

Student Handbook



Passionate About Learning™

www.netcomlearning.com

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Dear Customers and Students,

Thank you for your interest in NetCom Learning.™ Whether you are an Information Technology professional who is seeking to hone your skills or a beginner who has never even turned on a computer before, this is the place for you.

Computer jargon can be colorless and daunting. Many think they do not have what it takes to master what sounds like technical mumbo-jumbo. I can assure you this simply is not true. Our experienced and certified instructors have demonstrated great skill at assisting students to cross the “digital divide” and turn techno-babble into easy-to-understand, layman terms.

Our breadth of course offerings have expanded tremendously from beginner—how to operate a computer—classes, to advanced computer security and network routing classes. To date, we have over 200 courses taught at our state of the art computer labs and over 550 e-Learning courses delivered over the web. Internally, we have grown as well while keeping our quality and standards at ever increasing levels. It is worthy to note that cumulatively, our instructors have about 1325 years of experience.

We continually work with industry leaders in the Information Technology field and, as a result, we have over 21 authorizations and industry recognitions from different industry leaders in the information technology field.

However, all the industry recognitions and the number of course offerings are only how the world judges us from the outside. Inside our core, what separates us is our personal attention to each and every student. We cater to each individual student with respect and seeing them as individuals of limitless potential and valuable contributions to society.

We are a company with a mission. We strive daily to deliver the technical training available anywhere to our customers and students. We are committed to their success, for we are only as successful as our customers and students.

By acquiring this catalog, you have shown that you have already begun your interest into this exciting field. I urge you not to put off acquiring the needed knowledge and skills that would likely change your future and career.

I invite you to read this catalog and find out more about us. Please visit us on the web at www.netcomlearning.com for the most up-to-date class schedules and most certainly feel free to stop by and visit us. At NetCom Learning,™ we are proud of the fact that we treat our students like family.

Thank you for your interest, and we hope to see you here soon!

Sincerely,

Russell Sarder Chairman & Co-Chief Executive Officer



Facility Information

NetCom Learning, LLC Vegas dba NetCom Learning is licensed by Nevada Commission on Postsecondary Education, 3663 East Sunset Road Suite 202, Las Vegas, Nevada 89120, Phone: (702) 486-7330 Fax: (702) 486-7340. Additional information regarding this institution can be obtained by contacting the commission.

Company Mission Statement

The purpose of NetCom Learning is to promote the values of Lifelong learning .

Ownership

NetCom Learning, LLC -Vegas is privately owned and was formed under the laws of the state Of Nevada.

Owner: Russell Sarder, Titu Sarder

Address: 20 W 33rd ST, 4th FL

New York NY 10001

Governing Body

The principal office is located at 5051 Duke Ellington Way, Suite 3115 Las Vegas, NV 89119



WHY NETCOM LEARNING

Technical knowledge is power in today's competitive global economy, and quality training from NetCom Learning can give you the knowledge you need to succeed.

Licensing

NetCom Learning is licensed by the **Nevada Commission on Postsecondary Education**. NetCom is also licensed by CompTIA, Microsoft, Cisco, Adobe, Autodesk, Project Management Institute, EC Council, VUE, Prometric, Certiport

Customer Service

Our professional educational consultants are trained to partner with prospective students and deliver the customer service with integrity. The customer service is our utmost priority and our philosophy.

Training and Certification

NetCom Learning is absolutely committed to offering training and certification. We focus on customer service and satisfaction.

High Quality, Industry-Standard Curriculum

Industry leaders have authorized each of our high-quality, extensive curriculums. Training on the actual, authorized curriculum enables the student to acquire knowledge and achieve certification goals more quickly.

State-of-the-Art Classrooms and Open-Access Labs

Students have access to our state of-the-art classrooms and labs seven days a week from 9 am to 10 pm. Our facilities include the newest PCs, Cisco routers, and high speed internet connectivity. All equipment and software are the most recent available and are continuously upgraded. See the last page for our facility equipment list.

On-Site Testing Center

Always available, our on-site testing center is authorized by VUE, Prometric and Microsoft. Students appreciate the convenience and the comfort of earning certifications in a familiar environment. Also, we offer on-site training and testing preparation to complement their classroom training.



SCHOOL CALENDAR

Classes are offered every month throughout the year. We have day, night and weekend schedules. Day classes meet Monday through Friday between 9 am and 2 pm or between 2 pm and 6 pm as scheduled. Night classes meet Monday through Sunday between 6 pm and 10 pm as scheduled. We also offer strictly weekend classes. Students can register anytime throughout the year.

2012 SCHOOL HOLIDAY SCHEDULE

No classes will be held during these holidays. NetCom Learning Offices will be closed during these holidays as well.

- New Year's Day -Sunday January 1st, 2012
- New Year's -Monday January 2nd, 2012
- Good Friday -Friday April 6th
- Easter -Saturday, Sunday April 7th, Apr 8th
- Memorial Day Weekend -Monday May 28th
- Independence Day -Wednesday, July 4th
- Labor Day -Monday September 3rd
- Thanksgiving -Thursday, Friday, November 22th, November 23th
- Christmas -Monday, Tuesday, December 24th, 25th
- New Year's Day -Tuesday, January 1st , 2013

Hours of Operation

The business office open from 8 am to 5 pm local time, Monday through Friday. Program enrollment / Class Registration will be conducted from 8 am to 5.30 pm local time Monday through Friday. Training Facility hours when classes are in sessions are Monday through Sunday 9 am to 10 pm.

FACULTY

Below are the name of our instructors and the technology they are qualified to teach

Last Name	First Name	
Umphrey	Jason	.NET, Sharepoint Admin and Development
Adler	Paul	PMP, Project
Easlick	Richard	Comptia, Server 08, Windows 7
Murphy	Finnbarr	Linux+, A+, Network+, Solaris, Unix
Chambers	William	A+, Network+, sec+, Win 7 and Server 08
Smith	Aston	.NET, Dynamics AX Financials and Development, Sharepoint Admin and Development, Dynamics CRM and GP, SQL and SL BI
Ring-Howell	James	.NET, SharePoint Admin and Development, SQL, SQL BI
Lauby	Dave	A+, Network+, Security+
Tucker	Neil	SQL, Window 7 and Server 2008, Exchange
Smpkinson	Charles	Sever 2008, Win 7, SCCM, Private Cloud, Comptia courses
Strebel	Jessy	Citrix
Hermann	Clive	Biztalk, Sharepoint Admin, Server 08 and Windows 7
Morgan	David	CCNA, CCDA, CCNA Security
Switzer	Mary	Website Development
Gober	Arthur	Java
Maher	Stephen	Solaris
Gonzales	Jennifer	Server 2008, Sharepoint Admin, Microsoft Office
Vinson	Shelley	Biztalk, .NET, Sharepoint admin and Development, SQL
Kaldis	Timothy	Adobe track
Myers	Ginger	Dynamics GP
Parekh	Pooja	Microsoft Office, Project, Visio
Loner	Patrick	Exchange, Server 08, Windows 7
Landrigan	Richard	CEH, Server 2008, Windows 7, Comptia courses, Forefront
Govinda	Michael	CCNA, CCNP, CCSP
Matthey II	William	Comptia courses, Windows 7, Server 2008, CISSP, SCCM, CASP, Cloud Computing
Gertl	Richard	Not sure who this is
Jimenez	Ignacio	.NET, SQL, Sharepoint Admin/DEV, COMptia, Win 7, Server 08, Dynamics CRM, GP and AX
Platt	Kenneth	Windows 7, Sever 2008, Comptia courses
Houser	Tcat	CTT+, Comptia courses like A+ Net+
Jacksn	Silas	Solaris, Oracle
Courage	Jeremy	Microsoft Office, CTT+



SCHOOL POLICIES

Admissions Requirements

The school maintains a staff of representatives called “Educational Consultants” responsible for admissions. Prospective students are required to schedule an interview at the school with Educational Consultant. At this time the Educational Consultant will explain the school; program in detail and provide a tour of the school’s facilities. NetCom Learning accepts as regularly admitted students those applicants who are high school graduates or the equivalent. Student must verify that they have a basic knowledge of PC desktop operation during the interview. If student does not have a basic knowledge of PC desktop operation, which may be required as a pre-requisite to a technical program, they applicant may be required to take an entry-Level classes before entering their program of study.

Prerequisites

Students will have to complete prerequisites before attending any program. The prerequisites are listing in the course outlines.

Equal Opportunity Policy Statement

NetCom Learning does not dis-criminate on the basis of race, color, creed, religion, sex, national origin, or handicap in the recruitment and admission of students, or in the operation of any of its programs and activities. At the present time the facilities do not accommodate handicapped students.

Registration and Enrollment

To sign up, call our registration desk at 1-888-5-NetCom. You can also fill out the online Registration form at www.netcomlearning.com. Registration is on a first come basis, and early registration is strongly recommended. Once the registration is approved, we will send you enrollment application forms. Read this catalog and forms carefully, then fill out appropriate forms and send it back to us. To avoid delays due to mailing, we strongly suggest visiting the main office.

Attendance

Regular attendance is a must. A permanent record of attendance is maintained for each student. Excessive absences may result in poor academic progress as well as diminishing chances for employment. A class cut is considered as absence. A student arriving 10 minutes after the class has begun or leaving 10 minutes prior to the end of class will be marked absent for that period. Student who exceeds 20% absence must make up work and hours.



Retake and Makeup

Students can retake or make-up for free in any available classes. For example, a student attending the Monday and Wednesday course can also consider attending the Tuesday and Thursday class or a weekend class based on availability. Students who do not pass an exam related to the course curriculum may retake relevant section of course for free within a six-month period.

Attendance Certificates

Students who demonstrate consistently outstanding attendance will be eligible for NetCom Learning Attendance Certificates awarded at the end of each program.

Leave of Absence

Leave of absence is granted under extreme conditions only. The reason for a leave of absence must be documented. Written permission must be obtained from the School Director. When a student returns from an approved leave of absence, the student shall be placed in the instructional program at the point commensurate with the skill level attained by the student at the time of his or her return. The school shall assess the student's progress through counseling sessions and oral or written evaluation tests.

Re-enrollment Policy

Students who have their training interrupted, and who wish to return to school, may be re-enrolled at the next available start date. Re-enrollment is not automatic and may only be granted at the discretion of the Director.

Certificates and Transcripts

Certificates are issued to students who have fulfilled their academic obligation upon completion of their program. Transcripts are issued upon written request with no fee charged. A fifteen-dollar fee will be required for a second certificate, or official transcript.

Graduation / Certification Requirements

NetCom Learning graduate will be issued a certificate in his/her course of study only after meeting the following requirements:

- Completion of Student's designated program
- Maintain acceptable progress and pass all exams.
- Completion of all required class Clock hours in accordance with School Attendance Polity.
- Completion of all necessary paper work
- Satisfy all financial obligation



Grading and Standard of Academic Progress & Achievement

A progress report is completed and kept on file for each class taken for students whose tuition is being paid by state and/or government agencies, including veterans receiving VA educational benefits, as well as students paying individually. These progress reports include attendance and grades for each class taken, along with status of any testing requirements if applicable. Instructors' grade students during each course a Pass/Fail the students based on the students' ability to demonstrate the technical skills taught in class and the ability to follow instructor. Passing grade will be considered satisfactory.

If the student has failed to complete all the required work, an Incomplete will be issued. Students will be given a Progress Report noting the "Incomplete" status and they will be given a 30 day period to complete all of the required work. If the student does not complete all of the required work, the student will then be placed on academic probation (See probation).

If the student has not passed all the required tests for certification, he/she can still graduate from the training, but in order to certify as an engineer or administrator, you must pass the certification exam.

Students wishing to obtain vendor certification in addition to their program of study must pass certificate exams (not affiliated with NetCom Learning) designed by the certifying vendor (Microsoft, CompTIA etc.). Certification exams are proctored tests issued by a specific certifying vendor. The program courses are designed to prepare students with the skills necessary to take and pass vendor certification exams. Some courses include certification exam vouchers for taking an exam. If the student fails the certification exam and wants to test again, it will be the student's obligation to purchase the additional exam voucher. Students are required to take practice exam prior to their certification exam. This procedure ensures the student is ready to take the final test.



Rules and Regulations

Proper conduct is required at all times.

- All students are expected to behave as they would in an office environment. Disruptive or insubordinate students will be terminated from School.
- Smoking, eating, or drinking is not permitted in the classrooms or halls. Students are not allowed in the student lounge during class hours.
- The use of alcohol or a controlled substance on school property is prohibited and will result in immediate suspension or possible dismissal from school.
- Students are expected to dress in appropriate business attire. Headsets and hats are not to be worn.
- Cellular phones and beepers must be turned off in the classroom.
- Students will be held liable for all damages to school facilities, property, or to other student's property.
- If student is absent consecutively for more than 3 days without authorization will mean cancellation of registration.
- Tuition payments must be made promptly as agreed at the time of enrollment. Students failing to make payments will be suspended.
- Student failing to abide by these rules and regulations may be placed on probation or may be subject to suspension or dismissal.

Lost Property

NetCom Learning is not responsible for lost property. The school is not responsible for your personal property, as well as your materials and textbooks once you receive them.

Snow Emergency

During a snow emergency, if the city public schools are closed, NetCom Information Technology will be closed.

Fire Drills

During a fire drill, all students will move quickly and quietly out of the building. A designated member of the administration will conduct fire drills.



Facilities and Handicapped Access

NetCom Learning's facilities are well equipped, spacious and air conditioned, providing an atmosphere conducive of Learning. The Las Vegas Campus occupies approximately 8,000 square feet for classrooms and administrative offices.

Policy for Granting Credit and/or Clock hours for Previous Education and Training

The School will grant credit towards its programs for prior training or education obtained by a student, not to exceed 25% of any program, as demonstrated by the student's ability to pass the relevant certification competency exam. They will allow a student to transfer clock hours earned at another institution to its programs as determined by the student's ability to pass the relevant certification competency exam for clock hours the student seeking to apply. Upon consultation with the Educational Consultant, a determination will be made which is agreeable to both the student and the institution as to how to apply credit or clock hours previously earned towards the students desired program of study in addition to which technical level courses of school will substitute in lieu of courses not needed by the student. Transferability of credit is at the discretion of the accepting institution, and it's the student's responsibility to confirm whether or not the credits will be accepted by another institution of the student's choice. For purposes of comparing relative clock hours, NetCom Learning defines its clock hours based on the stated number of days of training listed on the syllabi and content from the various certifying vendors like Microsoft, cisco, ComTIA, etc. who have structured the content of their certification preparation courses for classroom delivery at the rate of 8 clock hours per day of training. For example, a 5 day technical course would count for 40 clock hours delivered by the school. Veteran GI Bill applicant just consult with their Educational Consultant to evaluate the appropriateness of any previous education for transferability as requested by the Dept. of Veterans' Affairs. 18 clock hours per week of attending a course, is considered a full time student.

Internal Grievance Procedure

A student may, at any time, informally discuss with his/her teacher, Educational Consultant, or Director of Education a matter, which may become a grievance. If the results of such discussion are unsatisfactory, the student may file a written grievance with the School Director. The School Director will meet with all concerned parties to resolve the grievance. The decision of the School Director will be made within a reasonable time and shall be final.

Complaint Procedures

Who can file a complaint?

If you are or were a student and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the Commission on Postsecondary Education, Nevada, (Commission) within one year from the date of occurrence.



Commission on Postsecondary Education

3663 East Sunset Road Suite 202

Las Vegas, Nevada 89120

Phone: (702) 486-7330 Fax: (702) 486-7340

What can a student or employee complain about?

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, method of collecting tuition and other charges, school license or registration, school and student records, and private school agents.

How can a student or employee file a complaint?

The steps you must take to file a complaint are:

1. Write to the Commission on Postsecondary Education, Nevada at 3663 E Sunset Road, Suite 202 Las Vegas, Nevada 89120, or telephone the Commission at (702) 486-7330, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, Financial Aids application, transcripts, etc. An investigator from the Commission will meet with you and go through your complaint in detail.

1 If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two years after the alleged illegal conduct took place. The Commission cannot investigate any complaint made more than one year after the date of occurrence.

2 The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Commission determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Commission may proceed with formal disciplinary charges.

3 In addition to filing a complaint with the Commission, you may also try to resolve your complaint directly with the school. Use the school's internal grievance procedure or discuss your problems with teachers, or the school director.

We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the Commission on Post-secondary Education, Nevada. If you do file a complaint with the Commission, please advise the Commission of any action that you take to attempt to resolve your complaint.



Tuition Reimbursement Fund

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses that you have paid.

Tuition Refund and Cancellation Policy

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement. Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or you are confused by the school's explanation, you may ask for assistance from the Commission at the address included in this catalog.



CANCELLATION AND REFUND POLICY

Should a student be terminated or called for any reason, refunds will be made according to the below listed refund schedule. Veteran GI Bill students should see their student service representative for Pro-Rata refund information compliance with the Department of Veterans' Affairs.

Refund Policy

1. If a student submits a written request on/or before classes begin, a registration fee of 10% of the total tuition on the student enrollment agreement or invoice or \$100.00, whichever is less will be assessed.
2. If a student attends class before the expiration of the three (3) day period, that student will be considered enrolled and subject to the following rules:
 - A registration fee of 10% of the total tuition on the student enrollment agreement or invoice or \$100.00 (whichever is less) will be charged.
 - If after the start of instruction and before the completion of more than 60% of the program on the student enrollment agreement or invoice, student cancels enrollment or is expelled, the registration fee of 10% of the total tuition on the student enrollment agreement or invoice or \$100.00 (whichever is less), and a pro-rata amount based on the percentage the course bears to the total tuition amount on the student enrollment agreement or invoice will be charged.
 - If after the start of instruction and the completion of more than 60% of the program, student cancels enrollment or is expelled, the total tuition on the student enrollment agreement or invoice amount will be charged.
 - All refunds will be calculated on the last day student attended class. If student is on an official Leave of Absence, and does not return, the last date of attendance shall be the last day they were actually in class.
3. Students must submit a written request for withdrawal within 5 days of last date in attendance or termination of the leave of absence date. Any refund due will be paid within 15 days of last in attendance or last day of termination of a leave of absence.

Example:

If a student enrolls in a 240 hours program which tuitions fee is \$1000.00 and student chose to cancels enrollment after attending 70 hours of training, Student will be eligible of the following calculated refund.

Student Attended 29% of the program (70/240).



Registration Fee	\$100.00
\$1000 Tuition time 29%	\$290.00
Total Charged	<u>\$390.00</u>
Tuition Fee	\$1000.00
Refund to student	\$610.00

4. All Books and course material are included with the tuition fees.
5. If any disputes with reference to the refunds will be resolved by the Administrator/Director on a case-by-case basis. In case of prolonged illness or accident, death in the family, or other circumstances that make it impractical for student to complete the program, the school may make a settlement, which is reasonable and fair to both parties. School reserves the right if student received a discount based on a combination of courses/programs, to calculate tuition refund based in individual published rates (Course catalog) for each course/program attended.

Department of Veteran's Affairs Additional Information

This information applies to all Chapter 30 and Chapter 31 Veterans only.

Excused absences will be granted for extenuating circumstances only. Excused absences will be substantiated by entries in students' files. Early departures, class absence, tardiness, etc., for any portion of a class period will be counted as ½ day of absence. Students exceeding three days unexcused absences in a calendar month will be terminated from their VA benefits for unsatisfactory attendance. The student's attendance record will be retained in the veteran's file for USDVA and SAA audit purposes.

REFUND POLICY – VA STUDENT ONLY

The policy stated here is specific to and applies only to those students who are enrolled in a program of education offered by the school and who have been certified by the school to the VA as in attendance at the school.

If a student fails to complete a program for which they have paid the school in full for any reason, they shall be entitled to a prorated refund of their tuition. The refund will be based on the percentage of days attended to the total days of the program. If the program includes a registration fee, that fee shall be refunded on the same pro rata basis.

Example:

Student enrolls in a 160-hour program with tuition of \$1000.00 and a registration fee of \$100.00 cancels enrollment after attending 120 hours. Student attended 75% of the program ($120/160=.75$). Student refund would be calculated as follows:



Registration fee	\$ 100.00
Tuition	<u>\$ 1000.00</u>
Total	\$ 1100.00
Percent attended (\$1100.00X.75)	\$ 825.00
Refund	\$ 275.00

Instructors grade students during each course on a Pass/Fail scale. Students receiving VA educational benefits must maintain a minimum Standard Progress Status of “Pass” for all technical program courses taken during each monthly evaluation period. A VA student whose Standard of Progress Status falls below “Pass” at the end of any monthly evaluation period will be placed on academic probation for a maximum of two consecutive terms of enrollment. If the VA student’s Standard of Progress Status is still below “Pass” at the end of the second consecutive term of probation, the student’s VA educational benefits will be terminated. A VA student terminated from VA educational benefits due to unsatisfactory progress may petition the school to be recertified after one term has elapsed and after attaining a Standard of Progress Status of “Pass” during that monthly evaluation period.

Equipment

Location	Seating Maximum	Qty	Description
LabA	24	17	Intel Core2Quad w/8GB Ram 19" Widescreen Monitor
		2	3' x 4' Whiteboard
		1	Epson PowerLite 77C Projector
LabB	12	9	Intel Core2Quad w/8GB Ram 19" Widescreen Monitor
		2	3' x 4' Whiteboard
		1	Epson PowerLite 77C Projector
LabC	15	7	Intel Core2Quad w/8GB Ram 21" Widescreen Monitor
		2	3' x 4' Whiteboard
		1	Epson PowerLite 77C Projector
LabD	10	8	Intel Core2Quad w/8GB Ram 21" Widescreen Monitor
		2	3' x 4' Whiteboard
		1	Epson PowerLite 77C Projector
LabE	6	6	AMD A3850 quad core w/16GB Ram 21" Widescreen Monitor
		2	3' x 4' Whiteboard
		1	Epson PowerLite 77C Projector
Test Center	7	7	AMD/Intel Single Core w/ 2GB Ram 17" Monitor

Floor Plan

