



# Workforce Investment Act Eligible Training Program

**Provider Name:** New Horizons of Rhode Island

**Contract #:** 4050- 44

**Address:**  
315 Iron Horse Way, Suite 102  
(off 555 Valley St.)  
Providence, RI 02908

**Address if program is held at a another site:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Program Name:** Microsoft Certified Professional Network Support Technician (W3015)

Office use only: ONET CODE 17-2061

### CONTACT INFORMATION

Program Contact Person:  
Pat Elston

Phone: 401-633-3215  
Email: pelston@nhrhodeisland.com

Fax: 401-432-7240  
Website: \_\_\_\_\_

### Course Outline/Topics to be Covered

Technical Course  
A+ Essentials  
A+ IT  
Network+  
Security+  
One Microsoft Certification Course

Business Skills Courses  
Excellence in Technical Customer Service  
Business Skills Electives:  
Effective Business Writing  
Effective Presentations  
Career Skills

This program includes all courseware, simulations, practice exams and certification exams.

### Required academic grade levels to enter program

Reading Grade Level GED, High School or 8.0

Math Grade Level GED, High School or 8.0

English Proficiency GED, High School or 8.0

### Required to enter training program

Physical  Yes  No  
Vaccinations  Yes  No  
Drug test  Yes  No  
BCI  Yes  No  
License  Yes  No  
Tools  Yes  No  
Experience  Yes  No  
Other :

### MAY be required for employment

Physical  Yes  No  
Vaccinations  Yes  No  
Drug test  Yes  No  
BCI  Yes  No  
Certification  Yes  No  
License  Yes  No  
Tools  Yes  No  
Experience  Yes  No  
Other :

### Participants will be qualified to seek employment in the following occupations:

- 1) Network Administrator
- 2) Network Support Tech
- 3) Desktop Support
- 4) Help Desk

### Is this program Pell grant eligible?

Yes  No

### PROGRAM COSTS:

#### TUITION INCLUDES:

|                            |                   |
|----------------------------|-------------------|
| Tuition                    | \$5,014.00        |
| Fees                       |                   |
| Books                      | \$485.00          |
| Licensing                  |                   |
| Certificate fees           | included          |
| Other, provide explanation |                   |
| <b>Total Tuition Cost</b>  | <b>\$5,499.00</b> |

#### These are expenses that MAY be reimbursed after successful completion of training.

Please indicate Yes, No or enter the amount

|               | YES   | NO | AMOUNT        |
|---------------|---|----|---------------|
| Books         | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |    |               |
| Licensing     | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |    |               |
| Tools         | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |    |               |
| Uniforms      | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |    |               |
| Travel        | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |    |               |
| Miscellaneous | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |    |               |
| <b>Total</b>  |   |    | <b>\$0.00</b> |

#### Participant is responsible for :

|   |               |
|---|---------------|
| Prerequisites                                 | _____         |
| Memberships                                   | _____         |
| _____   | _____         |
| _____   | _____         |
| <b>Cost above tuition cap</b>                 | <b>\$0.00</b> |
| <b>Expenses that <u>MAY</u> be reimbursed</b> | <b>\$0.00</b> |
| <b>Total</b>                                  | <b>\$0.00</b> |

**Maximum ITA Responsibility (Max. \$5500)**

**\$5,499.00**

### PROGRAM LENGTH

Weeks and Hours and

### Additional Information

**12 weeks. Hours are Monday - Friday, AM Session 8:30AM-12:30PM and PM Session 12:30PM - 4:30PM. Students set their own session schedule, please contact Pat Elston for details.**

### What type of certificate will be awarded and by whom?

New Horizons Certificate of Completion, CompTIA A+, CompTIA Network+, CompTIA Security+, & MS MCP Certifications(Upon Successful Completion of Exams)