



# ALLSKILLED



## New Hampshire

230 Amherst Street, Suite 115, Nashua, NH 03063

## Volume 2

Effective April 1, 2024

I certify that the information in this catalog is true and correct to the best of my knowledge and belief.

Derek Wright

Printed Name of President

\_\_\_\_\_

Signature of President

7/01/2023

Date

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# Why Train at AllSkilled?

## MISSION

AllSkilled's mission is to put people on a path to a meaningful career.

## CORE VALUES

AllSkilled's core values are:

Integrity - Do the right thing when no one is looking.

Teamwork - The only way to make headway is to head the same way.

Grace - Enrich and have impact on others.

Accountability - Own your journey. Do more.

Data Driven - Base decisions on facts, not opinions.

Kaizen - Strive for greatness through continuous improvement.

## OWNERSHIP/ADMINISTRATION

Owner 101K Careers, LLC

## INSTITUTIONAL ADMINISTRATION

CEO	Derek Wright
President	Nicole Branning
Director of Career Services	Karen O'Neal
Director of Student Services	Marsha Armstrong
Director of Compliance	Kayla Krahn
Lead Instructor	John Loerke

## CLASSROOMS

AllSkilled located in Nashua is located at 230 Amherst. This is an administrative office only. Classes are held online only.

## CLASS SIZE

The average class size is 25 students with a maximum class size of 50. The average student to teacher ratio is 25 to 1.

## SPECIAL NEEDS

AllSkilled welcomes applicants with special needs. These applicants must meet the same admissions criteria as any other student. If a student has any special educational needs, those need to be disclosed during the enrollment process. AllSkilled will assess these circumstances at that time and make reasonable accommodations.

# Benefits of Certification

## GET CURRENT

- New technologies, processes, and best-practices are brought to market frequently. Our career education programs are constantly updated and therefore represent a unique opportunity for individuals to update their knowledge and skills.
- For individuals with limited experience or new aspirations, certifications are an effective way to quickly ramp up knowledge and skills to pursue a new job career in as little as few months.

## GET HIRED\*

- Certifications help individuals differentiate their skills against other job candidates. When employers are interviewing, the competition is often stiff. Job applicants with certification will clearly have an advantage.
- Certifications are a priority among hiring managers. 91% of managers consider certification as part of their hiring criteria.<sup>1</sup>
- 95% of tech employers agree IT Certifications provide a baseline set of knowledge for certain positions.<sup>1</sup>

\*AllSkilled provides training that may lead to but does not guarantee employment

## GET CONNECTED

- Certifications help individuals plug into new communities to share knowledge and best practices. Many of these groups offer member-only benefits, such as job boards, white papers, and networking opportunities.

## GET RECOGNIZED

- Many employers internally recognize employees when they obtain an IT, project management or other certification. As a result of this recognition, certified employees often gain broad exposure across an organization which can result in new connections and project opportunities.
- Certifications are an objective, unbiased barometer of your skills. Certified employees stand out among peers when seeking an internal job promotion as they are more likely viewed as expert-level members of the team and a continuous learner.
- In addition to a certificate of class completion, students receive access to nationally-recognized certifications after successfully passing the assessment.

## EARN MORE

- Certifications commonly lead to an increase in salary. For example, PMP-certified project managers earn an average of 22 percent more in salary than non-certified project managers.<sup>2</sup>

\*AllSkilled does not guarantee an increase in salary

1. CompTIA, <https://connect.comptia.org/content/guides/guide-to-hiring-in-information-technology>

2. PMI, Earning Power: Project Management Salary Survey, 11th Edition, 2020, <https://www.pmi.org/learning/careers/project-management-salary-survey>

\*AllSkilled does not grant certifications. Certifications are earned after successfully passing a vendor certification exam. Information about life of a vendor certification, PDU/CEU requirements, and recertification should be obtained from the vendor..

## How We Deliver Our Training Programs

AllSkilled delivers instructor-led training through the use of a two-way communication system called "InClass". InClass is an integrated platform using modern technology with instructor-led, virtual classroom training. This modality provides live interaction with the instructor and other students in the same cohort program. The instruction is synchronous with a designated time for classroom instruction.

In the InClass platform:

- The InClass Classroom creates a single platform for tracking student attendance, progress, grades, and transcripts.

- Each student logs into the InClass Classroom environment at their designated class start time with their individual student log in. Each student logs out of InClass at the end of each class session which allows for total accuracy in attendance taking. Log in/access times are recorded inside the InClass Classroom and can be accessed at any time by the instructor or our Student Services team to support the student's progress.
- Instructors can review utilization and progress of all student labs for grading and review purposes. Students can log into the labs at any time for additional practice.

For a complete list of AllSkilled locations, please visit our website at [allskilled.com](https://allskilled.com)

## Network Systems Administrator Professional Program

The Network System Administrator Professional program is designed to teach students the knowledge and skills required to work with various computer systems within a business environment. Graduates of this program will know how to oversee the performance of computer systems, maintain system functioning, perform data backups, troubleshoot, and ensure network security. They will also learn how to oversee the day-to-day operations of an organization's computer network and communication system by installing, supporting and managing networks and systems. Graduates of this program may find suitable employment as Network and Computer Systems Administrators, Network Support Specialist, Help Desk Analyst, and many other IT related positions.

### Program

**Length:** 36 weeks / 648 contact hours

\*For specific course times, see "School Calendar".

**Cost:** \$15,000\*

\* Please see "Tuition and Fees" for a total cost breakdown

### Certifications Earned

AllSkilled Certificate of Completion

### Course Descriptions

#### **NSAP1: IT Networking & Security**

**Length:** 216 hours (138 hours of lecture; 78 hours of lab)

**Prerequisite(s):** None

**Learning Objectives:** Students will acquire the essential skills and information needed to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on PCs, digital devices, and operating systems. Students will also learn networking concepts to help prepare for potential careers in network support or administration. Lastly, students will learn to evaluate and examine security policies, implement account management security controls, and how to utilize security measures to protect data and information..

#### **NSAP2: Cisco Infrastructure**

**Length:** 216 hours (140 hours of lecture; 76 hours of lab)

**Prerequisite(s):** NSAP1

**Learning Objectives:** Students will learn how to describe network fundamentals and build simple LANs, establish Internet connectivity, manage network device security, expand small to medium-sized networks with WAN connectivity, and describe IPv6 basics. Additionally, students will implement scalable medium-sized networks, troubleshoot basic connectivity, and implement various types of solutions associated with network management.

#### **NSAP3: Microsoft Cloud Desktop Administration**

**Length:** 216 Hours hours (141 hours of lecture; 75 hours of lab)

**Prerequisite(s):** NSAP2

**Learning Objectives:** Students will gain the knowledge you need to manage devices on-premise and in the cloud. Students will learn how to manage, deploy, upgrade and migrate an Operating System. They will plan and implement device enrollment and configuration, manage and deploy applications, and plan a mobile application management strategy. Students will learn to manage users and authentication using cloud based Azure Active Directory and on-premise Active Directory. They will learn to describe and implement methods used to protect devices and data including general security and network security features including identity, governance, privacy, and compliance features. And lastly, students will learn cloud concepts including core Azure services, solutions and management tools including Azure cost management and Service Level Agreements.

## Cisco Networking Program

Organizations can only function if their networks are online. When problems arise, become part of the solution by focusing on Cisco technology. Cisco forms the literal backbone of organizations around the globe and their skills and certifications are some of the most valuable in the IT industry. The Cisco Networking Program includes comprehensive coverage of Cisco routing and switching. Students will learn how to describe network fundamentals and build simple LANs, manage network device security, implement scalable medium-sized networks, troubleshoot basic connectivity, and more. Graduates of this program may find suitable employment as a Computer Network Specialist, LAN Administrator, Network Support Specialist, Network Technician, or System Administrator.

### Program

**Length:** 12 weeks / 216 contact hours

\* For specific course times, see "School Calendar".

**Cost:** \$4,500\*

\* Please see "Tuition and Fees" for a total cost breakdown

### Certifications Earned

AllSkilled Certificate of Completion

### Course Descriptions

#### **CNP1: Cisco Infrastructure**

**Length:** 216 hours (140 hours of lecture; 76 hours of lab)

**Prerequisite(s):** None

**Learning Objectives:** Students will learn how to describe network fundamentals and build simple LANs, establish Internet connectivity, manage network device security, expand small to medium-sized networks with WAN connectivity, and describe IPv6 basics. Additionally, students will implement scalable medium-sized networks, troubleshoot basic connectivity, and implement various types of solutions associated with network management.

## IT Networking and Security Program

Students enrolled in the IT Networking and Security program will utilize security concepts, tools, and procedures to react to various security incidents regarding network security, compliance, operational vulnerability, and access control identity management. Graduates will know how to provide IT assistance to people and organizations using computer software and equipment. Graduates of this program may find entry-level IT jobs such as a Computer User Support Specialists, Desktop Support Administrators/Technicians, IT Security Specialists, and Help Desk Technicians within office and business environments.

### Program

#### Length:

Monday - Thursday option: 12 weeks / 216 contact hours\*\*

- Morning, Early Afternoon, Late Afternoon, Night
- 4.5 hours a day

Saturday - Sunday option: 12 weeks / 216 contact hours

- 9 hours a day

**Cost:** \$7,500\*

\* Please see "Tuition and Fees" for a total cost breakdown

### Certifications Earned

AllSkilled Certificate of Completion

\*\*MA students may be required to attend weekly study sessions to satisfy 20 hour per week requirements.

### Course Descriptions

#### ITNS1: IT Networking & Security

**Length:** 216 hours (138 hours of lecture; 78 hours of lab)

**Prerequisite(s):** None

**Learning Objectives:** Students will acquire the essential skills and information needed to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on PCs, digital devices, and operating systems. Students will also learn networking concepts to help prepare for potential careers in network support or administration. Lastly, students will learn to evaluate and examine security policies, implement account management security controls, and how to utilize security measures to protect data and information.

## Medical Office Administration Program

The Medical Office Administration program is designed to teach students the knowledge and skills needed to ensure the quality, accuracy, and accessibility of health information data within various healthcare facilities. Graduates of this program will be able to manage, coordinate, and distribute information surrounding medical billing, patient records, and laws, ethics and regulations surrounding the healthcare industry. Suitable employment as Medical Records and Health Information Technicians, Medical Secretaries, Medical Transcriptionists and other healthcare administrative support positions may be secured by graduates of this program.

### Program

**Length:** 12 weeks / 216 contact hours\*\*

\* For specific course times, see "School Calendar".

**Cost:** \$7,500\*

\* Please see "Tuition and Fees" for a total cost breakdown

### Certifications Earned

AllSkilled Certificate of Completion

\*\*MA students may be required to attend weekly study sessions to satisfy 20 hour per week requirements.

### Course Descriptions

#### MOA1: Medical Office Administration

**Length:** 216 total hours (130 hours of lecture; 86 hours of lab)

**Prerequisite(s):** None

**Learning Objectives:** Students will learn various concepts and practices involved in medical office settings such as processing confidential patient information, understanding laws and ethics surrounding patient information and maintaining accurate bookkeeping and banking processes. Additionally, students will learn the medical terminology used to describe the body system, and how to create, edit, and enhance medical records.

## IT Networking Security and Infrastructure Program

There is a direct link between an organization's ability to properly manage their network and their ability to achieve their business objectives. IT professionals who understand how to best manage and protect a network will always be in demand. The IT Networking Security and Infrastructure Program includes coverage of IT and security fundamentals while also providing a more in-depth study of networking infrastructure. Students will learn to utilize security measures to protect data and information, manage network device security, expand small to medium-sized networks with WAN connectivity, describe IPv6 basics, and much more. Graduates of this program may find suitable employment as an IT Security Specialist, Network Administrator, Security Analyst, Systems Specialist, or Technical Support Specialist.

### Program

**Length:** 24 weeks / 432 contact hours

\* For specific course times, see "School Calendar".

**Cost:** \$10,000\*

\* Please see "Tuition and Fees" for a total cost breakdown

### Certifications Earned

AllSkilled Certificate of Completion

### Course Descriptions

#### ITNS11: IT Networking & Security

**Length:** 216 hours (138 hours of lecture; 78 hours of lab)

**Prerequisite(s):** None

**Learning Objectives:** Students will acquire the essential skills and information needed to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on PCs, digital devices, and operating systems. Students will also learn networking

concepts to help prepare for potential careers in network support or administration. Lastly, students will learn to evaluate and examine security policies, implement account management security controls, and how to utilize security measures to protect data and information.

#### ITNS12: Cisco Infrastructure

**Length:** 216 hours (140 hours of lecture; 76 hours of lab)

**Prerequisite(s):** ITNS11

**Learning Objectives:** Students will learn how to describe network fundamentals and build simple LANs, establish Internet connectivity, manage network device security, expand small to medium-sized networks with WAN connectivity, and describe IPv6 basics.

Additionally, students will implement scalable medium-sized networks, troubleshoot basic connectivity, and implement various types of solutions associated with network management.

## Microsoft Cloud Desktop Administration Program

The business world continues to run on Windows with over 1 billion users on Windows 10 alone. Desktop administration remains a function of every IT department even while contending with the ever-changing landscape of cloud computing. The Microsoft Cloud Desktop Administration Program includes coverage of Azure cloud fundamentals while also providing a more in-depth study of desktop administration. Students will learn to manage, deploy, upgrade, and migrate operating systems, manage and deploy applications, manage users and authentication using cloud based Azure Active Directory and on-premises Active Directory, and much more. Graduates of this program may find suitable employment as an Cloud Support Associate, Computer Network Specialist, Desktop Administrator, Desktop Support Technician, or Help Desk Analyst.

### Program

**Length:** 12 weeks / 216 contact hours

\* For specific course times, see "School Calendar".

**Cost:** \$5,000\*

\* Please see "Tuition and Fees" for a total cost breakdown

### Certifications Earned

AllSkilled Certificate of Completion

### Course Descriptions

#### MCDA1: Microsoft Cloud Desktop Administration

**Length:** 216 Hours hours (141 hours of lecture; 75 hours of lab)

**Prerequisite(s):** None

**Learning Objectives:** Students will gain the knowledge you need to manage devices on-premise and in the cloud. Students will learn how to manage, deploy, upgrade and migrate an Operating System. They will plan and implement device enrollment and configuration, manage and deploy applications, and plan a mobile application management strategy. Students will learn to manage users and authentication using cloud based Azure Active Directory and on-premise Active Directory. They will learn to describe and implement methods used to protect devices and data including general security and network security features including identity, governance, privacy, and compliance features. And lastly, students will learn cloud concepts including core Azure services, solutions and management tools including Azure cost management and Service Level Agreements.



## IT Help Desk Program

The IT Help Desk program is designed to teach students the crucial knowledge and skills required to launch a career in IT in today's digital world. Students of this program are taught IT Fundamentals+ (ITF+) which enhances student's knowledge in computing essentials, IT infrastructure, software development, and database use. The curriculum also prepares students for the industry-preferred CompTIA A+ certification where students become proven problem solvers. They learn to support today's core technologies from security to cloud to data management and more. Graduates of this program may find suitable entry-level employment as a Computer Support Specialist, Desktop Support Technician, Help Desk Technician, IT Support Specialist or Technical Support Specialist.

### Program

**Length:** 9 weeks / 162 contact hours\*\*

\* For specific course times, see "School Calendar".

**Cost:** \$5,000\*

\* Please see "Tuition and Fees" for a total cost breakdown

### Certifications Earned

AllSkilled Certificate of Completion

\*\*MA students may be required to attend weekly study sessions to satisfy 20 hour per week requirements.

### Course Descriptions

#### ITHD1: IT Help Desk

**Length:** 162 hours (124 hours of lecture; 38 hours of lab)

**Prerequisite(s):** None

**Learning Objectives:** The CompTIA IT Fundamentals+ (ITF+) portion will certify the successful candidate has the knowledge and skills required to identify and explain the basics of computing, IT infrastructure, software development and database use. In addition, candidates will demonstrate their knowledge to install software, establish basic network connectivity and identify/prevent basic security risks. Further, this portion will assess the candidate's knowledge in the areas of troubleshooting theory and preventative maintenance of devices.

The CompTIA A+ portion prepares candidates for the preferred qualifying credential for technical support and IT operational roles. CompTIA A+ certified professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more. CompTIA A+ is the industry standard for launching IT careers into today's digital world.

## ADMISSIONS

### Program Admission

1. Be at least 18 years of age
2. Have access to a computer that meets AllSkilled's system requirements
3. Complete the AllSkilled Student Application and AllSkilled Questionnaire
4. Have a consultation with an AllSkilled Career Consultant to review the application, evaluate skills and experience levels, and identify education and career goals\*

\*resumes, transcripts, certifications, and other items may be reviewed at this time

5. Take the AllSkilled entrance exam and achieve the required minimum score (see "Entrance Exam")
  6. Provide proof of at least one of the following\*:
    - a. Secondary education (HS Diploma or equivalency test); or
    - b. Post-secondary education (college transcripts)
- \*Students may be required to provide proof of more than one of the options listed above. Transcripts over 10 years old may not be required. Students utilizing VA benefits must provide ALL transcripts from any post-secondary institutions attended.
7. Establish and agree upon a payment method
  8. Complete the new student enrollment packet
  9. Complete New Student Orientation prior to first day of class

### Non Discrimination

AllSkilled is an equal opportunity education institution and will not discriminate on the basis of race, color, creed, religion, gender, sexual orientation, age, gender identity, disability, national origin, military service, or marital status.

### Entrance Exam

AllSkilled utilizes an academic version of one of the most widely used and respected cognitive tests in the world, the Wonderlic SLE (Scholastic Level Exam) to assist with student evaluation. By measuring an individual's ability to learn, adapt, solve problems and understand instructions, AllSkilled is able to admit students into compatible training programs.

Program	Required Score
Cisco Networking	17
IT Help Desk	17
IT Networking & Security	17
IT Networking Security and Infrastructure	17
Medical Office Administration	17
Microsoft Cloud Desktop Administration	17
Network Systems Administrator Professional	19

## EDUCATIONAL CREDITS

### Policy For Granting Credit

Students must have all previous education and experience evaluated for credit prior to enrollment. AllSkilled will evaluate courses taken from another school, college, and prior vendor certifications to determine how much credit, if any, may be granted. The Compliance department will evaluate all such items and document how much credit (if any) was granted for each item evaluated. Tuition, fees and required attendance hours will be adjusted for courses or certifications for which credit is granted. A record of previous education noting any granted credit will be included in the student file. Prior credit cannot be granted for programs consisting of only one course.

### Advanced Standing

AllSkilled does not provide advanced standing. While testing will be done to de-

termine a student's ability to learn and be successful in a program, no testing is offered that would allow for a student to test out of a particular course or courses for programs offered through AllSkilled.

### Transfer Credit

AllSkilled does not guarantee transfer of credit. Students intending to transfer out of our programs should research the schools where they plan to transfer their credits. Completion of a program at AllSkilled neither implies nor guarantees that educational requirements of another school have been met.

## TUITION, MATERIALS, SUPPLIES \*

\*United Training Academy does not charge registration fees.

### Clock Hours, Programs

Tuition | Materials & Supplies | Lab Fees | Total Cost

216 Cisco Networking

\$3,246 | \$144 | \$1,110 | \$4,500

162 IT Help Desk

\$3,862 | \$144 | \$994 | \$5,000

216 IT Networking and Security

\$5,777 | \$313 | \$1,410 | \$7,500

432 IT Networking Security and Infrastructure

\$7,841 | \$382 | \$1,777 | \$10,000

216 Medical Office Administration

\$5,978 | \$947 | \$575 | \$7,500

216 Microsoft Cloud Desktop Administration

\$3,008 | \$250 | \$1,742 | \$5,000

648 Network Systems Administrator Professional

\$10,849 | \$632 | \$3,519 | \$15,000

### Payment Methods

AllSkilled currently accepts the forms of payments listed below.

- Check or Money Order
- Bank ACH Payment (arrangements can be made upon enrollment)
- Various government funded programs
- Education Loans (Potential students who would like to apply for training loans can visit [www.allskilled.com](http://www.allskilled.com) for more information.)

### Billing

When possible, AllSkilled will bill students for the total cost of the program; however, some agencies may have different billing requirements.

### Financial Aid\*

AllSkilled accepts payment plans and loans. Loans are types of assistance that require an individual to pay back the institution providing the educational funding. Loans accrue interest and are either federal or private. Private loans often have stricter credit requirements as well as higher interest rates due to the fact that they are not "guaranteed" like federal student loans are. Payment plans are available to all students.

\*Terms and conditions of Financial Aid are subject to change.

## CANCELLATIONS AND REFUNDS

### Postponement of Start Date Policy

If for any reason the scheduled start date must be changed, a new scheduled start date will be jointly determined by the student/funding source and AllSkilled.

### Cancellation Policy

A full refund will be made to any student who cancels the enrollment contract within five (5) calendar days after the enrollment contract is signed. This cancellation must be in writing. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement. All refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal.

### Program Refund Policy

Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of Absence, suspensions, and school holidays will not be counted as part of the scheduled class attendance. The effective date of termination for refund purposes will be the student's last date of attendance and participation in an academic activity.

Refunds for items of extra expense to the student, such as books, tools, or other supplies should be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund. Programs over three hundred hours will be divided by two and broken into two academic terms. Each academic term shall constitute a separate refund period.

Student is entitled to upon withdrawal/termination:	Refund
Within first 15% of term:	75% less cancellation charge
After 15% but within first 25% of term:	50% less cancellation charge
After 25% but within first 40% of term:	25% less cancellation charge
After 40% of term:	NO REFUND

A full refund of all tuition and fees is due and refundable in each of the following cases:

- (a) An enrollee is not accepted by the school;
- (b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
- (c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

Students receiving benefits from federal programs shall be subject to federal refund policies, rules and regulations.

### Refund Policy For Students Called to Active Military Service

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the National Guard may elect one of the following options for each program in which the student is enrolled:

If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;

- A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that

program is no longer available, no later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or

- The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
- Satisfactorily completed at least 90% of the required coursework for the program and
- Demonstrated sufficient mastery of the program materials to receive credit for completing the program

The payment of refunds will be totally completed such the refund instrument has been negotiated or credited in the proper account(s) within 60 days after the effective date of termination.

### SCHOOL CALENDAR

#### Hours of Operation\*

\*all times are relative to Central Time Zone

Administration Hours (by phone or e-mail)

M-F 8:00AM-5:00PM

#### Class Schedule For Programs

\* breaks may vary upon instructor and class

Morning Classes: M-TH 8:30AM-1:00PM

Afternoon Classes

Early: M-TH 11:30AM-4:00PM

Late: M-TH 2:00PM-6:30PM

Evening Classes: M-TH 5:00PM-9:30PM

Weekend Classes: SA-SU 8:30AM-6:00PM

### 2024 Holiday Schedule

New Year's Day	January 1
Memorial Day	May 27
Independence Day	July 4
Labor Day	September 2
Veteran's Day	November 11
Thanksgiving	November 25-29
Christmas	December 23-27

### ATTENDANCE

#### Attendance Policy

Good attendance and academic performance are critical for a successful learning experience. Each course includes materials, labs, and other exercises that build upon each other throughout the duration of a program. It is imperative that students attend all classes for which they are enrolled. Attendance will be taken daily. In order to successfully complete a program, students may miss no more than 20% of a program. Students who miss more than 20% of a program will be considered a drop and will not be considered complete.

AllSkilled does not institute a probationary period based on attendance and will terminate the enrollment of a student who fails to meet attendance requirements. Students who wish to be re-admitted to a program must contact Student Services.

If a student does not attend any of the first three days of class, they will be automatically terminated from the program.

As a clock hour school, AllSkilled does not recognize excused or unexcused absences. Any absence will count against a student's overall completed hours.

Students must log in to classes through the InClass portal. Any student logged into class NOT through the InClass portal, will be counted as absent.

### **Tardiness and Absences**

Students must arrive to class on time in consideration of instructors and classmates. Students who anticipate being late to or absent from class must contact Student Services or their instructor by providing their name, class, and expected arrival time (or reason for absence, if absent). Students who arrive more than 30 minutes late to class or leaving 30 minutes or more before the end of class will be considered an early-out. At mid-point and program completion, tardies will be assessed. Five (5) tardies/early-outs will equal an absent day and will be counted as such into the required attendance policy of at least 80% of the program hours. Students will have an opportunity for make-up work assigned by the instructor to make up any time missed in class (see Make-Up Work).

### **Leave of Absence**

Student Services may grant no more than two leave of absence requests within a 12-month calendar period.

For programs of two hundred (200) clock hours or less, a student may be on a leave of absence for a total of thirty (30) calendar days. For programs of more than two hundred (200) clock hours, a student may be on a leave of absence for no more than a total of sixty (60) calendar days. Students requiring additional time must submit a written request to Student Services. Student Services will evaluate the need for additional time, up to 30 days.

Approval for a leave of absence may be dependent on your funding agencies' requirements.

### **Make-Up Work**

Available make-up session days will be provided to students during the program.

Students who need to make-up attendance hours must reach out to Student Services to request enrollment in an available make-up session.

## **GRADES**

### **Grading Scale**

Grade	% Range	Academic Status
A	90-100	Excellent
B	80-89	Good
C	75-79	Satisfactory
C-	70-74	Unsatisfactory
D	60-69	Unsatisfactory
F	<59	Fail
I	0	Incomplete

### **Satisfactory Progress**

Satisfactory Academic Progress (SAP) is defined as maintaining a grade of seventy percent (75%) or higher during each grading period (course). Progress reports may be provided to students at the end of each course or upon request. For information regarding grades below 75%, see "Academic Probation".

### **Withdrawals, Incompletes, Repeated Courses**

Students who withdraw from AllSkilled for reasons unrelated to academic status may request a grade of "I" for "Incomplete".

Students who withdraw from a program are not eligible for a retake.

## **Remedial Work**

Remediation plans are not provided by AllSkilled.

## **Transcripts and Release of Student Records**

Students who wish to receive an official transcript must contact Student Services via website (in-writing) and provide the following information: student's name, address, phone number and a short explanation of the request. Third party entities may also request student information upon written consent of the student. Student information will be reported to local, state or federal agencies and/or institutions as required by law.

Student records are kept digitally at 314 E Highland Mall Blvd, Suite 125, Austin, TX 78752.

## **ACADEMIC PROBATION**

### **Academic Probation**

Students' satisfactory progress will be calculated on a quarterly basis. Students will receive a quarterly progress report and any student who has fallen below 75% will be placed on academic probation. Students will have the next quarter to bring their grade up to 75% and be removed from academic probation. If a student has not brought their grade up to satisfactory (75%), they will be terminated from the program. The same will be true for each subsequent quarter.

At the completion of the program, any student not achieving a passing grade of 75% or higher, will have 2 weeks to complete their assignments and bring up their grade, or they will be terminated from the program. Students requesting to be readmitted to AllSkilled must contact Student Services.

## **CONDUCT**

### **Rules of Conduct**

Professional conduct, appropriate to a business environment, is expected at all times. This approach best prepares students for success in the work environment and serves to create an upbeat and professional environment in which students can enjoy their learning experience.

AllSkilled reserves the right to determine, at its sole discretion, what constitutes acceptable and unacceptable behavior as well as any actions to take in response to unacceptable behavior from a written warning up to termination from the school.

Anyone who witnesses or feels victim to a violation of AllSkilled's conduct policy should contact Student Services. All policies apply to students on campus and online.

### **Write-up Policy**

Any student receiving more than two write ups during the course of their program will be administratively withdrawn. They will be allowed to appeal the decision within 5 business days from the date of withdrawal.

If the appeal is granted, the student will return to class and upon any further write-ups, the student will be withdrawn and unable to appeal. If the appeal is denied, the student will continue to be in withdrawn status.

### **Acceptable Use Policy**

The Acceptable Use Policy governs the use of the school's computer equipment and its Internet connectivity. The AllSkilled computers are dedicated to career training use only and are to be used only as directed.

- Students will not download onto AllSkilled computers, understanding that to do so could cause liability for damage or injury to company intellectual, electronic assets or property.
- Students will not install software or connect media devices to AllSkilled computers without prior approval.
- Students will use the Internet for class-related purposes.

- Students will only use AllSkilled computers for course related activities.
- Students will access only sites authorized by the instructor, and will not participate in sharing certification exam questions or access sites that claim to do so.

### **Re-Admittance Into a Program**

If a student is dismissed from a program due to conduct policy violation, they must contact Student Services for consideration of re-admittance. Re-admission may or may not be granted depending on the events surrounding the misconduct and/or the severity of the violation.

## **GRIEVANCES**

### **Grievances**

A student wishing to file a grievance should follow the five steps listed below:

1. Address and resolve the dispute with the person involved through discussion. A student with a grievance or complaint needs to raise concerns as soon as possible in order to assure that a resolution is made in a timely fashion. If the dispute cannot be resolved at this level, students are encouraged to address the issue verbally with the instructor.
2. If the dispute cannot be resolved through addressing the instructor, the student should contact via email the Director of Student Services (grievances@allskilled.com). The written complaint must be submitted within seven (7) calendar days of the incident or notification of termination. The email should include a description of the grievance, the date or dates when the issue arose, the reason why the student is unsatisfied with the resolution offered in step 1 and the steps the student has taken to resolve to dispute to date. When submitting the email the student should include as much factual evidence as possible.
3. The Director of Student Services will conduct their own investigation of the issue and will respond to the student within seven (7) business days of receiving the escalated complaint. All decisions will be provided in writing.
4. While students are encouraged to attempt to resolve complaints at the institutional level, a student may, at any time, address their concerns by directing them to the appropriate State Licensing Authority. The title and address of the state licensing authority is:

Department of Education Office of Career School Licensing  
101 Pleasant Street  
Concord, NH 03301  
603.271.6443

### **Limitation of Action**

All arbitration claims must be filed within thirty (30) days after the date on which the incident giving rise to the dispute occurred. The failure of a party to file an arbitration claim within the applicable limitation period shall constitute a waiver by that party of its right to bring such a claim, and the arbitrator shall have no jurisdiction to hear any claim not filed within such period.

## **GRADUATION**

### **Graduation**

Students must complete coursework, including labs, make up work, and exams, within two weeks of the selected course end date and have a satisfactory GPA and 80% attendance to graduate. Students will receive a Certificate of Completion after the successful completion of a program.

Access to InClass, and most resources, will be available for up to 6 months from completion of program. Length of access to some resources is dependent upon vendor licensing and may be less than six months. No exam resources will be available after six months from program completion. Contact the Student Services Department for any additional questions at studentservices@allskilled.com.

## **STUDENT SUPPORT SERVICES**

### **Student Support Services**

At AllSkilled, our Student Services department assists students with any questions or concerns that may arise while enrolled with our institution. Our Career Services department assists students with career readiness resources. All-Skilled cannot guarantee placement.

## **FACULTY**

Lewis Beeler

**Teaching Certifications:** Train the Trainer

**Certifications:** CompTIA ITF+, CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Data+, PMP, Microsoft Certified Solutions Associate, Azure Fundamentals

**Education & Awards:** BA Pre-Seminar, Cedarville University; MA Biblical Studies, Piedmont Intl. University

**Areas of Teaching:** IT Networking & Security, IT Help Desk

Sean Callinan

**Teaching Certifications:** Train the Trainer

**Certifications:** CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA ITF+

**Education & Awards:** HS Diploma

**Areas of Teaching:** IT Networking & Security, IT Help Desk

Bill Fitzgerald

**Teaching Certifications:** Train the Trainer

**Certifications:** CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA ITF+, CompTIA Server+, MTA, MCSE, MCP

**Education & Awards:** HS Diploma, Naval Air Technical Training

**Areas of Teaching:** Microsoft Cloud Desktop Administration, IT Networking & Security, IT Help Desk

Todd Glover

**Teaching Certifications:** Train the Trainer

**Certifications:** CBCS, CMAA, CPC, MOS Excel, MOS Outlook, MOS Word

**Education & Awards:** BS DC

**Areas of Teaching:** Medical Office Administration

Tony Granger

**Teaching Certifications:** Train the Trainer

**Certifications:** CompTIA Network+, CompTIA ITF+, CompTIA A+, CompTIA Security+, MCITP, MCSA, MCTS, MCP, EC-Council CEH, CHFI, CCENT

**Education & Awards:** BS Information Technology, University of Phoenix; Masters Information Security/Assurance, Western Governors University

**Areas of Teaching:** IT Networking & Security, IT Help Desk

John Loerke

**Teaching Certifications:** Train the Trainer

**Certifications:** CompTIA ITF+, CompTIA A+, CompTIA Network+, CompTIA Security+, Microsoft Modern Desktop Administrator, Azure Fundamentals, MCP, MCTS, MCSA, Lean Six Sigma Green Belt

**Education & Awards:** BS English and Philosophy, University of Wisconsin

**Areas of Teaching:** IT Networking & Security, Cisco Infrastructure, Microsoft Cloud Desktop Administration, IT Help Desk

Mary Kay Muir

**Teaching Certifications:** Train the Trainer

**Certifications:** Certified Professional Coder; Medical Office Administrator; Electronic Health Records, Certified Physician Practice Manager

**Education & Awards:** Regis University; University of Texas at San Antonio; University of Texas at Austin

**Areas of Teaching:** Medical Office Administration

Mickey Tomlinson

**Teaching Certifications:** Train the Trainer

**Certifications:** CompTIA Network+, CompTIA Security+

**Education & Awards:** BS Psychology, Angelo State University; MA Psychology, University of Texas of the Permian Basin

**Areas of Teaching:** IT Networking & Security, IT Help Desk

Victor Treat

**Teaching Certifications:** Train the Trainer

**Certifications:** CompTIA A+, CompTIA ITF+, CompTIA Network+, CompTIA Security+, CompTIA Server+, CompTIA Cloud+, CASP+, Azure Administrator, ITIL Foundation

**Education & Awards:** BA Modern Languages, Texas A&M; MBA, Texas A&M

**Areas of Teaching:** IT Networking & Security, IT Help Desk

Dan West

**Teaching Certifications:** Train the Trainer

**Certifications:** CompTIA A+, CompTIA ITF+, CompTIA Network+, CompTIA Security+, CCNA, MCP, MCSA: Security, MCSE: Security

**Education & Awards:** HS Diploma, University of Texas at Austin

**Areas of Teaching:** IT Networking & Security; Cisco Infrastructure, Microsoft Cloud Desktop Administration, IT Help Desk



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