

## General Information

Thank you for your interest in 3Soft USA Computer Training Institute. Training and certifying adult students on cutting edge hardware and software systems is our business. We have experienced tremendous growth and success since opening our Computer Training Institute, and we welcome the opportunity to leverage our successful techniques and experience to support your learning initiatives.

### Background

3Soft USA was formed in 1997 by Tahm Hormozdyan and Imran Sandila to develop a proprietary software product. The owners have a total of 38 years of IT experience working as employees of and technical consultants to large corporations, and as business owners. They are actively involved in and are responsible for the day-to-day operation and development of 3Soft USA's businesses.

3Soft USA established its training center early in 2001 to address the needs of adults requiring formal education and certification to advance their careers. We have recently started leveraging our technical and training experience to provide training services to government agencies. In addition to the owners, 3Soft USA has a full-time IT professional staff that provides student instruction, web development, and hardware/software troubleshooting services. A contract services specialist was added late in 2001 to develop the government services business sector.

In addition to the full-time staff, 3Soft USA has agreements with numerous associates who are available to teach courses, work on specific consulting projects, and for short-term contract assignments.

3Soft USA is classified as a small business. We are a preferred training vendor for the Northern Virginia Workforce Investment

Board and the District of Columbia Department of Employment Services.

Our principal place of business is in the metropolitan Washington, DC area at  
301 Maple Avenue West  
White Oak Condominiums  
Suite # 130 Vienna VA. 22180

### Past, Present, and Future

Based on several successful years in software consulting, 3Soft USA has succumbed to the public demand for software training. 3Soft USA will prove to become one of the nation's pioneers of information technology; 3Soft USA will holdup to its reputation as a worldwide diplomat committed to the advancement of computer-related education.

3Soft USA is aware of the increasingly competitive global economy, the demand of a computer literate workforce, and an inevitable evolution, or rather revolution of technology. Whether being a novice or advanced learner, 3Soft USA constructs one to exceed the demands of the nation's employers.

3Soft USA shall continue to embrace hands-on, real world training. Our program schedule will allow for significant flexibility to the 3Soft USA learner. 3Soft USA will train adults annually in business applications; electronics, systems, and hardware; database programming and database administration; networking; and Internet development.

### Mission, Purpose, and Objectives

3Soft USA's mission is to aid humanity in what we do best—evolve. 3Soft USA is devoted to changing peoples' lives. Existing in a future that continuously challenges human boundaries, 3Soft USA graduates will soar 'above & beyond' breaking new grounds for computers and their applications. Students seeking to thrive in computer-related professions and instructors seeking to educate such students require a learning hub committed to high standards of

instruction. 3Soft USA will respond to these needs and challenges. A 3Soft USA student is provided the opportunity to develop knowledge, analytical and critical thinking and reasoning skills, self-discipline and confidence, a professional attitude, and the ability to surpass employer expectations in the field of information technology.

3Soft USA mission is a revolution in evolution. Our purpose is endless. 3Soft USA will accomplish its mission by providing rigorous educational programs that prepare students to succeed in selected computer-related professions. To achieve its mission, 3Soft USA relies on cutting-edge tutorial methodologies that include lecture, demonstration, one-on-one tutorials, computer-based instruction, laboratory work, periodic examinations, and other student outcome measures to ensure that individual abilities, desires, and skills have been revealed. In a nutshell, our purpose is you.

3Soft USA's objectives are 3-fold. The learner is pledging to:

1. Master the fundamentals of computer operations.
2. Develop the ability to critically analyze computer problems and design solutions.
3. Achieve a desire for life-long learning to further improve skills.

### Services

3Soft USA has capability and competence in three core business areas: computer training and industry certification, information technology (IT) consulting, and IT contract services. Our capability and competence in training and certification is the basis of our operation.

### Facilities

The 3Soft USA Computer Training Institute offers state-of-the-art computer training to individuals and groups in our facilities or yours. Our newly remodeled facility totals over 6000 square feet and includes offices,

classrooms, and laboratories for designing, developing and testing hardware and software. The all-new equipment at our facility includes servers, workstations and routers, as well as high-speed Internet access.

3Soft USA is conveniently located near the I-395, I-495, I-95 and other major highways. It is also easily accessible by public transportation and near the Vienna/Fairfax-GMU and Nutley Street Metro train stations. Our Workforce Investment Act (WIA) Education-approved training facility can accommodate up to 60 students simultaneously.

### Criteria for Admission

Based upon the success in Software Consulting, 3Soft USA has earned a highly favorable reputation amongst the constituents of the information technology industry. To ensure that qualified applicants are accepted for training, the following factors are carefully considered prior to acceptance:

- Applicants must possess a high school diploma or a General Education Diploma (GED).
- Applicants will be required to sign a certification that they possess a high school diploma, a GED and/or satisfactory educational skills.
- Motivation and interest displayed by the applicant.
- Availability of time required to attend class and conduct practice assignments and projects.

3Soft USA does not deny admission on the basis of age, race, creed, color, sex, sexual orientation, or national origin.

### 3Soft USA Website

3Soft USA maintains a website on the Internet at [www.3SoftUSA.com](http://www.3SoftUSA.com). Information is available for prospective students regarding academic programs admissions requirements, training location, events and more. Students are encouraged

to use the website as a resource for information about the training institute.

3Soft USA Career Development Program

The careers of 3Soft USA students are of great importance to the training institute. Career advising, career resources, and job placement assistance is available to all students enrolled in any training program. These services include:

- Job Placement Assistance
- Resume Building
- Career Advising
- Career Development Workshops

All students interested in using job placement services must attend our career development workshops.

## Certification Programs

### Programs

3Soft USA provides a variety of programs. The programs are designed for individuals seeking computer skills to increase their job opportunities in their current careers or to pursue new careers. The programs also are advantageous to students desiring early entry into the job market by preparing students for entry-level computer positions. The basic requirement for admission to the programs is a high school diploma or its equivalency. Within this curriculum, students have the option of choosing an emphasis in:

Help Desk Technician  
Networking (Microsoft)  
Networking (Novell)  
Networking (Cisco)  
Database Technology  
Web Development

### Help Desk Technician Emphasis

A+ Certified Service Technician  
Network+  
Microsoft Office User Specialist

### Networking Emphasis (Microsoft)

A+ Certified Service Technician  
Network+  
Microsoft Certified Systems Administrator  
Microsoft Certified Systems Engineer

### Networking Emphasis (Novell)

Introduction to Networking  
Certified Novell Administrator  
Certified Novell Engineer

### Networking Emphasis (Cisco)

Introduction to Networking  
Cisco Certified Network Associate  
Cisco Certified Network Professional

### Database Technology

Introduction to Database  
Oracle Certified Database Administrator  
Oracle Certified Developer

### Web Development

Introduction to Web Design  
Web Design  
Certified Internet Webmaster (Foundations)  
Certified Internet Webmaster (Site Designer)  
Certified Internet Webmaster (E-Commerce)

### How to Apply

Students applying to any certification program are required to meet the following criteria:

Submit to our office:

- Completed application form
- Certification of high school graduation or high school equivalency.  
*Copy of and/or completing certification form indicating possession of a high school diploma or G.E.D. diploma or signing of certification.*

## Financial Information

### Tuition and Fees

Tuition is charged by the certification course. Books, supplies, and laboratory fees are included in the tuition fee. However, certification exam fees are not included.

### Payment

Arrangements for payment must be completed prior to registration. Tuition and fees may be paid by cash, personal check, money order, or major credit cards.

### 3Soft USA Scholarship Program

Qualified students may receive a 3Soft USA scholarship. The amount of the scholarship is applied to tuition costs. Awards may be based on academic achievement, financial need, and demonstrated qualities of leadership in the 3Soft USA community.

## Policies and Procedures

To ensure that 3Soft USA students have the best education possible, we have established the academic policies and procedures outlined below.

### Registration

Students may register by telephone with an Admissions Consultant or in person at the Training Institute.

### Classroom Etiquette

All students are expected to conduct themselves in an ethical and professional manner. If you have special circumstances or needs, please let us know and we will assist you as best as we can to accommodate your needs. You are in a training program with current and aspiring computer professionals; acting in a professional manner at all times is essential to your career success. Help classmates master the materials that are difficult; assisting fellow students will prepare and help you in your career endeavors.

### Attendance

Students are expected to attend all regularly scheduled classes. Should absence be necessary, students are responsible for the material covered during absences. Attendance in all classes is monitored. Attendance records determine eligibility for receipt of a training completion certificate; you must attend 80% of class hours to earn

a certificate. Poor attendance impairs academic achievement and disrupts your preparation for certification exams or new jobs.

### Academic Achievement

Many of the courses at 3Soft USA require certification exams. It is the responsibility of the student to make every effort possible to achieve his/her goals and pass these exams. Your instructor and the 3Soft USA staff can assist you as much as possible but the ultimate determining factor for certification depends on your efforts. Some learning and memory tips:

- Preparation: Preview each class session by reading the material to be covered. You need not learn it, but becoming familiar with the materials helps the student to understand and learn from instructor's lectures, classroom demonstrations and discussions.
- Multiple inputs: Read – Listen – Do Hands-On.
- Practice makes it perfect: Review text, lecture notes and practice exercises.
- Output Practice: Take sample exams to practice recalling information in varied contexts. Be sure to seek answers to questions.

(These tips have helped the students in the past and might help you as well)

### Problems with your computer

If you have a problem with a computer in your class, immediately notify either your instructor or a member of the 3Soft USA staff so we may fix it. Alternatively, if no staff member is available, make an entry into the class log located in each classroom. If a problem is not resolved by the next class, notify both the technical support staff and the center manager.

### Class Registration and Re-take Policy

Upon passing test, the student must complete an enrollment agreement and finalize a payment method before they may attend a course. If a student has registered for a combo program (A+/MCSE), he/she should inform their respective training advisors so that they can schedule the student for the next class in the program

and ensure availability of space. This notification process should be done 2 (two) weeks prior to start of the second class. Registration for a combo or a special track is considered as a commitment to all courses included in that combo or track. A combo or special track program is subscribed as a whole.

Student Re-taking (Auditing) class/course need to make prior arrangements with the 3Soft USA staff. Students who have maintained required attendance level, whose financial accounts are up-to-date, are eligible for retake on space available basis.

### **Resources:**

We, at 3Soft USA, put every effort to help you excel and achieve your career goals. We have made a number of resources available that we urge you take advantage of:

- Employment and Positions Bulletin Board: with job postings and additional materials for job-related information.
- Student Bulletin Board: additional tips for certification exams, certification test achievements by students.
- Resume preparation services.
- Counseling services for career tracks.
- Internship and Job placement assistance program.

### **Career Management Services**

3Soft USA maintains a rigorous Career Development Program (CDP) to assist graduates in securing employment. The student may opt to start the CDP program early (as outlined in 3Soft USA's Scholarship program) or attend the mandatory CDP seminar for upcoming Graduates. The CDP acts as a liaison between the graduates and the information technology community. The CDP is also available to 3Soft USA alumni as a consistent hub to assist in future years when a 3Soft USA graduate contemplates a change in positions. Only students and alumni of 3Soft USA courses are eligible for career assistance.

Graduates must have a legal right to accept employment in the United States. Graduates who are not citizens must

produce current proof of ability to accept employment, i.e. green card, work permit or letter from INS showing valid "A" number or permanent residency. While placement is not guaranteed, the CDP works with each graduate who desires placement assistance, assuming cooperation on the part of the graduate. The CDP will continue to be a dynamic force within the 3Soft USA culture bringing together the latest in resume preparation, job-market research, and interviewing skills.

### ***Job Assistance***

Information on job search techniques is provided to students and graduates based on the current needs of local businesses and industries.

### ***Resume Building***

Constructing a resume to market oneself in a competitive environment can be a daunting task for those without the skills needed to generate an innovative resume.

### ***Interviewing Skills***

A successful job search is dependent upon a self-confident, well-prepared applicant with a pre-planned strategy to combat employee-screening challenges.

### ***Motivation***

The CDP offers proven methodologies to motivate "one-self"—the greatest motivating weapon.

### ***Non-Discrimination Policy***

It is the policy of 3Soft USA, not to discriminate on the basis of age, sex, sexual orientation, race color, marital, status, religious belief, national origin, status as a qualified individual with a disability or handicap, or as a disabled veteran or veteran of the Vietnam era in its employment, enrollment, and student-related policies, procedures and training programs. This policy is consistent with Title IV and Title VII of the 1964 Civil Rights Act, as amended; Title IX of the 1972 Education Amendments; Title IX of the Rehabilitation Act, as amended; Americans Disabilities Act; and other applicable laws and regulations. Inquiries regarding

compliance with these laws may be directed to the Director of Business Management.

### **Drug/Alcohol Prevention Policy**

3Soft USA is committed to the education of students and employees, and community members regarding substance abuse prevention, detection and treatment services: to the continuation of a substance abuse prevention program and other ongoing efforts which foster such education; and to the maintenance of a drug free environment throughout our training center. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited at 3Soft USA.

### **Professional Conduct of Students**

A crucial ingredient of the training at 3Soft USA includes the **development of professionalism**. Forthcoming employers seek employees who will be positive additions to their company. The high standards maintained in our programs and business-like environment prepare each student to go **'above & beyond'** the highest expectations of employers.

Learning how to communicate and work with the public, coping with frustration and anxiety, solving problems, using self-discipline and technical skills, and dressing in an appropriate business-like manner are the basic standards of professional conduct instilled at 3Soft USA.

3Soft USA expects students to conduct themselves in a socially acceptable manner at all times. Students indulging in the following types of misconduct are subject to disciplinary action:

1. Any type of dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, forgery, alteration or use of institution identification documents with the intent to defraud.
2. Intentional disruption or obstruction of teaching, research, administration, disciplinary

proceedings, public meetings and programs, or other institute activities.

3. Physical or verbal abuse of any person on institute premises or at institute-sponsored or supervised functions.
4. Theft of institute property or damage to institute premises or to the property of a member of the institute community on the institute premises.
5. Failure to comply with directions of institute officials acting in the performance of their duties.
6. The use, possession, or distribution of alcoholic beverages, controlled substances, firearms, weapons, explosives and /or dangerous chemicals on institute premises.
7. Any violation of Federal, State, or local law on 3Soft USA premises or at 3Soft USA sponsored functions.
8. Copying institute software or placing any personal software onto institute computers without staff permission.

Additionally, 3Soft USA views excessive tardiness as a violation to the professional conduct philosophy.

All cases are reviewed on an individual basis. The Institute's decision is final.

### **Professional Dress Standards**

3Soft USA's Professional Dress Standards have been established in order to enable our students to become comfortable with the kind of dress expected by the greatest majority of our employers. This standard is a part of 3Soft USA's expectations for graduates, and no less than full compliance is acceptable.

3Soft USA's students are encouraged to pursue the development of these attitudes and behaviors because they will serve in their best interest when it comes time to seek employment. **Prospective employers will tour our facility frequently; therefore, it is in the student's best interest to dress appropriately.**

### Student Use of Computer Systems and Networks

3Soft USA computer systems and networks are provided for student use as part of the 3Soft USA academic program. All students have a responsibility to use 3Soft USA computer systems and networks in an **ethical and lawful manner**. Students found to have misused 3Soft USA systems and networks are subject to disciplinary actions. In the case of dismissal, the student will be subject to the refund policy.

Examples of behaviors considered in violation of 3Soft USA's policy on student use of computer systems and networks follow:

- Sending obscene, harassing, intimidating and/or threatening messages through e-mail or other means;
- Viewing or downloading, displaying, printing, or otherwise disseminating material that is sexually explicit, profane, obscene, harassing, fraudulent, racially offensive, defamatory or otherwise unlawful;
- Soliciting business, selling products, or otherwise engaging in commercial activities or personal advertisements;
- Providing others with access to one's personal computer account(s), or attempting to gain access to the computer accounts, files or system to which authorized access has not been granted;
- Attempting to circumvent or compromise 3Soft USA computer security or the security of any remote system (3Soft USA or otherwise) accessed through 3Soft USA equipment or networks;
- Creating or releasing computer viruses or engaging in other destructive or potentially destructive programming activities;
- Modifying, altering or tampering with systems hardware or software unless explicitly authorized to do so;
- Copying for oneself or distributing to others commercial or other copyrighted software or proprietary data;

- Using 3Soft USA computers and/or networks to perpetrate fraud, misrepresentation or illegal activity.

### Comprehensive Complaint Resolution System

We recognize that, on occasion, you may have a concern or issue with some aspect of your 3Soft USA experience. To ensure that you receive a prompt and fair response, 3Soft USA has created a formal system to facilitate the **resolution of any concern or issue** with 3Soft USA, including the process of recruitment and enrollment, the educational process, financial matters, and placement assistance.

The first place to start if you have a concern or issue is to raise it informally with your instructor or, if it is not an instructional issue, with the appropriate 3Soft USA staff member. **In many cases, your concern can be resolved at this informal level.** If that approach does not resolve your concern, you begin the formal dispute resolution process by presenting a written description of your complaint to your instructor, or in the case of a non-instructional issue, to the appropriate 3Soft USA staff member. The written complaint should include as much information as possible to assist in addressing your concern, and must include a statement of what you would like done to resolve the matter. The complaint must be signed and dated, and it must include your address and telephone number.

In the event you do not obtain a resolution to your satisfaction at the first level or any subsequent level, you must request that the next level consider your complaint.

**Level I** - Instructor/Lead Instructor or appropriate 3Soft USA staff member

**Level II** - IT Admissions Consultant

**Level III** - Director of Admissions

### Students Record Policy

All students' records are kept on file. The files are confidential and are made available for approved purposes only. In accordance with the Family Educational Rights & Privacy Act of 1974, the institute will not release educational records to unauthorized persons

without prior written consent from the student, a parent or legal guardian.

**Cancellation Policy**

A full refund will be made to any student who cancels the enrollment agreement within 72 hours (until midnight of the third day excluding Saturdays, Sundays, and legal holidays) after the prospective student signs the Enrollment Agreement. Cancellations will be considered to have occurred when 3Soft USA receives written notice.

**Refund Policy**

The 3Soft USA Refund Policy applies to all students regardless of the funding source. 3Soft USA follows federal mandated refund procedures for those who withdraw prior to completion of their program. The institution will utilize the Federal Pro-Rata Refund Policy.

Regardless of the calculation utilized, refunds will be paid within 30 days of the date 3Soft USA is notified or determines that the withdrawal has occurred. Refunds are calculated based on the student’s last day of attendance.

The portion of the period of enrollment completed is defined as:

Number of Classes per course divided by the Number of Classes attended X 100%

Period of Enrollment Completed	% to be Refunded
.01% to 20%	90%
20.01% to 40%	70%
40.01% to 60%	50%
60.01% and above	0%

# 3Soft USA Academic Guidelines

**Academic Philosophy**

The quality of training 3Soft USA students receive is primarily due to the excellence of the faculty and staff. Classes are structured so that each student receives lectures,

practice problems, and reviews as a part of each course segment. When appropriate, audio-visual presentations are provided in lectures and seminars.

3Soft USA utilizes computer and electronic instructional devices. Hands-on training provides students with the experience and the confidence required to broaden their understanding of information processing techniques.

3Soft USA proposes an approach to training students that has the following features and corresponding benefits:

These Features of 3Soft USA’s Approach ...	Provide Students with These Benefits ...
A core of certified instructors whose ability we know directly. We will ensure the quality of our training by using only instructors whose performance is known directly to us.	Students get instruction from qualified instructors with a proven record of success; students get assured performance in the single most important area of training – instructor quality.
Class sizes limited to a maximum of 7 students	The instructor to student ratio that assures students individualized attention from and interaction with the instructor
Instructor-led comprehensive review of course topics immediately prior to exam administration.	Students’ probability of passing the exam is maximized because the pertinent material is fresh in the students’ minds.

**Instructional Approach**

Our daily instructional approach uses a cycle of classroom lecture followed by hands-on laboratory exercise for each topic covered. This approach provides the student with the required theory and facts, followed immediately with the practical application. All materials presented during lectures are covered in the handouts provided to each student. Lectures follow the topic sequences in the texts so that reading the texts ahead of class promotes better comprehension.

The instructor-led laboratory exercises are performed after each brief lecture session to:

- Reinforce the concepts covered in the lecture.

- Introduce the installation and configuration of system and network components in a real world setting, and
- Facilitate the student's ability to answer laboratory-oriented certification exam questions.

We thus address each course objective with emphasis on the knowledge necessary to pass the certification exams. At the end of each text chapter, the students take a quiz to assess their comprehension of the material and allow the instructor to identify any student that may require additional help early in the process. If a student is having difficulty with the quizzes, the instructor will thereafter work more closely with him/her in the labs and during the pre-exam review sessions.

3Soft USA's proprietary classroom materials are drawn from commercially available offerings but formulated by us to best meet our students' backgrounds and needs.

### Program Hours

<b>Morning Session</b>	10 am – 2 pm M/W, T/Th, Saturday/Sunday
<b>Afternoon Session</b>	2 pm – 6 pm Saturday/Sunday
<b>Evening Session</b>	6 pm – 10 pm M/W, T/Th

### Attendance Policy

1. Students are expected to attend all classes and lab sessions that are scheduled by the Instructor. It is the student's responsibility to notify the Education Department of any absenteeism. Typically, this can be done by the telephone or email.
2. Students enrolled in courses of study at 3Soft USA are preparing for careers in the marketplace. Employers place a significant value on good working habits. Good attendance has been used as a screening tool in the past for determining, at least in part, future dependability of new employees.
3. Attendance is closely monitored. When a student's attendance drops off, an official of the institute will contact him/her. Excessive absenteeism will result in disciplinary action.
4. Excessive absenteeism is defined as missing 20% or more of the cumulative hours scheduled to date within a given

course of study. Tardiness and early departures will not be tolerated. Tardiness and early departures will be handled as a behavioral matter and will be subject to review as a violation of the Professional Conduct Policy.

5. A student missing five consecutive days of class without notifying the institute shall be subject to disciplinary action.
6. Students may appeal a dismissal, in writing, to the Director of Admissions. The appeal must contain the reasons for the attendance violation and the student's plan to get into compliance with the attendance policy. All appeals must be received in writing within seventy-two hours of notification of dismissal from the Education Department.

### Grading Policy

At the end of each program course, each student is assigned a final grade as follows:

Point Range	Interpretation	Grade	Quality Points
90-100	Excellent	A	4
80-89	Very Good	B	3
70-79	Average	C	2
60-69	Poor	D	1
Below 60	Failure	F	0
N/A	Withdrawal	W	0
N/A	Pass	P	0

A student earning a grade of D or above is considered to have passed the course and is eligible to pursue further studies. A student receiving a grade of F has failed the course. A failed course may be repeated once and passed to meet 3Soft USA graduation requirements.

### Satisfactory Academic Progress

1. These standards of satisfactory academic progress apply to all students. Students must show satisfactory academic progress, achieve minimum academic standards, progress at a satisfactory rate toward program completion, and complete the program of study within one year.
2. Successful completion is defined as earning a grade of A, B, C, D, or P. Students who are in danger of failing to meet satisfactory academic progress standards will be placed on academic

warning, or academic probation, as appropriate. Students who fail to meet these standards will be subject to disciplinary action. Any student who receives a grade of "D" or "F" in any course may be placed on academic warning. As a warning, the student will be counseled in the hope that academic performance can be improved.

3. The Director of Admissions may waive satisfactory academic progress standards for mitigating circumstances outside the control of the student. The circumstance must be documented, and the student must demonstrate that it had an adverse impact on the student's satisfactory academic progress in the program.
4. A student who is subject to disciplinary action may appeal the decision to the Director of Admissions in writing. The IT Admissions Consultant must receive the appeal within three business days of being notified of the disciplinary action. All appeals will be responded to within ten business days of receipt by the institute. The Director of Admissions may elect to place the student in an extended enrollment status to be defined by the Director of Admissions. Students in the Extended Enrollment Status must agree to clearing all financial obligations and seeking to correct academic deficiencies by repeating the course that they have failed. Students are eligible to receive one repeated course at no cost within one year.

### Requirements for Graduation

To be eligible for graduation a student must earn an overall GPA of C (2.0) or better and have passed all courses required in the program of study. A student earning less than a 2.0 GPA is not eligible for graduation.

A diploma is awarded to students who fulfill the following requirements:

- Educational Clearance
- Financial Clearance
- Administrative Clearance
- Lab Clearance
- Career Development Clearance

A 3Soft USA diploma certifies that the student has maintained the required academic average and has demonstrated proficiency in the subject taken.

### Honors Graduate

A 3Soft USA Honors Graduate is one who has completed his/her course(s) in an exemplary manner. Successful candidates for the Honors Program must meet every following criterion without exception:

1. Earn a final GPA of 3.75 and above.
2. Maintain a minimum cumulative attendance record of 90% throughout the program of study.
3. Demonstrate professionalism and strong 3Soft USA citizenship at all times.
4. Volunteer a minimum of 10 documented hours as a 3Soft USA Service Member.
5. Exemplify a personal case study in the Career Development Seminar.
6. Obtain approval by the Director of Admissions.

Aspirations for the Honors program should be discussed early with the assigned IT Admissions Consultant. 3Soft USA Honors Graduate will be noted on the student's transcript and diploma.

### Grades and Transcripts

Students will receive grade reports at the end of each course and can request official transcripts through the Admissions office. The IT Admissions Consultant will mail transcripts within seven days of receiving a written request. No grades or transcripts will be released if the student has not met his or her financial obligations to 3Soft USA.

### Graduate Refresher Policy (Auditing)

A graduate of a 3Soft USA course may repeat one previously completed course free of charge provided all financial obligations to 3Soft USA is current and the original course is presently offered. There may be a nominal charge for the use of the equipment or supplies. The graduate will be required to purchase current text(s) used in the course. Auditing graduates are expected to comply with current institute standards. Auditing is based upon available seats. New courses not originally in a graduated

student's program are not eligible as refresher courses. Graduates who desire to take a new course may do so and will pay full, current course tuition charges.

### **Assessment of Students' Progress**

Instructors use a variety of formal and informal methods for assessing how well a course is meeting its goals. In addition, to formal exams or assignments, feedback from students, or student self-evaluation, some instructors use methods of discussion, office hours, and simulation tests to prepare for certification exams to assess student progress.

### **3Soft USA Internship Program**

This 3Soft USA Internship Program is designed to engage students in various aspects of enterprise level web initiatives and to familiarize them with the interactions of networking, administration and development.

This Internship is generally awarded to students who are committed and have completed some computer or technical courses, have an interest in Information Technology, possess critical thinking and problem solving skills, and have a strong work ethic, a professional attitude, and a desire to excel in the Internetworking field.

The components of the internship program include:

- 20 to 25 hours/per week internship for a duration of 16 weeks
- Academic course

### **Maximum Student/Instructor Ratio**

Maximum number of students per classroom is 6-7 and the Instructor: Student ratio is 1:7 maximum.

# Course Descriptions

## Networking Courses

### ENTRY LEVEL COURSES

#### Net 101

##### Introduction to Networking

Duration: 8 hours

*Prerequisite: None*

Introduces the concepts of computer networks. Covers basic design considerations for LANS/WANS, protocols, performance issues, security, and popular commercial communication packages.

#### Net 102

##### A+ Certified Service Technician

Duration: 40 hours

*Prerequisite: None*

CompTIA sponsors the A+ Certification program to establish the competency of entry-level computer service technicians. The course covers vendor independent PC hardware and Operating System Concepts.

#### Net 103

##### Network+

Duration: 40 hours

*Prerequisite: None*

Provides students with the basic knowledge of the OSI model, can describe the features and functions of network components and have skills needed to install, configure, and troubleshoot basic networking hardware peripherals and protocols.

#### Net 104

##### Microsoft Office User Specialist (MOUS)

Duration: 40 hours

*Prerequisite: Basic computer skills and knowledge about operating systems.*

To earn the Microsoft Office User Specialist (MOUS) certification for Microsoft Office, you must pass one or more certification exams. MOUS exams provide a valid and reliable measure of technical proficiency and expertise by evaluating your overall comprehension of Office applications, your ability to use their advanced features, and

your ability to integrate the Office applications with other software applications.

### INTERMEDIATE-LEVEL COURSES

#### Net 201

##### Cisco Certified Network Associate (CCNA)

Duration: 40 hours

*Prerequisite: Basic computer skills and knowledge about Network Operating Systems. 3Soft USA's A+/Network+ Course Recommended.*

The CCNA certification (Cisco Certified Network Associate) indicates a foundation in and apprentice knowledge of networking for the small office/home office (SOHO) market. CCNA certified professionals can install, configure, and operate LAN, WAN, and dial access services for small networks (100 nodes or fewer), including but not limited to use of these protocols: IP, IGRP, IPX, Serial, AppleTalk, Frame Relay, IP RIP, VLANs, RIP, Ethernet, Access Lists.

#### Net 202

##### Microsoft Certified Systems Administrator (MCSA)

Duration: 56 hours

*Prerequisites: Basic computer skills and knowledge about operating systems. 3Soft USA's A+/Network + Course Recommended.*

The Microsoft Certified Systems Administrator Certification on Microsoft Windows® 2000 is designed for professionals who implement, manage, and troubleshoot existing Windows 2000-based systems, including Windows .NET Server. Implementation responsibilities include installing and configuring parts of the systems. Management responsibilities include administering and supporting the systems.

### ADVANCED-LEVEL COURSES

#### Net 301

##### Cisco Certified Network Professional (CCNP)

Duration: 80 hours

*Prerequisite: Cisco Certified Network Associate (CCNA)*

The CCNP (Cisco Certified Network Professional) certification course provides

students with advanced or journeyman knowledge of networks. With a CCNP, a network professional can install, configure, and operate LAN, WAN, and dial access services for organizations with networks from 100 to more than 500 nodes, including but not limited to these protocols: IP, IGRP, IPX, Async Routing, AppleTalk, Extended Access Lists, IP RIP, Route Redistribution, RIP, Route Summarization, OSPF, VLSM, BGP, Serial, Frame Relay, ISDN, ISL, X.25, DDR, PSTN, PPP, VLANs, Ethernet, Access Lists, 802.10, FDDI, Transparent and Translational Bridging.

### Net 302

#### **Microsoft Certified IT Professional (MCITP)**

Duration: 96 hours

*Prerequisite: At least two years of hands-on experience administering Windows 2000 or Windows 2003 is required.*

Upgrade your MCSA to the MCITP: Server Administrator certification. This training program will prepare qualified Microsoft professionals to earn the Microsoft Certified IT Professional (MCITP): Server Administrator certification for Windows Server 2008.

Earn an **MCITP: Server Administrator** certification to demonstrate your leadership and problem-solving skills in working with Windows Server 2008. Server administrators are recognized among their peers and managers as leaders in the day-to-day operations management of Windows Server 2008. Demonstrate and communicate your ability to take system-wide ownership of Windows Server 2008 administration, and increase your organization's return on technology investment, by earning the MCITP: Server

### Net 303

#### **Microsoft Certified Systems Engineer (MCSE)**

Duration: 120 hours

*Prerequisites: Basic computer skills and knowledge about operating systems. 3Soft USA's A+/Network + Course Recommended.*

The MCSE credential is one of the most widely recognized technical certifications in the industry. By earning the premier MCSE

credential, individuals are demonstrating that they have the skills necessary to lead organizations in the successful design, implementation, and administration of the most advanced Windows operating system and Microsoft.NET Enterprise Servers.

### Net 401

#### **Cisco Certified Internet work Expert (CCIE)**

Duration: 120 hours

*Prerequisite: Cisco Certified Network Associate (CCNA) & Cisco Certified Network Professional (CCNP)*

Provides development of CCIE (Cisco Certified Internetwork Expert) competencies specific to the Routing and Switching certification. Enhances students understanding of advanced Routing and Switching topics. Includes concentrated lectures and intensive labs to aid students in the development of these key skills.

## Database Technology Courses

### ENTRY LEVEL COURSES

#### Data 101

##### **Introduction to Databases**

Duration: 8 hours

*Prerequisite: None*

Covers the concept, design and components of databases. Involves the basics of SQL, basics of PL//SQL and querying the database with SQL.

#### Data 102

##### **Microsoft Access**

Duration: 40 hours

*Prerequisite: The ability to use Microsoft Excel to maintain address book or list of employees. Familiarity with Microsoft Windows operating system. Familiarity with Office applications.*

Whether you're new to Microsoft Access or you've been using Microsoft Access for some time and want to enhance your existing skills, the MS Access Training program prepares you: design robust relational database applications using Microsoft Access 2002; develop client/server database front ends; build database applications quickly using Form, Table, Report and Query

Wizards; create and integrate macros into your applications; apply VBA programming concepts to enhance Access applications; and protect Access databases using Access integrated security.

### INTERMEDIATE-LEVEL COURSES

#### Data 201

##### Oracle Certified Database Administrator (OCDBA)

Duration: 80 hours

*Prerequisites: Basic computer skills and knowledge about operating systems. 3Soft USA's Introduction to Databases, and MS Access 2000 Recommended.*

This course is designed to give the Oracle database administrator (DBA) a firm foundation in basic administrative tasks. Through instructor-led learning, structured hands-on practices, and challenge-level exercise labs, the DBA will gain the necessary knowledge and skills to set up, maintain, and troubleshoot an Oracle database

### ADVANCED-LEVEL COURSES

#### Data 202

##### Oracle Certified Developer (OCD)

Duration: 80 hours

*Prerequisites: Basic computer skills and knowledge about operating systems. 3 Soft USA's Introduction to Databases and MS Access 2000 Recommended.*

This course is designed to give the Oracle Developer a firm foundation in basic and advanced development tasks. Through instructor-led learning, structured hands-on practices, and challenge-level exercise labs, gives application developers' access to significant advances in scalability and compatibility, as well as the ability to effectively leverage the strengths of both client/server technology and the Web.

### Web Technology Courses

#### ENTRY LEVEL COURSES

#### Web 101

##### Introduction to Web Design

Duration: 8 hours

*Prerequisite: None*

Covers the Internet in terms of how it works and the services available such as electronic mail, file transfer, remote login and information browsing, and automated contents search. Also covered, is the design and creation of web pages using one of the commercially available web design and development packages.

#### Size and Credibility of Certified Internet Webmaster (CIW) Program

CIW is the largest Internet job-role certification program. It is increasingly recognized and accepted as the standard vendor-neutral certification by corporations, academic organizations, commercial training centers and industry publications.

#### CIW 101

##### Foundations – Internet Fundamentals

Duration: 20 hours

*Prerequisite: No experience using the Internet is necessary. An understanding of Microsoft Windows 95/98/ME is required.*

Designed to guide students through the Internet and its wide array of useful resources. Students learn how to use key Internet technologies, such as Web browsers, email, newsgroups, File Transfer Protocol (FTP), Telnet, and search engines. Students gain experience configuring both Netscape Navigator and Microsoft Internet Explorer to access rich multimedia, including RealPlayer, Shockwave and Flash content. Students also use a variety of Web-based search engines to conduct advanced searches and learn the basics of electronic commerce and security issues.

#### CIW 102

##### Foundations – Web Page Authoring

Duration: 24 hours

*Prerequisite: Students must have completed Internet Fundamentals or have equivalent Internet Knowledge.*

Designed to teach students web page creation and other aspects of web authoring. Students gain knowledge developing Web pages in a text editor and a graphical user interface (GUI) editor.

Students also learn how to use Cascading Style Sheets (CSS) and study the basics of Extensible Hypertext Markup Language (XHTML), JavaScript, Dynamic HTML (DHTML), and Document Object Model (DOM).

### **CIW 103**

#### **Foundations – Networking Fundamentals**

Duration: 20 hours

*Prerequisite: Students must have completed Internet Fundamentals and Web Page Authoring or have equivalent Internet Knowledge.*

Designed to teach students fundamental networking concepts and practices. Topics include network architecture and standards, networking protocols, TCP/IP, Internet servers, server-side scripting and database connectivity, and security.

### **INTERMEDIATE LEVEL COURSES**

### **CIW 201**

#### **Site Designer**

Duration: 32 hours

*Prerequisite: Students must have CIW Foundations certification or equivalent experience.*

Teaches students to create and manage Web sites with tools such as Macromedia Dreamweaver 4.0 and Flash 5.0, FrontPage 2000, Dynamic HTML, and various multimedia and CSS standards. Students will also implement the latest strategies to develop third-generation Web sites, evaluate design tools, discuss future technology standards, and explore incompatibility issues surrounding current browsers. The course focuses on theory, design and Web construction, along with information architecture concepts, Web project management, scenario development and performance evaluations.

### **ADVANCED LEVEL COURSES**

### **CIW 301**

#### **E-Commerce Designer**

Duration: 40 hours

*Prerequisite: Students must have CIW Foundations certification or equivalent experience.*

Teaches students how to conduct business online and how to manage the technological issues associated with constructing an electronic-commerce Web site. Students will implement a genuine transaction-enabled business-to-consumer Web site, examine strategies and products available for building electronic-commerce sites, examine how such sites are managed, and explore how they can complement an existing business infrastructure. Students get hands-on experience implementing the technology to engage cardholders, merchants, issuers, payment gateways and other parties in electronic transactions.

### **Security-Related Courses**

### **Sec 101**

#### **Security +**

Duration: 40 hours

*Prerequisite: Basic computer skills and knowledge about Network Operating Systems. 3Soft USA's A+/Network+ Course Recommended.*

In this course, students will build on their knowledge and professional experience with computer hardware, operating systems, and networks as they acquire the specific skills required to implement basic security services on any type of computer network. This course is targeted toward an Information Technology (IT) professional who has networking and administrative skills in Windows-based TCP/IP networks and familiarity with other operating systems, such as OS X, Unix, or Linux, and who wants to further a career in IT by acquiring a foundational knowledge of security topics; prepare for the CompTIA Security+ Certification examination; or use Security+ as the foundation for advanced security certifications or career roles.

### **Sec 102**

#### **Cisco Secure VPN (CSVPN)**

Duration: 40 hours

*Prerequisite: Students who attend this course should have experience configuring Cisco IOS software, CCNA certification or equivalent knowledge, at least 6 months experience configuring Cisco routers and Cisco dialup network equipment, basic*

*knowledge of Windows operating systems and familiarity with networking and security terms and concepts.*

Teaches the knowledge and skills needed to describe, configure, verify and manage IPSec features in the Cisco Secure VPN product family, PIX Firewalls and Cisco Routers and also helps prepare students to achieve the Cisco Security Specialist 1 designation.

### **Sec 103**

#### **Cisco Secure PIX Firewall Advanced (CSPFA)**

Duration; 40 hours

*Prerequisite: A CSPFA student should possess Cisco Certified Network Associate (CCNA) certification or the equivalent knowledge (working knowledge of basic network security and a solid grasp of TCP/IP and fundamental networking concepts). Be familiar with encryption technologies: DES, 3DES, RSA, hashing algorithms (MD5/SHA), and IPSec. Have a basic knowledge of the Windows operating system.*

Teaches the knowledge and skill needed to describe, configure, verify and manage the PIX Firewall product family and the Cisco IOS Firewall feature set and helps students prepare for the Cisco Security Specialist 1 PIX Exam.

### **Sec 104**

#### **Managing Cisco Network Security (MCNS)**

Duration: 40 hours

*Prerequisite: Students who attend this course should have experience configuring Cisco IOS software, CCNA certification or equivalent knowledge, at least 6 months experience configuring Cisco routers and Cisco dialup network equipment, basic knowledge of Windows operating systems and familiarity with networking and security terms and concepts.*

Teaches the knowledge and skills needed to install, configure, operate, manage, and verify Cisco network security products and Cisco IOS™ security features. The course focuses on implementing IP network security.

### **SEC 201**

#### **Certified Information Systems Security Specialist (CISSP)**

Duration: 40 hours

*Prerequisite: Have a minimum of 3 years of direct full-time security professional work experience in one or more of the text domains of the information systems security Common Body of Knowledge (CBK).*

The course prepares students for the CISSP designation and helps students to understand the common body of knowledge that is set forth by the International Information Systems Security Certifications Consortium, Inc (ISC)<sup>2</sup>.

### **SEC 201**

#### **Certified Ethical Hacker (CEH)**

Duration: 40 hours

*Prerequisite: At least two years of information technology security experience and a strong working knowledge of TCP/IP.*

The CEH Program certifies individuals in the specific network security discipline of Ethical Hacking from a vendor-neutral perspective. A Certified Ethical Hacker is a skilled professional who understands and knows how to look for the weaknesses and vulnerabilities in target systems and uses the same knowledge and tools as a malicious hacker.

This class will immerse the student into an interactive environment where they will be shown how to scan, test, and secure their own systems. The lab-intensive environment gives each student in-depth knowledge and practical experience with the current essential security systems.

Students will begin by understanding how perimeter defenses work and then be led into scanning and attacking their own networks. Students then learn how intruders escalate privileges and what steps can be taken to secure a system. Students will also learn about intrusion detection, policy creation, social engineering, open source intelligence, incident handling, and log interpretation.

## **Programming Courses**

### **ENTRY LEVEL COURSES**

**PRG 101**

**Introduction to Logic**

Duration: 8 hours

*Prerequisite: None*

Emphasizes information systems, concepts, and logic development. Provides a basic knowledge of electronic digital computer systems and their capabilities and limitations. Covers basic PC commands.

**PRG 102**

**LINUX+**

Duration: 40 hours

*Prerequisite: Basic computer skills and knowledge about operating systems; Experience in a command-line environment such as MS-DOS helps.*

Provides the knowledge and skills you need to acquire, install, configure and administer Linux. Students learn to replace commercial network services with free software alternatives. Students also learn how to handle free software licensing issues.

**INTERMEDIATE LEVEL COURSES**

**PRG 201**

**JAVA Programming I**

Duration: 40 hours

*Prerequisite: Basic programming skills in a structured language. Knowledge and experience with Object Oriented Design (OOD) is helpful, but not required. 3Soft USA's Introduction to Logic Recommended.*

Introduces the student to Internet programming. Covers control structures, methods, arrays, object-based programming, and strings.

**ADVANCED LEVEL COURSES**

**PRG 202**

**JAVA Programming II**

Duration: 40 hours

*Prerequisite: JAVA Programming I.*

Covers advanced features of programming the Internet. The topics covered are graphics, interface exception handling, multithreading, files, networking, and data structures.

**Project Management Courses**

**PRM 101**

**Project +**

Duration: 40 hours

*Prerequisite: Students should have a basic understanding of project management concepts, and knowledge of Windows operating system, either Windows XP or Windows Vista.*

This course is designed to familiarize participants with all the basic features of Microsoft Project. This course covers all the steps involved in planning a project using Microsoft Project. Throughout the course, participants work directly with this software and take part in workshops designed to allow them to experiment with key planning aspects.

**PRM 102**

**Project Management Professional**

Duration: 40 hours

*Prerequisite: None*

Project Management Professional (PMP) Certification is a globally recognized and the most respected project management certification today. Project Management Institute (PMI) provides PMP certification and conducts the PMP certification exam through Prometric.

Your ability as a project manager to demonstrate best practices in project management-both on the job and through professional certification-is becoming the standard to compete in today's fast-paced and highly technical workplace. This course expands upon the basic concepts of project management you discovered in the Project Management Fundamentals course and covers in-depth the essential elements of managing a successful project. Focusing on the generally accepted practices of project management recognized by the Project Management Institute, Inc. (PMI®), this course offers you a standards-based approach to successful project management across application areas and industries.

# Corporate Structure

## Facility Staff

Tahm Hormozdyan  
President

Imran Sandila  
Vice President, Business Development

Chris Schatte  
Proposal Development Consultant

Nawaz Hormozdyan  
Business Development

Zareen Mirza  
Director, Education and Training

Sultan Khan  
Consultant

Ashraf Kadri  
Consultant/Instructor

Tariq Khalil  
Systems Administrator/Instructor

Janice Uwujaren  
Consultant

Nadeem Ahmad, PMP  
Consultant

## Facility Location, Directions and Map

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