

“Knowledge Creates Confidence – Confidence Creates Success”



# School Catalog

And Course  
Outlines



#74464470



## Catalog Date

**01-01-2019 through 12-31-2019**

Corporate Campus  
9087 Arrow Rte., Ste. 100  
Rancho Cucamonga, CA 91730  
(909) 466-5617  
Fax (909) 466-5622  
BPPE# 3303721

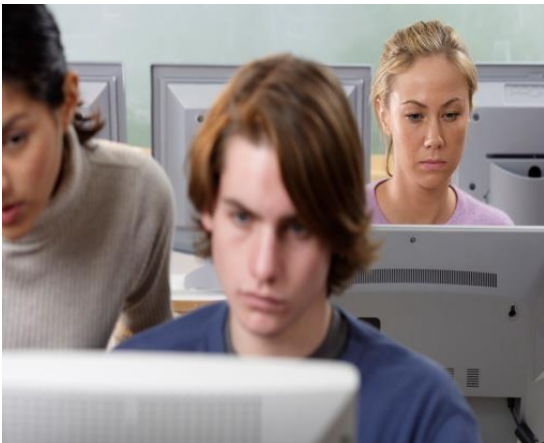
Satellite Campus  
1600 E. Florida Ave., Ste. 305  
Hemet, CA 92544  
(909) 466-5617  
Fax (909) 466-5622  
BPPE # 3304001

Satellite Campus  
14075 Hesperia Rd, #207  
Victorville, CA 92395  
(760) 596-1583  
Fax (909) 466-5622  
BPPE # 36052511

[www.agitechnology.com](http://www.agitechnology.com)



**AGI** instructors bring corporate-like training to the classroom! This gives students the same Quality training big corporations get!



- Small Class Size
- 10 Students per Instructor
- Individual Workstations
- Hands-on Learning
- Tool-kits for Technical Training
- All Textbooks
- Computer Lab
- Job Placement Assistance
- Tutoring Available

**Hands-on learning to prepare the individual for a Career in:**



- Administrative Assistant
- Medical Billers/Coders
- Medical Front Office
- PC Repair Technician
- Network Administration
- Data Processing

For more information on starting a new and exciting career please call our Corporate campus at **(909) 466-5617!**

**AGI Technology** offers its training courses in San Bernardino and Riverside counties. Our Corporate Campus is located in Rancho Cucamonga. We have satellite campuses located in Hemet and Victorville. All classes will be held at one of these locations.

**Main Campus**

9087 Arrow Rte., Ste. 100  
Rancho Cucamonga, CA 91730  
(909) 466-5617 ~ Fax (909) 466-5622  
BPPE # 3303721

**Satellite Campus**

1600 E. Florida Ave,#305  
Hemet, CA 92544  
(909) 466-5617  
BPPE # 3304001

**Satellite Campus**

14075 Hesperia Rd., #107E  
Victorville, CA 92395  
(760) 596-1583  
BPPE # 3605251

# Table of Contents

## Administrative Policies

Programs Offered, Tuition	4
Mission Statement, Goals	5
Student Population, Catalog Updates	5
Admission Requirements	6
Transfer of Credits, Prior Learning Credit	6
Approval and Disclosure Statement	7
Equipment, Class size, Library	8
Enrollment Dates, Hours of Operation	8
Job Placement Assistance	9
Holiday Observance	10
Student Dress and Appearance	10
Student Conduct, Drug and Alcohol Policy	10
Dismissal Policy, Parking	11
Graduation Requirements, Grading and Progress	11
Academic Progress	12
Attendance and Absence Policy, Attendance Probation	13
Attendance Suspension, Leave of Absence	14
Student Records/Right to Privacy	14
Complaint Procedure	15
Payment Policy	16
STRF Disclosures	16
Financial Aid, Third Party Payers	17
Student Protection	17
Equal Opportunity Statement	19
Disclosure Statement	20
Management Staff	21

## Courses

Legal Secretary*	22
Loan Processor**	24
Property Management**	25
Computerized Office Automation	26
Medical Front Office	27
Medical Back Office*	29
A+/PC Repair	30
MCP· MCSA	31
MCP· MCSE	33
Cisco Certification· CCDA	35
Cisco Certification· CCNA	36
Cisco Certification· CCNP	37

\*No longer enrolling students in these courses

\*\*Enrollment in these courses deferred until January 2, 2019

# Programs Offered 2019

## Legal Office / Real Estate

*Legal Secretary	320 Hours	\$5999
**Loan Processor	192 Hours	\$5950
**Property Management	256 Hours	\$5999

## Office Procedure

Computer Office Automation	192 Hours	\$3950
<u>OPTION: COA/w Mos Cert.</u>	240 Hours	\$4999

## Health Care

Medical Front Office	256 Hours	\$5550
MFO/w <u>Ins.</u> Billing & Coding	320 Hours	\$6045
*Medical Back Office	400 Hours	\$6999

## Information Technology

A+ Certification/P.C. Repair	192 Hours	\$3950
Microsoft Certified IT Professional		
MCSA	320 Hours	\$6500
Microsoft Certified Professional		
MCSE	420 Hours	\$8525
Cisco - CCDA	200 Hours	\$3000
Cisco - CCNA	200 Hours	\$3000
Cisco - CCNP	200 Hours	\$3000

\*Not enrolling in these classes at this time

\*\*Enrollment in these courses deferred until January 2, 2019

## **ADMINISTRATIVE POLICIES**

### **MISSION STATEMENT and GOALS**

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the school performance fact sheet, which must be provided to you prior to signing an enrollment agreement.

#### **MISSION STATEMENT**

AGI Technology is a private postsecondary school whose mission is to provide a complete learning experience for our students. AGI Technology unites people and technology so the individual:

- Can be trained to be productive in the current work-force
- Achieve the goals that have been set
- Become an asset to their new employers

#### **GOALS:**

AGI Technology, in working with employers, attempts to stay abreast of the current needs of these employers. We stress hands-on computer training coupled with an instructor led classroom setting. AGI Technology believes that **Knowledge Creates Confidence, and Confidence Creates Success**. AGI Technology helps the prospective job applicant with resume preparation, interviewing skills, and assists in the job search process.

#### **DESCRIPTION OF STUDENT POPULATION:**

##### **The typical student profile:**

AGE: 18-80 years of age

Sex: 60% Female, 40% Male

Income: Varies as to the former occupations of the worker being retrained.

Former Occupations: Some of the occupations students have previously worked at are truck driver, construction worker, assembly worker, food service worker, stock clerks, etc. Education: 50% will have a High School Diploma or GED; 5% will have some college.

#### **AGI TECHNOLOGY UPDATES THIS CATALOG ANNUALLY**

Annual updates to this catalog are made every year on January 1 of the current Year. Periodic updates may be made by the use of supplements or inserts accompanying the catalog. If changes in educational programs, educational services, procedures, or policies required to be included in the catalog by statute or regulation are implemented before the issuance of the annually updated catalog, those changes shall be reflected at the time they are made in supplements or inserts accompanying the catalog. A copy of the catalog will be provided to each prospective student at the time of the initial interview. The general public will be supplied with a copy by mail when they contact the school, or by attendance at a job fair that the school participates in or sponsors.

## **ADMISSION REQUIREMENTS:**

The courses offered by AGI Technology are open to both men and women who are citizens or are legal residents. Applicants must be 17 years of age or older. Applicants must possess a high school diploma or GED, or have the ability to benefit from the training offered in any particular program at AGI. In order to determine ability to benefit, the Wonderlic Basic Skills test will be given to all students who do not have a High School Diploma or G.E.D. A score of 50 verbal and 45 math is required.

Ability to benefit applicants will also be evaluated and examined by school staff to determine their eligibility and ability to benefit from the training offered. Additional testing may be required.

All of the instruction at AGI is offered in English. A 10<sup>th</sup> grade English proficiency is necessary. This proficiency is determined by the above referenced test. Classes will not be taught in any other language than English. No remedial English services will be offered.

## **NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION OR AT OTHER INSTITUTIONS**

If you have credits earned at another Institution that you may wish to transfer to a particular program offered by AGI, they will be examined at no additional charge or fee to determine if AGI can accept those credits. An achievement test for a particular program may be given. Acceptance will be based, but not limited to, the compatibility of these credits to your program of study at AGI. If accepted, the tuition charges and hours will be adjusted accordingly. No more than 30% of the credits earned at another institution can be accepted by AGI. If a student is dissatisfied with a decision in this matter they may make a written appeal to the School Director.

The transferability of credits you earn at AGI Technology Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma you earn in your course of instruction is also at the complete discretion of the institution you may wish to transfer. If the diploma that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending AGI Technology Institute to determine if your diploma will transfer. At the present time AGI does not have signed articulation agreements with other institutions. If necessary AGI will contact the institution you wish to transfer to and obtain a signed articulation agreement.

## **CREDIT FOR PRIOR EXPERIENTIAL LEARNING**

AGI will examine job duties of prior positions before granting credit for prior experiential learning.

## **NOTICE OF ACCEPTANCE OR ADMISSION OF STUDENTS FROM OTHER COUNTRIES**

At the present time AGI Technology Institute does not accept students from other countries. This is compatible with the above mentioned Admissions Policy.

## **APPROVAL AND DISCLOSURE STATEMENT:**

AGI Technology, 9087 Arrow Route, Suite # 100, Rancho Cucamonga, CA 91730 is approved by the California Bureau for Private Postsecondary Education pursuant to California Education Code Section 94311(d) (Approval # 3303721). Approval means that the institution and its operations comply with the minimum standards established under law for Private Post-Secondary Educational Institutions.

AGI Technology, 1600 E. Florida Ave. Suite # 305, Hemet, CA 92544 is approved by the California Bureau for Private Postsecondary Education pursuant to California Education Code Section 94311(d) (Approval # 3304001). Approval means that the institution and its operations comply with the minimum standards established under law for Private Post-Secondary Educational Institutions.

AGI Technology, satellite campus, Victorville, CA 92392 is approved by the California Bureau for Private Postsecondary Education pursuant to California Education Code Section 94311(d) (Approval # 3605251). Approval means that the institution and its operations comply with the minimum standards established under law for Private Post-Secondary Educational Institutions.

Approval to operate by the California Bureau for Private Postsecondary Education does not imply that the Bureau endorses any programs, only that they comply with the minimum standards set forth under the under law for Private Post-Secondary Educational Institutions.

AGI is an unaccredited institution (Not accredited by an accreditation recognized by the US Dept. of Education) and does not offer Degree programs. Graduates are not eligible to sit for applicable licensure exams in California, nor any other state.

Graduates without a degree, that is accredited, may not be recognized for some employment positions, including, but not limited to, positions with the State of California.

Students enrolled in an unaccredited institution are not eligible for federal financial aid under Title IV.

## **INSTRUCTIONAL EQUIPMENT:**

AGI Technology has all of the necessary equipment for lecture and laboratory practice. Classrooms contain IBM compatible computers at a ratio of 1:1, audio and video equipment, white boards, and reference materials and programs.

This catalog contains information on courses, instructors, and policies. We offer hands on instruction. AGI Technology, the facilities it occupies and the equipment it uses, fully complies with all local, state, and federal requirements as to fire, safety, building safety and health. AGI Technology is ADA compliant. All classes, at all 3 campuses, are held in industrial office centers with classroom space adequate to serve 15 students at any one given time. These spaces comply with the above regulations. A visit to one of the 3 campuses is encouraged.

## **CLASS SIZE:**

AGI Technology maintains a classroom instructor to student ratio of not more than 15 students per 1 instructor. AGI Technology believes that a small class size allows the student to learn more quickly and competently, thus leading to a faster return to gainful employment.

## **LIBRARY / RESOURCE CENTERS**

Our Library/Resource Centers at all 3 campuses, contain 3 fully functional computers with full internet access. Computers, as well as full text books, are available for students to utilize anytime the school campus is open. Access is available to all current students as well as graduated students. Students are encouraged to utilize the library/resource centers to enhance their learning experience as well as to promote their job growth.

## **OPEN ENROLLMENT:**

AGI Technology maintains an open enrollment policy. Most classes start on Monday following approval from their counselor or employment specialist. If a holiday falls on a Monday then the course will start on Tuesday. This is made possible by having small class sizes and/or the methods of instruction.

## **HOURS OF OPERATION:**

**Class hours are as follows and are dependent on course taken:**

Morning Session -Monday thru Thursday                      9:00 AM to 2:00 PM

Friday- Additional Lab (As needed)                              9:00 AM to 1:00 PM

Afternoon or evening sessions may be added depending on demand.



## **JOB PLACEMENT ASSISTANCE:**

AGI Technology is required by the State of California and various other agencies to track your employment. AGI Technology maintains a Placement Assistance Department whose function is to assist the graduated student in finding employment upon successful completion of their enrollment. Placement services are available for lifetime from the date of graduation.

As the name implies this department assists graduates in their job search. The graduate has the prime responsibility to conduct the job search. AGI Technology does not nor will not guarantee a job or starting wage. With this stated the following are the policies and procedures for the relationship between this department and the graduate:

The student understands that the placement department is only there to assist the student in job search. In other words, it is the graduate's responsibility to conduct the job search and the department will assist in any way that they can.

The student understands that they must comply with all reasonable requests by the placement department in order to conduct a successful job search.

The student understands that if they do not cooperate with the placement department, their privilege of using the department services will be in jeopardy.

The student understands that they will have to submit a resume to the placement department for use in job search. This resume must be submitted at least one month prior to their graduation date.

The student understands that when an appointment is set with the placement department they must attend that meeting or make other arrangements with the department.

The student understands that when an appointment is made for the student with a possible employer that appointment must be kept.

The student understands that they must keep the department informed of all placement and job search activities.

The student understands that they must keep the department informed of all employment. This includes the job position; the name, address, and phone number of the employer, the name of the contact person; and the salary received.

The student understands that they must sign the information release form included in the orientation packet so that employment information can be verified from the employer.

### **HOLIDAY OBSERVANCE:**

AGI Technology honors and does not hold classes on the following holidays: President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and the day after. The school also schedules a Holiday break period the last two weeks of December, which includes Christmas Day, and New Years Day. School resumes the day following the New Years Day observance. Other holidays or service days will be announced at least one week in advance of the day the school will be closed.

### **STUDENT DRESS AND APPEARANCE:**

Students are preparing for careers in the modern workforce. Now is the time to develop the habit of wearing the appropriate attire that is required on the job. Prospective employers visit our school and some students participate in internship programs at the school and on job sites, therefore, it is important that students be properly dressed in order to make the best possible impression. By accepting admission to AGI Technology, students agree to conduct themselves within the limits of acceptability to prospective employers. Students are expected to be neat, clean, and dressed consistently with the type of apparel that would be required in the modern business office. Students must wear appropriate or suitable dress when attending class. Shirts and shoes are required. No Tank Tops are permitted.

### **STUDENT CONDUCT:**

In order that there is no misunderstanding, AGI Technology reserves the right to place on probation, suspension, or termination any student who violates AGI Technology policies including but not limited to the following:

There shall be no

- Falsification and/or untrue statements made on applications and/or documents
- Insubordination to instructors or staff personnel
- Negative behavior and/or attitude including the use of profane or derogatory language.
- Unauthorized use of equipment. If you need to use the phone, ask.
- Willful destruction of property.
- Acts of theft. This applies to both school property and personal property of others.
- Carrying of a concealed or visible weapon of any type.
  - Possession of, use of, and/or being under the influence of any non-prescribed drugs or alcohol.

Students who have any questions regarding these policies should address them to the director in writing. AGI Technology reserves the right to deny readmission to any student terminated for misconduct.

### **DRUG AND ALCOHOL POLICY:**

AGI Technology is committed to maintaining a drug-free workplace and a drug-free school. The unlawful manufacture, distribution, dispensing, possession, or use of drugs, alcohol, or any other controlled substances is strictly prohibited. As a condition of enrollment our students are required to abide by this policy. AGI Technology cooperates with all local, state, and federal agencies.

## **DISMISSAL POLICY:**

A student may be terminated from school for any incident of intoxication or drug abuse. Possession of drugs or alcohol abuse inside school premises or on the school grounds, behavior that creates a safety hazard to another student, Administration, or faculty member or any misconduct will also be grounds for termination.

## **PARKING:**

All students will park in the spaces that are assigned to student parking at the three campuses of AGI Technology.

## **GRADUATION REQUIREMENTS**

In order to graduate, a student must complete all of the course requirements with a 70% cumulative GPA and a maintained 80% attendance. The tuition for the course must be paid in full at the time of scheduled graduation or AGI Technology will hold the certificate of graduation and the intended computer until such time as the tuition is paid.

## **GRADING AND PROGRESS SYSTEM:**

AGI Technology evaluates its students by using oral, written, and practical tests and projects each month. The oral and written tests account for approximately 25% of the grade, practical application tests account for approximately 75% of the grade. A test score of less than 70% will require a retake of the test.

AGI Technologies grading system is as follows:

A+	97-100	C+	77-79
A	93-96	C	73-76
A-	90-92	C-	70-72
B+	87-89	D+	67-69
B	83-86	D	63-66
B-	80-82	D-	60-62

Below 62 results in course failure.

## **ACADEMIC PROGRESS:**

The Higher Education Act mandates that institutions of higher education establish minimum standards of **“SATISFACTORY ACADEMIC PROGRESS”** for students receiving financial aid. AGI Technology applies these standards to all students, regardless of whether or not they are financial aid recipients.

Satisfactory academic progress is defined as meeting the minimum standards as set forth in the ACT and by meeting the pre-determined objectives as set by AGI Technology. These pre-determined objectives are outlined in this catalog, the orientation materials and the school curriculum.

### **Satisfactory progress is determined as follows:**

Students will be graded every two weeks. Grades are determined as a compilation of evaluations (written and practical) and such other criteria and observations as the school deems appropriate. To achieve satisfactory academic progress, the student must maintain a 70% GPA at all times.

### **Incomplete Subjects and Remediation:**

Students will be given an opportunity, at the discretion of the Director of AGI Technology and subject to space availability, to repeat, remediate or make-up lost work within 30 days of grade assignment and be credited the higher of any grade(s) earned, or a final, failing grade of %~~6~~+ will be rendered. Failure to make satisfactory progress may result in probation or termination.

## **ACADEMIC REVIEW AND APPEAL PROCESS:**

1. A challenge to the record for purposes of changing any of its contents must be requested in writing, stating fully the reason for the challenge.
2. The Director, in consultation with the instructor and the Campus Administrator will review all challenge requests. A determination will be made to either retain the records intact or change them. The student may meet with the Director or anyone designated to review conclusions.
3. Should the student request further review, a disinterested third party with competence in the program will be asked to review the student's records and the findings of the Director and make recommendations to the Director for final action.
4. Parental access to records is not permitted, unless the student is dependent, in which case all items in numbers 2 and 3 will apply to parents.

## **ATTENDANCE AND ABSENCE POLICY:**

Full-time attendance without absence is critical to the successful completion of all coursework that is offered by AGI Technology. To maintain satisfactory attendance, students may not be absent for more than 20% of the course hour time. Attendance will be monitored on a continual basis and calculated weekly. Students not attending at least 80% of their class hours will be placed on attendance probation as stated below.

All absences must be approved in advance. All students will submit their absence requests in writing. If the absence is not anticipated, it shall be the responsibility of the student to report the absence by telephone to AGI Technology.

All absences will be reported to your counselor, employment specialist, and/or any other governing body that has a financial or regulatory interest in the student's progress in training.

If the student misses two (2) consecutive days without prior approval, the student will meet with the Administrator who will advise the student of the impact of the absences on his or her academic progress and the possibility of being placed on attendance probation.

Students who have missed 10 (Ten) consecutive days without prior approval of the school and/or counselor will be dropped from the program.

## **TARDINESS/LEAVING EARLY:**

Students who are tardy or leave early on a persistent basis as determined by the course instructor and administrator will be required to attend a meeting with the administrator.

Persistent, non-excused tardiness or leaving early will be converted to absences ((three (3) tardy or leaving early equal one (1) absence)) and may result in attendance probation, suspension, and/or termination of enrollment.

Any unused portion of the tuition and fees will be refunded as outlined in the Tuition Refund Policy as stated in this agreement.

## **ATTENDANCE PROBATION:**

Any student failing to attend 80% of the scheduled class hours or has two (2) consecutive unexcused absences shall attend a meeting with the administrator of AGI Technology. If it is determined that these absences have seriously jeopardized the successful completion of the course work, the student will be placed on attendance probation and notified orally and in writing that any further absences will result in attendance suspension as outlined below.

The length of attendance probation will be for a minimum of 8 scheduled class sessions.

**During this probationary period, any additional absences may result in suspension or dismissal.**

## **ATTENDANCE SUSPENSION:**

A student will be placed on attendance suspension when the Director, in consultation with the instructor and administrator, determines that because of cumulative absences, the student cannot successfully complete the coursework. The student shall be notified in writing of the terms of reinstatement to include completion of assignments, monitoring of missed classes or other work to be determined by the director of AGI Technology.

A student may be subject to termination of enrollment if the original cause of suspension persists. In this event, any unused portion of tuition and fees will be refunded as outlined in the Refund of Tuition program in this agreement.

## **LEAVE OF ABSENCE:**

Occasionally circumstances arise that require students to interrupt their training. Students may be granted one leave of absence. To be granted a leave of absence you must submit in writing a request to the management of AGI Technology. This request must outline the circumstances and duration of the requested leave of absence. A leave may not exceed 30 calendar days. Only 1 (one) leave of absence may be granted in a 12-month period. Exceptions to this will be at the discretion of the Director based on individual circumstances.

## **STUDENT RECORDS / RIGHT TO PRIVACY:**

The Federal Right of Privacy Act of 1974 enables all students to review their academic records, including grades, attendance, transcripts, and counseling reports. Student records are confidential and only such agencies or individuals authorized by law are allowed access without written permission from the student.

State law requires that all records be maintained for 5 years. These records will be kept at the school to make them accessible to students and graduates. A copy of the records will be kept off site to insure safety from fire or theft.

Student transcripts will be kept in the student files and a separate transcript file. Copies of transcripts will be kept off site to insure safety from storage or theft. Storage of transcripts will be for an indefinite period of time.

Students may request a review of these records by writing to the school director. All reviews will be scheduled during regular school business hours under appropriate supervision.

## **COMPLAINT PROCEDURE:**

Students are encouraged, at all times, to verbally communicate their concerns to members of the faculty and administration for amicable solutions. If a student feels that additional action must be taken or that their concerns are not being given the merit they feel is needed, then a written grievance, addressed to the School Administrator, can be submitted.

The written grievance must be submitted to the School Administrator within 48 hours of any incident. The School Administrator will verify that the student has made a verbal attempt to resolve the concern with the instructor or other staff member. After the student follows the above steps, the School Administrator will call a grievance committee hearing within 24 hours of receipt of report. The grievance committee will consist of the School Administrator, the instructor and/or any other appropriate staff members.

In addition, all persons involved with the incident must be present at the time of the hearing. The committee will hear the evidence and then meet in a closed session to review the evidence and render on a decision. The decision of the committee will be communicated immediately.

If the decision is unacceptable to the student, the student must then, within 24 hours of the hearing, send copies of all documents and a cover letter to the school ownership explaining why the decision is unacceptable. All complaints will be resolved within 30 days of the from the receipt of the incident report.

**Unresolved complaints may be directed to:**

**Bureau For Private Postsecondary Education  
2535 Capitol Oaks Drive #400, Sacramento, CA 95833  
(916)-431-6959 FAX (916)-263-1897 Toll-Free (888) 370-7589**

## **TUITION PAYMENT POLICY:**

All tuition and fees for a specific program are payable in advance unless other arrangements are made with the school prior to commencing classes. **NOTE:** A \$75.00 non-refundable Registration Fee is included in cost of all programs. In the case of VA funding, the non-refundable Registration Fee is not to exceed \$10.00. A non-refundable **STRF** fee may be charged if the student is eligible. Eligibility for **STRF** is outlined below.

## **STUDENT TUITION RECOVERY FUND DISCLOSURES.**

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

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

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

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party."

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau
5. An inability, after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act. However, no claim can be paid to any student without a social security number or a taxpayer identification number.



If a student obtains a loan from a third party to pay for the educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received financial aid funds, the student is entitled to a refund of the monies not paid from financial aid program funds. At the present time the school does not offer any installment plans to pay for tuition.

## **FINANCIAL AID PROGRAMS**

Being a non-accredited Institution, AGI cannot offer any student access to any Federal or State financial aid programs.

## **THIRD PARTY PAYERS:**

If a third party payer is funding the course taken by the student, the student will follow all additional guidelines stipulated by the third party payer. The student is also reminded that the graduation requirements policy of the school will apply even when a third party payer is responsible for the payment of the tuition. Any refunds due will be paid directly to the third party payer.

## **STUDENT PROTECTION:**

### **Cancellation, Withdrawal and Refund Rights**

- “ **You have the right to cancel this enrollment agreement for and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later for educational service, any equipment or other goods and services. Cancellation occurs when you give written notice of cancellation at School address shown on the front page of this Catalog or as noted on the Enrollment Agreement. You can do this by mail, in person, by FAX or telegram to: School Director of AGI Technology 10722 Arrow Rte., Ste. 712, Rancho Cucamonga, CA 91730**
- “ The notice of cancellation, if mailed, is effective when deposited in the mail, properly addressed with postage prepaid. This notice need not take any particular form; it needs only to state you wish to cancel the agreement. You will be given two notices of cancellation forms on the first day of class. If you cancel your enrollment, the School will refund any money that you paid within 30 days after your notice is received.
- “ If the school has given you any equipment or books, you shall return them to the school within 30 days following the date of your notice of cancellation. If you fail to return the equipment or books in original condition within the 30-day period, the school may charge you for equipment or books, and deduct that cost from any refund that may be due. Once the equipment or book is paid for, it is yours to keep without further obligations.
- “ You have the right to withdraw from the school at any time. If you withdraw from the course of instruction after the cancellation period as stated paragraph 1, the school will remit a refund less a registration fee or any STRF fee assessed after the seventh day of enrollment. The Registration Fee shall not exceed the lesser amount of 5% of the total costs or \$75.00. The maximum registration fee for VA students shall not exceed \$10.00. The refund shall be made within 30 days following your withdrawal.

**(Continued on next page)**

## **(Cancellation, Withdrawal and Refund Rights continued)**

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

If you obtain books, uniforms and/or equipment noted the in this catalog and/or on your Enrollment Agreement, and return them in good condition within 30 days following the date of your withdrawal, the school shall also refund the amount paid by you for the equipment or books. If you fail to return the equipment or books in good condition within 30 days, the school may retain the documented cost of the listed equipment or books that exceeds the refund amount.

School may retain lesser amount of a pro rata portion as described below (up to 60% of course completion) or the documented cost of the listed equipment. (For 2<sup>nd</sup> term, or re-enrolled students, the documented cost+). You are liable for the amount, if any by which (the pro rata or documented cost) for equipment exceeds the refund amount.

### **Refund Calculation**

The refund will be calculated in the following manner:

- From the total course cost a registration fee, not to exceed \$75.00 will be deducted.
- From the resulting figure the cost of equipment or books will be deducted.
- From the resulting figure any STRF assessment that was due will be deducted.
- This will give you the actual tuition+figure.
- This figure is then divided by the total number of hours in the course.
- The resulting figure is the hourly rate of instruction.
- The hourly rate is then multiplied by the actual number of hours attended.
- The resulting figure is the actual amount of tuition owed to the school.
- To this figure is added the registration fee, any STRF fee and the cost of unreturned books or equipment.
- This results in the total amount that is owed to the school. If this figure is less than the amount prepaid, a refund will be issued. If this figure is less than the prepaid amount, a refund for the difference will be issued.

An example would look like this:

The student enrolls in a course that costs \$3950.00. This is broken down as: Reg. Fee-\$75.00, books and equipment-\$400.00 (including computer), tuition -\$3475.00. The course is 256 hrs in length. You begin classes and are issued your books, but not the computer. The course cost is paid in full. You withdraw after attending 132 hrs and do not return books.

#### **The calculation:**

\$3475.00 (tuition) divided by 256 (total hrs) equals \$13.57 (the hourly rate).

\$13.57 multiplied by 132 (actual hrs attended) equals \$1791.24 (the amount of tuition owed) plus \$400.00 (cost of books issued and not returned) plus \$75.00 (Reg. Fee) plus any STRF fee equals \$2266.24 (the amount owed school).

**(Refund Calculation continued next page)**

### **(Refund Calculation continued)**

\$3950.00 (amount paid school) minus \$2266.24 (amount owed school) equals \$1683.76. This is the amount of refund that will be sent to the responsible party.

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

- (A) You notify School of your withdrawal or the actual date of withdrawal.
- (B) School terminates your enrollment.
- (C) You fail to attend classes for a three-week period.
- (D) You fail to return from a leave of absence,

The date of withdrawal shall be deemed to be the last date of recorded attendance. If any portion of your tuition was paid from loan proceeds, the refund will be sent to the lender or agency that guaranteed the loan.

### **EQUAL OPPORTUNITY IS THE LAW:**

It is against the law for any individual, institution, or government agency, whether it be federal, state or local to discriminate against any other individual in the United States, on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, political affiliation or belief.

### **WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION**

If you think that you have been subjected to discrimination by any institution or in particular under any program or activity, you may file a complaint within 180 days from the date of the alleged violation with either of the following:

Bureau for Private  
Postsecondary Education  
2535 Capitol Oaks Dr., Ste. 400  
Sacramento, CA 95833  
(916) 431-6959  
Fax (916) 263-1897

Civil rights Center  
Director, Civil Rights Center  
U.S. Department of Labor  
200 Constitution Ave. N.W  
Room N-4123  
Washington, D.C. 20210

## DISCLOSURES

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the school performance fact sheet, which must be provided to you prior to signing an enrollment agreement.

Any question a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at: 2535 Capital Oaks Dr. Ste. 400, Sacramento, CA 95833 [www. Bppe.ca.gov](http://www.Bppe.ca.gov), (916) 370-7589 or by fax (916) 2631897

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

This institution does not have a pending petition in bankruptcy, or operating as a debtor in possession, and has not filed a petition within the preceding five years, or has had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under chapter 11 of the United States bankruptcy code (11 U.S.C. Sec 1101 Et SEq).

Prior to signing your enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing the agreement. These documents contain important policies performance data for this institution. The Institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, prior to signing the agreement.

This Institution does not offer dormitory/housing facilities or have access to under its control. The availability of housing located reasonably near the institution is the responsibility of the student to seek out and obtain.

**There are ample rental properties and properties for sale in the Rancho Cucamonga, Fontana, and Ontario areas. The range of costs for these facilities vary according to demand at any given period of time. Market value is dependent upon demand. At the present time the estimation of the approximate cost or range of cost of housing for rental is between \$1,025.00 per month and \$1,950.00 per month. No facilities are recommended or sponsored by this institute. It is the responsibility of the student to seek out and obtain a facility.**

Student services provided at AGI include, but are not limited: Admissions counseling, determination of ability to benefit, job placement(as described on page 9 of this catalog), Library/Recourse centers(as described on page 8 of this catalog).

## MANAGEMENT STAFF

### **GOPAL D. CHATURVEDI – DIRECTOR**

Gopal D. Chaturvedi has earned a B.S.E.E. and a MBA from the University of Phoenix. He founded AGI Technology Institute in 2001. He has 18 years of experience in managing a computer company and has been working in the computer industry for the last 22 years. Mr. Chaturvedi has experience in mainframe, mini, and microcomputers. Before starting AGI, he ran a computer repair service business from 1985 to 1998.

## **SCHOOL STAFF**

<b>Gopal Chaturvedi</b>	Chief Executive Officer
<b>Gloria Baucham, Pharm D</b>	Administrator
<b>Position Open (Part-Time)</b>	Marketing & Recruiting Specialist
<b>Maria Cruz</b>	Administrative Assistant
<b>Keith Sheffield</b>	Microsoft Office, A+, MCP(MCSA/MCSE) Instructor
<b>Eberth De La Torre</b>	Microsoft Office and A+, MCP(MCSA/MCSE) Instructor

All other teaching positions are open at present time. As need arises they will be filled with qualified individuals.

A qualified teacher will either have a degree in the subject matter or will have at least 3 years experience in the field and demonstrate the ability to impart their knowledge to others.

## COURSE DESCRIPTIONS

**Legal Secretary:**

**320 Hours**

<b>Class Title</b>	<b>Description</b>	<b>Class Number</b>	<b>Clock Hours</b>
<b>Introduction to Computers</b>	The student will learn to operate and move through the Windows Operating System.	COA-100	32
<b>Keyboarding</b>	Student will learn to type & 10key.	COA-101	32
<b>Ms Word</b>	Assignments and production work include creation of, and formatting of, word processing documents as used in the business environment.	COA-102	32
<b>MS Excel</b>	Enter and edit data, create simple formulas and graphs in a spreadsheet application.	COA-103	32
<b>Basic Terminology</b>	Students will learn to form word parts, pronounce legal terms, understand legal terminology in written form as well as oral communication.	LSY-100	24
<b>Intro to the Legal Sec. Profession</b>	Law office environment procedures and professionalism.	LSY-101	16
<b>Legal Office Procedures</b>	Contracts, landlord/tenant, litigation, wills and estates, family, personal injury, titles and changes, criminal and immigration.	LSY-102	64
<b>Basic Legal Writing</b>	Grammar and basic legal writing and formatting of legal documents.	LSY-103	32
<b>Legal Research</b>	Learn legal research both in a law library and on-line.	LSY-105	32
<b>Survey of the Court System</b>	Examining the court system in California.	LSY-104	24

## **(Legal Secretary continued)**

### **Description and purpose of course**

#### **Overall objective:**

Graduates will be proficient in legal theory and software specific to the legal industry. Emphasis is placed on basic law office procedures, a variety of legal documents, word processing, data base, and spreadsheet software in the legal industry.

#### **Emphasis:**

The Legal Secretary program trains students for employment in the legal field. Students will be equipped with specific entry-level occupational skills necessary to meet employment goals of the field. The curriculum has a special area of intense instruction that deals with business skills, attitudes, and ideals necessary to understand and adjust to in the legal field.

#### **Careers:**

Graduates will be employable either in an attorney's office, courts, law enforcement agencies, government offices, or insurance offices.

#### **Equipment, Materials, and Textbooks provided:**

Ballentine's Legal Dictionary . Legal Assistants edition. Judicial  
Council Forms, free on-line.

Legal Secretary's Complete Handbook  
Uniform System of Citation  
Clear and Effective Legal Writing  
Process of Legal Research

All necessary supplies, including notebook, pencils, access to computers, printers, paper and ink.

No Externship required.

#### **School Reference Books**

Law Office Procedures Manual, The Rutter Group, Encino, CA 91436  
Rules of Professional Conduct, State Bar Act, State of California California  
Rules of the Court, State of California

#### **Course Certificates Awarded**

Certificate of Graduation

**Loan Processor:****200 HOURS**

<b>Class Title</b>	<b>Description</b>	<b>Class Number</b>	<b>Clock Hours</b>
<b>Introduction to Computers</b>	The student will learn to operate and move through the Windows Operating System.	COA-100	20
<b>Keyboarding</b>	Student will learn to type.	COA-101	20
<b>Ms Word</b>	Assignments and production work include creation of, and formatting of, word processing documents as used in the business environment.	COA-102	30
<b>MS Excel</b>	Enter and edit data, create simple formulas and graphs in a spreadsheet application.	COA-103	30
<b>MS Access</b>	Learn database basics such as creating and editing, working with tables and queries.	COA-104	30
<b>QuickBooks</b>	Create a company, lists and reports, invoices, payables, receivables, payroll	QBS-100	20
<b>Loan Processing</b>	Loan applications, Interview process, Pre-qualifications, Debt ratios, Document Processing, Estimates, Truth-In-Lending, Appraisals, Credit Reports, Red Flags, Credit Scoring, Pricing loans, Rate sheets, Amortization books, Credit Analysis, Tax Returns, Financial Statements, Title Escrow, Property profiles, Preliminary, Title Reports, Closing Statements,	LPR-100	50

**Description and purpose of course****Overall objective:**

Students will be exposed to and learn all phases and techniques used in the initiation, processing, And finalization of mortgage loans. The student will also receive training in various computer programs, including, but not limited to Microsoft applications. No Externship required.

**Emphasis:**

Emphasis is placed on maintaining a good relationship with lenders and clients. Special emphasis is placed on using computerized programs such as **MS Office, QuickBooks**, and other lending related software.

**Careers:**

Graduates will be employable as a loan processor, commercial loan collector, loan and credit clerk, mortgage-closing clerk, disbursement clerk and mortgage processor.

**Equipment, Materials, and Textbooks provided:**

Access to a classroom computer for all learning.  
 All necessary supplies, access to printers, paper, ink and filing supplies.  
 Learning Microsoft Office 2003, Weixel, Fulton, Pearson Prentice Hall DDC, NY  
 QuickBooks Pro 2002, An Introduction, Horne, Prentice-Hall, New Jersey  
 Fundamentals of Loan Processing, Lewis, Capstone Institute, Georgia

**Course Certificates Awarded**

Certificate of Graduation



**Property Management:****260 Hours**

<b>Class Title</b>	<b>Description</b>	<b>Class Number</b>	<b>Clock Hours</b>
Introduction to Computers	The student will learn to operate and move through the windows operating system	COA . 100	30
Keyboarding	Student will learn to type	COA . 101	30
MS Word	Assignments and production work include creation of and formatting of word processing documents as used in the business environment.	COA . 102	30
MS Excel	Enter and edit data, create simple formulas and graphs in a spreadsheet application.	COA . 103	30
MS PowerPoint	Learn PowerPoint basics to create, edit and format a slide show presentation.	COA . 104	30
QuickBooks	Create a company, lists and reports, invoice, payables, inventory, payroll.	QBS - 100	40
Property Management	Learn the principles of property management, Explore professional management, preparing rental property for occupancy, How to set, rental rates explore the legalities of security deposits, How to draw up lease agreement, How to advertise, Set up the process of selecting tenants, How to set up Maintenance management, Eviction and Legal problems, Property Management Insurance, Taxes and accounting systems.	Prop . 100	70

**Description and purpose of course****Overall objective:**

Students will be exposed to and learn all phases and techniques used in the renting and leasing management of both residential and commercial properties. The student will also receive training in various computer programs, including but not limited to Microsoft applications. No Externship is required.

**Emphasis:**

Emphasis is placed on maintaining a good relationship with tenants and property owners. Special emphasis is placed on using computerized programs such as **MS Office, QuickBooks**, and other related software. No externship required.

**Careers:**

Graduates will be employable as Property management clerks, Assistant property managers, and/or building managers.

**Equipment, Materials, and Textbooks provided:**

Access to a classroom computer for all learning.

All necessary supplies, access to printers, paper, ink and filing supplies.

Learning Microsoft Office 2003, Weixel, Fulton, Pearson Prentice Hall DDC, NY QuickBooks Pro 2002, An Introduction, Horne, Prentice-Hall, New Jersey Fundamentals of Property Management.

**Course Certificates Awarded**

Certificate of Graduation

<b>Course Title</b>	<b>Description</b>	<b>Class Number</b>	<b>Clock Hours</b>
Introduction to Computers	The student will learn to operate and move through the windows operating system.	COA-100	20
Keyboarding	Student will learn to type. (weekly)	COA-101	12
MS Word	Assignments and production work include creation of and formatting of word processing documents as used in the business environment.	COA-102	40
MS Excel	Enter and edit data, create simple formulas and graphs in a spreadsheet application.	COA 103	40
MS PowerPoint	Learn PowerPoint basics to create, edit and format a slide show presentation.	COA-104	20
MS Outlook	Learn the basic of Outlook and how it benefits the work environment	COA-105	20
Test Prep		COA -106	20

***Description and purpose of course***

**Overall Objective:** Participants will be exposed to and learn all phases and techniques used in working with Microsoft Office, including Word, Excel, Access, PowerPoint and Outlook. In addition the student will be exposed to learning various office techniques and career development.

**Emphasis:** Special emphasis is placed on mastering the skills needed to successfully work in many exciting clerical occupations. No Externship required.

**Careers:** Graduates will be employable either in private or public entities utilizing the skills attained in their course work. They will be employable as receptionists, office clerks, administrative assistants, information clerks, customer service clerks, data entry clerks, and many other rewarding positions.

**Equipment, Materials, and Textbooks provided:**

Access to a classroom computer for all learning  
 All necessary supplies, access to printers, paper, ink and filing supplies.  
 Learning Microsoft Office 2010 Weixel, Fulton, Wempen, Stevenson, Pearson Prentice Hall DDC, New York

**Course Certificates Awarded**

Certificate of Graduation  
 Participant **may** take MOS certification exam.

**MEDICAL FRONT OFFICE****256 Hours(Optional320 Hours)**

<b>Class Title</b>	<b>Description</b>	<b>Class Number</b>	<b>Clock Hours</b>
Introduction to Computers	The students will learn to operate and move through the windows operating system.	COA-100	10
MS Word	Assignments and production work include creation of, and formatting of, word processing documents as used in the business environment.	COA-102	32
MS Excel	Enter and edit data, create simple formulas and graphs in a spreadsheet application.	COA-103	32
MS Access	Create, Enter and Utilize various Data Bases in a DataBase Application.	COA-104	32
Medical Terminology	Learn medical terms, insurance terms and anatomy and physiology as used in physicians offices	MFO-100	30
Medical Insurance/Front Office Procedures	The student will study all forms of medical insurance from private to governmental coverage. They will learn how to complete CMS forms. They will also learn proper front desk protocol, HIPAA, appointment setting, collection of copays, etc.	MFO-101	60
Introduction to Medical Billing (OPTIONAL: Intro to Insurance Billing and Coding)	The student will learn to input both patient and insurance information for the purposes of billing, processing claims, pursuing collections, scheduling, printing statements and produce reports. (OPTIONAL: The student will also be introduced to insurance billing and coding.)	MFO-102  (MFO-103)	60  (64)

## **Medical Front Office Continued:**

### **Description and purpose of course**

#### **Overall Objective:**

Student will be exposed to and learn all phases and techniques used in working with Microsoft Office Word, Excel and Access. In addition, they will be exposed to and learn about the different types of medical insurances. The student will acquire knowledge of medical terminology, anatomy and physiology, as well as commonly used insurance terms. They also learn all the techniques used to process all phases of medical billing and insurance claims using a Medical Office Software program. Students will learn coding techniques, scheduling, collection of co-pays, claims completion, and proper front desk protocol.

#### **Emphasis:**

Emphasis is placed on maintaining good patient and insurance company relations. Special emphasis is placed on using computerized programs such as MS Office and Medical Software Management programs. No Externship required.

#### **Careers:**

Graduates will be employable in either private or public medical offices, and/or by insurance claims companies.

#### **Equipment, Materials and Textbooks provided:**

Access to our classroom computer for all learning.

All necessary supplies, access to printers, paper, ink and filing supplies.

Learning Microsoft Office 2010, Weixel, Fulton, Pearson Prentice Hall DDC Publishing, NY

Insurance Handbook for the Medical Office (Text & Workbook), Fordney

A Short Course in Medical Terminology, Chabner

ICD-10-CM, CPT-4 and HCPCS Coding Books (for classroom reference only)

#### **Course Certifications Awarded;**

Certificate of Graduation

**MEDICAL BACK OFFICE:****400 Hours**

<b>Course Title</b>	<b>Description</b>	<b>Class Number</b>	<b>Clock Hours</b>
Medical Terminology	The student will become very knowledgeable in most commonly used medical terms, and abbreviations.	MBO-100	50
Anatomy & Physiology	The student will learn, throughout the length of program, the necessary anatomy and physiology required to perform his/her duties.	MBO-101	50
Medical Insurance	The student will study all types of medical insurance from private to governmental coverage. They will learn to complete CMS forms. They will learn to use the ICD-9, CPT-4 and HCPCS coding books.	MBO-102	40
Medical Back Office	The student will study back office procedures that will include patient history, vitals signs, patient prep. Medical documentation recording, venipuncture, lab prep; Procedures and patient follow-up	MBO-103	260

**Description and purpose of course****Overall objective:**

Students will be exposed to and learn all necessary medical terms and abbreviations with special emphasis on anatomy and physiology, as well as commonly used insurance terms. Students will learn about the basics of medical insurances. They also learn all the techniques used to aid the physician in the examination and treatment of patients.

**Emphasis:**

Emphasis is placed on maintaining good patient and insurance company relations. No Externship required.

**Careers:**

Graduates will be employable in either private or public medical offices, and hospitals

**Equipment, Materials, and Textbooks provided:**

Access to a classroom computer for all learning  
All necessary supplies, access to printers, paper, ink and filing supplies. A text book to be chosen at a later date.

**Course Certificates Awarded**

Certificate of Graduation

<b>Course Title</b>	<b>Description</b>	<b>Class Number</b>	<b>Clock Hours</b>
<b>Core Hardware</b>	The Student will learn about motherboards, memory floppy and hard drives, trouble shooting fundamentals, supporting I/O devices, multimedia technology, power supplies, communications, networking fundamentals, and printers	PC-100	80
<b>Operating Systems</b>	Introduction to operating systems, memory management, file and folder management, supporting Windows 9x, Windows NT workstation, Windows 2000 Professional, Windows XP, Windows networking, internet, printing, virus protection, support and troubleshooting	PC-102	80
<b>CompTia Test Preparation</b>	Intense study preparation for the CompTia A+ Certified Professional Tests	PC-103	40

**Description and purpose of course****Overall objective:**

Participants will be exposed to and learn all phases and techniques used to become proficient in repairing, diagnosing, and troubleshooting the personal computer.

**Emphasis:**

Special emphasis is placed on hands-on learning that includes instruction on troubleshooting, upgrading, diagnosing problems, customer satisfaction, and test preparation. No Externship required, but voluntary externships are encouraged.

**Careers:**

Graduates will be employable either in computer stores, private and public companies, repair shops computer assembly and installation companies.

**Equipment, Materials, and Textbooks provided:**

All necessary textbooks, supplies, access to printers, paper, and ink  
**A+ Certification, CompTia**

**Course Certificates Awarded**

Certificate of Graduation

**Comptia Testing (2 exams-included in program cost)**

CompTia Core A+--220-901 + 220-902

**MCITP-Microsoft Certified Solutions Associate (MCSA)****320 Hours**

<b>Course Title</b>	<b>Description</b>	<b>Class Number</b>	<b>Clock Hrs</b>
Microsoft Windows server environments	Developing and managing Windows Server 2012. Intro to, managing and automating AD DS Admin. / Objects	MCSA-410A	30
Microsoft Windows server infrastructures	Implementing, configuring and troubleshooting IPv4, IPv6,DNS and DHCP.	MCSA-410B	30
Microsoft Windows server infrastructures and environments administration	Implementing and managing disks, volumes and storage. Implementing and managing File and Print Services, Group policy and server virtualization. Securing windows servers.	MCSA-410C	30
Domain Names, ADD Services, User and Service Accounts.	Configuring and troubleshooting Domain Name Systems. Maintaining Active Directory Domain Services. Managing User and Service Accounts.	MCSA-411A	30
Implementing and Managing Group Policy	Implementing a Group Policy Infrastructure, Managing user desktops with Group Policy	MCSA-411B	20
Network roles, protection, access and Optimization.	Install, Configure and Troubleshoot Network server role. Implementing NAP/Remote Access. Optimizing File Services.	MCSA-411C	30
Configuring Encryption, Auditing, Images, Updating, and Managing.	Configuring Encryption and Advanced Auditing. Deploying and Maintaining Server Images. Implementing Update Management. Monitoring Windows Server 2012.	MCSA-411D	30
Implementing Adv. Network and File Services, and DAC	Configuring, Implementing, Optimizing, Managing, and DHCP features, DNS settings, IPAM, iSCSI storage, BranchCache and DAC.	MCSA-412A	30
Implementing AD DS	Implementing AD DS Deployments, Service Sites and Replication	MCSA412B	20
Implementing and Administering AD RMS, AD FS, and NLB	Implementing and Administering ADRMS, Active Directory Federation Services, and Network Load Balancing.	MCSA412C	30
Implementing FC, FC with Hyper-V, and VC DR	Implementing, Configuring, and Maintaining Failover Clustering and Failover Clustering with Hyper-V. Implementing Business Continuity and Disaster Recovery.	MCSA-412D	30
Test Preparation	Preparation for MCSA Certification Testing (.70-410, 70-411,70-412)	MCSA-101	20

## **MCITP-Microsoft Certified Solutions Associate (MCSA) Continued**

### **Description and purpose of course:**

#### **Overall objective:**

Participants will be exposed to and learn all phases and techniques used to design and implement the infrastructure for business solutions based on the Microsoft Windows Server 2012 platform.

#### **Emphasis:**

Special emphasis is placed on the student successfully passing all certification examinations to prove to the industry that the individual is knowledgeable in installing, maintaining, upgrading and troubleshooting computer networks using Microsoft products. No Externship required.

#### **Careers:**

Graduates will be employable as Network Administrators, Computer and Information Managers, Computer Security Specialists, and Data Recovery Specialists, plus many other exciting opportunities. Graduates can expect to obtain employment in either the public or private sector.

**Prerequisite:** Enrolling student **must** possess An A+ Certification

#### **Equipment, Materials, and Textbooks provided:**

All necessary supplies, access to printers, paper, and ink

#### **Texts**

Microsoft: Installing and Configuring Windows Server 2012 R2- Exam Reference 70-410

Microsoft: Administering Windows Server 2012 R2- Exam Reference 70-411

Microsoft: Configuring Advanced Windows Server 2012 R2- Exam Reference 70-412

#### **Microsoft Testing is based on classes successfully completed:**

MCP- MCSA 3 Exams

#### **Course Certificates Awarded:**

Certificate of Graduation



**MCP-Microsoft Certified Solutions Expert (MCSE)****420 Hours**

<b>Class Title</b>	<b>Description</b>	<b>Class Number</b>	<b>Clock Hrs.</b>
Server upgrade, Deployment and Virtual Machine Management.	Planning Server Upgrade and Migration. Planning Implementing a server Deployment Strategy. Planning and Deploying Servers using Virtual Machine Manager.	MCSE-413A	40
IP Configuration, IP Address Management and Name Resolution.	Designing and Maintaining an IP Configuration and Address Management Solution. Designing and Implementing Name Resolution.	MCSE-413B	40
Active Domain Services, AD DS Infrastructure, Group Policy and AD DS Topology.	Design/Implement an AD Active Domain Forest and Infrastructure, An AD DS Unit Infrastructure, Group Policy Strategy, and an AD DS Physical Topology.	MCSE-413C	40
Storage and File Services, Network Protection and RAC	Planning, Designing and Implementing Storage and File, Network Protection and RAC	MCSE-413D-	40
Management of EDC, and Virtualization Strategy.	Overview of Management in an EDC. Planning and implementing a Server Virtualization Strategy while [preparing Network and storage for Virtualization.	MCSE-414A	40
Planning and Deploying Virtual Machines and Administrative Sols.s	Planning, implementing, and deploying Virtual Machines and implementing Virtualization Administrative Solutions.	MCSE-414B	30
Server Monitoring Strategy and File Services and Applications	Planning and implementing a server monitoring strategy and implementing high availability for file services and applications.	MCSE-414C	30
High Availability Infrastructure using Failover Clustering and BCS.	Planning and implementing a High Availability Infrastructure using Failover Clustering. Planning and implementing a BCS	MCSE-414D	40
Public Key Infrastructure and Identity Federation Infrastructure.	Planning and implementing a Public Key Infrastructure and Planning and implementing an Identity Federation Infrastructure.	MCSE-414E	30
Data Access for users and devices. Rights Management.	Planning and implementing Data access. Planning and implementing an Information Rights Manage Infrastructure.	MCSE-414F	40
Test Preparation	Preparation for MCSE Certification Testing (.70-413, 70-414)	MCSE-101	20

## **MCP-Microsoft Certified Solutions Expert (MCSE) Continued**

### **Description and purpose of course:**

#### **Overall objective:**

Participants will be exposed to and learn all phases and techniques used to design and implement the infrastructure for business solutions based on the Microsoft Windows Server 2012 platform.

#### **Emphasis:**

Special emphasis is placed on the student successfully passing all certification examinations to prove to the industry that the individual is knowledgeable in installing, maintaining, upgrading and troubleshooting computer networks using Microsoft products. No Externship required.

#### **Careers:**

Graduates will be employable as Network Administrators, Computer and Information Managers, Computer Security Specialists, and Data Recovery Specialists, plus many other exciting opportunities. Graduates can expect to obtain employment in either the public or private sector.

**Prerequisite:** Enrolling student **must** possess a MCSA Certification

#### **Equipment, Materials, and Textbooks provided:**

All necessary supplies, access to printers, paper, and ink

#### **Texts**

Microsoft: Designing and Implementing a Server Infrastructure- Exam Reference 70-413  
Microsoft: Implementing an Advanced Server Infrastructure- Exam Reference 70-414

#### **Microsoft Testing is based on classes successfully completed:**

MCP- MCSE--2 Exams

#### **Course Certificates Awarded:**

Certificate of Graduation

Course Title	Description	Class Number	Clock Hours
Module 1	Applying a Methodology to Network Design	CCD-100	20
Module 2	Structuring and Modularizing the Network	CCD-101	20
Module 3	Designing Basic Campus-Switched Network	CCD-102	20
Module 4	Designing an Enterprise WAN	CCD-103	20
Module 5	Designing IP Addressing for the Network	CCD-104	20
Module 6	Selecting Routing Protocols for a Network	CCD-105	20
Module 7	Evaluating Security Solutions for the Network	CCD-106	20
Module 8	Designing Networks for Voice Transport	CCD-107	20
Module 9	Applying Basic Network Management Design Concepts	CCD-108	20
Module 10	Test Preparation	CCD-109	20

## Description and purpose of course

**Overall Objective:** Foundation-level Cisco certification. Certifies skills in designing routed and switched LAN, WAM and dial-access network.

**Emphasis:** Such as security, converged networks, and quality of service (QoS), virtual private networks (VPN) and broadband technology. No Externship required.

**Careers:** The CCDA certification (Cisco Certified Design Associate) indicates a foundation or apprentice knowledge of network design for the Cisco Internet work Infrastructure. CCDA certified professionals can design routed and switched network infrastructures involving LAN, WAN, and dial access services for businesses and organizations,

### Equipment, Materials, and Textbooks provided:

Access to a classroom computer for all learning  
 All necessary supplies, access to printers, paper, ink and filing supplies. Current Textbook according to CISCO CCDA certification requirements.

### Course Certificates Awarded

Certificate of Graduation

# Cisco Certified Network Associate (CCNA)

200 HOURS

Course Title	Description	Class Number	Clock Hours
Module 1	Introduction to Computer Networking Concepts; The TCP/IP and OSI Networking Models. Fundamentals of LANs, WANs, IP Addressing and Routing and TCP/IP Transport, Applications & Security.	CCN-100	15
Module 2	Ethernet LAN Switching Concepts; Operating Cisco LAN Switches; Ethernet Switch Configuration and Troubleshooting	CCN-101	15
Module 3	Wireless WANS	CCN-102	15
Module 4	IP addressing; operating Cisco routers; Routing protocol concepts and configuration; and Troubleshooting IP routing	CCN-103	20
Module 5	WAN concepts and configurations; Virtual LANs; spanning Tree Protocol and troubleshooting LAN switching	CCN-104	20
Module 6	IP routing static and connected routes; VLSM and route Summarizations; IP access control lists and troubleshooting IP routing	CCN-105	20
Module 7	Routing Protocol Theory; OSPF; EIGRP and troubleshooting routing protocols	CCN-105	20
Module 8	Point to Point WAN; Frame Relay concepts, configuration and troubleshooting and Virtual Private Networks	CCN-106	20
Module 9	Network Address Translation; IP Version 6	CCN-107	15
Module 10	Tests Preparation		40

## Description and purpose of course

**Overall Objective:** Apprentice-level certification for installing, configuring, and operation LAN, WAN and dial-access services for small networks.

**Emphasis:** Such as security, converged networks, and quality of service (QoS), virtual private networks (VPN) and broadband technology. No Externship required.

**Careers:** The CCNA certification (Cisco Certified Network Associate) 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, Ethernet, Access Lists.

## **Equipment, Materials, and Textbooks provided:**

Access to a classroom computer for all learning  
All necessary supplies, access to printers, paper, ink and filing supplies.  
Cisco CCNA ICND2 Textbook and CD

## **Course Certificates Awarded:**

Certificate of Graduation

## Cisco Certified Network Professional (CCNP)

Course Title	Description	Class Number	Clock Hours
Module1	Building Scalable Cisco Internet works	CNP-100	50
Module 2	Building Cisco Multi-layer Switched Networks	CNP-101	50
Module 3	Building Cisco Remote Access Networks	CNP-102	50
Module 4	Cisco Inter network Troubleshooting	CNP-103	50

### Description and purpose of course

**Overall Objective:** Mid-level Cisco Professional Certification. CCNPs can install, configure and troubleshoot LAN, WAN and dial-access services for enterprise organizations with networks from 100 to more than 500 nodes.

**Emphasis:** Such as security, converged networks, and quality of service (QoS), virtual private networks (VPN) and broadband technology.  
No Externship required.

**Careers:** The CCNP certification (Cisco Certified Network Professional) indicates advanced or journeyman knowledge of networks. With a CCNP, a network professional can install, configure, and troubleshoot local and wide area networks for enterprise organizations with networks from 100 to more than 500 nodes. The content emphasizes topics such as security, converged networks, quality of service (QoS), virtual private networks (VPN) and broadband technologies

### Equipment, Materials, and Textbooks provided:

Access to a classroom computer for all learning  
All necessary supplies, access to printers, paper, ink and filing supplies.  
Current Cisco textbook and CD

### Course Certificates Awarded

Certificate of Graduation