able.a

National Able Network®

able career institute®

567 W. Lake Street ▪ Suite 1150 ▪ Chicago ▪ IL ▪60661
1700 W. 18th Street ▪Chicago ▪ IL ▪ 60608
2401 Plum Grove Road ▪Palatine ▪ IL ▪ 60067

2019-2020 Catalog

PREPARING TODAY'S COMMUNITIES TO MEET TOMORROW'S CHALLENGES

EDUCATION ▪ EMPLOYMENT ▪ OPPORTUNITY

Able Career Institute®
Staff

Matthew Weis, Vice President, Social Enterprise
Donna Claxton, Program Manager
Elliott Esparza, Technical Education Manager
Jonathan Kimmel, Account Manager
Alison Haswell, Workforce Services Specialist

National Able Network, Inc.
Administration

Bridget Altenburg, President & Chief Executive Officer
Khalid Qazi, Chief Financial Officer
Gail Berrier, Vice President, Human Resources
Andi Drileck, Vice President, Workforce Services
Tom Jurlina, Chief Information Officer
Kristen Cullotta, Vice President, Marketing & Development
Matthew Weis, Vice President, Social Enterprise

TABLE OF CONTENTS

MISSION STATEMENT

Able Career Institute® (ACI)/IT Career Lab® 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 <u>entry</u> into the workforce;
- Guide those aspiring to <u>transfer</u> into a new job; prepare those <u>moving</u> to a new industry; and
- Build confidence, skills, and knowledge for those <u>advancing</u> 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.

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. Each classroom is equipped with internet access, allowing students to take advantage of digital resources alongside traditional instruction and lab time for real life practice.

Program	Cisco Certified Network Associate (CCNA) – For CCENT, CCNA and MDAA Certifications
Details	16 weeks, 288 hours, $7,130.00 tuition + $550.00 laptop and bag+ $1320.00 for exams = $9,000
Career Goals	Network Support Specialist, Network Administrator, Network Technician, IT Specialist
O*Net Code	15-1142, 15-1121
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	The IT Career Lab program is designed to help students build and continually improve their skills and knowledge to enter or advance in the IT field. This proven model provides students with four in-demand globally recognized certifications, including: Microsoft Windows 10 MDAA, Cisco Certified Entry Networking Technician (CCENT), and Cisco Certified Network Associate (CCNA). Training is conducted over a rigorous 16 week period at a maximum of three days per week (18 hours per week for a total of 288 classroom hours) to promote information retention, and includes various in class and out of class lab work, practice exams, study modules, as well as group study sessions. Additionally, to ensure that each student has consistent and reliable access to a working computer for outside study or lab work, each student is given a new laptop to use for the duration of training, which is theirs to keep upon successful completion of the program. If the student withdraws from the program, the laptop must be returned to the school. As a Certified Cisco Academy and using approved Microsoft curriculum, all IT Career Lab courses are facilitated in a classroom by an instructor certified in the technologies they are teaching. Throughout the course of training and in addition to class-time spent with the instructor, students will also have access to additional study materials, sanctioned virtual labs, online study materials and proprietary practice exams. Over the 16-week class, students will learn the skills necessary to be successful in an IT career, but also those necessary to obtain the program aforementioned certifications. The Cisco Certified Entry Networking Technician (CCENT) certification (100-105 ICND1 exam) ensures an individual's ability to install, operate and troubleshoot a small enterprise branch network, including basic network security. The Cisco Certified Network Associate (CCNA) certification (200-105 ICND2 exam) 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. The Microsoft Modern Desktop Associate (MDAA) certification is designed to provide students with the knowledge and skills required to deploy, configure, secure, manage, and monitor devices and client applications in an enterprise environment. These skills include learning how to deploy Windows; manage devices and data; configure connectivity; and maintain Windows 10. Students will also learn how to deploy and update operating systems; manage policies and profiles; manage and protect devices; and manage

apps and data. In order to earn the MDAA certification, students must pass both the MD-100 (Windows 10) and MD-101 (Managing Modern Desktops) exams. This certification is designed for IT professionals with knowledge and experience administering Windows PCs and devices in a domain environment with managed access to the Internet. You will learn the skills needed to support Windows 10 in the areas of authentication and authorization, desktop support and deployment, network configuration, and storage, remote access, protection of content (data loss protection), mobile device management policy, introduction to virtualization with Hyper-V, and application management.

Students will schedule and take each exam at an IT Career Lab facility, a few of which are authorized Pearson Vue testing locations. Tests are scheduled with IT Career Lab staff after students have demonstrated the necessary level of knowledge as measured by practice exams and their in-class efforts. After their first 4 weeks, students are prepared to sit for and obtain the CCENT Certification, followed then by the CCNA exam in week 12. The first Microsoft exam (MD-100) is taken in week 14 earning, with the final Microsoft exam (MD-101) taken at the end of week 16 earning clients an MDAA in Windows 10.

Prerequisites	- No prerequisite courses necessary - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Test of Adult Basic Education). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	Cisco Certified Entry Network Technician (CCENT), Cisco Certified Network Associate (CCNA), Microsoft- Modern Desktop Administrator Associate (MDAA) Microsoft MD-100: Windows 10 and MD-101: Managing Modern Desktops.

Program Name	**Cisco Certified Entry Networking Technician (CCENT) – For CCENT and CCNA Certifications**
Details	12 weeks, 216 hours, $6,500.00 tuition + $550.00 (laptop and bag) +$950.00 (exams) = $8,000.00
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	Students participate in 12 weeks of classroom instruction and guided lab work, online study, testing, career transition workshops, and paid work experience opportunities, when available. Students in this class will study in the Cisco Academy, working toward certifications that validate 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.
	For our certified Cisco Academy, our courses are also taught by Cisco certified trainers in a blended classroom and hands-on lab approach. 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. Classroom learning is supported by online, on-demand study materials and virtual labs. All students receive a new laptop to assist with their studies, as 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. Upon successful program completion, the student retains the laptop**.** If the student withdraws from the program, the laptop must be returned to the school.
	Students will schedule and take each exam at an IT Career Lab facility, a few of which are authorized Pearson Vue testing locations. Tests are scheduled with IT Career Lab staff after students have demonstrated the necessary level of knowledge as measured by practice exams and their in-class efforts. Students in this class will review learn information will receive Cisco Academy Certification after successfully completing 80 hours of in class study. After the first 6/7 weeks, students are prepared to sit for and obtain their Cisco Certified Entry Networking Technician (CCENT) Credential. They will be eligible to sit for and obtain the Cisco Certified Network Associate (CCNA) certification within the 12-week timeframe.
Prerequisites	- No prerequisite courses necessary - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Test of Adult Basic Education). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	Cisco Academy Certificate Cisco Certified Entry Networking Technician (CCENT), Cisco Certified Network Associate (CCNA)

Program	**Cisco Certified Network Associate (CCNA)- For CCENT, CCNA and CCNA Security Certifications**
Details	16 weeks, 288 hours, $7,130.00 tuition + $550.00 (laptop and bag) + $1320.00 (exams) = $9,000.00
Career Goals	Network Support Specialist, Network Administrator, Network Technician, IT Specialist, Network Security Specialist, Security Administrator, Security Support Engineer
O*Net Code	15-1142, 15-1121

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	Students participate in 16 weeks of classroom instruction and guided lab work, online study, testing, career transition workshops, and paid work experience opportunities, when available. Students in this class will study in the Cisco Academy, working toward certifications that validate 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. The CCNA Security provides a next step for individuals who want to enhance their Cisco CCNA certification-level skill set and help meet the growing demand for network security professionals. CCNA Security helps students prepare for in-demand 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. For our certified Cisco Academy, our courses are also taught by Cisco certified instructors in a blended classroom and hands-on lab approach. 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. Classroom learning is supported by online, on-demand study materials and virtual labs. All students receive a new laptop to assist with their studies, as 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. Upon successful program completion, the student retains the laptop. If the student withdraws from the program, the laptop must be returned to the school. Students will schedule and take each exam at an IT Career Lab facility, a few of which are authorized Pearson Vue testing locations. Tests are scheduled with IT Career Lab staff after students have demonstrated the necessary level of knowledge as measured by practice exams and their in-class efforts. Students in this class will review learn information will receive Cisco Academy Certification after successfully completing 80 hours of in class study. After the first 7/8 weeks, students are prepared to sit for and obtain their Cisco Certified Entry Networking Technician (CCENT) Credential. Upon passing this certification, they will be eligible to sit for and obtain the Cisco Certified Network Associate (CCNA) certification, and finally the CCNA Security certification (16 weeks total). Students must have earned the CCENT certification in order to sit for the CCNA Security certification.
Prerequisites	- Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Test of Adult Basic Education). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations. - Must have CCENT Routing and Switching certification to sit for CCNA Security Certification
Supported Certifications	Cisco Certified Entry Network Technician (CCENT) Cisco Certified Network Associate (CCNA) Cisco Certified Network Associate Security (CCNA Security)

Program	**Cisco Certified Network Associate (CCNA) – For CompTIA Network+, CCENT and CCNA Certifications**
Details	16 weeks, 288 hours, $7,130.00 tuition + $550.00 (laptop and bag) +$1,320.00 (exams) = $9,000.00
Career Goals	Network Support Specialist, Network Administrator, Network Technician, IT Specialist
O*Net Code	15-1142, 15-1121
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	Students participate in 16 weeks of classroom instruction and guided lab work, online study, testing, career transition workshops, and paid work experience opportunities, when available. Students in this class will study in the Cisco Academy and utilize CompTIA Network + curriculum to work toward certifications that validate the ability to install, configure, operate, and troubleshoot medium-size route and switched networks and network problems, implementation and verification of connections to remote sites in a WAN, and implementation of network security. Additionally, students will learn about designing and implementing functional networks, identify benefits and drawbacks of existing network configurations and the implementation of network security, standards, and protocols. For our certified Cisco Academy, our courses are also taught by Cisco certified trainers in a blended classroom and hands-on lab approach. 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. Classroom learning is supported by online, on-demand study materials and virtual labs. All students receive a new laptop to assist with their studies, as 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. Upon successful program completion, the student retains the laptop. If the student withdraws from the program, the laptop must be returned to the school. Students in this class will review learn information to will receive Cisco Academy Certification after successfully completing 80 hours of in class study. After their first 6-7 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).
Prerequisites	- No prerequisite courses necessary - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Test of Adult Basic Education). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	CompTIA Network+ (Certification) Cisco Certified Entry Network Technician (CCENT) Cisco Certified Network Associate (CCNA)

Program Name	**CompTIA Network + Certification**
Details	4 weeks, 72 hours, $4,000.00 tuition + $550.00 (laptop and bag) + 450.00 (exams) = $5,000
O*Net Code	15-1142, 15-1152
Opportunity	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.
Program Description	The CompTIA Network+ certification covers network technologies, installation and configuration, media and topologies, management, and security. As a Certified CompTIA partner and 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, online study materials and CompTIA Network+ 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. Upon successful program completion, the student retains the laptop. If the student withdraws from the program, the laptop must be returned to the school. 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.
Prerequisites	- No prerequisite courses necessary - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Test of Adult Basic Education). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	Cisco Academy Certificate CompTIA Network+

Program Name	**CompTIA A+ Certification**
Details	6 weeks, 126 hours, $3,550.00 tuition + $550.00 (laptop and bag) + $400.00 (exams) = 4,500 tuition
O*Net Code	15-1151, 15-1152
Opportunity	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.
Program Description	The CompTIA A+ certification covers maintenance of PCs, mobile devices, laptops, operating systems and printers. Students will be enrolled the Cisco Academy IT Essentials curriculum, which introduces computer hardware and software fundamentals, as well as the concepts of security, networking and troubleshooting, and prepares students for both the 220-801 and 220-802 CompTIA A+ certification exams. As a both a Cisco Academy and CompTIA Member Partner, our courses are facilitated in a classroom by a certified instructor. Students have access to additional study materials, such as a hands-on lab with working equipment, cables, online study guides, break-fix machines, as well as all books and practice exams. Each student receives a personal laptop pre-loaded with course curricula for use throughout the class. 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. Upon successful program completion, the student retains the laptop**.** If the student withdraws from the program, the laptop must be returned to the school. Students will schedule and take each exam at an IT Career Lab facility, a few of which are authorized Pearson Vue testing locations. Tests are scheduled with IT Career Lab staff after students have demonstrated the necessary level of knowledge as measured by practice exams and their in-class efforts. Students will be eligible to sit for the first portion of the CompTIA A+ Certification (220-1001 exam) after 3 weeks into the program, and the second portion of the certification following completion of the remaining 3 weeks. (220-1002 exam).
Prerequisites	- No prerequisite courses necessary - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Test of Adult Basic Education). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	Cisco Academy Certificate (IT Essentials) CompTIA A+

Program Name	**CCNA Security Certification**
Details	4 weeks, 72 hours, $3,500 tuition + $550.00 (laptop and bag) + $330 (exams) = $4,380
O*Net Code	15-1142, 11-3021
Opportunity	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.
Program Description	The CCNA Security provides a next step for individuals who want to enhance their Cisco CCNA certification-level skill set and help meet the growing demand for network security professionals. CCNA Security helps students prepare for in-demand 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. As a Certified Cisco Academy, our courses are facilitated in a classroom by a certified instructor. All students have access to additional study materials, such as a hands-on lab with Cisco equipment and cables, virtual labs, online study materials and practice exams. Our instructors work with each student to ensure that they have the information needed to be successful in the course. 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. Upon successful program completion, the student retains the laptop**.** If the student withdraws from the program, the laptop must be returned to the school.

Students will be eligible to sit for the CCNA Security Certification Exam upon completion of the 4-week program and will receive the CCNA Security certificate from the Cisco Academy after successfully completing the Cisco curriculum. Prior to attending the CCNA Security course, students must possess a verifiable and current CCENT certification. |
| Prerequisites | - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Test of Adult Basic Education). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
- In order to sit for the CCNA Security exam, students must have passed the CCENT Routing and Switching exam. |
| Supported Certifications | Cisco Certified Network Associate (CCNA) - Security |

Program Name	MCSA Certification
Details	16 weeks, 288 hours, $7,000 tuition + $550 (laptop and bag) + $1,650 (exams) = $9,200
O*Net Code	15-1142, 15-1121
Opportunity	Possible candidate job roles include: Network or Computer Systems Administrator, Computer Systems Analysts
Program Description	The IT Career Lab program is designed to help students build and continually improve their skills and knowledge to enter or advance in the IT field. This proven model provides students with three in-demand globally recognized certifications, including: Modern Desktop Administrator Associate (MDAA) certification in Windows 10, and an MCSA in Windows Server 2016. Training is conducted over a rigorous 16 week period for a maximum of three days per week (18 hours per week for a total of 288 classroom hours) to promote information retention, and includes various in class and out of class lab work, practice exams, study modules, as well as group study sessions. Additionally, to ensure that each student has consistent and reliable access to a working computer for outside study or lab work, each student is given a new laptop to use for the duration of training, which is theirs to keep upon successful completion of the program. If the student withdraws from the program, the laptop must be returned to the school.

Using Microsoft approved curriculum, all IT Career Lab courses are facilitated in a classroom by an instructor certified in the technologies they are teaching. Throughout the course of training and in addition to class-time spent with the instructor, students will also have access to additional study materials, sanctioned virtual labs, online study materials and proprietary practice exams.

The Microsoft Modern Desktop Associate (MDAA) certification is designed to provide students with the knowledge and skills required to deploy, configure, secure, manage, and monitor devices and client applications in an enterprise environment. These skills include learning how to deploy Windows; manage devices and data; configure connectivity; and maintain Windows 10. Students will also learn how to deploy and update operating systems; manage policies and profiles; manage and protect devices; and manage apps and data. In order to earn the MDAA certification, students must pass both the MD-100 (Windows 10) and MD-101 (Managing Modern Desktops) exams. The Installation, Storage, and Compute with Windows Server 2016 (70-740 exam) focuses primarily on general installation tasks and considerations and the installation and configuration of Nano Server, in addition to the creation and management of images for deployment. The exam also covers Hyper-V and containers, along with the maintenance and monitoring of servers in physical and compute environments. The Networking with Windows Server 2016 (70-741 exam) focuses on the networking features and functionality available in Windows Server 2016. It covers DNS, DHCP, and IPAM implementations, in addition to remote access solutions, such as VPN and Direct Access. It also covers DFS and BranchCache solutions, high performance network features and functionality, and implementation of software-defined networking (SDN) solutions, such as Hyper-V Network Virtualization (HNV) and Network Controller. The Identity with Windows Server 2016 (70-742 exam) focuses on the identity functionality in Windows Server 2016. It covers the installation and configuration of Active Directory Domain Services (AD DS), in addition to Group Policy implementation for non-Nano Server environments. It also covers functionality such as Active Directory Certificate Services (AD CS), Active Directory Federations Services (AD FS), and Web Application proxy implementations.

Students will schedule and take each exam at an IT Career Lab facility, a few of which are authorized Pearson Vue testing locations. Tests are scheduled with IT Career Lab staff after students have demonstrated the necessary level of knowledge as measured by practice exams and their in-class efforts. After their first 4 weeks, students are prepared to sit for and obtain the MD 100 certification, followed by the MD 101 exam in week 6 which earns them the Modern Desktop Administrator Associate (MDAA) certification. The first Microsoft Server exam (70-740) is taken in |

	week 10, the second exam (70-741) in week 13, and the final exam (70-742) in week 16, earning students a Microsoft Certified Solutions Associate (MCSA) in Windows Server 2016 certification.
Prerequisites	- No prerequisite courses necessary - Basic computer knowledge required - Knowledge of Microsoft office and Windows based operating systems (usage) - Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Test of Adult Basic Education). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	(2 exams) MDAA: MD-100: Windows 10 and MD-101: Managing Modern Desktops (3 exams) MCSA Windows Server 12: 70-410 Installing and Configuring Windows Server 2012; MCSA Windows Server 12: 70-411 Administering Windows Server 2012 and MCSA Windows Server 12: 70-412 Configuring Advanced Windows Server 2012 Services

Program Name	Business Intelligence/Data Analytics
Details	10 weeks, 180 hours, $10,000 (tuition)+ $500 (laptop and bag) + $300 (Microsoft Office Specialist Exam) = $10,800
O*Net Code	15-1121, 15-1141
Opportunity	Possible candidate job roles include Computer Systems Analyst, Business Analyst, Data Analyst, Business Intelligence Analyst, SQL Server Administrator, SQL Server Analyst
Program Description	This course in Business Intelligence/Data Analytics focuses on assisting students in obtaining two highly desirable Microsoft Business Intelligence certifications. This program is ideal for individuals who are looking to retrain/upgrade their existing database skillset or obtain entry into the IT areas of data analytics, reporting, data management, or with any organization who requires data monetization. In addition to industry related employment, the goal of the course is to obtain the Microsoft Office Specialist in Excel, via the 77-727 exam, as well as the Microsoft Certified Solutions Associate (MCSA) in Power BI (Reporting) via the Microsoft 70-778 and 70-779 exams. This training is broken down into three modules over the 9-week training period, each of which builds upon the previous modules. This method ensures students are given a clear path towards certification attainment, as well as the real-world application of technologies. Students will also receive an overview of server and database information, including database administration and maintenance, and how that translates into the importing, exporting and evaluating of data. All students receive a new laptop to assist with their studies, as 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. Upon successful program completion, the student retains the laptop. If the student withdraws from the program, the laptop must be returned to the school. Course 77-727: Core Data Analysis, Manipulation and Presentation (Excel 2016) Data Analysis Fundamentals using Excel. The main purpose of the course is to give students the ability to add analysis capabilities to Excel spreadsheets and to provide students with a foundation to learn about more advanced data analytics with Excel or Power BI. This will involve creating, navigating and formatting worksheets and workbooks, organizing data and managing tables. Course 20778B: Analyzing Data with Power BI - The main purpose of the course is to give students a good understanding of data analysis with Power BI. The course includes creating visualizations, the Power BI Service, and the Power BI Mobile App. The course will likely be attended by SQL Server report creators who are interested in alternative methods of presenting data. After completing this course, students will be able to: • Perform Power BI desktop data transformation. • Describe Power BI desktop modelling • Create a Power BI desktop visualization. • Implement the Power BI service. • Describe how to connect to Excel data. • Describe how to collaborate with Power BI data. • Connect directly to data stores. • Describe the Power BI developer API. • Describe the Power BI mobile app.

	Students will take the 70-778 Analyzing and Visualizing Data with Microsoft Power BI exam following completion of this module
	Course 20779B: Analyzing Data with Excel – The main purpose of the course is to give students the ability to add BI techniques to Excel data analysis. The course goes beyond the capabilities of tables and charts and uses Pivot Charts, the Excel Data Model, and Power BI.
	This course is intended for students who are experienced with analyzing data with Excel and who wish to add BI techniques.
	After completing this course, students will be able to:
	• Explore and extend a classic Excel dashboard. • Explore and extend an Excel data model. • Pre-format and import a .CSV file. • Import data from an SQL Server database • Import data from a report. • Create measures using advanced DAX functions. • Create data visualizations in Excel. • Create a Power BI dashboard with Excel.
	Students will take the 70-779 Analyzing and Visualizing Data with Microsoft Excel exam following completion of this module
Prerequisites	Before attending this course, students must have: • Basic knowledge of the Microsoft Windows operating system and its core functionality. • Working knowledge of relational databases. • Working knowledge of Excel spreadsheets including formulas, charts, filtering, sorting, and sub-totals. • Reading and Math grade level equivalency test scores of 10th grade or higher. • Applicants utilizing state or federally funded programs may be required to take the Test of Adult Basic Education (TABE), scoring at least 10th grade or higher in both reading and math. Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.
Supported Certifications	Microsoft Certified Solutions Associate (MCSA) Power BI Reporting, Microsoft Certified Professional (MCP) in Power BI

Course Offerings At-A-Glance

Course	Duration	Hours	Tuition	Laptop Fee	Exam Fees
Cisco Certified Network Associate (CCNA) (Certifications: CCENT, CCNA, MDAA)	16 weeks (32 week – evenings)	288	$7,130	$550*	$1,320
Cisco Certified Entry Networking Technician (CCENT) (Certifications: CCENT, CCNA)	12 weeks	216	$6,500	$550*	$950
Cisco Certified Network Associate (CCNA) (Certifications: CompTIA Network+, CCENT, CCNA)	16 weeks	288	$7,130	$550*	$1,320
Cisco Certified Network Associate (CCNA) (Certifications: CCENT, CCNA, CCNA Security)	16 weeks (32 weeks-evenings)	288	$7,130	$550*	$1,320
CompTIA Network +	4 weeks	72	$4,000	$550*	$450
CompTIA A +	6 weeks	126	$3,550	$550*	$400
CCNA Security	4 weeks	72	$3,500	$550*	$330
Microsoft (MCSA)	16 weeks	288	$7,000	$550*	$1,650
Business Intelligence/Data Analytics	10 weeks	180	$10,000	$500*	$300

* 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. Upon successful program completion, the student retains the laptop. If the student withdraws from the program, the laptop must be returned to the school.

Able Career Institute operates on a year-round schedule with rolling admission and course start dates. Visit www.itcareerlab.org for start dates, course outline and program information.

Academic Calendar

Our offices will be closed, and classes will not be held:	
2019	**2020**
New Year's Day - Jan 1	New Year's Day - Jan 1
Martin L King Jr. Day - Jan 15	Martin L King Jr. Day - Jan 20
Lincoln's Birthday - Feb 12	Lincoln's Birthday - Feb 12
Washington/ President's Day - Feb 19	Washington/ President's Day - Feb 17
Memorial Day - May 27	Memorial Day - May 25
Independence Day - July 4	Independence Day - July 4
Labor Day - Sept 2	Labor Day – Sept 7
Columbus Day - Oct 14	Columbus Day - Oct 12
Veterans Day - Nov 11	Veterans Day - Nov 11
Thanksgiving Day/ Following Day - Nov 28-29	Thanksgiving Day/ Following Day - Nov 26-27
Christmas Break - Dec 25 through Dec 31	Christmas Break - Dec 25 through Dec 31

Instructors

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

Marse Visnevac: BA-2018 Information Technology, Governor's State University, University Park, IL
Microsoft Certified IT Professional, Cisco Certified Academy Instructor (CCAI), 2019. MS in Cyber Security; Network and Infrastructure, DePaul University, Chicago, IL (anticipated May 2020)

Professor Dejang Liu: Ph.D. Northern Illinois University, Adult Higher Education; MBA Information Systems, University of Illinois, Chicago; MS Mechanical Engineering, University of Minnesota; Microsoft Professional Program (MPP) in Data Science, MOS in Access and Excel

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). Candidate for doctorate 2020

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 the 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. 18th Street, Chicago, IL 60661
- CTA trains stop right next to location. Take the Pink and disembark at 18th Street. Come out of the station, and the entrance to the building is to the left.

2401 Plum Grove Road Palatine, IL 60067
- Can be accessed via car using the I-290 Eisenhower expressway, or I-90 Jane Addams Memorial Express Way. Union Pacific -NW Metra Line also runs from the Chicago downtown Ogilvie Transportation Center to the Palatine stop. There is a 25-35-minute walk from the train station to the location.

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 our facilities have easily accessible rest rooms and breakrooms 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 new laptop computer, which is theirs to keep upon successful completion of the program

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, when applicable
- Daily attendance will be taken by the instructors, but students may be directed to sign in on attendance sheets for workshop sessions.
- Children are not allowed on the premises.
- Pet are not allowed on the premises, unless they are approved service animals.

POLICIES & PROCEDURES

Admission Requirements

Applicants for ACI's classes must be at least 18 years of age to enroll. All applicants are interviewed by admissions staff prior to program entry to ensure they are able to devote the time and energy necessary to successfully complete the program and earn the slated credentials. Those interviews consist of questions which are designed to uncover potential barriers to training completion and employment attainment, as well as to ensure the applicant has a clear understanding of the commitment they are making to entering the program. Applicants are asked about their prior work history, job search, child care arrangements (if necessary), housing stability, transportation to and from the facility, along with many other technical and non-technical related inquiries which give both admissions and program staff, a clear view of what types of assistance the applicant may require once enrolled. Some sample interview questions are as follows:

Do you have any formal IT experience/background?	Why are you interested in IT and our program?	Do you have internet access at home?
Are you able to study 10+ hours outside of class time?	Are you able to commit to this training?	Are you familiar with any of the certifications offer through our program?
Have you ever helped family/friends with computer problems?	How does your education/career goals align with our program?	Do you have any foreseen conflicts that might impact your training?

Additional eligibility requirements may apply to specific learning programs. Applicants utilizing state or federally funded programs may be required to test eligibility requirements (score at least 9.0 in reading 8.0 in math on the Test of Adult Basic Education). Applicants not utilizing state or federal funding and not possessing a college degree must pass a competency assessment related to IT skills and problem-solving skills and proficiency with various computer systems/situations.

Those applicants are given the Northstar Digital Literacy assessment (**https://www.digitalliteracyassessment.org/**), "Essential IT Skills", to assess basic to intermediate computer knowledge and navigation through Windows 10 operating system. Applicants must score at 60% or higher to enter the program.

Registration

Classes at Able Career Institute for IT Career Lab 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. There are no more than 18 students per class. Full time student status is at least 18 hours per week. Visit www.itcareerlab.org to review upcoming class dates.

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

Able Career Institute/IT Career Lab 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
Where applicable, 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.

Equipment and Program Fees
The cost of each new 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. Upon successful completion of the program, ownership of the laptop is transferred over to the student. If the student withdraws from the program, the laptop must be returned to the school.

Financial Aid
ACI accepts funding through federal employment training programs such as WIOA, TAA, and the GI 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. Students who withdraw after classes have begun may be eligible for reimbursement of paid tuition per the schedule outlined below. Any equipment, including the student laptop, unused materials, books or eBooks 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 10% of tuition.
5% - 60%	School shall retain a prorated percentage of tuition equal to percent of program completed, plus 10% of tuition.
In excess of 60%	School shall retain all 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 or funder within the 15 calendar days. All student refunds shall be made by the school within 30-45 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.
Note: Individuals receiving funding for the program through the Veterans' Administration are subject to a different refund policy, that was mandated and approved by the US Department of Veterans Affairs (USDVA).

GI Bill® Pro-Rata Refund Policy
Individuals receiving funding through the Veterans' Administration for training will be subject to the pro-rata GI Bill® specific refund schedule. This schedule was mandated and approved by the US Department of Veterans Affairs (USDVA) as Able Career Institute/IT Career Lab must certify attendance and report weekly clock hours for VA funded students.

Percentage of course hours completed by student at notice of cancellation	Percentage of tuition and instructional charges which school may retain
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%

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA)

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 WIOA, 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 and other curriculum. 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-

82% 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/IT Career Lab, 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/IT Career Lab, 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. This includes electronic cigarettes and legalized cannabis products.
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 obtain 80-82%% 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 that 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 study room desktops.

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 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 database 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/IT Career Lab'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/IT Career Lab, 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/IT Career Lab 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

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

	CompTIA A+	CompTIA Network+	CCNA Security		
Consumer Information/Institutional Disclosures Reporting Table **Able Career Institute /IT Career Lab- Calendar Year July 1st, 2017 – June 30th, 2018**					
1. Number of students admitted to Able Career Institute as of July 1, 2017	0	0	0		
2. Number of additional students admitted during the next 12 months within the following categories:					
a. New Starts	0	0	0		
b. Re-enrollments	0	0	0		
c. Transfers into the program from other programs at the school	0	0	0		
3. Total number of students admitted to Able Career Institute between July 1, 2017 and June 30, 2018	0	0	0		
4. Number of students enrolled between July 1, 2017 and June 30, 2018 who:					
a. Transferred out of the program or course and into another program or course at the school	0	0	0		
b. Completed a program or course of instruction	0	0	0		
c. Withdrew from the school	0	0	0		
d. Are still enrolled	0	0	0		
5. Number of students enrolled in Able Career Institute who were:					
a. Placed in their field of study	0	0	0		
b. Placed in a related field	0	0	0		
c. Placed out of their field of study	0	0	0		
d. Not available for placement due to personal reasons	0	0	0		
e. Not employed	0	0	0		
6. Number of students who took a State licensing or Professional Certification Exam during reporting period	0	0	0		
7. Number of students who passed a State licensing or Professional Certification Exam during reporting period	0	0	0		
8. Number of graduates who obtained employment in program field who did NOT use placement assistance; such information compiled by reasonable efforts of the school to contact graduates by written correspondence.	0	0	0		
9. Average starting salary for graduates from the following programs employed during reporting period; this information compiled by reasonable efforts of the school to contact graduates by written correspondence.	N/A	N/A	N/A		

Consumer Information/Institutional Disclosures Reporting Table Able Career Institute/IT Career Lab - Calendar Year July 1st, 2017 – June 30th, 2018					
	CCENT	CCNA	Microsoft (MCSA)		
1. Number of students admitted to Able Career Institute as of July 1, 2017	34	34	34		
2. Number of additional students admitted during the next 12 months within the following categories:					
a. New Starts	182	182	182		
b. Re-enrollments	0	0	0		
c. Transfers into the program from other programs at the school	0	0	0		
3. Total number of students admitted to Able Career Institute between July 1, 2017 and June 30, 2018	182	182	182		
4. Number of students enrolled between July 1, 2017 and June 30, 2018 who:					
b. Transferred out of the program or course and into another program or course at the school	0	0	0		
b. Completed a program or course of instruction	158	158	158		
c. Withdrew from the school	24	24	24		
d. Are still enrolled	0	0	0		
5. Number of students enrolled in Able Career Institute who were:					
a. Placed in their field of study	56	56	56		
b. Placed in a related field	21	21	21		
c. Placed out of their field of study	32	32	32		
d. Not available for placement due to personal reasons	27	27	27		
e. Not employed	22	22	22		
6. Number of students who took a State licensing or Professional Certification Exam during reporting period	114	72	40		
7. Number of students who passed a State licensing or Professional Certification Exam during reporting period	114	72	40		
8. Number of graduates who obtained employment in program field who did NOT use placement assistance; such information compiled by reasonable efforts of the school to contact graduates by written correspondence.	0	0	0		
9. Average starting salary for graduates from the following programs employed during reporting period; this information compiled by reasonable efforts of the school to contact graduates by written correspondence.	$20.20	$20.20	$20.20		