALIST

## Course Description

The Office Specialist training is the globally recognized standard for validating expertise with the Microsoft Office suite of business productivity programs. Learn more about the benefits Office Specialist provides to individuals, businesses, academic institutions, staffing agencies, information technology (IT) training centers, and government organizations.

### Individuals

Earning Office Specialist training acknowledges you have the expertise to work with Microsoft Office programs. Office Specialist-qualified individuals report increased competence and productivity with Microsoft Office programs as well as increased credibility with their employers, co-workers, and clients. Office Specialist sets you apart in today's competitive job market, bringing employment opportunities, greater earning potential and career advancement, in addition to increased job satisfaction.

### Businesses

Employers who encourage Office Specialist certification and hire Office Specialist-certified job candidates report increased employee competence and productivity with Microsoft Office programs. Office Specialist qualification also simplifies the employee selection and hiring process by easily identifying individuals with the skills to be productive from day one. Employers who invest in Office Specialist experience a quick return on their training investment. Investing in their skills brings improved employee morale, confidence, and productivity, while increasing your bottom line.

The results of an independent research study of participants in the Office Specialist program indicate Office Specialist certification improves employee competence, productivity, and credibility, including the following:

- Up to 87 percent of employers observe increased competency in their Office Specialist-certified employees.
- Up to 83 percent of employers feel their Office Specialist-certified employees are more productive.
- Up to 77 percent of employers feel Office Specialist has a positive effect on employee credibility among co-workers.
- Up to 74 percent of employers feel Office Specialist has a positive effect on employee credibility with customers and clients.
- Up to 82 percent of employers believe Office Specialist directly benefits an organization.
- Up to 67 percent of employers feel Office Specialist simplifies hiring and advancement decisions.

## OFFICE SPECIALIST

### 144 Total Instructional Clock Hours / 16 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module A: Getting Started / PC Essentials | 9 | 9 | 18 | 2 |
| Module B: Editing Text & Printing | 9 | 9 | 18 | 2 |
| Module C: Text & Documents Format | 9 | 9 | 18 | 2 |
| Module D: MS – Word | 9 | 9 | 18 | 2 |
| Module E: MS – Excel | 9 | 9 | 18 | 2 |
| Module F: MS – Outlook | 9 | 9 | 18 | 2 |
| Module G: MS – PowerPoint | 9 | 9 | 18 | 2 |
| Module H: MS - Access | 9 | 9 | 18 | 2 |
| **TOTALS** | **72** | **72** | **144** | **16** |

## PROGRAM: OFFICE SPECIALIST

***Course Breakdown:***

### A. GETTING STARTED

- Using Office Programs
- Getting Around in Office Programs
- Creating and Storing Files
- Opening, Locating, and Managing Files
- Saving and Closing Files

### B. EDITING TEXT & PRINTING

- Editing Text in Word
- Editing Text in Excel
- Editing Text in PowerPoint
- Advanced Text Techniques
- Printing
- Printing in Excel and PowerPoint

### C. TEXT & DOCUMENTS FORMAT

- Formatting Characters
- Formatting Paragraphs
- Formatting Lines
- Creating Headers and Footers
- Editing Pages
- Special Formatting Using Excel

### D. WORD

- Creating a Letter with Office Assistant
- Getting Around in Word
- Editing Features
- Formatting Text
- Tables
- Creating Columns

### E. EXCEL

- Creating a Basic Worksheet
- Getting Around in Excel
- Formatting the Worksheet
- Entering Data
- Editing Data
- Finding, Replacing, and Filling Data
- Formulas

### G. OUTLOOK

- Viewing and Replying to Mail
- Managing Contacts
- Using Mail
- Using the Calendar
- Managing Tasks

### H. POWERPOINT

- Creating Presentations
- Managing Slides
- Managing Outlines
- Managing Slide Text
- Adding Clip Art and Pictures
- Adding Tables
- Presenting the Show

### I. ACCESS

- Introduction to Databases
- Creating a Database
- Working with Tables
- Working with Records
- Managing Forms
- Querying Databases
- Creating and Printing Reports

# COMPUTER REPAIR - TECH SUPPORT

## Course Description

This training program is designed to train candidates to acquire hands on skills to offer technical support to the computer intensive environment.

Gaining training expertise from this program will help the students gain recognition as a service technician with proven skills.

These skills can assist you in securing new career, consulting or opening a new business or a more satisfying and challenging job assignment, earning a promotion, or acquiring a raise.

With the high demand for tech sector, the time to get this fundamental expertise was never as good as now.

For employers, looking for a computer help technician these skills can serve as a guarantee that the individual has gained the necessary competency in certain job-related skills.

The training and qualification assures that the chosen person with these skills will be a productive member of the organization from day one, without months in training.

This training qualifies you to be better skilled computer repair technician and a much better paid computer technician.

The training establishes competency standards with respect to all the fundamental familiarities required by the industry standards relating to hardware as well as software technicalities.

The above training program is the best qualification to base all other additional computer skills and higher training upon as it serves as a solid foundation to develop and build a tall career upon.

## COMPUTER REPAIR & TECH SUPPORT

### 144 Total Instructional Clock Hours / 16.02 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module A: The Key Components of PC | 4 | 4 | 8 | 0.89 |
| Module B: System Board Components | 4 | 4 | 8 | 0.89 |
| Module C: Processor & System Memory | 4 | 4 | 8 | 0.89 |
| Module D: Expansion Bus & Expansion Cards | 4 | 4 | 8 | 0.89 |
| Module E: I/O Ports / System Resources | 4 | 4 | 8 | 0.89 |
| Module F: PC Storage (IDE vs. SCSI) | 4 | 4 | 8 | 0.89 |
| Module G: Printer Types | 4 | 4 | 8 | 0.89 |
| Module H: Troubleshooting, Assembling, Dis-assembling PC | 4 | 4 | 8 | 0.89 |
| Module I: Networking Essentials | 4 | 4 | 8 | 0.89 |
| Module J: Software Overview | 4 | 4 | 8 | 0.89 |
| Module K: DOS File Management / Commands | 4 | 4 | 8 | 0.89 |
| Module L: Windows O.S. Overview | 4 | 4 | 8 | 0.89 |
| Module M: Windows 2000 / XP / Vista Overview | 4 | 4 | 8 | 0.89 |
| Module N: The System Registry | 4 | 4 | 8 | 0.89 |
| Module O: Partitioning / Formatting HDD | 4 | 4 | 8 | 0.89 |
| Module P: Installing an Operating System | 4 | 4 | 8 | 0.89 |
| Module Q: File System (FAT, FAT32, NTFS) | 4 | 4 | 8 | 0.89 |
| Module R: Troubleshooting Software Problems | 4 | 4 | 8 | 0.89 |
| **TOTALS** | **72** | **72** | **144** | **16.02** |

**PROGRAM:**
**COMPUTER REPAIR /TECH SUPPORT**

***Course Breakdown:***

## HARDWARE

1. Describe the key components of a PC.
2. Describe system unit and system board components.
3. Understand about electrical safety.
4. Document system configuration and understand CMOS/BIOS settings.
5. Identify and work with External PC ports, printer ports, cables and connectors.
6. Understand handshaking.
7. Work with and understand SCSI connectors, cabling and standards.
8. Describe the disassembly routine.
9. Clean and provide preventative maintenance.
10. Troubleshoot the boot process.
11. Store components for future use correctly.
12. Confidently use test meters.
13. Understand electrical units.
14. Troubleshoot power supply problems.
15. Describe Processor terms and the difference between different processors.
16. Troubleshoot processors.
17. Work with system resources.
18. Work with I/O and memory addresses.
19. Resolve resource conflicts.
20. Understand BUS architecture.
21. Work with RAM and ROM.
22. Work with other types of storage media.
23. Work with display adapters and monitors.
24. Describe the attributes of different printer types.
25. Understand Modem communication and describe the difference between Asynchronous and synchronous transmission.
26. Understand the differences between a Laptop and a Desktop PC.
27. Work with error detection and Modem diagnostics.
28. Understand Local Area Networks.
29. Work with network cabling and adapter cards.
30. Understand repeaters, bridges, routers and gateways.
31. Appreciate and understand the importance of good troubleshooting and customer service skills

## SOFTWARE

1. Navigating DOS: DOS File Management, Common DOS commands
2. Installing Windows: Identify Hardware requirements, Recover from Setup Failure
3. The Windows Boot Process: Understand POST, Real Mode and Protected Mode
4. Troubleshooting Windows Boot Process: Create and use a Startup Disk
5. Windows Structure: Identify and understand Real Mode and Protected Mode Components
6. The Registry: Understand the Function and Structure of the Registry
7. Navigating Windows: Understand the Windows User Interface, Work with the Control Panel to change system settings
8. Windows Disk Management: Use the various Disk tools to optimize Windows
9. Running Applications in Windows: Understand Multi-tasking, Virtual Machines, Windows Memory Model, Optimize 32-bit and 16-bit Windows applications
10. Configuring Windows Drivers: The Plug and Play Process, Device Manager, Troubleshoot Device Problems
11. Windows Printing: Managing Printing, Troubleshooting Printing
12. Windows Millennium Edition: Identify the new features of Windows Me
13. Networking: Understand the components of and Configure a Peer-to-Peer Network, Share Resources, set
14. Access Privileges, Understand UNC Names
15. The Internet: Understand the Internet, Internet Services, Internet Security, Internet connections, Domain Names
16. Features of Windows OS: Identify various features of Windows OS
17. Installing Windows OS: Identify System Requirements, the Installation Process, Setup Switches, Steps to Prepare for Network Installations
18. The WinNT Boot Process: Identify the Boot Sequence, Load Sequence, Logon Sequence and Core Boot Files
19. Configuring Windows Workstation: Understand the Windows OS Registry, Registry Structure, Hives and Files, Last Known Good, Control Panel, Adding and Removing SCSI Devices

20. User Account Management: User Account Management
21. Windows OS File Systems: File System Comparison, FAT, NTFS, NTFS Recovery, NTFS Security, NTFS Auditing, Ownership of Files and Directories, Using Disk Administrator
22. Managing Disk Resources: Setting Permissions, File Compression
23. Troubleshooting Windows: Error Categories, Event Viewer, Windows OS Diagnostics
24. Overview of Windows OS Server: Windows OS Server Professional and Server, Differences from Windows Client OS
25. The Windows OS Boot Process: Boot Files, The Recovery Console
26. Administering Windows Client OS: Microsoft Management Console and Console Modes
27. Disk and Storage Management: Partitions, Volumes, Managing Disks and Volumes, Converting from FAT / FAT32 to NTFS, Using Disk Quotas, Encrypting Files and Folders
28. Managing Users and Groups: Local and Domain user accounts, Built-in User Accounts, Administrator, Guest, Creating User Accounts, The Local Users And Groups Snap-in, Planning and Implementing Groups, Built-in Groups
29. Managing NTFS Security: NTFS Folder and File Permissions, Assigning Permissions to Users and Groups, Permissions Inheritance, Setting Permissions, Ownership, Moving and Copying Files and Folders
30. Overview of Windows OS: Differences Windows OS Server, XP, Vista, Windows 7
31. Windows OS Setup: Hardware Requirements, NTFS, FAT, Domain or Workgroup Selection, Setup Program, Creating Setup Boot Disks for Windows OS, Network Installations
32. The Windows OS Boot Process: Boot Files, New Technologies.

# Microsoft Server Training

## Course Description

Career Opportunities earning a Microsoft certification verifies the expertise in working with Microsoft products and technologies. A Microsoft certification shows that one is a technical leader with the ability to successfully implement Microsoft business solutions for an organization or client with the validation of Knowledge and Skills.

The information technology (IT) industry, employers, clients, and peers will recognize the Microsoft credential as a validation of the knowledge and skills gained through expertise earned.

The Microsoft training program is qualified to effectively plan, implement, maintain and support information systems with the Microsoft Windows operating system and the Microsoft exchange server software. This outstanding program is designed to offer students a thorough understanding of how to implement an Exchange system while comprehending the strategy, planning and administration of the existing and encapsulating working environment. Exchange Server promises advances in system performance and user productivity. Combined with Outlook, Exchange Server offers a new level of advanced functionality, which includes increased mail security, enhanced Outlook Web access and multiple databases. With this program the professional is equipped with exceptional skills to help an organization reduce their total cost of ownership and mail environment with increased ability to add value and skills to an organization's messaging & mail security.

Microsoft Windows server credential is appropriate for IT professionals working in the typically complex computing environment of medium-to-large organizations. More specifically, Microsoft server certification is appropriate for Systems engineers, Technical support engineers, Systems analysts, Network analysts, Technical consultants. In more basic terms, the expertise supports business requirements to design and implement an infrastructure solution based on the Windows platform and Microsoft Servers software in use through out the corporate world.

## MICROSOFT SERVER TRAINING

### 144 Total Instructional Clock Hours / 23.99 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module A: Networking Fundamentals | 5 | 5 | 10 | 1.67 |
| Module B: Installing, Configuring & Administering Microsoft Windows OS Client | 10 | 10 | 20 | 3.33 |
| Module C: Installing, Configuring & Administering Microsoft Windows OS Server | 10 | 10 | 20 | 3.33 |
| Module D: Implementing & Administering Microsoft OS Server Network Infrastructure | 15 | 15 | 30 | 5.00 |
| Module E: Implementing & Administering a Microsoft OS Server Directory Services | 10 | 10 | 20 | 3.33 |
| Module F: Designing a Microsoft Windows OS Directory Services Infrastructure Business Requirements | 10 | 10 | 20 | 3.33 |
| Module G: Designing Security for Windows OS Server Network Infrastructure | 12 | 12 | 24 | 4.00 |
| **TOTALS** | **72** | **72** | **144** | **23.99** |

**PROGRAM:**
## MICROSOFT SERVER TRAINING

***Course Breakdown:***

### A. Networking Fundamentals

- Introduction to networking
- Introduction to network components
- Introduction to network types
- Communication on the network
- Network topologies
- Operating systems
- Network protocols
- Network cables
- Server types
- Network printing
- Network applications
- Network administration
- Network performance and troubleshooting

### B. Installing, Configuring and Administering Microsoft Windows OS Client

- Installing Windows OS Server Professional
- Implementing and Conducting Administration of Resources
- Implementing, Managing, and Troubleshooting Hardware Devices and Drivers
- Monitoring and Optimizing System Performance and Reliability
- Configuring and Troubleshooting the Desktop Environment
- Implementing, Managing, and Troubleshooting Network Protocols and Services
- Implementing, Monitoring, and Troubleshooting Security

### C. Installing, Configuring and Administering Microsoft Windows OS Server

- Introduction to Windows OS Server
- How Windows OS Server relates to Windows OS, Windows 95, Windows
- Installing Windows OS Server
- Starting Windows OS Server
- Quick Configuration Guide for Windows OS Server
- Introduction to Windows OS Server Services
- Introduction to Active Directory,
- NTFS Permissions
- File and Folder Attributes
- Introduction to Kerberos Security
- Adding clients to Windows OS Server networks
- User Management in Windows OS Server
- File management in Windows OS Server
- Sharing and publishing resources
- Permissions and rights
- Windows OS Server printing
- Disk Quotas in Windows OS Server Servers
- Disk Defragmenter in Windows OS Server Servers
- Scheduling Tasks
- Basic Connectivity
- Basic Troubleshooting for Windows OS Server Servers

### D. Implementing and Administering a Microsoft Windows OS Server Network Infrastructure

- Installing, Configuring, Managing, Monitoring, and Troubleshooting DNS in a Windows OS Server Network Infrastructure
- Installing, Configuring, Managing, Monitoring, and Troubleshooting DHCP

in a Windows OS Server Network Infrastructure

- Configuring, Managing, Monitoring, and Troubleshooting Remote Access in a Windows OS Server Network Infrastructure
- Installing, Configuring, Managing, Monitoring, and Troubleshooting Network Protocols in a Windows OS Server Network Infrastructure
- Installing, Configuring, Managing, Monitoring, and Troubleshooting WINS in a Windows OS Server Network Infrastructure
- Installing, Configuring, Managing, Monitoring, and Troubleshooting IP Routing in a Windows OS Server Network Infrastructure
- Installing, Configuring, and Troubleshooting Network Address Translation (NAT)
- Installing, Configuring, Managing, Monitoring, and Troubleshooting Certificate Services

## E. Implementing and Administering a Microsoft Windows OS Server Directory Services Infrastructure

- Installing, Configuring, and Troubleshooting Active Directory
- Installing, Configuring, Managing, Monitoring, and Troubleshooting DNS for Active Directory
- Installing, Configuring, Managing, Monitoring, Optimizing, and Troubleshooting Change and Configuration Management
- Managing, Monitoring, and Optimizing the Components of Active Directory
- Configuring, Managing, Monitoring, and Troubleshooting Active Directory Security Solutions

## F. Designing a Microsoft Windows OS Server Directory Services Infrastructure Analyzing Business Requirements

- Analyzing Technical Requirements
- Designing a Directory Service Architecture
- Designing Service Locations

## G. Designing Security for Windows OS Server Network Infrastructure

- Analyzing Business Requirements
- Analyzing Technical Requirements
- Analyzing Security Requirements
- Designing a Windows OS Server Security Solution
- Designing a Security Solution for Access Between Networks
- Designing Security for Communication Channels
- Design an implementation strategy for dialup remote access
- Design a virtual private network
- Design a remote access solution that uses Routing and Remote Access
- Integrate authentication with Remote Authentication Dial-In User Services
- Designing Remote Access
- Designing a VPN
- Designing RRAS
- Demand-Dial Routing
- Designing a Demand-Dial Routing Strategy
- Exercises that allow users to practice the application
- A file containing the text of the exercises

# CISCO ROUTERS AND SWITCHES

## Course Description

Cisco training program will enable developing skills to install, configure, and operate LAN, WAN and dial access services for networks to:

- Provide Level 1 troubleshooting service
- Improve network performance and security

This program moving through advance completion indicates advanced knowledge of networks. After successful completion of training a network professional can install, configure, and operate LAN,WAN, and dial access services for organizations with networks from 100 to more than 500 nodes, including but not limited to these protocols: IP, IGRP, IPX, Async Routing, AppleTalk, Extended Access Lists, IP RIP, Route Redistribution, RIP, Route Summarization, OSPF, VLSM, BGP, Serial, Frame Relay, ISDN, ISL, X.25, DDR, PSTN, PPP, VLANs, Ethernet, Access Lists, 802.10, FDDI, Transparent and Translational Bridging. This level of training qualifies for CCNA/CCNP Certification. This training covers router capabilities used to control traffic over LAN's and WAN's as well as connecting corporate networks to an ISP. You will learn how network administrators builds campus networks using multilayer switching technologies over high speed Ethernet and how to build a remote access network to interconnect central sites to branch offices and home office/telecommuters. In depth troubleshooting internetworks covered as well.

**At course completion an individual can perform the following tasks:**

• Implement appropriate technologies to build a scalable routed network
•Build campus networks using multilayer switching technologies
• Improve traffic flow, reliability, redundancy, and performance for campus LANs, routed and switched WANs, and remote access networks
• Create and deploy a global intranet
• Troubleshoot an environment that uses Cisco routers and switches for multiprotocol client hosts and services

**Positions for a candidate with the above Cisco credentials include:**

- Network administrator
- Level 2 support engineer
- Level 2 systems engineer
- Network technician
- Deployment engineer

Overall, Cisco certification validates an individual's achievement, so it increases the holder's professional credibility by ensuring high standards of technical expertise.

## CISCO ROUTERS AND SWITCHES

### 144 Total Instructional Clock Hours / 23.94 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module 1: Internetworking & the OSI | 4 | 4 | 8 | 1.33 |
| Module 2: Getting Started with Cisco Routers | 4 | 4 | 8 | 1.33 |
| Module 3: LAN Segmentation | 4 | 4 | 8 | 1.33 |
| Module 4: TCP/IP and the DOD Model | 4 | 4 | 8 | 1.33 |
| Module 5: IP Addressing | 4 | 4 | 8 | 1.33 |
| Module 6: Subnetting | 4 | 4 | 8 | 1.33 |
| Module 7: Configuring & Managing NAT | 4 | 4 | 8 | 1.33 |
| Module 8: Router Configuration | 4 | 4 | 8 | 1.33 |
| Module 9: Access Lists | 4 | 4 | 8 | 1.33 |
| Module 10: Introduction To Building Remote Access Networks Cisco Solutions To Remote Access | 4 | 4 | 8 | 1.33 |
| Module 11: Static Routing | 4 | 4 | 8 | 1.33 |
| Module 12: Dynamic Routing | 4 | 4 | 8 | 1.33 |
| Module 13: Area | 4 | 4 | 8 | 1.33 |
| Module 14: Networks | 4 | 4 | 8 | 1.33 |
| Module 15: Switching | 4 | 4 | 8 | 1.33 |
| Module 16: Troubleshooting | 4 | 4 | 8 | 1.33 |
| Module 17: Catalyst Problems | 4 | 4 | 8 | 1.33 |
| Module 18: Optimizing Routing Update Operations | 4 | 4 | 8 | 1.33 |
| **TOTALS** | **72** | **72** | **144** | **23.94** |

**PROGRAM:**
## CISCO ROUTERS & SWITCHES

***Course Breakdown:***

### *PART A:*

**1. INTERNETWORKING AND THE OSI**

- The OSI Reference Model
- Ethernet Networking
- Network Media
- Topologies
- Protocols

**2. GETTING STARTED WITH CISCO ROUTERS**

- Introducing the Cisco router interface
- Types of User interface configuration Mode
- Connecting Routers
- Managing Username & Passwords

**3. LAN SEGMENTATION**

- Segmentation with bridges, routers and switches
- Static Routes overview
- Dynamic Routes overview
- Configuring Routes

**4. TCP/IP STACKS**

- Types of IP protocols
- Port Numbers
- Features of TCP/IP

**5. IP ADDRESSING**

- What is IP addressing?
- IP Addresses Classes
- Subnet Mask
- Default Gateway

**6. SUBNETTING**

- Subnetting Overview
- How to Subnet
- Features
- VLSM

**7. CONFIGURING & MANAGING NAT:**

- Network Address Translation Overview
- Configuration and Command lines
- Troubleshooting

**8. ROUTER CONFIGURATION**

- Backing up and restoring the Cisco IOS
- Backing up and restoring a Cisco configuration

**9. ACCESS LISTS**

* Standard
* Extended

  - WANS
  - POTS
  - SDLC
  - HDLC
  - DDR
  - X.25
  - Frame Relay
  - ISDN

**PROGRAM:**
**CISCO ROUTERS & SWITCHES**

***PART B:***

**10. INTRODUCTION TO BUILDING REMOTE ACCESS NETWORKS**
**CISCO SOLUTIONS TO REMOTE ACCESS**

- **Needs**

  Enabling On-Demand Connections

  Controlling Network Access

  Accessing the Central Site

**11. STATIC ROUTING**

- o Configuring Static Routes
- o Features
- o Command lines

**12. DYNAMIC ROUTING**

- o RIPv2
- o EIGRP
- o OSPF
- o Configuring dynamic routes

**13. AREA**

- Interconnecting Multiple OSPF Areas
- Configuring EIGRP
- Configuring Basic Border Gateway Protocol
- Implementing BGP in Scalable

**14. NETWORKS**

- Optimizing Routing Update Operations
- Overview of a Campus Network
- Connecting the Switch Block
- Defining Common Workgroups
- Managing Redundant Links InterVLAN Routing
- Improving IP Routing Performance With Multilayer

**15. SWITCHING**

- VLAN
- Spanning Tree (STP)
- Multicast Overview

**16. TROUBLESHOOTING**

- Troubleshooting Methodology
- Troubleshooting Target Areas
- Troubleshooting Tools
- Diagnosing IP Networks
- Diagnosing and Correcting

**17. CATALYST PROBLEMS**

- Frame Relay
- Troubleshooting
- Diagnosing and Correcting ISDN BRI Problems

**18: OPTIMIZING ROUTING UPDATE OPERATIONS**

- Redistribution Overview
- Configuring Redistribution OSPF / EIGRP

# CISCO SECURITY PROFESSIONAL

## Course Description

The Cisco Security Professional validates knowledge and skills in key areas of network security including identity, firewalls, VPNs, intrusion prevention systems and security management.

This new career training provides professional-level recognition in designing and implementing Cisco security solutions. Because these security professionals understand major networking protocols, procedures, and how to integrate security devices with the underlying network, they are prepared to build secure networks that protect an organization's IT investments.

Candidates in this training program are most likely to be actively involved in developing business solutions and designing and delivering multiple levels of security for underlying network architectures.

The candidates may work in IT departments or security departments, or as systems integrators or consultants.

Through trained personnel, Cisco security training helps provide companies with a safety net for e-commerce infrastructures.

As businesses respond to the heightened need for comprehensive security solutions, organizations rely more on network security engineers trained and certified in the latest skills and technologies to design and implement end-to-end security solutions that reduce the risk of revenue loss and vulnerability.

This training program also paves way for Cisco CCSP certification validating the level of skills desired by the Cisco industry standards with a greater understanding of how to increase an organization's return on investment with additional features of exchange server.

# CISCO SECURITY PROFESSIONAL

## 144 Total Instructional Clock Hours / 23.94 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module 1: Network Security & Cisco | 4 | 4 | 8 | 1.33 |
| Module 2: Evaluating Network Security Threats | 4 | 4 | 8 | 1.33 |
| Module 3: Introduction to AAA Security for Cisco Routers / Configuring CSACS & TACACS+ | 4 | 4 | 8 | 1.33 |
| Module 4: IOS Firewall Context – Based Access | 4 | 4 | 8 | 1.33 |
| Module 5: Intrusion Detection System Configuration | 4 | 4 | 8 | 1.33 |
| Module 6: Cisco IOS IPsec Support | 4 | 4 | 8 | 1.33 |
| Module 7:IOSec Certificate / Cisco Easy VPN | 4 | 4 | 8 | 1.33 |
| Module 8: PIX Firewall Technology | 4 | 4 | 8 | 1.33 |
| Module 9: Access Control List / Attack Guards | 4 | 4 | 8 | 1.33 |
| Module 10: Cisco Pix Firewall Failover | 4 | 4 | 8 | 1.33 |
| Module 11: PIX VPN Configuration / Device Manager | 4 | 4 | 8 | 1.33 |
| Module 12: Overview & VPN / IPSec Tech. | 4 | 4 | 8 | 1.33 |
| Module 13: CISCO VPN 3000 Concentration Series | 4 | 4 | 8 | 1.33 |
| Module 14: Configure CISCO VPN 3002 | 4 | 4 | 8 | 1.33 |
| Module 15: CISCO IDS Alarms and Signatures | 4 | 4 | 8 | 1.33 |
| Module 16: CISCO Safe Implementation | 4 | 4 | 8 | 1.33 |
| Module 17: CCSP Labs | 8 | 8 | 16 | 2.66 |
| **TOTALS** | **72** | **72** | **144** | **23.94** |

## PROGRAM: CISCO – CCSP

***Course Breakdown:***

### 1. NETWORK SECURITY AND CISCO

- Overview of network security
- Network security threats
- Network attack types
- The Cisco security wheel

### 2. EVALUATING NETWORK SECURITY THREATS

- What is a security policy
- Reasons for creating a security policy
- Security threat types

### 3. INTRODUCTION TO AAA SECURITY FOR CISCO ROUTERS

- AAA for securing network access
- Authentication methods
- AAA Security Servers

### 4. CONFIGURING CISCO SECURE ACS (CSACS) AND TACACS+

- Installing CSACS 3.0
- Administering and troubleshooting CSACS 3.0

### 5. CONFIGURING A CISCO PERIMETER ROUTER

- Perimeter router security problems and solutions

### 6. CISCO IOS FIREWALL CONTEXT-BASED ACCESS CONTROL CONFIGURATION

- Introduction to the Cisco IOS Firewall
- Context-Based access control
- Global timeouts and thresholds
- Inspections rules and ACL's applied to router interfaces
- Testing and verifying

### 7. CISCO IOS FIREWALL UTHENTICATION PROXY CONFIGURATION

- Introduction to the Cisco IOS Firewall Authentication Proxy
- AAA server configuration
- Authentication Proxy configuration
- Test and verify the configuration

### 8. CISCO IOS FIREWALL INTRUSION DETECTION SYSTEM CONFIGURATION

- Cisco IOS Firewall IDS introduction
- Creating and Applying Audit Rules

### 9. UNDERSTANDING CISCO IOS IOSEC SUPPORT

- Cisco IOS IOSec technologies
- Key exchange mechanisms
- Cisco IOS Cryptosystem

### 10. CONFIGURE CISCO IOS IPSEC FOR PRE-SHARED KEYS SITE-TO-SITE

- Configure IPSec encryption tasks
- Configuring pre-Shared keys

### 11. CONFIGURE CISCO IOS IPSEC CERTIFICATE AUTHORITY SUPPORT SITE-TO-SITE

- Configure CA support tasks
- CA support overview

### 12. CONFIGURING IOS REMOTE ACCESS USING CISCO EASY VPN

- Introduction to Easy VPN

- Overview of the Easy VPN server
- Overview of the Easy VPN remote
- Overview of the Cisco VPN client
- How Easy VPN works
- Easy VPN Server configuration tasks

### 13. PIX FIREWALL TECHNOLOGIES

- Fire walling defined
- PIX Firewall models
- Finesse operating system
- Adaptive security algorithm
- Cut-through proxy operation
- Stateful failover and hot standby

### 14. IDENTIFICATION OF THE CISCO PIX FIREWALL

- PIX 501 controls and connectors
- PIX 506E controls and connectors
- PIX 515E controls and connectors
- PIX 525 controls and connectors
- PIX 535 controls and connectors

### 15. BASIC CONFIGURATION OF THE CISCO PIX FIREWALL

- ASA security levels
- The six basic commands
- Firewall status
- Viewing and saving the configuration
- The two ways through
- Statics and conduits
- NTP (Network Time Support)
- Syslog configuration
- Static & Dynamic Routing
- DHCP
- Multicast Support

### 16. CISCO SECURE PIX FIREWALL TRANSLATIONS

- Transport protocols
- NAT, Bi-directional NAT and PAT
- DNS Aliasing
- PAT Port Redirection and the static command
- Configure three interfaces
- Configure four interfaces
- The name command

### 17. ACCESS CONTROL LIST (ACL) CONFIGURATION AND CONTENT FILTERING

- Configuration of ACLs
- Converting Conduits to ACLs
- ICMP Interface control
- Malicious active code filtering
- URL filtering

### 18. OBJECT GROUPING

- Understanding Object Groups
- Network Objects
- Service Objects
- Port Objects
- Object Nesting Rules
- Using Object Groups to build Multi-layered access control

### 19. ADVANCED PROTOCOL HANDLING

- Multi-Channel Application Support
- H.323
- SQL*NET
- RSH
- FTP
- Multimedia Support and the role of RTSP
- SIP

### 20. ATTACK GUARDS AND INTRUSION DETECTION

- DNS Guard
- Fragmentation Guard
- Mail Guard
- AAA Flood Guard
- Mitigating Syn Flood attacks
- IDS Support
- IDS Signatures
- Configuring PIX IDS support
- Using the SHUN command

### 21. AAA CONFIGURATION ON THE CISCO PIX FIREWALL

- The AAA Model
- Cut-through proxy operation
- Authentication of non-telnet, FTP or HTTP Traffic
- AAA authorization configuration
- Downloadable ACLs

- AAA accounting configuration
- Troubleshooting AAA

## 22. CISCO SECURE PIX FIREWALL FAILOVER

- Understanding failover
- Configuration replication
- Interface testing
- Configuring LAN-based failover
- Test LAN-based failover and Stateful failover

## 23. PIX VPN CONFIGURATION

- IPSec
- Supported IPSec standards
- Planning IKE configuration
- Planning IPSec configuration
- Configure policy and crypto map
- Cisco VPN Client
- Dynamic crypto map
- IKE Mode config
- IP Local Pool
- Scaling IPSec with Certificate Authority
- PPPoE configuration
- 24. PIX System Maintenance
- Remote access
- Command-level authorization
- Monitor mode and image upgrade
- Password recovery
- Secure Shell (SSH)
- SNMP
- Management tools
- Upgrading activation keys to enable features

## 25. PIX DEVICE MANAGER

- GUI overview
- New features of PDM 2.0
- ACL rules
- System monitoring and graphing
- Configuration tasks
- Using the VPN Wizard to greatly simplify VPN configuration

## 26. OVERVIEW AND VPN AND IPSEC TECHNOLOGIES

- IPSec overview
- IPSec crypto components
- IKE overview
- How IPSec works
- ipsec security associations

## 27. CISCO VPN 3000 CONCENTRATION SERIES HARDWARE

- Overview of the Cisco VPN 3000 concentrator series
- Cisco VPN 3000 Concentrator series models
- Benefits and features of the Cisco VPN 3000 concentrator series

## 28. CISCO VPN 3000 FOR REMOTE ACCESS USING PRE-SHARED KEYS

- Overview of remote access using Pre-Shared keys
- Initial configuration of the Cisco VPN 3000 concentrator series
- Browser configuration of the Cisco VPN 3000 concentrator series
- Configure users and groups
- Configure IPSec
- Configure the IPSec Client
- Monitoring

## 29. CISCO VPN 3000 FOR REMOTE ACCESS USING DIGITAL CERTIFICATES

- Certificate generation
- Certificates validation
- Configuring the Cisco VPN 3000 concentrator series for CA support

## 30. CISCO VPN PRIVATE NETWORK FIREWALL FEATURE FOR IPSEC SOFTWARE CLIENT

- Overview of Software Client's Firewall feature
- Software Client's Are You There feature
- Software Client's Stateful Firewall feature

- Software Client's Central Policy Protection feature
- Client Firewall statistics
- Customizing Firewall Policy

### 31. MONITOR AND ADMINISTER CISCO VPN 3000 REMOTE ACCESS NETWORKS

- Monitoring
- Administration

### 32. CONFIGURE CISCO VPN 3002 FOR REMOTE ACCESS USING PRE-SHARED KEYS

- Configure the VPN 3002 for "client mode" remote access.
- Configure the VPN 3002 for "network extension mode" access

### 33. CONFIGURE THE VPN 3002 FOR UNIT AND USER AUTHENTICATION

- Overview of VPN 3002 Interactive Unit and User Authentication
- Configuring VPN 3002 Interactive Unit Authentication
- Configuring VPN 3002 User Authentication
- Monitoring VPN 3002 User Statistics

### 34. CONFIGURE THE VPN 3002 BACKUP SERVER AND LOAD BALANCING

- Configuring the VPN 3002 Backup Server feature
- Configuring VPN 3002 Load Balancing feature
- Overview of the VPN 3002 Reverse Route Injection feature

### 35. CONFIGURE THE VPN 3002 FOR SOFTWARE AUTO-UPDATE

- Overview and Configuration of the VPN 3002 software update
- Monitoring the VPN 3002 software update

### 36. CONFIGURING THE VPN 3000 FOR IPSEC OVER UDP AND TCP

- Configuring IPSec over TCP
- Configuring IPSec over UDP
- Monitoring session statistics

### 37. CONFIGURE CISCO VPN 3000 SITE-TO-SITE WITH PRE-SHARED KEYS

- Configure the concentrator via Quick Configuration
- Configure LAN-to-LAN tunnels
- Monitor LAN-to-LAN tunnels
- Configure Network Lists
- Configure Network Autodiscovery

### 38. CONFIGURE CISCO VPN 3000 SITE-TO SITE WITH DIGITAL CERTIFICATES

- Explain the purpose of digital certificates
- Explain how certificates requests are generated

### 39. INTRUSION DETECTION OVERVIEW

- Intrusion Detection terminology and technology
- Host/Network Based IDS overview
- Intrusion detection evasive techniques

### 40. CISCO INTRUSION PROTECTION OVERVIEW

- Network/Host Sensor platforms
- IDS communication overview
- Deploying IDS

### 41. SENSOR APPLIANCE INSTALLATION

- Sensor appliance models and usage
- Sensor initialization
- Basic sensor commands

### 42. CISCO IDS DEVICE MANAGER AND EVENT VIEWER

- IDS Device Manager installation

- IDS Device Manager implementation
- IDS Event Viewer installation
- IDS Event Viewer implementation
- Network Security Database

### 43. SENSOR CONFIGURATION

- Sensor setup
- Sensor host communication
- Sensor logging

### 44. CISCO IDS ALARMS AND SIGNATURES

- Cisco IDS Alarms and Signature descriptions
- Cisco IDS micro-engines:
- Atomic Signature Micro-engine description
- Flood Signature Micro-engine description
- Service Signature Micro-engine description
- State Signature Micro-engine description
- String Signature Micro-engine description
- Sweep Signature Micro-engine description
- Signature Micro-engine selection

### 45. SENSING CONFIGURATION

- Global sensing configuration
- Signature configuration
- Signature filtering
- Custom signatures
- Signature tuning

### 46. IP Blocking Configuration

- ACL considerations
- IP Blocking sensor configuration
- Manual IP Blocking functions

### 47. CAPTURING NETWORK TRAFFIC FOR IDS

- Network devices and capture methods
- Switch SPAN configuration
- Catalyst 6500 Switch capture configuration
- Advance traffic capturing

### 48. INTRUSION DETECTION SYSTEM MODULE (IDSM) CONFIGURATION

- IDSM Introduction
- IDSM ports and traffic
- IDSM initialization
- Advanced IDSM configuration
- IDSM commands
- IDSM troubleshooting

### 49. CISCO INTRUSION DETECTION SYSTEM MAINTENANCE

- Software maintenance
- Sensor updates
- IDSM updates

### 50. CISCO IDS ARCHITECTURE

- Cisco IDS software architecture
- Cisco IDS communication
- Cisco IDS directory architecture
- Cisco IDS service files

### 51. ENTERPRISE IDS MANAGEMENT

- IDS Management Center introduction
- IDS Management Center installation
- IDS Management Center Architecture directories and elements
- IDS Management Center setting up sensors and Sensor Groups
- IDS Management Center sensor configuration
- IDS Management Center Generating, Approving, and Deploying configuration files
- IDS Management Center Server administration

### 52. ENTERPRISE IDS MONITORING AND REPORTING

- Introduction
- Installation
- Security Monitor configuration
- Event Viewer
- Reporting

### 53. CISCO SAFE IMPLEMENTATION

- Security Architecture Overview
- The Cisco Security Portfolio
- SAFE Small Network Design
- SAFE Medium Network Design
- SAFE Remote-User Network Implementation

## CCSP Labs

- **Lab 1**: Configure the IP Network
- **Lab 2**: Configure a router to use AAA a local database.
- **Lab 3**: Configure Cisco Secure Access Control Server (CSACS) 3.0
- **Lab 4**: Configure CSACS Authorization and Accounting
- **Lab 5**: Configure a Perimeter Router
- **Lab 6**: Configure Context Based Access Control
- **Lab** 7: Configure Authentication Proxy
- **Lab 8**: Configure Cisco IOS Firewall Intrusion Detection System
- **Lab 9**: Configure Router to Router IPSec using Pre-Shared Keys
- **Lab 10**: Synchronize Time with NTP
- **Lab 11**: Configure Router to Router IPSec using a Certificate Authority
- **Lab 12**: Configure IPSec using Cisco Easy VPN and CS VPN Client 3.5
- **Lab 13: Perform Basic PIX** Configuration
- **Lab 14**: Configure the PIX to send syslog messages to a syslog Server
- **Lab 15**: Configure Statics, Conduits & ICMP
- **Lab 16:** Configure Multiple Interfaces to the DMZ Server
- **Lab 17**: Configure Access Control Lists on the PIX
- **Lab 18:** Configure and Test Access Control Lists using Object Groups
- **Lab 19**: Configure AAA RADIUS Authentication
- **Lab 20**: Configure AAA RADIUS Downloadable ACLs & Accounting Messages
- **Lab 21:** Configure PIX Failover
- **Lab 22**: Configure Server to Server IPSec
- **Lab 23:** Configure Site to Site IPSec
- **Lab 24**: Configure VPN Client
- **Lab 25:** Prepare for and upgrade PIX OS and perform password recovery

# WEB & GRAPHIC DESIGN

## Course Description

Website designers typically combine strong creative design training with applied software skills, such as Photoshop, Illustrator, Image Ready, Flash, Director, Fireworks and or Dream Weaver. Most candidates earn certificates from the various training institutions offering the same. Since a majority of employers are seeking experienced web designers, some people do pro bono work or internships to get started while others might begin by taking a position as a web production artist and working their way up. On line research shows the average starting employment range for an experienced web designer is in demand and senior designers, those with more than three years of experience and advanced software skills, are making good income. This program also offers like other training programs, the path to better pay, respect, and pride in yourself for achieving your goals and providing a more secure future.

Whereas the need for the Graphic designers is increasing day by day to create designs using print, electronic, and film media. Graphic designers create brochures and ads to promote products or services. They produce logos for products or businesses. They create visual designs for company reports and other print materials. Some graphic designers work on design and layout for magazines or other publications. Graphic designers begin a design project by talking to the client or supervisor. Next, they prepare sketches or images according to the client's needs. If their work will be part of a larger project, they consider the project's goals. Graphic designers then draw a sample of the proposed layout, or create the layout on a computer screen. They present their sketches and layout to the art director or client for approval. If approved, graphic designers proceed with the project. They decide how the final product will be arranged and how large the images will be. They also select the style and size of the type or font. For a business report, they might design and print charts, graphs, or other images on a computer. For a large publication that will be sent to a printer, graphic designers mark, paste, and assemble the layout. Sometimes they take photos of the layout for approval by the client or supervisor. Then they collect all the materials and present the finished design or product to the client or customers in business. The combination of the web and graphic design go hand in hand making this candidature professional & more marketable.

# WEB & GRAPHIC DESIGN

## 144 Total Instructional Clock Hours / 44.45 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module 1: Website Design Overview | 4 | 4 | 8 | 0.89 |
| Module 2: Graphics & Templates | 4 | 4 | 8 | 0.89 |
| Module 3: Animated GIF | 4 | 4 | 8 | 0.89 |
| Module 4: Index Page & Navigation | 4 | 4 | 8 | 0.89 |
| Module 5: Layout | 4 | 4 | 8 | 0.89 |
| Module 6: Enrich & Organize Content | 8 | 8 | 16 | 1.77 |
| Module 7: Publishing & Administration | 8 | 8 | 16 | 1.77 |
| Module 8: Graphic Design Overview | 4 | 4 | 8 | 0.89 |
| Module 9: The Language of Visual Design | 4 | 4 | 8 | 0.89 |
| Module 10: The Rules of Commercial Design | 4 | 4 | 8 | 0.89 |
| Module 11: Legal Issues & Copyrights | 8 | 8 | 16 | 1.77 |
| Module 12: How to work with Marketing | 8 | 8 | 16 | 1.77 |
| Module 13: The Internet | 8 | 8 | 16 | 1.77 |
| **TOTALS** | **72** | **72** | **144** | **44.45** |

## PROGRAM: WEB DESIGN & GRAPHIC DESIGN

***Course Breakdown:***

### 1. WEB SITE DESIGN OVERVIEW

- Features of Web Site Design
- The Internet
- Components of Internet
- Web Protocols
- Web Browsers

### 2. GRAPHICS & TEMPLATES

- 1. Examine good and bad web pages
- Steps to plan for a website
- Download graphics for use on website
- Web hosting and ISP

### 3. ANIMATED GIF

- Video and digital cameras to create digital images
- Photoshop filters for special effects
- Gif construction set to create animated images

### 4. INDEX PAGE AND NAVIGATION

- ACDSee graphic viewer, Button Studio
- Scan snapshots; create an animated home button
- Website navigation
- FTP - uploading, downloading

### 5. LAYOUT

- Background images study
  2. Cool 3D to create logo for website
- Color and themes
- Browsers compatibility

### 6. ENRICH AND ORGANIZE CONTENT

- Develop theme and enrich content (add more pages)
- Adding Java Scripts, Java Applets
- Internal and external links
- Meta tags

### 7. PUBLISHING AND ADMINISTRATION

- Intro to Publishing and management
- Web site diagnostics
- Registration with search engines

## 8. GRAPHIC DESIGN OVERVIEW

- Introduction to Graphic design
- Principles of Graphic design
- Navigating the Workspace
- Menu Bar

## 9. THE LANGUAGE OF VISUAL DESIGN

- White space
- Focus
- Balance
- Page Layout
- Pictures
- Fonts
- Style and Substance
- Developing Your Own Skills
- Resources

## 10. THE RULES OF COMMERCIAL DESIGN

- Art as a Profession
- Principles
- What Your Client Needs
- Presentation
- Production
- Using Clip Art
- Printing

## 11. LEGAL ISSUES AND COPYRIGHTS

- Breaking the Rules
- Thinking Outside the Box
- Attitude and Freedom in Design
- Marketing
- Artist in a Foreign Land

## 12. HOW TO WORK WITH MARKETING

- Your Client
- The Client's Customer
- Art in the Electronic Age
- Computers
- Hardware and Software
- Color
- RGB , CMYK
- TIFs, GIFs, and JPEGs

## 12. THE INTERNET

- Websites
- Color Palettes
- Resizing Images
- Speeding Up Your Images

# QUICKBOOKS

## Course Description

In today's daily world cycle this training program is a working essential for all those aspiring for administrative, sales, marketing and specially accounting line of duties, such as Book keeping.

This training program gives you a strong footing to meet the job requirement for all small and large business concerns specifically the accounting corporations, large and small taxation firms and general offices.

The training begins from scratch and follows through the desired level of course customized breakdown with a wide range of hands on labs designed to meet the quality structure and the necessary workloads of the real world.

This program also requires a lot of homework and hard work with constant practice in arriving at a competence level for plausible appreciation by the working team members and employers alike.

This program also allows self-paced and self based employment for undertaking individual accounting practices for book keeping of various individuals and companies alike.

# QUICKBOOKS

## 144 Total Instructional Clock Hours / 16.02 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module 1: QuickBooks Overview | 4 | 4 | 8 | 0.89 |
| Module 2 : Creating & Editing an Account | 4 | 4 | 8 | 0.89 |
| Module 3: Chart of Accounts | 4 | 4 | 8 | 0.89 |
| Module 4: Customer Job List | 4 | 4 | 8 | 0.89 |
| Module 5: Adding and Editing a Customer | 4 | 4 | 8 | 0.89 |
| Module 6: Setting up Vendor Types | 4 | 4 | 8 | 0.89 |
| Module 7: Creating Mailing Labels | 4 | 4 | 8 | 0.89 |
| Module 8: Setting up Purchases Preferences | 4 | 4 | 8 | 0.89 |
| Module 9: Purchase Order | 4 | 4 | 8 | 0.89 |
| Module 10: Received Items Ordered | 4 | 4 | 8 | 0.89 |
| Module 11: Entering / Paying Bills | 4 | 4 | 8 | 0.89 |
| Module 12: Writing Checks | 4 | 4 | 8 | 0.89 |
| Module 13: Printing Checks | 4 | 4 | 8 | 0.89 |
| Module 14: Voiding Checks | 4 | 4 | 8 | 0.89 |
| Module 15: Viewing Purchase Reports | 4 | 4 | 8 | 0.89 |
| Module 16: Entering Sales Transactions | 4 | 4 | 8 | 0.89 |
| Module 17: Entering Invoice / Cash Sales | 4 | 4 | 8 | 0.89 |
| Module 18: Entering a Credit Card Sale / Preparing Monthly Statements / Equity Accounts | 4 | 4 | 8 | 0.89 |
| **TOTALS** | **72** | **72** | **144** | **16.02** |

## PROGRAM: QUICKBOOKS

***Course Breakdown:***

### 1. ADD AN ACCOUNT

- Choose an account type
- Enter an account name
- Enter a tax line
- Fill in optional fields
- Close and save your new account

### 2. EDIT AN ACCOUNT

- Select an account to edit
- Change an account type
- Adjust account name
- Enter optional
- Changes

### 3. DELETE AN ACCOUNT

- Choose an account to delete
- Verify your choice to delete
- Can't delete this account
- Make another choice

### 4. MAKE AN ACCOUNT INACTIVE

- Choose the account to merge
- Enter the name of the account
- Confirm the merge process
- View transaction history

### 5. USE ACCOUNT NUMBERS

- Open the preferences window
- Find the accounting preference
- Turn on the account numbering
- Open the edit account window
- Assign / change account number
- Turn off the account numbering

### 6. USE THE CHART OF ACCOUNTS

- Open your chart of accounts
- Resize chart of account
- Reorder chart of accounts
- Change hierarchy of accounts
- Close chart of accounts

### 7. PRINT CHART OF ACCOUNTS

- Open the chart of accounts
- Print the account list
- The list report window
- Preview the account list
- Examine the chart of accounts
- Remove a column
- Examine the print options
- Print your report

### 8. OPEN THE CUSTOMER JOB LIST

- Open the new customer window
- Enter the customer information
- Enter additional customer information

- Enter job information
- Finishing the customer setup

### 9. ADDING A CUSTOMER "ON THE FLY"

- Open a sales form
- Enter a customer name
- Add a customer name
- Add a job for this customer
- Quick-add the job

### 10. REMOVING A CUSTOMER

- Open the customer: job list
- Remove a customer or job
- Give the "delete" command
- Confirm this deletion
- Delete problems

### 11. ADDING A NEW VENDOR

- Open the vendor list
- Open the new vendor window
- Enter the vendor information
- Enter additional information
- Enter: 1099 information
- Enter opening balance
- Finishing the vendor setup

### 12. SETTING UP VENDOR TYPES

- Open the vendor type list
- Add a new vendor type
- Enter the vendor type
- Save the vendor type
- Close the vendor type list

### 13. CREATING MAILING LABELS

- Open label selection window
- Choose a label list
- Select names
- Make another selection options
- Choose zip code option
- Choose sort option
- Print ship to addresses
- Execute the print command

### 14. ENTERING PURCHASE TRANSACTIONS

- Setting up purchases preference
- Open preferences
- Choose purchases and vendors
- Turn on purchases orders
- Use inventory warning system
- Watch for duplicate numbers
- Indicate bill due date
- Watch for duplicate bills
- Save your changes

### 15. ADDING THE VENDOR LIST

- Open the vendor list
- Open the new window
- Enter the vendor information
- Enter additional vendor information
- Finishing the vendor setup

### 16. ENTERING A PURCHASE ORDER

- Open the create p.o form
- Enter a vendor name
- Choose date & p.o number
- What are you ordering?
- Enter the cost and customer
- Enter optional memo

- Print your purchase order

### 17. PRINTING A PURCHASE ORDER

- Open the select p.o window
- Select p.os to print
- Find the purchase orders
- Choose all or none
- Print purchase orders

### 18. RECEIVE ITEMS ORDERED

- Open item receipts window
- Enter the vendor name
- Respond to message
- Refer to open p.os
- Transfer purchase order information
- Enter or confirm items ordered
- Pass through to customer
- Save this form

### 19. ENTER BILLS

- Open enter bills window
- Enter vendor name
- Enter date received
- Enter the amount due
- Enter terms
- Enter items
- Enter expenses
- Save your information

### 20. PAY BILLS

- Open pay bills window
- Show all bills
- Check off bills to pay
- Change sort method
- Apply discount
- Verify account
- Pay the bills

### 21. WRITING CHECKS

- Open a new check
- Verify the account
- Enter a payee name
- Respond to warning
- Enter amount & date
- Enter expenses
- Enter items
- Record the check

### 22. PRINTING CHECKS

- Open list of checks to print
- Verify bank account
- Verify check number
- Select this checks
- Enter printer information
- Choose check style
- Enter miscellaneous information
- Print

### 23. VOIDING CHECKS

- Open chart of accounts
- Open check register
- Open go to window
- Search for check
- Void the check
- Close the register

### 24. VIEWING PURCHASE REPORTS

- View open purchase orders
- View current purchases
- View purchases by item
- Open p.os by job
- Print reports
- Close reports

### 25. ENTERING SALES TRANSACTIONS

- Entering estimates
- Open the create statements form
- Enter a customer and job name

- Choose date & estimate number what are you bidding?
- Apply a markup
- Take a look at this estimate
- Print your estimate

### 26. ENTERING AN INVOICE

- Open the create invoices form
- Enter a customer & job name
- Choose date & invoice number
- What are you selling?
- Preview invoice
- Preparing to print an invoice

### 27. PRINTING AN INVOICE

- Select invoices print window
- Select invoices to print
- Choose all or none
- Print invoices

### 28. MAKING A CASH SALE

- Open the enter cash sales form
- Enter a customer & job name
- Enter a generic customer name
- Choose date & sale number
- What do you want to sale?
- Print a cash sales form – I
- Print a cash sales form – II

### 29. ENTERING A CREDIT CARD SALE

- Open the enter cash sales form
- Enter a customer & job name
- Enter the customer name
- Choose date & sale number
- What type of credit card?
- What do you want to sell?
- Print a cash sales form –I
- Print a cash sales form – II

### 30. ISSUING A CREDIT

- Open the credit / refund form
- Enter a customer & job name
- Set up a new customer
- Choose date & credit card number
- Reason for the credit
- Verify the credit amount
- Indicate credit for sales tax
- Save your credit form

### 31. CREDIT ON A CUSTOMER INVOICE

- Open receive payments form
- Enter a customer job name
- Enter correct date
- Enter amount receive
- Apply credit choose where credit applies
- Save & close form

### 32. PREPARING MONTHLY STATEMENTS

- Ask QuickBooks for statements
- Choose data range
- Choose customers
- Pick for customers or jobs
- Print zero balances
- Send statements to printer
- Print statements

### 33. RECORDING PAYMENTS RECEIVED

- Open receive payments window
- Enter customer name
- Enter amount received
- Check off invoices paid

- Choosing deposit method
- Save form

### 34. VIEW OPEN INVOICE ACCOUNTS

- View open invoices report
- Examine invoices
- Close invoices
- Print report
- Close report

### 35. DESIGNING A CHART OF ACCOUNTS

- What is an account?
- Meet the accounts
- How do accounts work?
- How does QuickBooks use accounts
- Where's the offset

### 36. ASSET ACCOUNTS

- What is an asset?
- Examine existing asset accounts
- Choose your asset accounts
- Create a new asset account
- Entering opening balance
- Create account receivable

### 37. LIABILITY ACCOUNTS

- What is a liability?
- Examine existing accounts
- Choose your liability accounts
- Create a new liability account
- Enter opening balance
- Create accounts payable account

### 38. EQUITY ACCOUNTS

- What is equity?
- Examine existing equity accounts
- Create an equity account
- Enter opening balance

### 39. INCOME ACCOUNTS

- What is income?
- Examine existing income accounts
- Determine your income accounts
- Create a new income account

### 40. EXPENSE ACCOUNTS

- What is an expense?
- Examine existing expense account
- Determine your expense accounts
- Create a new expense account

### 41. VOIDING & DELETING CHECKS

- Open chart of accounts
- Open checking register
- Find the check
- Void or delete
- Voiding prior period checks

### 42. REPRINTING PAYCHECKS

- Open original check
- Print check
- Enter print information
- Open new check

# CompTIA CTT+™ Certification

## (Certified Technical Trainer+)

## Course Description

The Certified Technical Trainer (CTT+) program was initially created through the collaborative efforts of the Computer Education Management Association (CedMA) and the Information Technology Training Section (formerly ITTA) to eliminate redundancies among various instructor certification programs in the computer training and education business. The CTT+ certificate provides recognition that the trainer has attained a standard of excellence as defined by technical training experts. The CTT+ examination measures an individual's mastery of fundamental instructor knowledge and classroom performance as defined by the International Board of Standards for Training, Performance and Instruction (ibstpi). A committee of training experts determined the scope and content of the CTT+ examinations. The CTT+ examination questions for the computerized knowledge test are designed to assess the level of knowledge acquired by trainers through their professional experience and their education. Specifications for the performance videotape, also developed by the test committee, provide the framework for evaluating a trainer's ability to apply the instructional skills described. The CompTIA CTT+ certification is the cross-industry credential recognizing excellence in instruction. The two-part examination is based on a set of objectives designed to measure the mastery of core instructor skills - those decisions, actions and behaviors that competent instructors must demonstrate to successfully deliver training. Those holding the CompTIA CTT+ certification have proven excellence in preparation, presentation, communication, facilitation and evaluation in a classroom as well as managerial environment. While it is significant that the computer industry is the first to endorse the CompTIA CTT+ program, the wider impact is that this certification is now applicable to all training professionals in all industries other then those related with information technology. The CompTIA CTT+ certification helps magnify the quality of a professional as an applicant for a job not only as a trainer but also as a matured professional.

## CompTIA CTT+™ and Your Career as a Training Professional

Many corporations recommend or require CompTIA CTT+ for their employees. Companies such as CompuCom and Ricoh know the value of a professional training staff and require their employees to be CompTIA CTT+ certified. To earn Novell's advanced CNI (Certified Novell Instructor) certification, you must also have a CompTIA CTT+ certification.

## CompTIA CTT+™ Certification Benefits for Individuals:

- Provides proof of professional achievement
- Assists in obtaining better career opportunities and a higher salary
- Demonstrates mastery of knowledge and ability to train effectively
- Builds foundation for higher-level certifications

## Search for Available Jobs at the CompTIA Career Center

Once you are certified, you may want to review job postings for your new credential. We may be able to help. Use the CompTIA Career Center to search more than 45,000 IT-related jobs. The CompTIA Career Center (powered by Dice™) is open to all IT professionals, regardless of certification status, and there is no charge for posting your resume.

## CompTIA CTT+™ Certification Benefits for Employers:

- Maximizes efficiency in recruiting, hiring, training and promoting employees
- Increases productivity as certified professionals are able to perform at accepted industry standards
- Lowers training costs
- Increases employee job satisfaction

All job opportunities are relayed to the passing out candidates for speedy application.

## CTT + (CERTIFIED TECHNICAL TRAINER

### 144 Total Instructional Clock Hours / 15.99 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module 1: Analyze Course Mat'l. & Learner Information | 5 | 5 | 10 | 1.11 |
| Module 2: Assure Preparation of the Instructional Site | 5 | 5 | 10 | 1.11 |
| Module 3: Establish & Maintain Instructor Credibility | 5 | 5 | 10 | 1.11 |
| Module 4: Manage the Learning Environment | 5 | 5 | 10 | 1.11 |
| Module 5: Demonstrate Effective Comm. Skills | 5 | 5 | 10 | 1.11 |
| Module 6: Demonstrate Effective Presentation Skills | 5 | 5 | 10 | 1.11 |
| Module 7: Demonstrate Effective Questioning Skills and Technologies | 5 | 5 | 10 | 1.11 |
| Module 8: Respond appropriately to learners needs for feedback | 5 | 5 | 10 | 1.11 |
| Module 9: Provide Positive Reinforcement and Motivational Incentives | 5 | 5 | 10 | 1.11 |
| Module 10: Use Instructional Methods Appropriately | 5 | 5 | 10 | 1.11 |
| Module 11: Use Media Effectively | 5 | 5 | 10 | 1.11 |
| Module 12: Evaluate Learner Performance | 5 | 5 | 10 | 1.11 |
| Module 13: Evaluate Delivery of Instruction | 5 | 5 | 10 | 1.11 |
| Module 14: Report Evaluation Information | 7 | 7 | 14 | 1.56 |
| **TOTALS** | **72** | **72** | **144** | **15.99** |

## PROGRAM: CTT+ (CERTIFIED TECHNICAL TRAINER)

***Course Breakdown:***

### 1.0 COURSE OUTLINE

1.1 Analyze & review materials and audience information and identify areas where adjustments may be needed.

1.2 Make minor adjustments to learning materials.

1.3 Judge the appropriateness and adequacy of any adjustment.

1.4 State a rationale for the judgment and the adjustment.

1.5 Make appropriate adjustments to learning materials when needed.

### 2.0 INSTRUCTIONAL SITE

2.1 Confirm logistical arrangements.

2.2 Confirm the physical arrangement of the site, materials, equipment and furniture.

2.3 Control the physical environment.

2.4 Plan ways to minimize distractions.

2.5 Assure proper disposition of equipment, materials and furniture.

2.6 Judge how well logistical and physical arrangements support the instruction.

2.7 State a rationale for decisions regarding logistics and physical environment.

### 3.0 INSTRUCTOR CREDIBILITY

3.1 Judge the degree to which credibility is an issue or distraction at any time during instruction.

3.2 State a rationale for the judgment and the actions taken.

3.3 Establish, maintain and re-establish credibility in a particular situation or in general.

3.4 Demonstrate content expertise.

3.5 Demonstrate acceptable personal conduct.

3.6 Demonstrate acceptable social practices.

3.7 Provide a model for professional and interpersonal behavior.

3.8 Demonstrate flexibility in response to learner needs and interests.

### 4.0 MANAGING ENVIRONMENT

4.1 Select initial presentation strategies.

4.2 Involve learners in establishing an appropriate level of learner comfort.

4.3 Adapt delivery to account for learner characteristics.

4.4 Manage time available for course.

4.5 Provide opportunities for learner success.

4.6 Manage group interactions and participation.

4.7 Resolve learner behavior problems.

4.8 Judge whether the learning environment facilitates successful performance.

4.9 State a rationale for the judgment.

**5.0 COMMUNICATION SKILLS**

5.1 Use effective & appropriate verbal and non-verbal language.

5.2 Adapt verbal and non-verbal messages to learners' needs.

5.3 Use frames of reference familiar to the learners.

5.4 Determine whether learners understand messages.

5.5 State a rationale for the judgment

**6.0 PRESENTATION SKILLS**

6.1 Judge the effectiveness of a presentation.

6.2 State a rationale for the judgment.

6.3 Use the voice effectively.

6.4 Use eye contact effectively.

6.5 Use gestures, silence, movement, posture, space and props effectively.

6.5 Organize content effectively.

6.6 Use anecdotes, stories, and analogies and humor effectively.

**7.0 QUESTIONING TECHNIQUES**

7.1 Judge the adequacy of instructional questions.

7.2 State a rationale for the judgment.

7.3 Use appropriate question types and levels.

7.4 Direct questions appropriately.

7.5 Use active listening techniques.

7.6 Repeat, rephrase or restructure questions.

7.7 Provide opportunity and adequate time for learners to state questions, comments and concerns and respond to questions.

**8.0 LEARNER'S NEEDS**

8.1 Identify learners with clarification and feedback needs.

8.2 Determine when and how to respond.

8.3 Judge the adequacy of feedback and responses.

8.4 State a rationale for the judgment.

8.5 Provide prompt, timely and specific feedback

**9.0 MOTIVATIONAL INCENTIVES**

9.1 Match learning outcomes to learner and organizational needs and goals.

9.2 Use introductory activities appropriate to developing learner motivation.

9.3 Plan and deliberately use feedback and reinforcement during instruction.

9.4 Judge the adequacy and appropriateness of motivational strategies used during instruction and adjusts as necessary.

9.5 State a rationale for the judgment.

## 10.0 INSTRUCTIONAL METHODOLOGY

10.1 Implement a variety of standard instructional methods.

10.2 Manage the group dynamics associated with each method.

10.3 Employ instructional techniques appropriate to methods and instructional situations prescribed.

10.4 Judge the appropriateness and effectiveness of methods and techniques.

10.5 State a rationale for the judgment.

## 11.0 MEDIA USAGE

11.1 Use media and hardware effectively.

11.2 Troubleshoot minor hardware and other simple problems.

11.3 Substitute for, add to, switch or create media as required.

11.4 Judge the effectiveness of the use of media.

11.5 State a rationale for the judgment.

## 12.0 EVALUATING LEARNER PERFORMANCE

12.1 Monitor learner progress during instruction.

12.2 Administer examinations and instruments.

12.3 Evaluate attainment of end-of-course objectives.
12.4 Judge the adequacy of the evaluation.

12.5 State a rationale for the judgment

## 13.0 EVALUATING INSTRUCTION PERFORMANCE

13.1 Evaluate the instructional design as modified during delivery.

13.2 Evaluate the instructor's performance as it relates to the instructional design.

13.3 Evaluate the effects of other variables, including the instructional environment, on learner accomplishments.

13.4 Judge how well a course works for a particular group of learners in a particular situation.

13.5 State a rationale for the judgment.

## 14.0 REPORTING EVALUATION

14.1 Prepare to report post-course summary and evaluation.

14.2 Report the evaluation and end-of-course information.

14.3 Recommend revisions and changes to existing materials and provide suggestions for new programs and activities.

14.5 Report information about learning and physical environments.

14.6 Judge the adequacy, appropriateness, and timeliness of reports to instructional designers and appropriate management.

14.7 State a rationale for both the information included in evaluation and summary reports and the audiences to receive that information.

# Medical Billing and Coding

## Course Description

Medical Billing and Coding is one of the fastest-growing professions in the country. This course introduces the essential concepts related to billing and coding operations in a medical office. Topics include process of completing claims forms efficiently and effectively according to compliance and payor guidelines.

Using administrative skills, this course will review, facilitate, and reinforce medical terminology skills while introducing the student to managed care, the life cycle of an insurance claim, legal and regulatory guidelines, coding guidelines, reimbursement issues, claim forms and commercial claims.

Upon completion of this course, the student will be able to perform billing and coding tasks in medical offices, such as properly assigning correct codes on the correct claim form in conjunction with the required pay or guideline and medical service provided.

Whether one has experience in the medical field, or looking to change careers for Medical Billing and Coding, this is the best program.

According to the United States Department of Labor, employment in this field is expected to grow "much faster than average", and salaries reach over $40,000 per year! Medical Billing and Coding is in high demand.

# MEDICAL BILLING & CODING

## 144 Total Instructional Clock Hours / 15.98 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module 1: Essential Billing And Reimbursement | 6 | 6 | 12 | 1.33 |
| Module 2: Understanding Office Forms | 14 | 14 | 28 | 3.11 |
| Module 3: Medical Billing, Reimbursement | 8 | 8 | 16 | 1.77 |
| Module 4: Understanding Codes | 12 | 12 | 24 | 2.67 |
| Module 5: Understanding The Cms 1500 Form | 14 | 14 | 28 | 3.11 |
| Module 6: The Life Cycle Of An Insurance Claim | 10 | 10 | 20 | 2.22 |
| Module 7: Working With Billing/Practice Management Software | 8 | 8 | 16 | 1.77 |
| **TOTALS** | **72** | **72** | **144** | **15.98** |

## PROGRAM: Medical Billing & Coding

***Course Breakdown:***

**MODULE 1: ESSENTIAL BILLING AND REIMBURSEMENT**

- Introduction to patient billing
- Using the computer for patient billing
- Managing data with a computerized system
- Entering patient and case information
- Processing transactions
- Producing reports and patient statements
- Processing claims

**MODULE 2: UNDERSTANDING OFFICE FORMS**

- Essential Office Forms
  - Patient Demographic Form and Completion
  - Insurance Cards
  - Insurance Verification Form and Verification Procedures
  - Super bill
  - Day sheet
- Examining Insurance Cards
- Insurance Verification Process
- Mock Insurance Verification Conversations
- Insurance Verification Exercises
- The Superbill/Encounter Document
- Calculating Co payments & Deductibles

**MODULE 3: MEDICAL BILLING, REIMBURSEMENT**

- Introduction to managed care and medical insurance
- Introduction to claims processing
- The legal environment
- Diagnostic coding: introduction to ICD-9-CM
- Procedural coding: introduction to CPT and HCPCS
- Coding linkage and compliance
- Provider charges and payment methods
- The universal health insurance claim form
- Claim adjudication, reimbursement follow-up and record retention
- Managed care contracts and private payers
- Medicare
- Medicaid
- TRICARE and CHAMPVA
- Workers compensation and disability insurance
- Hospital billing: the UB-92 claim form

**MODULE 4: UNDERSTANDING CODES**

- CPT (Current Procedural Technology) Coding
  - Definition
  - Proper Usage
  - Resource & Reference Material

- ICD (International Classification of Disease) Coding
  - Definition
  - Proper Usage
  - Resource & Reference Material

**MODULE 5: UNDERSTANDING THE CMS 1500 FORM**

- The Basics of the CMS 1500 Form
- Box by Box Breakdown of the CMS 1500 Form
- Step-By-Step Instructions for Completing a CMS 1500
- Online CMS Form Completion Exercises
- Billing Tips
- Commonly Made Errors

**MODULE 6: THE LIFE CYCLE OF AN INSURANCE CLAIM**

- The Time-Line of an Insurance Claim
- The Collection of Claim Data
  - Patient Demographics
  - Guarantor Information & Handling
  - Insurance Coverage Information
  - Patient Condition Information
  - Patient Treatment Information
  - Clinic Billing Information
- Claim Information Data Entry
- Claim Submission
  - Paper Claims
  - Electronic Claims
  - Secondary Claims
  - Claims Attachments
- Receiving & Posting Payments
  - Full Payment
  - Partial Payment
  - Deductible

**MODULE 7: WORKING WITH BILLING/PRACTICE MANAGEMENT SOFTWARE**

- Basic Components of Billing Applications
- Clinic Data
  - Billing Identification Numbers
- Physician Data
  - Tax ID, UPIN, License Numbers
  - Assignment
- Patient Data
  - Demographics Information
  - Insurance Information
  - Procedure Information
  - Diagnosis Information
- Claim Generation
  - Charge Entry
  - Payment Entry
  - Financial Adjustments
  - Transaction Notes
- Electronic & Paper Claims

# PROJECT MANAGEMENT

## Course Description

The Project Management Training Program is in high demand by corporate and private sector employers, individuals and project managers around the world. Today, there are over 100,000 certified project managers worldwide.

Enrolling in Project Management Training Program offers candidates a wide range of important benefits. The Project Management designation following your name demonstrates to current and potential employers that you possess a solid foundation of experience and education in project management that can have a positive impact on bottom-line results. In fact, the certification exam is so important that many project managers are required by their companies to become certified in order to retain their positions. Many who achieve the project management training have received raises, bonuses or promotions as a result. The project management skills reflect significantly on the everyday assignments and the productivity value added with built in risk management and business earned values securing the securing time, money and progressive accomplishments. Salary Survey Report for Project Management indicates annual earnings from 76,000 to 90,000.

# PROJECT MANAGEMENT

## 144 Total Instructional Clock Hours / 15.96 Credit Units

| Class Title | Lecture Hours | Lab Hours | Total Instructional Clock Hours | Total Credit Units |
|---|---|---|---|---|
| Module 1: Project Overview | 4 | 4 | 8 | 0.89 |
| MODULE 2: Four Phases of Project Management | 4 | 4 | 8 | 0.89 |
| Module 3: Scope Definition | 4 | 4 | 8 | 0.89 |
| Module 4: Scope Document | 4 | 4 | 8 | 0.89 |
| Module 5: Planning | 8 | 8 | 16 | 1.77 |
| Module 6: Time Management | 8 | 8 | 16 | 1.77 |
| Module 7: Human Resources Management | 8 | 8 | 16 | 1.77 |
| Module 8: Communication Management | 4 | 4 | 8 | 0.89 |
| Module 9: Quality Management Planning | 4 | 4 | 8 | 0.89 |
| Module 10: Importance Of Estimates | 8 | 8 | 16 | 1.77 |
| Module 11: Execution | 8 | 8 | 16 | 1.77 |
| Module 12: Closure | 8 | 8 | 16 | 1.77 |
| **TOTALS** | **72** | **72** | **144** | **15.96** |

## PROGRAM: PROJECT MANAGEMENT

***Course Breakdown:***

### MODULE 1: PROJECT OVERVIEW

- Definition of a Project
- Project Management
- Why is Project Management Needed?
- Checklist of a Failed Project
- Organizing for Project Management
    - The Projectized Organization
    - The Traditional Organization
    - The Matrix Organization
- The Project Office
- How the Project Manager Makes Projects Successful
- Project Processes

### MODULE 2: FOUR PHASES OF PROJECT MANAGEMENT

- Scope Definition
- Planning
- Execution
- Closure

### MODULE 3: SCOPE DEFINITION

- Project Charter
- Project Stakeholders
- Key Stakeholder Roles
- Identify Business Requirements
- The Preliminary Project Concept
- System Requirements Analysis
- Project Justifications
- Business Requirements Review
    - Functional / Technical Requirements
    - Success Criteria
    - Identify Roles and Responsibilities

### MODULE 4: SCOPE DOCUMENT

- Scope Document
- Components of a Scope Document
    - Project Goals
    - Deliverables
    - Boundaries
    - Success criteria
    - Priority
    - Resources needed
    - Risks and Assumptions
    - Overall budget
    - Milestones
- Preliminary Risk Assessment
- Gain Stakeholder Consensus and Approval

### MODULE 5: PLANNING

- Planning Process Overview
- Primary Functions of Planning
- Systems Approach to Work Breakdown Structure
- What is WBS?
- Criteria of WBS
- Creating a WBS
- Developing a WBS
- Performing Risk Management
- Why Manage Risks?
- Identifying Risks:
    - Documentation Reviews
    - Brainstorming
    - Nominal Group Technique
    - Delphi Technique
    - Crawford Slip
    - Analogy
    - Expert Interviews
- Controlling Risks
- Schedule Management Plan
- Importance of Scheduling
- Creating a Project Schedule

### MODULE 6: TIME MANAGEMENT

- Activity Definition
- Activity Sequencing
- Activity Arrow Diagramming
- Precedence Diagramming
- Precedence Diagramming Method (PDM)

- **Logical Relationships**
    - Finish – Start Relationship (FS)
    - Start – Start Relationship (SS)
    - Finish – Finish Relationship (FF)
    - Start – Finish Relationship (SF)
    - Methods of Tracking Project Schedule
        - Calendar
        - Gantt
        - PERT / CRITICAL PATH METHOD

## MODULE 7: HUMAN RESOURCES MANAGEMENT

- Creating a Project Team
- Steps to build a Team
- Selecting Team Members
- Managing Team Performance Issues
- Managing Individual Performance Issues
- Organizational Planning
  - Strong Matrix
  - Weak Matrix
  - Balanced Matrix
- Motivational Ideas:
  - Forcing
  - Smoothing
  - Compromise
  - Problem Solving
  - Withdrawal
- **Power:**
  - Coercive Power
  - Reward Power
  - Legitimate Power
  - Expert Power
  - Referent Power
- Leadership Theory
- Conflict and Issues
- Conflict Resolution
- Providing Feedback

## MODULE 8: COMMUNICATION MANAGEMENT

- General Model of Communications
- Barriers to Communication
- Improving Communications
- Improving Listening
- Types of Communications
- Networking Model

## MODULE 9: QUALITY MANAGEMENT PLANNING

- Quality Overview
- Components of Quality Management
  - Quality Planning
  - Quality Assurance
  - Quality Control
- Monitoring Quality Measures
  - Other quality Control Techniques:
- Flowcharts and Diagrams
- Cause and Effect Diagrams
  - Pareto Charts
  - Control Charts
  - Checklists

## MODULE 10: IMPORTANCE OF ESTIMATES

- Three Major Elements of Estimates
- Creating an Effort Estimate
- Effort Estimating Highlights
- Creating a Cost Estimate:
- Types of Estimates:
  - Top Down Estimates
  - Bottom up Estimates
  - Analogous Estimates
  - Parametric Estimates
  - Definitive Estimates
  - Cost Budgeting
  - Cost Control
- **Contract and Procurement Management**
  - Contract Life Cycle
  - Contract Types
  - Procurement Management

## MODULE 11: EXECUTION

- Execution Overview
- Project Tracking Activities
- Primary Tracking Reports
- Tracking Issues
- Monitor Earned Value
- Earned Value Variables
- Budget Overrun
- Manage Resources
- Red Light, Green Light Method
- Manage Change

## MODULE 12: CLOSURE

- Project Closure
- Customer Acceptance Meeting
- Project Review
- Identify Lessons Learned
- Compile a Project Report

## STATEMENT OF CHARGES

The student is responsible for the tuition and fees pertaining to the program's required course of study completed during the designated enrollment period. The fees must be paid in accordance with the schedule as set forth below. At the student's option, the school shall accept payment in full for tuition and fees after the student has been accepted and enrolled and the date of the first class session is disclosed on the enrollment agreement.

**Schedule of total charges for a period of attendance and an estimated schedule of total charges for the entire educational program. The student is not required to pay for the study material offered by the school for each course of study.**

**Program: OFFICE SPECIALIST**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.00 | Non refundable |
| School Fee | $8,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$8,079.00** | |

**Program: USER FRIENDLY OFFICE & INTERNET**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.00 | Non refundable |
| School Fee | $8,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$8,079.00** | |

**Program: COMPUTER REPAIR & TECH SUPPORT**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.00 | Non refundable |
| School Fee | $8,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$8,079.00** | |

**Program: MICROSOFT SERVER TRAINING**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.50 | Non refundable |
| School Fee | $9,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$9,079.50** | |

**Program: CISCO ROUTERS & SWITCHES**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.50 | Non refundable |
| School Fee | $9,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$9,079.50** | |

**Program: CISCO SECURITY PROFESSIONAL**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.50 | Non refundable |
| School Fee | $9,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$9,079.50** | |

**Program: WEB & GRAPHIC DESIGN**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.50 | Non refundable |
| School Fee | $9,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$9,079.50** | |

**Program: QUICKBOOKS TRAINING**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.00 | Non refundable |
| School Fee | $8,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$8,079.00** | |

**Program: CTT+ (CERTIFIED TECHNICAL TRAINER)**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.50 | Non refundable |
| School Fee | $9,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$9,079.50** | |

**Program: PROJECT MANAGEMENT**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.50 | Non refundable |
| School Fee | $9,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$9,079.50** | |

**Program: MEDICAL BILLING & CODING**

| | | |
|---|---|---|
| Registration Fee | $ 75.00 | Must accompany application |
| STRF Fee | $ 4.50 | Non refundable |
| School Fee | $9,000.00 | Payable on or before the first day of class |
| **TOTAL** | **$9,079.50** | |

**Books:**
Customized study material Included.

**Policy:**
Study Material is included in the school training fee charges.

## FINANCIAL AID PROGRAMS

### TITLE IV

The institution does not participate in federal and state financial aid programs.

## LOANS

In the event the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

- The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the student is entitled to
- The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.
- If the student receives federal student financial aid funds, the student is entitles to a refund of the money not paid from federal financial aid funds.

## BANKRUPTCY

USA Expedition Inc. has NO pending petition in bankruptcy, is NOT operating as a debtor in possession, has NOT filed a petition within the preceding five years, or had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.)

## PROFESSIONAL POSITION REQUIREMENTS

USA Expedition Inc. educational programs are designed to lead to positions in professional, occupational, trade, or career fields that do NOT require state licensure in California. If you seek positions in a career that requires any state license, certificate, permit, or similar credential that a person must hold to lawfully engage in a profession, occupation, trade, or career requiring state licensure, please find a continuing educational program that is designed to obtain such licensure. All prospective students are entitled to receive notice to that effect and a list of the requirements for eligibility for licensure established by the state, including any applicable course requirements for licensure established by the state, including any applicable course requirements established by the state.

# CLASS SCHEDULES

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| USER FRIENDLY OFFICE & INTERNET | | | | | |
| M, W, F, SAT | 10 AM-1PM<br>1 PM – 4 PM<br>7 PM –10 PM<br>6:00PM -9PM | 144 hrs. | 8,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-1PM<br>12:00PM – 3 PM<br>1 PM – 4 PM<br>6:30PM–9:30 PM | 144 hrs. | 8,000 | Call | Call |
| TH, F, SAT, SUN | 9 AM-12PM<br>1PM – 4 PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 8,000 | Call | Call |

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| OFFICE SPECIALIST | | | | | |
| M, W, F , SAT | 10 AM-1PM<br>3PM – 6 PM<br>1 PM – 4 PM<br>7 PM –10 PM | 144 hrs. | 8,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-1PM<br>1 PM – 4 PM<br>3 PM – 6 PM<br>6:30PM–9:30 PM | 144 hrs. | 8,000 | Call | Call |
| M ,T, W,TH | 9 AM-12PM<br>1PM -4PM<br>2 PM – 5 PM<br>6:30 PM –9:30 PM | 144 hrs. | 8,000 | Call | Call |

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| COMPUTER REPAIR & TECH SUPPORT | | | | | |
| M, W, F, SAT | 10 AM-1PM<br>1 PM – 4 PM<br>7 PM –10 PM<br>6:00PM -9PM | 144 hrs. | 8,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-12 PM<br>1 PM – 4 PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 8,000 | Call | Call |
| TH, F, SAT, SUN | 9 AM-12PM<br>1PM – 4 PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 8,000 | Call | Call |

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| MICROSOFT SERVER TRAINING | | | | | |
| M, W, F, SAT | 10 AM-1PM<br>1 PM – 4 PM<br>7 PM –10 PM<br>6:00PM -9PM | 144 hrs. | 9,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-1PM<br>12:00 PM – 3PM<br>1 PM – 4 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |
| TH, F, SAT, SUN | 9 AM-12PM<br>1PM – 4PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| CISCO / ROUTERS & SWITCHES | | | | | |
| M, W, F, SAT | 10 AM-1PM<br>1 PM – 4 PM<br>7 PM –10 PM<br>6:00PM -9PM | 144 hrs. | 9,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-1PM<br>12:00PM – 3:00PM<br>1 PM – 4 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |
| TH, F, SAT, SUN | 9 AM-12PM<br>1PM – 4PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| CISCO SECURITY PROFESSIONAL | | | | | |
| M, W, F, SAT | 10 AM-1PM<br>1 PM – 4 PM<br>7 PM –10 PM<br>6:00PM -9PM | 144 hrs. | 9,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-1PM<br>1 PM – 5 PM<br>6:30PM–9:30 PM<br>12:00PM – 3:00PM | 144 hrs. | 9,000 | Call | Call |
| TH, F, SAT, SUN | 9 AM-12PM<br>1 PM – 4 PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| WEB & GRAPHIC DESIGN | | | | | |
| M, W, F, SAT | 10 AM-1PM<br>1 PM – 4 PM<br>7 PM –10 PM<br>6:00PM -9PM | 144 hrs. | 9,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-1PM<br>12:00 PM – 3PM<br>1 PM – 4 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |
| TH, F, SAT, SUN | 9 AM-12PM<br>1PM – 4PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| QUICKBOOKS TRAINING | | | | | |
| M, W, F, SAT | 10 AM-1PM<br>1 PM – 4 PM<br>7 PM –10 PM<br>6:00PM -9PM | 144 hrs. | 8,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-1PM<br>1 PM – 5 PM<br>6:30PM–9:30 PM<br>12:00PM – 3:00PM | 144 hrs. | 8,000 | Call | Call |
| TH, F, SAT, SUN | 9 AM-12PM<br>1PM – 4 PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 8,000 | Call | Call |

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| CTT + (Certified Technical Trainer) | | | | | |
| M, W, F, SAT | 10 AM-1PM<br>1 PM – 4 PM<br>7 PM –10 PM<br>6:00PM -9PM | 144 hrs. | 9,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-1PM<br>1 PM – 5 PM<br>6:30PM–9:30 PM<br>12:00PM – 3:00PM | 144 hrs. | 9,000 | Call | Call |
| TH, F, SAT, SUN | 9 AM-12PM<br>1PM – 4PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| MEDICAL BILLING & CODING | | | | | |
| M, W, F, SAT | 10 AM-1PM<br>1 PM – 4 PM<br>7 PM –10 PM<br>6:00PM -9PM | 144 hrs. | 9,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-1PM<br>12:00PM – 3:00PM<br>1 PM – 4 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |
| TH, F, SAT, SUN | 9 AM-12PM<br>1PM – 4PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |

| DAYS | HOURS | DURATION | PRICE | START DATE | REGISTER |
|---|---|---|---|---|---|
| PROJECT MANAGEMENT | | | | | |
| M, W, F, SAT | 10 AM-1PM<br>1 PM – 4 PM<br>7 PM –10 PM<br>6:00PM -9PM | 144 hrs. | 9,000 | Call | Call |
| T, TH, SAT,SUN | 9 AM-1PM<br>1 PM – 5 PM<br>6:30PM–9:30 PM<br>12:00PM – 3:00PM | 144 hrs. | 9,000 | Call | Call |
| TH, F, SAT, SUN | 9 AM-12PM<br>1PM – 4PM<br>2 PM – 5 PM<br>6:30PM–9:30 PM | 144 hrs. | 9,000 | Call | Call |

## SCHOOL HOLIDAY OBSERVANCES

USA Expedition Inc. observes the following holidays during which the school is closed and there are no classes held:

- **New Year's Day**
- **Martin Luther King's Birthday**
- **George Washington's Birthday**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Columbus Day**
- **Veterans Day**
- **Thanksgiving Day**
- **Christmas Day**

## ADMISSION POLICY

## STANDARDS & GRADUATION REQUIREMENTS

The Admission Policy & Standards are based upon an assessment of the candidate's level of understanding and know how tested through CPAT entrance exam covering reading, Numerical and language proficiency.

This assessment is based upon meeting and discussion directly with the candidate without having the candidate feel pressured. A true picture is drawn out after due assessment and the candidate is accordingly advised the best direction, factor and vector in the matter to acquire the expertise in securing the target career prospects in shortest time. THE

Although the institution has not entered into any transfer of credit agreement with any other college or university, the school admission policy offers acceptance of credits at other institutions on case per case basis earned after through verification process and also through challenge examinations and achievement tests. The assessment level varies from course to course but here we are of the opinion that every course has to start from scratch and speed through the fundamentals just in case the students are rusted in the areas of training.

All students are required to sign attendance sheets. The dismissal and suspension policy is solely based on disciplinary action and or serious misconduct.

The gradation requires passing out with progressive testing presentations and the final testing is based on the final project presentation depending upon the program enlisted with. In meeting article 7 it is stated the testing criteria is set to meet the industry standard stipulations and the questioners prepared with the specific answers and explanations in

developing the ability to be successfully trained to perform the tasks associated with the occupation or job title to which the course of instruction is represented to lead.

The prospective student must achieve the following scores mentioned in the table below to demonstrate an ability to be successfully trained to perform the tasks associated with the occupation or job title to which the course of instruction is represented to lead. This also meets the passing standards set by the test's developer by and large for the industry standards and the certifications. The instructions are conducted in English language whereas other languages may be adopted offering the learning abilities every chance to win and can be successfully trained to perform the tasks associated with the occupation or job title to which the course of instruction is represented to lead.

It is also ensured that the candidate meets a level of proficiency in English reasonably equivalent to the level of English in which the actual licensure examination is offered.

- **HONOR ROLL = …… 97% - 100%**
- **A+= EXCELLENT…….. 90%- 96%**
- **A = GOOD…….. 80% - 89%**
- **B = SATISFACTORY …….. 70%-79%**
- **C = POOR. ……65%-69%**
- **D= FAILING…….. 00%- 64%**
- **I = INCOMPLETE……00%**
- **W= WITHDRAWN FROM COURSE: NOGRADE-ASSIGNED**

Successful accomplishment depends on the student's individual overall efforts, capabilities applied to the requirements of the institution.

The following is required to meet the eligibility for course completion

- Complete all required program criteria
- Meet the specific grade and other program requirements.
- Meet the progress report requirement
- Meet all financial or other obligations.
- Final Presentation

A certificate of completion will be issued to students upon successful completion of all academic requirements. Successful completion of all courses listed in the program must comply with progress report criteria, a final presentation and passing of exams with satisfactory grades.

## TRANSFERABILITY OF CREDITS

**"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION."**

The transferability of credits you earn here at USA Expedition, Inc. is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma, or certificate you earn in the Information Technology educational programs, is also at the complete discretion of the institution to which you may seek to transfer. If the credits or degree, diploma, or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending this institution to determine if your credits, diploma or certificate will transfer.

## TRANSFER OF ARTICULATION AGREEMENTS

The institution has not entered into an articulation or transfer agreement with any other college or university.

## EXPERIENTIAL CREDIT

USA Expedition Inc. does not provide completion credits toward any of its programs based on past experience or knowledge.

## CANCELLATION / WITHDRAWAL AND REFUND POLICIES

## STUDENT'S RIGHT TO CANCEL

The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session or the seventh day after enrollment whichever is later.

Cancellation shall occur when student gives written notice of cancellation at the address of the School shown on the top of the first page of the Enrollment Agreement, by mail, hand delivery or telegram. If the school has gives any equipment, including books or other materials the student shall return them to the school within thirty days following the date of your Notice of Cancellation.

If student fails to return this equipment, including books and other materials, in good condition within the thirty (30) day period, the School may deduct its documented cost for the equipment from any refund that may be due to you. If you cancel this Agreement as required, the School will refund any money that you paid, less any deduction for equipment not timely returned in good condition, within thirty days after your Notice of Cancellation is received.

If the student receives federal student financial aid funds, the student is entitles to a refund of the money not paid from federal financial aid funds.

## WITHDRAWAL FROM COURSE

The student has the right to withdraw from a course of instruction and obtain a refund of charges paid through attendance at the first class session or the seventh day after enrollment whichever is later.

The student is obligated to pay only for educational services rendered and for unreturned equipment. The refund shall be the amount, the student paid for instruction multiplied by fraction, the numerator of which is the number of hours of instruction for which student has not received but for which student has paid, and the denominator of which is the total number of hour of instruction for which student has paid.

If student obtained equipment, as specified in the agreement as a separate charge, and returned it in good condition within thirty days following the date of withdrawal, the School shall refund the charge for the equipment paid by student. If student fails to return the equipment in good condition, allowing reasonable wear and tear, within this thirty-day period, the School may offset against the refund the documented cost for equipment. Student shall be liable for the amount, if any, by which the documented cost for equipment exceeds the prorated refund amount. The documented cost of the equipment may be less than the amount charged and the amount the school has charged in the contract. In any event, student will never be charged, for more than the equipment charges stated in the contract. For a list of these charges, see the list on the first page of this agreement. If the amount student paid is more than the amount that student owes for the time student attended, then a refund will be made within thirty days of withdrawal. If the amount

that student owes is more than the amount that student already paid, then student will have to make arrangements to pay for it.

If the student receives federal student financial aid funds, the student is entitles to a refund of the money not paid from federal financial aid funds.

**Students whose entire tuition and fees are paid by a third party organization are not eligible for a refund.**

**HYPOTHETICAL REFUND EXAMPLE:**

Assume that a student upon enrollment in a 400 hour course, pays $2,000 for tuition, $75 for registration and $150,documented cost to school, for equipment as specified in the Enrollment Agreement and withdraws after completing 100 hours without returning the equipment he / she obtained. The pro rata refund to the student would be $1,462 based upon the calculations stated below. If the student returns the equipment in good condition within (30) days following his/her withdrawal, the School shall refund the charge for the equipment paid by the student.

| | | | |
|---|---|---|---|
| **$2,225 total paid** | **Minus** | **$75 registration fee (The amount the school may retain)** | **= $2,150** |
| **$2,150** | **Divided by:** | **400 hours in the program** | **= $5.38 Hourly charged for the program** |
| **$2,150** | **Minus** | **$150 (documented cost of unreturned equipment)** | **= $2,000 Total refundable amount** |
| **$5.38** | **Multiplied by:** | **100 hours of instruction attended** | **= $538 Owed by the student for instruction received.** |
| **$2000** | **Minus** | **$538** | **= $1,462 Total refund amount** |

- If the student returns the equipment in good condition, allowing for reasonable wear and tear, the actual refund to the student would be $1,612[$1,462 + $150].

## REFUND TABLE (Based on Actual Cost of Educational Service):

| Refundable Amount | 10% Refund | 25% Refund | 50% Refund | 60% Refund | 75% Refund |
|---|---|---|---|---|---|
| **$ 2,000** | **$200** | **$500** | **$1,000** | **$1,200** | **$1,500** |

For the purpose of determining the amount you owe for the time you attended, you shall be deemed to have withdrawn from the course when any of the following occurs:

a. You notify the School of your withdrawal or the actual date of withdrawal.
b. The School terminates your enrollment.
c. You fail to attend classes for a three [3] three-week period. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

If any portion of your tuition was paid from the proceeds of a loan, then the refund will be sent to the lender or to the agency that guaranteed the loan, if any. Any remaining amount of refund will first be used to repay any student financial aid programs from which you received benefits, in proportion to the amount of the benefits received. Any remaining amount will be paid to you. If there is a balance due, you will be responsible to pay that amount.

# REFUND POLICIES

## STUDENT TUITION RECOVERY FUND (STRF)

The institution submits the following statement for educational programs and its current schedule of student charges in accordance with 5 CCR §76215(a) & 5 CCR §76215(b)

"You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all of part of your tuition either by cash, guaranteed student loans, or personal loans, and

2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or

2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party."

"The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.

2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.

3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.

4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.

5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

**Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education P.O. Box 980818 West Sacramento, CA 95798-0818. Phone: (888) 370-7589, (916) 431-6959 or by Fax: (916) 263-1897. Web site Address: www.bppe.ca.gov**

## STUDENT'S RIGHTS AND DUTIES

The center shall mail the first lesson and the initial correspondence material to the student within seven days after the center accepts the student for admission.

The student shall have the right to cancel the agreement and receive a full refund before the first lesson and initial correspondence material is received.

Cancellation is effective on the date written notice of cancellation is mailed. The center shall make the refund within 30 days of cancellation. If the center sent the first lesson and materials before an effective cancellation notice was received, the center shall make a refund within 30 days after the student's return of the correspondence material.

The center shall mail all of the lessons and other material to the student if the student (a) has fully paid for the program and (b) requests all of the material in writing after having received the first lesson and initial correspondence material.

If the center mails the balance of the material as the student requests, the center shall remain obligated to provide the other educational services it agreed to provide, such as responses to student inquiries, student and faculty interaction, and evaluation and comment on lessons submitted by the student but shall not be obligated to pay any refund after all of the lessons and material are mailed.

## ATTENDANCE POLICY

All students are required to attend all classes unless excused by the school. Unexcused absences incur the penalty of zero credit for work missed, and may also result in disciplinary action and loss of credit for the class for the semester. Upon return, students have three days to turn in an excused note for their absence. After the three days, all absences become unexcused.

The **most common legitimate causes** of absence are illness and medical or dental appointments; however, other matters may arise which may be considered urgent enough to cause absence from school.

If the absence is anticipated, the reason and purpose for the absence must be written to the school director at least a week in advance of the projected absence. If the absence is excused, the student will be allowed to make up assigned work.

If **no approval is obtained**, the absence will be considered unexcused.

When the student's total of unexcused absences for any given class reaches five, the student **loses credit** for that class.

If **absent for medical or dental appointments**, a student may present a note from the doctor's office as confirmation.

**Visits to colleges are legitimate** causes for juniors and seniors to be absent. Written notice of a visit will always be required in advance, however, for the visit to be excused.

**Absence for vacations is unexcused.**

Doctor's notes may be requested to verify excused absences due to illness. Also, a student's financial source may be informed of tardies, absences, loss of credits, and academic progress (interim reports and report cards) if a student is dependent on them for financial support.

**Lawful Absences (State Regulations)**

1. Death in the immediate family
2. Illness of child
3. Quarantine
4. Court summons
5. Violent storms
6. School approved work or activity
7. Observance of a religious holiday
8. State emergency

## LEAVE-OF- ABSENCE POLICY

Students are granted one leave of absence per 12-month period for specific and acceptable reasons. A leave of absence shall be reasonable in duration, not to exceed 120 calendar days.

All leave of absence must be in writing and addressed to the Principal Director. The written request must be accompanied by supporting documentation from the appropriate person and/or agency. The Principal Director may approve or deny the request in writing. If a student fails to return on the scheduled return date, he/she shall be liable for termination from the training program. One subsequent leave of absence may be granted if the leave of absence does not exceed 30 days and the school determines that it is necessary due to unforeseen circumstances. Subsequent leaves of absence may be granted for jury duty, military reasons, or other circumstances requiring consideration. The school will record the reason for each subsequent leave of absence.

When students return to school after an absence they must present a written excuse, signed by the parent or legal guardian to the attendance office.

**The excuse must contain:**

- the student's full name & I D Number
- the student's training grade
- the date(s) of the absence(s) or tardy
- the date upon which the note was written
- explanation of reason for absence/tardy
- a phone number where the note can be verified
- a signature of the parent or guardian

**Excused absences** will be coded on the student's record by the attendance office. A student who does not present a legal note or who has no note is considered unexcused.

Upon return, students have three days in which to turn in an excused note for their absence. After the three days all absences become unexcused.

A student **arriving tardy is to sign in at the attendance office.**

**The student must call the attendance office** when the student is absent.

Students **requesting early dismissal** must present in advance the reason for leaving to the office in order to receive authorization.

**Upon leaving,** students must sign out at the attendance office, even if they are being excused to go home.

Students **who do not obtain permission to leave early** or who fail to sign out are violating attendance procedures and will be charged an unexcused absence.

## DISCIPLINE POLICY, PROBATION & DISMISSAL

The school is responsible for maintaining a safe, healthful learning environment and for ensuring equitable treatment of students. The purpose of a discipline code is to serve those ends and to provide notice to parents, students, and staff of their respective responsibilities and rights with regards to probation and dismissal policies. All issues for addressing student grievance shall be addressed to the school director and the school director is the designated individual who will receive and resolve any student complaints in accordance with section 73770 of the regulations.

**School Regulations** - Students are expected to attend school and classes regularly, arrive on time, bring required materials, and fulfill to the best of their abilities the course objectives. They should understand and observe the rules of the school and recognize that there are channels through which rules or conditions can be studied and realize that they must abide by them. Students should be courteous and respectful at all times to staff members and teachers and adhere to school policies. Probation period for a violation of rules is 90 days and any action causing deliberate violations of policies may result in actions for dismissal.

**Appropriate Dress** - Students should come to school properly attired so as not to distract themselves or others. Clothing that is lewd, vulgar, obscene, revealing, or sexual in nature is not permitted. (Students wearing such clothing will be required to remove, change, or turn the clothing inside out) County and State health department codes require, by law, that all staff and students wear shoes at all times while on school grounds.

Any clothing displaying or advocating drug and alcohol use, sexual and/or racial connotations, or other references likely to cause disruption are not permitted.

**Head Apparel** - Hats & religious head covers may be allowed in classes. Bandannas, hoods, and sunglasses will not be worn inside the building.

**Classroom Environment** - Although wearing of headgear (hats/headbands) and coats and the use of book bags are permitted in the building, each teacher may establish his or her own policy regarding these items in the classroom, other than if required for religious reasons.

## GRADING POLICY

A grade is a symbol used by teachers to impart information to students, to parents, and to other individuals and institutions with a legitimate need for that information. Grades are the teacher's best assessment of a student's performance in reaching the goals and objectives of a particular course, including mastery of content and demonstration of skills.

Grades are reported cumulatively three times each semester. Individual marking periods rarely receive equal weight because they do not contain equal numbers of assignments. Later assignments may be weighted more heavily because students continue to develop and sharpen skills throughout the semester and so later assignments are often more reflective of a student's progress.

The faculty does not endorse manipulation of grades to produce a predetermined distribution. While it may be natural for grades in a particular class to emerge in a representative scattering of A's, B's, C's, and F's, classes at the school are actually too small to produce such a statistical regularity most of the time. We believe some element of competitiveness is both inevitable and healthy, but grades at the school are intended to compare students' achievement with academic benchmarks rather than with other students' achievements.

Teachers use a rich variety of evaluation methods, from essays and tests to demonstrations and projects, not all of which lend themselves to numerical evaluations on a 100-point scale. How a numerical scale, if used, translates into letter grades is left up to the discretion of the individual teacher. The following descriptions of letter grades, however, are embraced school-wide:

**A grade of "A" in a course** indicates exceptional mastery of the course's objectives in both knowledge and skills. While a grade of "A" may not symbolize perfection, it does indicate that the student has demonstrated consistently high standards of commitment, clarity, and application. Typically, the "A" grade further signifies a student's creativity, insight, and breadth of comprehension. Because we all bring to our academic work a variety of developed skills and abilities, as well as interests and talents, students should not expect to earn an "A" in every course they take.

**A grade of "B" in a course** indicates solid mastery of the course's objectives in both knowledge and skills. Further, the "B" grade indicates a student's facility with analyzing course material and his clarity in expressing that facility although he may not demonstrate the depth and breadth of comprehension that merits the "A" grade, regardless of the amount of time spent on a specific assignment.

**A grade of "C" in a course** indicates competent mastery of the course's objectives in both knowledge and skills. A student who earns a "C" should feel reasonably confident about his ability to move on to the next course in a sequence within a discipline or about his facility with the course's objectives. For some students, a grade of "C" may represent significant intellectual growth; for others, only modest growth.

**A grade of "F" in a course**

Indicates insufficient mastery of the course's objectives in knowledge and skills. The grade of "F" is not meant to discourage students about their academic work, but rather to afford them an accurate appraisal of their performance. Students would not be well served to receive a "passing" grade only to discover later that they lack the information and/or skills necessary to proceed to the next level of a discipline either at this school or another.

Because the four grades described above still include a range of performance levels and because grades need to be seen, in part, as gauges to future achievement, teachers use the plus (+) and minus (-) to further refine their grades, indicating how close a student's performance comes to the adjacent levels. All grades need to be understood in the context of the individual student's developed abilities, which obviously vary from student to student,

from course to course, and even from assignment to assignment. Just as students' capabilities for academic achievement vary, so, too, do their levels of commitment to the academic enterprise. Sometimes an otherwise exceptional student's attention and engagement may come and go, or perhaps a student may focus more on finishing work than on understanding ideas. The grade a student earns for an assignment or for a course will no doubt be influenced by these factors.

Grades are useful in helping students plan their overall academic programs. Many of the choices students make about the courses they take should be influenced by performance in previous courses since that performance is a legitimate assessment of the student's readiness for subsequent courses.

## NON DISCRIMINATORY POLICY

The training center prohibits discrimination against current or prospective students and employees on the basis of race, color, sex, religion, national origin, age, disability, sexual orientation, or any other legally protected characteristic.

The center does not by this non-discrimination statement disclaim any right it might otherwise have to maintain its commitment to the doctrines of the institutional performances and limitations depending upon certain technical or training needs.
It is the policy of the center to employ, educate and promote personnel regardless of the foregoing characteristics, unless one or more of them are a bona fide requirement of a particular position. The training center is firmly committed to a policy of equal and even opportunity in every aspect of employee relations, including employment, salary, administration, promotion and transfer.

## SEXUAL HARASSMENT IS ILLEGAL

Federal, state and SVUSD Board Policies and Administrative Regulations require penalties that may include suspension or expulsion for sexual harassment conduct. Sexual harassment is unsolicited written, verbal, physical and /or visual contacts with sexual overtones made by an employee, volunteer or student in the school district (SVUSD BP 5144.2; AR5144.2). Regulations and complaint procedures are posted in the counseling office, room 402. Information on sexual harassment is posted on all adult education classrooms for students to review.

## RETENTION OF STUDENT RECORDS

The institution maintains an orderly flow and form of student record. A fresh and independent folder is opened and maintained for each student. The records are preserved both in the shape of disks as well as hard copies and a back up copy is secured at an offsite safe and secure location as a protective measure from any uncalled for incident of fire or any other loss or damage. Records remain onsite for 5 years, and transcripts kept permanently.

## STUDENT COMPLAINT DESIGNEE

All complaints for addressing student grievance shall be addressed to the school director and the school director is the designated individual who will receive and resolve any student complaints in accordance with section 73770 of the regulations. All complaints received by the bureau will be directed to this individual.

## DEGREE PROGRAMS

The institution does not offer Degree programs.

## FOREIGN STUDENT VISAS

Foreign Nationals attending the institution are required to locate a sponsor for their student visa on their own. USA Expedition Inc. does not provide visa services and the institution will not be able to vouch for student status or any associated charges. Instruction at USA Expedition Inc. is not conducted in any language other than English.

## ESL PROGRAM

This institution does not provide English as a second language instruction.

## FACULTY QUALIFICATION DESCRIPTION

### DUTIES AND RESPONSIBILITIES

The faculty follows professional practices consistent with school Policies in working with students. The faculty complies with the state administrative regulations and policies. The faculty maintains all the lesson plans as required by school policy. Assigns reasonable tasks and homework to students. The faculty acts in a very professional manner and demonstrates the most appropriate personal contact while in performance of school duties and responsibilities. In addition the faculties are responsible for additional roles assigned to the instructor in meeting the school's student achievement goals, including academic gains of the student assigned to the teacher. All the instructors are required to hold the industry certifications as well. The information regarding the faculty is as under

- Raji Rab: COAFS–04-377547- Qualified with Web, Graphic, with CompTIA & Microsoft certification.
- Jatinder Mann: COAFS–04-377571 - Qualified Basics, A+, Web, Microsoft & Cisco certifications.
- Bertram Okerengwo: COAFS–04-377572 Qualified with Basics, A+, Microsoft & Cisco certifications.
- Kafui Gbewonyo: COAFS-06-382970 -Qualified with Microsoft Server Training & Computer Repair.
- Alex Diaz: COAFS – 05 -381799 -Qualified with A+ and CCNA.

## FACILITIES AND EQUIPMENT

The school is equipped with modern classrooms, color markers, overhead projectors, with advance types of equipment such as projection whiteboards advanced computer systems, advanced server systems, network printers, network switches, network routers, internet access, comfortable seats and most meaningful up to date resources. Each student has his own equipment for independent usage and learning exercises.

## LIBRARY AND STUDENT SERVICES

A small library is in place and the reference, study material is offered on the CD's. The students are advised of all studies and other reference material with relation to their selection of training interests. The larger and better option towards study reference is however directed through the internet online research for independent and self-reliant path finding. Well-prepared and printed questioners with real-scenarios for test

preparations along with plausible answers for on job performance are provided for relaxed comprehension and more meaningful consumption. Procedures for student access to library and learning resources are process through a maintained sign in and sign out log sheet record which is strictly adhered to.

## JOB PLACEMENT ASSISTANCE

One added valued feature in every good institution is to offer successful job placement facility. This valued attribute is put to service here under consulting and advisory services. The School offers free consulting with the Director with scheduled appointment for all career related and placement services. Routine contact with recruiters and human resources departments of various companies keeps the awareness factor current with the prevailing market graphs and running conditions. The School works towards finding its graduates in leading establishments and also provides a "Job Listing" bulletin board for students to review employment opportunities. The school however cannot guarantee placement or use it as a tool for student enrollment. An employment preparedness class is given at the end of the educational program with interview & on job expectancy. Preparations are also exercised to develop skills for preparing a resume, interviews, dressing and other attributes to meet a successful career. By the Grace of God, So far here, the placement feature has proved to be extremely rewarding as our well trained students have been successfully employed. During training sessions, rigorous skills are embedded in the hours of condensed training exercises followed by tests and hands on project presentations for healthy job placements recommendations in the area of student's expertise. Here at this school, we are extremely confident that after intense quality training our students can perform the desired expertise in the on-job testing assignments with total ease of configuration, confident implementation and rewarding professionalism.

## DISTANCE EDUCATION

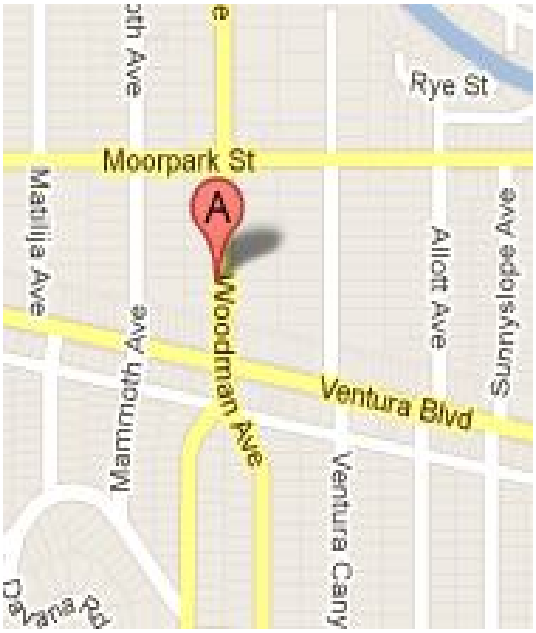
The institution does not offer distance education.

## HOUSING

USA EXPEDITION INC. does not offer dormitory facilities and does not assist a student in finding housing. Necessary information is available in the admissions office. Costs vary for students as some live alone and others share housing. Living here in Sherman Oaks, California, one should expect to pay between $2,000 and $2,500 for living expenses including rent.

## DRIVING DIRECTIONS

**USA EXPEDITION INC.**
4327 ½ Woodman Ave. Sherman Oaks, CA 91423
(818) 999-1414 * (818) 285-6969

Located in between West Hollywood & North Hollywood, we are centrally located in the beautiful city of Sherman Oaks within the county of Los Angeles CA. We are approachable from both the freeway 405 and freeway 101.

We are also in close proximity to Encino, Van Nuys, Studio City, Universal Studios, Beverly Hills, famous Hollywood Blvd and Sunset Blvd. Lots of restaurants, fast food and other places nearby. Sherman Oaks shopping mall is also at walking distance. Come visit us. Your route to success awaits you.