



COMPUTER COACH

TRAINING CENTER

Catalog

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Our Philosophy & Our Mission

Welcome to Computer Coach Training Center! Thanks for your interest and for taking the time to read about our training programs, classes, and what sets us apart – our company mission.

Headquartered in Tampa, Florida, our mission is your success. We meet our mission by offering quality information technology and business training that meets the needs of our community, coupled with access to our Tech Success Network.

Our director is a best-selling career success author, adult learning specialist, certified IT professional, and experienced training and education coach. We have built on her strong background to create the “Tech Success Network.”

Our company culture and philosophy are also based on our director’s vision;

- We believe education should be affordable and obtainable by all who can benefit from it.
- We believe that quality education should not set you back years of your life. Because let’s face it... time is precious.
- We believe in giving back to our communities and doing the right thing by our customers

We are in education because we love learning, and we love to teach!

Regardless if you are changing careers, enhancing your current career or attending our programs as an alternative to college, Computer Coach Training Center has carefully crafted our company mission, our programs, and our classes with your success in mind, all in a fun, non-stuffy way.

What We Offer

We are a state licensed school, so upon completion of one of our diploma programs, you will earn a Computer Coach Training Center diploma. In addition, many of our diploma programs are comprised of courses that map to various industry certifications. You can get our diploma and take an exam to become industry certified all within one program. It’s like finding a piece of chocolate at the bottom of the waffle cone!

You can also enroll in individual certification preparation courses to prepare for a variety of in demand IT or business certifications, or you can enroll on a continuing education basis. If you just want to build skills, we can help you do that. If you need credentialing, our courses will help prepare you for specific exams. Feel free to pick and choose the courses you need to achieve your goals.

We also offer customized training programs to train an entire team. Corporate training can be provided. Instructors can be available at your site or ours. Give us a call, we can help get your team up to speed.

Please note: Some courses taught at Computer Coach Training Center are for continuing education or for corporate training. The Commission for Independent Education (CIE) does not license these courses.

Our History

We started out in 1992 providing computer training. In 2017, we tweaked our business model and opened to the public as a Department of Education CIE-licensed computer training facility headquartered in Tampa, Florida. We have developed our programs and learning methodologies in response to our communities needs based on market research, market involvement and years of experience.

Who We Are

RicciCo, Inc. is a corporation registered in the State of Florida. We have a registered fictitious name to do business as Computer Coach and/or Computer Coach Training Center. Suzanne Ricci is the CEO / President.

Staff & Trainers

Suzanne Ricci – Executive Director & Senior Technical Trainer,
Masters in Education – University of South Florida
Kasandra Perez – Admissions Director / Training Specialist
Amy Knecht – Registrar
Ted Arent – Senior Technical Trainer, BA Trinity University
Cherie Onkst – Technical Trainer, JD Stetson Law
Peter Bagley – Technical Trainer, MS University of Maryland
Kiki Roeder – Technical Trainer, MS University of Tennessee
Michael McQuain – Technical Trainer, BS Davis & Elkins College
Substitute & contract trainers may vary.

Our Environment

We call it TEE-Hub, you can too. It stands for Technology Education Experience. Located in the trendy Drew Park section of Tampa, our facility is 2200 sq ft. and is modeled after a modern work environment. Although all classes at Computer Coach are available Live online, the TEE-Hub is available for those who want additional practice. It allows you to

learn like you will work in a place that is designed by techies. At TEE-Hub there are 3 lab rooms, with between 8 – 15 computers to work, practice and learn on. There is a student study lab, a hands-on computer assembly bench, an industry-standard collaborative / creative space, and an outside courtyard used for study, break or class area allowing for lectures under the sun, or a place to breathe the fresh and refreshing Florida air.

Enrollment

We believe technical, hands-on education should be available to all who seek it. Report after report tells us that computer or technical skills are transferable to numerous career paths, not just IT careers. To take advantage of our training programs, you must be 18 years of age and possess a high school diploma or a GED. Proof of post-secondary education can be used in lieu of either of these requirements. If you are motivated, take learning seriously, and are ready to get started, Computer Coach Training Center can help you reach your goals.

To enroll, please complete the following steps:

- Complete an application, available at www.ComputerCoach.com.
- Schedule an interview with a Computer Coach team member. The interview is to ensure the program you have selected meets your stated career goals and to ensure your goals are realistic.
- You are welcome to attend a class prior to enrolling. We encourage it.
- Pay your tuition prior to starting class or make an agreed upon payment plan.

Payments, Financing & Financial Aid

We accept all major credit cards as well as checks & cash. Currently, Computer Coach Training Center does not offer financing from third parties for tuition. However, in some cases, Computer Coach may be able to create a payment plan, for those who qualify. Payment plans are managed by Computer Coach. Please see a training specialist for details. If a payment plan is arranged, you will be provided a written schedule of when payments are due.

Computer Coach Training Center does not accept Federal Financial Aid.

Previous Credit

Computer Coach Training Center always evaluates and awards credit for prior training or experience when applicable. Students with prior certification, professional or life experience that matches a course may substitute courses from different programs, with prior approval from the Admissions Director. Please note, if you are transferring

courses to Computer Coach Training Center, you must complete at least 50% of your program at Computer Coach Training Center to be issued our diploma. If you are interested in completing less than 50% of your program at Computer Coach you will need to enroll in our continuing education programs, which do not map to diplomas.

To have a course considered for prior credit the below is the process and steps that should be taken.

- Please submit an email request to the Admissions Director with a copy of your experience / resume or other documentation.
- Send an official transcript from the school you've taken prior courses at to Computer Coach Training Center.
- Within 10 days of receipt, we will review it and send you a written response via email.

To have life or course experience considered you must 1.) have received at least a C grade or higher, if applicable. 2.) Courses or experience transferred must be for the same body of knowledge of the course at Computer Coach Training Center will help prepare you for. 3.) A meeting with the Executive Director may be necessary.

Transferring Credits

We love education and we encourage you to get the most education you can, and while Computer Coach Training Center is a licensed training center, we are not an accredited college or university. Classes taken at Computer Coach Training Center may or may not be transferrable to other schools. Please contact the school you would like to transfer Computer Coach Training Center courses to find out if they will be accepted there. Each school's transfer policy is different. Additionally, some certifications are transferrable when you have taken and passed the vendor exam. When in doubt, please check with the school you are transferring to.

Our Courses & Certifications

Computer Coach Training Center is a licensed training center, we are not an accredited college or university. People generally enroll because they want to learn specific computer skills or they want to pass a certification test to validate their computer skills and become certified. As a result, many courses we teach have corresponding certification exams that allow you to become certified by the vendor or an association. You will need to take the certification exam to become certified. Taking the course alone does not mean you are certified.

Although the certification exams are optional, we strongly encourage them. Many employers will ask for certification when considering job candidates. Certifications are taken through third party testing centers Pearson VUE or Prometric. Most exams are able to be taken from your home with an online proctor. Please see our Registrar with questions.

Academics

Course Catalogs

We offer our catalogs digitally. Our catalogs are on our website @<https://www.ComputerCoach.com/catalog.pdf>

Course Numbering System & Course Hours

Our course numbering system is comprised of alphanumeric indicators. Letters represent the subjects and numbers help us identify the course. The numbers do not represent a prerequisite order or level of difficulty. If you have questions, please contact an Admissions Representative.

NET = Networking Courses

BUS = Business Courses

ITS = IT Security Courses

DBA = Database Courses

COD = Programming / Coding Courses

Each hour comprises 50 minutes of teaching / lab time.

Our Grading Scale

No one comes to school just to have fun, right? Learning is at the heart of what motivates our students and we have found that at Computer Coach Training Center, as with most adult education, the more you put in, the more you'll get out of it. Therefore, grades are issued to validate that the transfer of knowledge has occurred. Because we are mainly hands-on, most of our grading is based on competency-based exercises or project-based labs. For example, you may be given a lab and the trainer can check off each skill as you master it. The number of measured (or graded) labs per course varies by course. Some courses do use traditional exams to validate knowledge transfer. We use the following scale to issue grades:

A	90% - 100% = Passing
B	80% - 89% = Passing
C	70% - 79% = Passing
Not Passing	69% and below

Satisfactory Academic Progress (SAP)

All students enrolled in a career program at Computer Coach Training Center must comply with the minimum requirements of academic progress as outlined below. Meeting the minimum requirements qualifies a student for the academic credential for the program they are enrolled in. To measure a student's progress, minimum quantitative and qualitative standards have been created.

- A student must pass all the required courses for the program of study.
- Academic progress is calculated at the end of each course. Reports are issued at the end of each course and given to students not meeting SAP.
- Students must maintain a minimum cumulative GPA of 2.0 at the end of each course to meet SAP. If more than one attempt is made for a class, only the higher grade obtained in the repeated course is included in the calculation.
- GPA is calculated by dividing total grade values, of all courses completed, by the number of courses completed. Grade Value – A= 4, B= 3, C=2
- A student must complete their program of study within 150% of the program length.
- A student is only allowed to take a course 2x due to academic failure, insufficient attendance, disciplinary action, or requested leave of absence during the program.
- A student who fails a course will be on probation during the term in which he or she repeats said course. If the student at least meets the minimum GPA and is within the maximum timeframe, then the student will be considered to be making satisfactory academic progress.

Graduation Requirements

Diploma Programs: If you enroll in a diploma program, all required courses in the program must be completed with a C or better (pass) in order to receive a diploma. In addition, you must attend or make up to 80% of the class hours. Makeup can be assigned by the instructor or Registrar. In addition, you must also have fulfilled all your monetary obligations to the school.

Continuing Education: If you enrolled in courses (not an entire program) for continuing education, you will receive a certificate of completion for each course you complete. You must have fulfilled all your monetary. ***Please note: The Commission for Independent Education does not license continuing education courses.***

Job Placement

At Computer Coach Training Center, job placement is important to us so job placement assistance is available to all students. We help with job referrals (when available), resume review, interviewing techniques and more through our Tech Success Network. We offer career workshops and strongly encourage all students to take as many workshops as they can. If you have a unique challenge in job placement, please talk to us. We like to help! Please know that no school can guarantee job placement.

Student Services

Computer Coach Training Center believes in our students. You are the reason we exist. With this in mind, we do our best to provide the services our students might need to be successful.

In addition to job placement services, we provide referrals for financial advising, academic advising and personal advising on an as needed and as requested basis. Please email, call or stop by and talk to our Executive Director if you need assistance with any of the above.

Class Schedules & Hours of Operation

We enroll students on a rolling basis which means we start our courses several times a month depending on the course and/or the program. There are no specific semesters, quarters or terms. Please contact our Admissions Director for details or to learn what the next available class date is for the program or course you are interested in.

Our business and student services office is open Monday through Friday, 9:30 a.m. to 4:30 p.m. Service before 9:30 a.m., after 4:30 p.m. and on weekends is by appointment only and needs to be requested. All services are available online through Zoom. If an in-person meeting is requested it will be by appointment only.

Our classes meet live, online with an instructor on the following schedule:

Full Day	9:00 a.m. – 5:00 p.m.
Morning	8:00 a.m. – 12:00 p.m.
Afternoon	1:00 p.m. – 5:00 p.m.
Evening	6:00 p.m. – 10:00 p.m.

Clock Hour

Clock hour is defined as a period of 50 minutes of instruction. Please note class break times vary and may change without notice.

School Holidays – No School

We will be closed on the following days:

- New Year's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Break – Wednesday - Sunday
- Winter Holiday – Last week of the year, first week of the new year
- Other holidays may be added and notice will be given, if possible

Library & Information Services

We are pleased to offer a library of books & periodicals, available to all enrolled students. This list is available through a staff member, or it can be emailed to you if you prefer. Please see a staff member for help with library access.

Student Records

We retain student records in compliance with the requirements of the Commission for Independent Education. Records are kept digitally and are backed up to a separate location and are available to students upon request. We can provide your records to potential employers, but we require that you submit written permission for us to do so.

Optional Certifications Disclosure

In addition to teaching real world skills, our programs map to the information and hands-on tasks needed to help you prepare to pass a variety of certification exams. You do not need to pass the certification to complete our program and to be issued the Computer Coach Training Center diploma. Certification is optional and not all students choose to become certified. Please see each individual course descriptions to determine the certification each course maps to.

Computer Coach Training Center strongly encourages you to get certified. Certifications are in demand and sought after, by employers, and you may face employment restrictions if you choose not to get certified.

Our Policies & Procedures

Refund Policy

Should a student be dismissed or need to cancel enrollment for any reason, all refunds will be made according to the following policy:

1. Cancellations must be made in writing.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the Enrollment Agreement and making initial payment.
3. Cancellation after the third (3rd) business day, but before the first class, will result in a refund of all monies paid, with the exception of the registration fee (not to exceed \$100.00).
4. Cancellation after attendance has begun, through 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.
5. Cancellation after completing more than 40% of the program will result in no refund.
6. The termination date for refund computation purposes is the last date of actual attendance by the student unless earlier written notice is received.
7. Refunds will be made within 30 days of termination or receipt of Cancellation Notice.
8. A student's enrollment can be terminated at the discretion of the institution for insufficient academic progress, nonpayment of academic fees or failure to comply with the rules and policies established by the institution as outlined in the catalog and this agreement.

Program Cancellation Policy

Computer Coach Training Center reserves the right to determine that a program or course will be postponed or cancelled, or a facility closed, at its discretion. Affected students will be notified as follows:

Program or Course Postponement: In the event of program or course postponement, student notification will:

- Be made by telephone and email (as appropriate).
- Contain an anticipated date that the program or class is scheduled to resume.
- Contain a provision for the student to delay his or her attendance or receive a refund of tuition and appropriate fees. The refund shall be calculated from the date of notification of program or course postponement or from the scheduled

program or course start date, whichever comes first. The refund shall be paid within 30 days of receipt of the student's written request for a refund. Students who choose to delay their attendance shall be provided additional notification by telephone and email of the date that the program or course is to resume when that date has been finalized.

Program or Course Cancellation: In the event of a program or course cancellation, student notification will contain a provision for the student to delay his or her attendance or receive a refund of tuition and appropriate fees. In this event, the refund shall be calculated from the date of notification of program or course cancellation or from the scheduled program or course start date, whichever comes first. The refund shall be paid within 30 days of receipt of the student's written request for a refund or within 30 days of the student's last date of attendance.

Temporary Closure of a Facility

In the event of a temporary closure of a facility, the institution shall first notify the Commission for Independent Education.

Student notification of temporary closure of a facility shall:

- Be made by telephone, email, and / or U.S. mail.
- Contain an anticipated date for reopening.
- Contain a provision for the student to delay attendance or receive a refund of tuition and appropriate fees. The refund shall be calculated from the date of notification of facility closure or from the scheduled program or course start date, whichever comes first. The refund shall be paid within 30 days of receipt of the student's written request for a refund.
- Contain a provision for weekly notification of progress leading to the reopening of the facility.
- Contain the name and complete contact information for:
 - Institution Director
 - Principal shareholder or member of the board of directors owning the corporation
 - The Commission for Independent Education

Additionally, in the event of a temporary facility closure, the institution shall post a notice on all facility entrances that shall contain:

- An explanation of the circumstances surrounding the temporary closure.
- An anticipated date that the facility will reopen.
- The name and contact information for the director.
- CIE contact information.

Course Cancellations

We will notify you as soon as possible if a course is cancelled. Don't worry, we won't charge you tuition if the class is permanently cancelled and in the event of a cancellation, we always make all reasonable accommodations to reschedule those classes when needed and possible.

Class Session Cancellations

We all do our best to plan but unforeseen circumstances do happen. In the event a specific class session is cancelled, you will be notified by the school messaging system. The school uses Slack as the school messaging system. Please remember our golden rule: "If in doubt ... (drum roll) ... call and ask. No such thing as a stupid question in our world."

Student Behavior & Conduct

You are expected to conduct yourself in a professional manner at all times. We like to say you should act like you are at work. Foul language, possession of non-prescribed drugs or alcoholic beverages, disrespectful behavior toward anyone, cheating or stealing among other rude and not cool behaviors can lead to being dismissed from school and being asked to leave immediately. Just be nice! We don't haze and neither should you.

Grievances, Complaints & Compliments

We care about our students and we believe there is always room for improvement. If you would like to share a grievance, complaint, compliment or a suggestion, or would like to dispute a grievance, please send an email to success@computercoach.com.

All grievances are responded to within 30 days of receipt. If you do not agree with the resolution you have up to 30 days to submit a written appeal request to the Executive Director. Within 10 days of receipt of your written appeal a meeting with the Executive Director will be scheduled to resolve the grievance.

In addition, since we are licensed by the Commission for Independent Education, Department of Education, additional information regarding this institution may be obtained by contacting the commission at 325 W. Gaines Street, Suite 1414, Tallahassee, FL 32399-0400 or by calling 850-245-3200 or 1-888-224-6684.

Our Copyright Policy

It's not cool to copy or distribute stuff that is under copyright. We don't do it. This includes copyrighted texts, publications, documents, and computer software. Our instructors only copy portions of texts for use as handouts to illustrate class material as permitted by federal copyright law.

Family Educational Rights & Privacy Act

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a federal law that protects the privacy of students' education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

FERPA gives parents certain rights with respect to their children's education records. These rights transfer to the student when he or she reaches the age of 18 or attends a school beyond the high school level. Students to whom the rights have transferred are "eligible students."

- Parents or eligible students have the right to inspect and review the student's education records maintained by the school. Schools are not required to provide copies of records unless, for reasons such as a great distance, it is impossible for parents or eligible students to review the records. Schools may charge a fee for copies.
- Parents or eligible students have the right to request that a school correct records which they believe to be inaccurate or misleading. If the school decides not to amend the record, the parent or eligible student then has the right to a formal hearing. After the hearing, if the school still decides not to amend the record, the parent or eligible student has the right to place a statement in the record setting forth his or her view about the contested information.
- Generally, schools must have written permission from the parent or eligible student in order to release any information from a student's education record. However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):
 - School officials with a legitimate educational interest
 - Other schools to which a student is transferring
 - Specified officials for audit or evaluation purposes
 - Appropriate parties in connection with financial aid to a student
 - Organizations conducting certain studies for or on behalf of the school
 - Accrediting organizations
 - To comply with a judicial order or lawfully issued subpoena
 - Appropriate officials in cases of health and safety emergencies

- State and local authorities, within a juvenile justice system, pursuant to specific state law.

Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.

For additional information, please call (202) 260-3887. Individuals who use TDD may call the Federal Information Relay Service at 1-800-877-8339.

Or you may contact The Family Policy Compliance Office at the following address:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-5920

Distance Learning / Education Policies

Communication – At Computer Coach, we use Slack messaging services for all communication between trainers and students once classes begin. Prior to classes beginning some emails may be exchanged with Computer Coach Student Services.

Student Orientation – Upon enrolling each student receives several emails with important information regarding Computer Coach, your classes, contact information and Slack setup instructions. Students should read each email carefully. In addition, a Student Services representative provides an orientation at the beginning of each new course. If a student would like to schedule a 1:1 orientation please contact the school Registrar.

Acceptance of Transfer Credits – Distance Learning students who wish to transfer prior credit / life work / or school work to apply to a Computer Coach diploma should follow the policy on Page 5-6 of this catalog.

Distribution of Books and Materials – The below is the policy on how books and materials are distributed to students.

Physical Books – If a physical book is being used for the class students are enrolled in then it will be mailed to the students address on file, prior to the start of class.

Digital Books – If digital books are being used for the class students are enrolled in than it will be emailed to the student’s email address on file, prior to the start of class.

Digital Labs – When digital labs are being used a code to register the lab will be sent to the student’s email address on file, prior to the start of class.

Software – Any software being used in class, that needs to be downloaded and configured, will be downloaded and configured on the first day of class with the instructor.

Review of Coursework – To verify student identities in online assignments and assessments, Computer Coach, completes all quizzes, examinations and graded labs, during live online class time. Instructors can review students work, through shared screens, screen capture or looking in the lab software through reporting. Any homework assigned should be sent to the instructor via Slack as a private message or placed into the Slack Channel for the assigned class.

Student’s Questions & Comments – At Computer Coach we use Slack messaging to communicate. If student’s have questions or comments they can place the question / comment in the class Slack channel, or they can DM Student Services, the Director or their instructor. In addition, students can email success@computercoach.com if they prefer to email. All messages received before 4 pm will be replied to by the COB on the same day. All messages received after 4 pm will be replied to by the COB the following business day.

Attendance – Distance learning courses at Computer Coach are Live Online, through Zoom. Attendance is taken at the beginning of each session and after any breaks. Students are required to turn their cameras on during attendance and highly encouraged to keep their cameras on the entire class. Students are required to attend 80% of the live online courses or make-up any hours missed, up to 80%, through the *Attendance Make-Up Form*. Attendance is verified by the instructor in a live environment and checked by Student Services to confirm attendance is taken.

Transcript Requests – Students who wish to have a transcript should email success@computercoach.com with the address and information of where the transcript is going. All transcripts will be digitally signed and emailed to students within 3 business days. Students may also wish to use their digital badges if applicable.

Technical Support – Any student who needs technical support should message the school Registrar via Slack, email or call.

Computer Equipment / Supplies - Students enrolled in Computer Coach's distance learning courses are required to provide their own PC computer and one of the below Operating Systems.

- Windows 10
- Note: For devices running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- Windows 8 or 8.1

A Mac computer and OS may be used for some courses. If a student has a Mac please see admissions for individual requirements of each course. In addition students are required to have:

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth
- A webcam or HD webcam - built-in or USB plug-in

One of the below browsers:

- Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

Processor & Ram:

- Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent)
- RAM 4Gb

Students can submit their computer specifications to Tech Support or Student Services if they have any questions.

Students must sign a written attestation to having all of the required supplies prior to enrollment into a distance learning course.

Student Services – Computer Coach offers career services through our Tech Success Network. We run online webinars on job search and career success topics, host guest speakers, via Zoom, on a variety of topics. All webinars and guest speakers are placed in Slack to notify students. In addition, from time to time, Computer Coach receives job referrals. These referrals are placed in Slack for students. In addition, Computer Coach offers 1:1 career coaching sessions. These sessions are available on a rotating schedule. See the Registrar for the latest schedule. If a student is interested, they register on Eventbrite for all webinars and sessions. <https://www.eventbrite.com/o/computer-coach-training-center-16455105040>

Transferring Between in -person and online – For some classes it may be possible for students to switch between live online courses and in person courses. Students may switch up to 2 times per course. Computer Coach runs courses on a rolling basis. To switch between in-person and live courses a student may need to wait for the course to begin again to switch. To switch a student should contact Student Services and complete the required *Desire to Switch* between modalities form.

Cheating – Cheating is an unethical behavior and hurts the student. At Computer Coach, cheating is defined as “acting dishonestly or unfairly in order to gain an advantage.” If a student is caught cheating in live online courses by having someone else take their class, take their exams, or complete their hands-on assignments they can be removed from the school.

Networking Programs & Course Descriptions

Computer Support Technician (CST)

160 Hours - \$10,500 + \$100.00 Nonrefundable Registration Fee

No Prerequisites

A computer support specialist, also known as a technical support specialist or help desk technician, is an entry-level IT professional who provides technical assistance and support to computer users. Their job is to help users troubleshoot and solve hardware, software, and network-related problems.

Computer support specialists typically work in a variety of settings, including information technology (IT) departments, help desks, and call centers. They may also work for computer hardware and software companies, as well as consulting firms that provide IT support to other organizations.

Their responsibilities include identifying and diagnosing technical issues, providing guidance and instruction to users on how to solve problems, performing routine maintenance on computers and other devices, and installing and configuring software and hardware.

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

Courses In This Program:

NET02 – Computer Hardware & Software – 80 Hours – In this course you will learn the essential components of today's computers, both hardware and software. This course covers a variety of hardware and operating systems and is designed to engage the learner and teach the topics from building to troubleshooting computer systems. *Optional Certification Exam Available*

NET03 – Networking Essentials – 40 Hours – In this course you will learn concepts about computer networks, vendor-neutral networking, and vendor-specific networks. You will also learn about network hardware and firmware, servers and routers. Emphasis will be placed on how to monitor networks for possible bottlenecks, ensuring that growth of a company's network follows recommended protocols and that you are able to keep all the components of the network running invisibly in the background. *Optional Certification Exam Available*

Electives – Pick 1 40 Hour Elective - See a staff member for details.

ITS01 – Introduction to Computer Security – 40 Hours – In this course you will learn concepts about computer security including an introduction to network security, compliance, operational security, threats, vulnerabilities, access control and identity management, as well as cryptography. This course is designed to help students obtain a foundational level skill. *Optional Certification Exam Available*

ITS06 – Secure Computer User – 40 Hours – In this course you will learn the necessary knowledge and skills to protect their information assets. This class will immerse students into an interactive environment where they will acquire a fundamental understanding of various computer and network security threats such as identity theft, credit card fraud, online banking phishing scams, virus and backdoors, emails hoaxes, sex offenders lurking online, loss of confidential information, hacking attacks and social engineering. *Optional Certification Exam Available*

BUS13 – Business Communication – 40 Hours – In this course you will explore the study of the process of communication in the business environment, allowing us to understand how to make better choices in our day-to-day communication. *Optional Certification Exam Available*

IT Systems Administrator

120 Hours - \$7,500 + \$100.00 Nonrefundable Registration Fee

As an IT Systems Administrator, you will be responsible for the management, maintenance, and security of an organization's internal computer systems and networks. This exciting career offers a diverse range of opportunities, with alternative job titles including Systems Administrator, Network Administrator, IT Support Specialist, and many more.

Our program will provide you with the technical skills and knowledge you need to excel in this in-demand field. Our program is designed for students of all levels, from beginners to experienced IT professionals looking to advance their careers.

Prerequisites

- You should possess 12 months of networking knowledge.
- The director or instructor may approve programs and/or experience for acceptance into this program.

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

Courses in this Program Include:

NET07 – Operating System Install and Configuration – 40 Hours – In this course you will learn how to install and configure different operating systems. This course will give you hands-on experience in installing and configuring popular operating systems, such as Windows and Linux.

Through this course, you will learn how to prepare for an operating system installation, including partitioning a hard drive and selecting the appropriate hardware drivers. You will also learn how to install and configure the operating system and troubleshoot common issues that may arise during the installation process. In addition, this course will cover the basics of system configuration, including setting up user accounts, configuring network settings, and managing system updates. You will also learn how to configure system security features such as firewalls and antivirus software.

NET08 – Server Administration – 40 Hours – In this course you will learn how to deploy, configure, manage and maintain various types of servers including file servers, print servers, web servers, email servers and database servers. You will also gain expertise in the latest technologies, tools and security best practices in server administration. *Optional Certification Exam Available*

NET09 – Administering Cloud Applications – 40 Hours – In this program you will learn the skills and knowledge needed to effectively manage and administer cloud application environments. Through this course, you will learn how to manage user accounts, configure security settings, manage email, and collaborate with others using a variety of tools. In addition, you will learn how to troubleshoot common issues, monitor service health, and perform basic reporting tasks.. *Optional Certification Exam Available*

Cloud Integration Specialist

104 Hours - \$7,500 + \$100.00 Nonrefundable Registration Fee

A cloud integration specialist provides insight, setup, troubleshooting, and maintenance for a cloud environment. They often collaborate with project managers and engineers to ensure cloud computing best practices are followed and applied. A cloud integration specialist plays a special role in IT departments as cloud technologies are becoming more and more common in today's business environments. Students, in this program, pick three of the below four courses. This program allows a student to specialize or maintain generalized cloud integration skills.

Prerequisites

- You should possess 12 months of networking knowledge.
- The director or instructor may approve programs and/or experience for acceptance into this program.

NET 05 – Amazon Cloud Computing – 40 hours – In this course you will take a deeper dive into the cloud technology provided by Amazon. In this hands-on course, you will learn to deploy, manage, and operate scalable, highly available, and fault-tolerant systems on AWS. *Optional Certification Exam Available*

NET06 – Microsoft Cloud Computing – 40 hours – In this course, you will explore a wide range of topics, including Azure Virtual Machines, Azure Storage, Azure Active Directory, and more. You will learn how to use the Azure portal and command-line tools to manage resources, configure virtual networks, and monitor performance. You will also gain experience with Azure services such as Azure App Service, Azure Functions, and Azure Kubernetes Service. *Optional Certification Exam Available*

Electives – Pick 1 Elective, may substitute NET05 or NET06 for the other elective if your prior experience or education supports this decision. See a staff member for details.

Elective - NET 10 – Cloud Computing Foundations – 24 Hours – In this course, you will learn about the core concepts of cloud computing, including virtualization, infrastructure as a service (IaaS), platform as a service (PaaS), and software as a service (SaaS). You will also gain an understanding of key cloud deployment models, such as public, private, and hybrid clouds. *Optional Certification Exam Available*

Elective - NET 11 – Designing DevOps Solutions – 24 hours – In this course, you will learn you will learn how to design and implement strategies for collaboration, code, infrastructure, source control, security, compliance, continuous integration, testing, delivery, monitoring, and feedback.

IT Network Administration

120 Hours - \$10,500 + \$100.00 Nonrefundable Registration Fee

An IT network administrator is a critical role in almost all businesses running a routed and switched network. Network administrators are responsible for the day-to-day operation of networks. They organize, install, and support an organization's computer systems, wide area networks (WANs), network segments, intranets, and other data communication systems. In this program, you will learn about routing and switching, securing routers and switches, and how to customize routers and switches by creating applications.

Prerequisites

- You should possess 12 months of networking knowledge.
- You may substitute the 12 months experience for any of Computer Coach Training Center's other Networking/Infrastructure diploma programs.
- The director or instructor may approve programs and/or experience for acceptance into this program.

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

Courses in this Program:

NET03 – Networking Essentials – 40 Hours – In this course you will learn concepts about computer networks, vendor-neutral networking, and vendor-specific networks. You will also learn about network hardware and firmware, servers and routers. Emphasis will be placed on how to monitor networks for possible bottlenecks, ensuring that growth of a company's network follows recommended protocols and that you are able to keep all the components of the network running invisibly in the background. *Optional Certification Exam Available*

NET13 – Introduction to Routing & Switching – 40 Hours – In this course you will learn the skills necessary to install, configure, operate, and troubleshoot medium-sized routed and switched networks. In addition, you will learn about LAN/WAN switching technologies, IPv4 and IPv6 routing technologies, infrastructure services, and infrastructure maintenance. *Optional Certification Exam Available*

NET14 – Cisco CyberOps Cybersecurity – 40 Hours – In this course you will learn the day-to-day, tactical knowledge and skills that Security Operations Center (SOC) teams need to detect and respond to cybersecurity threats. This training covers knowledge and skills related to security concepts, security monitoring, host based analysis, network intrusion analysis, and security policies and procedures as it relates to Cisco technologies. *Optional Certification Exam Available.*

IT Security Programs & Course Descriptions

IT Security Professional

120 Hours - \$10,500 + \$100.00 Nonrefundable Registration Fee

Security is becoming increasingly popular in all aspects of life and business, but especially in the realm of computer security. An IT security professional is responsible for ensuring a company's network, systems, and data are secured from inside vulnerabilities and outside hackers. This 120-hour program is designed to give existing IT professionals, or individuals who just need IT security skills (possibly as a job requirement) an understanding of core IT security skills.

Prerequisites

- You should possess IT networking knowledge equivalent to 12 months.
- You may substitute the 12 months experience for any of Computer Coach Training Center's other Networking/Infrastructure diploma programs.
- The director or instructor may approve programs and/or experience for acceptance into this program.

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

Courses Included In This Program:

NET03 – Networking Essentials – 40 Hours – In this course you will learn concepts about computer networks, vendor-neutral networking, and vendor-specific networks. You will also learn about network hardware and firmware, servers and routers. Emphasis will be placed on how to monitor networks for possible bottlenecks, ensuring that growth of a company's network follows recommended protocols and that you are able to keep all the components of the network running invisibly in the background. *Optional Certification Exam Available*

ITS01 – Introduction to Computer Security – 40 Hours – In this course you will learn concepts about computer security including an introduction to network security, compliance, operational security, threats, vulnerabilities, access control and identity management, as well as cryptography. This course is designed to help students obtain a foundational level skill. *Optional Certification Exam Available*

Electives – Pick 1, may substitute ITS01 and / or NET03 for the other elective (s) if your prior experience or education supports. See a staff member for details.

Elective - ITS03 – Information Security – 40 Hours – In this course you will learn advanced computer security topics to help round-out your IT security education. In this course you will learn about information security governance, risk management, access control, how to design security architecture, the difference between physical and environmental security,

telecommunications as it relates to network security, an introduction to cryptography as well as security topics as they relate to software development. *Optional Certification Exam Available*

ITS04 – Cyber Security Comprehensive – 40 Hours – In this vendor-neutral course you will learn how to configure and use threat detection tools such as Wireshark, Bro, Snort (or others based on industry demand), how to perform data analysis on the network as well as how to interpret the results of the analysis to identify vulnerabilities, threats, and risks to your organization. This course focuses on teaching the topics and skills necessary with the end goal of securing and protecting applications and systems within organizations of all sizes. *Optional Certification Exam Available*

Elective - ITS06 – Penetration Testing – 40 Hours – In this course you will learn concepts about assessing the most up-to-date penetration testing, and vulnerability assessment and management skills necessary to determine the resiliency of the network against attacks. *Optional Certification Exam Available*

Elective - ITS05 – Introduction to Ethical Hacking – 40 Hour – In this course you will learn topics such as intrusion detection, DDoS attacks, buffer overflows, and malware creation in detail. This course is designed to give you the opportunity to delve into the mind of a hacker for a unique perspective into penetration testing and to learn the methods used so you can better understand how to counter these attacks in the real world. *Optional Certification Exam Available*

COD09 – Python Programming – 40 Hours – Python is fast becoming the programming language of choice for hackers, reverse engineers, and software testers because it's easy to write quickly, and it has the low-level support and libraries that make hackers happy. As a result, in this course you will learn the concepts behind hacking tools and techniques like debuggers, trojans, fuzzers, and emulators with an emphasis on allowing you to harness existing Python-based security tools – and how to build your own when the pre-built ones won't cut it. This course is designed to introduce Python programming to the security specialist and thus allow you to continue your own studies if this skill is necessary on the job.

Cyber Security Specialist

200 Hours - \$13,500 + \$100.00 Nonrefundable Registration Fee

A cybersecurity specialist is a highly skilled professional responsible for protecting computer networks and systems from cyber threats. Cybersecurity specialists play a critical role in safeguarding sensitive information and ensuring the integrity of critical systems.

If you're interested in pursuing a career in cybersecurity, our cybersecurity specialist training program is the perfect way to gain the skills and knowledge you need to succeed in this exciting field. Our program is designed to provide you with a comprehensive understanding of cybersecurity fundamentals and practical experience in the latest tools and techniques used by industry professionals.

Prerequisites

- You must possess a high school diploma or GED equivalent.
- You should possess advanced knowledge of how to use a computer and consider yourself a “power user.”

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

Courses Included In This Program:

NET03 – Networking Essentials – 40 Hours – In this course you will learn concepts about computer networks, vendor-neutral networking, and vendor-specific networks. You will also learn about network hardware and firmware, servers and routers. Emphasis will be placed on how to monitor networks for possible bottlenecks, ensuring that growth of a company’s network follows recommended protocols and that you are able to keep all the components of the network running invisibly in the background. *Optional Certification Exam Available*

ITS01 – Introduction to Computer Security – 40 Hours – In this course you will learn concepts about computer security including an introduction to network security, compliance, operational security, threats, vulnerabilities, access control and identity management, as well as cryptography. This course is designed to help students obtain a foundational level skill. *Optional Certification Exam Available*

Electives – Pick 3, may substitute ITS01 and / or NET03 for the other elective (s) if your prior experience or education supports. See a staff member for details.

ITS06 – Penetration Testing – 40 Hours – In this course you will learn concepts about assessing the most up-to-date penetration testing, and vulnerability assessment and management skills necessary to determine the resiliency of the network against attacks. *Optional Certification Exam Available*

ITS04 – Cyber Security Comprehensive – 40 Hours – In this vendor-neutral course you will learn how to configure and use threat detection tools such as Wireshark, Bro, Snort (or others based on industry demand), how to perform data analysis on the network as well as how to interpret

the results of the analysis to identify vulnerabilities, threats, and risks to your organization. This course focuses on teaching the topics and skills necessary with the end goal of securing and protecting applications and systems within organizations of all sizes. *Optional Certification Exam Available*

ITS05 – Introduction to Ethical Hacking – 40 Hour – In this course you will learn topics such as intrusion detection, DDoS attacks, buffer overflows, and malware creation in detail. This course is designed to give you the opportunity to delve into the mind of a hacker for a unique perspective into penetration testing and to learn the methods used so you can better understand how to counter these attacks in the real world. *Optional Certification Exam Available*

COD09 – Python Programming – 40 Hours – This course is an introduction to programming and problem solving with the Python programming language. Its goal is to give you a solid grounding in the fundamentals of Python as well as the kind of thinking needed to turn ideas into working applications. Over its 40 hours, you'll start with the basics, beginning with installing Python and the requisite code editing software onto your computer, study the parts of Python that you're most likely to need, and apply what you learned to solve problems by making working software. Whenever possible, we'll use Python to solve problems and answer questions that you might find in the real world.

Data Programs & Course Descriptions

Data Specialist

120 Hours - \$10,500 + \$100.00 Nonrefundable Registration Fee

No Prerequisites

A data specialist is a professional who specializes in working with data in various capacities. Data specialists are responsible for collecting, organizing, analyzing, and interpreting large sets of data in order to inform business decisions, drive growth, and optimize performance.

There are many different types of data specialists, including data analysts, data scientists, data engineers, and database administrators.

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

Courses Included In This Program:

DBA01 – Introduction to Data – 40 Hours – In this course you will learn the importance that collecting, analyzing, and reporting on data can drive priorities and lead business decision-making. In addition you will learn information on mining data, manipulating data, visualizing and reporting data, applying basic statistical methods, analyzing complex datasets while adhering to governance and quality standards throughout the entire data life cycle. *Optional Certification Available*

DBA02 – Data Visualization & Analytics – 40 Hours – In this course you will learn introductory knowledge of Business and Data Intelligence and the various BI tools that are used in industry. This course is an interactive and hands-on course.

COD09 – Python Scripting – 40 Hours – This course is an introduction to programming and problem solving with the Python programming language. Its goal is to give you a solid grounding in the fundamentals of Python as well as the kind of thinking needed to turn ideas into working applications. Over its 40 hours, you'll start with the basics, beginning with installing Python and the requisite code editing software onto your computer, study the parts of Python that you're most likely to need, and apply what you learned to solve problems by making working software. Whenever possible, we'll use Python to solve problems and answer questions that you might find in the real world.

Coding Programs & Course Descriptions

Front-End Web Development

200 Hours - \$13,500 + \$100.00 Nonrefundable Registration Fee

As a front-end web developer, also known as client-side development, you will learn to produce HTML, CSS, and JavaScript for a website or web application so that a user can see and interact with them directly on the client-side, through a web browser. Although the hours in the program are broken down into courses, to allow students the ability to compare programs, this is one program that is taught seamlessly with no breaks in between course topics.

Prerequisites

- You should possess a solid understanding of computer basics and computer use.

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

Courses Included In This Program:

COD01 – HTML & CSS – 100 Hours – In this course you will gain a comprehensive understanding of the two foundational languages of web development. Through this course, you will learn the fundamentals of HTML (Hypertext Markup Language) and CSS (Cascading Style Sheets), including syntax, semantics, document structure, and responsive design. You will also gain experience working with popular front-end frameworks and libraries such as Bootstrap and jQuery.

COD03 – JavaScript – 100 Hours – designed to provide you with a comprehensive understanding of one of the most popular programming languages used today. Through this course, you will learn the fundamentals of JavaScript, including variables, data types, functions, control structures, and object-oriented programming. You will also gain experience working with popular JavaScript frameworks and libraries such as React and Node.js, as well as explore how JavaScript is used in web development and front-end design.

The focus of this program is hands-on projects, so students leave with portfolio show pieces. Our experienced instructors will guide you through a variety of hands-on exercises and real-world projects, allowing you to apply your new skills in practical settings.

Full Stack Web Application Development

200 Hours - \$13,500 + \$100.00 Nonrefundable Registration Fee

Our Full Stack Web Application Development program with a focus on C#.NET is a comprehensive program that covers all aspects of web development, from front-end to back-end. This program is designed to equip you with the skills and knowledge you need to build dynamic and interactive web applications using the .NET Framework.

Throughout the program, you will learn the basics of programming using C# and .NET Framework, and then delve into topics such as object-oriented programming, data structures, and algorithms. You will also gain experience working with HTML, CSS, and JavaScript to create responsive and user-friendly web interfaces.

In the back-end portion of the program, you will learn to build server-side web applications using C#.NET and the .NET Framework, with a focus on database connectivity, web APIs, and security. You will also explore topics such as version control, deployment, and testing, giving you a well-rounded understanding of the entire web development process.

Prerequisites

- You should possess a solid understanding of computer basics and computer use.
- You should possess an understanding of object-oriented programming concepts.

Learning methods in this program: Throughout the course, you will work on a series of real-world projects, giving you the opportunity to apply your new skills to practical scenarios.

The Courses In This Program Include:

COD04 – Web Development Foundations – 100 Hours – Our 100-hour course on Visual Studio, HTML, CSS, and JavaScript is designed to provide you with a solid foundation in these essential programming tools. Throughout the course, you will learn how to use Microsoft Visual Studio, the leading application for creating applications in C#, Visual Basic, and/or C++.

You will start by learning the fundamentals of programming using Visual Studio, including how to create, debug, and deploy desktop applications. From there, you will explore HTML and CSS, the building blocks of modern web design. You will learn how to create and style web pages, as well as how to use JavaScript to add interactivity to your pages.

COD05 – C#.Net – 100 Hours – Building on your existing knowledge of Visual Studio, HTML, CSS, and JavaScript, our 100-hour course on Back-End Development with C#.NET is designed to take your programming skills to the next level. In this course, you will learn the back-end development skills necessary to create dynamic, data-driven web applications using C#.NET. You will also learn how to use C#.NET to build robust web applications that interact with databases, APIs, and other server-side technologies. You will explore topics such as database design, data modeling, and SQL, as well as object-oriented programming principles and design patterns.

Business Programs & Course Descriptions

Not interested in being a “techie”? That’s ok! We get it and we’ve got you covered. These business courses can help you get into an IT department in a non-techie role, or you can use the same skills to work in a variety of industries and positions. Call us to discuss your career goals so we can help you make an informed decision about your career training.

Business Office Specialist

104 hours - \$6,500.00 + \$100.00 Nonrefundable Registration Fee

No Prerequisites

Introducing the Business Office Specialist Program - the ultimate solution for individuals seeking to excel in the business world!

This comprehensive program is designed to equip you with the knowledge and skills required to succeed in a fast-paced office environment. With a focus on practical training and real-world scenarios, the Business Office Specialist Program covers everything from essential office software to advanced administrative procedures

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

The Courses In This Program Include:

BUS01 – Office Productivity Tools – 80 Hours– In this course you will learn the most used productivity tools in the modern workplace. Through this course, you will learn how to use the most important features of Microsoft Office, including Word, Excel, PowerPoint, and Outlook. You will also gain an understanding of G Suite tools, such as Google Docs, Sheets, Slides, and Gmail. In addition, you will learn how to use these tools effectively to increase productivity and collaboration with others. You will also explore best practices for organizing and sharing documents, managing emails and calendars, and creating professional-looking reports and presentations.

Electives – Pick One - See a staff member for details.

BUS14 – Customer Service - 24 Hours– In this course you will learn foundation for quality customer service and focus on building life-long customer relationships by developing effective customer-care strategies. *Optional Certification Available*

BUS15 – Marketing – 24 Hours – In this course you will learn the essential information and skills required by professionals who have to make marketing decisions that are important to the

direction and performance of an organization or business. Provided in this course is a practical approach to marketing in any environment. *Optional Certification Available*

BUS16 – Professional Selling – 24 Hours – In this course you will learn how to develop an effective selling process through effective sales methodologies. You will learn the skills and tactics of leading sales professionals and take part in interactive scenarios to master those skills. *Optional Certification Available*

BUS17 – HR Management – 24 Hours – In this course you will learn an overview of effective human resource management, employee retention, development, and motivation. This course also offers a guide for establishing a competitive compensation structure, conducting performance evaluations, developing a positive work culture, and establishing professional protocols. *Optional Certification Available*

BUS18 – Project Management Essentials – 24 Hours – In this course you will learn the leading methodologies and practices in the project management field. Project management is a requirement for professionals in many fields, with many employers now identifying project management skills as vital for corporate success. *Optional Certification Available*

Project Management Specialist

96 Hours - \$10,500 + \$100.00 Nonrefundable Registration Fee

Project management is the skill of getting specific tasks done on time, on budget, and within the pre-defined scope of the project parameters. Project management positions are becoming increasingly popular among all job sectors. In this program, you will learn the core skills of project management, the software used by project managers, and specific types of project management used within businesses of all sizes.

Prerequisites

- You should possess a basic understanding of computers and how they work.
- The director or instructor may approve programs and/or experience for acceptance into this program.

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

The courses in this program include:

BUS04 – Project Management Core – 48 Hours – In this course you will cover the various domains within *Project Management*. This course is designed to introduce the concepts of project management and enhance one’s knowledge if you have prior experience. *Optional Certification Exam Available*

BUS05 – Adaptive Project Management – 32 Hours – In this course you will learn the specific methods of managing projects using agile tactics. *Optional Certification Exam Available*

Pick 1, may substitute BUS04 and / or BUS05 for both electives if your prior experience, education, or your career goals suggest both elective courses would be beneficial to you. See a staff member for details.

Elective - BUS03 – Scrum Master – 16 Hours – Scrum itself is a simple framework for effective team collaboration on complex products. In this course you will learn the fundamental topics covered of scrum as it relates to project management. *Optional Certification Exam Available*

Elective - BUS07 – Product Owner – 16 Hours – In this course students will learn an intermediate understanding of the Scrum framework, and how to apply it to maximize the value delivered with a product. *Optional Certification Exam Available*

Service Management

96 Hours - \$10,500 + \$100.00 Nonrefundable Registration Fee

In this program you will learn skills to help you understand how to outline, describe, and clarify business processes, procedures, tasks, and checklists. These skills are not organization-specific; they can be applied in any organization to establish integration of the organization's strategy, to deliver value, and to maintain a minimum level of competency.

Prerequisites

- You must possess a high school diploma or GED equivalent.
- You should possess a basic understanding of computers and how they work.
- The director or instructor may approve programs and/or experience for acceptance into this program.

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

The Courses in This Program Include:

BUS07 – Introduction to Service Management – 32 Hours – In this introductory course you will gain skills to help learn, define, and describe what a service strategy is and why it is focused on helping organizations improve and develop over the long-term. In a service strategy, the strategic approach for the whole lifecycle is identified to provide values to customers through service management. Key topics covered include service value definition, business-case development, service assets, and market analysis. *Optional Certification Exam Available*

BUS16 – Service Management Software – 32 Hours – In this course you will learn introductory knowledge of service management software and the various ways it can be used in industry.

BUS08 – Business Analysis Comprehensive - 32 Hours – In this course you will learn the proven strategy of business analysis. This includes interactive discussion and hands-on lab activities to learn the 35 processes distributed across six Business Analysis Process groups. *Optional Certification Exam Available*

Digital Marketing Specialist

76 Hours - \$6,500.00 + \$100.00 Nonrefundable Registration Fee

No Prerequisites

Our comprehensive digital marketing course provides a complete understanding of digital marketing fundamentals, including SEO, PPC advertising, social media, email marketing, and content marketing. Led by industry experts, the program covers everything from setting up digital marketing strategies to measuring their success. By the end of the course, you'll be equipped to implement effective digital marketing strategies that drive business growth, making this an essential program for anyone looking to master the art of digital marketing.

Learning methods in this program: This program makes use of hands-on learning to drive authentic understanding and application of the topics being taught. In addition, interactive lectures, discussions, simulations, and practice questions are used. LMS support material may be available.

BUS10 – Digital Marketing – 76 Hours – This program covers a range of topics, including HTML, CSS, social media marketing, search engine optimization, content management, and digital marketing automation. Throughout the course, you will explore critical subjects such as content calendaring, copywriting, SEO tactics, search engine updates, and algorithms. Our program is designed to provide you with a complete understanding of digital marketing, from the basics to intermediate concepts, and equip you with the skills and knowledge necessary to implement successful digital marketing strategies. Focus in this course is on building portfolio pieces.

Apprenticeships and Pre-Apprenticeships

At Computer Coach, we're committed to providing outstanding opportunities for hands-on learning and professional growth through our apprenticeships and pre-apprenticeships programs. Our programs are thoughtfully designed to help you build essential skills and launch your career in the dynamic field of IT. Explore the various programs we offer below and embark on a journey towards a rewarding and fulfilling career in the world of technology."

Pre-Apprenticeship

Cyber Security Support Technician:

200 Hours - \$13,500.00 + \$100.00 Nonrefundable Registration Fee

No Prerequisites

The Cyber Security Support Technician pre-apprenticeship program is designed to provide students with foundational knowledge and practical skills in the field of cybersecurity. This comprehensive program equips participants with the essential skills to understand and address security threats, protect data, and establish secure network environments. Graduates of this program will be well-prepared to pursue apprenticeships and entry-level positions in the cybersecurity field.

Learning methods in this program: This pre-apprenticeship program employs a dynamic learning approach, combining hands-on training, interactive lectures, practical simulations, and real-world scenarios to ensure students gain a strong foundation in their chosen field. LMS support material may be available.

BUS02 – Professional Skills – 16 Hours: In this course, participants delve into a comprehensive set of essential skills for thriving in the professional environment. The course covers critical topics like company orientation, problem-solving, conflict management, effective teamwork, business communication, critical thinking, time management, and proficiency with internal messaging apps and office applications, ensuring that students are well-prepared for success in the professional workplace.

ITS02 – Technical Skills – 184 Hours: The Technical Skills course within our pre-apprenticeship program is designed to align seamlessly with the CompTIA A+, Network+, and Security+ curriculum. This intensive training covers a broad spectrum of technical knowledge, from fundamental computer hardware and software components, network essentials, to advanced security principles. With a hands-on and comprehensive curriculum, students will be equipped with the skills and expertise necessary to excel in these sought-after IT certifications, preparing them for a promising career in the dynamic world of information technology.

Computer Coach Licensure

Computer Coach is licensed by the Commission for Independent Education, Florida Department of Education. Additional information regarding this institution may be obtained by contacting the Commission at 325 W Gaines Street, Suite 1414, Tallahassee, FL 32399-0400 or toll-free telephone number (888) 224-6684

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