Student Information

infotec

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Mission Statement

Infotec is committed to providing IT and leadership training excellence to professionals within a customer-driven culture whereas, the student customer can develop and enrich their skills for personal and professional growth that lends to business transformations and technological advancements allowing organizations to differentiate themselves and thrive.

History

Infotec is a Limited Liability Corporation (Infotec, LLC) owned by Mark Dreyfus. Infotec began providing IT & Leadership training in 1988 in Virginia Beach, VA with a Continuing Education program to support the Defense Contractors, Military Commands, Municipality, Commercial and individual sponsorship market. In 2016, Infotec purchased the Eastern Virginia Dale Carnegie Franchise to support businesses enrich their professional development and leadership skills. Each year, Infotec has continued to grow in students, training courses and size supporting the Hampton roads market and beyond.

Location

100 Constitution Drive
Virginia Beach, VA 23462
757-518-9100 phone
757-213-7410 fax
www.infotectraining.com

NEWPORT NEWS REMOTE LOCATION:
11820 Fountain Way,
Newport News, VA 23606

Hours of Operation

Office Hours: Monday – Friday   7:30 am – 5:00 pm

Class Hours: Monday – Friday   8:00 am – 5:00 pm

Evening Class Times vary and parallel class schedule.

Instructional faculty is accessible to all students for academic and course advising:

Monday – Friday   8:00-8:30 am   and 4:00 - 4:30 pm

Holidays

With Infotec servicing Defense Contractors, Government Commands and commercial entities, we strive to parallel our holidays with the federal holiday schedule. Holiday's observed at Infotec are:

- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas
- New Year's Day

Orientation

Infotec's Account Managers provide new students a tour of the facilities when they arrive on the first day of class.   The Account Manager makes each student aware of the available resource locations, ensures all questions about the programs have been comprehensively addressed, discusses the required level of dedication needed for successful completion, and escorts the student to the class room in which his/her class is convening.

Attendance

With Infotec's courses being broken down into curriculum of one week in length, each day is very comprehensive in nature and student's attendance is vital for successful completion. Should a student miss more than one day, course pass completion is not provided until the student makes up the time through a tutorial with the instructor or attendance at the next public schedule convening.

Student Responsibilities

Students are expected to be in class on-time and conduct themselves in a professional manner.

Drugs, Alcohol or illegal substances are not permitted on the premises at any time.

If a student is in attendance of an IT and/or Dale Carnegie Course offering, it should be recognized that each student will have work that he/she must complete in the evenings. It is the student's responsibility to ensure all assignments are completed for successful achievement of their academic goals.

Special Needs Accommodations

Infotec Dale Carnegie adheres to the letter and spirit of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act.

It is the student's responsibility to disclose and verify their disability to their Account Manager if requesting accommodations; all such disclosures will be kept confidential.

Class Size

Each class is limited from twelve (12) to twenty (24) students, or the requirements specified within the vendor partnership agreement, to ensure an effective student ratio for maximum retention and results.

Enrolling in the Infotec Courses

An Education Consultant can assist you in determining the course(s) that best supports your career goals and/or the needs of your organization. Pre-requisites of vendor requirements and/or sponsorship requirements are adhered when determining the appropriate programs. Once determined, the Education consultant can enroll you for a class during an in-person meeting, via phone communication, via email correspondence. Once enrolled, an enrollment confirmation will be received via email. The enrollment confirmation will provide the date, time, and location of the course. One week prior to the course start, an email reminder is sent to each participant.

Tuition fees include all course materials and labs needed for each course within the program.

Available Programs

CompTIA Certification Program

160 Clock Hours   **Preparation for Certification in:**

- A+ Certification
  - A+ Certification
  - Network+ Certification
  - Security+ Certification

CompTIA A+ professionals are proven problem solvers. They support today's core technologies from security to cloud to data management and more.   In the A+ portion of the program, participants learn baseline security skills used for IT support professionals as they,

- Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software
- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting
- Support basic IT infrastructure and networking
- Configure and support PC, mobile and IoT device hardware
- Implement basic data backup and recovery methods and apply data storage and management best practices

To become A+ Certified, participants must pass two exams. Core 1 (220-1001) & Core 2 (220-1002)

In the CompTIA Network+ portion of the program, participants develop IT infrastructure covering troubleshooting, configuring and managing networks. In the course, participants learn to:

- Design and implement functional networks

- Configure, manage, and maintain essential network devices
- Use devices such as switches and routers to segment network traffic and create resilient networks
- Identify benefits and drawbacks of existing network configurations
- Implement network security, standards, and protocols
- Troubleshoot network problems
- Support the creation of virtualized networks

To become Network+ Certified, participants must pass N10-007.

In the CompTIA Security+ portion of the program, participants gain baseline skills needed to perform core security functions to:

- Detect various types of compromise and have an understanding of penetration testing and vulnerability scanning concepts
- Install and configure identity and access services, as well as management controls
- Install, configure, and deploy network components while assessing and troubleshooting issues to support organizational security
- Implement and summarize risk management best practices and the business impact
- Implement secure network architecture concepts and systems design
- Install and configure wireless security settings and implement public key infrastructure

To become Security+ Certified, participants must pass SYS-501.

CompTIA Advanced Security Practitioner

120 Clock Hours

Preparation for Certification in:

Network+
Security+
CASP

In the CompTIA Network+ portion of the program, participants develop IT infrastructure covering troubleshooting, configuring and managing networks. In the course, participants learn to:

- Design and implement functional networks
- Configure, manage, and maintain essential network devices
- Use devices such as switches and routers to segment network traffic and create resilient networks
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- Implement and summarize risk management best practices and the business impact
- Implement secure network architecture concepts and systems design
- Install and configure wireless security settings and implement public key infrastructure

To become Security+ Certified, participants must pass SYS-501.

The CompTIA Advanced Security Practitioner portion of the program provides the advanced skill level of cybersecurity. Participants gain skills on:

- Enterprise security domain to include operations and architecture concepts, techniques and requirements
- Analyzing risk through interpreting trend data and anticipating cyberdefense needs to meet business goals
- Expanding security control topics to include mobile and small-form factor devices, as well as software vulnerability
- Broader coverage of integrating cloud and virtualization technologies into a secure enterprise architecture
- Implementing cryptographic techniques, such as blockchain, cryptocurrency and mobile device encryption

To become CASP Certified, participants must pass CAS-003.

CompTIA Certification Program LINUX+

160 Clock Hours   **Preparation for Certification in:**

                              Network+
                              Security+
                              Linux+

In the CompTIA Network+ portion of the program, participants develop IT infrastructure covering troubleshooting, configuring and managing networks. In the course, participants learn to:

- Design and implement functional networks
- Configure, manage, and maintain essential network devices
- Use devices such as switches and routers to segment network traffic and create resilient networks
- Identify benefits and drawbacks of existing network configurations
- Implement network security, standards, and protocols
- Troubleshoot network problems
- Support the creation of virtualized networks

To become Network+ Certified, participants must pass N10-007.

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- Install and configure identity and access services, as well as management controls
- Install, configure, and deploy network components while assessing and troubleshooting issues to support organizational security
- Implement and summarize risk management best practices and the business impact
- Implement secure network architecture concepts and systems design
- Install and configure wireless security settings and implement public key infrastructure

To become Security+ Certified, participants must pass SYS-501.

The Linux+ portion of the course teaches skills that are needed by system administrators supporting Linux systems. In the course, participants learn to:

- Configure kernel modules, network parameters, storage, cloud and virtualization technologies
- Manage software and services, and explain server roles, job scheduling, and the use and operation of Linux devices
- Analyze system properties and processes and troubleshoot user, application and hardware issues
- Execute basic BASH scripts, version control using Git, and orchestration processes
- Understand best practices for permissions and authentication, firewalls, and file management.

To become Linux+ Certified, participants must pass XK0-004.

Certified Information System Security Professional

In the CompTIA Security+ portion of the program, participants gain baseline skills needed to perform core security functions to:

- Detect various types of compromise and have an understanding of penetration testing and vulnerability scanning concepts
- Install and configure identity and access services, as well as management controls
- Install, configure, and deploy network components while assessing and troubleshooting issues to support organizational security
- Implement and summarize risk management best practices and the business impact
- Implement secure network architecture concepts and systems design
- Install and configure wireless security settings and implement public key infrastructure

To become Security+ Certified, participants must pass SYS-501.

In the CySA+ portion of the program you will learn how attackers evade traditional signature-based solutions, such as firewalls, and why analytics-based approaches within the IT security industry is increasingly important for most organizations. The behavioral analytics skills covered by CySA+ identify and combat malware, and advanced persistent threats (APTs), resulting in enhanced threat visibility across a broad attack surface.

In this course you will gain the following security analyst skills:

- Apply environmental reconnaissance techniques using appropriate tools, analyzing results, and implementing recommended response
- Use data to recommend remediation of security issues related to identity and access management and recommend implementation strategy while participating in the Software Development Life Cycle (SDLC).
- Implement vulnerability management process and analyze results of the scan
- Distinguish threat data to determine incident impact and prepare a toolkit with appropriate forensics tools, communication strategy, and best practices as a response

To become CySA+ Certified, participants must pass CSO-001

In the CISSP course, participants will be provided skills to effectively design, implement and manage a cybersecurity program. In this course, you will learn the Common Body of Knowledge (CBK) and ensure its relevancy across all disciplines in the field of information security. The 8 domains that will be learned include:

- Security and Risk Management
- Asset Security
- Security Architecture and Engineering
- Communication and Network Security
- Identity and Access Management (IAM)
- Security Assessment and Testing
- Security Operations
- Software Development Security

To become CISSP Certified, participants must hold the appropriate experience level and pass the CISSP computerized adaptive testing at a VUE professional center.

Fiber Optics Certification Program

96 Clock Hours   **Preparation for Certification in:**

Data Cabling Installer
Fiber Optics Installer
Fiber Optics Technician

The Certified Data Cabling Installer course provides detailed, hands-on instruction and practice of data cabling installation techniques. Participants will obtain knowledge of basic concepts of copper cabling installation and applicable service adhering to the required safety regulations while competently installing communications cabling. Successful completion of the program will result in the trainee being certified as a Data Cabling Installer (DCIC) from Electronics Technicians Association and awarded a Certificate of Completion from Infotec.

In the course, participants will learn to:

- Properly assemble a CAT5e cable with RJ-45 plugs.
- Properly connect a patch panel to a hub.
- Demonstrate proper mounting of a 110 block patch panel.
- Demonstrate proper use or a tone generator to identify a single cable within a bundle.
- Discover the source of excessive cross talk over UTP cables.
- Locate the cause of excessive attenuation in a horizontal UTP cable.
- Properly install a remodel box for use with data cabling.
- Properly install a surface mount outlet box and raceway.
- Demonstrate proper RG-6 coaxial cable end prep and connector crimping.

To become DCIC certified, participants must successfully pass a Data Cabling Installer (DCIC) from Electronics Technicians Association that is provided on the last day of class.

The Fiber Optics installer course introduces participants to Fiber Optics to help them establish a basic understanding of the fiber optics industry and its technology, common terminology, fiber optic theory, and fiber optic components. Students construct fiber optic connectors using Standard Commercial-off-the-shelf (COTS) connectors, test fiber optic connectors, splices, and cables in accordance with telecommunication industry standards. Participants will build and test fiber cables and components using Standard Mechanical Splices and learn appropriate techniques for Fusion Splicing and testing fiber optic cables with an OTDR (Optical Time Domain Reflectometer).

In the course, participants will learn to:

- Properly assemble a patch cord using anaerobic epoxy that meets or exceeds TIA/EIA-568-B.3 loss requirements for a mated pair. (0.75 dB)
- Properly assemble a patch cord using oven-cured epoxy that meets or exceeds TIA/EIA-568-B.3 loss requirements for a mated pair. (0.75 dB)
- Properly assemble a mechanical splice that meets or exceeds TIA/EIA-568-B.3 attenuation requirement. (0.3 dB)
- Properly assemble a fusion splice.
- Measure bi-directional loss in a splice with a light source and power meter. Measure bi-directional loss in a fiber optic link with a light source and power meter using one of the TIA/EIA-526-14A methods.
- Measure the bi-directional loss in a mated pair with a light source and power meter.
- Properly evaluate a connector endface as defined by TIA/EIA-455-57B.

To become FOI certified, participants must successfully pass a FOI exam from Electronics Technicians Association that is provided on the last day of class.

In the Fiber Optics Technician Course participants gain the knowledge and skills needed to certify and troubleshoot fiber optic cable networks accurately and efficiently. Participants will certify or troubleshoot different cable systems with a combination of fibers, connectors, and splices.

- Measure bi-directional loss in a fiber optic link with a light source and power meter using one of the TIA/EIA-526-14A methods.
- Perform measured patch cord testing with a light source and power meter.
- Perform loss per unit length acceptance testing in a fiber optic cable using an Optical Time Domain Reflectometer (OTDR).
- Locate a fault in a fiber optic cable using an Optical Time Domain Reflectometer (OTDR).
- Locate a mechanical interconnection and the end of the fiber in an Optical Time Domain Reflectometer (OTDR) trace.

To become FOT certified, participants must successfully pass a FOT exam from Electronics Technicians Association that is provided on the last day of class.

Networking CISCO Certification Program

8o Clock Hours   **Preparation for Certification as:**

                                       CCNA (Certified Cisco Network Administrator)

In the ICND1 course participants learn how to install, operate, configure, and verify a basic IPvx network, including configuring a LAN switch, configuring an IP router, managing network devices, and identifying basic security threats.

The course will enable participants to:

- Obtain the foundational understanding of network layers 1-3 that are applicable to core routing and switching plus other advanced technologies
- Develop basic routing and switching networking skills to configure, monitor, and troubleshoot Cisco networks for increased effectiveness and optimal performance within SMB settings
- Understand the interactions and network functions of firewalls, wireless controllers and access points
- Support Cisco network deployments and maintain these services in an on-going operational network

In the ICND2 course participants learn how to perform basic troubleshooting steps in enterprise branch office networks.

The course will prepare participants to:

- Install, operate, and troubleshoot a medium-sized network, including connecting to a WAN and implementing network security.
- Describe the effects of new technologies such as IoE, IoT, IWAN, and SDN on network evolution.

To become CCNA Certified, participants must pass the CISCO exam.

MCSA: SQL Server Certification Program

120 Clock Hours   **Preparation for Credentials in:**

**Microsoft Certified System Administrator
SQL Developer Certification**

In the Querying Microsoft SQL Server course skills are provided to write basic Transact-SQL queries for Microsoft SQL. This course is the foundation for all SQL Server-related disciplines; namely, Database Administration, Database Development and Business Intelligence.

Participants will be provided the skills to:

- Write SELECT queries
- Query multiple tables
- Sort and filter data
- Describe the use of data types in SQL Server
- Modify data using Transact-SQL
- Use built-in functions
- Group and aggregate data
- Use subqueries
- Use table expressions
- Use set operators
- Use window ranking, offset and aggregate functions
- Implement pivoting and grouping sets
- Execute stored procedures
- Program with T-SQL
- Implement error handling
- Implement transactions

In the Administering Microsoft SQL Server course provides participants the skills to maintain a Microsoft SQL Server database.

Participants will be provided the skills to:

Install and configure SQL Server 2014.

Configure SQL Server databases and storage.

Plan and implement a backup strategy.

Restore databases from backups.

Import and export data.

Monitor SQL Server.

Trace SQL Server activity.

Manage SQL Server security.

Audit data access and encrypt data.

Perform ongoing database maintenance.

Automate SQL Server maintenance with SQL Server Agent Jobs.

Configure Database Mail, alerts and notifications.

In the Data Warehouse with SQL Server course participants learn how to create a data warehouse with Microsoft SQL Server, implement ETL with SQL Server Integration Services, and validate and cleanse data with SQL Server Data Quality Services and SQL Server Master Data Services.

Participants will be provided the skills to:

- Select an appropriate hardware platform for a data warehouse.
- Design and implement a data warehouse.
- Implement Data Flow in an SSIS Package.
- Implement Control Flow in an SSIS Package.
- Debug and Troubleshoot SSIS packages.
- Implement an ETL solution that supports incremental data extraction.
- Implement an ETL solution that supports incremental data loading.
- Implement data cleansing by using Microsoft Data Quality Services.
- Implement Master Data Services to enforce data integrity.
- Extend SSIS with custom scripts and components.
- Deploy and Configure SSIS packages.
- Describe how BI solutions can consume data from the data warehouse.

The Microsoft Certification is earned after the certification exams have been successful completed.

MCSA: Windows Server Certification Program

120 Clock Hours   **Preparation for Credentials in:**

Microsoft Certified System Administrator Windows Server Certification

The Installing and Configuring Windows Server course provides the skills and knowledge necessary to implement a core Windows Server infrastructure in an existing enterprise environment.

Participants will learn to:

- Install and configure Windows Server.
- Describe AD DS.
- Manage Active Directory objects.
- Automate Active Directory administration.
- Implement IPvx.
- Implement Dynamic Host Configuration Protocol (DHCP).
- Implement Domain Name System (DNS).
- Implement IPvx.
- Implement local storage.
- Implement file and print services.
- Implement Group Policy.
- Secure Windows servers by using Group Policy Objects (GPOs).
- Implement server virtualization by using Hyper-V.

The Administering Windows Server course focuses on the administration task necessary to maintain a windows Infrastructure such as configuring and troubleshooting name resolution, user and group management with Active Directory domain services and group policies, implementing remote access solutions such as Direct Access.

After participants complete this course, they will hold the skills to:

- Configure and Troubleshoot Domain Name System
- Maintain Active Directory Domain Services
- Manage User and Service Accounts Implement Group Policy Infrastructure
- Manage User Desktops using Group Policy
- Install, Configure and Troubleshoot Network Policy Server
- Implement Network Access Protection
- Implement Remote Access
- Optimize File Services

- Configure Encryption and Advanced Auditing
- Deploy and Maintain Server Images
- Implement Update Managements
- Monitor Windows Server

The Configuring Advanced Services course focuses on advanced configuration of services necessary to deploy, manage and maintain a Windows Server infrastructure, such as advanced networking services, Active Directory Domain Services (AD DS), Active Directory Rights Management Services (AD RMS), Active Directory Federation Services (AD FS), Network Load Balancing, Failover Clustering, business continuity and disaster recovery services as well as access and information provisioning and protection technologies such as Dynamic Access Control (DAC), and Web Application Proxy integration with AD FS and Workplace Join. After completing this course, participants will hold skills to:

- Configure adv features for Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), and configure IP Address Management (IPAM) with Windows Server.

- Configure DAC to manage and audit access to shared files.

- Plan and implement an AD DS deployment that includes multiple domains and forests.

- Plan and implement an AD DS deployment that includes locations.

- Implement and configure an Active Directory Certificate Services (AD CS) deployment.

- Implement an AD RMS deployment.

- Implement an AD FS deployment.

- Provide high availability and load balancing for web-based applications by implementing Network Load Balancing (NLB).

- Implement and validate high availability and load balancing for web-based applications by implementing NLB.

- Provide high availability for network services and applications by implementing failover clustering.

- Implement a failover cluster, and configure and validate a highly available network service.

- Deploy and manage Hyper-V virtual machines in a failover cluster.

- Implement a backup and disaster recovery solution based on business and technical requirements.

The Microsoft Server Certification is earned after the certification exams have been successful completed.

Leadership Development Program

64 Clock Hours   **Preparation for Certification in:**

Project
Project Management Professional

In the Project course participants will gain the full range of project management concepts to plan and implement projects. Participants will take an in-depth look at all phases of the project life-cycle: initiating, planning, executing, monitoring and closing a project as they learn how to manage and balance business concerns such as scope, cost and time with best practices.

After completion of this course, participants will hold the skills to:

- Initiate a project.
- Create a Scope Statement.
- Plan project strategy.
- Create the project budget and schedule.
- Manage project relationships.
- Implement the project.
- Close the project.

The Project Management Professional Course is designed to provide you with the proven, practical body of project management knowledge and skills that you need to demonstrate project management mastery on the job.

- After completion of the course, participants will hold the skills to:
- Define project management fundamentals.
- Define project management within the organization.
- Define the project management methodology.
- Initiate a project.
- Develop a project management plan and plan components.
- Plan a project schedule.
- Plan project costs.
- Plan for quality, resources, and procurements.
- Plan for risk.
- Plan stakeholder engagement and communications.
- Execute a project.
- Work with stakeholders.
- Monitor project work, scope, risks, stakeholder engagement, and communications.
- Control project changes, scope, schedule, costs, quality, resources, and procurements.
- Close a project.

For most up to date listing of class schedules, please visit us online at: www.infotectraining.com

Completion Requirements

Infotec is committed to providing each participant with the best possible learning experience. To ensure each participant has time to prepare for each session, we recommend participants arrive 15 minutes prior to the start of the course.

A sign-in sheet is completed for each session.

To successfully complete the program and be eligible for a certificate of completion, each participant must attend and participate in 80% or more of the program for a time phased course. For example, if the program is 8 sessions over a period of weeks, the participant will need to attend and participate in 7 of the 8 sessions to be declared as successfully completing the program. For a 1, 2, or 3-day program, each participant will need to attend and participate in 100% of the course to be declared as successfully completing the program.

Any participant who arrives more than 30 minutes after the session start will be considered "absent" for that session and will not receive attendance credit.

You are encouraged to make every effort to make up every session missed.   Participants have up to one year to make up missed classes and complete their course to receive their Certificate of Achievement. Make-up sessions can be done through other scheduled convenings.

Privacy Policies

Infotec collects information from visitors who access our web site to register for courses or request information. Information we collect is used for securing order information and to provide a customized experience for you. Your information will generally not be shared with third parties. We may only disclose personal information that you have provided if we have received your permission beforehand, for special partner promotions or when disclosure is required by law. We also utilize your information to send you communications about other programs and you may opt out of these communications at any time.

Data Security Commitment

Infotec is committed to protecting the security of your personal information. Our website has security measures in place to protect the loss, misuse and alteration of the information under our control. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. For example, we store the personal information you provide in computer servers with limited access that are located in controlled facilities. When we transmit

sensitive information (such as a credit card number) over the internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol. While we make every effort to ensure the integrity and security of our network and systems, we cannot guarantee that our security measures will prevent third-party "hackers" from illegally obtaining this information. Remember that any information you may disclose in any public areas of our web site or on the Internet becomes public information. Exercise caution when you decide to disclose personal information in public areas.

Copyright Infringement Policy

WHAT IS COPYRIGHT INFRINGEMENT?
Copyright protection applies to original works of authorship fixed in a tangible form of expression including, but not limited to, written materials such as textbooks and manuals, web content such as multimedia presentations, videos and audio files, as well as other forms of print and digital information. The owner of copyright has exclusive rights to reproduce, display and/or prepare derivative works of the copyrighted work, and to distribute copies of the copyrighted work to the public by sale or other transfer or ownership, or by rental, lease or lending. Copyright infringement is the violation of any of a copyright owner's exclusive rights. It is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). Reproducing or distributing a copyrighted work (in the file-sharing context, this means downloading or uploading substantial parts of a copyrighted work without authority) constitutes an act of copyright infringement.

EXAMPLES OF COPYRIGHT INFRINGEMENT OF INFOTEC TRAINING CONTENT
These examples constitute illegal copyright infringement and are subject to criminal and civil penalties.

- Unauthorized duplication, distribution or use of Infotec web site content, including Infotec authored articles and case histories, sound or video recordings, photos and graphics, etc.

INFOTEC'S RESPONSE TO UNAUTHORIZED DISTRIBUTION OF COPYRIGHTED MATERIAL
Infotec Dale Carnegie responds to legitimate notices or letters of illegal copyright infringement based on the requirements of the Digital Millennium Copyright Act and directs institution administrative management to investigate and respond. Infotec will cooperate fully with any investigation by public authorities related to illegally copied or downloaded copyrighted information. Anyone found guilty will be subject to the full extent of fines and penalties imposed.

COPYRIGHT INFRINGEMENT PENALTIES

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than $750 and not more than $30,000 per work infringed. For "willful" infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorney fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense.

WHO SHOULD YOU CONTACT TO REPORT A CLAIM OF COPYRIGHT INFRINGEMENT?

Contact Infotec @ 800-720-9185 and ask to speak to The President or a Vice President.

Method of Payment

Checks, money orders, VISA, Mastercard, Discover, American Express, Corporate Purchase Orders, Blanket Purchase Agreement, Tuition Assistance, DD1449 and SF155s are accepted. Payment can be made by electronic funds transfer or mailed to:

Infotec, LLC
100 Constitution Drive
Virginia Beach, VA 23462

Infotec does not support financial aid or provide student loans.

Agency Sponsorship

Sponsorships inclusive of Career Works and Peninsula Workforce Development Group are sometimes available for student sponsorship. Please contact these agencies directory for more information and for eligibility:

Virginia Career Works/Opportunity Inc   Virginia Career Works/Peninsula

999 Waterside Drive; suite 1314   600 Butler Farm Road; room 1015

Norfolk, VA 23510-2311   Hampton, VA 23666

(757) 314-2370   (757) 865-5800

Sponsorship student must provide official documentation issued by the agency specifying the student name, the approved class and the amount to be paid by the sponsoring group on the student's behalf. The agency may pay part or all of the student's tuition and fees – any remaining balance is payable by the student.

Class Cancellation/Refunds

Infotec provides a period of up to one week prior to the class start during which a student may cancel his/her enrollment without financial obligation.   Cancellation should be received by written notice and sent to the Education Consultant, Account Representative or Registrar via letter or email.

If a student cancels less than one week prior to the class start date, the student is responsible for the cost of materials that have been purchased for the course. The student will be entitled to receipt of the materials.   If a student fails to cancel and does not show up for a class, he/she is responsible for the cost of the materials plus a $100 administration fee.

If a student withdraws or is terminated during the first 25% of the course he/she is entitled to 75% of the cost of the course.

If a student withdraws or is terminated after attending more than 25% of the course but less than 50%, he/she is entitled to 50% of the cost of the course.

If a student withdraws or is terminated after attending more than 50% of the course but less than 75%, he/she is not entitled to a refund.

Non-Discrimination Policy

It is Infotec's policy to grant equal opportunity to all qualified students without regard to race, color, sex, religion, handicap, age or national origin.

Repeat and Audit Process

A student may repeat any class previously taken at Infotec upon space availability. There is no limit to the number of times a course can be repeated. New course materials will not be issued. The student must bring their copy of the course materials previously received to the audit class for use. The audit must parallel the exact course level and software version originally purchased.

Infotec Grievance Procedure

Infotec is committed at all times to providing an educational experience which is conducive to the personal and professional growth of each participant in a comfortable, student-oriented environment. As part of that commitment, Infotec has developed procedures designed to ensure that its participants have a meaningful and fair opportunity to pursue any grievance they may have, whether the grievance relates to an academic matter, a non-academic matter or any other facet of their experience at Infotec.

 These procedures are as follows:

Students are encouraged to make every possible effort to resolve a grievance on an informal basis through discussion(s) with the staff member whom the student believes will be most knowledgeable about the matter at hand. If for any reason the student is not comfortable pursuing those discussions with such faculty or staff member, the student may choose to discuss the issue with another faculty or staff member chosen by the student or recommended to the student by the training manager, the Vice President or the President. All Infotec faculty and staff members are required to treat each student grievance in a professional manner and to endeavor to resolve all grievances fairly and swiftly. Students will not be subject to adverse actions by the school as a result of initiating a complaint proceeding.

If following the pursuit and conclusion of the procedures described in the immediately preceding paragraphs the grievance remains unresolved to the reasonable satisfaction of the student, the student is invited to submit a written request (formal grievance) for further review. Any such written request must be submitted by the student no later than fifteen days following the conclusion of the informal procedure described above and must be directed, at the student's option, either (a) to the Training Manager, Vice President, or President of Infotec.   Infotec will strive to keep all grievances confidential but cannot guarantee confidentiality. Under some circumstances, a release in respect of confidentiality may be needed in order for a grievance to be properly investigated and resolved in a timely manner.

Contact information for the President is as follows:

By mail: By Email: aperry@infotectraining.com

Ann B. Perry, President
 Infotec
100 Constitution Drive

Virginia Beach, VA 23462

The following minimum details should be included in any such written request:

- a description of the issue, including all relevant details such as dates and identities of other individuals involved
- a description of the student's efforts to resolve the subject dispute prior to the written submission, such as details including dates of, locations of and other individuals attending meetings conducted in the course of the informal procedure described above
- reason(s) why the result of the informal procedure described above is unsatisfactory to the student
- the student's name and contact information

The individual to whom such submission is directed will be required to ensure that any such submission be reviewed and that a decision with respect to such submission be rendered as promptly as practical and made available to the student in question. The student will be required to cooperate with all reasonable requests of such individual should additional information or meetings with the student or other appropriate individuals become necessary in the course of this review.

If after the taking of all of the above steps the student remains dissatisfied with the resolution of the student's grievance, the student has available to him/her the resources of the applicable external organizations and agencies to which further pursuit may be addressed.

Certificates

Upon successful completion of a course taken at Infotec, a student is given a certificate of completion for that given course. Certificates do not indicate or represent that a student has been certified, but that the course was completed successfully.

Student Records

It is Infotec's policy to protect the privacy of student information that it maintains for each student and/or company and yet provide access to student records to those having a legitimate purpose for viewing such records. In general, Infotec takes a very narrow view of what constitutes a legitimate purpose for access to such records, unless the student has provided written permission for Infotec to release the requested information. Typically, only employees with a specific need to know will be provided access to student records and then only to that portion of the record that is required in the performance of their responsibilities.

Transcripts

Transcripts can be obtained by the Registrar and records are issued only upon written request by the student. A transcript should be requested at least one (1) week before the date needed. Students picking up transcripts must present valid identification. No transcripts will be issued if the student has an outstanding debt with Infotec. Any transcript mailed or given directly to a student will be marked "issued to Student". Partial transcripts are not issued. There is a charge of $5.00 for each transcript issued.

Parking

Parking is available to all students at no charge in the parking lot located at the front and sides of the building's main entrance. The parking lot has lighting and is within walking distance of eating and shopping facilities to allow students easy access at lunch breaks.

Facilities

The Infotec facility features the latest in technology and customer amenities. The classrooms are spacious with ceiling mounted electronic data projects, wireless connection and BOSE Boston Accoustic sound systems, flat screen monitors and the latest PC technology to ensure the ultimate training experience.

A break area with complimentary coffee, and vending, refrigerator, microwave is available to the students during break and at lunch. Additionally, a computer is set-up to enable students to check their emails when outside of class.

Class Structure

Classes begin promptly at 8:00 am and run until noon with a fifteen (15) minute break between the start time and lunch. Lunch is one (1) hour long with classes reconvening at 1:00 pm and running until 4:00 pm. Again, there is a fifteen (15) minute break between lunch reconvening and the close of class.

Food and drink are permitted in the classroom considering care is taken with the computer and electronic equipment.   Coffee, soda, snacks and refrigeration is provided in the student break area. Eating establishments are abundant within walking and driving distances of the center offering a variety of choices.

Student Emergencies

Personnel has been trained to handle a variety of health problems including CPR. A medical kit is stored in the front office in case of minor medical related difficulties (i.e. burns, scrapes, and minor abrasions). An AED kit is located in the student breakroom and the personnel has been certified to accurately use the equipment should an emergency occur.

Classroom Solicitation

Solicitation of products and/or services is not permitted. Any unique circumstance found to be beneficial to the course content must be provided to the Infotec Executive Director in writing for special approval.

Early Receipt of Course Materials

Early receipt of class material for courses may be requested one (1) week prior to the class commencement providing all fees for the class have been paid and the course kits/materials are in stock.

Smoking Policy

Smoking is prohibited within the Infotec facility and/or Infotec patio directly outside the breakarea. A smoking area has been designated outside the side entrance.

Inclement Weather

Infotec will cancel or dismiss class when it is deemed by the administration that the weather conditions would jeopardize the safety of students and/or staff. Announcements of closing can be seen on Wavy 10 Website and will be recorded on the Infotec central line 757-518-9100 two hours prior to class start.

Infotec Courses/Schedule

In the attached pages, you will find the current programs available for individuals by Infotec. Class dates are located within Infotec's public schedule that is provided with this handout or can be found on Infotec's website at **www.infotectraining.com**

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