

**2024 - 2025**

GREAT HORIZONS CAREER CENTERS

**SCHOOL CATALOG**

VOLUME 5



**Great Horizons**  
CAREER CENTERS

919-804-1399



INFO@GREATHORIZONSCAREERCENTERS.COM  
GREATHORIZONSCAREERCENTERS.COM



5000 CENTREGREEN WAY  
SUITE #500  
CARY, NC 27513



PUBLISHED MARCH 14, 2024

New Horizons Raleigh is a dba for Nikcor Learning Group, LLC, a North Carolina limited liability company and a fully authorized New Horizons Computer Learning Center. Henceforth, in this school catalog, New Horizons Raleigh will be referenced as New Horizons.

I certify that the information in this catalog is true and correct to the best of my knowledge and belief.

Debra Lee



March 14, 2024

Printed Name of President

Signature of President

Date of Approval



# TABLE OF CONTENTS

---

## **Introduction**

History	4
Mission & Value	4
Ownership/Administration	4
Description of Facilities and Equipment	4
Benefits of Certification	5
How We Deliver Our Training Programs	5

## **Programs**

CompTIA IT Fundamentals+ Certification Preparation Program	6
CompTIA A+ Certification Preparation Program	7
Microsoft Fundamentals Certification Preparation Program	8
CompTIA Network+ Certification Preparation Program	9
CompTIA Security+ Certification Preparation Program	10
CompTIA Cloud+ Certification Preparation Program	11
CompTIA CySA+ Certification Preparation Program	12
Certified Ethical Hacker (CEH) Preparation Program	13
Lean Six Sigma - Green Belt Certification Preparation Program	14
CyberSecurity Specialist Certification Preparation Program	15

## **Policies and Procedures**

Admissions	16
Educational Credits	16
Tuition, Materials & Supplies	16 - 17
Cancellations/Refunds	17 - 18
School Calendar	18
Attendance	19
Grades	20
Academic Probation	20
Conduct	21
Grievances	21 - 22
Graduation	22
New Horizons Faculty	23





# Why Train At **Great Horizons Career Centers**

Great Horizons is widely recognized as a leading global training company with a rich, 40+ year history of helping individuals achieve their career goals. Over the years, we have taken great pride in delivering training programs and career services that go far beyond the classroom experience.



# Why Train At Great Horizons?

## MISSION

The purpose of Great Horizons Career Centers is to provide career-specific computer technical and applications training related to in-demand fields in business, healthcare, and technology. Great Horizons Career Centers empowers people around the world to succeed through learning.

## OUR VALUES

- Act with integrity, ethics, and honesty
- Celebrate success and recognize outstanding achievement
- Treat everyone with respect
- Succeed through teamwork
- Take initiative and expect accountability
- Exceed customer expectations
- Perform with passion and commitment to surpass our goals

## OUR VISION

The vision of Great Horizons Career Centers is to be the first choice for career development.

## OUR HISTORY

Great Horizons Career Centers, formally New Horizons Raleigh, is part of a channel partnership which has been delivering training for over 40+ years to more than 30 million students worldwide.

Our school offers an extensive selection of vendor-authorized trainings and certifications for top technology providers such as Microsoft, Cisco, CompTIA, and VMware. Great Horizons Career Centers delivers authorized Microsoft training worldwide, is the largest Cisco-authorized training partner, and is the largest authorized provider of CompTIA training and certification in the world. As part of that network, Great Horizons Career Centers students have high quality training materials and train on the latest products and technology available. Our real-time, cloud-based lab solution allows students to access their labs anytime and anywhere.

## OWNERSHIP/ADMINISTRATION

Owner: Nikcor Learning Group, LLC

## INSTITUTIONAL ADMINISTRATION

President, G&A *Debra Lee*

## SCHOOL DIRECTOR

Debra Lee

## CLASSROOMS

Students benefit from state-of-the-art classrooms equipped with appropriate technology. Each student will have his or her own classroom computer with monitors and a unique login to our Learning Management System (LMS). All classrooms are climate controlled to provide a comfortable learning environment. All facilities have easily accessible rest rooms and break rooms for student use.

## CLASS SIZE

The class size allows up to 24 students. The average student to teacher ratio in both lecture and lab is 24 to 1. The student to equipment ratio is 1 to 1.

## SPECIAL NEEDS

Great Horizons Career Centers welcomes applicants with special needs. These applicants must meet the same admissions criteria as any other student. If a student has any special physical or educational needs, Great Horizons Career Centers will assess these circumstances during the enrollment stage to determine and make reasonable accommodations.

## CAREER SERVICES

Great Horizons Career Centers has relationships with companies and major organizations here in the North Carolina area and we work with our candidates on every aspect of employment to ensure the best results. These services include helping students build their resumes, establish a professional social media presence, and improve their interviewing skills. While Great Horizons Career Centers cannot guarantee employment, once our candidates are employed, we continue to work with them in the future for better and bigger opportunities.

# Benefits of Certification

## GET CURRENT

- For many experienced individuals, formal education ended many years ago. With the passage of time, new technologies, processes, and best-practices are brought to market. Our career education programs are constantly updated and therefore represent a unique opportunity for individuals to update their knowledge skills.
- For individuals with limited experience or new aspirations, certifications are an effective way to quickly ramp up knowledge and skills to pursue a new job opportunity in as little as a few months.

## GET HIRED

- Certifications help individuals differentiate their skills against other job candidates. When employers are interviewing, the competition is often stiff. Job applicants with certifications will clearly have an advantage.
- Certifications are a priority among hiring managers. 91% of managers consider certifications as part of their hiring criteria.<sup>1</sup>
- Research shows certifications help professionals get ahead. In a survey of 700 IT networking professionals, 60 percent said certification led to a new job.<sup>2</sup>

## GET CONNECTED

- Certifications help individuals plug into new communities to share knowledge and best practices. Many of these groups offer member-only benefits, such as job boards,

white papers, and networking opportunities.

## GET RECOGNIZED

- Many employers internally recognize employees when they obtain an IT, project management or other certifications. As a result of this recognition, certified employees often gain broad exposure across an organization which can result in new connections and project opportunities.
- Certifications are an objective, unbiased barometer of your skills. Certified employees stand out among peers when seeking an internal job promotion as they are more likely viewed as expert-level members of the team and a continuous learner.
- In addition to a certificate of class completion, students receive an internationally-recognized certification after successfully passing the exam.

## EARN MORE

- Certifications commonly lead to an increase in salary. For example, PMP-certified project managers earn an average of 17 percent more in salary than non-certified project managers.<sup>3</sup>

1. Microsoft Certification Program Satisfaction Study, 2012
2. Network World, IT Networking Study, 2011
3. Project Management Institute Survey, 8th Edition

---

## How We Deliver Our Training Program

Great Horizons Career Centers instructor-led training is delivered on our LMS which is an integrated platform and learning management system portal that combines post-class support and modern technology with on-campus, instructor-led classroom training.

In the LMS platform:

- The Classroom and its integration with the Learning Management System creates a single platform for tracking student certifications, progress, grades and transcripts.
- Each student logs into the LMS Classroom environment when he/she arrives on campus each day, with a unique log-in. The Learning Management System can be accessed at any time by instructors or our Student Affairs team to observe the student's progress.
- Students can access their archives for up to six months

log-in. The Learning Management System can be accessed at any time by instructors or our Student Affairs team to observe the student's progress.

- Students can access their archives for up to six months after the completion of a class to use for exam preparation, and will have access to free repeats of live instructor-led technical training for up to six months. Veterans have access to live instructor-led technical training and free repeats for up to a year.
- Every live training session given by the instructor can be captured by the closed circuit platform to ensure total quality instruction. The student will have the ability to access an archive of each study session in its entirety for up to six months following each course, which can be used for exam preparation and review.



# COMPTIA IT FUNDAMENTALS+ CERTIFICATION PREPARATION PROGRAM

## About The Program

This program provides students with the fundamental skills and concepts required to maintain, support, and work efficiently with personal computers. Graduates of this program may find suitable employment as support specialist, Help desk technicians and many other IT and office administrative related positions.

## Program

**Length:** 30 Hours

Lecture: 21 Hours

Lab: 9 Hours

**Cost:** \$2,950

Tuition: \$2,849

Courseware: \$59

Labs: \$42

## Certifications Earned

Great Horizons Career Centers Certificate of Completion

## Course Descriptions

**CompTIA IT Fundamentals+**

**Learning Objectives:** Set up a computer workstation and use basic software applications. Explain the functions and types of devices used within a computer system. Apply basic computer maintenance and support principles. Describe some principles of software and database development. Configure computers and mobile devices to connect to home networks and to the Internet. Identify security issues affecting the use of computers and networks.





# COMPTIA A+ CERTIFICATION PREPARATION PROGRAM

## About The Program

Students enrolled in the A+ Certification Preparation Program will learn how to install and configure operating systems, expanded security, software troubleshooting and operational procedures. Graduates of this program may find suitable employment as support specialist, field service technicians, desktop support analyst, and help desk tier 2 support and many other IT related positions.

## Program

**Length:** 60 Hours

Lecture: 45 Hours

Lab: 15 Hours

**Cost:** \$4,950

Tuition: \$4,765

Courseware: \$59

Labs: \$126

## Certifications Earned

Great Horizons Career Centers Certificate of Completion

## Course Descriptions

**CompTIA A+**

**Learning Objectives:** Maintain and Troubleshoot Microsoft Windows, Install, Configure, and Maintain Operating Systems, Manager Users, Workstations, and Shared Resources, Security Concepts, Securing Workstations and Data, Troubleshooting Workstation Security Issues Implementing Operational Procedures.



# MICROSOFT FUNDAMENTALS CERTIFICATION PREPARATION PROGRAM

## About The Program

This course provides foundational level knowledge on security, compliance, and identity concepts and related cloud-based Microsoft solutions, cloud concepts, Azure services, Azure workloads, security, and privacy in Azure, as well as Azure pricing and support. It also provides foundational knowledge on the considerations and benefits of adopting cloud services and the Software as a Service (SaaS) cloud model, with a specific focus on Microsoft 365 cloud service offerings. You will gain hands-on experience creating a simple PowerApp, connecting data with CDS, building a Power BI Dashboard, and automating a process with Microsoft Flow. Graduates of this program may find suitable employment as cloud administrators, IT analyst, Technical Specialist, IT Support and many other IT related positions.

## Program

**Length:** 48 Hours

Lecture: 36 Hours

Lab: 12 Hours

**Cost:** \$4,995

Tuition: \$4,814

Courseware: \$109

Labs: \$72

## Certifications Earned

Great Horizons Career Centers Certificate of Completion

## Course Descriptions

### Microsoft Fundamentals Certification Preparation Program

**Learning Objectives:** After completing this course, you will be able to describe the advantages of using cloud computing services, learning to differentiate between the categories and types of cloud computing, and how to examine the various concepts, resources, and terminology that are necessary to work with Azure architecture. Understand what features are available in the admin center to manage Office 365 Describe basic concepts of security, compliance, and identity. Describe the concepts and capabilities of Microsoft identity and access management solutions. Describe the business value of Power Platform services analyze data by using Power BI.





# COMPTIA NETWORK+ CERTIFICATION PREPARATION PROGRAM

## About The Program

In this program, students will describe the major networking technologies and systems of modern networks and configure, manage, and troubleshoot modern Networks. Graduates of this program may find suitable employment as Network and Computer Systems Administrators, Computer System Analysts, Computer Systems Engineers/Architects, and many other IT related positions.

## Program

**Length:** 30 Hours

Lecture: 22 Hours

Lab: 8 Hours

**Cost:** \$2,950.00

Tuition: \$2,724

Courseware: \$139

Labs: \$87

## Certifications Earned

Great Horizons Career Centers Certificate of Completion

## Course Descriptions

### CompTIA Network+

**Learning Objectives:** Explain the OSI and TCP/IP Models. Explain properties of network traffic. Install and configure switched networks. Configure IP networks. Install and configure routed networks. Configure and monitor ports and protocols. Explain network application and storage issues. Monitor and troubleshoot networks. Explain network attacks and mitigations. Install and configure security devices. Explain authentication and access controls. Deploy and troubleshoot cabling solutions. Implement and troubleshoot wireless technologies. Compare and contrast WAN technologies. Use remote access methods. Identify site policies and best practices.





# COMPTIA SECURITY+ CERTIFICATION PREPARATION PROGRAM

## About The Program

Students will acquire the knowledge and skills required to assess the security posture of an enterprise environment and recommend and implement appropriate security solutions; monitor and secure hybrid environments, including cloud, mobile, and IoT; operate with an awareness of applicable laws and policies, including principles of governance, risk, and compliance; identify, analyze, and respond to security events and incidents. Graduates of this program may find suitable employment as Network and Computer Systems Administrators, Computer System Analysts, Computer Systems Engineers/Architects, and many other IT related positions.

## Program

**Length:** 30 Hours

Lecture: 20 Hours

Lab: 10 Hours

**Cost:** \$2,950

Tuition: \$2,694

Courseware: \$159

Lab: \$97

## Certifications Earned

Great Horizons Career Centers Certificate of Completion

## Course Description

CompTIA Security+

**Learning Objectives:** Analyze potential indicators to determine the type of

attack and indicators associated with application and network attacks. Explain different threat actors, vectors, intelligence sources and security concerns associated with various types of vulnerabilities. Explain the techniques used in penetration testing, the importance of security concepts in an enterprise environment, virtualization, cloud computing concepts, authorization design concepts, secure application development, and automation concepts. Implement cybersecurity resilience, the security implications of embedded and specialized systems, the importance of physical security controls, the basics of cryptographic concepts. Implement secure protocols, host or application security solutions and secure network designs. Install and configure wireless security settings, implement secure mobile solutions and cybersecurity solutions to the cloud. Implement identity and account management controls, authorization solutions, and public key infrastructure. Use the appropriate tool to assess organizational security. Summarize the importance of policies, processes, and procedures for incident response. Utilize appropriate data sources to support an investigation, apply mitigation techniques or controls to secure an environment. Explain the key aspects of digital forensics. Compare and contrast various types of controls, the importance of applicable regulations, standards, or frameworks that impact organizational security posture. Explain the importance of policies to organizational security. Summarize risk management processes and concepts. Explain privacy and sensitive data concepts in relation to security.



# COMPTIA CLOUD+ CERTIFICATION PREPARATION PROGRAM

## About The Program

In this course, you will learn how to implement, maintain, and deliver cloud technologies including network, storage, and virtualization technologies to create cloud solutions.

## Program

**Length:** 30 Hours

Lecture: 22 Hours

Lab: 8 Hours

**Cost:** \$2,950

Tuition: \$2,811

Courseware: \$139

## Certifications Earned

Great Horizons Career Centers Certificate of Completion

## Course Descriptions

**CompTIA Cloud+**

**Learning Objectives:** This course covers in depth the skills and abilities needed to operate in the cloud, validating that candidate have the technical experience needed to deploy, secure, and automate environments regardless of the vendor solution. Graduates of this program may find suitable employment as Cloud Specialist, Computer System Analysts, Computer Systems Engineers/Architects, and many other IT related positions.





# COMPTIA CYSA+ CERTIFICATION PREPARATION PROGRAM

## About The Program

The program introduces tools and tactics to manage cybersecurity risks, identify various types of common threats, evaluate the organization's security, collect and analyze cybersecurity intelligence, and handle incidents as they occur. Graduates of this program may find suitable employment as Security operations center (SOC) analyst, Vulnerability analyst, Cybersecurity specialist, Threat intelligence analyst, Security engineer, Cybersecurity analyst and many other IT related positions.

## Program

**Length:** 30 Hours

Lecture: 21 Hours

Lab: 9 Hours

**Cost:** \$2,950

Tuition: \$2,696

Courseware: \$169

Lab: \$85

## Certifications Earned

Great Horizons Career Centers Certificate of Completion

## Course Descriptions

**CompTIA CySA+ (Cybersecurity Analyst+)**

**Learning Objectives:** Assess information security risk in computing and network environments. Analyze reconnaissance threats to computing and network environments. Analyze attacks on computing and network environments. Analyze post-attack techniques on computing and network environments. Implement a vulnerability management program. Collect cybersecurity intelligence. Analyze data collected from security and event logs. Perform active analysis on assets and networks. Respond to cybersecurity incidents. Investigate cybersecurity incidents. Address security issues with the organization's technology architecture.





# CERTIFIED ETHICAL HACKER CERTIFICATION PREPARATION PROGRAM

## About The Program

The Certified Ethical Hacker (CEH) provides an in-depth understanding of ethical hacking phases, various attack vectors, and preventative countermeasures. Graduates of this program may find suitable employment as Information Assurance Security Officer, Risk/Threat/Vulnerability Analyst, Network and Computer Systems Administrators, Information Security Analysts, IT Security Specialist, Computer Systems Engineers/Architects, and many other IT related positions.

## Program

**Length:** 40 Hours

Lecture: 30 Hours

Lab: 10 Hours

**Cost:** \$3,995

Tuition: \$3,645

Courseware: \$350

Labs: \$0

## Certifications Earned

Great Horizons Career Centers Certificate of Completion

## Course Descriptions

### Certified Ethical Hacker (CEH)

**Learning Objectives:** Students will assess the security of computer systems by looking for weaknesses and vulnerabilities in target systems, using the same knowledge and tools as a malicious hacker, but in a lawful and legitimate manner to assess the security posture of a target system. Students will learn how to penetrate networks and computer systems with the purpose of finding and fixing security vulnerabilities.



# LEAN SIX SIGMA GREEN BELT CERTIFICATION PREPARATION PROGRAM

## About The Program

Provides students with an introduction to the tools, techniques and methodologies that will empower them to lead LSS projects in their organization. Graduates of this program may find suitable employment as a Project Manager, Process Development Engineer, Continuous improvement Specialist, Data Scientist, Assistant Project Manager, Manager, Special Projects Manager, Project Engineer, and many other project management specific positions.

## Program

**Length:** 30 Hours

Lecture: 25 Hours

Lab: 5 Hours

**Cost:** \$3,950

Tuition: \$3,800

Courseware: \$150

Labs: \$0

## Certifications Earned

Great Horizons Career Centers Certificate of Completion

## Course Descriptions

### Lean Six Sigma - Green Belt

**Learning Objectives:** This course provides students with an introduction to the tools, techniques and methodologies that will empower them to lead Lean Six Sigma projects in their organizations. Students learn the problem-solving framework for improving processes -- Define, Measure, Analyze, Improve and Control (DMAIC) -- and also receive instruction in the tools for streamlining production and services from end to end. You will be well-versed in the knowledge and skills needed for successfully leading a Green Belt-level project to reduce or eliminate waste, lower defects in your organization's products and processes, and improve customer satisfaction.





# CYBERSECURITY SPECIALIST CERTIFICATION PREPARATION PROGRAM

## About The Program

The CyberSecurity Specialist program teaches the skills needed to enter the IT industry, covering information technology terminology, computer and networking concepts, cloud technology and computer security.

## Program

**Length:** 240 Hours

Lecture: 176 Hours

Lab: 64 Hours

**Cost:** \$23,650

Tuition: \$22,419

Courseware: \$794

Labs: \$437

## Certifications Earned

Great Horizons Career Centers Certificate of Completion

## Course Descriptions

**CyberSecurity Specialist Preparation Program**

**Learning Objectives:** After completing this program, you'll have gained the necessary skills that will prepare you with the technical skills of basic hardware and software installation, maintenance and troubleshooting, networking, and security configuration and analysis of information systems needed to maintain and protect digital environments.



## Admissions

### Program Admission

1. Be at least 18 years of age\*
2. Complete the Great Horizons Career Centers Student Application
3. Have a consultation with a Great Horizons Career Centers Admissions Representative/ Education Consultant to review the application, evaluate skill and experience levels, and identify education and career goals.\*  
\*Students may be required to provide proof of more than one of the options listed above. Students utilizing VA benefits must provide ALL transcripts from any post-secondary institutions attended.
4. Provide proof of at least one of the following\*:
  - A. Post Secondary Education – must provide a copy of completed post-secondary education transcript. (non-VA students' partial post-secondary transcripts are not accepted).
  - B. Secondary education- must provide copy of high school transcript or copy of high school equivalency. A copy will be retained in the student's record.  
*\*students may be required to provide proof of more than one of the options listed above. Students utilizing VA benefits must provide ALL transcripts from any post-secondary institutions attended.*
5. Establish and agree upon a payment method.
6. Complete the Student Enrollment packet.

### Non Discrimination

Great Horizons Career Centers is an equal opportunity education institution and will not discriminate on the basis of race, color, creed, religion, gender or age.

### Privacy Policy

<https://learn.greathorizonscareercenters.com/great-horizons-career-centers-privacy-policy>

### Policy For Granting Credit

Students must have all previous education and experience evaluated for credit prior to enrollment. Great Horizons Career Centers will evaluate courses taken from another school or college, prior vendor certifications, and military or industry work experience to determine how much credit, if any, may be granted toward completion of the program of interest. Student Affairs will evaluate all such items and document how much credit (if any) will be granted for each item evaluated. Credit for courses taken more than 3 years prior to enrollment and/or for which the industry certification has expired is not guaranteed. Tuition, fees and required attendance hours will be adjusted for courses, certifications, and work experience for which credit is granted. A record of previous education noting any granted credit will be included in the student file. There are no fees associated with the evaluation of and/or acceptance of transfer credits or clock hours earned from another school or military training.

### Advanced Standing

Great Horizons Career Centers does not provide advanced standing. While testing will be done to determine a student's ability to learn and be successful in a program, no testing is offered that would allow for a student to test out of a particular course or courses for programs offered through Great Horizons Career Centers.

### Transfer Credit

Great Horizons Career Centers does not guarantee transfer of credit. Students intending to transfer out of our programs should research the schools where they plan to transfer their credits. Completion of a program at Great Horizons Career Centers neither implies nor guarantees that educational requirements of another school have been met.

### Tuition, Courseware & Supplies

\*Great Horizons Career Centers does not charge registration fees. Courseware solely available through Great Horizons Career Centers. If total tuition is greater than five thousand dollars (\$5,000), the school may collect up to 50 percent of the total tuition prior to that mid-point of the

program. The remainder of the tuition may be collected only when the student has completed one-half of the program. Federal regulations regarding the disbursement of tuition shall supersede state disbursement regulations stated in this rule.

**Payment Methods**

Payment must be made in full prior to the first day of the first class, except for students attending using certain U.S. military veteran education benefits or using other programs Great Horizons Career Centers currently accepts the following forms of payments listed below:

- Education Loans
- Credit Card
- Check or Money Order
- Bank ACH Payment (arrangements can be made upon enrollment)
- Various government funded programs\*  
 \*Students using VA education benefits will not be denied entrance or charged penalty fees due to a delay in disbursement funding from the VA

**Financial Aid**

*Loans*

Loans are types of assistance that are not "guaranteed" like federal student loans are.

*Grants*

A grant is money awarded to help further an individual's education. Like loans, grants can be public or private however, unlike loans; grants do not have to be paid back. There are many different types of grants available, with a wide range of qualifications and requirements. Private grants are typically offered by individuals, companies or institutions. Please contact us regarding grants by Great Horizons Career Centers.

**Cancellations and Refunds**

**Cancellation Policy**

A full refund will be made to any student who

cancels their enrollment contract within 24 hours before the first day of class or if the school cancels the class, after the enrollment contract is signed.

**Program Refund Policy**

Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance. The effective date of termination for refund purposes will be the student's last date of attendance and participation in an academic activity. Refunds for items of extra expense to the student, such as books, tools, or other supplies should be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

Student is entitled to upon withdrawal/termination:	Refund:
Prior to the first day of class:	100%
Before 25% of term:	75%
After 25% of term	No Refund

A full refund of all tuition and fees is due and refundable in each of the following cases:

- (a) An enrollee is not accepted by the school;
- (b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
- (c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.



**Veterans Affairs (VA) Refund Policy**

It is understood and agreed that the following refund policy will be applied to veterans and other eligible persons per the requirements of Title 38 CFR 21.4255.

In the event a veteran or other eligible person fails to complete a program, the amount charged will not exceed the approximate pro rata portion of the completed portion (the total hours attended by the student through the last day of attendance) as it bears to the program's total length.

In the event that the veteran, spouse, surviving spouse or child fails to enter the course or withdraws or is discontinued therefrom at any time prior to completion of the course, the unused

**Refund Policy For Students Called to Active Military Service**

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the National Guard may elect one of the following options for each program in which the student is enrolled:

If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;

- A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in

the program, or a substantially equivalent program if that program is no longer available, no later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or

- The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
- Satisfactorily completed at least 90% of the required coursework for the program and
- Demonstrated sufficient mastery of the program materials to receive credit for completing the program The payment of refunds will be totally completed such the refund instrument has been negotiated or credited in the proper account(s) within 60 days after the effective date of termination.
- **Mitigating Circumstances:** Conditions that prevent a veterans or eligible individual from continuing with a program of study such as an illness or unanticipated call to active duty. If a student wishes to appeal to the VA for consideration of "mitigating circumstances" they may do so through the certifying official at the institution

**School Calendar**

\*all times are relative to Eastern Time Zone

**Hours of Operation**

Office hours: M-F 8:00AM - 5:00PM

**Class Schedule For Programs**

\* breaks may vary upon instructor and class

Session	Start Date	End Date
Q1	July 1, 2024	September 30, 2024
Q2	October 1, 2024	December 31, 2024
Q3	January 1, 2025	March 31, 2025
Q4	April 1, 2025	June 30, 2025

*\*schedule subject to change*

## Holiday Schedule 2024 - 2025

Independence Day	July 4
Labor Day	September 2
Thanksgiving	November 28 - 29
Christmas	December 25 - 29
New Year's	January 1
Memorial Day	May 26

## Attendance

### Attendance Policy

Good attendance and academic performance are critical for a successful learning experience. Each course includes materials, labs, and other exercises that build upon each other throughout the duration of a program, therefore it is required that students attend and participate in all class and lab sessions for which they are enrolled. Students are expected to attend every class session and attendance will be taken daily. Instructors and Student Services record daily class attendance including time-in and time-out per class (including total time of each student). Absences are not acknowledged, and students are responsible for any missed work. In order to successfully complete a program, students must not miss no more than 20% of a program.

**Note:** The US Department of Veteran Affairs (VA) requires notification on any student program changes or updates, including, but limited to, course schedule, attendance, and class status.

### Tardiness and Absences

Students must arrive at class on time. Tardiness will be tracked and any student who anticipates being late to or absent from class must call or email Student Affairs, providing their first and last name, class, date and expected arrival time (or reason for absence, if absent). Students must attend at minimum 80% of the clock hours in

each class. Students who miss more than 20% of the clock hours will receive a grade of Incomplete. If a student does not meet their expected attendance, Student Services will notify and advise the student regarding consequences and corrective actions.

**Note:** If students attendance issue is not corrected within 30 days from the last class date, the Incomplete grade will be changed to Fail, and the student's enrollment will be terminated, and all future classes cancelled.

### Leave of Absence

Leaves of absence are permitted. A request for leave of absence should be made by email with first and last name, email address and phone number. Student must specify the reason and the duration of the expected absence. **NOTE:** For students attending under GI Bill funding, interruptions in training will be reported to the Veterans Administration (VA) and may impact education benefits.

No more than two leave of absence requests will be granted within a 12-month calendar period. For programs of two hundred (200) clock hours or less, a student may be on a leave of absence for a total of thirty (30) calendar days. For programs of more than two hundred (200) clock hours, a student may be on a leave of absence for no more than a total of sixty (60) calendar days.

In the circumstance when an attending student is called away to military duty, the veteran will receive an incomplete grade and placed on a leave of absence until his/her return with a choice to continue training. Upon return, the Education Consultant will discuss the available options to the veteran to adjust, reinstate and realign the training program. Previous admission paperwork will prevail unless significant changes have occurred including change of name, address, program content, the initial start date, new skills earned, and such. When a new student is called away for any reason prior to beginning their program, their application will be simply deferred until their return to begin their training.



### Make-Up Work

For tardiness and absences, students are responsible for any missed work to successfully complete a course or program. Students funded by the GI Bill must physically attend Instructor-led training and may not make up class time via any other modality.

### Satisfactory Progress

Satisfactory Academic Progress (SAP) is defined as maintaining a grade of seventy percent (70%) or higher during each grading period (class). Program completion requires successfully completing a course/all courses in a program (excluding those given at admission based on prior education or knowledge). Completion certificates will be given upon successfully completing a course (course completion includes, at minimum, 80% attendance/participation and achieving a grade of 70% or above in assessments). A grade of less than 69% in any program course indicates unsatisfactory progress and if a student receives a grade of unsatisfactory or Fail, they will be placed on Academic Probation. For information regarding grades below 70%, see "Academic Probation".

### Grades

Grade:	% Range	Points	Academic Status
A	90 - 100	4	Excellent
B	80 - 89	3	Good
C	70 - 79	2	Satisfactory
F	>69	1	Unsatisfactory/Fail
I		0	Incomplete

### Withdrawals, Incompletes & Repeated Courses

Students who withdraw from Great Horizons Career Centers for reasons unrelated to academic status may request a grade of "I" for "Incomplete". Students who miss more than 20% of a course will have one opportunity to

repeat and complete the course. A repeated course must be taken within 30 days of the original class end date. Students who drop a seminar and/or program are not eligible for a retake.

### Remedial Work

Remediation plans are not provided by Great Horizons Career Centers.

### Transcripts and Release of Student Records

Students who wish to receive a transcript must contact Student Affairs via e-mail and provide the following information: student first and last name, address, phone number and a short explanation of the request. Third party entities may also request student information upon written consent of the student. Student information will be reported to local, state, or federal agencies and/or institutions as required by law.

### Academic Probation

When a student's overall grade for a course falls below a seventy percent (70%), that student is automatically placed on academic probation for the next course within a program. If the student can achieve a satisfactory grade of 70% or higher by the end of the probation period (course), the student will be removed from academic probation. However, if a student fails to achieve a satisfactory grade during the first probation period, a second probationary period may be granted with approval from Student Affairs. If a second probationary period is instated, the school will counsel the student and document the date and any actions taken in the student's permanent file. If the student fails to achieve a satisfactory grade during the second probationary period, the student's enrollment will be terminated, all future classes cancelled, and GI Bill cancelled. If a student is denied a second probationary period, the student will be terminated, all future classes cancelled, and the GI Bill cancelled.

Students requesting to be readmitted to Great Horizons Career Centers must contact Student Affairs.

## Conduct

### Rules of Conduct

Professional conduct, appropriate to a business environment, is expected at all times, as it is in the workplace. This approach best prepares students for success in the work environment and serves to create an upbeat and professional environment in which students can enjoy their learning experience. Great Horizons Career Centers reserves the right to determine, at its sole discretion, what constitutes acceptable and unacceptable behavior as well as any actions to take in response to unacceptable behavior up to and including expulsion from the school. Anyone who witnesses or feels victim to a violation of the school's conduct policy should contact Student Affairs.

### Re-admittance Into a Program

If a student is dismissed from a program due to conduct policy violation, he or she must contact Student Affairs for consideration of readmittance. Students who are readmitted will have their prior training evaluated for credit.

### Acceptable Use Policy

<https://learn.greathorizonscareercenters.com/great-horizons-career-centers-acceptable-use-policy>

## Grievances

### Grievances

A student wishing to file a grievance should follow the steps listed below:

1. Address and resolve the dispute with the person involved through discussion. A student with a grievance or complaint needs to raise concerns as soon as possible in order to assure that a settlement is made in a timely fashion. If the dispute cannot be resolved at this level, students are encouraged to address the issue verbally with the instructor.

2. If the dispute cannot be resolved through addressing the instructor, the student

may appeal in writing to Student Affairs.

The written complaint must be submitted within seven (7) calendar days of the incident or notification of termination. The appeal document should include a description of the disputed items, the date or dates when the issue arose, the reason why the student is appealing the decision and the steps the student has taken to resolve to dispute to date. When submitting the reason why the student is appealing the decision and the steps the student has taken to resolve to dispute to date. When submitting an appeal, the student should include as much factual evidence as possible.

3. If the dispute has still not been resolved or if the student is unsatisfied with the response from Student Affairs, the student may file the appeal to the School Director. This appeal must also be in writing and must be received in the corporate office (5000 Centregreen Way, Suite #500, Cary, NC 27513) within seven (7) calendar days of the response from Student Affairs. The School Director will conduct his/her own investigation of the issue and will respond to the student within seven (7) calendar days of receiving the escalated complaint. All decisions will be provided in writing.

4. If the dispute remains unresolved after evaluation by the School Director, the student should address his/her concerns by directing them to the appropriate State Licensing Authority. The title and address of the state licensing authority is:

Office of Proprietary Schools  
200 West Jones Street  
Raleigh, NC 27603  
P: (919) 807-7061

5. Grievance Policy for veterans and other eligible persons to report a grievance against the school to the North Carolina State Approving Agency and the US Department of Veterans Affairs. "The North Carolina State Approving Agency (SAA) is the approving authority of education and training programs for North Carolina. Our office investigates complaints of GI Bill ® beneficiaries. While most complaints should initially follow the school grievance policy, if the situation cannot be resolved at the school, the beneficiary should contact our office via email [saa@milvets.nc.gov](mailto:saa@milvets.nc.gov) ." GI Bill® is a registered



trademark of the U.S Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Webs site at <http://www.benefits.va.gov/gibill>.”

department to assist with items such as job search, resume building, and preparing for future careers.

### **Limitation of Action**

All arbitration claims must be filed within thirty (30) days after the date in which the incident giving rise to the dispute occurred provided that if the substantive law applicable to the arbitration prohibits the parties from agreeing to this limitation period, then the limitation period under the applicable substantive law shall control. The failure of a party to file an arbitration claim within the applicable limitation period shall constitute a waiver by that party of its right to bring such a claim, and the arbitrator shall have no jurisdiction to hear any claim not filed within such period.

## **Graduation**

### **Graduation**

Students must complete all programs within one (1) year of the selected program start date. Students must maintain a C (2.0 GPA), complete the required number of program hours (see program for hours), and maintain an 80% attendance record to graduate. No graduation application is required. Students will automatically receive a Certificate of Completion after the successful completion of a program. Great Horizons Career Centers does not hold a formal graduation ceremony.

## **Student Support Services**

### **Student Support Services**

At Great Horizons Career Centers, our Student Affairs department assists students with any questions or concerns that may arise while enrolled with our institution. Students will also have full access to our Career Services

## Great Horizons Faculty

Timothy Foor – Senior Technical Instructor

**Certifications:** ITIL 4, Microsoft Certified Trainer (MCT), Project Management, CompTIA ITF, CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Cloud+, CompTIA CySA+

Toby Skandier – Senior Technical Instructor

**Certifications:** CCNA, ITF, CompTIA A+, Network+, Security+, CySA+, CASP+, Cloud Essentials+, Cloud+, Server+, Storage+, Mobility+, iNet+, CTT+, CCSI, MCSE, MCP, MCP+I, MTA, Azure Fundamentals

**Education & Awards:** BA Computer Science, East Carolina University

Virginia Hupp – Technical/App and Leadership and Development Instructor

**Certifications:** CompTia Network +,

**Education & Awards:** BA Communication Studies/Business Administration, Davis & Elkins College & MA Communication Studies, West Virginia University

Charles Moore – Technical Instructor

**Certifications:** CCNA, ITF, CompTIA A+, Network+, Security+, CySA+, CASP+, Cloud Essentials+, Cloud+, Server+, Storage+, Mobility+, iNet+, CTT+, CCSI, MCSE, MCP, MCP+I, MTA, Azure Fundamentals

**Education & Awards:** BA Computer Science, East Carolina University

Daniel Claycomb – Technical Instructor

**Certifications:** CompTIA IT Fundamentals, CASP+, A+, CySA+, Network+, Security+, CSIS, CSAE, CSAP, CIOS, Certified Ethical Hacker, CCNA/CCENT Cisco Routing and Switching

Phyllis Sander – Technical/App Instructor

**Certifications:** CompTIA ITF, CompTIA A+, CompTIA Network+, CompTIA Network+, CompTIA Security+, CompTIA Cloud+, IC3, Microsoft Office Specialist (MOS)



## **Great Horizons Career Centers**

5000 Centregreen Way  
Suite #500  
Cary, NC 27513

[info@greathorizonscareercenters.com](mailto:info@greathorizonscareercenters.com)  
[greathorizonscareercenters.com](http://greathorizonscareercenters.com)

919-804-1399

