



Career Changer Training Program Student Guide

New Horizons Computer Learning Center of Richmond, Virginia
7501 Boulders View Drive, Suite 325
Richmond, Virginia 23225

January 2022

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Welcome to New Horizons

Thank you for choosing New Horizons Computer Learning Center of Richmond, Virginia as your training provider. New Horizons' career training programs are designed to help individuals prepare for new careers in information technology (IT).

About New Horizons Computer Learning Center of Richmond, Virginia

New Horizons Computer Learning Centers, founded in 1982, is the world's largest IT training company and has trained more than 300 million students in 39 years. New Horizons offers training in 35 countries including 70 locations in North America, serving the needs of thousands of corporate clients and individuals. New Horizons is ranked in the top 5% of the industry for training quality and customer satisfaction.

New Horizons Computer Learning Center of Richmond, Virginia ("New Horizons"), established in 1995 to provide computer training classes to Richmond, Virginia area businesses, began in 2004 offering career development programs to individuals seeking information technology careers. New Horizons is owned by Pinellas Corporation, a for-profit Virginia corporation, which also owns and operates New Horizons Computer Learning Center of Washington, D.C. New Horizons' mission includes delivering quality computer training to businesses and effective career development training to individuals. New Horizons provides instruction only, and neither does research nor public service. New Horizons neither offers nor intends to offer degree programs.

New Horizons President Paul F. Giordano and New Horizons General Manager Craig Grizzard oversee all operations of New Horizons Computer Learning Center of Richmond, Virginia. Mr. Giordano has 29 years of adult learning industry management experience, more than 35 years of information technology industry experience, and owns a controlling interest in Pinellas Corporation. Mr. Grizzard has 23 years of adult learning industry management experience.

New Horizons offers instructor-led courses at its primary location in Richmond, Virginia. Classes included in approved programs for career changing students are generally scheduled only in the Richmond center. Some of New Horizons' courses are produced in other locations and transmitted live over the internet to students in New Horizons' centers.

New Horizons Computer Learning Center of Richmond, Virginia is certified to operate a career training school by the State Council of Higher Education for Virginia (SCHEV) and is approved to provide GI Bill® education benefits by the Virginia State Approving Agency.

Facilities

New Horizons Computer Learning Center of Richmond, Virginia was established in 1998 and occupies 7,451 square feet at 7501 Boulders View Drive, Suite 325 in the Boulders business area. Along with our eight classrooms, we have a conference room and a break room. The snack bar in the building is open during daytime class hours. Vending machines also provide additional refreshments.

Classrooms seat from 12 to 20 students. Our attractive classrooms are furnished with white boards, computer tables, comfortable chairs, a video display device and one computer for each student. Our computers meet the specifications that Microsoft, Cisco, and CompTIA set for their authorized training partners.

Instructors

New Horizons career training program classes are held in our Richmond center. Classes are delivered in both the daytime and evening sessions by New Horizons instructors qualified in the subjects they teach.

Chuck Moore, IT Supervisor, Training Manager. Chuck has 27 years of computer experience including help desk support, computer instruction, and network administrator. He serves our MIS department and is certified and teaches CompTIA A+, Network+, Security+, Advanced Security Professional (CASP), Certified Ethical Hacker (CEH) and ITIL.

Steve Fenick, Senior Technical Instructor. With more than five years of experience as a computer network assistant, Steve has taught IT training skills with New Horizons for more than 14 years. Certified and teaching F5 Networks, CompTIA, Cisco, and Microsoft classes.

Daniel Claycomb, Technical Instructor. Daniel's 12 years as a LAN administrator brings real world experience to his classes. He is certified and teaches CompTIA A+, Network+, Security+ and Cisco CCNA courses.

Vendor Partnerships

New Horizons Computer Learning Center of Richmond, Virginia holds these information technology industry partner credentials:

- Microsoft Silver Learning Partner
- CompTIA Authorized Platinum Partner
- Pearson VUE Authorized Testing Center
- CertNexus IT Training partner

Distance Education

Some New Horizons classes are available remotely with via New Horizons Online Live®. Students in an Online Live class receive instruction from a live instructor, can participate in class exercises and labs, and can ask questions in real time while the class is in progress. Course materials are often provided online but otherwise can be picked up at New Horizons. These classes are identical in content, format, faculty, resources, and objectives to classes attended in a physical New Horizons classroom. Instructor consultation and office hours are available remotely by appointment.

Technical requirements for Online Live classes are:

- A modern computer (>1.4Ghz) running Microsoft Windows 7 (or higher)
- An up-to-date Internet browser (IE, Edge, Chrome, Firefox, or Safari)
- A cable, DSL, or WAN Internet connection greater than 1Mbps speed up and down
- A monitor capable of 1280X1024 pixel resolution

Before each class, Online Live students receive an email confirmation message with an embedded link to the New Horizons Learning Management system, which hosts all Online Live classes. The Learning Management System and the New Horizons instructor provide instructions on using Online Live. To use Online Live, the student needs no technical skills beyond the ability to use Microsoft Windows and a web browser.

Normally, students enrolled in our career programs and those using GI Bill education benefits attend their classes in-person in a physical classroom at the New Horizons center, however, special regulations now allow veterans to temporarily attend classes via Online Live through December 21, 2021. This date is subject to changing federal regulations.

New Horizons' online privacy policy is described at <https://www.newhorizons.com/about-new-horizons/privacy-policy>.

Student Services

Library and Study Aids

New Horizons' Information Technology courses are all inclusive including textbooks, online resources, and interactive student labs. Some classes include supplementary web-based training, social media workgroups, online resources, and labs. New Horizons instructors supplement the course with multiple resources to enhance learning including relevant websites, videos, and informal references and free study resources widely available on the Internet. In addition, web-based self-paced study software and practice exams are included for most classes to help prepare for vendor certification examinations.

Job Placement Assistance

The New Horizons' Career Services team assists students with resume writing, interview skills, and seeking job opportunities. New Horizons does not guarantee job placement.

Financial Assistance

Tuition assistance may be available for those who qualify for veterans' education benefits or state workforce development programs. New Horizons often offers education loans to qualified students. Loan terms vary. Repayments usually begin two months after the originally scheduled program completion date. On average, students completing a New Horizons program in 2020 owed \$3,824. No special standards of academic progress apply to students receiving New Horizons education loans.

Choosing Your Training Program

Here are some questions to help validate your IT career interest and job availability before selecting a training program.

Please expect questions like these from your Education Consultant:

Experience Questions

What is your current job? What do you like and dislike about it?

What kind of previous education or job training have you had?

How much, if any, computer experience do you have?

Job Type Questions

Are you considering a career change?

Do you spend your spare time on the computer playing around?

What attracted you to the Information Technology industry?

What do you find most appealing in a job?

Do you consider yourself to be a hands-on person?

Are you interested in working with the Internet?

Do you have any special considerations or disabilities that affect your work requirements?

Would you like to walk from desk to desk helping different people and possibly crawl around setting up machines, running wiring, etc?

Training and Career Goal Questions

What kind of expectations do you have from this training program?

What are your long-term career objectives (3-5 years)?

What are your short-term career goals (1 year)?

New Horizons Programs Overview

New Horizons vocational programs develop skills for information technology jobs in help desk support, network administration, network security and support, and information security.

New Horizons certification programs provide skills and knowledge to achieve information technology industry certifications.

Sample Job Titles and Certifications that Apply to Them

| Position Desired | Job Description | New Horizons' Programs |
|--|---|---|
| IT Help Desk Technician Help Desk Associate | Support computer users by troubleshooting hardware, software, and network issues. | Cyber Security Specialist Cyber Defender Network Support Technician Information Security Professional Desktop Support Specialist A+, Network+, Security+ |
| Desktop Support Technician | Troubleshoot, install, and configure computer hardware and software in stand-alone or network environments | Cyber Security Specialist Cyber Defender Network Support Technician Information Security Professional Desktop Support Specialist A+, Network+, Security+ |
| Network Administrator Network Support Tech | Support network users, maintain user groups and shared resources, manage wiring, and maintain networks and servers. | Cyber Security Specialist Cyber Defender Network Support Technician Information Security Professional Desktop Support Specialist A+, Network+, Security+ |
| Security Analyst Security Engineer and Administrator | Create and maintain user access rights and protect networks | Information Security Professional Network Support Technician, Cyber Defender, Security+ |

Occupational Projections for Multiple Occupations in Virginia

WAGES--Virginia Occupational Employment Statistics- May 2018

| Occupation | Estimated Employment | Entry Wage | Average Wage | Median Wage | Experienced Wage |
|--|----------------------|------------|--------------|-------------|------------------|
| Computer Network Support Specialists | 2040 | \$48,317 | \$70,842 | \$64,148 | \$82,095 |
| Computer User Support Specialists | 7520 | \$39,323 | \$60,566 | \$57,962 | \$71,188 |
| Computer Systems Analysts | 13070 | \$66,559 | \$108,568 | \$106,024 | \$129,567 |
| Computer, Automated Teller, and Office Machine Repairers | 220 | \$29,881 | \$48,822 | \$50,341 | \$58,292 |
| Computer Occupations, All Other | 3210 | \$68,289 | \$103,603 | \$98,953 | \$121,255 |
| Computer Network Support Specialists | 2040 | \$48,317 | \$70,842 | \$64,148 | \$82,095 |

VirginiaWorks.com
<https://virginiaworks.com/Occupational-Employment-Statistics-OES>

SHORT-TERM Virginia Computer Occupational Projections 2020-2022

| Occupation | SOC Code | Estimated Employment | Projected Employment | Numeric Change | Percent Change | Annual Change | Annual Transfers | Annual Openings | Annual Exits |
|--|----------|----------------------|----------------------|----------------|----------------|---------------|------------------|-----------------|--------------|
| Computer Systems Analysts | 151121 | 28934 | 31383 | 2449 | 8.4641 | 1224 | 1604 | 3402 | 574 |
| Network and Computer Systems Administrators | 151142 | 18922 | 20424 | 1502 | 7.9379 | 751 | 1043 | 2124 | 330 |
| Computer Network Architects | 151143 | 10029 | 10813 | 784 | 7.8173 | 392 | 586 | 1116 | 138 |
| Computer User Support Specialists | 151151 | 20470 | 22115 | 1645 | 8.0362 | 822 | 1354 | 2567 | 391 |
| Computer Network Support Specialists | 151152 | 7079 | 7569 | 490 | 6.9219 | 245 | 466 | 845 | 134 |
| Computer, Automated Teller, and Office Machine Repairers | 492011 | 4397 | 4918 | 521 | 11.849 | 260 | 366 | 756 | 130 |

VirginiaWorks.com
<https://virginiaworks.com/Occupational-Projections>

LONG-TERM Virginia Computer Occupational Projections 2018-2028

| Occupation | SOC Code | Base Year Employment | Projected Employment | Total Projected Difference | Total Percent Change | Annual Change | Annual Transfers | Annual Openings | Annual Exits |
|--|----------|----------------------|----------------------|----------------------------|----------------------|---------------|------------------|-----------------|--------------|
| Computer Systems Analysts | 151121 | 28329 | 32689 | 4360 | 15.4 | 436 | 1623 | 2639 | 580 |
| Network and Computer Systems Administrators | 151142 | 18952 | 21384 | 2432 | 12.8 | 243 | 1069 | 1651 | 339 |
| Computer User Support Specialists | 151151 | 20566 | 23400 | 2834 | 13.8 | 283 | 1398 | 2085 | 404 |
| Computer Network Support Specialists | 151152 | 7166 | 8024 | 858 | 12.0 | 86 | 483 | 708 | 139 |
| Computer, Automated Teller, and Office Machine Repairers | 492011 | 4655 | 4682 | 27 | 0.6 | 3 | 366 | 499 | 130 |

VirginiaWorks.com
<https://virginiaworks.com/Occupational-Projections>

New Horizons Vocational IT Programs

New Horizons Information Technology programs: Cyber Security Specialist, Cyber Defender, Network Security Technician, Desktop Support Technician, and the Information Security Professional, are designed to help prepare students to enter the IT field in several industry occupations.

These occupations include several recognized specialties: Network and Computer Administrator, Network Support Technicians, Computer Support Specialists, Computer System Analysts, Information Security Analysts, and Information Technology Specialists. In Virginia, these occupations support job growth outlooks between 10-18% according to the U.S. Department of Labor and the Virginia Employment Commission, Industry and Occupational projections through the years 2016-2026.

Within a short span of one to six months, students can gain the skills to launch a new career in IT. Most students will attend their career program classes at the Richmond, Virginia facility. A typical 32.5 clock hour vocational course is delivered over two weeks, meeting three days a week, or over three weeks, meeting three evenings a week.

New Horizons Cyber Security Specialist Program

The Cyber Security Specialist combines four courses to teach the skills recommended to enter the IT industry, covering information technology terminology, computer and networking concepts, and computer security. These skills and knowledge earned will help the student to launch an IT career as desktop support specialist, help desk technician, network support specialist, network administrator, and similar positions.

| | |
|-------------|--|
| Price: | \$10,000 |
| Length: | 130 clock hours |
| Duration: | Evenings: 4 months, 3 evenings per week Daytime: 1 month, 5 days per week |
| Courseware: | CompTIA |
| Exam: | Complimentary Security+ exam included, upon program completion and a 90% passing score on a proctored pre-test. |
| Bonus: | Test Pass Insurance –New Horizons will provide a second chance exam voucher should you fail your attempt to pass the CompTIA Security+ exam after successfully completing the entire program and passing the proctored pre-test with minimum score of 90%. Learning Guarantee - free class retake privileges for six months |

Completion requirements: Four courses

A+ Certification, Parts 1 & 2
Network+ Certification
Security+ Certification

New Horizons Cyber Defender Program

The Cyber Defender program combines eight courses to teach the skills needed to enter the IT industry, covering information technology terminology, computer and networking concepts, Cisco router basics, Microsoft Windows desktop administration, and computer security. These skills and knowledge earned will help the student to launch an IT career as desktop support specialist, help desk technician, network administrator and similar positions.

| | |
|-------------|---|
| Price: | \$23,300 |
| Length: | 247 clock hours |
| Duration: | Evenings: 6 months, 3 evenings per week Daytime: 4-5 months, 3 days per week |
| Courseware: | Logical Operations, Cisco Press, Microsoft |

Completion requirements: Eight courses

IT Fundamentals
Managing and Troubleshooting PCs, parts 1 & 2
Managing and Troubleshooting Networks
Cisco Networking
Principles of Computer Security
Cybersecurity Analyst
Ethical Hacker

New Horizons Network Support Technician Program

The Network Support Technician program combines six courses to teach the skills needed to enter the IT industry, covering information technology terminology, computer and networking concepts, basics of Cisco routers, and computer security.

| | |
|-------------|---|
| Price: | \$17,300 |
| Length: | 182 clock hours |
| Duration: | Evenings: 5 months, 3 evenings per week Daytime: 4-5 months, 3 days per week |
| Courseware: | Logical Operations, Cisco Press |

Completion requirements: Six courses

IT Fundamentals
Managing and Troubleshooting PCs, parts 1 & 2
Managing and Troubleshooting Networks
Principles of Computer Security
Cisco Networking

Microsoft Windows 10 Desktop Support Specialist Program

New Horizons’ Microsoft Windows 10 Desktop Support Specialist program teaches how to deploy and support Microsoft Windows 10 desktop operating system. It is recommended that candidates begin with the knowledge and skills taught in the Network Support Technician program.

| | |
|-------------|---|
| Price: | \$6,000 |
| Length | 65 clock hours |
| Duration: | Evenings: 6 weeks, 3 evenings per week Daytime: 4 weeks, 3 days per week |
| Courseware: | Microsoft Official Learning Products |

Completion requirements: Two courses

Modern Desktop Administrator, parts 1& 2

New Horizons Information Security Professional Program

The Information Security Professional program continues building skills established in the Cyber Defender and Network Support Technician programs by exploring the principals of organizational security, covers how to identify and combat malware, and explores attack technologies commonly used by hackers.

| | |
|-------------|--|
| Price: | \$9,000 |
| Length | 97.5 clock hours |
| Duration: | Evenings: 9 weeks 3 evenings per week Daytime: 6 weeks, 3 days per week |
| Courseware: | Logical Operations |

Completion requirements: Three courses

Principles of Computer Security
Cybersecurity Analyst
Ethical Hacker

New Horizons IT Certification Programs

New Horizons IT certification programs are designed to assist students quickly prepare to attain the three most popular IT certifications valued or required by businesses and government employers. Three programs lead to CompTIA A+, Network+, and Security+ certifications and are the most common path into an entry-level career in information technology. Taking and passing the exams is optional and not required to participate in the programs, yet these credentials are highly regarded in the industry and achieving them will benefit your career pursuit.

Typical certification courses (5 days/32.5 clock hours) are offered frequently and may be delivered in five days a week, or three days a week for two weeks, or in three evenings a week for three-week duration, and sometimes certification students may find it convenient to attend a class remotely via our Online Live delivery platform. Vendor exam prices are subject to change.

CompTIA A+ Certification Program

The *CompTIA A+ Certification* program demonstrates that the candidate has a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance and basic networking. There are two learning options, either one or two five-day classes. No prerequisite courses are required.

| | |
|--------------------------|--|
| Price: | \$6,000 |
| Length: | 65 clock hours |
| Duration: | Evenings: 3 or 6 weeks, 3 evenings per week Daytime: 1 or 2 weeks, 5 days, or 3 days per week |
| Courseware: | CompTIA |
| Certification goals: | CompTIA A+ Certification |
| Completion requirements: | CompTIA A+ Certification course(s) |
| Exam: (optional) | Two required, \$239 each |

CompTIA Network+ Certification Program

The *CompTIA Network+ Certification* program demonstrates a candidate's technical abilities in networking administration and support, and validates their knowledge of media and topologies, protocols and standards, network implementation, and network support. A+ certification or equivalent knowledge or experience is recommended prior to pursuing this program.

| | |
|--------------------------|--|
| Price: | \$3,000 |
| Length: | 32.5 clock hours |
| Duration: | Evenings: 3 weeks 3 evenings per week Daytime: 1 or 2 weeks, 5 days, or 3 days per week |
| Courseware: | CompTIA |
| Certification goals: | CompTIA Network+ Certification |
| Completion requirements: | CompTIA Network+ certification course |
| Exam (optional) | One required, \$348 |

CompTIA Security+ Certification Program

The *CompTIA Security+ Certification* program validates the candidate's knowledge of communication security, infrastructure security, cryptography, operational security, and general security concepts. It covers the most important foundational principles for securing a network and managing risk. Access control, identity management and cryptography are important topics on the exam, as well as selection of appropriate mitigation and deterrent techniques to address network attacks and vulnerabilities, including security concerns associated with cloud computing, bring your own device (BYOD) and more.

| | |
|--------------------------|--|
| Price: | \$3,000 |
| Length: | 32.5 clock hours |
| Duration: | Evenings: 3 weeks 3 evenings per week Daytime: 1 or 2 weeks, 5 days, or 3 days per week |
| Courseware: | Logical Operations |
| Certification goal: | CompTIA Security+ Certification |
| Completion requirements: | CompTIA Security+ certification course |
| Exam (optional) | One required, \$381 |

2022 New Horizons IT Course Descriptions

IT Fundamentals is a course designed for individuals considering a career in information technology (IT). The course teaches how to safely set up a basic PC workstation including installing basic hardware and software to establish network connectivity as well as basic computer system interaction, work with files, folders, and applications and how to configure wireless devices and securing computer devices. *Total clock hours: 19.5 including 12 theory and 7.5 clinical lab hours.*

Managing and Troubleshooting PCs - Part 1 will begin with teaching basic PC hardware-related skills and terminology. Topics include PC hardware maintenance, installation, and configuration with emphasis on both desktop and laptop systems in standardized and customized environments. Students will also learn proper operational and safety procedures, as well as basics of computer networking and information security. *Total clock hours: 32.5 including 20 theory and 12.5 clinical lab hours.*

Managing and Troubleshooting PCs - Part 2 will continue the core training on PC maintenance with added emphasis on troubleshooting. Other topics include operating system selection, installation, and configuration. Foundational information in networking and information security will be reinforced, and students will learn about mobile computing in various platforms including Android, Windows, and Mac OS. *Total clock hours: 32.5 including 18 theory and 14.5 clinical lab hour.*

Managing and Troubleshooting Networks covers networking component features and functions, and how to install, configure and troubleshoot basic networking hardware, protocols, and services. The course introduces network models, cabling and topology, TCP/IP, remote connectivity, virtualization, and network security. *Total clock hours: 32.5 including 20 theory and 12.5 clinical lab hours.*

Principles of Computer Security teaches the fundamental concepts of computer security including how to secure wireless networks, virtual private networks, and remote access. Learn to defend against and troubleshoot denial of service attacks, spoofing, hijacking, viruses, worms, Trojan horses, and logic bombs. *Total clock hours: 32.5 including 20 theory and 12.5 clinical lab hours.*

Cisco Networking will help entry-level network engineers develop the skill and knowledge to install, operate, secure, and troubleshoot a small enterprise branch network. *Total clock hours: 32.5 including 17 theory and 15.5 clinical lab hours.*

MD100-Modern Desktop Administrator, part 1 provides administrators with the knowledge and skills needed to install, configure, deploy, and troubleshoot Windows 10. Students will also learn about the new Windows servicing model and methods for keeping Windows up to date, including common post-installation tasks. Students will develop skills that include managing storage, files, drivers, and printers as well as how to configure network connectivity for Windows 10. This course will also cover managing and deploying applications, as well as

securing the Windows 10OS and device data protection. *Total clock hours: 32.5 including 20 theory and 12.5 clinical lab hours.*

MD101-Modern Desktop Administrator, part 2 provides skill and knowledge to plan and implement an operating system deployment strategy using modern methods and management strategies. This course covers authentication, identities, and access, as well as about how to protect these categories. The student will be introduced to Azure Active Directory and learn how to use Microsoft Intune to protect devices and data with compliance policies. Finally, this course will cover key capabilities of Azure Information Protection and Windows Defender Advanced Threat Protection and how to implement these capabilities. *Total clock hours: 32.5 including 20 theory and 12.5 clinical lab hours*

Cybersecurity Analyst+ is for IT professionals who will perform behavioral analytics skills and interpret results to identify vulnerabilities, threats and risks to an organization including malware, advanced persistent threats (APTs). This course covers how to configure and use threat-detection tools and how to secure and protect the applications and systems within an organization. *Total clock hours: 32.5 including 17 theory and 15.5 clinical lab hours.*

Ethical Hacker will immerse the student into an interactive environment where they will be shown how to scan, test, hack and secure their own systems. Students will learn how intruders escalate privileges and what steps can be taken to secure a system. This course will significantly benefit security officers, auditors, security professionals, site administrators and anyone protecting the integrity of the network infrastructure. Two years of IT security experience is recommended for a candidate with a strong working knowledge of TCP/IP and computer security training. *Total clock hours: 32.5 including 20 theory and 12.5 clinical lab hours.*

CompTIA A+ Certification, parts 1 & 2 provide the essential skills and information needed to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems. There are two courses to help the student prepare for the 220-1001/1002 series. *Total clock hours: 65 including 40 theory and 25 clinical lab hours.*

CompTIA Network+ Certification describes the major networking technologies and systems of modern networks, and be able to configure, manage, and troubleshoot modern networks. This course will help the candidate to prepare for the N10-008 exam and certification. *Total clock hours: 32.5 including 24 theory and 8.5 clinical lab hours.*

CompTIA Security+ Certification will teach students to implement, monitor, and troubleshoot infrastructure, application, information, and operational security. Candidates will prepare for the CompTIA Security+ certification examination (SY0-601). *Total clock hours: 32.5 including 24 theory and 8.5 clinical lab hours.*

VIII. Guidelines & Policies

Admission Requirements

Our entry-level IT programs require only that students have basic computer knowledge, i.e., the ability to use Microsoft Windows and a web browser. No admissions exam is required to participate in New Horizons' programs although an assessment may be used to determine a student's technical proficiency. Neither a high school diploma nor General Education Development (GED) certificate is required to attend New Horizons classes. Fluency in the English language is required. New Horizons programs may be entered as late as 24 hours before the start of the first class, providing that class space is available and the financial and technical proficiency requirements for the class are met in advance.

Absenteeism and Tardiness

Please arrive promptly for each class session. The time a student arrives late or leaves class early is tracked and affects compliance with the standards of progress attendance requirement. Should you anticipate missing a class session or need to reschedule for any reason, please communicate by sending an email to registrar@nhrichmond.com or your Education Consultant.

Attendance

Solid attendance and academic performance are crucial for a successful learning experience. As each course includes material, labs, and other exercises that build upon each other throughout the duration of the course and program, it is important that students attend all courses and lab sessions for which they are enrolled. Each student is required to regularly attend and actively participate in each course.

New Horizons' students are expected to attend all class sessions of their course. New Horizons does not acknowledge any absence as excused. Regardless of the reason for an absence, students are responsible for determining what was taught on the day they missed and for completing any coursework that was assigned. Students are expected to meet the attendance and standards of progress for all courses.

Students must attend no less than 75% of the clock hours in each course. Students who do not attend 75% of the clock hours will receive a course grade of Incomplete. *If attendance deficiencies are not corrected within thirty days of the course end date, the "Incomplete" course grade will be changed to Failed and the student's program enrollment will be terminated, and all future class enrollments will be cancelled.*

Instructors and Student Services keep daily class attendance rosters and track time-in and time-out per session, as well as the total time accumulated by each student. When a student falls short of their expected attendance, Student Services immediately advise the student by email regarding consequences and helpful suggestions of the corrective action to be taken.

For students receiving education benefits through the United States Department of Veteran Affairs (VA), New Horizons is required to notify the VA about changes affecting the student's training schedule, including irregular attendance and failure to complete their classes. Students attending New Horizons programs while funded by the GI Bill must physically attend

instructor-led training only and may not make up class time by attending remotely taught classes or by relying upon the self-study tools alone. Class delivery exceptions may be allowed by SCHEV and the VA during the Covid pandemic.

Standards of Academic Progress

Satisfactory progress is defined as receiving no course grade of Failed. A grade of Failed in any program course indicates unsatisfactory progress. If a student is assigned a failed grade in any course, then the student's program enrollment will be terminated, and all future class enrollments will be cancelled.

Program completion requires successfully completing all courses in a program, other than courses that were excluded at the time of admission based on prior education or knowledge.

Upon successful completion of each course in a program, the student will receive a course completion certificate. Successful course completion requires that the student 1) attend and participate in 75% of the course hours, and 2) achieve of a minimum score of 70% on a final quiz. *Students who do not meet either of these two objectives will receive a course grade of Incomplete. If course deficiencies are not corrected within thirty days of the incomplete course end date, then the course grade will be changed to "Failed" and the student's program enrollment will be terminated, and all future class enrollments and GI Bill certifications will be cancelled.*

Corrective action may include one or more of the following:

- Attending make up time in another class session
- Attending a private tutorial session with an instructor
- Submission of a passing score on the final class quiz.
- Attending a scheduled practical skills review or practice session

Cancellation, Refund & Withdrawal

You may cancel this agreement by written notice with no penalty and receive a full refund any time prior to attending the first day of the first class in the program. To cancel or withdraw from the program at any time, send an electronic email request to registrar@nhrichmond.com .

If you withdraw from a program or New Horizons terminates your program enrollment, New Horizons will refund unused fees on a pro rata share based on the portion of the program that was completed compared to the total program length. The portion of a program completed is defined as the clock hours from the start of the program through the last session attended. The pro rata share will be proportional to course lengths and prices and will not vary more than 10% from the exact pro rata share proportional to course lengths only.

Payments that have been made by a loan provider will be refunded directly to the loan provider. Refunds will be issued within 40 days of when a student gives New Horizons written notice of withdrawal, or within 40 days of the date New Horizons terminates a student's enrollment for failure to meet standards of progress.

Should you need to reschedule any class, please give us ten business days' notice prior to the scheduled class start date. If you fail to do so, future scheduling may be on a standby basis only.

Terminations & Re-admittance to a Program

The training agreement expires one year from the date of your first class in the program. You may be terminated from the training program for failure to achieve satisfactory standards of progress or for a prolonged period of absence.

If terminated from a training program, refunds will be applied per our refund policy. A student who is terminated from New Horizons may apply for readmission, and, if readmitted, may have to pay the tuition rate in effect at the time of readmission. Attendance, absences, terminations, or schedule changes are reported when a student is certified to receive Veteran Administration (VA) education benefits.

A student whose program enrollment has been terminated for unsatisfactory progress may apply for re-admittance by providing an email or letter to the student's Education Consultant requesting re-admittance to the same program. After reviewing the letter, the Education Consultant will meet with the student to discuss the reasons the student stopped attending or was terminated from the program, and how similar issues will be avoided if the student is re-admitted. The Education Consultant will then consult with the center's General Manager, who will decide whether to allow re-admittance.

In the circumstance when an attending student is called away to military duty, the veteran is placed on a leave of absence until his/her return and choice to continue training. Upon return, the Education Consultant will discuss the available options to the veteran to adjust, reinstate and realign the training program. Previous admission paperwork will prevail unless significant changes have occurred including change of name, address, program content, the initial start date, new skills earned, and such. When a new student is called away for any reason prior to beginning their program, their application will be simply deferred until their return to begin their training.

Career Placement

When you are ready to begin your job search, New Horizons will help you in building your resume and interview skills and in finding open job positions. New Horizons does not guarantee job placement.

Certification

Vendor certification (Microsoft, CompTIA, Cisco, EC-Council, etc.) is not required but recommended for students attending career programs. Students seeking vendor certification must purchase and take additional examinations outside of the program classes. New Horizons provides a VUE testing center for the convenience of our students. Follow this link to register for certification exams: <https://home.pearsonvue.com/test-taker.aspx>.

Class Dates, Times, and Clock Hours

New Horizons runs classes Monday thru Friday, in both daytime and evening tracks. Depending on the course, typical daytime classes may run five days consecutively in one week (9:00 am to 5:00 pm at 6.5 clock hours per day) or expanded over two weeks, meeting on Monday, Wednesday, and Fridays (9:00 am to 4:00 pm, 5.5 clock hours per day). Typical evening classes run three nights a week: Tuesday, Wednesday, and Thursdays (6:00 to 10:00 pm at 3.6 clock hours per evening).

New Horizons program classes are certified for a specific number of clock hours by the State Council of Higher Education for Virginia (SCHEV) and the Virginia State Approving Agency (SAA) for the Veterans Administration. Clock hour durations exclude all break times during the class sessions.

Class Registration, Scheduling and Cohort Enrollments

Many career education programs offered at New Horizons are delivered in a cohort track. Several cohort tracks are scheduled each year with dates subject to change. In a cohort track, all courses within the program have specific start and end dates with multiple students attending the same track. Your Education Consultant will register your classes into the cohort track at time of student acceptance into the New Horizons program. Once enrolled into a cohort track, you will be given the entire schedule for the program completion.

If needed, please reschedule any class at least ten business days prior to the original scheduled class start date. Failure to do so could place future class scheduling on a standby basis only.

Completion of Program

New Horizons awards a certificate of completion for the successful completion of each individual class within a program, as well as a final certificate for completion for an entire vocational or certification program. New Horizons is not accredited and does not award degrees.

Conduct

Students are expected to always conduct themselves in a professional manner. Foul language, possession of non-prescribed drugs, alcoholic beverages, or weapons, disruptive or disrespectful behavior are each considered unsatisfactory conduct and are grounds for dismissal. A student who conducts himself in a manner detrimental to New Horizons, staff or other students will be terminated. Theft of property from New Horizons or other students is grounds for immediate dismissal.

Grading, Transcripts and Transfer Credits

New Horizons will give a pass/fail grade based on the standards of progress listed above. New Horizons is not an accredited school. At their sole discretion, another educational institution may choose whether to accept earned New Horizons class clock hours or any achieved vendor certifications as credits towards their program. Your transcript of your classes is available from the Registrar by email at registrar@dcnewhorizons.com as well as in the New Horizons Learning Management System (LMS). New Horizons may grant credit for previous education or experience as described in the *Previous Education and Prior Course Credit* policy.

Instructor Consultation, Make-up Time & Office Hours

Instructors hold office hours and are available by individual appointment on designated days and times for consultative student meetings and to schedule make-up time.

Leaves of Absence & Military Leave

Leaves of absence may be permitted. Please communicate with your Education Consultant to schedule a leave of absence. A request for leave of absence should be made by email and specify the reason for the absence and the duration of the expected absence. For students attending under GI Bill funding, interruptions in training will be reported to the Veterans Administration (VA) and may impact education benefits. For absences created by unexpected military leave and call to duty, incomplete grades and penalties may be suspended during leave time and absences reported to the VA accordingly.

Repeating Classes

On a space available basis, a New Horizons class may be retaken within twelve months of the original class at no additional charge, provided that the student brings their original courseware and that it is still current to the class being taught.

Payment

Payment must be made in full prior to the first day of the first class, except for students attending using certain U.S. military veteran education benefits or using other programs of sponsorship.

U.S. military veterans that provide New Horizons with a certificate of eligibility under Chapter 33 or a Veteran Readiness & Employment (VRE) purchase order for Chapter 31 may attend New Horizons courses with payment not due until the earlier of the date the VA provides payment to New Horizons or 90 days after New Horizons certifies tuition and fees. New Horizons will not impose any penalty, including assessing late fees, denial of access to classes, libraries, or school facilities, or require the student to borrow additional funds due to the inability to meet his or her financial obligations to New Horizons because of delayed payments for education assistance under Chapter 33 or 31, unless the student benefit is less than 100% covered.

Prerequisite Knowledge

Some courses recommend prerequisite knowledge, but none require prior attendance in another course.

Previous Education and Prior Course Credit

Should you already have the knowledge taught in a particular course within your program, that course can be excluded from your program. You may apply for a reduction in your program fees as well as request that clock hour credit be applied to your training program for similar courses attended within a three-year period of your application. To earn credit, please provide evidence of your credentials, knowledge or skills with your application including copies of your school transcripts, resume, and IT certifications that will be kept as a written record in your file. Upon receipt of your admission application, your experience and education will be evaluated by your Education Consultant and the School Certifying Official. Your signed enrollment documents will reflect the clock hour credit and price reduction earned for your experience that has been applied to

your training program. For veteran students, clock hour credit will be applied to your program upon VA certification of the first class in your training program.

Program Calendar & Cohort Class Calendar

The 2022 cohort program tracks start about every two to four months throughout the year. Start dates and individual class dates within each track are subject to change, please check with your Education Consultant for exact dates.

Cyber Security Specialist (CSS) Program

Duration: Evening classes, 4 months; Daytime classes, 1 month.

Evening starts: 2022: January, March, May, July, September, November

Daytime starts: 2022: January, February, March, April, May, June, July, August, September, October, December

Cyber Defender (CyberD) Program

Duration: Evening classes, 6 months; Daytime classes, 4 months.

Evening starts: 2022: January, July

Daytime starts: 2022: January, February, April, May, June, July, August, September

Network Support Technician (NST) Program

Duration: Evening classes, 5 months; Daytime classes, 4 months.

Evening starts: 2022: January, July

Daytime starts: 2022: January, February, April, May, June, July, August, September

Information Security Professional (ISP) Program

Duration: Evening classes, 9 weeks; Daytime classes, 6 weeks.

Evening starts: 2022: April, October

Daytime starts: 2022: January, March, April, June, July, August, October, November

Desktop Support Specialist (DSS) Program

Duration: Evening classes, 2 months; Daytime classes, 1 month

Daytime starts: 2022: TBA

The shorter IT certification tracks are frequent and may be scheduled to each student's convenience by the Education Consultant. Individual class dates are posted on the internet and continually updated on our website at www.nhrichmond.com.

Program Duration & Objectives

You must complete your program within one year of starting your first class. Students are welcome to attend multiple New Horizons programs, but may attend only one program at a time, completing it before progressing to another.

Program Fees

Prices listed in pages 11 through 13 of this guide are current as of January 2022 and subject to change. Program fees include textbooks, tuition, and free retake privileges. There are no exceptions, additional costs nor additional supplies necessary for program completion. Vendor certification exams are optional and available for purchase. New Horizons does not charge an admissions fee nor give credit for previously owned courseware. New Horizons program fees do not vary based on place of student residence.

School Holidays

New Horizons is closed for the following holidays in 2022:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- December 26-30, 2022

Severe Weather Policy

Should the Chesterfield County government close due to severe weather, New Horizons will not conduct classes. School closings, liberal leave policies, and delayed openings will not affect our normally scheduled class start time. If otherwise disturbed by weather events, your class schedule will be modified accordingly.

Veteran Students Attending New Horizons

For students attending New Horizons with GI Bill and Veteran Readiness educational benefits, attendance is reported to the Veterans Administration (VA). Program withdrawals and terminations are also reported to the VA.

New Horizons of Richmond, Virginia is approved to offer GI Bill[®] education benefits by the Virginia State Approving Agency (SAA).

GI Bill[®] is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at www.benefits.va.gov/gibill.

Non-Discrimination Policy

New Horizons does not discriminate based on race, religion, sex, national origin, or handicapped condition.

Complaint Resolution

Should there be a problem; the first point of contact at New Horizons is the Education Consultant. If the Education Consultant does not satisfactorily resolve the complaint, please speak with the general manager. A student will not be subject to unfair actions because of making a complaint.

Unresolved complaints may then be addressed to:

State Council of Higher Education for Virginia (SCHEV)
ATTN: Private and Out-of-State Postsecondary School Certification
James Monroe Building, 9th Floor
101 North Fourteenth Street
Richmond, Virginia 23219

Following SCHEV, the Virginia State Approving Agency (SAA) is the approving authority of veteran education and training programs in Virginia. This office investigates complaints of GI Bill veteran beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact the SAA office via email, SAA@dvs.virginia.gov.

I have received a copy of 2022 New Horizons' Career Changer Training Program Student Guide, which includes guidelines and policies on pages 16 through 23.

Student Name: _____

Signature: _____

Date: _____