A BREAK IN THE CLOUDS
IT is Hiring Again!

Get a Great Job!

MicroTrain Course Catalog

Project Managers
"Most In-Demand" certification sees 84%
increase in number of jobs available

Certified Microsoft Techs & Network Administrators
High paying and in high demand!

Office Management
"Bright Outlook" forecasted
by Department of Labor

Job Search Tools & Support
See how a Career Services team and
on-staff recruiter make the difference

Dream Job Next Exit ↗

microtrain®

Your Fulfilling, Rewarding, and Valuable Career Starts Here and Now

Stop waiting around for a miracle. Make one happen. MicroTrain will help you become the kind of job candidate that employers are actively recruiting for - the kind that makes you stand out from the crowd, gets interviews, and gets job offers.

We know how hard it is to find a job in this economy. Whether you've been looking for a day or a year, sometimes it's hard to hold out hope that a better job will ever come along. No matter how many jobs you apply for, the phone doesn't ring and things seem bleaker by the week.

For over a decade, MicroTrain has been focused on just one goal — helping our clients find their next job. We know that the only reason you are even considering taking additional training at this point in your career is that you are looking to expand your skill set and advance your career, and everything we do is designed to help make that happen. MicroTrain offers you:

- Trained, certified instructors that give you real-world examples and a thorough understanding of the material
- Self-tests and computer-based instruction to ensure you are completely prepared for the certification exams
- Access to career development workshops, hiring events, and TheProfessionalme, MicroTrain's professional branding platform.
- A Career Services team with decades of experience finding people jobs.
- A dedicated Career Services Manager assigned to work with you during your training and job search
- A focused and professional Client Services team ready to help you every step of the way

We invite and encourage you to explore the MicroTrain difference. Discover what an impact a comprehensive approach to training, personal branding, career readiness, and passionate staff make in your future. See for yourself why MicroTrain has been awarded an A+ rating from the Better Business Bureau as well as being named to Inc. Magazine's fastest growing companies in America list for 2010.

Call us or go online to get started on your job plan today.

Here's wishing you the best in your pursuit of your dream job!

Best Regards,

Stan Van Nice,
CEO and Co-Founder

Dennis Muller,
President and Co-Founder

Let MicroTrain Help You Find a New Job

Helping people find a job is MicroTrain's passion, and the core around which our business has been built. This applies to everyone on the MicroTrain team – from Customer Service to the CEO, Instructors to Program Directors – the reason we come to work every morning is this passion for helping people find a job.

MicroTrain is Chicago's leader in providing individuals the essential career training they need to take the next steps in their careers. Since 1999, MicroTrain has helped thousands of people find a better job, which has included providing them with critical career training, helping them attain professional certifications, assisting them in revising their resumes, honing their interview skills, and improving their social media presence, while offering valuable networking opportunities and ultimately helping them secure new work through our job placement services.

At its heart, MicroTrain is a training company, offering professional education covering a variety of technical and managerial topics such as Project Management, Microsoft, Cisco, Office Management, and more — all presented by professional instructors in a live classroom setting. Whether you are looking to improve your skills or enhance your resume, find a new job or excel in the one you have, MicroTrain provides cutting edge training and professional certifications that will give you the valuable skills you need.

But it is outside the classroom where MicroTrain has truly earned its reputation, offering a wealth of additional services and an unparalleled personal touch to each of our clients. Our dedicated team helps each MicroTrain client complete their journey toward employment, from deciding on educational choices to resume review, interview preparation, and job placement assistance.

See for yourself how MicroTrain's passion for getting people back to work can help you find your dream job!

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MicroTrain has been helping people in Chicago find their dream jobs since 1999

Our team of experts can help you get hired with five easy steps

Career Services

MicroTrain's Five Steps Toward Finding You A New Job

1. Build Your Plan of Attack

You don't want just any old job. You want a great job, one you can succeed in. So you need to find the perfect job, find out what kind of skills that job needs, and what kind of person gets that job. We believe that a critical part of getting you a job is creating – and then following – a detailed job plan that maps out exactly where you want to go and what you need to do to get there. You will work one-on-one with one of our Career Services Managers, who will help you create your plan from beginning to end, and then work with you as you execute your strategy on your way to finding your perfect job.

2. Strengthen Your Skills

Once you have created your plan, MicroTrain's team of experts will help you execute the plan. Our team will work with you to make sure that you are enrolled in the right courses and that everything you need to begin the class is set. Our professional, certified trainers will expertly guide you through the course, providing live hands-on instruction along the way. Finally, when it comes time to take your certification exam, our team will help you with practice exams to make sure that you are ready for the final. And at the end of it all, we will even guarantee that you pass your certification exam!

3. Look Like An Expert: Get Certified

The first step of most people's job plan will be to improve skill sets and enhance resumes by completing relevant training and obtaining valuable professional certifications. In a highly competitive job market like

this, it is important to be able to show employers that you are up to speed with the latest changes and developments affecting the industry. Professional certifications do exactly that. In addition, using your time between jobs to improve your knowledge shows employers that you are proactive, making you a more attractive hire.

4. Know Where To Find Your Job

Our professional Career Services team will work with you for efficient career planning which will include: resume review, interview techniques and LinkedIn workshops to make sure you have all the tools you need to have a successful job search. Career planning is a proactive process to help you plan and explore your career opportunities by understanding your unique blend of skills, talents, values, interests and personality traits and how they affect your career decisions.

5. Use Your Lifeline

Now that your resume is ready and you are well polished, the final step is actually securing interviews and landing your next job. MicroTrain's Career Services team will help! MicroTrain offers a variety of networking opportunities, including access to hiring events , which will help to open the door for your next job.

Take the first step on your journey to finding a better job.

Call MicroTrain today at (630) 981-0200 or visit www.microtrain.net to learn more.

STREAMLINE YOUR JOB SEARCH WITH
TheProfessional.Me

Designed to help you develop a personal brand and plan your career path

The Professional Me

TheProfessional.Me is your one –stop shop for everything you need to focus, organize, enhance and accelerate your job search. We've made it easy by combining powerful tools that will review your resume, review your LinkedIn profile, create your elevator pitch and help you find job leads and develop and monitor your job search. The only place you will find it is at: theprofessional.me

The Professional.Me- Everything You Need to Find a Job

Resume Analyzer
Our Resume Analyzer provides insight on how your resume will make it through Employers Applicant Tracking Systems when your resume is submitted online.   Applicant tracking systems kill 75 percent of job seekers chances of landing an interview as soon as they submit their resume no matter how qualified they may be. Submit your resume into our resume analyzer and it will grade your resume and give you helpful advice on how you can improve your resume to get past the Applicant Tracking Systems and get that interview you deserve!

Personal Branding
Personal Branding is a critical part of your job search but many people don't know where to begin. Our Personal Branding tool will guide you through the process and help you create a professional identity online. This includes LinkedIn profile analysis and an online reputation analysis. All of this will help you ensure you are showcasing your strongest capabilities to key decision makers.

Career Planning Analysis
Career Planning is an ongoing process where one creates a plan of action in order to work towards their ultimate career goals. The biggest challenge most people face when career planning is a lack of information and knowledge regarding specifically what actions and steps they should take. Our career planning tool simplifies the process by suggesting things to do to help you move closer to your ultimate career goals.

Behavior Interview Tutorial
Ever wondered if you could know the questions your interviewer would ask before you start the interview? Now you can with the Interview Tutorial on the TheProfessional. me. By analyzing keywords in any job description, this tutorial generates a list of potential interview questions and helps you generate the kind of answers interviewers will love.

Elevator Pitch Generator
Create and master your elevator pitch using TheProfessional.me. The old adage state that "practice makes perfect", which holds true for many aspects of your job search especially your elevator pitch.   Create as many drafts as you like until you get it right. You never know if the employer you're talking with is taking a ride up to the 50th floor or the 5th floor, it pays to be prepared.

Register on TheProfessional.me today and get your job search back on track!
https://theprofessional.me

Career Services

Project Management Jobs Available Now; Many More Coming Over the Next Decade

Project Managers are In Demand; Vital Components of Any Organization

Good Project Managers are crucial to any organization, saving time, money and resources by ensuring complicated projects run smoothly, on time and on budget. This is why even in the most challenging of all job markets, qualified Project Managers are in high demand today because employers know that a good project manager will easily pay for himself, making it a sound investment in the company's future.

There are already over 3 million project management positions in the workforce today, and the Department of Labor predicts double digit growth over the next decade, making this one of the fastest growing professions available. In addition, these are typically high paying jobs,
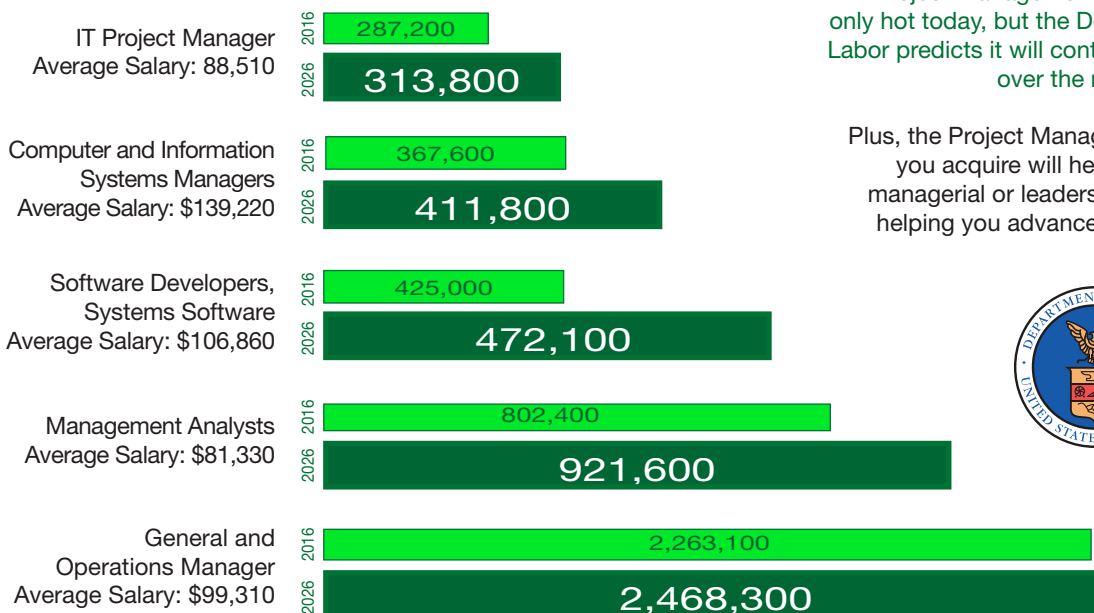
with average salaries ranging from $75,000 to well over $100,000 — particularly for those who can verify their skills with a PMP certification. Above and beyond this huge pool of opportunities, any managerial or leadership position will benefit from effective project management skills, making you an even better candidate for these positions as well.

Get the Project Management skills, certifications, and experience that employers want, and make yourself indispensable!

Job Growth Ahead

Where the Jobs Are — Today and Tomorrow
PROJECT MANAGEMENT JOBS — 2016 - 2026

IT Project Manager
Average Salary: 88,510
- 2016: 287,200
- 2026: 313,800

Computer and Information Systems Managers
Average Salary: $139,220
- 2016: 367,600
- 2026: 411,800

Software Developers, Systems Software
Average Salary: $106,860
- 2016: 425,000
- 2026: 472,100

Management Analysts
Average Salary: $81,330
- 2016: 802,400
- 2026: 921,600

General and Operations Manager
Average Salary: $99,310
- 2016: 2,263,100
- 2026: 2,468,300

Project Management jobs are not only hot today, but the Department of Labor predicts it will continue to grow over the next decade.

Plus, the Project Management skills you acquire will help you in any managerial or leadership position, helping you advance your career.

Source: 2016-26 BLS Employment Projections

Certified Project Managers Rise to the Top

Experienced, Certified Project Managers Maintain Career Advantage

With the millions of Project Managers currently in the market, there will also be competition for the positions that are available. And there is one thing that will automatically make candidates stand out from others — a Project Management Professional certification.

The most effective and globally respected project managers are those who have earned the Project Management Professional Certification, which demonstrates that these individuals have proven their skills and are the best of the best in project management. Getting your PMP certification is not easy, but once you have it, you have a powerful and much sought after skill that will be a tremendous benefit in your journey to find your next job.

Dice.com recently named PMP as the hottest certification in today's labor market, with an 84% increase in the number of positions posted.

84%

dice
the IT career solutions company™
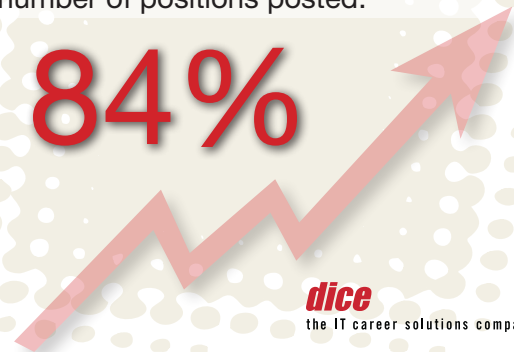
How much is a PMP certification worth?

PMI reports that people with a PMP certification earn an average of 10% more than those without.

www.pmi.org

10%

What positions benefit from PMP Training?

Project Manager
Business Analyst
Business Process Modeler
IT Manager
Project Coordinators
Program Analyst
Project Liaison
Team Leaders
Project Analyst
Operations Management
Program Manager
Program Director
Consultants Management Analyst
Administrative Analyst
Employment Programs Analyst
Program Management Analyst
Quality Control Analyst
General Manager (GM)
Director of Operations
VP of Operations
Chief Operating Officer

What are O*NET Codes?

O*NET is a unique, comprehensive database of worker competencies, job requirements, resources and more. The O*NET Codes are specific industry categories that group different jobs into industry buckets as determined by the U.S. Department of Labor.

O*NET CODES

Information Technology Project Manager (15-1199.09)

Business Intelligence Analyst (15-1199.08)

Management Analyst (13-1111.00)

Computer and Information Systems Manager (11-3021.00)

Computer Systems Analyst (15-1121.00)

General and Operations Managers (11-1021.00)

Computer Network Architects (15-1143.00)

Computer Network Support specialists (15-1152.00)

Project Management

Jim's Journey
PMP Certification Leads to Career Advancement

Jim Linerode is a professional who understands the importance of networking when looking for new opportunity. This is why he partnered with MicroTrain when starting the next chapter in his career. After talking with other MicroTrain alums at job fairs, he saw a good fit.

Jim knew he wanted to pursue his Project Management certification but was looking for guidance on where to start. He found the instructors' real world experience crucial in his education at MicroTrain. When reflecting on his experience at MicroTrain, Jim said, "I would say instructors provided industry insight. They were able to show how to apply these skills in the real world. [For example,] I didn't know that the Business Analyst role existed. So just to understand how these roles fit in different industries was helpful."

According to Jim, his PMP certification led to interviews and job offers from multiple companies and he ended up in his current role after a recruiter with whom he had been working contacted him. Employers respected that he was using his employment gap to broaden his skillset. One major piece of advice Jim has for students is to follow through with the certifications; take them seriously and use them as a networking opportunity.

Today, Mr. Linerode serves as Reliability Senior Technical Specialist for Navistar. Even in his new position, he has kept in touch with some of his classmates and has even referred some MicroTrain students to Navistar. Jim encourages those in similar situations to his to get out and talk to people and says that staring

Jim Linerode

"Staring at the screen all day long is not recommended… I'm still in touch with several students, helping them through their interview process and sharing lessons."

How many Project Manager positions are available in Chicago?

As of May, 2018, there are over 15,000 available Project Manager positions posted on Indeed.com. These are open, available positions that employers are looking to fill. While that number will change, the point is there are thousands of opportunities right now. And more than likely, the employers looking to fill these positions will want someone with the skills and credentials that are exemplified by having a PMP certification.

indeed®
one search. all jobs.

15,371
Project Manager positions

PMI
Project Management Institute

Project Management

MicroTrain's Management Programs

Standard Management Program Prerequisites:

• Basic understanding of how to operate Windows-based computers
• Basic knowledge of Microsoft Office Suite

PMP Certification Training

If you enjoy the prestige that comes from being the best in your field, then you will appreciate the PMP certification from the Project Management Institute (PMI). MicroTrain has been helping Project Managers get PMP certified for over 10 years and boasts a 96% pass rate on the first attempt. MicroTrain's five day PMP course is designed to teach you what you need to know for the exam as well as the PMBOK processes and more. MicroTrain is a Global Registered Education Provider and all MicroTrain instructors are professional certified trainers.

**40 hours, tuition: $2,295,
expenses: $534, total cost: $2,829**

Project Management Professional +1

The centerpiece of this program is our PMP/CAPM Certification training. Our related curriculum includes ITIL Foundations, Business Analysis, Six Sigma Green Belt, SharePoint, Microsoft Project, Crystal Reports, Microsoft Office and our MCTS and CCNA technical programs. This program allows the student to pick one of our related curriculum courses and our PMP/CAPM certification class, and will prepare them for a career as a Project Manager, Program Manager, or IT Manager among other titles.

**64 hours, tuition: $4,590,
expenses $839, total cost: $5,429**

Project Management Professional +2

This program allows the student to earn our PMP/CAPM certification as well as 2 additional courses. Students can choose from: ITIL Foundations, Business Analysis, Six Sigma Green Belt, SharePoint, Microsoft Project, Crystal Reports, Microsoft Office and our MCTS and CCNA technical programs.

**104 hours, tuition: $6,285,
expenses: $694, total cost: $6,979**

Project Management Professional +3

This program allows the student to earn our PMP/CAPM certification as well as 3 additional courses. Students can choose from: ITIL Foundations, Business Analysis, Six Sigma Green Belt, SharePoint, Microsoft Project, Crystal Reports, Microsoft Office and our MCTS and CCNA technical programs.

**112 hours, tuition: $8,535
expenses: $1,453, total cost: $9,988**

Project Management Professional +4

This program allows the student to earn our PMP/CAPM certification as well as 4 additional courses. Students can choose from: ITIL Foundations, Business Analysis, Six Sigma Green Belt, SharePoint, Microsoft Project, Crystal Reports, Microsoft Office and our MCTS and CCNA technical programs.

**136 hours, tuition: $9,530,
expenses: $854, total cost: $10,384**

Project Management Program Prerequisites:

• Standard management program prerequisites PLUS

• A secondary degree (high school diploma, associate's degree, or the global equivalent) with at least five years of project management experience, with 7,500 hours leading and directing projects and 35 hours of project management education.

OR

• A four-year degree (bachelor's degree or the global equivalent) and at least three years of project management experience, with 4,500 hours leading and directing projects and 35 hours of project management education.

CAPM Program Prerequisites:

• Standard management program prerequisites, PLUS

• A secondary degree (high school diploma or the global equivalent), PLUS

• At least 1,500 hours of project experience, OR

• 23 hours of project management education by the time of exam.

Project Management

Microtrain 100% Exam Pass Guarantee!

At Microtrain we are committed to your success! We will personally guarantee that if you take our class and follow our program you will be successfully certified… GUARANTEED!

To qualify for our Exam Pass Guarantee, you must regularly attend all scheduled classes, complete our certification tracks or courses and follow our guidelines outlined below:

Within 1 year of the first day of your class, or for WIOA students the start date of your first voucher, the student must take two (2) practice exams in the simulated timed exam (e.g. Kaplan: quick quiz) mode and score a 90% or better on both exams. For the:

PMP exam, only one (1) practice exam with a score of 85% is required.

CCBA and CBAP exams, only one (1) practice exam from Watermark Learning, with a score of 85% is required.

CCNA exam, a total of four (4) practice exams (two (2) from 100-105 (ICND1) and two (2) from 200-105 (ICND2) with a score of 90% are required.

ITIL exam, one (1) practice exam from Kaplan and one (1) practice exam made available through your theProfessional.me account with a score of 90% is required.

ECBA exam, one (1) practice exam from Watermark Learning with a score of 70% or better, and one (1) practice exam made available through your theProfessional.me account with a score of 85% is required.

Email the results from GMetrix, Watermark Learning or Online Study Exam to sts@microtrain.net. Please note an email is not required for Kaplan, ITIL, ECBA, and LSSGB exams. The exam results for those tests are made available to MicroTrain through theprofessional.me.

The certification exam must be taken within 30 days of the last successful required practice exam(s).

If you don't pass the exam, then proof of a failed exam must be submitted to sts@microtrain.net or pmp@microtrain.net for a failed PMP exam. Repeat steps 1 and 2 to receive a new exam voucher.

The procedure outlined above must be followed each time an exam is attempted in order to qualify for the Exam Pass Guarantee.

For each exam type, a limit of three (3) attempts at the certification exam will be guaranteed with the exception of: ECBA, CCBA, and CBAP, a limit of two (2) attempts at the certification exam will be guaranteed.

The Exam Pass Guarantee is available only for courses that offer Kaplan, GMetrix, Watermark Learning, Online Study Exam or theprofessional.me practice exams. Check with your Program Director to see if your desired course qualifies.

MicroTrain's Project Management Courses

Project Management Professional Certification Training (PMP)

In today's highly competitive job market the best way to increase your marketability and attractiveness in the job market is to gain a level of certification in your specialty. For project managers, certification as a Project Management Professional is a globally recognized and respected credential that shows employers you have a level of professionalism that they can count on.

The PMP certification indicates that you have been expertly trained and meet the qualifications established by the Project Management Institute, making you a highly sought after candidate for a wide variety of high-paying positions.

Getting your PMP certification is a challenging process, but MicroTrain is Chicago's expert at helping professionals like you obtain their PMP certifications. And we are here to guide you every step of the way. This includes guiding you through the requirements needed for PMI's application, obtaining 35 PDUs for attending the course, studying, test prep and then sitting for the exam.

MicroTrain has been helping professionals get their PMP certifications for over 10 years, and with our expert instructors, proven course work, modern facilities, and 100% exam pass guarantee, we are your best option to receive your PMP certification, too.

MicroTrain's 5 day PMP course is designed to teach you what you need to know for the exam as well as the five PMBOK processes and the nine knowledge areas. Our certified instructors will expertly present the information to you in an informative, yet easy-to-digest manner specifically designed to help you pass the PMP certification exam.

Outside of the classroom, MicroTrain's dedicated customer service team will help you with everything from enrolling to applying for government tuition aid. In fact, we are so confident quality of our PMP course, that MicroTrain will guarantee you pass your PMP certification exam. With over ten years of experience and better than a 96% success rate, see for yourself why MicroTrain is Chicago's premier source for PMP training.

Course Outline

1. Welcome and Introduction
2. Environment and Framework
3. Role of Project Manager
4. Integration
5. Scope
6. Schedule
7. Cost
8. Quality
9. Resources
10. Communications
11. Risk Procurement
12. Stakeholder
13. Professional and Social Responsibility
14. Exam Registration and Tips

Certified Associate in Project Management (CAPM)

The CAPM® is ideal for professionals who want to showcase their leadership skills and learn the fundamentals laid out in the Project Management Body of Knowledge, but may not have the experience required for the PMP certification. The CAPM credential recognizes a demonstrated understanding of project management, and is seen by employers as an indication of leadership skills and expertise.

> **MicroTrain has been a tremendous boost to my career; the Six Sigma and PMP training proved to have been the most valuable added skills to my resume, and was impressive to the hiring manager!**
>
> — Tina Guider

Project Management

Lean Six Sigma Drives Improvement

What is Lean Six Sigma?

It is a set of methods to attack fundamental business challenges like how to accelerate any procedure, reduce errors, tame complexity and lower operating costs.

Lean Six Sigma blends Lean and Six Sigma to get the best of both and equip you to become a problem solver at your next position. Lean was invented by Toyota to make automobiles with speed, flexibility and without any waste. Six Sigma was invented by Motorola to make communications gears of great quality and reliability. Lean Six Sigma fuses the best of both methods to teach you how to create process that are efficient and effective.

Lean Six Sigma is complicated, but succeeds by leading a fundamental change throughout an organization, focusing on changing the culture from one that merely reacts to adversity, to one that anticipates problems and implements plans and designs to avoid them. This results in a much leaner and more streamlined organization, and delivers benefits such as reduced waste, increased customer loyalty, lowered costs, improved employee satisfaction, and ultimately greater profits.

So how does this affect you?

Essentially, for Lean Six Sigma to work it needs good leaders who are well trained in the theories and tools needed to fully implement it within any organization. There is a long list of successful companies that have embraced Lean Six Sigma and make it a priority for all employees — global leaders such as General Electric, Boeing, and Motorola. And as with any unique and valuable skill, they put a premium on these assets and reward the people who demonstrate them.

But even companies who do not use Lean Six Sigma on an organizational level are aware of the benefits of Lean Six Sigma training, and will appreciate the skills you can bring to the table when they see Lean Six Sigma on your resume.

When you are trained in the tools and techniques of Lean Six Sigma, you show potential employers that you have the skills to analyze data, recognize problem areas, and implement changes.

In an economy like this, do you think employers will value someone who can showcase the ability to drive improvement, save resources, minimize waste while increasing profits? When you add your Lean Six Sigma Green Belt to your resume, that is exactly the message you are delivering.

6σ

Lean Six Sigma Green Belt

Thousands of companies around the world have discovered the benefits of Lean Six Sigma Methodology, incorporating the implementation of a measurement-based strategy that focuses on process improvement and variation reduction. This is accomplished through the use of two Six Sigma sub-methodologies: DMAIC and DMADV.

The Six Sigma DMAIC process (define, measure, analyze, improve, control) is an improvement system for existing processes falling below specification and looking for incremental improvement. The Six Sigma DMADV process (define, measure, analyze, design, verify) is an improvement system used to develop new processes or products at Six Sigma quality levels. Both Six Sigma processes are executed by Six Sigma Green Belts.

Course Outline

1. The need for and a definition of Six Sigma & Lean
2. Lean Six Sigma at the organizational and project level
3. Roles in business improvement
4. The Seven Basic quality tools
5. Requisites for Lean Six Sigma success
6. Define the business and customer problem
7. Mapping the Process (SIPOC Diagram)
8. Launching a project (chartering)
9. Getting ready to measure
10. Lean data metrics and basic statistics
11. Analysing value in a process
12. Cause and Effect Analysis
13. Sources for solutions / creating solutions
14. Failure Modes and Effects Analysis (FMEA)
15. Piloting your solutions and implementing your plan
16. Statistical Process Control (SPC)

MicroTrain's Project Management Courses

Crystal Reports: Level 1

Crystal Reports: Level 1 is the primary recommended course you should take if your job responsibilities require you to obtain output from databases. It is also the first course in the Crystal Reports series. In this course, you will build basic lists and group reports that work with almost any database.

Course Outline

1. Creating a Report
2. Displaying Specific Report Data
3. Grouping Report Data
4. Building Formulas
5. Formatting Reports
6. Enhancing Reports
7. Creating Pie Charts
8. Distributing Data

Crystal Reports: Level 2

Now that you have completed the first course, or are familiar with the basics of building and modifying reports, you're ready to move ahead to create complex reports and data sources using Crystal Reports' tools. In this course, you'll not only learn how to create more sophisticated reports including sub-reports and cross-tabs, but you'll also learn how to increase the speed and efficiency of your reports by using SQL queries.

Course Outline

1. Creating Running Totals
2. Building Cross-tabs in Your Report
3. Adding Subreports
4. Creating Drill-downs
5. Enhancing Report Processing by Writing SQL Statements
6. Charting Data
7. Reporting on Excel Data with Crystal Reports
8. Working with Prompts
9. Enhancing Report Functionality

ITIL Foundation

ITIL Foundation is a best practice framework for IT service management (ITSM) and provides the guidance organizations need to address new service management challenges and utilize the potential of modern technology.

The ITIL® 4 Certification in IT Service Management demonstrates an understanding of the key concepts, guiding principles and four dimensions of IT Service Management, within an IT Service Value System (SVS).

Our ITIL® 4 course is a three-day, interactive course designed to give the student the knowledge and skills needed to successfully pass the ITIL Foundation exam. Our course includes the ITIL Foundation exam (which can be scheduled at the end of the course or at the student's convenience), approved course-ware and of course, our 100% Exam Pass Guarantee.

Course Outline

1. Introduction and recap of ITIL 4 concepts based on pre-course reading
2. Service Management: Key Concepts
3. The Guiding Principles
4. The Four Dimensions of Service
5. The ITIL Service Value System
6. Continual Improvement
7. The ITIL Practices
8. Exam-Taking Tips
9. Practice Exams
10. Practice Exams

Project Management

MicroTrain's Project Management Courses

Certified ScrumMaster® (CSM)

This 2 day course covers the principles of Agile and Scrum methods. Through a combination of robust simulations, hands on experimentation, and high quality instruction. Students will learn the fundamentals of Scrum and to facilitate, coach and lead an Agile project.

Included in the course fee are the certifications exam cost and a 2 year membership in the Scrum Alliance organization.

Course Outline

1. Understand the values and principles of Agile
2. Master the 5 Scrum values and the Scrum framework
3. Understand how the Scrum framework functions within an organization
4. Understand the difference between a ScrumMaster and Project Manager
5. Learn how to build and guide a team according to the Scrum values

Certified Scrum Product Owner® (CSPO®)

This two-day highly interactive course is designed to provide participants with the theoretical knowledge, specific skills and practices to perform the Product Owner role in the Scrum environment. Topics that are covered include managing stakeholders, ROI, backlog maintenance, creating user stories, acceptance criteria, and defining "Done."

Course Outline

1. Understanding the Role of the Product Owner
2. Describing Purpose and Strategy
3. Understanding Customers and Users
4. Testing Product Assumptions
5. Working with the Product Backlog

Business Analysis Fundamentals

This dynamic 3 day Business Analysis Fundamentals course is designed to teach the business analysis framework, tasks and techniques, underlying competencies and terminology necessary for success on the exam and job. A combination of live instructorled lecture facilitated discussion and exercises, and numerous practice test questions contribute to successful exam readiness. In-class assignments and instructor-led reviews are designed to help you understand, not just memorize key business analysis concepts.

Course Outline

1. Introduction
2. Business Analysis Key Concepts
3. Business Analysis Planning & Monitoring
4. Elicitation and Collaboration
5. Requirements Life Cycle Management
6. Strategy Analysis
7. Requirements Analysis and Design Definition
8. Underlying Competencies
9. Exam Information

MicroTrain's Project Management Courses

Microsoft Project: Level I

In order to plan a project, you need to gather information about the various tasks involved, resources required to accomplish the tasks, and the overall cost. Microsoft Office Project acts as a tool that assists you in managing your projects. In this course, you will create and modify a project plan.

Course Outline

1. Getting Started with Microsoft Project
2. Creating a Project Plan
3. Managing Tasks in a Project Plan
4. Managing Resources in a Project Plan
5. Finalizing the Project Plan

Prerequisites for Microsoft Project - Level I

Students enrolled for this course should have the following:
• An understanding of project management concepts.
• Knowledge of a Windows operating system, either Windows 8 or Windows 10.

Microsoft Project: Level II

Microsoft Project: Level 2 is the second course in the Microsoft Project series. In Microsoft Project: Level 1, you used your project management skills to create a complete project plan. The plans need to be updated and modified regularly to keep the projects moving on track. This course will build upon the knowledge gained, and give you the opportunity to work with a project plan once it reaches the project implementation phase.

Course Outline

1. Exchanging Project Plan Data with Other Applications
2. Updating a Project Plan
3. Managing Project Costs
4. Reporting Project Data Visually
5. Reusing Project Plan Information

Prerequisites for Microsoft Project : Level 2

Students enrolling in this class should have:
• An understanding of project management concepts.
• Knowledge of a Windows operating system, either Windows 8 or Windows 10
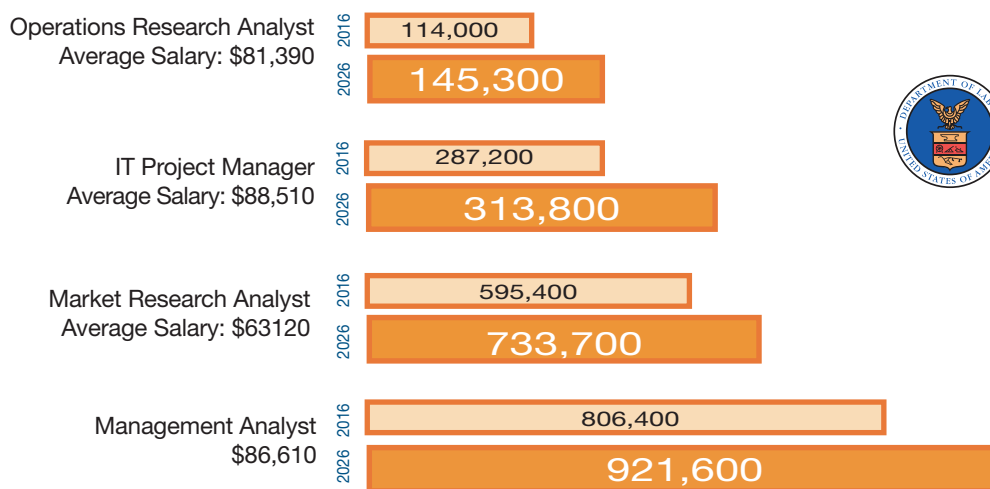• Microsoft Project : Level 1.

Project Management

Big Data and Analytics:
Transforming Roles and Creating New Careers

Advanced analytics is a critical component of modern business intelligence (BI), with more companies relying on automation, artificial intelligence (AI), and machine learning. Data is the foundation of AI systems, and having skilled workers is critical for bridging the growing data literacy gap.

The rise of big data and the demand for metrics and tools that enable ease of measuring and visualizing are redefining jobs and reshaping business practices across industries spanning from sports to retail to healthcare. For example, one in eight marketing jobs demand data skills. Marketing is now a data-driven field as marketing managers and analysts identify the best practices to gain

a deeper understanding of their target customers. As a result of more organizations seeking to find greater efficiencies in supply chains and operations, business analysis has also become data-dependent. Those in decision-making roles, including managers across multiple industries, require analytic skills.

[Based on research done by Burning Glass Technologies] In 2012 there were only 16 occupations requiring analysis as a skill. In 2018, that grew to 35 occupations with large numbers of postings for Data Analyst, Product Manager, Marketing Manager, Project Manager. Jobs with data analytics skills can increase salaries up to 40%.

Data Analysis

		2016	2026
Operations Research Analyst	Average Salary: $81,390	114,000	145,300
IT Project Manager	Average Salary: $88,510	287,200	313,800
Market Research Analyst	Average Salary: $63120	595,400	733,700
Management Analyst	$86,610	806,400	921,600

Fastest-Growing Careers Requiring Data Analysis Skill Set

• Business Intelligence Analysts use data to provide financial and market intelligence

• Data Analysts navigate and interpret large, complex data sets, analyze results, and use charts and forms to present their findings into a compelling story.

• Business Analysts act as a bridge between IT and the business using data analysis to identify problems, outlines opportunities, document requirements to develop solutions

• Analytics Managers design analytical approaches to answer business questions, extract data from multiple sources, perform data modeling to provide high quality information and deliver data driven actionable insights..

Business Intelligence (BI), Analytics, Visualization

Tableau Desktop Level 1
for Specialist Certification

This 2-day interactive, hands-on course is designed for anyone who works with data, or is new to Tableau or visual design. Master the fundamental concepts and techniques in Tableau, and learn how to connect to data, build calculations, and create powerful visualizations for storytelling.your projects. In this course, you will create and modify a project plan.

This course prepares you for the Tableau Desktop Specialist certification exam.

Course Outline

1. Introduction
2. Connecting to data
3. Simplifying your and sorting your data
4. Organizing your data
5. Slicing your data by date
6. Using multiple measures in a view
7. Showing the relationship between numerical values
8. Mapping data geographically
9. Viewing specific values
10. Customizing your data
11. Analyzing data with quick table calculations
12. Showing breakdowns of the whole
13. Highlightingdata with reference lines
14. Making your views available

Tableau Desktop Level 2
for Associate Certification

This 2-day interactive, hands-on course is designed for users who have a solid working experience with Tableau, and want to advance their skill-set. You will learn how to prep data for analysis, use statistical techniques to analyze data, build complex calculations to manipulate it. Make better dashboards and use techniques for guided analytics, and visual best practices.

This course prepares you for the Tableau Desktop Certified Associate certification exam.

Prerequisites for Tableau Desktop Level 2

Tableau Desktop Level 1 for Specialist Certification

Course Outline

1. Introduction
2. Creating and connecting to data sources
3. Defining subsets of your data
4. Using calculations in Tableau
5. Advanced table calculations
6. Createing and using parameters.
7. Dara extracts
8. Comparing measures
9. Tableau geocoding
10. Viewing distributions
11. Statistics and forecasting
12. Dashboards and stories

MCSA: BI Reporting

This 5-day program teaches you the broad set of skills from data preparation to visual exploration and insight generation. You will learn how to connect to and prepare data sources, model and visualize data, and share insights in both Excel and Power BI.

Analyzing and Visualizing Data with Power BI

This course provides a thorough understanding of how to analyze data using Power BI. You will learn how to create data models, visualize data, configure dashboards, apps, and apps workspaces, and publish reports to Power BI report server.

This course prepares you for 70-778 certification exam.

Analyzing and Visualizing Data with Microsoft Excel

Designed for those who analyze business data using excel You will learn how to add BI techniques to analyze your data. You will learn how to import data from various sources, transform, model, and visualize data in Excel.

This course prepares you for 70-779 certification exam.

Data Analysis

APICS® - Certified Supply Chain Professional

The APICS Certified Supply Chain Professional (CSCP) is recognized worldwide as the premier supply chain management educational and certification program. The APICS CSCP program takes a broad view of operations ranging from acquisitions to receiving and handling, through internal allocation of resources to operations units, to the handling and delivery of output and extending beyond internal operations to encompass the entire supply chain.

More than 21,000 professionals in 94 countries have earned the APICS CSCP designation since the program was launched in 2006. It is the most widely recognized educational program for operations and supply chain management professionals around the globe. It is a designation that is sought by thousands of employers and recruiters, it provides a mastery of supply chain management best practices and it distinguishes you as an industry expert with specialized knowledge and skills

APICS CSCP education is essential if you are interested in increasing your knowledge and expertise in the field of global supply chain management, specifically in the areas of customer relations, international trade, information technology enablement, physical logistics, consulting or facilitating supply chain functions or working with ERP systems. CSCP certification is creating a common standard of understanding, vocabulary, resources, and frameworks within your company to address your supply chain challenges and opportunities.

Included in the course fee; instructor-led, live classroom training, a full set of APICS CSPC books, one-year membership to the APICS professional community, online learning tools, practice exams, MicroTrain's Exam Pass Guarantee. Please inquire about MicroTrain's Partnership with the APICS community, and other certification offerings including: CPIM, CSCP, CLTD, SCOR-P.

40 hours, tuition: $2,300
expenses: $695, total cost: $2995

Supply Chain Management

Course Outline

1. Introductions
2. Develop the Supply Chain Strategy
3. Design the Supply Chain
4. Procure and Deliver Goods and Services
5. Manage the Relationship with Supply Chain Partners
6. Manage Reverse Logistics
7. Comply with Standards, Regulations, and Sustainable
8. Best Practices
9. Manage Risk in the Supply Chain
10. Apache Cordova

Why You Should Earn the CSCP Designation

- Increase your salary - on average designees see a 12% increase
- Improve your hiring potential by 65%
- Maximize your organization's ERP investments
- Effectively manage global end-to-end supply chain activities
- Understand how to increase customer satisfaction
- Increase your professional value and secure your future

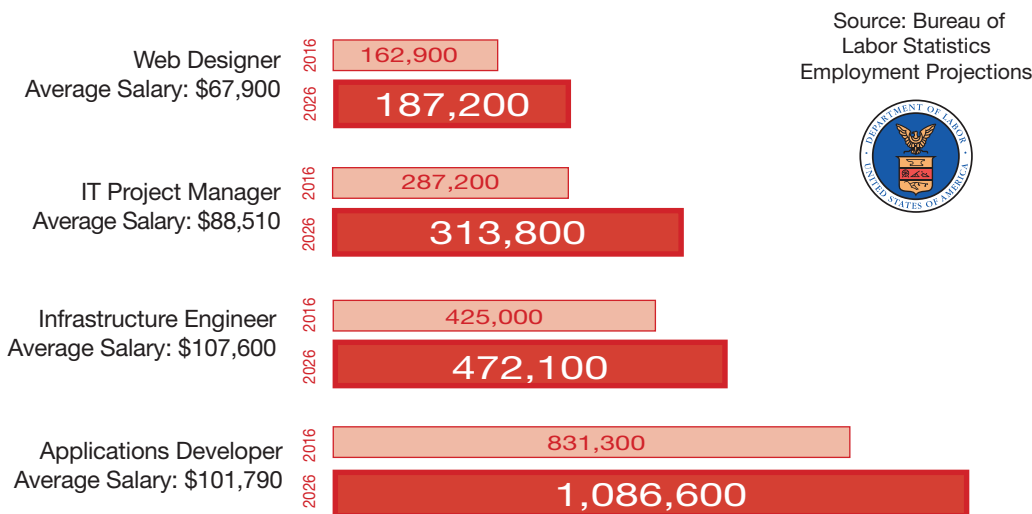# Tremendous Job Growth for Web and Application Developers Positions

Software is king and developers are in high-demand.

To stay competitive and meet customer demands, companies rely on a new caliber of software experts commonly known as digital architects. Digital architects are transforming technology architecture with open source software, cloud resources, agile and mobile application development. Make yourself indispensable by learning front-end and back-end technologies, and agile principles.

Today, very few people have the knowledge to oversee Agile projects using various languages such as HTML, JavaScript, and assorted frameworks including MySQL, and MongoDB.

Web and Application Development Job Growth

2016 - 2026 PROJECTIONS

Source: Bureau of Labor Statistics Employment Projections

Web Designer
Average Salary: $67,900
- 2016: 162,900
- 2026: 187,200

IT Project Manager
Average Salary: $88,510
- 2016: 287,200
- 2026: 313,800

Infrastructure Engineer
Average Salary: $107,600
- 2016: 425,000
- 2026: 472,100

Applications Developer
Average Salary: $101,790
- 2016: 831,300
- 2026: 1,086,600

What positions benefit from Web and Application Development?

Project Manager	Team Leaders	Employment Programs Analyst
Business Analyst	Project Analyst	Program Management Analyst
Business Process Modeler	Operations Management	Quality Control Analyst
IT Manager	Program Manager	General Manager (GM)
Project Coordinators	Program Director	Director of Operations
Program Analyst	Consultants Management Analyst	VP of Operations
Project Liaison	Administrative Analyst	Chief Operating Officer

Agile Full Stack Web and Hybrid Mobile Application Development

This course teaches the skills needed to build full-stack web and hybrid mobile applications using real-world tools and processes.

You will learn front-end and client-side development starting with HTML, CSS, and JavaScript. You will then work with libraries and frameworks such as JQuery, Bootstrap, and Angular. Build tools such as Yarn and Gulp. You will learn how you can use web technology to build hybrid mobile applications using Apache's Cordova. You will learn how to work with third-party APIs from vendors such as Google, NASA, Twilio and so on. You will also learn the server side by working with LAMP (Linux, Apache, MySQL, PHP) and MEAN (MongoDB, Express, Angular, Node.js) stacks. You will then build a cloud-based server applying your newly acquired backend knowledge.

Additionally, you will learn security best practices and mobile first design concepts as well as extreme programming, agile and scrum methodologies. You will apply these skills throughout the course building an array of applications to add to your project portfolio.

Course Outline

1. Linux
2. Command Line
3. Shell Scripting
4. HTML and CSS
5. Git and GitHub
6. JavaScript
7. PHP
8. Tool Chains
9. Apache Cordova
10. Database
11. Servers
12. Stacks

Prerequisites for Agile Full Stack Web and Hybrid Mobile Application Development:

• Have a GitHub user account

• Successfully complete the bootcamp assessment

O*NET CODES

Web Developers (15-1134.00)

Software Developers, Applications (15-1132.00)

Software Developers, Systems Software (15-1133.00)

Gaming Manager (11-9071.00)

Computer Programmers (15-1131.00)

Full Stack Developer Ranked #2 in Indeed's Best Jobs of 2018

Percent of Growth in Number of Postings, 2014 - 2017: 198%

Average Base Salary: $111, 640potential in the coming years.

indeed®
one search. all jobs.
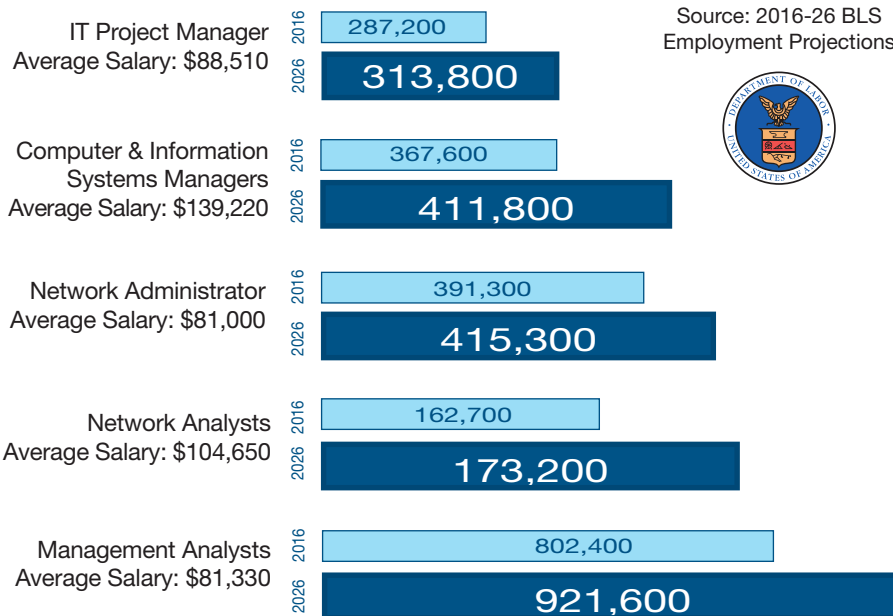
IT Management Positions Remain in High Demand

Information technology has become a vital component of any business, with nearly every major business function, interaction, and transaction entirely reliant on computer technology. This means quality IT Managers will remain in high demand as the architects and technicians of these essential business systems.

According to the U.S. Department of Labor, there will be a huge increase in the number of IT Management positions over the next decade, meeting the huge demand of businesses. One position that is seeing huge growth is IT Manager, which has an average annual salary of more than $113,000, and is expected to see double digit growth over the next decade.

IT Management Job Growth

IT MANAGEMENT JOBS — 2016 - 2026

IT Management jobs are not only good paying positions but also are in high demand, with significant increases expected in the coming years.

Source: 2016-26 BLS Employment Projections

IT Project Manager
Average Salary: $88,510
- 2016: 287,200
- 2026: 313,800

Computer & Information Systems Managers
Average Salary: $139,220
- 2016: 367,600
- 2026: 411,800

Network Administrator
Average Salary: $81,000
- 2016: 391,300
- 2026: 415,300

Network Analysts
Average Salary: $104,650
- 2016: 162,700
- 2026: 173,200

Management Analysts
Average Salary: $81,330
- 2016: 802,400
- 2026: 921,600

What positions benefit from IT Management Training?

Administrative Analyst
Applications Analyst
Business Analyst
Business Intelligence Analyst
Business Systems Analyst
Chief Operating Officer
Computer Analyst
Computer Systems Analyst
Computer Systems Consultant
Computing Services Director
Data Processing Manager
Director of Application Development
Director of Operations
Employment Programs Analyst
Information Systems Analyst
Information Systems Director
Information Systems Manager
Information Systems Supervisor
Information Technology Director
Information Technology Manager
Management Analyst
MIS Director
Network Analyst
Network Engineer
Network Specialist
Network Technician
Operations Manager
Program Management Analyst
Programmer Analyst
Quality Control Analyst
System Programmer
Systems Administrator
Systems Analyst
Systems Engineer
Systems Specialist
Technical Services Manager
Telecommunications Manager
Vice President of Operations

IT Management

IT Manager Jobs Are Available in Chicago - NOW!

IT Managers earn on average $139,220, and right now there are over 12,000 open positions posted on Indeed.com. And it is one of the areas the Dept. of Labor has labeled "Bright Outlook" with huge growth potential in the coming years.

12,368

IT Manager positions available NOW in Chicago

indeed®
one search. all jobs.

MicroTrain's IT Management Training

MicroTrain's IT Management programs take project management skills and focuses them on Information Technology. By combining the PMP or CAPM with more technical courses, our IT Management programs provide the exact skills and managerial expertise that will be needed to pursue a rewarding career in Information Technology.

For over 10 years MicroTrain has been a leading provider of IT Management training in Chicago, offering high level instructor-led courses and professional certifications. MicroTrain's IT Management (ITIL, Six Sigma, Business Analysis, SharePoint, Project) program is specifically designed for students who are either already PMP certified and need to expand their skill set, or students who are not pursuing the Project Management career path and want to focus on IT Management. The programs and courses were designed to meet the ever changing needs of Information Technology Managers, Program Managers, or Executives seeking to enhance their skill sets.

IT Management Program Prerequisites:
- Standard management program prerequisites (see pg 7), PLUS

- If candidate is seeking to obtain CCNA, CCNA program requirements apply OR

- If candidate is seeking to obtain MCTS, Microsoft program requirements apply

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IT Management

IT Management Programs

Our IT Management curriculum includes: ITIL Foundation, Project Management (PMP or CAPM), Business Analysis, Six Sigma Green Belt, Tableau, SharePoint, Microsoft Project, Agile Certified Scrum Master or Certified Scrum Product Owner (CSPO), Certified Supply Chain Professional, Crystal Reports, and Microsoft Office courses, as needed. If students need more technical, as well as managerial, credentials, they can choose, when appropriate: SQL; CompTIA certification courses; Cisco's CCNA, CCNP-Troubleshooting, CCNP-Routing, CCNP Switching courses; VMware training, or related MCP certification courses.

IT Management +2
This program allows the student to choose any 2 of our related curriculum courses to prepare them
for a career as a IT Manager, Program Manager, or
Executive.
48 hours, tuition: $4,590, expenses: $839, total cost: $5,429

IT Management +3
This program allows the student to choose any 3 of our related curriculum courses
96 hours, tuition: $5,745, expenses: $1,089, total cost: $6,834

IT Management +4
This program allows the student to choose any 4 of our related curriculum courses
96 hours, tuition: $8,345, expenses: $1,339, total cost: $9,684

IT Management +5
This program allows the student to choose any 5 of our related curriculum courses
96 hours, tuition: $10,875, expenses: $964, total cost: $11,839

IT Management +7
This program allows the student to choose any 7of our related curriculum courses
96 hours, tuition: $16,825, expenses: $1,558 total cost: $18,383

IT Management Courses

The following courses, along with the Project Management Professional training, comprise MicroTrain's IT Management training programs.

Business Analysis
see page 12 for course description

Certified Associate in Project Management (CAPM)®
see page 9 for course description

Certified ScrumMaster® (CSM)
see page 12 for course description

Certified Scrum Product Owner® (CSPO)®
see page 12 for course description

Certified Supply Chain Professional (CSCP)
see page 16 for course description

CCNA
see page 27 for course description

CompTIA
see page 32 for course description

Crystal Reports
see page 11 for course description

ITIL Foundation
see page 11 for course description

Lean Six Sigma Green Belt
see page 10 for course description

Microsoft Certified Professional (MCP)
see page 22 for course description

Microsoft Certified Solutions Associate (MCSA)
see page 22 for course description

Microsoft Certified Solutions Expert (MCSE)
see page 22 for course description

Microsoft Office
see page 37 for course description

Microsoft Project
see page 13 for course description

Microsoft SharePoint
see page 40 for course description

Project Management Professional (PMP)®
see page 9 for course description

Tableau
see page 15 for course description

Certified Microsoft Technicians Are in Demand And Critical for Every Business' Success

Microsoft is a pervasive and powerful force in today's business environment, impacting almost every company and their basic day-to-day functions. This wide-ranging influence of Microsoft makes having a complete and thorough understanding of their products and technologies a necessity for any technology focused-professional. And as the technology continuously evolves and changes, it is critical to have the most up-to-date certifications demonstrating your proficiency while establishing you as a highly-qualified candidate for the best jobs.

Microsoft Tech Job Growth
JOBS FOR MICROSOFT CERTIFIED TECHNICIANS — 2016 - 2026

Computer Support Specialists
Average Salary: $50,210
- 2016: 636,600
- 2026: 708,700

Computer Systems Analyst
Average Salary: $88,270
- 2016: 600,500
- 2026: 654,900

Network Analysts
Average Salary: $104,650
- 2016: 162,700
- 2026: 173,200

Network Administrator
Average Salary: $81,000
- 2010: 391,300
- 2026: 415,300

Computer & Information Systems Managers
Average Salary: $139,220
- 2016: 367,600
- 2026: 411,800

Computer Systems Engineers / Architects
Average Salary: $88,510
- 2016: 287,200
- 2026: 313,800

Database Administrator
Average Salary: $87,020
- 2016: 119,500
- 2026: 133,200

Source: 2016-26 BLS Employment Projections

What positions benefit from Microsoft Training?

Computer Security Specialist
Computer Specialist
Computer Support Specialist
Computer Technician
Computing Services Director
Database Administrator
Data Security Administrator
Director of Application Development
Electronic Data Processing Auditor
Help Desk Analyst
Information Security
Information Security Analyst
Information Security Officer
Information Security Specialist
Information Systems Director
Information Systems Manager
Information Systems Security Analyst
Information Systems Supervisor
Information Technology Director
Information Technology Manager
Information Technology Specialist
Information Technology Specialist
IT Support Specialist
Local Area Network Administrator
Network Administrator
Network Analyst
Network Engineer
Network Manager
Network Specialist
Network Support Specialist
Network Technician
Systems Administrator
Systems Analyst
Systems Engineer
Systems Specialist
Technical Services Manager
Technical Support Specialist
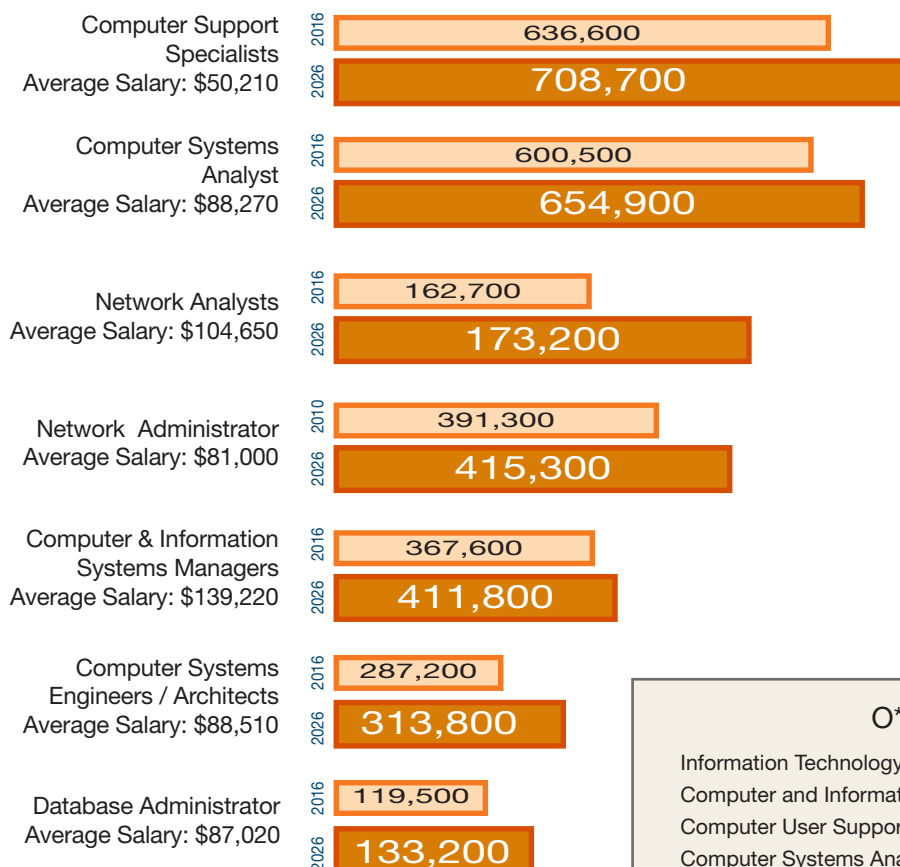
O*NET CODES

Information Technology Project Manager (15-1199.09)
Computer and Information Systems Manager (11-3021.00)
Computer User Support Specialists (15-1151.00)
Computer Systems Analyst (15-1121.00)
Computer Occupations, All Other (15-1199.00)
Database Administrator (15-1141.00)
Network & Computer Systems Administrator (15-1142.00)
Computer Network Architects (15-1143.00)
Computer Network Support Specialists (15-1152.00)

Microsoft Training

microtrain®

MicroTrain's IT Programs

Standard IT Program Prerequisites:

• Basic IT helpdesk and networking knowledge and/or experience

MicroTrain's Microsoft Programs

MicroTrain's Microsoft programs have been designed to enhance your resume and get you back to work by focusing on the specific skills and certifications you need. Regardless of your skill level, MicroTrain has the perfect program for your career development needs. Contact one of our Program Directors to learn more about our powerful, yet flexible, options.

Microsoft Program Prerequisites:
• Standard IT Program Prerequisites, PLUS
• 1-2 years experience administering Windows-based products or equivalent knowledge

MCSE

The Microsoft Certified Solutions Expert (MCSE) is the highest level of certification offered by Microsoft, and demonstrates that you have achieved an elite level of proficiency and expertise. MCSE candidates are capable of deploying, building, designing, optimizing, and operating technologies for a particular job role. They make the design and technology decisions necessary to ensure successful technology implementation projects. Designed to be relevant in today's IT marketplace, Microsoft Certifications help you utilize evolving technologies, fine-tune your troubleshooting skills, and improve your job satisfaction.

160 hours, tuition: $5,995,
expenses: $750, total cost: 6,745

MCSE / CCNA

The Microsoft Certified Solutions Expert MCSE) certification is one of the most sought after, highly recognized, certifications in the IT industry. Combined with the Cisco Certified Network Administrator, this program is perfect for students who are serious about becoming network professionals. This program validates an IT professional's knowledge and skill in administering, managing, and building Microsoft and Cisco networks. MicroTrain has been a leader in providing training for the Microsoft and Cisco certifications for over 10 years in Chicago and our program comprehensively covers all key competencies needed to successfully pass the exams for the MCSE certification and the two key competencies for the CCNA certification. By combining our top notch instructor-led training with a battery of hands-on labs and a library of e-learning lessons we are able to give students the most effective experience possible to obtain their certification. Our program is so effective we will guarantee you will pass your exams!

208 hours, tuition: $8,290,
expenses: $970, total cost: $9,260

MCSA

Our Microsoft Certified Solutions Associate program is part of our trademark MCSE Program. Our instructors guide our students through the basics of administering Microsoft networks and cover all the essential information required to pass the 3 exams to achieve the MCSA certification. By combining our top notch instructor-led training with a battery of hands-on labs and a library of e-learning lessons we help students obtain their certification. Our program is so effective we will guarantee you will pass your MCSA exams.

120 hours, tuition: $3,995,
expenses: $500, total cost: $4,495

MCP

This is the basic certification program from Microsoft. Because we offer this bundled within our famous MCSA program, our students have the same experience as those pursuing the higher level degree but finish in a much shorter time frame. This is a great entry point into Microsoft technology as a Network Administrator or Technician. Call your program director for details.

40 hours, tuition: $2,195,
expenses: $135, total cost: $2,330

MCP / CCNA

MicroTrain is one of the leading Cisco training organizations in all of Chicago and we have specialized in Microsoft training for over 10 years. By combining the most recognized Cisco certification, the CCNA, with a Microsoft certification, the MCP, we have created a program that can very quickly ready someone for a career as a network administrator or engineer with any organization. Between these two programs, a student can enter the workforce with these dual certifications in as little as 3 weeks.

88 hours, tuition: $4,490,
expenses: $430, total cost: $4,920

MicroTrain's Microsoft Courses

Microsoft Certified Solutions Associate (MCSA)

The Microsoft Certified Solutions Associate (MCSA) credential validates your ability to manage and troubleshoot network environments in the Windows operating system. It reflects a unique set of skills required to succeed in a variety of job roles, such as systems administrator, network administrator, information systems administrator, network operations analyst, network technician, and technical support specialist.

An MCSA candidate should have one to 12 months of experience in working with a desktop operating system, a network operating system, and an existing network infrastructure. To complete the MCSA certification, students must pass a total of three exams from the group listed below.

Microsoft Certified Solutions Expert (MCSE)

The Microsoft Certified Solutions Expert(MCSE) is the highest level certification from Microsoft, demonstrating that an individual has the comprehensive set of skills necessary to perform a particular job role, such as database administrator or enterprise messaging administrator.

Earning a Microsoft Certification validates your proven experience and knowledge in using Microsoft products and solutions. Designed to be relevant in today's rapidly changing IT marketplace, Microsoft Certifications help you utilize evolving technologies, fine-tune your troubleshooting skills, and improve your job satisfaction.

Whether you are new to technology, changing jobs, or a seasoned IT professional, becoming certified demonstrates to customers, peers, and employers that you are committed to advancing your skills and taking on greater challenges. You distinguish yourself as an individual with the talents and proven job-role capabilities to effectively work with Microsoft technologies. In addition, certification provides you with access to exclusive Microsoft Certified Professional (MCP) resources and benefits, including opportunities to connect with a vast, global network of MCPs.

MicroTrain MCSA and MCSE Program Requirements

The MCSA/MCSE track covers with (70-740, 70-741, 70-742). All exams for MCSE may be taken in any order. Upon completion, you will receive a MCSE: Core Infrastructure and a MCSA: Windows Server 2016.

- Installation, Storage, and Compute with Windows Server 2016; Exam 70-740
- Networking with Windows Server 2016; Exam 70-741
- Configuring Advance Windows Server 2012 Services Exam 70-412
- Securing Windows Server 2016; Exam 70-744

Microsoft CERTIFIED
Solutions Associate

As a Microsoft Certified Partner, you can be assured that MicroTrain has met the highest standards to reach this most respected level of partnership with the software leader.

Microsoft CERTIFIED
Solutions Expert

Microsoft Training

microtrain®

VMware Training

Virtualization

Virtualization Program Prerequisites:

- Standard IT Program Prerequisites (see pg 19), PLUS
- If candidate is seeking Microsoft certification, Microsoft Program requirements apply
- If candidate is seeking PMI certification, PM Program requirements apply

VMware Certified Associate - Digital Business Transformation (VCA-DBT)®

The VMware Certified Associate - Digital Business Transformation course is taught by expert virtualization instructors and offers daily hand-on labs including real-world environment processes and procedures, training videos, interactive classroom discussions, and practice certification tests. This comprehensive class prepares the student to describe, install, and configure many VMware

products, technologies, and solutions within the VMware Cloud Foundation and Cross-Cloud Architecture including vShpere, vSAN, NSX, and the vRealize Suite. At the end of this course the student should be able to analyze, design and propose solutions for customers using VMware, and learn what is required to become certified.

VM Training +1

MicroTrain's VM Training +1 program is designed for students who want to be certified (VCA) to work invirtual data center and cloud infrastructure environment where they are responsible for the implementation and configuration of virtualized servers using VMware ESXi Server and VMware Virtual Center Server. This program allows the student to choose 1 additional course from: Access, Visio, MS Project, or Sharepoint.

**66 hours, tuition: $5,040,
expenses: $0, total cost: $5,040**

VM Training +2

This program allows the student to earn the VMware Certified Associate - Digital Business Transformation (VCA-DBT) certification as well as 2 additional courses. Students can choose from: CCNA, MCTS, PMP, ITIL, Crystal Reports, Excel, Access, Visio, or MS Project or Six Sigma Green Belt.

**138 hours, tuition: $9,055,
expenses: $0, total cost: $9,055**

VM Training +3

This program allows the student to earn the VMware Certified Associate - Digital Business Transformation (VCA-DBT) certification as well as 3 additional courses. Students can choose from: CCNA, MCTS, PMP, ITIL, MCSA, Crystal Reports or Six Sigma Green Belt.

**178 hours, tuition: $11,884,
expenses: $0, total cost: $11,884**

Course Outline

1. Course Introduction and Overview
2. Virtualization Overview, Editions, Features
3. Building a Virtualization Environment
4. Plan, Install, and Configure ESXi
5. Plan and Create Virtual Machines
6. Using vCenter Server
7. Configuring Virtual Networks, Switches, VLAN, NSX
8. Storage Overview, Storage Options
9. File Systems, NFS, SSD's, and SAN
10. Configuring Virtual Machines and Snapshots
11. Managing Virtual Machines
12. Templates and Clones
13. Distributing Resources and Power Management
14. High Availability and Fault Tolerance
15. Security and Permissions
16. Migrating Virtual Machines
17. Health and Performance Monitoring, Alarms
18. Backup and Disaster Recovery
19. Troubleshooting and Best Practices

Course Summary:

- Five (5) 10 hour days of intense instruction with no outside distractions
- Personal access to the top virtualization experts in the industry Each student is provided their own dedicated server to practice on.
- 50 + labs to hone skills and give a 360° perspective on how to build and maintain virtual environments.
- Describe, install, and configure many VMware products, technologies and solutions within the VMware Cloud Foundation and Cross-Cloud Architecture
- Post mentoring from the best virtualization instructors in the industry
- The VMware Certified Associate - Digital Business Transformation certification establishes credentials with employer

Network Administrator Positions in High Demand

In a time when many industries are losing jobs — many with no expectation that the jobs will ever return — one area that is predicted to see significant growth in available positions is Network Administration. As technology continues to progress, networks will become more and more complicated and integrated into every aspect of our lives. This means that the people with proven skills in building, maintaining, updating, and repairing networks will be in very high demand. The Department of Labor's recent forecast determined that Networking will be one of the 5 fastest growing industries in the next decade.
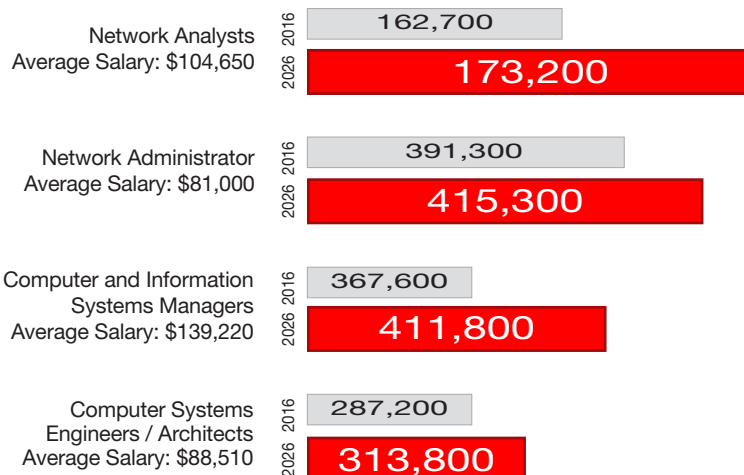
As one of the most prevalent developers of networking equipment, Cisco is poised to remain at the center of this growing industry. Anyone looking to capitalize on the huge number of positions that will be created over the next decade will need to be fully versed on all Cisco technologies. And the most recognized version of this is the CCNP (Cisco Certified Network Professional) or CCNA (Cisco Certified Network Associate).

MicroTrain is one of the leading providers of Cisco and networking training in Chicago. Our courses are carefully crafted to cover all of the latest aspects of Cisco technologies, and each is led by expert instructors who will guide you every step of the way. And MicroTrain is so confident in the high quality of our courses and the skills of our instructors that we will fully guarantee that you pass your certification exam.

Cisco Training

Cisco / Network Technician Job Growth

JOBS FOR CISCO CERTIFIED TECHNICIANS — 2016 - 2026

Network Analysts
Average Salary: $104,650
- 2016: 162,700
- 2026: 173,200

Network Administrator
Average Salary: $81,000
- 2016: 391,300
- 2026: 415,300

Computer and Information Systems Managers
Average Salary: $139,220
- 2016: 367,600
- 2026: 411,800

Computer Systems Engineers / Architects
Average Salary: $88,510
- 2016: 287,200
- 2026: 313,800

Source: 2016-26 BLS Employment Projections

O*NET CODES

Information Technology Project Manager (15-1199.09)
Computer and Information Systems Manager (11-3021.00)
Computer User Support Specialists (15-1041.00)
Computer Systems Analyst (15-1121.00)
Computer Occupations, All Other (15-1199.00)
Network and Computer Systems Administrator (15-1142.00)
Computer Network Architects (15-1143.00)
Computer Network Support Specialists (15-1152.00)

What positions benefit from Cisco Training?

Applications Analyst
Business Analyst
Business Intelligence Analyst
Business Systems Analyst
Chief Operating Officer
Computer Analyst
Computer Systems Analyst
Director of Application Development
Director of Operations
Information Systems Analyst
Information Systems Director
Information Systems Manager
Information Systems Supervisor
Information Technology Director
Information Technology Manager
Management Analyst
MIS Director
Network Analyst
Network Engineer
Network Specialist
Network Technician
Operations Manager
System Programmer
Systems Administrator
Systems Analyst
Systems Engineer
Systems Specialist
Technical Services Manager
Telecommunications Manager

MicroTrain's Cisco Programs

Basic Cisco Program Prerequisites:

- Standard IT Program Prerequisites (see pg 19), PLUS
- 1-2 years networking experience and/or equivalent knowledge

CCNA

MicroTrain is one of the leading Cisco training organizations in all of Chicago and the CCNA is one of our most popular certification training courses. Our instructors guide our students through this course using real Cisco equipment and hands-on labs and exercises. This is the best possible way to get your CCNA certification and we are so confident in our class we guarantee you will pass your certification exam.

**48 hours, tuition: $2,295,
expenses: $295, total cost: $2,590**

Cisco CCNA – Security

Our instructors guide our students through this course using real Cisco equipment and hands-on labs and exercises. CCNA Security certification meets the needs of IT professionals who are responsible for network security. It confirms an individual's skills for job roles such as Network Security Specialists, Security Administrators, and Network Security Support Engineers. This certification validates skills including installation, troubleshooting and monitoring of network devices to maintain integrity, confidentiality and availability of data and devices and develops competency in the technologies that Cisco uses in its security structure.

**40 hours, tuition: $2,495,
expenses: $250, total cost: $2,745**

Cisco CCNA – Collaboration
(previously identified as Voice and updated to include video)

Our instructors guide our students through this course using real Cisco equipment and hands-on labs and exercises. The CCNA Collaboration certification confirms that you have the required skill set for video engineers, IP telephony and IP network engineers who want to develop, advance and validate their ability to implement, configure, deploy and troubleshoot collaboration and communication infrastructures. This program is perfect for learners who want to deliver entry-level provisioning and support of Cisco collaboration solutions.

**40 hours, tuition: $2,495,
expenses: $250, total cost: $2,745**

Cisco Associate (CCNA+1)

MicroTrain's Cisco WAN Administrator (CCNA plus one) program allows students to take advantage of MicroTrain's extensive Cisco training and position themselves better in the employment market. This program combines Cisco's CCNA certification training with one additional class from our Cisco curriculum. Students can choose from CCNA Voice, CCNA-Security, or one of our CCNP classes: Routing (ROUTE), Switching (SWITCH) or Troubleshooting (TSHOOT). Whichever elective is chosen, the student will be prepared for a career managing Cisco networks and will have the credentials it takes to succeed in this in-demand field.

**80 hours, tuition: $4,590,
expenses: $500, total cost: $5,090**

Cisco Basic (CCNA and 2 CompTIA Certifications)

MicroTrain's Cisco Basic (CCNA and CompTIA Certification) is designed for individuals who are interested in getting into the field of Information Technology focusing on wide area networks, inter and intra networks, and IT security. This triple certification program covers networking concepts, security concepts, and the most recognizable Cisco certification, the CCNA. Students choose 2 of the CompTIA certifications (A+, Network+, Security+) to go along with their CCNA certification. This program prepares students for careers as WAN administrators, Network administrators, Network Managers, Security Specialists, and more.

**96 hours, tuition: $5,385,
expenses: $847, total cost: $6,232**

Cisco Professional (CCNA+2)

MicroTrain's Cisco WAN Administrator (CCNA plus two) program allows students to take advantage of MicroTrain's extensive Cisco training and position themselves better in the employment market. This program combines Cisco's CCNA certification training with two additional classes from our Cisco curriculum. Students can choose from CCNA - Voice, CCNA - Security, or a combination of our CCNP classes: Routing (ROUTE), Switching (SWITCH) or Troubleshooting (TSHOOT).

**120 hours, tuition: $6,885,
expenses: $750, total cost: $7,635**

MicroTrain's Cisco Courses

CCNA: Cisco Certified Network Associate

Cisco Certified Network Associate (CCNA) validates the ability to install, configure, operate, and troubleshoot medium-size route and switched networks, including implementation and verification of connections to remote sites in a WAN. Our CCNA program incorporates 48 hours of the best instructor-led training available with extensive hands-on labs with real Cisco equipment to ensure our students have the best possible experience. Our program is so effective we will guarantee you will pass your CCNA exam.

Included in the CCNA Course:

- Internetworking
- Switching Technologies
- Internet Protocol
- Configurations and IOS Management Commands
- IP Routing
- Virtual LANs (VLANs)

- Managing a Cisco Internetwork
- Configuring Novell IPX
- Managing Traffic with Access Lists
- Wide Area Networking Protocols

CCNA - Collaboration
(previously identified as Voice and updated to include Video)

The Cisco CCNA Collaboration certification is designed for video engineers, IP telephony and IP network engineers who want to develop, advance and validate their ability to implement, configure, deploy and troubleshoot collaboration and communication infrastructures. This program is perfect for learners who want to deliver entry-level provisioning and support of Cisco collaboration solutions.

To meet the expectations of today's digitization, and the changing nature of work with business users wanting voice, real-time collaboration, video, and mobile, many companies are placing a significant focus on enabling seamless communications and collaboration.

Our CCNA - Collaboration class prepares students for the Implementing Cisco Collaboration Devices and Implementing Cisco video Network Devices exams. The Implementing Cisco Collaboration Devices exam tests candidate's understanding of Cisco Unified Communications (UC) solutions. It tests a candidates knowledge of and skills to implement, manage, and maintain a VoIP solution using Cisco Unified Communication Manager Express (CME), Cisco Unified Communications Manager (CUCM), Cisco Unity Connection, and Cisco Communications Manager IM and Presence. The Implementing Cisco video Network Devices exam tests a candidate's understanding of and ability to implement various Cisco Video endpoints in converged Cisco video infrastructures. It also tests candidate's skills to implement and troubleshoot Cisco Unified Communication and Collaboration, TelePresence, and Digital Media Player in different Cisco business video solution architectures.

Course Outline

1. Cisco Unified Communications Systems Introduction
2. Traditional Telephony Operations
3. VoIP Fundamentals
4. Cisco Unified Communications Manager Express Implementation
5. Cisco Unity Express Implementation
6. Cisco Smart Business Communications System Implementation

CCNA - Security

CCNA Security certification meets the needs of IT professionals who are responsible for network security. It confirms an individual's skills for job roles such as Network Security Specialist, Security Administrator, and Network Security Support Engineer. This certification validates skills including installation, troubleshooting and monitoring of network devices to maintain integrity, confidentiality and availability of data and devices and develops competency in the technologies that Cisco uses in its security infrastructure.

Students completing the recommended Cisco training will gain an introduction to core security technologies as well as how to develop security policies and mitigate risks. IT organizations that employ CCNA Security-holders will have IT staff that can develop a security infrastructure, recognize threats and vulnerabilities to networks, and mitigate security threats.
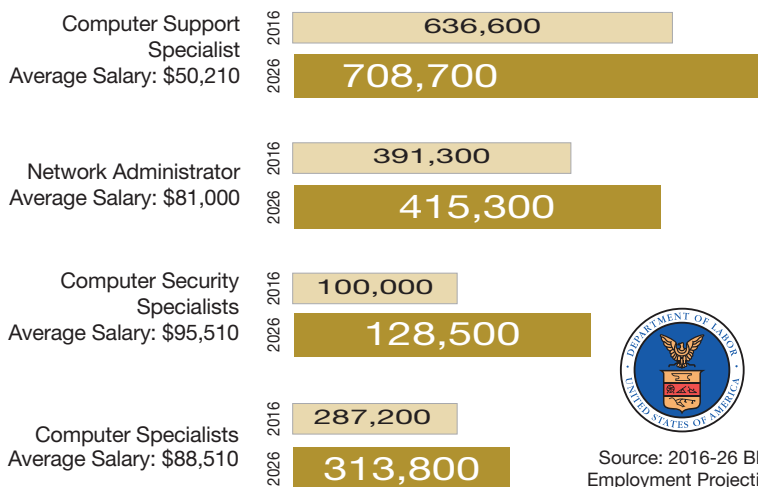
Our 40 hour CCNA - Security course will prepare you for the Implementing Cisco Network Security (IINS) exam. The IINS Implementing Cisco IOS Network Security exam is associated with the CCNA Security certification. This exam tests a candidate's knowledge of securing Cisco routers and switches and their associated networks.

Course Outline

1. Exclusive - NAT and PAT
2. Introduction to Network Security Principles
3. Perimeter Security
4. Network Security Using Cisco IOS Firewalls
5. Site-to-Site VPNs
6. Network Security Using Cisco IOS IPS
7. LAN, SAN, Voice, and Endpoint Security Overview

Huge Job Growth for Computer Technicians

Computers are a critical component of every business, and the need for qualified technicians to fix and maintain these computers is growing. The Department of Labor predicts significant increases in the number of positions in this field over the next decade, with huge gains in the number of well paying jobs such as Help Desk and Computer Technician.

Computer Support Specialist
Average Salary: $50,210
- 2016: 636,600
- 2026: 708,700

Network Administrator
Average Salary: $81,000
- 2016: 391,300
- 2026: 415,300

Computer Security Specialists
Average Salary: $95,510
- 2016: 100,000
- 2026: 128,500

Computer Specialists
Average Salary: $88,510
- 2016: 287,200
- 2026: 313,800

Source: 2016-26 BLS Employment Projections

What Jobs Benefit from Computer Technician Certifications?

Computer Security Specialist
Computer Specialist
Computer Support Specialist
Computer Technician
Electronic Data Processing Auditor
Help Desk Analyst
Information Security Specialist
Information Technology Specialist
IT Help Desk
Network Specialist
Network Support Specialist
Network Technician
PC Technician
Support Specialist
Technical Support Analyst
Technical Support Specialist
Web Support Specialist

Computer Technician Certifications Are Essential

For anyone who is looking to secure a rewarding IT career in a field such as Help Desk, Computer Technician, or Technical Support, it is all but mandatory to have the universally recognized CompTIA certifications on his resume.

CompTIA Certifications were created to establish a universal, vendor-neutral industry standard for computer and IT industry workers. The skills obtained and then measured in the A+, Network+, and Security+ classes and subsequent exams provide you with a solid core of skills that will be the basis for any IT job. And for potential employers, it tells them that your skills are up to the industry standards, which means they can expect higher quality

work from you, which results in increased productivity, higher customer satisfaction, and lower employee turnover. MicroTrain is a leading provider of CompTIA training in Chicago. In addition to the core certifications of A+, Network+ and Security+, we have combined these courses with other training to create programs that meet the specific needs of some of today's most sought after positions.

O*NET CODES

Computer User Support Specialists (15-1151.00)
Computer Systems Analyst (15-1121.00)
Information Security Analysts (15-1122.00)
Computer Occupations, All Other (15-1199.00)
Computer Network Architects (15-1143.00)
Computer Network Support Specialists (15-1152.00)

Brady's Beginning

How Certifications Added Much Needed Experience and Led to a Job

As far back as most of us can remember, we were told that to get a good job you must go to college. But what happens when you get a degree and you can't get a job? What happens when you've got a BS in engineering and you can't get employed? What then?

Meet Brady Franklin. This is the situation he faced. He graduated with a BS in electrical engineering and found that the jobs weren't really there. He was passionate about technology and anyone who knows him knows him will tell you that he is a hard worker who is eager to please.

"Four or five months, I was looking for jobs and didn't get much of a response," Brady said.

So what happens next? Brady realizes that his next step would be to show his skills, not just his education, and he could best do that by getting certified.

"Helpdesk jobs weren't looking for a degree, but were looking A+, Net+ certifications."

Brady is a great example of someone who is already skilled in IT making a minor course correction that made all the difference. Brady came to MicroTrain and worked with Program Director Larry Adams on how to turn his degree into marketable skills that employers would want. It didn't take much, but it was just the nudge Brady needed.

"Coming here made me much more marketable. Just having a BS made it really hard to find a job because the economy was so bad when I graduated."

Brady started his A+ and Net+ classes with Jo Escotal and Rahman Baki. "I really like Jo. He was very knowledgeable and made it easy to understand the terminology and become familiar with the tools. He demonstrates his years of experience an IT to make it easy to learn. Professor Rahman was enthusiastic and answered all our questions. He gave us a glimpse into the world of an IT professional."

MicroTrain instruction is all about gearing students to pass the test. Hands-on labs, real world scenarios, and lots of self tests make the learning experience the best it can be, and allows MicroTrain to guarantee that each student passes their certification exam.

> **"Coming here made me much more marketable...[MicroTrain] helped me to combine skills and certifications to get me seen."**

"Preparing for a test is hard. Jo kept us sharp by quizzing us and giving us prep tests. The self tests were also helpful. I kept taking them until I got 90% or 100% to make sure I prepared. The combination of instructor and self-testing made the test a breeze."

With certifications in hand, Brady focused on getting a job. For this leg of his journey, he partnered with Stacey Minor, Director of Workforce Development.

Brady Franklin — HIRED!

"We went over job preparation, professionalism, and the best ways to communicate during the interview to make sure I stand out and show what I great fit I would be. Stacey helped me develop my job search skills to a professional level. She was a mentor to me, and helped me to combine skills and certifications to get me seen."

That guidance helped polish Brady's resume to the point where it got noticed by a lot of attention from recruiters. "I posted my resume online and at CareerBuilder, and it attracted recruiters, one of which lead to my job today."

Today, Brady is happily employed downtown in a job he really likes and has a bright future ahead of him. All it took was a little nudge to go from "well-educated" to "well-employed."

Computer Technician

MicroTrain's Computer Technician Programs

Computer Technician Program Prerequisites:

- Standard IT Program Prerequisites (see pg 19), PLUS
- If candidate is seeking Microsoft certification, Microsoft program requirements apply
- If candidate is seeking Cisco certification, Cisco Program requirements apply
- If candidate is seeking PMI certification, PM program requirements apply

A+

This certification consists of two modules with one exam per module. A combination of lecture and hands-on labs will help students learn and retain the necessary information to pass both exams, as well as acquire practical hands-on experience enabling the student to enter the workplace with confidence. This program is the premier certification for anyone pursuing careers in IT support, Help Desk, and Network Administration.

56 hours, tuition: $1,895, expenses: $276, total cost: $2,171

Network+

This program is the premier certification and represents the core knowledge that many other vendor specific certifications are built on. Anyone pursuing careers in IT support, Help Desk, and Network Administration should start with their Network+ Certification.

40 hours, tuition: $1,895, expenses: $195, total cost: $2,090

A+/ Network+/ MCTS

MicroTrain's Computer Technician/Help Desk (A+, Network+, MCTS) program combines our CompTIA certifications with a Microsoft certification and is designed as an entry level program into the field of Information Technology. This program will give students the skills in PC Hardware and Software and basic networking concepts to allow them to become Help Desk Analysts, Computer Technicians, or IT Administrators.

136 hours, tuition: $6,085, expenses: $608, total cost: $6,693

A+/ Security+

This program is designed as an entry level program into the field of Information Technology by providing the students with CompTIA A+ and Security+ certifications. This program will give students and skills in PC Hardware and Software and basic IT Security to allow them to become Help Desk Analysts, Computer Technicians, or IT Administrators.

64 hours, tuition: $3,290, expenses: $436, total cost: $3,726,

A+/ MCSE

MicroTrain's Network Administrator program (A+ / MCSE) incorporates the two most recognizable certifications in the IT Industry. CompTIA A+ certification gives students the Hardware/ Software skills and Microsoft's MCSE gives IT professionals knowledge in administering, managing, and building Microsoft networks. The Microsoft Certified Solutions Expert (MCSE) certification is perfect for Network Administrators and Network Managers.

216 hours, tuition: $7,990, expenses: $951, total cost: $8,941

Network+/ MCSE

The Microsoft Certified Solutions Expert (MCSE) certification is one of the most sought after, highly recognized, and respected certifications in the IT industry. This professional credential validates an IT professional's knowledge and skill in administering, managing, and building Microsoft networks. This program also covers the CompTIA Network+ certification and is focused on individuals who want to begin a career as a Network Administrator or engineer. Our program is so effective we will guarantee you will pass your Network+ and MCSE exams!

200 hours, tuition: $7,890, expenses: $872, total cost: $8,762

A+/ Network+/ MCSA

MicroTrain's Network Administrator (A+/ Network+/MCSA program is specifically designed to give prospective Network engineers the skills and knowledge to break into this competitive industry. Our A+ and Network+ certification programs give students the base knowledge of computers and networks and the Microsoft MCSA is the premier certification for network administrators and prepares students to work effectively with Microsoft networks.

192 hours, tuition: $7,585, expenses: $946, total cost: $8,531,

Network+/ CCNA

MicroTrain's Network+/CCNA is designed for individuals who are interested in getting into IT focusing on wide area networks and inter and intra networks. This dual certification program covers networking concepts and the most recognizable Cisco certification, the CCNA. This program prepares students for careers as WAN administrators, Network administrators, Network Managers, and more.

72 hours, tuition: $4,190, expenses: $430, total cost: $4,620

A+/ Network+/ MCSE/ CCNA/ PMP

MicroTrain's Network Professional program is one of our most complete programs for individuals with careers in network administration or management. We combine A+ and Network+ certifications with MCSE and the primary certification for Cisco professionals (CCNA) and then add in the PMP certification. This program give students the technical and management skills necessary to succeed in the IT industry.

344 hours, tuition: $15,475, expenses: $1,977, total cost: $17,452

MicroTrain's Computer Technician Programs

A+/ Network+/ MCTS/ CCNA

Our Network Administrator (A+/ Network+/MCTS/CCNA) program is designed to give students a broad knowledge base in multiple technologies to better prepare them to compete in the work place. We start with the basics or PC's with CompTIA A+ and then the basics of networks with CompTIA's Network+. We then have the student become a Certified Cisco Network Administrator with our CCNA program and lastly, have the student study Microsoft with a MCTS program.

84 hours, tuition: $8,330, expenses: $1,003, total cost: $9,333

A+/ Network+

This program is designed as an entry level program into the field of Information Technology by providing the students with CompTIA A+ and Network+ certifications. This program will give students skills in PC Hardware and Software and basic networking concepts to allow them to become Help Desk Analysts, Computer Technicians, or IT Administrators.

96 hours, tuition: $3,890, expenses: $473, total cost: $4,363,

A+/ Network+/ MCSE/ CCNA

MicroTrain's A+/Net+/MCITP/CCNA program is one of our most comprehensive programs for individuals pursuing careers in network administration. By combining the basic CompTIA A+ and Network+ certifications with two most significant and recognized certifications in Microsoft and Cisco (MCITP & CCNA), students become experts in administering, managing, and building both local and wide area networks (LAN & WAN). **304 hours, tuition: $12,180, expenses: $1,522, total cost: $13,702**

A+/ Network+/ MCSE

MicroTrain's A+/Net+/MCSE program is designed as a comprehensive program in the field of Information Technology. It provides students with CompTIA A+ & Net + certifications, as well as the MCSE. The A+ and Net+ courses train students basic skills in PC hardware, software, and networking. The MCSE expands on those abilities by training students to administer, manage, and build Microsoft networks, turning basic networking knowledge into a professional skill.

256 hours, tuition: $9,885, expenses: $1,148, total cost: $11,033

Network+/ MCSA

This program combines our CompTIA Network+ program with our Microsoft Certified Solutions Associate program and is part of our trademark MCITP Program. Our instructors guide our students through the basics of computer networks, and administering Microsoft networks covering all the essential information required to pass the 3 exams to achieve the MCSA certification. This is the minimum certification required to be a network administrator.

152 hours, tuition: $5,690, expenses: $680, total cost: $6,370,

Computer Technician A+/ Network+/ Security+

MicroTrain's Computer Technician/Help Desk (A+, Net+, Security+) program is designed as an entry level program into the field of Information Technology. This program offers a unique triple-certification through CompTIA and includes A+, Network+, and Security+. These are the top 3 most in demand certifications according to CompTIA prepare individuals for positions in Information Technology such as Help Desk Analysts, Computer Technicians, IT Administrators and more.

96 hours, tuition: $4,985, expenses: $749, total cost: $5,734,

Computer Technician

437,200	Net Tech Employment
4,040	Net Tech Job Gains
356	Net Tech Start-Ups
122,730	Tech Job Postings
5th	Net Tech Employment Rank
15th	Net Tech Employment Jobs Added Rank

CompTIA

Source: Cyberstates 2018™ The definitive national state, and city analysis of the U.S. tech industry and tech workforce.

MicroTrain's Computer Technician Courses

CompTIA A+ Certification

CompTIA A+ validates knowledge and competency in core hardware and operating system technologies, including installation, configuration, diagnosing, preventive maintenance and basic networking. CompTIA A+ certification also confirms awareness of security, safety and environmental issues, as well as basic communication skills and professional etiquette. The certification objectives were updated in 2003 and also in 2006.

The CompTIA A+ certification exam was developed in 1993 at the request of the IT industry; major corporations needed a way to validate the skills of entry-level technicians. CompTIA recruited Subject Matter Experts (SMEs) from more than 20 companies to create the standards and objectives of CompTIA A+. Hands-on service technicians used their real-world experience to define the test content, while computer service experts developed the exam questions. Thirteen years later, more than 700,000 technicians certified worldwide, CompTIA A+ is still seen by the technology community as the perfect entry into an IT career.

CompTIA Security+ Certification

Theft and destruction of intellectual property takes place despite the presence of firewalls, encryption and corporate edicts. Neither technologies nor policies alone offer effective information security. The IT industry must have a well-trained work force to effectively combat hackers and decrease financial losses. Security is on everyone's mind these days. As organizations scramble to upgrade information security measures and academic institutions struggle to meet the growing demand for IT security programs, the need for computer security education and related certification credentials has never been more apparent.

In response to these needs and industry support for a foundation-level network security certification, CompTIA has accelerated the development of its new Security+ exam. MicroTrain Technologies is proud to be one of the first in this area to offer this new CompTIA certification.

CompTIA's Security+ Certification is a great first step for individuals seeking to enter this growing field, and it lays the groundwork for other security certifications. As we look to the future of information security in the IT industry

CompTIA Network+ Certification

Network+ certification is an international industry credential that validates the knowledge of networking professionals with 18-24 months of experience in the IT industry. Earning the Network+ certification means that the candidate possesses the knowledge needed to configure a wide range of vendor and product-neutral networking technologies. Network+ can also serve as a prerequisite for vendor-specific IT Certifications such as Cisco's CCIE track.

Knowledge of Networking Technology

- Network Basics
- Physical Layer
- Data Link Layer
- Network Layer
- Transport Layer
- TCP/IP Fundamentals
- TCP/IP Suite: Utilities
- Remote Connectivity
- Security

Knowledge of Networking Practices.

- Implementing the Installation of a Network
- Maintaining and Supporting a Network
- Troubleshooting a Network

and academics, it is clear that demand for specialized programs, certifications, and in turn, experienced graduates will continue to increase. The technology community identifies Security+ as the perfect way to validate your knowledge of information security. The CompTIA Security+ vendor-neutral certification exam is the worldwide standard of competency for foundation-level security practitioners.

Course Outline

1. General Security Concepts
2. Communications Security
3. Infrastructure Security
4. Basics of Cryptography
5. Operational/Organizational Security

CompTIA **A+** CompTIA **Network+** CompTIA **Security+**

Office Skills Required for Millions of New Jobs
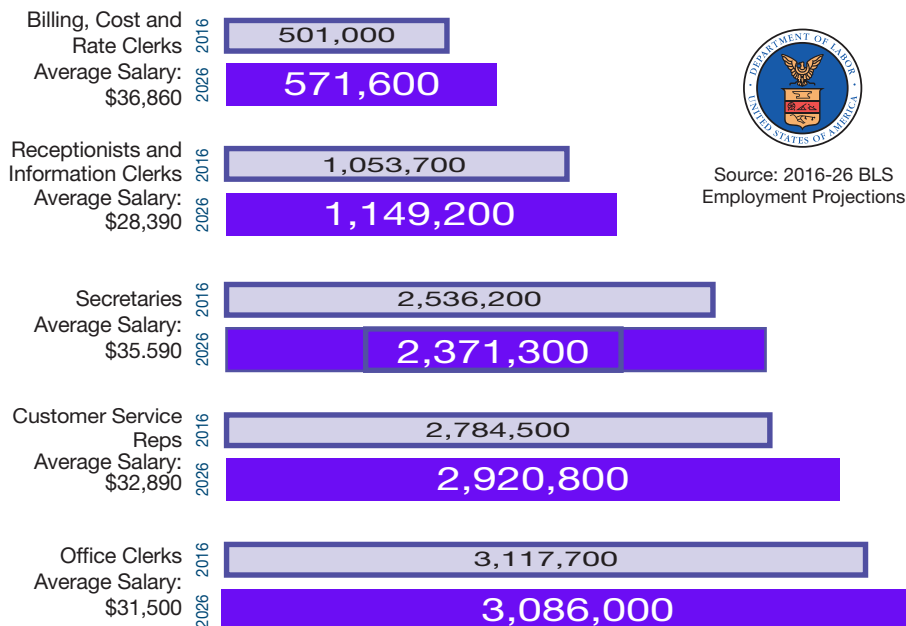## 'Bright Outlook' for Office Positions Predicted by Dep't of Labor

Running a modern office takes not only a great deal of business knowledge, but also the mastery of a variety of software and hardware applications that are essential to the day-to-day function of the office. A thorough understanding of these programs is essential for any office manager or administrator, and being able to prove this on your resume will put you ahead of the competition in your job hunt. MicroTrain's Office Administration programs will provide the

additional knowledge that an experienced office manager needs to take the next career step, including learning vital software programs such as the entire Microsoft Office Suite, bookkeeping, keyboarding, and much more. And as with all MicroTrain courses, these are led by certified instructors who will take the time to make sure you thoroughly understand everything along the way.

Office Management/Administration Job Growth
JOBS FOR OFFICE ADMIN AND MANAGEMENT — 2016 - 2026

Billing, Cost and Rate Clerks
Average Salary: $36,860
- 2016: 501,000
- 2026: 571,600

Receptionists and Information Clerks
Average Salary: $28,390
- 2016: 1,053,700
- 2026: 1,149,200

Secretaries
Average Salary: $35.590
- 2016: 2,536,200
- 2026: 2,371,300

Customer Service Reps
Average Salary: $32,890
- 2016: 2,784,500
- 2026: 2,920,800

Office Clerks
Average Salary: $31,500
- 2016: 3,117,700
- 2026: 3,086,000

Source: 2016-26 BLS Employment Projections

Jobs Benefitting from Office Administration Training

Account Representative
Account Service Representative
Accounting Assistant
Accounts Payable Clerk
Accounts Receivable Clerk
Administration Assistant
Administrative Aide
Administrative Assistant
Administrative Associate
Administrative Coordinator
Administrative Secretary
Billing Clerk
Billing Coordinator
Billing Specialist
Call Center Representative
Clerk
Client Services Representative
Community Liaison
Contract Administrator
Customer Service Agent
Customer Service Representative
Customer Service Specialist
Executive Administrative Assistant
Executive Assistant
Executive Secretary
Member Service Representative
Member Services Representative
Office Assistant
Office Clerk
Office Coordinator
Office Manager

O*NET CODES

Receptionists and Information Clerk (43-4171.00)

Office Clerks, General (43-9061.00))

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014.00)

Executive Secretaries and Executive Administrative Assistants (43-6011.00)

Billing, Cost, and Rate Clerk (43-3021.02)

Customer Service Representative (43-4051.00)

Office Management

Maria's Mission

Discovering What Areas You Need to Improve is a Critical Step

There's knowing what you don't know, like when you realize that you don't know how to re-wire a house or fly a plane. That's easy to deal with. You could probably learn it if you had someone to teach you, and had the time and the resources to focus on the task at hand.

But what about when you don't really know how much you don't know? Many times you think your knowledge is strong and your skills are proficient, only to discover later that you are not what you thought you were. Like when you think you already know how to find a job or how to use Microsoft Word. You think you're an expert, or at least competent, until you are tested.

And that's where Maria Marquez found herself— being tested.

"I lost my job through massive layoffs," Maria said. "Our company succeeded by how well the auto industry does."

Maria was an inside sales and marketing coordinator, someone who does a bevy of jobs and fills a lot of roles. It's the kind of job where you think that even if the company doesn't fare well you'd be safe just because you're so flexible and useful.

Until the company starts their massive layoffs.

"It was pretty depressing. I knew it was a possibility, but I didn't really think we'd take that hit, and when we did... Well, I went through a few months of denial, not knowing what to do. I tried to apply for jobs right after I was laid off, but I was told I was either over or under qualified for every position I wanted."

So she turned to school. Maria already has a degree in business, so she expected a few classes at a local college would make her resume look better.

"I got a certification in business, which was nice, but it didn't give any hands-on skills. Looking for work after that, nothing came up."

Maria went looking for skills training, which is when she found MicroTrain.

"I chose MicroTrain because they offered more classes under my grant than other schools. Other schools focused on Office, and didn't include much project management or other advanced classes. I started off with Word and Excel, which were great. I consider myself pretty proficient, but then when I took the classes, I discovered just how much I didn't know."

> **❝[MicroTrain] provided me with a lot of support and she got me a lot of contacts within my industry. I got my job because of MicroTrain.❞**

The instructors helped her to bring her skills to the next level, using humor and excitement to make even dull and dry subjects engaging.

"I really enjoyed the instructors, especially Paul Blasgen, who used structure to help me understand what I was going to learn. I knew he had a plan mapped out and not just winging it. Cecille Ramirez was very animated and kept classes interesting, even though they could have been really boring. And I really like

Maria Marquez — HIRED!

Donna Russell's honesty. She told me how things really worked and was direct. She had a lot of real-world personal experience, not just straight out of the book."

Skills in hand, Maria started looking for a job with the support of Micro-Train's Career Services team, who "provided me with a lot of support and got me a lot of contacts within my industry."

But more than help her get ready for the interview, MicroTrain got Maria a job. "[Career Services] passed my resume to my current employer, so I got my job because of MicroTrain."

Sometimes, when you realize what you don't know, it makes everything a little easier. "I don't really know where my future is going, " Maria told us, "but I feel a lot more hopeful about it."

Microsoft® Office Specialist

MicroTrain's Office Administration Programs

Office Administration Program Prerequisites:

• Basic understanding of how to operate Windows-based computers, PLUS
• If candidate is seeking IT certification (CompTIA, Microsoft), IT Program prerequisites apply

Office Technologies Fundamentals

MicroTrain's Office Technologies Fundamentals program provides students with a basic understanding of technology and prepares participants for entry level employment. This program gives the student a working knowledge of basic computer functions including PC fundamentals, typing, Microsoft applications, business writing, organizations communications and email etiquette. Learn how to manage files and folders, use email, and browse the web with Internet Explorer. The keyboarding section is designed to teach the student typing skills along with a 3 day lab time to practice their new-found skills. Each student will be provided a home version of this program to continue to enhance and improve these skills to their desired level. An introductory and intermediate level of the Microsoft Office Word, Excel, PowerPoint, Access and Outlook applications are included. Searching the web will assist in job search activities as well as general internet functions, while email etiquette will teach how to create professional emails for any purpose. The business writing section will teach the students how to write business letters and reports as well as several types of proposals. In the business communications section students will learn how to communicate effectively, overcome communication barriers, develop leadership habits and understand how communication flows within an organization.

128 hours, tuition: $3,925,
expenses: $75, total cost: $4,000

MOS Master Certification

Our Microsoft Office Specialist (MOS) program is designed to teach individuals the entire Microsoft Office suite to a high proficiency level. We cover Excel, Outlook, Power Point, Access and Word from beginner to expert levels. This program will prepare students for any professional career where Microsoft Office would be a primary component. This program is ideal for Administrative Assistants, Secretaries, Office Managers, or any other administrative role where Microsoft Office is used extensively.

112 hours, tuition: $3,250,
expenses: $500, total cost: $3,750

MOS Master Certification +

MicroTrain's MOS Master Certification + program combines our standard MOS program with graphics and web design courses like SharePoint, Visio, FrontPage, Illustrator, Dreamweaver, PhotoShop and InDesign. Students choose which 4 elective classes are best suited for their career aspirations. This program is ideally suited to prepare students for careers in Marketing, Advertising and any other creative industries along with the standard professional positions where these skills would be utilized.

144 hours, tuition: $5,000,
expenses: $500, total cost: $5,500

Office Technologies Fundamentals +1

Builds on to our Office Technologies program by including one additional course to strengthen the student's technological base. Choose from A+, Network+, or Security+.

184 hours, tuition: $5,674,
expenses: $326, total cost: $6,000

Office Technologies Fundamentals +2

Builds on to our Office Technologies program by including two additional courses to strengthen the student's technological base. Choose from A+, Network+, or Security+, ITIL, or one of the Microsoft Certified Technical Specialist (MSTS) courses.

224 hours, tuition: $7,494,
expenses: $506, total cost: $8,000

MOS Certification with A+

MOS Certification with an A+ Certification is the perfect combination for those interested in moving into the IT industry while working in an office environment. Dual certification will provide students the extra knowledge to give them an advantage when competing for help desk positions requiring knowledge in application, hardware and operating systems.

152 hours, tuition: $5,145,
expenses: $782, total cost: $5,927

Office Management

microtrain®

MicroTrain's Office Administration Programs

Office Management

MicroTrain's Office Management program takes our Office Administration program and expands on it for individuals pursuing a career in any number of office management positions. These positions generally require the skills of an office administrator and higher level skills in computers and project Management. The program covers the relevant Microsoft Office applications including Excel, Outlook, Power Point, Access, Word and also SharePoint. The program also teaches students Microsoft Project and QuickBooks to ensure marketable skills in a variety of industries. Basic Accounting principles are covered in addition to basic keyboarding skills. Additionally we cover a variety of topics around navigating corporate America including customer service, email etiquette, business writing and more. This program ensures that our students have all of the relevant skills necessary to be successful in office management roles of any kind.

248 hours, tuition: $10,970,
expenses: $1,100, total cost: $12,070

Office Administration/Assistant – Accounting and Bookkeeping

MicroTrain's Office Administration/Assistant – Accounting and Bookkeeping program was designed to give individuals pursuing a career in any number of office support positions the skills and knowledge needed to be successful. The program covers the relevant Microsoft Office applications including Excel, Outlook, PowerPoint, Access, Word and also SharePoint. The program also teaches students Microsoft Project and Quick-Books to ensure marketable skills in a variety of industries. Basic Accounting principles are covered in addition to basic keyboarding skills. Finally we cover a variety of topics around navigating corporate America including customer service, email etiquette, business writing and more. This program ensures that our students have all of the relevant skills necessary to be successful in office support roles of any kind.

160 hours, tuition: $5,000,
expenses: $500, total cost: $5,500

As of May, 2018, there were nearly 14,000 Office Management positions in Chicago per Indeed.com.
Each of these position will require basic office skills, and MicroTrain can make sure you are prepared.

Well, I did it! I got the job! This is my 13th week of my last 20 on unemployment. After being unemployed for almost two years I had no idea how I would ever pull this off. It's only because MicroTrain called me last winter and told me that I was all but the poster child for WIA and where I should go to apply. Setting me up with the job was next, and I have EVERYONE at MicroTrain to thank for this. My life is about to get a whole lot busier. Thank you all!

— Janice Orr, Hired in 9/2011

How many Office Management positions are available in Chicago?

14,293
Office Management positions available NOW!

indeed®
one search. all jobs.

(888) 737-8512

MicroTrain's Microsoft Office Courses

MS Word: Level 1

Microsoft Word Level 1 covers the basics of using this powerful word processor application. Students will learn the basics of document creation, formatting and print options.

Course Outline

1. Starting Out
2. The Word Interface
3. Creating Documents
4. Doing More with Text
5. Printing and Viewing Your Document

MS Word: Level 2

Microsoft Word Level 2 covers working with templates, creating headers and footers, as well as mail merge and working with graphics.

Course Outline

1. Managing Your Documents
2. Using Formatting Tools
3. Creating Headers and Footers
4. Using Time Saving Tools
5. Mail Merge

MS Word: Level 3

Students will learn how to work with tables, use styles for formatting, create Word fill-in forms, work with basic macros, and work with document collaboration and document referencing tools.

Course Outline

1. Using Tables
2. Using Styles
3. Creating Forms
4. Using Macros
5. Managing Documents
6. Working with References
7. Working with Pictures

MS Excel: Level 1

This course introduces students to the basics of working with Microsoft Excel. Basic features that will be covered include: the new interface, basic navigation and selection techniques, working with and formatting worksheets, basic calculations and different print options. Charts will be covered as well.

Course Outline

1. Starting Out
2. Excel Basics
3. Formatting Your Workbook
4. Basic Formulas and Functions
5. Printing and Viewing your Workbook
6. Charts

MS Excel: Level 2

This course builds on skills learned in Microsoft Excel Level 1. Students will learn about creating Excel templates, work with more functions and calculation tools, work with graphics, as well as working with some of the database (list management) features supported by Excel.

Course Outline

1. Advanced File Tasks
2. Working with Functions and Formulas
3. Managing Data
4. More on Data Management
5. Adding the Finishing Touches
6. Sparklines

MS Excel: Level 3

Microsoft Excel Level 3 will cover more advanced features of the program. Included in this class are: workbook collaboration, working with outlines and pivot tables, working with analysis features such as the scenario manager and goal seek, using and recording macros, creating hyperlinks, and working with more functions.

Course Outline

1. Advanced Calculation Features
2. Getting the Most from your Data
3. Macros
4. Pivoting Data

MS Outlook: Level 1

Outlook is a program used to manage email with many other features including an interactive calendar for setting up appointments, meetings and other events, a contacts area for storing contact information as well as a task management feature, plus much more. This class covers the basics of working with Outlook .

Course Outline

1. Starting Out
2. Understanding and Customizing the Outlook Interface
3. E-Mail
4. Contacts and Tasks
5. The Calendar
6. The Journal and Notes

MS Outlook: Level 2

This class is a follow-up to Microsoft Outlook Level 1. In this course students will learn more ways to organize content, as well as work with additional email features and other information management tools.

Course Outline

1. Organizing Your E-Mail, Part One
2. Organizing Your E-Mail, Part Two
3. Advanced E-Mail Features
4. Advanced Information Management Tools

MicroTrain's Microsoft Office Courses

MS Access: Level 1

This class covers the basic features of Microsoft Access. Students will learn how to create and work with Tables to store data. Students will also learn how to create queries to work with table data and create basic forms and reports.

Course Outline

1. Starting Out
2. Creating a Database
3. Working with Tables
4. Doing More with your Database

MS Access: Level 2

Building on Level I, students will learn about relational databases and how to create relationships between tables. This class will also continue to discuss queries, where more advanced query types will be covered. Then students will learn more about working with reports and creating pivot tables in access databases.

Course Outline

1. Table Relationships
2. Working with Queries
3. Working with Reports
4. Pivoting Data

MS Access: Level 3

In this course, forms will be covered in more detail. Macros for different purposes will be presented. Students will also learn about some database management features and how to import, export and link data.

Course Outline

1. Working with Forms
2. Using Macros in Access
3. Database Management
4. Exporting, Importing, and Linking Tables

MS PowerPoint: Level 1

Microsoft PowerPoint is a program for creating presentations based on the slide show format. This Level 1 course will introduce students to basic features of using the program, including creating and formatting presentations.

Course Outline

1. Starting Out
2. Creating Presentations
3. Formatting and Slide Masters
4. Working with Graphics
5. Printing and Viewing a Presentation

MS PowerPoint: Level 2

Microsoft PowerPoint Level 2 is a continuation of Level 1. This course will cover working with Tables and SmartArt. Incorporating audio and visual effects, delivery options, and using Power Point with other programs will also be covered.

Course Outline

1. Adding Diagrams, Charts, and Tables
2. Adding Multimedia to a Presentation
3. Slide Transitions and Animations
4. Reviewing Presentations
5. Creating Advanced Types of Shows

QuickBooks

This course will teach you how to use QuickBooks to best meet the needs of your business or employer. Its main objective is for you to learn QuickBooks's basic features, giving you an opportunity for hands on practice. You will learn about the types of information businesses need to track and how to do so using QuickBooks. At the end of the course, you will have a strong idea of how an accounting software package can save time and help organize business finances – a skill that is valued by employers in many different sectors.

Course Outline

1. Getting Started
2. Setting Up a Company
3. Working with Lists
4. Setting Up Inventory
5. Selling Your Product
6. Invoicing for Services
7. Processing Payments
8. Working with Bank Accounts
9. Entering and Paying Bills
10. Memorizing Transactions

MS Visio: Level 1

Diagrams and charts play a pivotal role in knowledge dissemination, making complex data easy to understand. Microsoft Visio Professional has a host of features that are instrumental in creating pictorial representations of information. In this course, you will learn the essentials of Visio.

Course Outline

1. Getting Started with Visio
2. Creating a Route Map
3. Enhancing a Basic Diagram
4. Creating Process Diagrams
5. Representing an Organization Hierarchy

MS Visio: Level 2

This course will build upon the knowledge gained in Level 1 and enable you to work with many advanced features, including using the drawing tools, creating and working with custom stencils and templates, and sharing your Visio drawings with other applications.

Course Outline

1. Creating a Custom Shape
2. Designing a Custom Stencil
3. Designing Styles and Templates
4. Designing a Floor Plan
5. Representing External Data
6. Sharing Your Work

MicroTrain's Graphic Design / Web Design Courses

Adobe InDesign: Level 1

You are starting to familiarize yourself with print layout and design using InDesign. You would like to learn about the tools and features available to you in InDesign. In this course, you'll work with some of the tools and features to create eye-catching printed documents using InDesign.

Course Outline

1. Exploring the InDesign Environment
2. Designing Documents
3. Enhancing Documents
4. Working with Page Elements
5. Managing Objects
6. Working with Tables
7. Finalizing Documents

Adobe InDesign: Level 2

In this course, you will deploy the advanced InDesign techniques to enhance the look and functionality of your documents.

Course Outline

1. Handling Page Elements
2. Managing Styles
3. Developing Complex Paths
4. Administering External Files
5. Working with an XML file
6. Managing Long Documents
7. Exporting InDesign Files in Other Formats
8. Adjusting Print Settings

Adobe Photoshop: Level 1

You will explore the Photoshop interface, customize it, and use tools for selecting parts of images; learn to use layers and to apply layer effects and filters for creating special effects; use painting tools and blending modes to enhance the appearance of your design; and save images in both print and web formats.

Course Outline

1. Exploring the Adobe Photoshop Environment
2. Determining Resolution and Graphic Type
3. Working with Selections
4. Working with Layers
5. Enhancing Images with Paint and Filters
6. Exploring Image Modes & Color Adjustments
7. Saving Images for Web & Print

Adobe Photoshop: Level 2

In this course, you'll work with the advanced tools and features available in Photoshop.

Course Outline

1. Enhancing Images
2. Working with Vector Paths
3. Applying Custom Fills
4. Working with Layers
5. Automating Tasks
6. Working with Video Files
7. Integrating with Other Adobe Applications

Adobe Illustrator: Level 1

Adobe Illustrator is a sophisticated graphics application that helps you to create complex and attractive designs with type effects. In this course, you will learn to use Adobe Illustrator by drawing and manipulating simple shapes to create logos. You will also combine text and graphics to create advertisements.

Course Outline

1. Getting Acquainted with Adobe Illustrator
2. Creating Shapes in a Document
3. Creating Custom Paths
4. Working with Text
5. Enhancing Documents
6. Proofing a Document
7. Saving Images for Web and Print

Adobe Illustrator: Level 2

In this course, you will create complex, robust illustrations that go beyond those you could create using Illustrator's basic tools.

Course Outline

1. Creating Complex Illustrations
2. Enhancing Complex Illustrations
3. Creating a Vector Version of a Raster Graphic
4. Creating Special Effects
5. Working with Graphs
6. Working with Variables
7. Outputting Documents
8. Exporting Graphics for the Web and Mobile Devices

Adobe Dreamweaver: Level 1

Students who wish to familiarize themselves with the basic techniques used for creating websites using Adobe Dreamweaver. It also provides the fundamental knowledge and techniques needed to advance to more complex Dreamweaver operations for enhancing the functionality of websites.

Course Outline

1. Getting Started with Dreamweaver
2. Building a Website
3. Working with Web Pages
4. Working with Reusable Site Assets
5. Working with Links
6. Uploading a Website

Adobe Dreamweaver: Level 2

You have created basic web pages. You may now need to develop professional-looking websites. In this course, you will use the advanced features of Adobe Dreamweaver to design and develop professional-looking websites.

Course Outline

1. Working in Code View
2. Formatting with Advanced CSS Techniques
3. Working with AP Elements
4. Working with Spry Elements
5. Creating a Form
6. Integrating External Files with Dreamweaver

Office Management

MicroTrain's Microsoft SharePoint Courses

Microsoft SharePoint Foundations: Level 1

This course is designed for students who need to learn how to navigate and add content to a website using SharePoint. This course assumes you are familiar with personal computers and have experience using Windows 7. During this course, you'll learn how to navigate and contribute to a Team Web site.

Course Outline

1. Getting Started
2. Lists
3. Libraries
4. Team Communication
5. Views
6. Account Information and Notifications

Microsoft SharePoint Designer : Level 1

This course is intended for SharePoint web designers and SharePoint solution developers who want to learn to customize SharePoint sites by enhancing the look and feel of a SharePoint site, and also to create dynamic pages using Web Parts and work flows. Anyone who wishes to learn basic web design may also attend as this program is one of the successors to Microsoft FrontPage and can be used for general web Design.

This ILT Series course, rated 4.9/5.0 in overall quality by ProCert Labs, teaches the core features and functions of SharePoint Designer. Students will learn how to create and apply templates, control layout and spacing, create and apply style sheets, and apply IDs and classes. They will also modify and arrange images, create links and navigation bars, and format tables. Finally, they will learn how to prepare a web site for publishing.

Course Outline

1. Getting Started
2. Creating a Subsite
3. Adding Content to the Site
4. Formatting a Site with Cascading Style Sheets
5. Linking Web Pages
6. Adding SharePoint Components to the Site
7. Automating Business Processes with Workflows

Microsoft SharePoint Foundations: Level 2

This course is designed to teach students how to customize a Windows SharePoint Foundation 2010 Web site beyond the Team Web site template. Students will learn to add components to a site, to apply site themes, and to change site components and navigation options. They will learn to use workflows and site galleries. This course assumes that you've completed the prerequisite course Windows SharePoint Foundation 2010: Level 1 or have equivalent experience.

Course Outline

1. Adding Components
2. Changing the look and feel
3. Customizing a site
4. Controlling information display
5. Creating workflows
6. Adding to site galleries

Microsoft SharePoint Designer : Level 2

This ILT Series course, rated 4.9/5.0 in overall quality by ProCert Labs, builds on the skills and concepts taught in SharePoint Designer : Level 1. Students will learn how to create dynamic components, work with multimedia files, create interactive content, design with layers, and create tables and forms. Students will also learn the basics of data-driven web sites, and they'll learn how to fix typical web site problems.

This course is intended for entry-level SharePoint solution developers who are currently capable of creating basic SharePoint sites using the out-of-the-box functionality provided by the built-in SharePoint Designer templates, and who now want to extend or create SharePoint sites with functionality by incorporating server web controls, data controls, customized work flows, and administration.

Course Outline

1. Working with ASP.NET Forms
2. Implementing Custom Content Types
3. Integrating SharePoint Sites with Data Sources
4. Manipulating External Data Sources
5. Implementing Advanced Data Integration Using SharePoint Designer
6. Creating Workflows
7. Administering a SharePoint Site Using SharePoint Designer

Tracee Jones

Retail Professional Uses MicroTrain Experience to Take Career to the Next Level

Before advancing her career by gaining professional certifications, Tracee Jones was already a success story. Tracee started her career in retail and worked her way up from an Assistant Manager at Aeropostale to the Business Development Manager of Apparel at Sears. With 10 years of experience, she demonstrated skills in marketing, staff training, and change management. Yet when Sears eliminated hundreds of positions in 2016, Tracee was laid off.

After being contacted by MicroTrain, Tracee decided to take advantage of her time off by gaining certifications through the Workforce Innovation & Opportunity Act. When explaining why she decided to complete her training at MicroTrain, Tracee stated "I heard about [WIOA] through my outplacement, but they made it seem like we had to do a lot of the leg work...MicroTrain guided me through the whole process. I was really appreciative of that."

Once at MicroTrain, Tracee took ITIL and Lean Six Sigma Green Belt classes and studied hard to receive her certifications. In addition to the new skills she learned, Tracee took advantage of MicroTrain's career services by going through a job search workshop. "I think the class really helped," Tracee said. "The instructor guided us on how to set up our LinkedIn and add our certifications. Doing that really helped my profile get noticed." Adding her new certifications to LinkedIn made all of the difference as it got the attention of her new employer.

Now, Tracee is a Field Engagement Manager at a loyalty and marketing services provider in the Chicagoland

Tracee Jones

area. In her new role, Tracee supports clients by training in-store teams on new loyalty programs. When reflecting on her MicroTrain experience, Tracee remembers the support she received from MicroTrain staff as being a great help. "They were very supportive."

John Zaroslinski

Software Consulting Professional Gets Back to His Roots with MicroTrain Certifications

Searching for a job while unexpected unemployed can be a stressful experience, and John Zaroslinski knows firsthand just how valuable it is to have people who can help guide through the job search process.

In speaking with MicroTrain, John mentioned that his career prior to his training had morphed into a sales role. By getting training and new certifications at MicroTrain, he was able to get back to his roots. John said, "I've been able to loop back and get some exposure to current technologies and do some stuff in software development that will be a lot of fun."

John earned his ITIL and Six Sigma Green Belt while at MicroTrain and he certainly feels that having the certifications has broadened his skills and expertise in his current role. He says that the ITIL methodology and change management are certainly applicable to what he is doing in his new position as a Consultant with Collabera. The variety of courses, timing and location were a perfect fit for John. By taking a wide range of courses, MicroTrain enabled John to validate his existing professional expertise, learn new skills, and get certified.

Along with having MicroTrain support to help him get certified, John appreciated his instructors' real world experience in conjunction with the

John Zaroslinski

textbook test prep knowledge that he obtained in class. He mentioned that his instructors also gave him advice on networking opportunities and where to go to meet others in the IT field.

Policies and Procedures

STUDENT CODE OF CONDUCT

In order to protect MicroTrain and to maintain order and stability on campus, students who engage in inappropriate conduct, included but not limited to the following acts, may be subject to disciplinary action. Some violations may ultimately be subject to the maximum sanction of expulsion.

1. Infliction of bodily or mental harm or the intent to inflict bodily or mental harm upon any member of the MicroTrain community or his/her family; communicating a threat, either real or perceived, to any member of the MicroTrain community or his/her family; reckless endangerment with or without intent to inflict harm upon any member of the MicroTrain community or his/her family.
2. Knowingly and purposefully, causing, making, and/or circulating a false report or warning of a fire, explosion, crime, or other emergency.
3. Unauthorized possession or use of explosives, dangerous chemicals, or weapons on School Property or at any School function.
4. Being under the influence of, using, selling, possessing, or distributing any illicit drugs, including prescription drugs, or alcohol on School property or as part of its activities.
5. Acts of dishonesty, including, but not limited to: furnishing false information to any office; forgery, alteration, or misuse of any Student document, record, or instrument of identification; misrepresentation of oneself, or of an organization, to be an agent or representative of the School.
6. Misuse of the School's IT systems (computers, networks, telephones) through any of the following:
a. Circumvention of any security systems: Any activities aimed at compromising system or network security, including: hacking, probing, denial of services, or scanning; attempts to break into other users' accounts or to obtain passwords; use of computer viruses, worms, or any kind of spyware or malicious software; sharing your username or password with another person, or using another student or employee's account name or password (even if they have given you their permission).
b. Modification of systems: Any unauthorized attempt to add to or reconfigure any IT systems, including the introduction, removal or reconfiguration of any hardware, software, network devices, telephones, etc; the unauthorized running of IT servers, whether virtual or physical, on any MicroTrain network.
c. Forgery: Attempts to forge email or other electronic information; sending spam or pranks; or any other actions that are inappropriate or degrade the accuracy of student or school data.
d. Theft: Unauthorized access, alteration, or disruption of any IT system, which includes all MicroTrain data; any conduct which violates the Family Educational Rights and Privacy Act (FERPA) or any other laws which protect the confidentiality, integrity, and availability of MicroTrain data.
e. Other unlawful and/or inappropriate activities: Viewing pornography; sending harassing, vulgar or intimidating messages; illegally downloading copyrighted material; violating any software license agreement or intellectual property rights in any way.
7. Damaging, destroying, defacing, or tampering with School property or the property of any person or business on School property.
8. Demeaning behavior toward a person on the basis of gender, sexual orientation, race, religion, national origin, age, military status, and/or disability.
9. Disturbing the peace of the School by, among other things, fighting, quarreling, causing excessive noise, or engaging in indecent or obscene behavior on School property.
10. Harassment including sexual harassment against a member of the School community. Sexually harassing or offensive conduct includes, but is not limited to: unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances, or propositions; verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references, and offensive personal references; jokes of a sexual nature; demeaning, insulting, intimidating, or sexually suggestive comments about an individual's dress or body.
11. Violation of any federal, state, or local law on School property.
12. Theft of School property or services or theft of property or services from any person or business on School property or at a School function.
13. Unauthorized use, distribution, duplication, modification, or possession of any keys issued for any building, laboratory, facility, room.
14. Smoking and/or chewing tobacco in an area where smoking has been prohibited by law or by School regulations.

STUDENT COMPLAINTS / GRIEVANCE PROCEDURES

MicroTrain is recognized by the IBHE (Illinois Board of Higher Education) as meeting and maintaining certain standards of quality. It is the goal of MicroTrain to provide educational training programs of quality. However in the event that you have a problem please submit your complaint in writing: the nature of the problem, the dates the problem occurred, the names of the individuals involved in the problem, copies of any important information regarding the problem. All complaints should be signed, dated and a phone number listed where Illinois Board of Higher Education can contact you.

Illinois Board of Higher Education
Division of Private Business and Vocational Schools
431 East Adams, Second Floor
Springfield, Illinois 62701-1404

Verbal instructions on how to submit a student complaint are available by calling the Board at (217) 782-2551

ATTENDANCE/TARDINESS

Regular and punctual attendance at all classes, day and/ or evening, is required. A student absent for any reason is responsible for all work missed. Both tardiness and early departure from class are forms of absenteeism. Absences of each student are recorded with exception. The counting of absences begins on the first day of class.

MICROTRAIN'S MISSION STATEMENT

To serve both individuals and organizations with uniquely effective training and professional services that leverage skills and accelerate knowledge transfer.

Policies and Procedures

SCHOOL'S REFUND POLICY

When a student has completed in excess of 5% of the course of instruction, the school may retain the application-registration fee, and the cost of any books or materials, which have been provided by the school and is subject to:

(a) the book and materials are returned to the school unmarked; and

(b) the student has provided the school with a notice of cancellation but shall refund a part of the tuition and other instructional charges in accordance with the following: Percentage of days in class completed by student at notice of cancellation: In excess of 5% to 59%: In excess of 60% Percentage of tuition and instructional charges which school may retain: Prorated based on last day of class attended plus 10%: 100%

When notice of cancellation is given after the student has completed over 60% of the course of instruction, measured by days in class ,the school may retain the application-registration fee (if applicable) and the entire tuition and other charges. A student, who enrolls, starts, and completes a course of instruction, of up to 20 clock hours before the fifth business day after the enrollment agreement is signed (short Course) , is not subject to the cancellation provisions of this agreement. This will be refunded on prorate up to 60% completion of the course.

Applicants not accepted by the school shall receive a refund of all tuition and fees paid within 30 calendar days of determination of non-acceptance are made. Application-registration fees shall be chargeable at initial enrollment and shall not exceed $100.00 (if applicable). All deposits or down payments shall become part of the tuition and/or fees. The school shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmark date of notification. Such written acknowledgement is not necessary if a refund has been mailed to the student within 15 calendar days. If the school cancels or discontinues a course, the student shall have all tuition, fees and other charges refunded. The school shall make all student refunds within 30 calendar days from the date of receipt of the student's cancellation.

A student may give notice of cancellation to the school in writing. The unexplained absence of a student from the school for more than 15 school days shall constitute constrictive notice of cancellation to the school. For purposes of cancellation, the date shall be the last day of attendance. A school may make refunds, which exceed those prescribed in this agreement if the school has a refund policy that returns more money to a student than those policies prescribed in this agreement, that refund policy must be filed with the Superintendent. The school shall refund all monies paid to it in any of the following circumstances:

a. The school did not provide the prospective student with a student's valid enrollment agreement and current course information.

b. The school cancels or discontinues the course of instruction in which the student has enrolled.

c. The school fails to conduct classes on days or times scheduled, detrimentally affecting the student. All requests for refunds shall be made within 90 days of the last class session attended by the student.

Notice of cancellation or request for refund shall be made in writing to: MicroTrain Technologies 900 Commerce Dr. #110 Oak Brook, IL. 60523 Attn: Director of Training

PLACEMENT ASSISTANCE

MicroTrain Technologies offers a complimentary career development service with a professional staff committed to assisting our students with identifying employment opportunities. Students are encouraged to register with Career Services and start their career search in advance of course completion, so that they can gain the information and skills needed to develop and execute an effective job search. The Career Service staff works cooperatively with students on career planning, resume preparation and interview techniques.

TRANSCRIPTS

Any student may request a transcript of his/her academic record in writing

and it will be issued in accordance with the students wishes and is subject to all transcript policies. The student's signature is required to authorize the release of transcripts. All transcript requests must be submitted to MicroTrain are to be completed only by the student, either in person, by fax or by mail. Another person may not request a student's transcript without specific written authorization from the student. Requests by email or by phone are/will not be accepted. All requests must be authorized by the student's signature in accordance with the Family Educational Rights and Privacy Act of 1974. Any faxed requests can be sent to 630-981-0210 and all mailed requests can be sent to MicroTrain Technologies Attn: Student Transcript. 900 Commerce Dr. #110 Oak Brook, IL. 60523.

Please include the following information if you are requesting a transcript. All information that is requested below is required to help expedite the speedy processing of a transcript request.

Name (as well as any others that may appear on school records)
- Dates of attendance
- Complete address where to send transcript(s)
- Current and complete address of student
- Current phone number of student
- Student signature

Transcript processing time is 3-5 business days from the date we receive the request. Please plan accordingly when requesting transcripts. All requests are processed in the order they are received.

GRADES / CERTIFICATES

MicroTrain grades on a pass/fail system. In order to pass a program at

MicroTrain the student needs to attend at least 75% of his/hers classes. In order to receive a certificate of completion for a program, a student must attend at least 75% of class.

CREDIT TRANSFER ELIGIBILITY

Credits earned from MicroTrain are nontransferable.

ARTICULATION AGREEMENTS

MicroTrain does not offer articulation agreements of any kind.

STATEMENT OF ACCREDITATION

MicroTrain is accredited by the Illinois Board of Higher Education.

Policies and Procedures

ADMISSION

All applicants are required to complete a personal interview with a Program Director as part of the admissions process. During this interview, we evaluate the individual's reasons for seeking training and assess their background, experience and previous training. We try to educate the applicant about the local job market, demand for certain occupations, skills and knowledge required to work in these occupations and about the MicroTrain's programs and services.

Based on this exchange of information, the Program Director will make a recommendation as to whether the school offers training and services that will enable them to realize their goals. If so, a mutual decision will be made as to whether a career program or continuing education track is appropriate and then the course content will be customized if necessary.

Students enrolling in any of our career programs must be minimum age of 17 and attest that they have earned either a high school diploma, G.E.D. or its equivalent.

Holiday Schedule	2024	2025
New Year's Day	Monday, January 1	Wednesday, January 1
Memorial Day	Monday, May 27	Monday, May 26
Independence Day	Thursday, July 4	Friday, July 4
Labor Day	Monday, September 2	Monday, September 1
Thanksgiving	Thursday, November 28	Thursday, November 27
Day after Thanksgiving	Friday, November 29	Friday, November 28
Christmas Day	Wednesday, December 26	Thursday, December 25

PAYMENT METHODS

Tuition and fees must be paid in full by the start of class. Tuition and Fees may be paid by:
- Credit Card - Visa, MasterCard, American Express, Discover
- Check - personal, traveler's or cashier's, money order
- Cash (please do not mail)

Course Index

Institutional Disclosures Reporting Table
July 1, 2023 through June 30, 2024 (past fiscal year)
Per Section 1095.200 of 23 Ill. Adm. Code 1095:

Program Name Disclosure Reporting Category SOC*	A+ 47.0104 15-1152	CCNA 11.0901 15-1121	Cisco Ass. +1 11.1003 11-3021	CSCP 52.0203 11-3051	Fin Key w/ Bus 52.0408 43-9061
A) For each program of study, report:					
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.	1	0	0	0	0
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:					
a) New starts	1	0	0	0	0
b) Re-enrollments	0	0	0	0	0
c) Transfers into the program from other programs at the school	0	0	0	0	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).	1	0	0	0	0
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:					
a) Transferred out of the program or course and into another program or course at the school	0	0	0	0	0
b) Completed or graduated from a program or course of instruction	1	0	0	0	0
c) Withdrew from the school	0	0	0	0	0
d) Are still enrolled	0	0	0	0	0
5) The number of students enrolled in the program or course of instruction who were:					
a) Placed in their field of study	0	0	0	0	0
b) Placed in a related field	0	0	0	0	0
c) Placed out of the field	0	0	0	0	0
d) Not available for placement due to personal reasons	0	0	0	0	0
e) Not employed	0	0	0	0	0
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.	NA	NA	NA	NA	NA
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.	NA	NA	NA	NA	NA
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.	0	0	0	0	0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.	0	0	0	0	0

*CIP--Please insert the program CIP Code. For more information on CIP codes: https://nces.ed.gov/ipeds/cipcode/Default.aspx?y=55

*SOC--Please insert the program SOC Code. For more informaiton on SOC codes: http://www.bls.gov/soc/classification.htm

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Institutional Disclosures Reporting Table
July 1, 2023 through June 30, 2024 (past fiscal year)
Per Section 1095.200 of 23 Ill. Adm. Code 1095:

Program Name **Disclosure Reporting Category**	IT Managemer	MCP	MCSA	MCSE	MOS Master
CIP*	11.1099	15.1204	11.1002	11.1002	11.0601
SOC*	11-3021	15-1152	15-1142	15-1142	43-6011
A) For each program of study, report:					
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.	109	0	0	0	0
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:					
a) New starts	109	0	0	0	0
b) Re-enrollments	0	0	0	0	0
c) Transfers into the program from other programs at the school	0	0	0	0	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).	109	0	0	0	0
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:					
a) Transferred out of the program or course and into another program or course at the school	0	0	0	0	0
b) Completed or graduated from a program or course of instruction	96	0	0	0	1
c) Withdrew from the school	13	0	0	0	0
d) Are still enrolled	0	0	0	0	0
5) The number of students enrolled in the program or course of instruction who were:					
a) Placed in their field of study	27	0	0	0	0
b) Placed in a related field	0	0	0	0	0
c) Placed out of the field	0	0	0	0	0
d) Not available for placement due to personal reasons	0	0	0	0	0
e) Not employed	0	0	0	0	0
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.	NA	NA	NA	NA	NA
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.	NA	NA	NA	NA	NA
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.	0	0	0	0	0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.	96,710	0	0	0	0

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Institutional Disclosures Reporting Table
July 1, 2023 through June 30, 2024 (past fiscal year)
Per Section 1095.200 of 23 Ill. Adm. Code 1095:

Disclosure Reporting Category	Program Name CIP* SOC*	MOS Master + 11.0601 43-6011	Network + 11.901 15-1152	Network Prof 11.901 15-1152	Office Admin 52.0302 43-6011	Office Mgt 52.0204 11-3011
A) For each program of study, report:						
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		0	0	0	0	0
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:						
a) New starts		0	0	0	0	0
b) Re-enrollments		0	0	0	0	0
c) Transfers into the program from other programs at the school		0	0	0	0	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		0	0	0	0	0
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:						
a) Transferred out of the program or course and into another program or course at the school		0	0	0	0	0
b) Completed or graduated from a program or course of instruction		0	0	0		0
c) Withdrew from the school		0	0	0	0	0
d) Are still enrolled		0	0	0	0	0
5) The number of students enrolled in the program or course of instruction who were:						
a) Placed in their field of study		0	0	0	0	0
b) Placed in a related field		0	0	0	0	0
c) Placed out of the field		0	0	0	0	0
d) Not available for placement due to personal reasons		0	0	0	0	0
e) Not employed		0	0	0	0	0
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.		NA	NA	NA	NA	NA
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.		NA	NA	NA	NA	NA
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		0	0	0	0	0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		0	0	0	0	0

*CIP--Please insert the program CIP Code. For more information on CIP codes: https://nces.ed.gov/ipeds/cipcode/Default.aspx?y=55

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Institutional Disclosures Reporting Table
July 1, 2023 through June 30, 2024 (past fiscal year)
Per Section 1095.200 of 23 Ill. Adm. Code 1095:

Disclosure Reporting Category	Office Tech Fu	PMP Cert	PMP	VMware	Agile Web
Program Name CIP*	52.0204	11.1005	11.1005	15.1202	11.0801
SOC*	11-3011	13-1082	13-1082	15-1143	15-1254
A) For each program of study, report:					
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.	0	2	77	0	2
2) The number of additional students who were admitted in the program or course of instruction during the next 12 months and classified in one of the following categories:					
a) New starts	0	2	77	0	2
b) Re-enrollments	0	0	0	0	0
c) Transfers into the program from other programs at the school	0	0	0	0	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).	0	2	77	0	2
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:					
a) Transferred out of the program or course and into another program or course at the school	0	0	0	0	0
b) Completed or graduated from a program or course of instruction	0	2	67	0	2
c) Withdrew from the school		0	10	0	0
d) Are still enrolled	0	0	0	0	0
0					
a) Placed in their field of study	0	0	28	0	0
b) Placed in a related field	0	0	0	0	0
c) Placed out of the field	0	0	0	0	0
d) Not available for placement due to personal reasons	0	0	0	0	0
e) Not employed	0	0	0	0	0
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.	NA	NA	NA	NA	NA
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.	NA	NA	NA	NA	NA
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.	0	0	0	0	0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.	0	0	86,626	0	0

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Institutional Disclosures

Institutional Disclosures Reporting Table
July 1, 2023 through June 30, 2024 (past fiscal year)
Per Section 1095.200 of 23 Ill. Adm. Code 1095:

	Program Name	CSPO	CSM	Six Sigma	ITIL	CCNP
Disclosure Reporting Category	CIP*	52.0211	52.0211	52.0211	52.0211	11.0901
	SOC*	13-1082	13-1082	13-1082	13-1082	15-1121
A) For each program of study, report:						
1) The number of students who were admitted in the program or course of instruction* as of July 1 of this reporting period.		0	0	0	1	0
0						
a) New starts		0	0	0	1	0
b) Re-enrollments		0	0	0	0	0
c) Transfers into the program from other programs at the school		0	0	0	0	0
3) The total number of students admitted in the program or course of instruction during the 12-month reporting period (the number of students reported under subsection A1 plus the total number of students reported under subsection A2).		0	0	0	1	0
4) The number of students enrolled in the program or course of instruction during the 12-month reporting period who:						
a) Transferred out of the program or course and into another program or course at the school		0	0	0	0	0
b) Completed or graduated from a program or course of instruction		0	0	0	1	0
c) Withdrew from the school		0	0	0	0	0
d) Are still enrolled		0	0	0	0	0
0						
a) Placed in their field of study		0	0	0	0	0
b) Placed in a related field		0	0	0	0	0
c) Placed out of the field		0	0	0	0	0
d) Not available for placement due to personal reasons		0	0	0	0	0
e) Not employed		0	0	0	0	0
B1) The number of students who took a State licensing examination or professional certification examination, if any, during the reporting period.		NA	NA	NA	NA	NA
B2) The number of students who took and passed a State licensing examination or professional certification examination, if any, during the reporting period.		NA	NA	NA	NA	NA
C) The number of graduates who obtained employment in the field who did not use the school's placement assistance during the reporting period; such information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		0	0	0	0	0
D) The average starting salary for all school graduates employed during the reporting period; this information may be compiled by reasonable efforts of the school to contact graduates by written correspondence.		0	0	0	0	0

CIP--Please insert the program CIP Code. For more information on CIP codes: https://nces.ed.gov/ipeds/cipcode/Default.aspx?y=55

SOC--Please insert the program SOC Code. For more informaiton on SOC codes: http://www.bls.gov/soc/classification.htm

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Institutional Disclosures

Feeling Lost?

A Job Search Is a Scary Place to Get Lost

Not having a job is scary.
Not knowing how to get a job is even worse.
That is why we specialize in helping people build a job plan and follow through.

From career goals to training to resume polishing to interview skills, we know how to walk you through the maze and end up at the other side.

microtrain®

Chicago   Lombard   Deerfield

Your Future is Now

No matter how long it's been since you had a job,
No matter how long it's been since your last phone call,
No matter how hopeless things seem today,

MicroTrain can help you get a job.

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microtrain®