UMBC Training Centers, LLC

High Quality Professional, Scientific and Technical Training

Veteran Affairs (VA) Student Handbook/Course Catalog

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I certify this publication to be true and correct in content and policy at the time of publication.

Signed: Date: November 1, 2021

Emily Branchaw, Director Workforce Programs, UMBC Training Centers

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GENERAL INFORMATION

CONTACT INFORMATION

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Branch
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Halethorpe, MD 21227

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If you are interested in speaking with someone about customized, group training for your organization, please contact info@umbctraining.com.

ABOUT UMBC

UMBC is a dynamic public research university integrating teaching, research and service to best serve our students, the business community, the government and our nation. The Carnegie Foundation ranks UMBC in the category of Research Universities with high research activity, and UMBC is among the top 3 universities in the U.S. in the production of IT degrees, according to the National Science Foundation.

UMBC is accredited by the Middle States Commission on Higher Education; the Accrediting Board for Engineering Technology, and the National Council for Accreditation of Teacher Education.

ABOUT UMBC TRAINING CENTERS

UMBC Training Centers delivers high quality applied education and training services to individuals, government agencies, non-profit organizations and businesses.   Training Centers extends the academic excellence of the University of Maryland, Baltimore County (UMBC) to working professionals and organizations through the delivery of technical, scientific and professional non-degree training programs.

UMBC Training Centers is an affiliated business entity of UMBC and is owned by UMBC Training Enterprises, a non-profit organization whose mission is to conduct a variety of education and training-related services on behalf of the university.

MISSION

The mission of UMBC Training Centers is to improve the professional lives of individuals and the performance of organizations through the delivery of high quality education and training services.

How will we accomplish our Mission?

- Build on the strengths and leadership of UMBC in areas such as information technology, science, engineering, instructional systems design, and education and extend these strengths to professionals and organizations through flexible, convenient training offerings.
- Focus our resources on key programs that provide significant professional opportunities for our students and address critical workforce development shortages in the region.
- Strive for 100% customer satisfaction with our students and our corporate customers. We will also strive for 100% employee satisfaction to support our customer service goals.
- Provide a challenging work environment that rewards working hard, working smart, teamwork and achieving results.

CORE VALUES
- Education
- Academic quality
- Customer focus and customer satisfaction
- Employee satisfaction
- Professionalism
- Teamwork

KEY STAFF AND FACULTY
- Jon Lau, President
- Emily Branchaw, Director, Workforce Programs
- Yvonne Brotzman, Program Director, Vascular Concentration Coordinator and Clinical Coordinator

HOLIDAY SCHEDULE (NO CLASSES)
UMBC Training Centers will not have classes on the following days:
- New Year's Eve
- New Year's Day
- MLK Day
- President's Day
- Spring Break
- Memorial Day
- Juneteenth
- Independence Day/Summer Break
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

The Sonography program offered at the UMBC @ BWI Tech Center is a 58 week course and includes 4 weeks of breaks: two in the winter, one in the spring and one in the summer.

Sonography Breaks are as follows:
- Labor Day
- Thanksgiving break
- Winter break
- Martin Luther King Jr.'s Birthday
- Presidents' Day
- Spring break
- Memorial Day
- Summer Break

Students observing other religious holidays should notify the course instructor if they will miss any class time. However, class materials and assignments are expected to be made up. Always check with your Program Coordinator with questions.

UMBC Training Centers has rolling start dates without defined quarters, terms, or semesters. All dates can be located on our website www.umbctraining.com.

INCLEMENT WEATHER POLICY
In the event of inclement weather such as snow or ice, UMBC Training Centers will **NOT** follow the UMBC campus closing schedule. Students should check the UMBC Training Centers website at http://www.umbctraining.com/ or call (443) 692-6600 to confirm any changes in schedule.

AS A MATTER OF LIABILITY PROTECTION AND COMPLIANCE, ALL STUDENTS MUST VACATE THE UMBC TRAINING CENTERS PREMISES BY THE ANNOUNCED TIMES OF ANY UMBC TRAINING CENTERS CLOSINGS. STUDENTS WILL NOT BE PERMITTED ACCESS TO THE FACILITY FOR ANY REASON, WITHOUT EXCEPTION, DURING PERIODS OF OFFICIAL UMBC TRAINING CENTERS WEATHER CLOSING.

FACILITY INFORMATION

Columbia Location:
- Classrooms are available from
    - 7:30 a.m. – 5:00 p.m. Weekdays
    - 5:30 p.m. – 9:30 p.m. Evenings
    - 8:00 a.m. – 4:30 p.m. Saturdays (if classes are scheduled)
    - Closed - Sundays
- A Break Room is located to the side of the reception area. There are vending machines, a refrigerator, and microwaves for Student and Instructor use.
- Restroom facilities are accessible via the main lobby area and break room. Leaving the UMBC Training Centers suite, walk down the hallway to the left of the stairs. The restroom codes are: 5234 for men and 4231 for women.

UMBC / BWI Tech Center:
1450 South Rolling Road
Halethorpe, MD 21227

- Features include: 3,500 SF of Space, including 3 classrooms. Each Classroom is equipped with projectors, projection screens, whiteboards, instructor computer stations, seating for 25-50 students. Free parking; full service cafeteria onsite; vending machines available. Computer lab and additional classrooms are available as needed.

WIRELESS INTERNET ACCESS
UMBC Training Centers and UMBC at BWI Tech Center is equipped with wireless access for the convenience of our students. Access may be limited during class hours at the discretion of the instructor. If you have any questions, please be sure to contact the Help Desk at techsupport@umbctraining.com.

SECURITY
UMBC Training Centers is not responsible for the personal property of students. UMBC Training Centers' staff recommends that students only bring items with them that are necessary to participate in class.
Students are expected to behave in a manner that preserves their safety and well-being and the safety and well-being of others.

Students are expected to behave in a manner that preserves their safety and wellbeing and the safety and wellbeing of others. When a situation occurs on campus that you believe requires emergency medical attention or a crime has occurred, please dial 911 or ask someone at the scene to dial 911 first from any phone on campus to reach the fire department or the police.

At the UMBC /BWI Tech Center campus police can be reached at the following numbers: For classes at bwtech@UMBC Research and Technology Park South - (410) 455-5555 or 55555 from a campus phone. UMBC security patrols the area and is available to escort any student who requests it. Additionally, in the parking lots, phones with direct lines to security are located under the blue lights.

STUDENT BREAK AND STUDY AREAS
There are designated areas for students to take breaks and/or study. While in these areas, students must conduct themselves in a quiet, respectful manner, clean up after themselves, and take full responsibility for all of their belongings. UMBC Training Centers is not responsible for lost or stolen property.

ACADEMIC POLICIES

NON-DISCRIMINATION POLICY STATEMENT
UMBC Training Centers does not discriminate on the basis of race, color, national origin, ethnic background, ancestry, sex, disability, age, marital status, sexual orientation, veteran's status, or religion in admission to and participation in educational programs and activities, or employment practices in accordance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973 (revised 1992), Title VII of the Civil Rights Act of 1964, and the Americans with Disabilities Act of 1990.

NON-DEGREE PROGRAMS
All the programs offered by UMBC Training Centers are non-credit, non-degree programs. Unless otherwise separately enrolled at UMBC, students in UMBC Training Centers' courses and programs are not enrolled at the University.

As a Non-College Degree (NCD) Institution, UMBC Training Centers reports veteran students' training time to the US Department of Veterans Affairs in clock hours, meaning the actual number of hours per week the student attends training. When a student registers for an approved VA program, the tuition, start date, end date, and number of clock hours are reported to the VA. To be considered a full-time student at UMBC Training Centers, the student must take 18 clock hours of training.

**Important:** Please note that VA benefits are paid based on clock hours of attendance per week. UMBC Training Centers does not determine eligibility for VA education benefits nor does it calculate housing allowance benefits. _It is the responsibility of the veteran student to apply for VA benefits to determine eligibility for education benefits and to estimate housing allowance benefits prior to registering for a program at UMBC Training Centers._

FULL TIME AND PART TIME STATUS
Full time status is defined as a student who is taking 18 clock hours or more of training per week. Part time status is defined as a student who is taking less than 18 clock hours of training per week.

ADMISSIONS REQUIREMENTS
Students must be 18 years of age and must have a high school diploma or GED for admissions into UMBC Training Centers programs. No registration or application fees are required.

ENROLLMENT
Students may enroll in UMBC Training Centers programs through the website or by completing a registration form and emailing it to veterans@umbctraining.com or registration@umbctraining.com or by faxing to (443) 692-6602. Veterans who are using VA Educational Benefits to finance their program are requested to provide additional documentation.

VETERAN ENROLLMENT
Per Public Law 115-407 (Section 103), veterans who have submitted and been approved for education benefits may enroll in, attend, and participate in courses while payment for those courses is still pending.

VETERAN PRIORITY ENROLLMENT
The Veterans Education Priority Enrollment Act of 2017 requires institutions to give priority enrollment to veterans so they can complete their course or program in a timely manner. Military veterans or dependents using VA Educational Benefits and servicemembers who submit the appropriate documentation will receive priority enrollment at UMBC Training Centers. Servicemembers who are not using VA Educational Benefits must provide one of the following documents to validate their status: DD214, Current Active Duty Letter, or Military ID.

Veterans and servicemembers will receive priority enrollment as soon as the course schedule is created, thus allowing them to enroll at the earliest possible time. Courses are published on the UMBC Training Centers website. Veterans and servicemembers may also call Admissions to inquire into courses not yet published on the website.

GRADING POLICY
Full time, vocational programs are graded on a traditional academic basis using the following grading scale:

A   90-100%
B   80-89%
C   70-79%
D   60-69%
F   < 60%

Students' academic performance will be evaluated monthly throughout the duration of the program.

Part time, professional development programs are graded on a Pass/Fail basis. Grading is based on adequate attendance and the instructor's evaluation of the student's performance. The instructor's evaluation is based on the student's class participation, performance on class projects, exercises and assignments and comprehension of the materials presented. Students enrolled in part time, professional development programs will successfully complete the program upon receiving a "Pass" grade and upon achieving 85% attendance.

Students enrolled in other courses or programs will not receive grades. These students will successfully complete a course or program upon achieving 85% attendance.

CERTIFICATE OF COMPLETION
Upon the successful completion of a course or program at UMBC Training Centers, students will receive a Certificate of Completion. Certificates are generally distributed on the last day of class. Part-time programs: please note the attendance policy for the description of successful completion. Full-time programs: students must maintain a minimum grade of 85% throughout the duration of the program.

ASSESSMENTS (FOR ONLINE STUDENTS)
Students are given assessments throughout the duration of the course from time-to-time as determined by the instructor to indicate participation and proof of progress in the course. The assessments are not mandatory to complete the course; however, they are helpful to indicate attendance, understanding, and learning. Please contact your instructor with questions about the assessments. **Unless otherwise noted, assessments will be available within the learning management system.**

ATTENDANCE POLICY
Instructors record daily class attendance. Students must attend 85% of the class to successfully complete their course/program. If students attending a course or program at UMBC Training Centers facility miss a class, they must notify the instructor and their Program Coordinator in advance and make arrangements to make up the materials.

If students taking an online course miss a class, they may view the recording of the class on the learning management system which will be posted within 24 hours after the conclusion of the class. This viewing will be considered proof of attendance. It is the responsibility of the student to make up materials missed during class.

Full time, vocational programs have more specific attendance requirements. Student must complete each week of both classroom and clinical training. To successfully do so, students must commit 5 days per week at 7-8 hours per day (dependent upon program schedule). If a student fails to follow the attendance policy, she/he will receive one verbal warning and is advised that further violations will result in probation or dismissal from the program at the discretion of the Program Chair. A progress report addressing the issue will be placed in the student's file.

LEAVE OF ABSENCE POLICY

On occasion, for personal or professional reasons, students must interrupt their training. UMBC Training Centers, in its discretion, may attempt to work with students to allow them a leave of absence while still enabling them to complete their course/program. If students are interested in taking a leave of absence, they should put their request in writing, explicitly setting forth the reason for the requested leave, and submit this request to veterans@umbctraining.com.

AUDIT PRIVILEGES

As long as students have fulfilled all financial obligations and successfully completed their original course/program, they are eligible for audit privileges for a period of one year from their original class end date. This privilege is extended on a space-available/stand-by basis only, and cannot be absolutely confirmed until the start of the class that will be audited. If students do not successfully complete their course, they will not have audit privileges. Please note that if UMBC Training Centers does not offer the course that the student previously completed, the student will not be able to audit another course in its place. The Audit Policy is only applicable to training that is provided by UMBC Training Centers' and does not apply to training that may be resold or hosted for a partner or third party training institution.

Students must register as an audit before the start of the desired course. Please contact an Admissions Representative at 443-692-6599 or admissions@umbctraining.com to register to audit a course or to get information on possible dates to audit a course.

Please note: If the course material changes or there is an upgrade in the program, students who audit are responsible for purchasing any new materials.

ACADEMIC RECORDS

Students have the right to review their academic records. If students would like to review their files or would like to request a transcript for full time vocational programs or a copy of their Certificate of Training for part time vocational programs, they should contact (443) 692-6600 or submit an inquiry to registration@umbctraining.com.

Tuition and Fees

UMBC Training Centers' programs are priced individually and pricing vary based on program length, content and materials included. Our policy is to publish current pricing information on our website at http://www.umbctraining.com/ . Pricing is subject to change; however, once a student is registered in a program, they will not be required to pay any increases in the price of a program if such an increase occurs.

Any additional fees will also be published on our website, however, for most part time vocational programs, all program costs are bundled into the price of the course.

CANCELLATION AND REFUND POLICY FOR FULL TIME PROGRAMS (SONOGRAPHY)

For full time, vocation programs, if a student cancels or withdrawals from the program, the following refund schedule will be used:

Receipt of Cancellation Notice	Refund
Prior to Program Start	100%

After Program Start

Within 1 week of program start	100%
Within 2 weeks of program start	90%
Within 3 weeks of program start	75%
Within 4 weeks of program start	50%
More than 4 weeks of program start	0%

CANCELLATION AND REFUND POLICY FOR PART TIME PROGRAMS
The cancellation and refund policy for part time, open enrollment courses and exams are as follows:

Student will receive a refund of paid registration fees only if UMBC Training Centers receives a notice of cancellation at least 10 business days prior to the class start date for classes or the exam date for exams.

Red Hat Kiosk Exams are non-refundable. They can be rescheduled up to 24 hours prior to the exam session at: www.examslocal.com.

For further information, email info@umbctraining.com.

PREREQUISITES AND ENROLLMENT
Most programs require specific prerequisite skills, knowledge, and experience, as defined in our detailed course descriptions.   It is the responsibility of prospective students to understand these requirements and ensure that they meet the requirements prior to enrolling in a program. Admissions Representatives are available to help prospective students if there are any questions about the prerequisites and to put prospective students in touch with faculty as needed to ensure the student is adequately prepared for the course. Admissions can be reached at (443) 692-6599.

For certain professional certification preparation programs, there are experience requirements to be eligible to sit for the certification examination. It is the responsibility of the student to understand these requirements and ensure that they are eligible.

ACADEMIC PROBATION, DISMISSAL AND RE-ENTRANCE POLICY
Students who are not performing academically at an acceptable level (minimum of 70%) will be notified by their instructor or their program director. Specific problem areas and suggested corrective actions will be discussed and documented.

Continued poor academic performance will result in the student being placed on Academic Probation. Students will be notified of being on Academic Probation in writing by their program director upon the monthly review of the student's submitted assignments and attendance. Specific corrective action will be discussed with the student and documented. If the student fails to correct their substandard performance within an acceptable time frame, they will be dismissed from the program.   The acceptable time frame for corrective actions is defined to be 20% of the total program length. If the student does take proper corrective action they will be removed from Academic Probation by the program director.

Program re-entrance is not permitted for students who have been released from a program due to failure to comply.

TRANSCRIPTS
UMBC Training Centers requires official transcripts of past academic performance during the registration process. All transcripts will be reviewed for prior training. If official transcripts are not received, the VA may demand payment from the student for any coursework taken at UMBC Training Centers at any time.

STUDENT CONDUCT

The purpose of this Code of Student Conduct is to clearly communicate UMBC Training Centers' expectations that will ensure a professional environment, a quality educational experience, and an atmosphere conducive to learning and collegiality, for all of our enrolled students and staff. The following defines some, but not necessarily all, behavior and actions which will be considered misconduct and justification of UMBC Training Centers-imposed sanctions (defined more completely below):

1. Behavior which jeopardizes the emotional or physical safety of self or others such as but not limited to unauthorized/illegal possession, storage or use of weapons or firearms; acts or threats of physical assault or abuse; sexual assault or rape; violence; intimidation; physical or emotional harassment; sexual harassment or misconduct; disorderly conduct; threatening behavior or indecent exposure.
2. The unauthorized possession, use, sale or distribution of alcoholic beverages.
3. The unauthorized possession, use, sale or distribution of illegal or un-prescribed narcotics, illegal drugs and controlled dangerous substances.
4. Destruction, damage, abuse, theft or fraudulent use of UMBC Training Centers' services or property.
5. Unauthorized entry or presence in or on UMBC Training Centers' property.
6. Acts of dishonesty or falsifying UMBC Training Centers' records.
7. Failure to meet financial obligations to UMBC Training Centers.
8. Disruption of class or any activity.
9. Gambling, including raffles.
10. Violations of federal, state and local laws.
11. Improper uses of Computer and Technology such as breach of computer security, harmful access, unauthorized copying of programs and/or data, violation(s) of license, or unauthorized transfer of programs and/or data access denial or the attempt to commit such acts.
12. Sharing any login information with another individual for any software/service utilized by UMBC Training Centers during the delivery of a course. This includes Blackboard, Adobe Connect, or any lab environment.
13. Using any software/service utilized by UMBC Training Centers during the delivery of a course for any other purpose outside of what is specified by the scope of the course.
14. Cellular phones should be muted during all classroom hours. Should a student need to take a cell call, they are asked to leave the classroom environment, as not to disturb other students.
15. UMBC Training Centers recognizes the importance that families fulfill in the lives of students; however, the Training Centers is not an appropriate place for minor children and non-students. It is important that the educational atmosphere foster a respect for the needs of all our students and instructors.

UMBC Training Centers, in its sole discretion, may impose any of the following sanctions upon any student found to have violated the Code of Student Conduct:

1. Disciplinary Reprimand – The student is warned and further violations of the Code of Student Conduct could result in Disciplinary Probation, Suspension or Expulsion.
2. Disciplinary Probation – The student is placed on probation during which any further violation of the Code of Student Conduct may result in Suspension or Expulsion.
3. Disciplinary Suspension – The student is placed on suspension for a period of time determined by UMBC Training Centers' Administration. A suspended student is restricted from the UMBC Training Centers' facility and may not be present within that facility without specific written authorization from the Administration. Students who violate this restriction may be subject to arrest for trespassing. A student who is suspended should exit the facility immediately. Any student who has been suspended waives all rights to a refund and the services included in the cost of the course.
4. Disciplinary Expulsion – A sanction of expulsion permanently terminates a student's status as an enrolled student. An expelled student is restricted from the UMBC Training Centers' facility and may not be present within the UMBC Training Centers' facility without specific written authorization from the Administration. Students who violate this restriction may be subject to arrest for trespassing. A student who is expelled should exit the facility immediately. Any student who has been expelled waives all rights to a refund and the services included in the cost of the course.

Please remember, UMBC Training is not required to use any particular sanction prior to expelling a student. While it is impossible to list every type of behavior that may be deemed a violation of the Code of Student Conduct, this policy includes examples of problems that may result in sanctions, including immediate suspension or expulsion.

UMBC Training Centers has the right to ask any student to exit the class if student behavior does not align with Training Center's Code of Student Conduct.

SEXUAL OR OTHER HARRASSMENT POLICY

It is the policy of UMBC Training Centers to maintain a place free of harassment and intimidation on the basis of race, color, religion, age, sex, national origin, marital or veteran status, status of a qualified individual with a disability, or any other category covered by applicable law. All Instructors, Teammates, Contractors, Vendors, Customers, Students, and visitors of UMBC Training Centers are required to abide by the rules of this Policy.

Sexual harassment may include any unwelcome sexual advances, requests for sexual favors, or any other verbal, physical, nonverbal, or visual communication, or conduct of a sexual nature, when submission to that conduct or communication is requested to obtain some benefit or when the conduct creates an intimidating, hostile, or otherwise offensive environment. Sexual harassment incidents can involve members of different sexes or members of the same sex.

UMBC Training Center's does not condone and will not tolerate harassment by any individual on our premises over which we have control.

WHAT TO DO IF YOU BELIEVE DISCRIMINATION OR HARASSMENT HAS OCCURRED:
UMBC Training Centers Human Resource Department is empowered to investigate complaints based on sexual or other types of harassment. UMBC Training Centers cannot take corrective action with regard to impermissible harassment unless it knows such a problem exists. Therefore, any incident or situation that you believe involves illegal discrimination or harassment, sexual or otherwise, must be brought to the immediate attention of UMBC Training Centers' Human Resource Department. You have an obligation to report conduct that you believe constitutes harassment and to take advantage of the preventative and corrective opportunities provided by UMBC Training Centers.

Human Resources will take immediate and appropriate action once we become aware of a possible harassment situation. This includes a timely, fair, and thorough investigation of any report of harassment. No person will be adversely affected in employment or education with UMBC Training Centers as a result of bringing complaints of a violation of this policy or for participating in an investigation. If you feel you have been retaliated against, you should report it to Human Resources.

After an investigation UMBC Training Centers will take any corrective action it determines is appropriate, up to and including discharge of employment or expulsion from UMBC Training Centers. Any individual who intentionally makes a false claim of harassment is subject to discipline up to and including termination.

Personal Relationship Policy

UMBC Training Centers strongly believes that an environment where individuals maintain clear boundaries between private and educational interactions is most effective for maintaining a professional atmosphere and for avoiding claims of harassment. As such, UMBC Training Centers strongly discourages any sort of romantic or sexual relationship between staff members, students, instructors and the organizations we serve.

STUDENT FEEDBACK

Student feedback is collected upon completion of courses via the student survey and depending upon the duration and nature of the program, during courses at mid-point reviews. Additionally, we encourage students to provide feedback to faculty, staff and administration at any point. Please feel free to contact Emily Branchaw, Operations Manager, ebranchaw@umbctraining.com or 443-692-6600 Ext. 7126. Additionally, all students, especially those participating in Workforce Development or Veterans Affairs sponsored training, may submit grievances to:

Maryland Higher Education Commission
6 N. Liberty Street, 10th Floor
Baltimore, Maryland 21201
Phone: (410) 767-3301 | Toll Free: (800) 974-0203
Fax: (410) 332-0270
TTY or text telephone can contact MHEC via Maryland Relay (Dial 7-1-1 or 800-735-2258)

Maryland Office of the Attorney General, Consumer Affairs,
200 St. Paul Place, Baltimore, MD 21202
Phone: (410) 528-8662| Toll Free: (888) 743-0023

UMBC-TC STUDENT GRIEVANCE

In order to maintain a harmonious relationship between UMBC Training Centers and its students, it is the policy of the Training Centers to provide for the settlement of problems and differences. The primary objectives of this Student Grievance Procedure are to ensure that students have the opportunity to present grievances to UMBC Training Centers regarding a certain action or inaction by a UMBC Training Centers staff member and that UMBC Training Centers has a way of resolving those grievances in a fair and just manner.

The student generally must initiate a grievance no later than the end of the Course in which the alleged grievance occurred. If conditions beyond the student's control prohibit filing a grievance during the time, the student should file as soon as reasonably possible. The burden of persuasion to allow for the filing of a late grievance is upon the student.

The student should initially address the grievance to the Course Instructor involved unless that person is unavailable or the student believes in good faith that such individual will not deal with the grievance fairly. In such cases, the student is asked to initiate the grievance with the Operations Manager, Emily Branchaw, ebranchaw@umbctraining.com.

Either the Course Instructor or the Operations Manager will make every reasonable effort to resolve any alleged grievance. Within the email, please explain the nature of the grievance, giving specific information, including the course name, dates, time, witnesses, and the desired outcome. Any additional information and/or supporting documentation should be attached to the email.

The Course Instructor or Operations Manager may decide to conduct an informal investigation as warranted. Based upon the investigation, the Course Instructor or the Operations Manager shall make a determination and submit his or her decision in writing to the student within thirty calendar days of receipt of the student's grievance.

Additional Info for Dept. of Veteran Affairs (VA) funded Students

UMBC Training Centers is approved by the Maryland State Approving Agency to offer training to veterans and other eligible dependents under the VA educational benefit programs.

VA APPROVED TRAINING

The following programs are approved for VA educational benefits:

Program	Total Hours	Zip Code
Certificate in Cyber Foundations*	126	21046
CompTIA Network+*	35	21046
CompTIA Security+*	35	21046
Certificate in IT Fundamentals*	56	21046
Certified Cybersecurity Analyst Program	483	21046
IT Support Professional Certificate*	70	21046
CompTIA A+*	56	21046
Certificate in Software Developer Foundations	105	21046
Certificate in Red Hat System Administration	63	21046
○ Red Hat System Administration I (RH124)	35	21046
○ Red Hat System Administration II (RH135)*	28	21046
Project Management Fundamentals	77	21046
Project Management Professional (PMP®) Exam Preparation	35	21046
SHRM Certified Professional (SHRM-CP™) and SHRM Senior Certified Professional (SHRM-SCP™)Certification Preparation	36	21046
Certificate in Diagnostic Medical Sonography	2000	21227
Vascular Technology Ultrasound Registry Prep	30	21227
Technology Sales Program	78	21046

Tuition covers all course materials necessary to complete the course. Programs with (*) include the cost of the voucher for the industry examination(s).

UMBC Training Centers maintains permanent student records and enrollment information. Students will receive their Certificate of Completion within seven business days of the final day of training.

Certificate in Cyber Foundations

Overview

This program provides candidates with the skills, knowledge and credentials required to successfully begin a career in the fields of Information Technology and Cybersecurity. This program was designed by UMBC Training Centers in collaboration with senior executives and technical staff from the Department of Defense, leading Government Contractors, and Fortune 500 companies.

There is a severe shortage of IT professionals with the skills, certifications, and problem solving abilities necessary to meet the nation's Cyber Defense challenge. And this shortage is expected to persist for years. This represents a tremendous career opportunity for motivated individuals with the right skills and certifications.

Here are the top qualifications sought by every organization, large or small:
- Demonstrable technical skills in Systems Administration and Computer Networking
- DoD 8570 Certifications
- A recognized IT Industry Certification in systems or networking
- Strong problem solving abilities and communication skills
- High level of professionalism and willingness to work hard

To earn the Certificate in Cyber Foundations, students must complete four courses:
- CompTIA IT Fundamentals+
- CompTIA Network+
- CompTIA Security+

Audience

This program is suitable for individuals seeking to enter the fields of Information Technology and Cybersecurity. This program prepares students for employment with government agencies, government contractors and commercial enterprises in the Mid-Atlantic region. This Certificate program is offered in response to industry's need for qualified employees with the right certifications and problem solving skills to be effective in system support and information security.

Prerequisites

Students taking this program should have good end-user skills with Windows®-based personal computers, a strong interest in computers and technology, and good problem solving skills.

Schedule

126 Hours

Tuition

$4,795.00

CompTIA Network+
Overview

The CompTIA Network+ course builds on your existing user-level knowledge and experience with personal computer operating systems and networks to present fundamental skills and concepts that you will use on the job in any type of networking career. If you are pursuing a CompTIA technical certification path, the CompTIA A+ certification is an excellent first step to take before preparing for the CompTIA Network+ certification.

Upon successful completion of this course, students will be able to:
- Identify the basic components of network theory.
- Identify the major network communications methods.
- Identify network data delivery methods.
- List and describe network media and hardware components.
- Identify the major types of network implementations.
- Identify the components of a TCP/IP network implementation.
- Identify the major services deployed on TCP/IP networks.
- Identify the components of a LAN implementation.
- Identify the components of a WAN implementation.
- Identify major issues and technologies in network security.
- Identify the components of a remote network implementation.
- Identify major issues and technologies in disaster recovery.
- Identify major data storage technologies and implementations.
- Identify the primary network operating systems.
- Explore tools, methods, and techniques used in managing a network.
- Describe how to troubleshoot network issues.

Certification Exam

This course prepares the student for the CompTIA Network+ examination.

Prerequisites

CompTIA A+ Certification or equivalent knowledge, and some practical industry experience in networking are strongly recommended.

Schedule

35 Hours

Tuition

$2,295.00

CompTIA Security+

Overview

CompTIA® Security+® (Exam SY0-601) is the primary course you will need to take if your job responsibilities include securing network services, devices, and traffic and your organization as a whole including the physical security elements and operational security measures. It is also the main course you will take to prepare for the CompTIA Security+ Certification examination. In this course, you will build on your knowledge and professional experience with security fundamentals, networks, and organizational security as you acquire the specific skills required to implement basic security services on any type of computer network.

This course can benefit you in two ways. If you intend to pass the CompTIA Security+ (Exam SY0-401) Certification examination, this course can be a significant part of your preparation. But certification is not the only key to professional success in the field of computer security. Today's job market demands individuals with demonstrable skills, and the information and activities in this course can help you build your computer security skill set so that you can confidently perform your duties in any security-related professional role.

Audience

This course is targeted toward the information technology (IT) professional who has networking and administrative skills in Windows®-based Transmission Control Protocol/Internet Protocol (TCP/IP) networks and familiarity with other operating systems, such as Mac OS® X, Unix, or Linux, and who wants to further a career in IT by acquiring a foundational knowledge of security topics; prepare for the CompTIA Security+ Certification examination; or use Security+ as the foundation for advanced security certifications or career roles.

Prerequisites

CompTIA A+ and Network+ certifications, or equivalent knowledge / experience.

Schedule

35 Hours

Tuition

$2,295.00

Certificate in IT Fundamentals

Overview

This certificate is designed for those with very little to no technical experience who are interested in a career as an entry-level information technology (IT) professional or personal computer (PC) service technician. Students will complete both the CompTIA IT Fundamentals+ Certification course and a Windows Power User course. The certificate introduces those without any technical experience to essential end user skills. Students encounter features and functions of common operating systems and establishing network connectivity, identifying common software applications and their purpose, and using security and web browsing best practices. This course is an excellent starting point for those interested in further certifications. This course prepares students for the CompTIA IT Fundamentals+ Exam.

Audience

No experience necessary. This program is suitable for individuals seeking to enter a career in Information Technology.

Prerequisites

None.

Schedule

56 Hours

Tuition

$2,500.00

Certified Cybersecurity Analyst Program

Overview

The Certified Cybersecurity Analyst Program prepares students for a careers as Cybersecurity Analysts including network defense, vulnerability assessment, and penetration testing. It combines content areas and certifications to create one comprehensive certificate designed for IT professionals with a basic network and security knowledge who are interested in entering the field of cybersecurity.

To earn the certification, a student must complete and pass multiple courses, participate in the comprehensive review, capstone exercise, and group presentation:

- Linux Operating System Essentials and Administration
- Network & Packet Analysis
- Defensive Cybersecurity Operations
- Introduction to System Automation and Programming
- Network Penetration Testing Methodology
- Fundamentals of Windows: PowerShell
- Capstone, & Group Presentation
- Structured Study Weeks
- Cyber Professional Seminars and Career Resource Days

Audience

This program focuses on two groups:

- Organizations (government, military, and commercial) needing to prepare staff to fill critical Cybersecurity Analyst work roles.
- Individuals seeking to acquire the knowledge and skills necessary to obtain a Cybersecurity Analyst position in a government, military, or commercial organization.

Prerequisites

Applicants seeking the Certificate in Cybersecurity Analyst should have already successfully completed our Certificate in Cyber Foundations. Applicants without our Certificate in Cyber Foundations should possess equivalent skills, certifications, and experience.

Career Outcomes

This program prepares candidates for the Cybersecurity Analyst job role as defined by the NICE Standards. Students complete program assessments and receive vouchers to sit for industry credentialing exams.

Schedule

483 Hours

Tuition

$10,995.00

IT Support Professional Certificate

Overview

This certificate is designed for those with very little to no technical experience who are interested in a career as an entry-level information technology (IT) professional or personal computer (PC) service technician. Students will complete both the CompTIA IT Fundamentals+ Certification course and the CompTIA A+ Certification course. The certificate introduces those without any technical experience to essential end user skills. You will then acquire the essential skills and information needed to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems. At the completion of the certificate program, students will process the fundamental skills and concepts needed for an entry level IT Helpdesk position.

Audience

The target student is anyone who is interested in obtaining a job as an IT helpdesk professional. In addition, this course will help prepare students to achieve the CompTIA IT Fundamentals+ and CompTIA A+ Certifications.

Prerequisites

None.

Schedule

70 Hours

Tuition

$3,695.00

CompTIA A+
Overview
If you are getting ready for a career as an entry-level information technology (IT) professional or personal computer (PC) service technician, the CompTIA A+ Certification course is the first step in your preparation. The course will build on your existing user-level knowledge and experience with personal computer software and hardware to present fundamental skills and concepts that you will use on the job. In this course, you will acquire the essential skills and information you will need to install, upgrade, repair, configure, troubleshoot, optimize, and perform preventative maintenance of basic personal computer hardware and operating systems. A+ Certification Prep is the first course in the Certificate in Computer & Network Technology program.

Objective
You will install, upgrade, repair, configure, optimize, troubleshoot, and perform preventative maintenance on basic personal computer hardware and operating systems.

Audience
The target student is anyone with basic computer user skills who is interested in obtaining a job as an IT professional or PC technician. In addition, this course will help prepare students to achieve a CompTIA A+ Certification.

Prerequisites
Students taking this course should have the following skills: end-user skills with Windows®-based personal computers, including the ability to: browse and search for information on the Internet; start up, shut down, and log on to a computer and network; run programs; and move, copy, delete, and rename files in Windows Explorer. Students should also have basic knowledge of computing concepts, including the difference between hardware and software; the functions of software components, such as the operating system, applications, and file systems; and the function of a computer network.

Certification Exam
In order to receive CompTIA A+ certification a candidate must pass two exams. The first exam is CompTIA A+ Essentials, exam number 220-1001. Objectives for the CompTIA A+ Essentials examination are available at www.comptia.org. The CompTIA A+ 220-1002 exam, Practical Application, is the second exam required in order for CompTIA A+ certification candidates to complete their certification.

The CompTIA A+ Practical Application exam measures the necessary competencies for an entry-level IT professional who has hands-on experience in the lab or the field. Successful candidates will have the skills required to install, configure, upgrade, and maintain PC workstations, the Windows OS and SOHO networks. The successful candidate will utilize troubleshooting techniques and tools to effectively and efficiently resolve PC, OS, and network connectivity issues and implement security practices. Job titles in some organizations which are descriptive of the role of this individual may be: Enterprise technician, IT administrator, field service technician, PC or Support technician, etc. Ideally, the CompTIA A+ Practical Application candidate has already passed the CompTIA A+ Essentials Exam.

Schedule
56 Hours
Tuition
$2,795.00

Certificate in Software Development Foundations

Overview

The Software Developer Foundations program introduces participants to the critical and common elements of computer programming through the use of the Python programming language. This program provides practical, hands-on experience with the latest, in-demand technologies that are in use today by software developers, data engineers, and web developers. Rather than an exhaustive dive into one programming language, preference is given to a common paradigm: Extract data. Transform the data. Load the data. Participants will leverage the vast data sources available through public APIs, learn how to ingest it into a Python program, manipulate various data formats including JSON and CSV, use powerful Python libraries to perform traditional extract-transform-load (ETL) operations before storing the data in Amazon AWS storage or making it available through a Web interface.

Audience

The Software Developer Foundations program requires commitment to learning, a strong interest in coding and an understanding that exposure to important technologies is an important step toward a career in the software sector.

Prerequisites

Students taking this program should have good end-user skills with Windows®-based personal computers, a strong interest in computers and technology, and good problem-solving skills.

Schedule

105 Hours

Tuition

$3,295.00

Certificate in Red Hat System Administration

Overview

This Certificate in Red Hat System Administration is designed to guide IT Professionals across a broad range of disciplines and teach them to perform essential Linux administration tasks including: installation, establishing network connectivity, managing physical storage, basic security administration, managing filesystems and logical volumes, managing scheduled jobs, managing SELinux, controlling firewalling, and troubleshooting. At the end of this certificate program, students will be prepared to sit for the Red Hat Certified System Administrator exam.

Red Hat System Administration I (RH124)

Red Hat System Administration I provides a foundation for students wishing to become full-time Linux system administrators by introducing key command line concepts and other enterprise-level tools. These concepts are further developed in the follow-on course, Red Hat System Administration II (RH134).

Course Content Summary

- Introduction to the command line
- Managing physical storage
- Learning how to install and configure software components and services
- Establishing network connections and firewall access
- Monitoring and managing processes
- Managing and securing files
- Administrating users and groups
- Accessing Linux file systems
- Installing and using virtualized systems
- Reviewing the system log files and journal

Red Hat System Administration II and Red Hat Certified System Administrator Exam (RH135)

Red Hat System Administration II (RH135) focuses on the key tasks needed to become a full time Linux administrator. This course goes deeper into enterprise Linux administration including file systems and partitioning, logical volumes, SELinux, firewalling, and troubleshooting. Attending both Red Hat System Administration I and Red Hat System Administration II can help you in your preparation for the Red Hat Certified System Administrator exam (EX200), which is included in this version of the course.

Course Content Summary

- Introduction to the command line
- Installation using Kickstart
- Manage filesystems and logical volumes
- Manage scheduled jobs
- Access network filesystems
- Manage SELinux
- Control firewalling
- Troubleshooting

Audience

IT professionals across a broad range of disciplines who need to perform essential Linux administration tasks including installation, establishing network connectivity, managing physical storage, and basic security administration.

Prerequisites

Previous operating system administration experience is beneficial. Students must complete the Red Hat System Administration I (RH124) course prior to taking the Red Hat System Administration II (RH135) course. The organization of topics is such that it is not appropriate for student to use the RH135 as a curriculum entry point.

Schedule
80 hours

Tuition
$8,100.00

Project Management Fundamentals
Overview

A key factor in the success of any organization in today's competitive business environment is the ability to successfully and consistently deliver results despite increasing customer expectations, limited resources and competing priorities. Based on the project-orientation of most organizational initiatives, the ability to successfully manage projects has therefore emerged as one of the most critical capabilities that an organization must possess to remain successful.

The Certificate in Project Management at UMBC Training Centers provides the aspiring, or current project manager with the skills and knowledge required to successfully manage projects within government, business and non-profit environments. The program combines a comprehensive review of major project management processes and knowledge areas with hands-on learning activities to provide participants with practical skills which can be applied immediately on the job.

Students are also provided with instruction, materials, and support to prepare for the CAPM® examination and completion of this program qualifies as the formal education requirement for the CAPM® examination. This course will introduce project management theories and terms, familiarize you with the Project Management Body of Knowledge (PMBOK®Guide), and identify techniques to use when studying for the CAPM® test. This course will also include a simulated test at the end to assess readiness. Students who successfully complete this program will receive a Certificate of Training and 23 contact hours/PDUs.

In addition to developing new skills and techniques to be able to successfully manage projects on time and on budget, successful candidates will be awarded a Certificate in Project Management from UMBC Training Centers. Completion of this program should increase participants' professional value to current or future employers.

Outcomes

Upon completion of the workshop, students will be able to:
- Identify and formulate project tasks
- Consistently estimate individual task time and cost within a tolerance of 10%
- Schedule resources for each task
- Compute total project time and cost
- Use Earned Value Management (EVM) to identify project status and project future outcomes.
- Identify project slippage and formulate corrective actions
- Communicate status to management and other stakeholders
- Apply common charting techniques such as TASK, Gantt, personnel loading, and PERT
- Conduct meetings efficiently and achieve results
- Apply common charting techniques such as, Gantt, Resource Assignment Matrix, and network diagram, to create a project plan
- Work with stakeholders to correctly formulate the scope of project requirements and the constraints on the project
- Create a Work Breakdown Structure (WBS)
- Determine areas of project risk, formulate a plan to counter those risks, and use a Risk Register to manage risk during project execution
- Develop more reliable estimates throughout the project lifecycle
- Explain the relationship between project planning and effective execution and control

- Use Earned Value Management (EVM) to identify project status and project future outcomes
- Identify project slippage and formulate corrective actions
- Create and use a Stakeholders' Communication Plan
- Increase personal effectiveness by addressing the critical elements of communication.
- Build openness, trust and respect among team members to improve interpersonal processes and foster interaction.
- Exercise greater influence by applying the most appropriate influence strategies and addressing conflict constructively.
- Use network analysis to make schedule and resource decisions and Plan and conduct a kick-off meeting
- Identify the 5 Process Groups
- Define the Knowledge Areas
- Match the Inputs, Tools & Techniques, and Outputs to the appropriate knowledge area
- Define key project management terms
- Create a plan to apply for and obtain the CAPM® Certification

All content delivered in the Certificate in Project Management is aligned with the Project Management Institute's (PMI®) Project Management Body of Knowledge (PMBOK® Guide). *The PMBOK® Guide is not included in the cost of tuition nor is it necessary for students to have this text to participate in the program. Participants who successfully complete the Certificate in Project Management and who meet certain experience requirements may be interested in pursuing PMI®'s Project Management Professional (PMP®) certification. This class also satisfies the majority of your FAC-P/PM level 1 requirements (call for more information).

Audience
This program is suitable for individuals seeking to enter the field of project management or for current project managers who desire additional education and training on project management skills and techniques.

Professional Development Units (PDU's)
Upon completion of the course, students will be awarded 77 PDU's by the Project Management Institute.

Schedule
77 Hours

Tuition
$3,295.00

Project Management Professional (PMP®) Exam Preparation

Overview

PMI's Project Management Professional (PMP®) certification is the preeminent professional credential for individuals associated with project management. This course provides students with the training, the materials and the support to prepare for the challenging PMP examination. Completion of this course qualifies as the formal education requirement to sit for the PMP examination.

To be eligible for the PMP certification, you must first meet specific education and experience requirements and agree to adhere to a code of professional conduct. PMI's education requirements will be fulfilled by successfully completing the UMBC course, but the experience requirements are extensive, and can be referenced more specifically at www.pmi.org. The final step in becoming a PMP is passing a multiple-choice examination designed to objectively assess and measure your project management knowledge.

Topics
- Initiating a Project
- Planning Your Work
- Developing Project Schedules, Cost Estimates, and Budgets
- Planning Project Quality, Staffing, and Communications
- Analyzing Risks and Planning Risk Response
- Planning Project Procurement
- Working the Plan
- Controlling the Project
- Closing the Project

Performance-Based Objectives

Upon successful completion of this course, students will be able to:
- Initiate a project.
- Plan project work.
- Develop project schedules, cost estimates, and budgets.
- Plan project quality, staffing, and communications.
- Analyze project risks.
- Plan project procurement.
- Execute project work.
- Monitor and control project work.
- Monitor and control project schedule and costs.
- Monitor and control project quality, staffing, and communications.
- Monitor and control project risks and contracts.
- Close the project.

Prerequisites

In order to sit for the PMP examination, applicants must meet certain experience and education requirements. These include:

- At least a four-year degree (bachelor's or the global equivalent) and at least three years (or 4,500 hours) of project management experience leading and directing projects and 35 hours of project management education, or;
- A high school diploma (or global equivalent) with at least five years (or 7,500 hours) of project management experience leading and directing projects and 35 hours of project management education.

Professional Development Units (PDU's)

Upon completion of the course, students will be awarded 35 PDU's by the Project Management Institute.

Schedule

35 Hours

Tuition

$2,295.00

SHRM Certified Professional (SHRM-CP™)/SHRM Senior Certified Professional (SHRM-SCP™) Certification Preparation

Overview

As the leading advocate for HR professionals worldwide, providing HR research and education, SHRM launched an unparalleled study to define not only the knowledge, but also the competencies required of today's HR leaders. The result of this rigorous research was the SHRM Competency Model which forms an important foundation for the new SHRM Certification. This course utilizes The SHRM Learning System, which is intended to cover the SHRM Body of Competency and Knowledge (SHRM BoCK™) tested in the SHRM-CP and SHRM-SCP certification exams. The system features up-to-date study materials and the latest technology, including SmartStudy tools, learning modules in print or e-reader formats, and extensive multi-media online resources accessible via mobile devices. Access to the Web-based software is valid for 18 months. It should be noted that this course requires extensive reading outside of the classroom environment.

The new SHRM Certification recognizes that HR professionals are at the core of leading organizational success:

- It is built on one singular SHRM Body of Competency and Knowledge™ (SHRM BoCK™) designed to elevate the HR profession around the world.
- It tests the HR professional's competency—the ability to put that knowledge to work through critical thinking and application.
- It demonstrates that the HR professional is a technical expert and has mastered the application of HR technical and behavioral competencies, through practice and experience, to drive business results.

Tuition includes the current edition of the SHRM Learning System, access to the SHRM Online Learning Portal, and a one year audit privilege.

Schedule

36 Hours

Tuition

$1,295.00

Certificate in Diagnostic Medical Sonography

Overview

UMBC Training Centers offers one of the area's most highly regarded, accredited programs in Diagnostic Medical Sonography. Our program offers three separate concentrations of study - Cardiac, General, and Vascular. The program is a full-time (day), non-degree program that takes 13.5 months to complete. Upon successful completion of the program students receive a Certificate and will be eligible to sit for their National Registry Exams in Sonography.

Sonographers are highly-skilled medical professionals who work directly with patients to perform non-invasive imaging tests and procedures, providing physicians with diagnostic information about various systems of the body. Whether detecting a blood clot, evidence of cancer, seeing the signs of a stroke or monitoring an infant in the womb, Sonographers are key members of a medical team.

The United States Department of Labor Bureau of Labor Statistics Employment estimates and mean wage estimates for Diagnostic Medical Sonography show a median salary of $64,380 in 2010. Sonography has become one of the most attractive and in-demand professions in the medical field.

Program Concentrations

- Cardiac
- Vascular
- General

Selection Process

Following a review of all applications by the admissions office, qualified applicants who have submitted a complete application will be selected for an interview with the UMBC DMSP Selection Committee. Applicants invited to interview will be notified in March, and will be required to schedule their interview with the Program Chair during the months of March and April. Applicants are accepted based on the following requirements:

- GPA of 3.0 or higher and academic history
- Interview with members of the Selection Committee
- Quality of essay
- Applicant appraisals and recommendations
- Accepted applicants will be notified by the end of April.

Schedule

57 Weeks (2,000 Hours) – includes breaks

Tuition and Fees

$21,995.00

Vascular Technology Ultrasound Registry Prep

Overview

The Vascular Technology Ultrasound Registry Prep course provides a comprehensive review for successful exam certification completion. The Vascular Ultrasound Technology Registry prep is taught by UMBC Sonography's program director and vascular instructor, Yvonne Brotzman, B.S., RDMS, RVT, RDCS. She brings over 20 years of experience in vascular technology and teaching expertise. This prep course will include interactive lectures, hands-on scanning opportunities, and mock registry questions using an interactive audience tools. Topics covered are based on the ARDMS VT content Outline.

Outcomes

Upon completing this course, students will:

- Gain a better understanding of vascular hemodynamics
- Be able to perform and/or interpret vascular ultrasound examinations.
- Apply knowledge of the anatomy and physiology of the cerebrovascular, upper and lower extremities, and abdominal vasculature to their respective ultrasound evaluations.
- Understand routine scan protocols for cerebrovascular, upper and lower extremity (arterial and venous), and abdominal Doppler
- Differentiate normal and abnormal imaging characteristics, spectral Doppler waveforms, color Doppler & physiologic testing for both venous and arterial examinations.
- Apply quality assurance and the relationship of specificity, sensitivity and overall accuracy of vascular ultrasound examination test validation.
- Identify areas that may require additional self-study to successfully pass the vascular technology ultrasound registry. (RVT or RVS)

Audience

Registry-eligible medical professionals preparing to take the RVT or CCI registry exams

Schedule

30 Hours

Tuition

$799.00

VETERAN AFFAIRS (VA) STUDENT ACKNOWLEDGEMENT FORM

The VA/GI Bill Student Handbook describes important information about UMBC Training Centers' policies and procedures.

By signing this document, I acknowledge that I have received UMBC Training Centers' VA/GI Bill Student Handbook and that I have appropriately reviewed the contents.

VA STUDENT'S NAME (printed): _____

VA STUDENT'S SIGNATURE: _____

DATE: _____

Technology Sales Program

Overview

UMBC Training Centers' Technology Sales Program is the only real-world Technology Sales program linked directly to employers. Students explore professional sales roles and apply sales skill applications through real world employer role-play simulations. Students begin with a thorough introduction to modern IT and computing technologies including the Cloud, Big Data and Cybersecurity. Students then learn Salesforce customer pipeline technology, Groove sales engagement platform, and sales planning activities to become successful in a professional sales role.

Students will learn to assess their sales aptitude, competencies, and strengths to position their skills effectively for the Technology Sales employment market. They are placed on a career pathway toward high-level roles in sales consulting, sales management, and executive sales.

Participants will earn five Salesforce badges and a Credly Badge at program completion. Optionally, students may leverage the training to pursue two of the top Information Technology certifications: CompTIA IT Fundamentals+ and Amazon Web Services (AWS) Certified Cloud Practitioner.

At the end of this course, students will be able to:
- Demonstrate their understanding of modern computing and information technologies and their applications to businesses and governments
- Demonstrate mastery of the proven Virtanza sales method
- Utilize customer data tools, including Salesforce CRM, Google, website data, business records, and social media to determine best prospects and insights about customers and potential opportunities
- Analyze pertinent customer needs and create the appropriate solution and persuasive presentation aligned with customer needs, goals and objectives
- Use sales planning techniques to achieve sales goals
- Create an ongoing customer relationship for incremental gain
- Tailor recruitment material for sales job interviews, resumes, and to build a personal brand

Audience

The Technology Sales Program is designed for participants with a demonstrated commitment to learning and a strong interest in undertaking a Sales career in the Technology field.

Prerequisites

Students taking this program should have an interest in Technology and IT and a strong desire to launch a career in sales.

Schedule

78 Hours

Tuition

$10,500.00