Course Catalog
2013 - 2014

722 W. Army Trail Rd
Carol Stream, IL. 60188
Phone: 630-372-0100
Fax: 630-372-0101
Web: www.CareerChangeTraining.com
Email: Info@CareerChangeTraining.com

Table of Contents

Career Change Training Center
Real World Hands-on Training
We get you ready.

WELCOME AND CONGRATULATIONS!

I'm Raj Lamba, President of Digital Security Service, Inc., an IT Consulting firm that is also known as **DP Tech Group**. Career Change Training Center is our IT training division dedicated to helping students get the training needed to start a successful career in IT. We take fierce pride in offering real value for your investment. Our consulting company serves hundreds of small and medium-sized businesses and residential customers. We understand what employers are looking for, what you need to satisfy their requirements, and what it takes to succeed when you're hired to build a career with a bright future and high degree of professional satisfaction.

Our program is unique in the industry: Comprehensive, and specifically designed to meet your needs to succeed in the rapidly growing and high-demand field of Information Technology. Most importantly, your training will also satisfy hiring managers that will recognize work experience that represents preparedness and a readiness to work and succeed in the IT Support field.

This is your first step towards a successful career in IT but **CCTC** isn't a boot camp or crash course. We learned long ago that there is no quick fix and students learn best from a sustained, long-term approach with an emphasis on hands-on real world training especially when making a career change into a new field.

IT is all we do, and *The Desktop Support Specialist Course* is designed to prepare you for a successful career in the field of IT Support. Enrollment is open, but it is limited to five students per month and sixty students per year. The focus is on the individual. Curriculum and experience are tailored to your strengths, weaknesses and needs.

The goal is a solid foundation based upon experience, knowledge, and confidence, so that upon graduation you are prepared to test for **A+** and **MCTS** certifications, get hired, and succeed.

The classroom is a live computer repair center, and along with personalized instruction from a senior IT tech, you'll work on real problems, for real clients, in real time, gaining real work experience that will provide you an edge you'll value more every day, from exposure and hands-on familiarity with leading hardware and software applications. The learning experience will be further enhanced and reinforced with e-learning materials, interactive online labs and videos.

So we congratulate you, we invite you, and we welcome you to come and learn from real IT professionals, and when you do, I'll make you a promise unheard of in the training industry:

At **CCTC,** we train our students *until they are employed*.

This is our guarantee, our commitment, and our promise.

Raj Lamba, A+, Network+, MCSE, MCT
President

THE CTCC MISSION

CCTC's mission starts with a commitment to provide job-oriented IT training to begin a career in a growing, sustainable and financially rewarding field, and to empower our students to change their lives for the better.

How we do it, and the success of our graduates, speaks to our Training Philosophy.

THE CCTC TRAINING PHILOSOPHY

Our programs revolve around a central fact that comes from decades of combined IT experience. Success is the product of gaining both specific knowledge *and* practical experience.

To make a career change there are no shortcuts or quick fixes. We aren't rushing our students towards certification exams intended for candidates with deep experience. We prepare our students for a successful career as a Support Specialist by providing them with experience to give them a solid foundation of knowledge and certifications that complements their experience.

Practice, not a boot camp, makes perfect. Repetition and hands-on work experience over a six-month course provides real knowledge, real confidence, and real value for the time and money a student invests in their future. Our commitment is to provide our students with all of the resources and help they need to succeed.

At **CCTC,** learning is reinforced over time, and features the elements required to more than pass a test, but to give a student the confidence to get a good job and succeed at it. Our approach builds upon textbooks and tests, but goes beyond them by instructing and training students in a live computer repair center, on wide variety of hardware and software.   We learn best – and retain what we learn best – by doing. Everything that a student learns in classroom is further reinforced with e-learning tools, online labs and video-based training.

Towards the end of the class, with what our students have experienced, and complemented by their practice and study outside of class, we'll begin the process of formally preparing them for certification exams.

As you learn at your own pace with training that doesn't end until you're employed.

Our classrooms are small and feature personalized training designed around your strengths, weaknesses, needs and interests. The right training approach, great instructors that actually work in IT, and students that are committed to building a better future and taking responsibility for their future together create a unique learning environment.

CCTC PARTNERSHIPS

At CCTC, we're proud that our commitment to IT training has earned recognition by three critically important organizations.

It's nice to be recognized, but what this means to our students, in terms of ongoing learning and savings opportunities, has even greater value.

The Microsoft IT Academy Program is a college- and career-ready education program, designed to provide students with the 21st century technology skills necessary to acquire certification and be competitive in today's rapidly evolving workplace.

Our partnership with the Microsoft IT Academy allows us to offer our Career Change students access to state of the art labs and additional training curriculum created – and backed – by the world's foremost software developer.

In addition to the expanded learning opportunities, students have unlimited access to online training courses and labs valued above $5000. Even better, they have a full year of continued access after graduating to continue learning.

Microsoft IT Academy students often get a second chance to pass a certification exam if they failed on their first attempt.

As a CompTIA Authorized Partner, **CCTC** is approved to deliver classroom-style training for the **A+** Certification Exam.

CCTC students also benefit with 10% off the cost of CompTIA examinations.

As a Pearson VUE Authorized Testing Center our students have the flexibility and convenience of taking their CompTIA certification exams onsite.

EMPOWER YOURSELF WITH KNOWLEDGE

Start with some basic market research.

By doing a little homework, you'll find the school in the IT field that is right for you, Schools, curriculum, length of program, philosophy and hoped-for employment opportunities that come after, vary dramatically. From two and four-year colleges and universities, to specialty and vocational schools, the biggest question is ***what's right for you?***

It helps to think of it in the context of three things that are essential to know and understand:

- ✓ **Understand your field of interest – by** knowing the facts about job demand in your area of interest. The more you know, the better you can ensure the field makes sense for you.

- ✓ **Understand what Employers demand –** by knowing the skills and experiences required. Choose a school that meets these requirements.

- ✓ **Understand what the Training Provides or Doesn't –** it can vary dramatically. After you have identified what employers are looking for you'll be able to find the school that can best prepare you to satisfy their requirements.

Follow it with a little Field Research.

What would you like to do one day in the IT Support field? Most new graduates usually qualify for a first job as a Desktop Support Specialist/Technician, Helpdesk Support Specialist, or PC Technician. There is a wealth of publicly available data from U.S. Department of Labor, Bureau of Labor Statistics that will give comprehensive information about those jobs. How many jobs there are, anticipated hourly and annual salary, growth trends and more. Links are posted on our website.

Finish with some Job Market Research.

This is easy to do, and will give you a real and comprehensive understanding of the current job market in your area. Check out the major job boards, like monster.com, computerjobs.com, careerbuilders.com, dice.com, and others, and review the jobs that are posted.

By looking at actual jobs posted, you'll see what hiring managers are looking for, with a clear understanding of the skills they expect and the experience that they demand.

After doing your research, you'll find that in the IT Support field, Hiring Managers value field experience above anything. The right training will enhance your ability to get a job. This is the core of **CCTC's** philosophy, and precisely what our program offers. **CCTC** provides students real world work experience that is then complemented by certification, further enhancing the likelihood of being hired because experience is prized above all other criteria.

WHAT YOU NEED TO KNOW ABOUT CERTIFICATION

For a Career Change student there is only one thing worse than doing the wrong thing at the wrong time, it's doing the right things, but in the wrong order.

Simply Stated:

- IT Certifications <u>are for experienced professionals</u> to validate their skills.
- IT Certifications <u>are not for students</u> without prior experience to validate.

What this means is first get experience, and then get certified. You'll find links on our website to more detailed information, but here's a quick summary of what you really need to know now.

The CompTIA A+ Certification Profile

This Certification requires candidates to pass two exams, and prior to testing, CompTIA recommends that candidates have a minimum of 500 hours of hands-on experience in lab or field. It tests for the fundamentals of computer technology, networking, and security, and measures communications skills and professionalism that are now expected of entry-level IT professionals.

Source: **CompTIA** - http://certification.comptia.org/getCertified/certifications/a.aspx

The Microsoft Certified Systems Engineer (MCSE) Certification Profile

This is a higher-level certification that **Microsoft** has designed and is intended for candidates with one to two-years experience in designing, installing, configuring and troubleshooting network systems. It is clearly not intended for entry-level or new IT graduates.

Source: **Microsoft** - http://www.microsoft.com/learning/en/us/certification/mcse.aspx

The CCTC Approach to Certification

Our graduates will be prepared and ready to test and obtain **A+** and **Microsoft Certified Technology Specialist (MCTS)** certification.

Our training program provides students with the right training, the right hands-on experience and the right certifications that complement their experience and training to help them prepare for a job that they will most likely qualify as a beginner.

We do not place our career change students in certification programs designed for IT professionals with years of hands-on experience.

There are no shortcuts to a career, and our program is designed to help students build a strong foundation for a long successful career by doing the right things in the right order.

THE CCTC DIFFERENCE

Career Change Training Center is different by design, what follows is clear definition of what to expect from us – as well as what we expect you to demand of yourself as a **CCTC** student.

A GAME PLAN FOR CAREER CHANGE

Our program is not a boot camp or crash course to cram knowledge in a compressed time frame and push you towards benchmarks and certifications before you're ready. **The CCTC Desktop Support Specialist Program** is a six-month course designed to sustain learning and retention, giving graduates a solid technology footing. We're owned and operated by IT professionals with the goal of preparing you to succeed in IT with a job-hunting edge, because *you're ready*.

THE CLASSROOM IS A LIVE COMPUTER REPAIR CENTER

Rather than simulated environments that try to mimic real working experience, you'll work on real IT problems for real clients alongside senior IT techs by doing real work in real time.

YOUR GOAL IS 450 HOURS BY THE END OF TERM

We meet twice per week, four hours per day for no less than six months; as long as it takes for you to master the material and find employment. But the **192 hours** in our classroom is just part of it; we strongly advise no less than ten hours per week of practice *outside of class.* The more time you spend with technology, the greater your comfort, confidence and familiarity, and your practice will make time with your instructor more relevant, productive and valuable, and attests to your personal commitment to your success.

EXPECT PERSONAL ATTENTION

We limit enrollment to five students per month, and only sixty students per year. You won't find overcrowded classrooms at the expense of the individual attention that you need and deserve.

WE'RE FLEXIBLE BECAUSE LIFE IS COMPLICATED

Start anytime – the curriculum is about you, directed at your strengths, weaknesses and needs. We aren't waiting to fill up a quota of students, and have never – and will never – cancel a class due to lack of enrollment.

MASTER MATERIAL AT YOUR OWN PACE

After assessing your readiness we define your needs using **CCTC's Career Objective Form**, and will never herd you through a course of study designed for a group – *it's about you*.

A PARTNERSHIP WITH YOUR INSTRUCTOR

There is no doubt when you've mastered your objectives: Mastery is acknowledged only *after* you and your instructor sign-off on the Career Objective Form. Step-by-step, with consensus agreement that both student and instructor can celebrate before moving on to the next objective.

SOLID PREPARATION FOR CERTIFICATION

At the completion of the course, graduates will be prepared to test for **A+** and **MCTS Certification.** Because you've learned at your own pace, you'll approach this phase of your new career with confidence because you'll be ready, and *know it*. Our approach is sustained learning and practical experience over time to put you on the best path to success.

THE CCTC GUARANTEE IS LIKE NO OTHER

We'll train our students until they are employed. This is our guarantee and commitment.

What this means is that the class doesn't end until you are 100% confident of your skills and abilities. If it takes you longer than six months we'll stand by you until you are confident. Our students also have continued access to online curriculum, labs and learning tools, and are always welcome to drop in to continue training, ask questions or to even just say hello.

ADMINISTRATION / STAFF

Raj Lamba
President and Chief Managing Employee

Calling IT the driving focus of Raj Lamba's life might be an understatement. Since founding an Information Technology Consulting and Training firm in 1999 at the age of twenty, his vision to *do it better* continues with no sign of slowing and a record of both accomplishment and industry recognition that continues to grow.

As IT consultants, **DP Tech Group** has always viewed the task at hand as more than simply solving problems; it's part of an ongoing effort to discover more efficient and more effective ways to mitigate and even prevent problems.

Little wonder that **CCTC** training reflects this same guiding principle.

Over the years, Mr. Lamba has been responsible for the training of hundreds of students in his career. This includes employees of Fortune 500 companies and other prominent organizations and agencies.

His vast experience and invaluable guidance reflects a lifelong passion for learning and teaching, and is evident in the development and administration of all training programs offered at the Career Change Training Center. Mr. Lamba's objective is to offer students willing to invest and take responsibility for their future a practical and effective program to change their lives for the better.

Mr. Lamba holds many certifications including A+ Certified Technician, Network+ Certified, Certified Novell Administrator, Microsoft Certified Systems Engineer, Cisco Certified Network Associate, and is a Microsoft Certified Trainer.

Joy Lamba
Training Manager and Lead Technician

Joy Lamba holds a MBA in Marketing from Punjab College of Technical Education (PCTE) located in Punjab, India, earned in 2006. Since 2007, she has been responsible for oversight of all operations at the DP Tech Group.

Over the past five years, Mrs. Lamba has supervised the repair of over 4000 computers and laptops, and today oversees all support operations at DP Tech Group. Since 2007, she has ensured that IT and customer support operations result in the timely resolution of all cases.

Since **CCTC** obtained its approval from ISBE in 2011, Mrs. Lamba has assumed responsibility for **CCTC** training operations, providing guidance and support for our students. Additionally, Mrs. Lamba also provides technical assistance for staff and students.

Mrs. Lamba is A+ Certified with over 5 years of hands-on experience in the IT support field.

CAREER SERVICES

CCTC has designed the course to meet – and exceed when possible – the requirements of most employers. This explains the emphasis placed on work experience over simulation, and crafting customized, one-on-one instruction, versus learning in large groups at the lowest common denominator pace.

Students are encouraged to do research, and learn about the job market and hiring expectations, because every local market is unique. While much is covered in our program, going beyond it can help a student differentiate themselves from other candidates competing for employment.

Advice and guidance throughout our training program for every student is a given. As is our commitment to provide <u>training until they are hired</u>. Our career advisors are continually researching new opportunities. When new positions are identified, students can count upon those leads being forwarded to them.

We'll assist our graduates with everything from resume development to mock interviews, with the intent of preparing students for the real ones.

By law **CCTC** cannot guarantee a job upon graduation, but we guarantee a quality of training superior to any other, with an absolute confidence that our program provides students a level of preparation giving them a decided advantage.

We see it every day, in a level of student confidence and experience that employers can't miss.

STUDENT SERVICES

At **CCTC,** our commitment to our students' success is manifested in many ways. This is something we take enormous pride in, because our mission is for each student to get the most from their training. We want each student to graduate with a level of professional confidence that prepares them for a successful IT career, and offer the following services.

ONE-ON-ONE TUTORING

Sometimes students require a little extra help or special attention on a subject they're struggling with or may have a special interest in. Students are encouraged to seek One-on-One tutoring outside of class, and requests are welcomed and should be made to the training manager.

GROUP TUTORING

Group tutoring sessions are available and offered at no charge. Students can initiate their own group tutoring sessions or choose to participate in an existing one. The training manager will be happy to provide additional information.

PRACTICE LABS

With access to labs, students have increased access to even more hands-on experience, and at **CCTC,** that's fine with us – it's what we're all about! Please contact the training manager to inquire about lab availabilities and other questions.

REAL WORK FOR REAL CLIENTS

CCTC provides computer repair and support services to a diverse spectrum of clients throughout the Chicago metropolitan area' including small and mid-size businesses, as well as residential customers. This provides an abundance of troubleshooting and solution finding for a wide range of real world problems, and invaluable practical experience.

MARKET FREELANCE SERVICES

Upon graduation, many of our students can market their expertise professionally and offer their services for computer support. **CCTC** will assist students in this area, sharing resources and tips to become successful in this growing and lucrative area. Many students may supplement a full-time job with an independent IT repair and support venture from their homes.

IT SUPPORT

At no additional charge, **CCTC** provides every graduate with free IT Support for a full year after completing the course. If assistance is needed to troubleshoot a problem, students are invited to bring it in. We'll work on it together, continuing the learning experience by complementing it with real world experience.

JOB PLACEMENT SERVICES

We can't guarantee you a job, but we do guarantee you a superior program and support that doesn't disappear when you graduate. You'll be better prepared than the competition, and your work experience won't go unnoticed with hiring executives.

We want you to succeed, and are committed to helping each student succeed. **CCTC** will help find job postings that make sense for our graduates, and help them apply. We'll help to spruce up your resume, presenting the training and work experience gained with us, showcased properly and proudly.

A Typical Day at CCTC

Just what can you expect? In class and outside of class, a day packed with purposeful action, reflecting our commitment to your success and your own dedication to changing your life on the way to a new and rewarding career. You can do it in as little as six short months, but what if you need more time?

If, for whatever reason, that's the case, our promise is to continue <u>training until you're employed</u>. The simple fact is that every hour of training *past* the originally targeted six months adds to your experience, enhancing your resume with what hiring executives are looking for.

In Class

If you were expecting to sit in a classroom packed with other students trying to make sense of dry textbooks, you're in the wrong place. Our method uses textbooks as references and guides, but because we learn better by doing, we place even greater emphasis upon real working experience.

Using your **CCTC Career Objective Form** as a guide, you'll review it along with the instructor and the senior technicians you may be working with that day.

Next is a hands-on review of the current hardware and software that requires diagnosis in the repair center. As part of this process, you'll review open trouble tickets that are either pending or underway. Note that this is not a simulated work experience, but work for real customers

New trouble tickets may also be created as, once again, this is part of what IT technicians do.

Based upon the analysis and diagnosis with your instructor or senior technician, you'll contact clients to provide them an update and status of work being performed for them. In some cases, you'll ask questions, if additional information is required, as well as answering their questions.

Students will routinely dial-in and remotely access client servers and workstations to resolve their technical issues. What's gained by doing this level of work in real time cannot be overstated.

Upon occasion, students will go onsite with the senior technician to resolve the trouble ticket.

Down time is filled with practice to master the objectives on your Career Objective Form.

Repetition is the key, and repeating procedures not a few times but dozens of times, ensures that when the time comes for you and your instructor mutually sign-off on mastery of defined objectives; you've earned it and are ready.

OUTSIDE OF CLASS

Your commitment is to practice and study, at least 10 hours per week outside of class. You may watch online videos, participate in labs, or review textbook material. We strongly recommend a minimum of one-hour per day, another example of repetition's role in sustained learning that is retained and becomes your foundation of knowledge.

Of the 10 hours, we recommend at least one-hour per day, three days a week, be devoted to Practice Exams for **A+** and **MCTS Certification**.

As a student, you will have access to our classroom labs and facilities – just notify the training manager so we're able to have what you need in place. We recommend no less than six-hours per week of practice in the lab.

PUTTING IT ALL TOGETHER

By now you've noticed vitally important common themes ringing loud and clear.

First, the **192 hours of class time** that we provide is where it begins.

At **CCTC,** we take a proactive real world approach to getting you ready, but we also view the process of learning as a partnership between students and instructors.

Second, are the hours of practice and study to reinforce what students learn in class.

Your success is a direct result of your commitment to learning. The more you practice, and the greater your dedication and willingness to take responsibility for your role in making a career change, the stronger your foundation and the deeper your level of confidence.

The more you put in to it, the more you can expect to get out of it.

At **CCTC, w**e're providing the technical training on a wide array of hardware and software, while immersing you in the real world problems encountered when using them, and how working technicians diagnose and repair them.

We expect our students to make the most of their opportunity.

If you're committed to doing what it takes to learn, our commitment is to stay with you and continue your training until you're employed.

DESKTOP SUPPORT SPECIALIST PROGRAM

Tuition Cost: $9500   **Clock Hours: 192**   **Weeks: 24**

The Desktop Support Specialist course is designed as a superior entry-level course for students starting or changing to a career in the Information Technology field as an IT support specialist.

Our program is not a boot camp or crash course to cram knowledge in a compressed time frame and push you towards benchmarks and certifications before you're ready. The Desktop Support Specialist Program is a six-month course designed to sustain learning and retention to provide graduates a solid technology footing.

Students will learn as they assemble and disassemble computers and laptops from different manufacturers and work with a wide array of software applications. Students will gain real world hands-on experience as they learn and train by working on real problems, for real clients, in real time, alongside senior IT technicians in a live computer service center. The focus is teaching students the tools, utilities, and techniques to troubleshoot, configure and repair computer systems typically not found in simulated classrooms.

We meet twice per week, four hours per day for no less than six months; as long as it takes for you to master the material and find employment. But the 192 hours in our classroom is just part of it; we strongly advise no less than ten hours per week of practice outside of class. The more time you spend with technology, the greater your comfort, confidence and familiarity. Your practice will make time with your instructor more relevant, productive and valuable, and attests to your commitment to your success.

You can expect personal attention. We limit enrollment to five students per month, and only sixty students per year. You won't find overcrowded classrooms at the expense of the individual attention that you need and deserve.

In order to successfully complete the program students must master each objective on their Career Objective Form. The program is designed around the fact that most students learn by doing. Each objective is performed multiple times by the student in order to perfect their skills. Once the student is confident that they have mastered the objective, the instructor will test their readiness by having them perform the task. When the student completes the objective to the satisfaction of the instructor, the instructor and student will mark the objective as complete and move on to the next objective.

Start anytime – the curriculum is about you, directed at your strengths, weaknesses and needs. Not all students learn at the same pace and our program is designed around the individual. Students can rapidly complete objectives they are experienced with and take their time on others.

Skills are learned to provide **CCTC** students genuine confidence in their technical capabilities. At the completion of the course, graduates will be prepared to test for **A+** and the **MCTS Certification**. You'll approach this phase of your new career with confidence because you'll be ready. Our approach is sustained learning and practical experience over time to put you on the best path to success

Pre-requisites:

All students must demonstrate basic understanding of operating a computer and successfully pass the basic computer assessment test. A high school diploma or GED is required.

Course Objective:

- Assemble and Disassemble Desktop and Laptops for major brands
- Configuration of E-mail services for iPhone, Android and Blackberry
- Configuration of Wireless Routers
- Installation and Configuration of HP Printers (local and network)
- Installing Network Switches and Patch Panels
- Installation and Configuration of Network Area Storage
- Install and Configure Windows XP, Windows Vista, Windows 7, Windows 8 & MAC OSX
- Understanding of various Boot Disks for Diagnostics.
- Installation and Configuration of Anti-Virus, Anti-Spyware and Spam filtering applications
- Installation and Configuration of major email clients
- Implementation of Data Backup strategies
- Understanding of Remote Administration and Support Utilities
- Creating and Updating support tickets though a Ticketing System
- Installation, Configuration and Management of Virtualization technologies
- Installation and Configuration of desktop software applications
- Setup and Configuration of networks.

Hardware:
- HP Laptops & Desktops
- Dell Laptops & Desktops
- IBM/Lenovo Laptops &Desktops
- Gateway Laptops & Desktops
- MAC Laptops & Desktops
- HP Printers
- Blackberry, iPhone , Android
- Wireless Routers (Dlink / Linksys / Netgear)
- Network Switches / Patch Panels
- Network Area Storage

Operating Systems:
- Windows XP
- Windows Vista
- Windows 7
- Mac OS X 10.5/10.6

Diagnostics / Troubleshooting Utilities
- Boot Disks (Dos / Mini Windows)
- PC Check / Memtest86
- Password Reset Utilities
- Over 100+ utilities

Internet Security
- Symantec, Mcafee, TrendMicro, AVG
- MalwareBytes, Webroots, Spybot
- Host Files / OpenDNS

Email Clients
- Microsoft Outlook / Outlook Express, Windows Mail
- Mac Entourage

Data Backup / Migration
- Norton Ghost / Acronis / ImageX
- Cloud Backups, Manual Backups
- Symantec Netbackup, Backup Exec, NTbackup

Remote Control Applications
- Remote Desktop / Remote Assistance
- LogMeIn, WebEx
- VNC

Helpdesk Applications
- vTiger, CRM

Installing Software Applications
- Microsoft Office Suite (XP, 2003, 2007, 2010)
- Office for Mac, Adobe Reader, Flash, Java, WinRar, Winzip, FTP Client, Internet Explorer, Firefox, Safari, Chrome, Visio, Microsoft Project, iTunes, Microsoft Access, Quickbooks, Online Messengers

Network Setup
- Peer-to-Peer Network, Server Based Network
- File & Print Sharing, Security, Permissions

Virtualization
- Virtual PC, Hyper-V, VMWare

Prerequisites
- High School Diploma / GED Basic understanding of computers
- Good Communication Skills

Hours
- 192 hours (8 hours per week: 24 weeks)

SCHEDULE - PROGRAM START & END DATES:

CCTC works with a small number of students each year. We limit our enrollment to 5 students per month and a maximum of 60 students per year. Our program is designed around each individual student and progress is measured through the Career Objective Form. Our students can start at anytime. We do not publish start dates for our program.

The projected end date for each student is six months from the date of the first class. If a student needs more time to complete the program, CCTC will continue to provide training at no additional cost. Our commitment is to provide our students with all the resources and the help they need in order to start a successful career without feeling rushed.

Registration Fee	$100
Books & Supplies	$400
CompTIA A+ Training Kit (Exam 220-801 and Exam 220-802) Publisher: Microsoft Press MCTS: Configuring Windows® 7 (Exam 70-680) Publisher: Microsoft Press MCTS: Online e-learning labs 20 pc. Hardware Toolkit	
Tuition	$9000
Total:	**$9500**
Outside of Class Expenses	
CompTIA A+ Exam Vouchers: $183 x 2 = $366 Microsoft Exam Voucher: $150 **Total Cost of Exams: $516**	

CONSUMER INFORMATION

Reporting Period: July 1, 2011 - June 30, 2012

DISCLOSURE REPORTING CATEGORY	*Desktop Support Specialist*
A) For each program of study, report:	
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.	0
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:	
a) New starts	1
b) Re-enrollments	0
c) Transfers into the program from other programs at the school	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).	1
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:	
a) Transferred out of the program or course and into another program or course at the school	0
b) Completed or graduated from a program or course of instruction	0
c) Withdrew from the school	0
d) Are still enrolled	1
5) The number of students enrolled in the program or course of instruction who were:	
a) Placed in their field of study	0
b) Placed in a related field	0
c) Placed out of the field	0
d) Not available for placement due to personal reasons	0
e) Not employed	0
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.	0
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.	0
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.	0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.	0

POLICIES AND PROCEDURES

CANCELLATION & REFUND POLICY

If you cancel your classes or withdraw from the school, you may be eligible for a tuition and fee refund.

Withdrawing from the school may have both academic and financial aid consequences. You are encouraged to understand the consequences before you decide to withdraw. Detailed information about the cancellation of registration and withdrawal from the school is available in this policy. If you decide to withdraw, you must follow the established withdrawal procedures for the school.

A. When notice of cancellation is given within the seventh (7th) business day after the date of enrollment but prior to the first day of class, all application-registration fees, tuition, and any other charges shall be refunded to the student. If materials and books provided by the school are part of the tuition, they must be returned in original condition before the refund will be processed.

B. When notice of cancellation is given after the seventh (7th) business day following acceptance but prior to the close of business on the student's first day of class attendance, the school may retain no more than the application-registration fee which may not exceed $100.

C. When notice of cancellation is given after the student's completion of the first day of class attendance, but prior to the student's completion of 5% of the course of instruction, the school may retain the application-registration fee, an amount not to exceed 10% of the tuition or $200, whichever is less, plus the cost of any books or materials which have been provided by the school.

D. When a student has completed in excess of 5% of the course of instruction the school may retain the application-registration fee but shall refund a part of the tuition and other instructional charges in accordance with whichever of the following applies:

Percentage of Days in class completed by student at notice of cancellation	Percentage of tuition and instructional charges which school may retail
Prior to first day of class	0%
After 1st Day to 5%	$100 Application Fee + $200 +*Cost of Books & Materials
In excess of 5% - 10%	10%
In excess of 10% – 20%	20%
In excess of 20% – 30%	30%
In excess of 30% - 40%	40%
In excess of 40% - 50%	60%
In excess of 50% - 60%	70%
In excess of 60% - 70%	80%
In excess of 80%	100%

*Books and Materials must be returned in original condition for a refund.

For refund calculation, the percent of days is calculated by dividing the total hours completed by total program hours.

- A student, who on personal initiative and without solicitation enrolls, starts, and completes a course of instruction before the seventh (7th) business day after the enrollment agreement is signed, is not subject to the cancellation provisions of this Section

- Applicants not accepted by the school shall receive a refund of all tuition and fees paid within 30 calendar days after the determination of non-acceptance is made.

- Application and Registration fees chargeable at initial enrollment shall not exceed $100.

- Deposits or down payments shall become part of the tuition.

- The school shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification. Such written acknowledgement is not necessary if a refund has been mailed to the student within the 15 calendar days.

- All student refunds shall be made by within 30 calendar days of the date of receipt of the student's cancellation.

- A student may give notice of cancellation to the school in writing. The unexplained absence of a student from a school for more than 15 school days shall constitute constructive notice of cancellation to the school. For purposes of cancellation the date shall be the last day of attendance.

- The school may make refunds that exceed those prescribed in this Section. If the school has a refund policy that returns more money to a student than those policies prescribed in this Section, that refund policy must be filed with the Superintendent.

- The school shall refund all monies paid to it in any of the following circumstances:

  a. The school did not provide the prospective student with a copy of the student's valid enrollment agreement and current catalog or bulletin;

  b. The school cancels or discontinues the course of instruction in which the student has enrolled;

  c. The school fails to conduct classes on days or times scheduled, detrimentally affecting the student.

ACCREDITATION

CCTC is not accredited by any regional or national agency recognized by Department of Education.

CCTC is approved by The Illinois Board of Higher Education Division of Private Business and Vocational Schools.

TRANSFER OF CREDITS

CCTC is a vocational training school and does not use a credit system. We do not accept the transfer of credits from other institutions or are able to transfer credits to other institutions.

COMPLAINT POLICY

Career Change Training Center is committed to a policy of fair treatment of its students in their relationship with faculty, staff, administrators and fellow students.

If possible, students are encouraged to seek an informal resolution to the matter directly with the individuals involved. If an informal resolution is not possible based on the situation, a complaint form can be used to initiate the complaint process. The complaint form can be found on CCTC's website or at the main office.

Complaint forms can be submitted one of two ways.

1. By e-mail. Please e-mail the complaint form to the training manager at
    tm@careerchangetraining.com

2. By mail. Please mail the complaint form to:

    Career Change Training Center
    Attention: Complaints
    722 W. Army Trail Rd.
    Carol Stream, IL. 60188

1. Once the completed form has been received, a conference will be held between the student and Training Manager within five (5) business days.

2. The student must provide all documentation that supports their complaint within ten (10) business days from the date the initial complaint was filed.

3. The training manager will notify the involved person(s) and request more information and documentation to help resolve the complaint.

4. The training manager will attempt to resolve the complaint by encouraging a discussion between the student and the involved person(s).

5. The training manager will take appropriate action to resolve the complaint.

6. If a complaint is unresolved, the training manager will forward the complaint to the Chief Managing Employee.

7. The Chief Managing Employee will review the complaint within five (5) business days and attempt to resolve the complaint.

8. If the student is not satisfied with the outcome, the student may file a complaint with Illinois Board of Higher Education. Complaints against this school may be registered with the Board of Higher Education.

   Illinois Board of Higher Education
   Division of Private Business and Vocational Schools
   431 East Adams, Second Floor
   Spring field, Illinois 62701-1404
   Phone Number: 217-782-2551
   Fax Number: 217-782-8548
   www.ibhe.org

NON-DISCRIMINATION POLICY

CCTC will not under any circumstances discriminate on the basis of race, color, religion, creed, national origin, sex, age ancestry, marital status, sexual orientation, arrest record, military status, citizenship status, physical or mental disability.

CLASS SCHEDULES

We offer a flexible schedule for our training program. We offer weekday mornings, weekday evenings and weekend classes. Our Desktop Support Specialist program is based upon open enrollment and students can start at anytime based on availability.

ADMISSION REQUIREMENTS

The single most important pre-requisite for admission to the Desktop Support Specialist Program is the desire for a student to learn and change their life by obtaining the knowledge and training needed for a successful career in Information Technology.

For many students, this represents a complete career change from what they've done before.

For others, it may be their first step on a path that has always been clear to them.

In either case, the **CCTC** commitment is to *get you ready*, and do it in the right way.

CCTC allows high school students to attend some of its approved training programs. High school students will be required to obtain a letter from an approved school official (superintendent, principal, or designee) that, based on academic performance, the course will not be detrimental to the student's regular coursework.

It should be noted that most employers, at minimum, require a high school diploma or a G.E.D to qualify for employment. High school students that enroll and complete our career program must also successfully complete high school and/or earn their diploma or G.E.D. in order to qualify and secure most jobs.

Other Students interested in enrolling in our full-length career programs must be minimum age of 17 and at least have earned a high school diploma or G.E.D.

ADMISSION PROCESS

All applicants interested in our training programs should call and schedule an appointment with our training manager. During the initial interview the training manager will learn more about the applicant's background and their goals. The training manager will encourage the applicant to research the job market and to educate themselves about the skills required to secure a job. The training manager will provide the applicant with list of websites and newspapers the applicant can use for researching the job market and to learn more.

The training manager will provide the applicant with information about our training school, our training programs and our training philosophy. We will also provide a tour of the facility, and the training manager will answer any remaining questions about the school and its training programs at that time.

Students will be required to pass a Basic Computer Assessment Exam.   Students who pass the exam will be allowed to enroll in our training program.

If the applicant decides to enroll in a training program the applicant will be required to fill out an Enrollment Agreement. The student will be required to choose a payment plan and a payment method. Applicants may choose to pay for the training out of their own funds, with a student loan or through a government grant, if qualified. An applicant will not be guaranteed a seat in the class until the enrollment agreement is signed and a deposit has been made.

PAYMENT METHODS

Payments can be made by cash, personal or cashier's check, money order, Master Card, Visa, Discover and American Express.

ADMISSIONS FOR STUDENTS WITH SPECIAL NEEDS

Students with special needs can contact the training manager and discuss their requirements.

WITHDRAWAL FROM A CLASS

If a student desires to withdraw from a class, they must submit a written request to do so, and if the student is eligible for a refund, the refund will be returned within 30 days from the day of the written notice. Please refer to our Cancellation and Refund Policy for more information.

TUITION COSTS

Tuition information can be found under the course description. All textbooks are included in the tuition fee.

CLASSROOMS

Each classroom is equipped with all the necessary materials to conduct the course, and each student has access to their own computer. Classrooms are also equipped with an instructional white board.

GRADES / CERTIFICATE OF COMPLETION

We grade on a Pass / Fail system. In order to pass a course the student must attend at least 95% of the classes and master all the objectives on the Career Objective Form. A certificate of completion will only be issued if the student meets the attendance requirements.

ATTENDANCE / TARDINESS

95% attendance is required for all courses.   A student missing more than 5% of the class will not receive a passing grade or certificate of completion. Students are expected to arrive to class on time. Three unexcused tardiness and early departures will be counted as one absence. If a student is unable to attend a class session they are required to notify their instructor or a school administrator at least one day in advance. If a student is consistently not attending scheduled classes, a teacher student conference will be held to address the problem.

LEAVE OF ABSENCE (LOA)

Any student requesting to take a leave of absence must submit a written request including the date of leave, and anticipated date of return. The leave of absence cannot exceed the required attendance in order to be considered for graduation. All requests should be sent to:

Career Change Training Center
722 W. Army Trail Rd.
Carol Stream, IL. 60188

MAKE-UP WORK

Students who have missed significant amount of classes can make up the missing work only if the student can provide an acceptable explanation in writing for missing the classes. It is the responsibility of the student to contact the instructor or a training manager to make arrangements.

COURSE RETAKE POLICY

Students are allowed to retake any course once upon administrative approval. Students who missed sessions without a valid excuse may not be eligible for the retake policy. The student will be responsible for all books and materials at their expense. The retake policy is good for 12 months after their original course starting date. If a class is full the student must wait for another class with available seats.

CODE OF CONDUCT

All students are expected to conduct themselves professionally and be respectful of others. If a student's behavior becomes a distraction to the training environment in any way, appropriate action will be taken. The school has a zero tolerance policy regarding drugs, alcohol, and sexual harassment. Students who break the law or are responsible for any legal violations will be referred to the local law enforcement authorities.

GRIEVANCE POLICY

Any of these reasons can cause grievances to be initiated: Sexual harassment, physical action, acts of discrimination based on color, sex, race, disability, age, religious beliefs, marital status, nationality, and disability. If an individual needs to report a grievance against any the school or any other member, the individual should first attempt to resolve the issue by contacting the training manager.

If the situation is not resolved or the individual is unsatisfied with the findings, a written grievance may be filed with the chief managing officer. The document should state the problem, date when the problem occurred, the names of parties involved in the problem, and all other important information regarding the issue. The document should be signed, dated and should include current contact information.

The chief managing employee will review the complaint within 5 business days of receipt. The Chief Managing employee will contact the complainant in writing with the findings and what action will be taken.

STUDENT RECORDS / TRANSCRIPTS

To obtain a copy of your transcript please contact our main office:

722 W. Army Trail Road
Carol Stream, IL 60188

Or call us at: 630-372-0100

LOCATION

All classes are held at our Carol Stream, IL office:

Career Change Training Center
722 W. Army Trail Rd.
Carol Stream, IL. 60188

630.372.0100 (Phone)
630.372.0101 (Fax)

info@CareerChangeTraining.com
www.CareerChangeTraining.com

OFFICE HOURS

Monday – Saturday: 10am – 6pm
We are closed on Sundays

ACADEMIC CALENDAR

Career Change Training Center will be closed on the following days for the year 2013:

Easter Holiday: April 1st Classes resume on April 2nd
Memorial Weekend: May 24th – 27thth Classes resume on May 28th
Summer Break: June 26th – July 7th Classes resume on July 8th
Labor Day Weekend: August 31 – September 2nd Classes resume on September3rd
Thanksgiving Break: November 25th – 28th Classes resume on October 1st
Christmas Break: December 23rd – January 2nd Classes resume on January 3rd

MINIMUM HARDWARE EQUIPMENT

All students will have access to their own workstation. Each workstation have a minimum of AMD / INTEL dual core processors, 2GB Memory, 160GB hard drive, DVD-ROM drives along with a flat panel LCD.   The workstations will be loaded with all software required to conduct the course.

It is recommended that students have a computer and Internet access at home or access to it in order to practice outside of class.   All hardware and equipment necessary to teach the course will be provided to the student in the classroom. Students are not expected to bring in any supplies of their own in order to participate in the course.

SATISFACTORY ACADEMIC PROGRESS POLICY

Career Change Training Center has set the following standards to determine the successful completion of training programs. These standards will determine if the student will be eligible for graduation along with job placement assistance services.

CCTC grades on a Pass / Fail System, in order to pass a course the student must meet the following standards:

- Students must attend 95% of the course. A student with a reasonable excuse and documented proof can graduate by attending 85% of the course but the student must make up all missed work.

- Students will be required to pass 100% of all labs and hands-on exams and quizzes to complete all objectives on the Career Objective Form. The student may take the hands-on tests and quizzes as many times as they like.

- Students must successfully complete all tasks on the Career Objective Form.

- The instructor will evaluate all programs on a weekly basis. If the instructor determines the student is falling behind on work or is struggling, the instructor will offer additional help or refer the student to the training manger to discuss further assistance.

- If the student fails to meet these requirements the student will be sent a written letter and placed on academic probation. If the student can provide reasonable excuse and documented proof for missing classes the student may be eligible for graduating by attending at least 85% of the course. The student must submit the proof within 14 days after receiving notice of being placed on academic probation.

- The chief managing employee will review the provided information and make a decision within 5 business days of receiving the written proof to allow the student to graduate with 85% attendance. If the director decides that the student is eligible for graduation the student must make up all the work within 30 days after receiving eligibility for graduation.

- If a student cannot maintain 85% attendance the student will not graduate from the course.

- If the student is not happy with the decision, the student has the right to file a complaint with Illinois Board of Higher Education. Please see the complaints section for contact information.