Star V Corporate Training, LLC.
DBA
New Horizons Computer Learning Centers of Jacksonville, FL
7020 AC Skinner Parkway, Suite 180
Jacksonville, Florida 32256
(904) 564-9500

Certified true and correct in content and policy
School Official Signature ____________________________
(Molly Rattigan)

CATALOG

A nonpublic career education school providing technical training for people who want to become certified in the area of computer technology.

Date of publication:
February 1, 2021

VOLUME 21

Licensed by:
Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at

Commission for Independent Education
325 W Gaines Street, Suite 1414
Tallahassee, Florida 32399-0400
Phone: (888) 224-6684
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PURPOSE

Star V Corporate Training, LLC DBA New Horizons Computer Learning Center of Jacksonville, FL believes that any person willing to apply himself to the study of computers can benefit from the training offered by the school. Computer related jobs are in high demand, specifically in the Networking and Security area. The school provides training from entry level to those areas needed to become a Certified Engineer. The job opportunities in these fields are in high demand. The school provides hands on training, textbooks, labs, and instruction, which have been certified, by Microsoft in order to prepare the student for final examination and certification. Coastal Corporate Training, Inc. d.b.a. New Horizons Computer Learning Centers' goal is to ensure our students acquire their certification.

OWNERSHIP

New Horizons Computer Learning Center of Jacksonville, FL is owned by Star V Corporate Training, LLC
Owner: Joe Deering
4838 Ortega Forest Dr
Jacksonville, Florida 32210

GOVERNING BODY

The principal office of the corporation is located at 7020 AC Skinner Parkway, Suite 180, Jacksonville, Florida, 32256.

FACULTY & STAFF

Owner: Joe Deering
Computer Services: Larson DeLoach
Admissions Director: Molly Rattigan (VA Certifying Official)

Instructor Faculty:

Sam Lee
Programs Taught: Preparatory Program for Cisco Certified Network Administrator (CCNA), Preparatory Program for Security+ Certification, Preparatory Program for Network+, Preparatory Program for A+ Certification, Preparatory Program for Microsoft Technology Associate, ITIL, Preparatory Program for Certified Ethical Hacker (CEH) Certification
Certifications held from CompTIA: A+, Net+, Sec+
Certifications held from Cisco: Cisco Certified Entry Networking Technician, Cisco Certified Network Associate
Certifications held from EC-Council: Certified Ethical Hacker

Michael Goodman-
Programs Taught: Preparatory Program for Microsoft Office Specialist Certification, ITIL
Certifications held from Microsoft: Microsoft Office Specialist Master Instructor
Certifications held from AXELOS: ITIL Foundations Certified
Angel Maldonado
Programs Taught: Preparatory Program for A+ Certification, Preparatory Program for Microsoft Technology Associate, Preparatory Program for Network+, Preparatory Program for Security+, Preparatory Program for Comp Tia Cyber Security Analyst, Preparatory Program for CISCO Certified Network Associate (CCNA), ITIL, Preparatory Program for Certified Ethical Hacker (CEH)
Certifications held from CompTIA: A+, Net+, Sec+, CySA+
Certifications held from Microsoft: MTA
Certifications held from CISCO: Cisco Certified Entry Networking Technician, Cisco Certified Network Associate (CCNA)
Certifications held from Axelos: ITIL
Certifications held from EC-Council: Certified Ethical Hacker (CEH)

Philip Chitty
Programs Taught: Preparatory Program for A+ Certification, Preparatory Program for Microsoft Technology Associate, Preparatory Program for Network+, Preparatory Program for Security+
Certifications held from CompTIA: A+, Net+, Sec+, CySA+
Certifications held from Microsoft: MTA

Admissions Representative:
Justin Lancaster - Admissions Representative
Brandon Garner – Admissions Representative
Steven Skalicky – Admissions Representative

Employees employed at New Horizons Computer Learning Center of Jacksonville, Florida are employees of Star V Corporate Training.

New Horizons Computer Learning Center of Jacksonville, Florida, is approved by the following non-governmental agencies:


The school is affiliated with all other New Horizons worldwide, although each one is independently owned and operated. Each location may offer different classes and have different accreditation.

DESCRIPTION OF SCHOOL FACILITIES

The school consists of 10,700 square feet: with 9 classrooms and administration offices. It is located at 7020 AC Skinner Parkway, Suite 180, Jacksonville, Florida 32256. There are parking facilities on site and convenient public transportation available.

Each classroom is equipped with one computer per person, video, overhead projections, and whiteboard for visual aid.
In addition to the administrative offices and classrooms, the school maintains a computer lab for students prepping, a testing center, and break area for students. Classes are explained verbally and demonstrated by visual aids before and during the actual hands-on training.

**POLICY STATEMENT**

The school does not discriminate regarding race, color, creed and/or religion. The training offered by the school is also recommended to handicapped persons who are unable to undertake strenuous vocations or lack the mobility required by other occupations.

**PREPARATORY PROGRAMS FOR TECHNICAL CERTIFICATION**

**Preparatory Program for A+ Certification**

A+ Certification is a testing program sponsored by CompTIA that certifies the competency of entry-level (6 month’s experience) service technicians in the computer industry. Earning A+ certification means that the individual possesses the knowledge, skills, and customer relations skills essential for a successful entry-level (6 months experience) computer service technician, as defined by experts from companies across the industry. The main objective of this class is to become CompTIA A+ certified.

Total Program Hours: 55 Hours
Required for Completion: 2 Weeks

**COURSE REQUIREMENTS:**

**220-1001 - A+ Certification – Exam 220-1001- 27.5 Hours** – This five-day instructor-led course is designed for the new computer professional who has support-level knowledge of personal computer (PC) hardware but needs to expand upon that knowledge to learn the basic skills to set up and support the operating systems that run on PCs.

**220-1002 - A+ Certification – Exam 220-1002- 27.5 Hours** - This five-day instructor-led course is designed for the student who has a basic knowledge and experience with PCs and who wants to pursue a career as a computer service technician. Covers the skills required to install and configure PC operating systems, as well as configuring common features (e.g., network connectivity and email) for mobile operating systems Android and Apple iOS.

*Two Certification Exams*
Preparatory Program for Network+ Certification

Network+ is an international, vendor-neutral certification that recognizes a technician’s ability to describe the features and functions of networking components and to install, configure and troubleshoot basic networking hardware, protocols, and services. Although not a prerequisite, it is recommended that CompTIA Network+ candidates have at least nine months of experience in network support or administration or adequate academic training, along with CompTIA A+ certification. The main objective of this class is to become CompTIA Network+ certified.

Total Program Hours: 27.5 Hours
Required for Completion: 1 Week

COURSE REQUIREMENTS:

N10-007- Network+ - 27.5 Hours - In this five-day instructor-led course students will learn skills that help prepare for the CompTIA Network+ certification, 2009 objectives (exam N10-006). The course describes the major networking technologies, systems, skills, and tools used in modern PC-based computer networks.

One Certification Exam

Preparatory Program for Security+ Certification

The CompTIA Security+ certification tests for security knowledge mastery of an individual with two years on-the-job networking experience, with emphasis on security. The exam covers industry-wide topics, including communication security, infrastructure security, cryptography, access control, authentication, external attack, and operational and organization security. CompTIA Security+ is taught at colleges, universities, and commercial training centers around the globe. There are approximately 13,000 CompTIA Security+ certified professionals worldwide. CompTIA Security+ is an elective or prerequisite to advanced security certifications. The objectives of CompTIA Security+ were derived through input from industry, government and academia, a job task analysis, a survey of more than 1,100 subject matter experts and a beta exam with responses from subject matter experts around the world. CompTIA Security+ certification is recognized around the world as the benchmark for foundation-level security professionals. Incorporating a comprehensive range of security knowledge areas, CompTIA Security+ was developed with input from industry, government, academia, and front-line practitioners, so you can be assured of its relevance. The main objective of this class is to become CompTIA Security+ certified.

Total Program Hours: 27.5 Hours
Required for Completion: 1 Week

COURSE REQUIREMENTS:

SYO-501- Security+ - 27.5 Hours - This five-day instructor-led course is a course that you will need if your job responsibilities include securing network services, network devices, and network traffic. It is also the main course you will take to prepare for the CompTIA Security+ examination (SY0-401).

One Certification Exam
Preparatory Program for CompTIA Cybersecurity Analyst (CySA+)

This CompTIA Cybersecurity Analyst (CySA) class is an IT workforce certification that applies behavioral analytics to networks and devices to prevent, detect, and combat cybersecurity threats. This program is designed for individuals getting entry-level Security Analyst positions.

Total Program Hours: 27.5
Required for Completion: 1 Week

Course Requirements:

CS0-001- Cybersecurity Analyst (CySA+) – 27.5 Hours - This five-day instructor-led course introduces tools and tactics to manage cybersecurity risks, identify various types of common threats, evaluate the organization's security, collect and analyze cybersecurity intelligence, and handle incidents as they occur.

One Certification Exam

Preparatory Program for Certified Ethical Hacker (CEH) Certification

This class will immerse the student into an interactive environment where they will be shown how to scan, test, hack and secure their own systems. Students then learn how intruders escalate privileges and what steps can be taken to secure a system. The lab intensive environment gives each student in-depth knowledge and practical experience with the current essential security systems. Students will begin by understanding how perimeter defenses work and then be led into scanning and attacking their own networks, no real network is harmed. Students then learn how intruders escalate privileges and what steps can be taken to secure a system. Students will also learn about Intrusion Detection, Policy Creation, Social Engineering, DDoS Attacks, Buffer Overflows and Virus Creation. The main objective of this class is to obtain EC Council Certified Ethical Hacker certification.

Total Program Hours: 27.5 Hours
Required for Completion: 1 Week

COURSE REQUIREMENTS:

312-50- Certified Ethical Hacker – 27.5 Hours – This five-day instructor-led course will immerse the student into an interactive environment where they will be shown how to scan, test, hack and secure their own systems. Students then learn how intruders escalate privileges and what steps can be taken to secure a system.

One Certification Exam
Preparatory Program for Cisco Certified Network Associate (CCNA)

The Cisco Certified Network Associate (CCNA) certification indicates a foundation in and apprentice knowledge of networking. CCNA certified professionals can install, configure, and operate LAN, WAN, and dial access services for small networks (100 nodes or fewer), including but not limited to use of these protocols: IP, IGRP, Serial, Frame Relay, IP RIP, VLANs, RIP, Ethernet, Access Lists. The main objective of this program is to obtain Cisco CCNA certification.

Total Program Hours: 55 Hours
Required for Completion: 2 Weeks

COURSE REQUIREMENTS:

100-105 Interconnecting Cisco Network Devices (ICND1) – 27.5 Hours – CCENT Certification
Cisco Certified Entry Networking Technician (CCENT™) focuses on the ability to install, operate, and troubleshoot a small enterprise branch network, including basic network security. This is a five-day instructor-led course.

200-105- Interconnecting Cisco Network Devices (ICND2) – 27.5 Hours- CCNA Certification
Cisco Certified Network Associate (CCNA®) validates the ability to install, configure, operate, and troubleshoot medium-size route and switched networks, including implementation and verification of connections to remote sites in a WAN network. This is a five-day instructor-led course.

Two Certification Exams

Preparatory Program for ITIL Foundations 2011

At the end of this Program you will be able to: Identify the principles and concepts of IT Service Management based on ITIL 2011 Edition, Identify the best practices of implementing ITIL 2011 Edition in an organization, Define the terminology used in ITIL 2011 Edition, Identify the concepts and definitions used in the Service Lifecycle, Define Service Strategy concepts, Define Service Design concepts, Define Service Operations concepts, Define Service Transition concepts, Define Continual Service Improvement concepts, Define the roles, processes, and components within key areas of IT Service Management based on ITIL 2011 Edition Prepare the student to take the ITIL 2011 Edition Certification exam. The objective of this course is to obtain an ITIL certification.

Total Program Hours: 16.5 Hours
Required for Completion: 1 Weeks*
*Days and/or weeks may not run consecutive

COURSE REQUIREMENTS:

ITIL Foundations 2011 Edition - 16.5 Hours- This three-day instructor-led course covers the latest version of core ITIL best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM) based on ITIL 2011 Edition.

One Certification Exam
Preparatory Program for Certified Information Systems Security Professional (CISSP)

This course is intended for experienced IT security-related practitioners, auditors, consultants, investigators, or instructors, including network or security analysts and engineers, network administrators, information security specialists, and risk management professionals, who are pursuing CISSP training and certification to acquire the credibility and mobility to advance within their current computer security careers or to migrate to a related career. The main objective of this class is to obtain (ISC)² CISSP certification.

Total Program Hours: 27.5 Hours
Required for Completion: 1 Week

COURSE REQUIREMENTS:

CISSP Certification - 27.5 Hours – Through the study of all 10 CISSP CBK domains, students will validate their knowledge by meeting the necessary preparation requirements to qualify to sit for the CISSP certification exam. Additional CISSP certification requirements include a minimum of five years of direct professional work experience in one or more fields related to the 10 CBK security domains, or a college degree and four years of experience. This is a five-day instructor-led course.

One Certification Exam

Preparatory Program for Project Management Professional (PMP®) Certification

Upon successful completion of PMP classes you will be able to: Describe professional project management, initiate a project, plan project work, develop project schedules, develop cost estimates, and budgets, plan project quality, staffing, and communications, analyze project risks, plan project procurement, manage project procurement, execute project work, monitor and control project work, monitor and control project schedule and costs, monitor and control project quality, staffing, and communications, monitor and control project risks and contracts, close the project. The objective of this course is to obtain a Project Management Professional (PMP) certification.

Total Program Hours: 27.5 Hours
Required for Completion: 1 Week*
*Days and/or weeks may not run consecutive

COURSE REQUIREMENTS:

PMP-Project Management Professional (PMP®) Certification Preparation - 27.5 Hours - In this five-day instructor-led course, students will apply the generally recognized practices of project management acknowledged by the Project Management Institute (PMI®) to successfully manage projects.

One Certification Exam
Preparatory Program for Network and Systems Administrators

A+ Certification is a testing program sponsored by CompTIA that certifies the competency of entry-level (6 month’s experience) service technicians in the computer industry. Earning A+ certification means that the individual possesses the knowledge, skills, and customer relations skills essential for a successful entry-level (6 months experience) computer service technician, as defined by experts from companies across the industry.

Network+ is an international, vendor-neutral certification that recognizes a technician’s ability to describe the features and functions of networking components and to install, configure and troubleshoot basic networking hardware, protocols, and services. Although not a prerequisite, it is recommended that CompTIA Network+ candidates have at least nine months of experience in network support or administration or adequate academic training, along with CompTIA A+ certification.

The CompTIA Security+ certification tests for security knowledge mastery of an individual with two years on-the-job networking experience, with emphasis on security. The exam covers industry-wide topics, including communication security, infrastructure security, cryptography, access control, authentication, external attack, and operational and organization security. CompTIA Security+ is taught at colleges, universities, and commercial training centers around the globe. There are approximately 13,000 CompTIA Security+ certified professionals worldwide. CompTIA Security+ is an elective or prerequisite to advanced security certifications. The objectives of CompTIA Security+ were derived through input from industry, government and academia, a job task analysis, a survey of more than 1,100 subject matter experts and a beta exam with responses from subject matter experts around the world. CompTIA Security+ certification is recognized around the world as the benchmark for foundation-level security professionals. Incorporating a comprehensive range of security knowledge areas, CompTIA Security+ was developed with input from industry, government, academia, and front-line practitioners, so you can be assured of its relevance.

The MTA certification provides the foundational knowledge necessary to pursue Microsoft Certified Solutions Associate (MCSA) or Microsoft Certified Solutions Developer (MCSD) certifications. The MTA certification creates a new entry point to help those who are new to IT to jump start their careers. The objective of the course is to obtain a Microsoft Technology Associate (MTA) Certification.

The ITIL Foundations 2011 certification enables the individual to: Identify the principles and concepts of IT Service Management based on ITIL 2011 Edition, Identify the best practices of implementing ITIL 2011 Edition in an organization, Define the terminology used in ITIL 2011 Edition, Identify the concepts and definitions used in the Service Lifecycle, Define Service Strategy concepts, Define Service Design concepts, Define Service Operations concepts, Define Service Transition concepts, Define Continual Service Improvement concepts, Define the roles, processes, and components within key areas of IT Service Management based on ITIL 2011 Edition Prepare the student to take the ITIL 2011 Edition Certification exam. The objective of this course is to obtain a ITIL certification.
The Cisco Certified Network Associate (CCNA) certification indicates a foundation in and apprentice knowledge of networking. CCNA certified professionals can install, configure, and operate LAN, WAN, and dial access services for small networks (100 nodes or fewer), including but not limited to use of these protocols: IP, IGRP, Serial, Frame Relay, IP RIP, VLANs, RIP, Ethernet, Access Lists. The main objective of this program is to obtain Cisco CCNA certification.

The objective of this course is to obtain A+, Net+, Sec+, MTA, ITIL, and Cisco CCNA certifications.

Total Program Hours: 235.5 Hours
Required for Completion: 9 Weeks *

*Days and/or weeks may not run consecutive

COURSE REQUIREMENTS:

220-1001- A+ Certification – Exam 1001- 27.5 Hours – This five-day instructor-led course is designed for the new computer professional who has support-level knowledge of personal computer (PC) hardware but needs to expand upon that knowledge to learn the basic skills to set up and support the operating systems that run on PCs.

220-1002 - A+ Certification – Exam 1002- 27.5 Hours- This five-day instructor-led course is designed for the student who has a basic knowledge and experience with PCs and who wants to pursue a career as a computer service technician. Covers the skills required to install and configure PC operating systems, as well as configuring common features (e.g., network connectivity and email) for mobile operating systems Android and Apple iOS.

N10-007- Network+- 27.5 Hours- In this five-day instructor-led course students will learn skills that help prepare for the CompTIA Network+ certification, 2009 objectives (exam N10-006). The course describes the major networking technologies, systems, skills, and tools used in modern PC-based computer networks.

SYO-501- Security + - 27.5 Hours- This five-day instructor-led course is a course that you will need if your job responsibilities include securing network services, network devices, and network traffic. It is also the main course you will take to prepare for the CompTIA Security+ examination (SY0-401).


ITIL Foundations 2011 Edition - 16.5 Hours- This three-day instructor-led course covers the latest version of core ITIL best practices presented from a lifecycle perspective. The course introduces the principles and core elements of IT service management (ITSM) based on ITIL 2011 Edition.

100-105 Interconnecting Cisco Network Devices (ICND1) – 27.5 Hours – CCENT Certification Cisco Certified Entry Networking Technician (CCENT™) focuses on the ability to install, operate and troubleshoot a small enterprise branch network, including basic network security. This is a five-day instructor-led course.
200-105- Interconnecting Cisco Network Devices (ICND2) – 27.5 Hours - CCNA Certification
Cisco Certified Network Associate (CCNA®) validates the ability to install, configure, operate, and troubleshoot medium-size route and switched networks, including implementation and verification of connections to remote sites in a WAN network. This is a five-day instructor-led course.

Ten Certification Exams

Preparatory Program for Microsoft Technology Associate Training (MTA)

The MTA certification provides the foundational knowledge necessary to pursue Microsoft Certified Solutions Associate (MCSA) or Microsoft Certified Solutions Developer (MCSD) certifications. The MTA certification creates a new entry point to help those who are new to IT to jump start their careers. The objective of the course is to obtain a Microsoft Technology Associate (MTA) Certification.

Total Program Hours: 54 Hours
Required for Completion: 2 Weeks *
*Days and/or weeks may not run consecutive

COURSE REQUIREMENTS:


Three Certification Exams

Preparatory Program for Microsoft Certified Solutions Associate MCSA: Windows Server 2016

Earning an MCSA: Windows Server 2016 certification qualifies you for a position as a network or computer systems administrator or as a computer network specialist, and it is the first step on your path to becoming a Microsoft Certified Solutions Expert (MCSE). The objective of this course is to obtain a MCSA: Windows Server 2016 certification.

Total Program Hours: 82.5 Hours
Required for Completion: 3 Weeks *
*Days and/or weeks may not run consecutive
COURSE REQUIREMENTS:

20740 - Installation, Storage, and Compute with Windows Server 2016 – 27.5 Hours This course is designed for students who are responsible for managing storage by using Windows Server 2016, and who need to understand the scenarios, requirements, and storage and compute options that are available in Windows Server 2016.

20741 - Networking with Windows Server 2016- 27.5 Hours - This course provides the fundamental networking skills required to deploy & support Windows Server 2016 in most organizations. It covers IP fundamentals, remote access technologies, & more advanced content including software defined networking.

20742 - Identity with Windows Server 2016 – 27.5 Hours - This course teaches IT Pros how to deploy and configure Active Directory Domain Services in a distributed environment, how to implement Group Policy, how to perform backup & restore, & how to troubleshoot Active Directory–related issues.

Three Certification Exams

APPLICATIONS CERTIFICATION PREPARATION PROGRAMS

Preparatory Program for Microsoft Office Specialist Certification

The Microsoft Certified Office Specialist Certification is designed to allow the student to earn the status of a User Specialist, Expert or Master in Microsoft Applications, such as Word, Excel, PowerPoint, Access, and Outlook. There are Specialist level exams for each application and Expert level exams for Word and Excel. Certifications are available in Office 2010 and 2013. The main objective of this program is to obtain Microsoft certifications in each application, Word, Excel, PowerPoint, Outlook, and Access.

Total Program Hours:  77 Hours  
Required for Completion:  3 Weeks *

*Days and/or weeks may not run consecutive

COURSE REQUIREMENTS:

Microsoft Word

NH91024S1.0- Part 1 - 5.5 Hours - Provide students with the basic concepts required to produce common business documents as well as give them the opportunity to apply them.

NH91025S2.2- Part 2 - 5.5 Hours - Students will learn intermediate Word skills including how to create templates, manage table data, create a newsletter, send form letters, create a Web page, and manage document changes.
NH91026S1.0- Part 3 - 5.5 Hours - Students will learn how to use Word to create, manage, revise, and distribute long documents, forms, and Web pages.

- Course Requirements: Part 1, Part 2, and Part 3
- Total Hours: 16.5 Hours
- Required for Completion: 3 Days*
- One Certification Exam

Microsoft Excel
NH91014S3.0- Part 1 - 5.5 Hours - Students will create, edit, format, and print basic worksheets and charts in Excel.

NH91015S3.0- Part 2 – 5.5 Hours - Students will create templates, sort, and filter data, import and export data, analyze data, and collaborate on the Web.

NH91016S3.0- Part 3 – 5.5 Hours - Students will learn how to automate common tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Excel data with other applications.

- Course Requirements: Part 1, Part 2, and Part 3
- Total Hours: 16.5 Hours
- Required for Completion: 3 Days *
- One Certification Exam

Microsoft PowerPoint
NH91033S2.2- Part 1 – 5.5 Hours - Students will learn the basic skills necessary to begin effectively creating presentations in Microsoft PowerPoint.

NH91034S2.2- Part 2 – 5.5 Hours – Designed for students who are familiar with PowerPoint and need to design templates, create slides with special effects, run various slide shows, create presentations for the web, and broadcast and review presentations in their job.

- Course Requirements: Part 1 and Part 2
- Total Hours: 11 Hours
- Required for Completion: 2 Days *
- One Certification Exam

Microsoft Access
NH91004S2.2- Part 1 – 11 Hours - Students will be introduced to the concept of the relational database and the Microsoft Office Access relational database application, and information management tools. Also, students will learn how to design and create a new Access database.

NH91006S2.2- Part 2 – 11 Hours - students will extend their knowledge into some of the more specialized and advanced capabilities of the software.

- Course Requirements: Part 1, Part 2, and Part 3
- Total Hours: 22 Hours
- Required for Completion: 4 Days *
- One Certification Exam
Microsoft Outlook
NH91043S1.0-Part 1- 5.5 Hours – Will provide students with the skills needed to start sending and responding to email in Microsoft Office Outlook, as well as maintaining the Calendar, scheduling meetings, and working with tasks and notes.

NH91044S1.0-Part 2 - 5.5 Hours - Provides students with the necessary skills to customize their Outlook environment, calendar, and mail messages to meet their specific needs. Students will also learn how to track, share, assign, and quickly locate various Outlook items.

- Course Requirements: Part 1 and Part 2
- Total Hours: 11 Hours
- Required for Completion: 2 Days*
- One Certification Exam

*Days or weeks may not run consecutive

EXPLANATION OF PROGRAM COURSE NUMBERS
- Microsoft Technical course numbers are assigned by Microsoft.
- CompTIA Technical course numbers are identical to the exam number required for certification.
- Microsoft Application course numbers are assigned by New Horizons of Jacksonville and are identical to the SKU numbers on the New Horizons website.

PROGRAM TUITION

THIS PAGE REFLECTS TUITION PRICES AS OF February 4, 2021
(Programs consist of all required classes, kits and registration fee. Exams are included in this pricing.)

<table>
<thead>
<tr>
<th>Program</th>
<th>Tuition</th>
<th>Registration Fee</th>
<th>Books and Materials</th>
<th>Other Costs</th>
<th>Total Program Cost</th>
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<tbody>
<tr>
<td>Preparatory Program for A+ Certification</td>
<td>$5,100</td>
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<td>Included in Tuition</td>
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<td>Program</td>
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<td>Preparatory Program for Cybersecurity Analyst (CySA+)</td>
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<td>Preparatory Program for Certified Ethical Hacker (CEH) Certification</td>
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<td>$5,750</td>
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<tr>
<td>Preparatory Program for Certified Information Systems Security Professional (CISSP) Certification</td>
<td>$3,345</td>
<td>$50</td>
<td>Included in Tuition</td>
<td>$0</td>
<td>$3,395</td>
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<td>Preparatory Program for Project Management Professional (PMP) Certification</td>
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<td>Included in Tuition</td>
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<td>$3,309</td>
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<td>Preparatory Program for ITIL Foundations 2011</td>
<td>$1,945</td>
<td>$50</td>
<td>Included in Tuition</td>
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<td>$1,995</td>
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**Preparatory Program for Microsoft Technology Associate (MTA)**

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>TUITION</td>
<td>$5,305</td>
</tr>
<tr>
<td>REGISTRATION FEE</td>
<td>$50</td>
</tr>
<tr>
<td>BOOKS AND MATERIALS</td>
<td>Included in Tuition</td>
</tr>
<tr>
<td>OTHER COSTS</td>
<td>$0</td>
</tr>
<tr>
<td>TOTAL PROGRAM COST</td>
<td>$5,355</td>
</tr>
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</table>

**Preparatory Program for Network and Systems Administrator**

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
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</thead>
<tbody>
<tr>
<td>TUITION</td>
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<tr>
<td>REGISTRATION FEE</td>
<td>$50</td>
</tr>
<tr>
<td>BOOKS AND MATERIALS</td>
<td>Included in Tuition</td>
</tr>
<tr>
<td>OTHER COSTS</td>
<td>$0</td>
</tr>
<tr>
<td>TOTAL PROGRAM COST</td>
<td>$23,400</td>
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</tbody>
</table>

**Preparatory Program for Microsoft Office Specialist Certification**

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>TUITION</td>
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<tr>
<td>REGISTRATION FEE</td>
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<td>BOOKS AND MATERIALS</td>
<td>Included in Tuition</td>
</tr>
<tr>
<td>OTHER COSTS</td>
<td>$0</td>
</tr>
<tr>
<td>TOTAL PROGRAM COST</td>
<td>$2,195</td>
</tr>
</tbody>
</table>

All prices for programs are as printed herein. There are no additional costs or supplies necessary for program completion. A Student who needs additional practice or labs may get those at no costs. Those students who wish to purchase additional study materials may do so at an additional cost from the school. Each student is responsible for his or her personal books and supplies. Extra books and supplies may be purchased from the school but are not to be borrowed from another student or the school.

**PAYMENT SCHEDULE**

Registration fee is due at the time of the signing the application for admission. Payment in full for class is required prior to the first day of said class unless financial services have been arranged. Upon receiving payment, the student will be registered. Students who pursue financing through a 3rd party lender will be obligated to the lender to repay all funds per the lender’s agreement. New Horizons of Jacksonville does not offer financial aid.

**ADMISSION REQUIREMENTS**

New Horizons Jacksonville has a minimum age requirement for enrollment of 17 years. An applicant requesting admission may be asked to take entry-level class(s) before entering a program. There would be no testing on these entry-level classes that would keep the applicant from entering the program. If the applicant did not have even basic knowledge of entry-level classes, which may be prerequisites for a program, applicant may be required to take the entry-level class(s) before entering the program. Students must show that they have a basic knowledge of program during interview prior to enrollment.
Each student is assigned an Education Consultant that interviews the student prior to any program. The Education Consultant will continue to monitor the student as well as counsel them through each program. Each Education Consultant is trained, tested, and certified to counsel students in specific programs that the school offers.

New Horizons does not award students with “Advanced Standing” or “Extra Credit” awarded for previous education or training. If a student has completed certification examinations from training provided at another training center New Horizons will accept and substitute up to 10% of the student’s program with a class or classes of equal value.

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

New Horizons Jacksonville has a minimum age requirement for enrollment of 17 years. Students who wish to lodge a complaint may do so by communicating to their Education Consultant in writing the details of their grievance. New Horizons will take appropriate steps to resolve the concern. Students may also contact the owner by email: info@newhorizons-jax.com we will have a response within two weeks of original complaint date.

CLASS STARTING & ENDING DATES

A student may enter the school at any time. The school recommends that the student take the classes in the order listed under the program curriculum. The date of completion is determined by the date that the student completes all the required classes for each program. All classes are awarded a diploma upon completion. To obtain a program certification, all classes in the specific program must be completed. Students may wish to complete a program faster or slower. A student may get counsel from their assigned Education Consultant and alter the speed of the program if the schedule permits.

Students must attend a minimum of 80% of class time. (Five day class, must attend minimum 4 days) Students may repeat any class as many times as they wish up to six months from first day of each class.

HOURS OF OPERATION

The business office is open Monday through Friday 8:00am – 5:30pm. Classes are in session Monday – Friday 9:00am – 11:00pm.

HOLIDAYS

School will not be held on the following holidays. Additional holidays may be declared at the discretion of the Chief Administrative Officer.

- New Year’s Day
- Good Friday
- Independence Day
- Labor Day
- Memorial Day
- Thanksgiving Day + Friday
- Christmas Day
GRADUATION REQUIREMENTS

A diploma is presented to the Student that has:

1. Successfully completed all required courses in the selected program.
2. Attended all required class hours.
3. Fulfilled all monetary obligations to the school.

GRADING

Students are graded during each course of study on a Pass/Fail basis by the instructor’s evaluation of the product knowledge and the ability to follow instructions. Students seeking a full certification will be tested for each class within the program. These are proctored tests issued by a specific program vendor, which the student has chosen as its path of certification. This testing has a different grade scale on each test. Upon receiving a passing score, the student will receive a diploma for the specific class. Upon testing and passing the required tests for the program, the student will receive a certification for that specific program. The student must meet the requirements of the program to receive a certification from the vendor. Students are not terminated for failure to acquire skills but are encouraged to repeat classes or attend additional classes.

CLASSROOM TIME UNIT OF MEASUREMENT

One clock hour is equal to 50 minutes of instructor led training followed by an appropriate break.

ACADEMIC OR DISCIPLINARY APPEAL

An "Academic or Disciplinary Action" is an action by a program, unit or department based on a student's academic performance or failure to satisfy academic program requirements. Examples of Academic Actions include, but are not limited to, academic probation, academic suspension, and dismissal/drop. Each program may set its own academic requirements and standards for acceptable academic performance.

Students will be notified of an academic or disciplinary action in writing by the director. Students are encouraged to seek informal resolution of any concerns related to academic or disciplinary actions informally within the department, unit, or program before filing a formal appeal.

Students who wish to appeal an Academic or Disciplinary Action must submit a formal, written appeal, with appropriate documentation, to the Chief Administrative Officer within seven (7) calendar days after receipt of written notice of the academic action by the department, unit, or program head or director, or designated committee. The Chief Administrative Officer may delegate review of the matter to another individual or committee, including but not limited to one of the Owner or a specially constituted grievance committee who shall make a recommendation to the Chief Administrative Officer. The Chief Administrative Officer shall render a decision on the appeal within thirty (30) days or as soon thereafter as practical.
Students who wish to appeal the written decision of the Chief Administrative Officer must submit a formal written appeal, with appropriate documentation, to the Owner within fourteen (14) calendar days after receipt of the Chief Administrative Officer decision. The Owner shall render a decision on the appeal within thirty (30) days or as soon thereafter as practical. Decisions by the Owner are final and not appealable.

Generally, sanctions resulting from an Academic Action (e.g., probation, suspension, or dismissal/drop) take effect immediately, regardless of whether an appeal is filed. Exceptions are handled on a case-by-case basis.

**Summary of Levels of Appeal for Academic Actions:**

- Seek informal resolution within department, unit, or program.
- Formal written appeal to the Chief Administrative Officer
- Decision rendered by the Chief Administrative Officer
- Formal written appeal to the Owner
- Owner issues final non-appealable decision

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**STUDENT SERVICES**

**a) Housing:**
The school does not maintain housing for students. A list of reliable realtors and rental properties in close proximity to the school will be provided to the student that requests housing assistance at the time of enrollment.

**b) Student Records:**
Student records are permanently retained by the school and are available to students upon individual request. Student records will be provided to potential employers only after the student has made written request.

**c) Testing:**
Certification testing is provided on site at the school. The school is an Authorized Prometric/PearsonVue Testing Center. All testing records are maintained by the school and by Prometric/PearsonVue. The student is provided with copies of all testing upon testing or by request. Certification exam vouchers are valid for one year.

**d) Qualifications:**
A Test Center Administrator who has been certified by Prometric/PearsonVue monitors the test.

**e) Student Placement:**
New Horizons Jacksonville offers Job Placement Assistance to our students. This service is free for our students and employers. This is assistance and New Horizons does not guarantee placement.
f) **Student Advisement:**
All students are assigned to an Education Consultant that will give academic and personal advisement. All students are required to meet with the Director of Admissions for financial aid advisement. Veterans will meet with the VA Certifying Official for financial advisement and Veterans benefits.

**RULES & REGULATIONS**

a) **Attendance/Class Cuts:**
Technical programs that the student is seeking certification require 80% attendance. After missing one day in any class, the student is counseled by the Education Consultant. If a student is not making the 80% attendance required by the program, the Education Consultant and an Administrative Officer will counsel the student. The school will request that the student make up the days missed to ensure success in testing which is required for certification. There is a one-year time period on completion of any program without further charge.

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

c) **Conduct:**
Students are expected to always conduct themselves in a professional manner. Foul language, possession of non-prescribed drugs or alcoholic beverages, and disrespectful behavior is considered unsatisfactory conduct and may be grounds for dismissal. A student who conducts himself in a manner detrimental to the school, staff or other students will be terminated. Theft of property from the school or other students is grounds for immediate dismissal.

d) **Make up work:**
Students absent for any reasons are required to make up any missed classes before proceeding to the next course of study. A student may make up missed time by attending another class in session or attending night classes, which are conducted for other students.

e) **Probation:**
A student that does not adhere to the attendance policy will be placed on probation for 30 days. Should the student be absent while on probation, he will be counseled by the Chief Administrative Officer, which could result in termination.

f) **Interruptions in Training/Termination:**
A student is not terminated for failure to learn the required skills. A student that has not successfully completed the examinations at the end of each course is encouraged to attend the additional class sessions for extra practice. The student is permitted to re-take the examinations within a reasonable time as determined by the instructor. The retaking of such classes is of no extra costs to the student. If the student fails to achieve a passing grade the second time, he/she is counseled by the Chief Administrative Officer as to the advisability of continuing and that if he/she decides to continue, a diploma may not be awarded.
g) **Leaves of Absence:**
A student may be granted a leave of absence for a reasonable amount of time not to exceed a maximum of six (6) months as determined by the Chief Administrative Officer. A request for a leave of absence must be in writing and the date of expected return must be specified. Veterans Benefits will be terminated during the leave of absence and the VA will be notified.

h) **Re-entry:**
A student that has canceled or has been terminated and desires to re-enter the program of study must notify the school and follow the required admission procedures. A student that was terminated for any reason must have an interview with the Chief Administrative Officer and show cause why he/she should be re-instated. The decision of the Chief Administrative Officer is final.

i) **Contract Term:**
Student Enrollment Agreements are valid for a period of 18 months. After expiration student refund and retake policies are considered null and void.

j) **Retake Policy:**
Students will be allowed a free retake for 6 months after the original completion date. If a class is no longer available or has changed within that 6 months management will work on a solution with the student to retake that class or the equivalent.

**REFUND POLICY (Veterans refund policy listed in following section)**

Should a student’s enrollment be terminated or cancelled for any reason, all refunds will be made according to the following refund schedule:

1. Cancellation can be made in person or by Certified Mail.

2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment and ten business days before the scheduled class(s) start.

3. Cancellation after the third (3rd) business day from signing the enrollment agreement and making initial payment, but before the first class, will result in a refund of all monies paid, with the exception of the registration fee of $50.00 per program and a maximum non-refundable amount of $150.00.

4. Cancellation after attendance has begun, through 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.

5. Cancellation after completing more than 40% of the program will result in no refund.

6. Refunds will be made within 30 days of termination or receipt of cancellation notice.

7. A student can be dismissed, at the discretion of the Director, for insufficient progress, non-payment of costs, or failure to comply with rules.
8. All training must be completed within a 1-year calendar time frame from the start of the first class date or program date. Programs end after 1 year. Students may re-enroll if they meet the current admission requirements. Transcripts will reflect completed courses only.

**VETERAN’S REFUND POLICY**

The refund of the unused portion of tuition, fees, and other charges for veterans or eligible persons who fail to enter a course or withdraw or discontinue prior to completion will be made for all amounts paid which exceed the approximate pro-rata portion of the total charges that the length of the completed portion of the course bears to the total length of the course. The pro-ration will be determined on the ratio of the number of days or hours of instruction completed by the student to the total number of instructional days or hours in the course.

**VETERANS AND OTHER VA EDUCATIONAL BENEFIT RECIPIENTS**

The school will monitor student attendance daily. All students’ records are individually recorded and stored both electronically and in hard copy files.

Any student who falls below an 80% attendance must make up hours or days as deemed necessary before receiving final certification.

**Example:** A 5-day class = 27.5 hours of class time
80% = 4 days or 22 hours of class time

If a student’s attendance falls to 80%, he or she will be informed of their attendance record and counseled on the appropriate make up days or hours. Students who fall below the 80% attendance will automatically be reported to the VA. If at any time the students’ attendance falls to 50%, the student will be dismissed or, at the very least, will have VA benefits terminated for unsatisfactory attendance and or unsatisfactory academic progress.

Students taking one class at a time will be given lab time and a test date. Students not obtaining a pass grade on a class will not be allowed to continue to the next level class without VA approval. In the event that there is not sufficient time to make up days or hours before the next class commences, the student may not continue without VA approval.

If a student is enrolled in a technical course such as the MCSA: Server Administrator program, these courses could consist of a possible 30 days or 195 hours. A student may not proceed to any class without first receiving a pass grade on all prerequisites. An exception to this would be when all testing is done at the end of all classes in the program.

All VA students are required to report to the VA all previous education and training which applies to their chosen certification. The school will evaluate this education and training, and tuition and training time may be reduced proportionately, with the student and the VA so notified.
ALLOWING VETERANS TO ATTEND OR PARTICIPATE IN COURSES PENDING VA PAYMENT

In compliance with section 103 of PL 115-407, ‘Veterans Benefits and Transition Act of 2018’, New Horizons of Jacksonville permits any covered individual to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility (COE) for entitlement to educational assistance ending on the earlier of the following dates:

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

New Horizons of Jacksonville will not impose any penalty. Including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual’s inability to meet his or her financial obligations to the institution due to the delayed disbursement of funding from the VA under Chapter 31 or 33.

*note: Covered Individual defined: a covered individual is anyone using benefits under Chapter 31 (Vocational Rehabilitation & Employment) or Chapter 33 (Post 9/11 GI Bill®)

VETERAN’S ATTENDANCE POLICY

Early departures, class cuts, tardies, etc., for any portion of a class period will be counted as one absence. Students exceeding 20% total absences in a calendar month will be terminated from their VA benefits for unsatisfactory attendance.

In order to show that the cause of unsatisfactory attendance has been removed, students must show good attendance (as defined) for one calendar month after being terminated for unsatisfactory attendance. After such time, the student may be recertified for VA education benefits.

The student’s attendance record will be retained in the veteran’s file for USDVA and SAA audit purposes.
STANDARDS OF ACADEMIC PROGRESS FOR VA STUDENTS

Instructors grade students during each course on a Pass/Fail scale. Students receiving VA educational benefits must maintain a minimum Standard of Progress Status of “Pass” for all technical program courses taken during each monthly evaluation period. A VA student whose Standard of Progress Status falls below “Pass” at the end of any monthly evaluation period will be placed on academic probation for a maximum of two consecutive terms of enrollment. If the VA student’s Standard of Progress Status is still below “Pass” at the end of the second consecutive term of probation, the student’s VA educational benefits will be terminated. A VA student terminated from VA educational benefits due to unsatisfactory progress may petition the school to be recertified after one term has elapsed and after attaining a Standard of Progress Status of “Pass” during that monthly evaluation period.

VETERAN’S CREDIT FOR PREVIOUS EDUCATION OR TRAINING

Students must report all education and training. The school must evaluate and grant credit, if appropriate, with the training time shortened, the tuition reduced proportionately, and the VA and student notified.