

able!<sup>a</sup>

National Able Network<sup>®</sup>



567 W. Lake Street • Suite 1150 • Chicago • IL • 60661  
1700 W. 18<sup>th</sup> Street • Chicago • IL • 60608

# 2016-2017 Catalog

**PREPARING TODAY'S COMMUNITIES  
TO MEET TOMORROW'S CHALLENGES**  
EDUCATION • EMPLOYMENT • OPPORTUNITY

IT Career Lab, a division of National Able Network, is not accredited by a US Department of Education recognized accrediting body. IT Career Lab is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education and the Illinois State Approving Agency for the enrollment of qualified veterans and/or eligible persons to receive G.I. Bill educational benefits.

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## MISSION STATEMENT

The Able Career Institute® (ACI) of National Able Network, Inc. (Able), is a training and educational facility directed toward workforce needs. ACI offers an array of classes and training opportunities for persons seeking to attain, maintain, or advance their employment. Our mission is preparing today's communities to meet tomorrow's challenges through education, employment, and opportunity.

ACI meets students' needs at their individual starting point in the learning and/or employment spectrum and works with them to improve their situations. ACI provides the education and skills needed to promote personal and career advancement. In addition, ACI offers support and advocacy to help students meet educational and training goals and to help students recognize and remove barriers that may be preventing them from obtaining employment or advancing their careers.

Able, a 501(c) (3) non-profit organization has provided a broad range of employment and training opportunities to Chicago-area residents since 1977. Founded by a grant from The Chicago Community Trust as an advocacy agency for older workers, Able has expanded its mission to include people of all ages and skill sets. Able works closely with employers, community organizations, and government agencies to realize its mission.

## ORGANIZATION HISTORY

Able is a not-for-profit agency that specializes in providing employment and training opportunities to job seekers, qualified employees and area businesses. Since its inception, Able has built strong capacities to respond to the urgent needs of the dislocated and disabled, hard-to-serve, youths, older workers, single women heads-of-households, recent immigrants with language and cultural barriers, ex-offenders, economically disadvantaged and long-term unemployed. Able has remained in the forefront of employment issues through its unwavering commitment to two customer groups: job seekers and employers.

Each year Able assists more than 100,000 job seekers and over 500 employers through multiple programs out of three main locations in the Chicago area and in other states across the country. Able provides a broad spectrum of employment and training services which include individualized assessments, career counseling, community network referrals, job-transitions workshops, computer-skills training, full-service resource centers, and direct placement assistance. Business services include job-needs assessment, customized training programs, temporary staffing, employer advisory boards, and ongoing activities with other business stakeholders. Community services include job fairs, Internet-based local job listings, and subsidized training and employment programs. Able has built up long-lasting relationships with local businesses to ensure that we provide them with qualified candidates. Able's dedicated staff is conversant in labor market issues and works closely with businesses and individuals to achieve the right match. This dual focus has broadened Able's understanding of business requirements at large, and shaped its perspectives of training priorities to position individuals for vocational success.

Able founded the Able Career Institute (ACI) in 2005, to provide individuals with the skills needed to enter, re-enter, or advance in the workplace. ACI has received certification as a Workforce Investment Act (WIA), Workforce Innovation and Opportunity Act (WIOA) and Trade Adjustment Act (TAA) training provider and offers a range of courses which, regardless of subject, incorporate computer skills training and information on job transition and workplace behaviors.

Certificate of Approval to Operate a Private Business and Vocational School issued by the Illinois Board of Higher Education, 1 North Old State Capital Plaza, Suite 333, Springfield, IL 62701-1377.

## EDUCATIONAL OBJECTIVES

ACI's educational objective is to provide students with the skills and knowledge they need to be a success in their personal lives and in today's workplace, affording them the opportunity to continue their development in order to advance. ACI provides its students with training in business technology, communications, management, information technology, personal development, and critical workforce concepts. ACI courses:

- Provide basic skills preparation for those who seek entry into the workforce;
- Guide those aspiring to transfer into a new job;
- Prepare those moving to a new industry; and
- Build confidence, skills, and knowledge for those advancing into jobs that require new or heightened skills.

## COURSE OFFERINGS

We work diligently to customize course content and program length to meet each client’s needs. Hours may vary due to schedule and electives selected in each student’s customized learning plan and are listed as guidelines only. Visit [www.ablecareerinstitute.org](http://www.ablecareerinstitute.org) for upcoming course dates and outlines, or to request a course not listed.

### IT CAREER LAB: Classroom & Lab-Based Technical Training

Our classroom and lab-based technical training blends theory with real life application in a highly interactive, engaging setting. Instructors provide classroom lecture and guidance, with the students actively working with the instructor, participating in hands on exercises and activities, engaging conversation, and collaboration with peers. The classrooms equipped with computer workstations allow students to take advantage of digital resources alongside traditional instruction, and fully equipped labs allow real life practice.

Program	<b>Cisco Certified Network Associate (CCNA)</b>
Details	16 weeks, 288 hours, \$7,000 + \$2,000 for materials & fees
Career Goals	Network Support Specialist, Network Administrator, Network Technician, IT Specialist
O*Net Code	15-1142, 15-1152
Opportunity	Network and Computer Systems Administrators and Support Specialists install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems. As the leader in communications technology, Cisco technical skills and certifications are in high demand in the corporate market, and individuals with expertise in Cisco voice and computer networking systems have a competitive edge.
Program Description	<p>The CompTIA Network+ certification covers network technologies, installation and configuration, media and topologies, management, and security. The Cisco Certified Entry Networking Technician (CCENT) exam tests the ability to install, operate and troubleshoot a small enterprise branch network, including basic network security. The CCENT curriculum covers networking basics, WAN technologies, basic security and wireless concepts, routing and switching fundamentals, and configuring simple networks. The Cisco Certified Network Associate (CCNA) certification validates the ability to install, configure, operate, and troubleshoot medium-size route and switched networks, implementation and verification of connections to remote sites in a WAN, and implementation of network security.</p> <p>As a Certified Cisco Academy, our courses are facilitated in a classroom by a certified instructor. The students have access to additional study materials, such as a hands-on lab with Cisco equipment and cables, virtual lab and online study materials. Our instructors work with each student to ensure that they have the information needed to be successful in the course. Able Career Institute offers a fully equipped Cisco lab with access to a full range of current routers, switches, firewalls and VoIP devices. The lab is available beyond class hours for additional practice opportunities. All students receive a new laptop to assist with studies. Due to the manner in which classroom and study materials are provided for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation.</p> <p>Students will receive Cisco Academy Certification after successfully completing 80 hours of in class study. After their first 4 weeks, students are prepared to sit for and obtain their CompTIA Network + Certification. After 12 weeks of training, students will be eligible to sit for and obtain the Cisco Certified Entry Networking Technician (CCENT) Credential. They will be eligible to sit for and obtain the Cisco Certified Network Associate (CCNA) upon completion of the program (16 weeks)</p> <p>During the second half of training, students continue learning through hands-on internships in network support, IT helpdesk, or similar when available. Career Readiness Workshops prepare students to compete in the IT labor market at the conclusion of their internships.</p>

<b>Prerequisites</b>	Applicants must score at least 9.0 in both reading and 8.0 in math on the Test of Adult Basic Education (TABE) and pass competency assessments related to basic math and problem solving skills and proficiency with various computer systems.
<b>Supported Certifications</b>	Cisco Academy Certificate, CompTIA Network + Cisco Certified Entry Networking Technician (CCENT) and Cisco Certified Network Associate (CCNA)
<b>Program Name</b>	<b>Cisco Certified Entry Networking Technician (CCENT)</b>
<b>Details</b>	12 weeks, 216 hours, \$6,500 + \$1,500 for materials & fees
<b>O*Net Code</b>	15-1142, 15-1152
<b>Opportunity</b>	Possible candidate job roles include network administrator, network technician, network installer, help desk technician and IT cable installer. Many companies, such as Dell, HP, Ricoh, Sharp and Xerox recommend or require CompTIA Network+ for their networking technicians. It is a prerequisite option for prospective Apple Consultants Network IT technicians and is recognized by the U.S. Department of Defense.
<b>Program Description</b>	<p>The CompTIA Network+ certification covers network technologies, installation and configuration, media and topologies, management, and security. The Cisco Certified Entry Networking Technician (CCENT) exam tests the ability to install, operate and troubleshoot a small enterprise branch network, including basic network security. When CCENT qualified, a network professional will have the skills required for entry-level network support positions. The CCENT curriculum covers networking basics, WAN technologies, basic security and wireless concepts, routing and switching fundamentals, and configuring simple networks.</p> <p>As a Certified Cisco Academy, our courses are facilitated in a classroom by a certified instructor. The students have access to additional study materials, such as a hands-on lab with Cisco equipment and cables, virtual lab and online study materials. Our instructors work with each student to ensure that they have the information needed to be successful in the course. Able Career Institute offers a fully equipped Cisco lab with access to a full range of current routers, switches, firewalls and VoIP devices. The lab is available beyond class hours for additional practice opportunities. All students receive a new laptop to assist with studies. Due to the manner in which classroom and study materials are provided for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation.</p> <p>Students will receive Cisco Academy Certification after successfully completing 80 hours of in class study. They will be eligible to sit for the CompTIA Network + Certification after 4 weeks. Students have the option to continue on and obtain CCENT certification after 12 weeks.</p>
<b>Prerequisites</b>	Applicants must score at least 9.0 in both reading and 8.0 in math on the Test of Adult Basic Education (TABE) and pass competency assessments related to basic math and problem solving skills and proficiency with various computer systems.
<b>Supported Certifications</b>	Cisco Academy Certificate CompTIA Network+ and Cisco Certified Entry Networking Technician (CCENT)

<b>Program Name</b>	<b>CompTIA Network + Certification</b>
<b>Details</b>	4 weeks, 72 hours, \$6,000 + \$1,000 for materials & fees
<b>O*Net Code</b>	15-1142, 15-1152
<b>Opportunity</b>	Possible candidate job roles include network administrator, network technician, network installer, help desk technician and IT cable installer. Many companies, such as Dell, HP, Ricoh, Sharp and Xerox

	recommend or require CompTIA Network+ for their networking technicians. It is a prerequisite option for prospective Apple Consultants Network IT technicians and is recognized by the U.S. Department of Defense.
<b>Program Description</b>	<p>The CompTIA Network+ certification covers network technologies, installation and configuration, media and topologies, management, and security.</p> <p>As a Certified Cisco Academy, our courses are facilitated in a classroom by a certified instructor. The students have access to additional study materials, such as a hands-on lab with Cisco equipment and cables, virtual lab and online study materials. Our instructors work with each student to ensure that they have the information needed to be successful in the course. Able Career Institute offers a fully equipped Cisco lab with access to a full range of current routers, switches, firewalls and VoIP devices. The lab is available beyond class hours for additional practice opportunities. All students receive a new laptop to assist with studies. Due to the manner in which classroom and study materials are provided for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation.</p> <p>Students will receive Cisco Academy Certification after successfully completing 80 hours of in class study. They will be eligible to sit for the CompTIA Network + Certification after 4 weeks.</p>
<b>Prerequisites</b>	Applicants must score at least 9.0 in both reading and 8.0 in math on the Test of Adult Basic Education (TABE) and pass competency assessments related to basic math and problem solving skills and proficiency with various computer systems.
<b>Supported Certifications</b>	<p>Cisco Academy Certificate</p> <p>CompTIA Network+</p>

<b>Program Name</b>	<b>CompTIA A+ Certification</b>
<b>Details</b>	6 weeks, 126 hours, \$4,500 (program)
<b>O*Net Code</b>	15-1142, 15-1152
<b>Opportunity</b>	Possible candidate job roles include network administrator, network technician, network installer, help desk technician and IT cable installer. Many companies, such as Dell, Intel and Lenovo require CompTIA A+ for their service technicians. It is held by 900,000 IT professionals, and is recognized by the U.S. Department of Defense.
<b>Program Description</b>	<p>The CompTIA A+ certification covers maintenance of PCs, mobile devices, laptops, operating systems and printers.</p> <p>Students will be enrolled the Cisco Academy IT Essentials curriculum, which is part of the Cisco Academy. This curriculum introduces computer hardware and software fundamentals, as well as the concepts of security, networking and troubleshooting, and prepares them for the CompTIA A+ certification exam.</p> <p>As a Certified Cisco Academy, our courses are facilitated in a classroom by a certified instructor. The students have access to additional study materials, such as a hands-on lab with Cisco equipment and cables, virtual lab and online study materials. Our instructors work with each student to ensure that they have the information needed to be successful in the course. Able Career Institute offers a fully equipped Cisco lab with access to a full range of current routers, switches, firewalls and VoIP devices. The lab is available beyond class hours for additional practice opportunities. All students receive a loaner laptop to assist with studies. Due to the manner in which classroom and study materials are provided for students in the IT Career Lab program, it is mandatory that all students</p>

	<p>receive and utilize the laptop provided by the program throughout the course of their training and certification preparation.</p> <p>Students will be eligible to sit for the first portion of the CompTIA A+ Certification after 3 weeks into the program, and the second portion of the Certification following completion of the remaining 3 weeks.</p>
<b>Prerequisites</b>	Applicants must score at least 9.0 in both reading and 8.0 in math on the Test of Adult Basic Education (TABE) and pass competency assessments related to basic math and problem solving skills and proficiency with various computer systems.
<b>Supported Certifications</b>	<p>Cisco Academy Certificate (IT Essentials)</p> <p>CompTIA A+</p>
<b>Program Name</b>	<b>CCNA Security Certification</b>
<b>Details</b>	4 weeks, 72 hours, 3,500 (tuition), \$1,150 (fees)
<b>O*Net Code</b>	15-1142, 15-1152
<b>Opportunity</b>	<p>Possible candidate job roles include Network Security Specialist, Security Administrator or Network Security Support Engineer. The National Security Agency (NSA) and the Committee on National Security Systems (CNSS) recognizes that Cisco CCNA Security certification courseware meets the CNSS 4011 training standard. By being compliant, the Cisco CCNA Security certification program provides the required training for network security professionals who assist federal agencies and private sector entities to protect their information and aid in the defense of the nation's vital information resources.</p>
<b>Program Description</b>	<p>The CCNA Security provides a next step for individuals who want to enhance their Cisco CCENT® certification-level skill set and help meet the growing demand for network security professionals. CCNA Security helps students prepare for in-demand, entry-level security career opportunities and the globally recognized Cisco CCNA Security certification, which helps students differentiate themselves in the marketplace with specialist skills and advance their careers. Part of the Cisco Academy, the curriculum provides an introduction to the core security concepts and skills needed for the installation, troubleshooting, and monitoring of network devices to maintain the integrity, confidentiality, and availability of data and devices.</p> <p>As a Certified Cisco Academy, our courses are facilitated in a classroom by a certified instructor. The students have access to additional study materials, such as a hands-on lab with Cisco equipment and cables, virtual lab and online study materials. Our instructors work with each student to ensure that they have the information needed to be successful in the course. Able Career Institute offers a fully equipped Cisco lab with access to a full range of current routers, switches, firewalls and VoIP devices. The lab is available beyond class hours for additional practice opportunities. All students receive a new laptop to assist with studies. Due to the manner in which classroom and study materials are provided for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation.</p> <p>Students will be eligible to sit for the CCNA Security Certification Exam upon completion of the 8 week program, and will receive the CCNA Security certificate from the Cisco Academy after successfully completing the Cisco curriculum.</p>
<b>Prerequisites</b>	CCNA Routing and Switching can act as a prerequisite.
<b>Supported Certifications</b>	Cisco Academy CCNA Security Certificate, Cisco CCENT and CCNA Routing and Switching



<b>Program Name</b>	<b>MCSA Certification</b>
<b>Details</b>	16 weeks, 288 hours, 7,000 (tuition), \$2000 (fees)
<b>O*Net Code</b>	15-1142, 15-1152
<b>Opportunity</b>	Possible candidate job roles include Computer Support Specialist, Network or Computer Systems Administrator and Computer Network Specialist
<b>Program Description</b>	<p>The Microsoft Certified Solutions Associate (MCSA) provides a next step for individuals who want to enhance their expertise Microsoft applications and learning. The following certifications are offered for the program:</p> <p>687 – Configure Windows 8.1 - designed for experienced IT professionals who have knowledge and experience administering Windows PCs and devices in a domain environment with managed access to the Internet. You will learn the skills you need to administer Windows 8.1 in a Windows Server domain environment and also provide secure, managed access to users from their non-domain joined Windows devices. You will learn how to install and customize Windows 8.1 operating systems and apps, integrate and control access to domains and cloud services, and migrate and synchronize settings across multiple devices.</p> <p>688 – Supporting Windows 8.1 - is designed for IT professionals who have experience with Windows devices and who work as Windows Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments.</p> <p>697 – Installing and Configuring Windows 10 - designed to provide students with the knowledge and skills required to install and configure Windows 10 desktops and devices in a Windows Server domain corporate environment. These skills include learning how to install and customize Windows 10 operating systems and apps, and configure local and remote network connectivity and storage. Students will also learn how to configure data security, device security, and network security, and maintain, update, and recover Windows 10.</p> <p>Windows Server 2012 Courses:</p> <p>410 - Installing &amp; Configuring Windows Server, 411 – Administering Windows Server 2012 and 412 – Configuring Advanced Windows Service 2012 – these three courses collectively cover implementing, managing, maintaining and provisioning services and infrastructure in a Windows Server 2012 environment. Although there is some cross-over of skills and tasks across these courses, this course focuses on the initial implementation and configuration of core services, such as Networking, Storage, Active Directory Domain Services (AD DS), Group Policy, File and Print Services, and Hyper-V.</p> <p>The three exams are required for the MCSA: Windows Server 2012 credential.</p> <p>Our instructors work with each student to ensure that they have the information needed to be successful in the course, using the curriculum from the Microsoft Academy which</p>

	<p>includes curriculum downloads, lesson plans, study and review guides. Students will have access to this information while in class and remotely.</p> <p>Students will be eligible to sit for the various certification exam upon demonstrating they have mastered the material through practice exams. After each respective course, they will receive a certificate of completion. Upon passing the Microsoft Certified Solutions Associate (MCSA) Certification Exam for Windows 8.1, Windows 10 and Windows Server 12, student will receive credentials from Microsoft.</p>
<b>Prerequisites</b>	<ul style="list-style-type: none"> <li>- Applicants must score at least 9.0 in reading and 8.0 in math on the Test of Adult Basic Education (TABE) and pass competency assessments related to basic math and problem solving skills</li> <li>- Interest in IT industry and/or degree in computer science or related technology</li> <li>- Basic knowledge of Microsoft office and Windows based operating systems (usage)</li> <li>-Basic computer knowledge required</li> </ul>
<b>Supported Certifications</b>	Microsoft Certified Solutions Associate (MCSA) for Windows 8, Windows 10 and Windows Server 2012

## Course Offerings At-A-Glance

Course	Duration	Hours	Tuition	Fees
Cisco Certified Network Associate (CCNA)	16 weeks (32 week – evenings)	288	\$7,000	\$2,000*
Cisco Certified Entry Networking Technician (CCENT)	12 weeks	216	\$6,500	\$1,500*
CompTIA Network +	4 weeks	72	\$6,000	\$1,000*
CompTIA A +	6 weeks	126	\$4,500	
CCNA Security	4 weeks	72	\$3,500	\$1,150*
Microsoft (MCSA)	16 weeks	288	\$7,000	\$2,000*

\* As Able Career Institute’s IT department images each computer with specific materials for students in the IT Career Lab program, the cost of each laptop provided to students for use while in the program is included in the program fees. It is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation.

Able Career Institute operates on a year-round schedule with rolling admission and course start dates.

Visit [www.itcareerlab.org](http://www.itcareerlab.org) for start dates, course outline and program information.

## Academic Calendar

Our offices will be closed and classes will not be held:	
2016	2017
New Year's Day - Jan 1	New Year's Day - Jan 1 (observed January 2)
Martin L King Jr. Day - Jan 18	Martin L King Jr. Day - Jan 16
Lincoln's Birthday - Feb 12	Lincoln's Birthday - Feb 13
Washington/ President's Day - Feb 15	Washington/ President's Day - Feb 20
Memorial Day - May 30	Memorial Day - May 29
Independence Day - July 4	Independence Day - July 4
Labor Day - Sept 5	Labor Day - Sept 4
Columbus Day - Oct 10	Columbus Day - Oct 9
Veterans Day - Nov 11	Veterans Day - Nov 10
Thanksgiving Day/ Following Day - Nov 24-25	Thanksgiving Day/ Following Day - Nov 24-25
Christmas Day - Dec 25 (observed December 26)	Christmas Day - Dec 25

## Instructors

**Leslie Lundberg:** Associate of Applied Science, Network Systems - 2011; DeVry University, Chicago, IL  
Cisco Certified Academy Instructor (CCAI) Training, 2012

**Professor Charles Lay:** MBA - 1984, Finance and Information Systems, University of Chicago  
B.S., 1982, Electrical Engineering, Carnegie-Mellon University  
Cisco Certified Academy Instructor (CCAI).

**Professor Jeff Daoud:** MS - 2000, Telecommunication and Computer Science, DePaul University, Chicago, Illinois  
B.S., Electronic Engineering Technology, May 1993, DeVry University, Chicago, Illinois  
Cisco Certified Academy Instructor (CCAI).

## LOGISTICS

### Locations & Transportation

567 W. Lake Street (Lake & Jefferson), Chicago, IL 60661

- CTA trains stop within a block of the school. Take either the Pink or Green line and disembark at Lake Street. Walk 1 block west on Lake to Jefferson.
- CTA buses run on both Jefferson and Lake, with stops at the intersection of Lake and Jefferson.
- Metra trains are available at Ogilvie/Northwestern Station and Union Station. From either train station, walk north on Clinton to Lake. Then turn west and proceed one block to Jefferson.

1700 W. 18<sup>th</sup> Street, Chicago, IL 60661

- CTA trains stop right next to location. Take the Pink and disembark at 18<sup>th</sup> Street. Come out of the station, and the entrance to the building is to the left.

### Facilities

Able Career Institute offers fully accessible facilities equipped with state of the art technology and learning delivery tools. All classrooms have climate controls to provide a comfortable learning environment. All of our facilities have easily accessible rest rooms and break-rooms for student use. ACI is committed to providing a safe learning environment where civility is valued. To that end, ACI makes all reasonable efforts to provide for the safety and security of its students, faculty, staff, public, and property.

Internet-based interactive multimedia courses offer a variety of engaging learning modalities, including video, walkthrough demonstrations and guided practice, case studies, role plays with feedback, and printable .pdfs. Students enrolled in our courses receive a complimentary laptop computer, which is theirs to keep upon successful completion.

Due to the manner in which classroom and study materials are provided for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation.

### Use of Facilities

The following guidelines apply to ACI premises, off-site training facilities, property owned by National Able Network, and ACI-sponsored functions:

- Except on special occasions, as designated by institute staff, all food and beverage consumption is limited to the student lounge areas. Food and drink may not be taken into other unauthorized places.
- Students must wear name badges when on institute premises.
- Students must sign in on attendance sheets on each day of class or workshop.
- Children are not allowed on the premises.

## POLICIES & PROCEDURES

### Admission Requirements

Prospective students must complete an admissions interview with an ACI staff member to evaluate current skills and experience and to identify education and career goals. Applicants for ACI's classes must be at least 18 years of age to enroll. Additional eligibility requirements may apply to specific learning programs. Applicants utilizing state-funded or federally-funded financial aid programs may also be required to meet income and other eligibility requirements, per funder guidelines.

### Registration

Classes at Able Career Institute are offered year-round, on a rolling schedule, and registration is open for any class with an established start date, until the course has been filled. Students may add classes up to and including the first day of class. Full time student status is at least 18 hours per week. Visit [www.itcareerlab.org](http://www.itcareerlab.org) to review upcoming class dates.

## Accreditation, Credit for Previous Education and Training, and Credit Transfers

Able Career Institute is not a degree- or credit-granting institution and is not accredited by a U.S. Department of Education-recognized accrediting body. However, previous work and experience may be applied to a student's current coursework and may shorten the length and reduce the cost of the student's program proportionally. Such a grant of credit is at the discretion of Able Career Institute and is contingent upon a student demonstrating mastery of the content through examination. Able Career Institute does not guarantee the transferability of credits to another school, college, or university. Credits or coursework are not likely to transfer; any decision on whether credit should be accepted is the decision of the receiving institution.

## Payment

Payment is due in full no later than the start date of the class unless other arrangements have been approved in writing. Failure to pay tuition when due may result in cancellation of enrollment. Payment may be made by mail or in person at Able Career Institute 567 W. Lake St. Suite 1150, Chicago, Illinois 60661. Payment can be made using cash, credit card, or personal money order. Payment via credit card will be assessed a service fee of \$25.

## Equipment and Program Fees

The cost of each laptop provided to students for use while in the program is included in the program fees. Due to the manner in which classroom and study materials are provided for students, and the fact that Able Career Institute's IT department images each computer with specific materials for students in the IT Career Lab program, it is mandatory that all students receive and utilize the laptop provided by the program throughout the course of their training and certification preparation.

## Financial Aid

ACI accepts funding through federal employment training programs such as WIA, TAA, and the G.I. Bill. ACI is not eligible to receive federal Title IV funds such as Stafford Loans, Perkins Loans, the Pell Grant, or similar.

## Cancellation & Refund Policy

Students may withdraw from a class at any time by providing notice of cancellation to an ACI staff member in writing. Students who cancel prior to the first day of class will receive a full refund of all tuition, fees, and other charges.

Students who withdraw after classes have begun may be eligible for reimbursement of paid tuition per the schedule outlined below. Supplemental fees, such as those for registration, testing, and books/materials are nonrefundable. Any equipment, materials, and unused books must be returned to the school in original condition upon withdrawal or cancellation.

Program Completed at Withdrawal *	Refund Policy
Less than 5%	School shall retain supplemental fees and 10% of tuition.
5% - 60%	School shall retain supplemental fees, a prorated percentage of tuition equal to percent of program completed, plus 10% of tuition.
In excess of 60%	School shall retain supplemental fees and entire tuition.

\* Percent of program completed shall be calculated based on actual time enrolled, divided by program duration.

In circumstances in which ACI cancels a program or course, or a student is denied admission by ACI before enrollment, students shall have all tuition, fees, and other charges refunded. ACI reserves the right to cancel or reschedule classes due to low enrollment at any time.

The school shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification, unless a refund has been mailed to the student within the 15 calendar days. All student refunds shall be made by the school within 30 calendar days from the date of receipt of the

student's cancellation or date of return of any outstanding equipment, materials, and unused books, whichever is later.

**G.I. Bill Pro-Rata Refund Policy**

Individuals receiving funding through the Veterans' Administration will be subject to this pro-rata refund schedule:

<i>Percentage of course hours completed by student at notice of cancellation</i>	<i>Percentage of tuition and instructional charges which school may retain</i>
In excess of 5% to 10%	15%
In excess of 10% to 15%	20%
In excess of 15% to 20%	25%
In excess of 20% to 25%	30%
In excess of 25% to 30%	35%
In excess of 30% to 35%	40%
In excess of 35% to 40%	45%
In excess of 40% to 45%	50%
In excess of 45% to 50%	55%
In excess of 50% to 55%	60%
In excess of 55% to 60%	65%
In excess of 60% to 65%	70%
In excess of 65% to 70%	75%
In excess of 70% to 75%	80%
In excess of 75% to 80%	85%
In excess of 80% to 85%	90%
In excess of 85% to 90%	95%
In excess of 90% to 100%	100%

**Travel**

Depending on the selected program, students may need to travel to ACI school sites in order to complete the requirement for successful program completion, such as attending live classes or workshops and utilizing testing labs to practice or sit for certification exams. All travel expenses are assumed by the student. Students receiving federally-funded financial aid through WIA, TAA, or the VA may be eligible for reimbursement of travel costs through that agency. Students should inquire with their funding agency for details.

**Grading Policy**

Student has completed all course requirements with an average of at least 90% proficiency.	Excellent	Pass
Student has completed all course requirements with an average of at least 80% proficiency.	Good	
Student has completed all course requirements with an average of at least 70% proficiency.	Satisfactory	
Student has earned a minimum of one professional certification	Satisfactory	
Student has completed all course requirements with an average of at least 60% proficiency.	Unsatisfactory	Fail
Student was not able to complete all course requirements with an average of at least 60% proficiency.	Failure	
Prior to satisfactorily completing the course, student withdrew or was withdrawn by school officials.	Incomplete	

**Attendance, Satisfactory Progress and Academic Probation**

ACI recognizes that attendance and academic performance are critical components of the learning process. Satisfactory progress expectations will be outlined in the student's enrollment agreement.

Both unexcused and excused absences will be considered equally in determining the attendance rate as will certification attainment and completion of four Cisco Academy Semesters. To that end, students will be allowed three excused absences (i.e.: illness, emergency). Both attendance and academic progress will be monitored regularly by program staff and instructors.

Students who miss more than three days of class and/or are failing to meet the requirements of 90% attendance, score consistently below 70% on assignments, or are unable to take certification exams due to falling below the required 80% practice exam pass rate, will meet with the program manager and instructor to discuss the requirements and develop a corrective action plan.

Once the plan has been implemented, the student's progress will be evaluated for a 2 week time period. Situations will be assessed on a case-by-case basis; however, students who continue to fail to meet these requirements may be subject to early dismissal from the program.

Since the goal of the program is achievement of a recognized industry credential, should a student's attendance rate fall below 90%, but achieve one industry recognized certification, they will be considered compliant with the program and will be deemed a successful completion should they exit the program or achieve unsubsidized employment.

### **Academic Probation, Dismissal and Reinstatement**

After the probationary period, if it is determined that the student is unable to meet the academic and attendance requirements of the program, they will be dismissed from the program. Students dismissed for failing to meet the satisfactory academic progress policy who feel they have extenuating circumstances beyond their control may submit a written appeal, along with supporting documentation, to the school for reinstatement.

Reinstatement decisions will be made on an individual basis by Able Career Institute, and will take into consideration whether the student has the desire and capability to successfully complete the program. Students who are reinstated may be required to repeat certain areas of the program to gain proficiency in the subject matter, upon approval from ACI, and will re-enter the program on a probationary status and evaluated for a 2 week time period. Upon successful completion of the probationary period, the student may be reinstated. Eligibility for payment of repeated classes may vary according to the source of the tuition.

Students dismissed for conduct will not be considered for reinstatement.

### **Standards of Conduct Policy**

While enrolled at the Able Career Institute, students are expected to abide by the following standards of conduct:

1. Students will not engage in behavior that inflicts or threatens physical harm to another person, or that could reasonably be expected to inflict physical harm.
2. Students will not engage in behavior that threatens the safety, security, or functioning of the ACI, its staff, or its students.
3. Students will not engage in sexual misconduct of any kind, including perceived or threatened misconduct.
4. Students will not consume alcoholic beverages, tobacco products, or illegal drugs of any kind while on ACI premises.
5. Students will not intentionally disrupt, interfere with, or obstruct teaching at any time while on ACI premises.

### **Conditions for Dismissal Based on Unsatisfactory Conduct**

Any student who violates any standard of conduct is subject to suspension or dismissal from the ACI.

### **Completion & Certification**

Successful completion requires a passing grade of the minimum 70% in each course of study, minimum of 90% attendance, and completion of each course of study within the specified time period for the program. Upon successful completion of the program a student will receive a certificate of completion from Able Career Institute.

Since the goal of the program is achievement of a recognized industry credential, should a student's attendance rate fall below 90%, but achieve one industry recognized certification, they will be considered compliant with the program and will be deemed a successful completion should they exit the program or achieve unsubsidized employment.

To achieve certification, students must pass the relevant vendor-approved examination(s). In order to sit for each certification exam, students are required to twice obtain 80% on the assigned practice exams. Able Career Institute does not grant professional certification. Students who pass vendor approved certification exams will receive their certificates directly from the issuing vendors. The student's enrollment agreement provides details on the process for professional certification.

Prior to sitting for an exam, students should utilize all available exam preparation resources. Students will be provided with a variety of tools which may include practice exams, on-site learning labs, workshops, books, exam content guides, online courseware, virtual labs, and mentoring with a learning coach. In addition, many students also find it helpful to form study groups with their peers.

Please note, however, that the use of exam preparation tools does not guarantee a passing score and successful completion of a program of study does not guarantee licensure, certification, employment in a relevant occupation, or transferability to other educational institutions or programs. Students should consult with institutions to which they may seek to transfer, regarding transferability of courses or certifications.

### **Program Extension**

Once the allocated time for an assigned program has ended, the student will no longer be guaranteed access to course material and support services, including, but not limited to: online course materials, live classes and workshops, academic and technical support, and use of technology such as broadband internet service and laptop.

ACI is not required under any circumstances to extend the period of a student's enrollment if the student has not completed the assigned program in the allocated time. However, requests for extensions will be reviewed on a case by case basis and may be approved at the discretion of ACI. Requests for extensions must be submitted in writing to ACI and include a) the circumstances that have prevented completion of program requirements within the prescribed time limits; and b) a realistic plan for the completion of all remaining program requirements. Whenever possible, requests for extension must be accompanied by proof of necessity, such as doctor's note, police report, proof of full time employment, or similar.

### **Employment**

If a student becomes employed while in a training program, the student must notify ACI as soon as possible. Students receiving federally-funded financial aid through WIA, WIOA, TAA, or the VA should also advise their contact at that agency of the change in employment status. Post-completion employment is not guaranteed by ACI.

Students commit to maintain contact with ACI for 6 months after program completion and provide regular updates on employment status, employer, job title, and salary in order to measure the effectiveness and employment impact of training. Future employment data will be entered into an information data base and may be shared anonymously with other agencies for the purpose of administration and advertisement.

### **Student Records**

ACI maintains permanent educational records on each student as required by state and federal law, partnering organizations, and school management necessity. Students and former students may review and/or obtain a copy of their educational records upon presentation of photo ID or via written, signed request directed to:

Able Career Institute  
567 W. Lake Street, Suite 1150  
Chicago, IL 60661

### **Equal Opportunity, Non-Discrimination & Accessibility**

ACI does not discriminate or harass on the basis of race, color, national origin, religion, gender, sexual orientation, marital status, age, veteran's or military discharge status, disability, medical condition, or any other condition protected by state, local, or federal law.



No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the institute's services, programs, or activities. ACI will provide reasonable modifications and/or accommodations to such individuals in accordance with the Americans with Disabilities Act (ADA) of 1990 and all pertinent federal, state, and local anti-discrimination laws. Students who believe they have a need for disability accommodation or modification must request such accommodation or modification and provide all required documentation to verify their eligibility.

ACI expects all employees and students to take responsibility for supporting and maintaining these policies. Students who have questions or concerns regarding any type of discrimination may bring them to their instructor or the Able Career Institute director. Students found to be engaging in unlawful discrimination will be subject to disciplinary action, including exclusion from ACI programs.

## **Complaints**

Complaints against this school may be registered with the Board of Higher Education.

It is Able Career Institute's policy to resolve student concerns in a swift and equitable manner. In the event that a student feels they have been mistreated or have experienced a problem with a policy, procedure, or practice of Able Career Institute, the student should first discuss the matter with the individual involved in the complaint. If a satisfactory resolution cannot be reached, the student should submit a written complaint within five (5) days of the incident to the school director, describing the nature of the problem, dates, names of individuals involved, and copies of any relevant documentation. Complaints should be signed, dated, and include a contact phone number. Complaints will be reviewed with due diligence and the student will be notified regarding the finding and action taken within 30 days. If after exhausting all remedies provided by Able Career Institute the student does not feel the issue has been resolved to his or her satisfaction, the student has the right to file a complaint with:

Illinois Board of Higher Education  
Private Business and Vocational Schools  
1 North Old State Capital Plaza, Suite 333  
Springfield, IL 62701-1377  
Phone: (217) 782-2551 | Fax: (217) 782-8548  
[www.ibhe.org](http://www.ibhe.org)

You can also now access the IBHE online complaint system at <http://complaints.ibhe.org/>, accessible through the agency's homepage ([www.ibhe.org](http://www.ibhe.org))