St. Michael's Learning Academy

Your Career Bridge from Education to Employment

STUDENT CATALOG & ACADEMIC POLICIES

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SECTION I: GENERAL INFORMATION

Director's Welcome

Congratulations on the start of your educational journey toward a successful and rewarding career. As Campus Director, it is my sincere pleasure to welcome you to the St. Michael's Learning Academy (SMLA) community.

St. Michael's Learning Academy is dedicated to providing high-quality vocational education that aligns academic achievement with the practical skills required in today's competitive job market. Our programs are designed to prepare students not only for immediate employment, but also for continued growth in educational, professional, and community settings. At SMLA, we strive to deliver an educational experience that supports both career entry and career advancement.

Our instructional approach integrates technical training with essential professional and interpersonal skills, ensuring students are well prepared to transition confidently into the next phase of their lives. We are committed to fostering an environment where students are supported, challenged, and empowered to reach their full potential.

SMLA continually upholds and strengthens its standards of excellence through compliance with regulatory requirements and ongoing evaluation of program outcomes. Student achievement is measured and reviewed regularly to support continuous improvement. A key strength of our programs is the experience and dedication of our faculty. Each instructor participates in ongoing professional development and is committed to:

1. Maintaining curriculum relevance based on current workforce and industry needs
2. Utilizing effective and engaging instructional methods
3. Providing a safe, structured, and supportive learning environment

Many individuals aspire to further their education and earn a certificate or credential, yet only a select few take the steps necessary to achieve that goal. By enrolling at SMLA, you have taken an important step toward turning that aspiration into reality.

On behalf of our faculty and staff, we are honored that you have chosen St. Michael's Learning Academy. We look forward to supporting you throughout your training and celebrating your academic and career success.

Best regards,

Christine Aboud
School Director

ST. MICHAEL'S LEARNING ACADEMY
Corporate Owners & Advisory Board

ADVISORY BOARD

Brian Williams, Chairman of the Board
PwC – Director of SAP AMS Practice

James Thompson, Treasurer
E-Procurement Consultants, LLCS - Supply Chain Analyst

Dr. Marian Zaki, Corporate Secretary
Texas A&M University - Professor of Computer Science and Cybersecurity

Andy Desai
DXC Technology, Growth Leader

Shaquille Charles
SAP - Customer Service Manager

Jeremy Sisemore
ASAP Talent Services - President

Mitchell Seal
Fayetteville State University - Associate Vice Chancellor

Saurabh Choudhuri
SAP - Global VP – SAP Digital, Head of Digital Modalities and Digital Transformation

Akshi Mohla, MBA
SAP America – Solution Consultant

Francesca Mills
NRG - Vendor Management Services

Michelle Paul
Capital Idea - Exec. Director,

Joseph George
Schlumberger - Project Manager

CORPORATE OWNERS

Christine Aboud
Co-owner, School Director & CEO, SMLA

Zack Zakhem
Co-owner, Director of Education SMLA

History

St. Michael's Learning Academy (SMLA) is a private, for-profit educational institution co-owned and operated by Zack Zakhem and Christine Aboud, both of whom bring more than twenty-five years of experience across the business, professional, and academic sectors.

SMLA was founded on December 27, 2007, in Houston, Texas. The school was initially located at 6420 Richmond Avenue. In 2012, SMLA relocated to 2640 Fountain View, where it operated for approximately one year. In 2014, the institution moved to its current Houston campus located at 6220 Westpark Drive.

In 2016, St. Michael's Learning Academy expanded its operations by opening an additional campus in Killeen, Texas. In 2024, SMLA further expanded its footprint by establishing a training location at Fort Bliss, where it currently conducts instructional programs.

Facilities

St. Michael's Learning Academy is headquartered in Houston, Texas. The primary campus includes instructional classrooms, computer laboratories, and student support spaces designed to support hands-on, technology-driven learning.

SMLA also operates additional approved instructional locations, including campuses in Killeen, Texas and at Fort Bliss. All instructional sites are equipped to support program delivery, provide appropriate learning resources, and meet applicable safety and accessibility standards, including compliance with the Americans with Disabilities Act (ADA).

Mission Statement

St. Michael's Learning Academy is committed to preparing individuals for success in today's evolving workforce by delivering high-quality education and upskilling programs aligned with high-demand, high-skill careers. Through industry-relevant curriculum, experienced instructors, and a focus on critical technology competencies, including emerging digital and AI-related skills, SMLA equips students with the knowledge and practical abilities needed to remain competitive, adaptable, and career-ready.

SMLA supports lifelong learning by providing flexible educational pathways that serve both new and experienced professionals, strengthening the workforce and contributing to the broader business, professional, and academic communities.

TUTORING

Tutoring is available during regular school hours, Monday through Friday, when prearranged with instructors or staff. Regular class attendance is a prerequisite for this service. Tutoring is not to be used as a substitute for attending classes.

Office Hours

Office hours are Monday through Friday from 9:00 AM to 5:00 PM. Students may enroll any day of the week during these hours. School hours are Monday through Thursday from 9:00 AM to 10:30 PM.

School Holidays

Martin Luther King Jr., Day.....January 19, 2026
Good Friday ..... April 3, 2026
Memorial Day .....May 25, 2026
Independence Day..... July 3, 2026
Labor Day.....September 7, 2026
Veteran's Day.....November 11, 2026
Thanksgiving-Thursday and Friday ..... November 26-27, 2026
Christmas and New Year's Holidays .....December 21, 2026 – January 1, 2027

Students may enroll in any program or seminar, Monday through Friday from 9:00 AM to 5:00 PM, excluding holiday dates from above.

Staff Members

Christine Aboud .....Co-Owner/School Director
Zack Zakhem..... Co-Owner/Director of Education/Instructor
Stacy Bayton ..... Chief Strategic Officer
Yanira Gonzalez.....Enrollment Coordinator
Kaylee Bayton..... Career Transition Assistant
Ilia Edwards.....Community Outreach Specialist
Rebecca Maria Marquina ..... Educational Specialist
Joy Bijou… .....Administrative Assistant

Post-Secondary Faculty

Zack Zakhem	Bachelor of Arts in Psychology/Masters in Licensed Professional Counselor; 33 years of teaching experience. Microsoft Office (Word, Excel, PowerPoint, & Outlook), Internet, Accounting Skills, Keyboarding/Data Entry, and Office Etiquette/Job Preparation Skills.
Norma Helton	Medical Assistant Diploma and Associate of Applied Science degree. Registered Health Information Technologist (RHIT). Over 30 years in Health Information Technology field. 18 years teaching experience.
Dorothy Robinson	Associates Degree in Law Enforcement. Over 7 years of SAP experience as a consultant/contractor. 8 year of teaching experience.
Wendy Caesar	Bachelor of Science in Management Information Systems and Masters in Business Administration; Over 28 years of teaching computer applications.
Joseph George	Masters of Science and Bachelor of Science degrees in Mechanical Engineering and BS; Project Management Professional (PMP); Licensed Professional Engineer; Lean Six Sigma Black Belt; 4 years of teaching experience.
Rodney Dove	Bachelor's Degree; Project Management Professional (PMP); 7 years of teaching experience.
James Thompson	B.B.A. in Accounting; SAP Support Analyst Expert; Functional Supply Chain Integration/Business Intelligence Consultant; 4 years of teaching experience.
Mervin Manning	Associate degree in Administration and Management. SAP Functional Analyst; 4 years of teaching experience.

Earl Bell	Bachelor's Degree in Information Management and Security. Logistics Analyst with the U.S. Army for 20 years. Over 8 years of teaching/instruction experience and certified in SAP S/4 HANA, EWM, and project management.
Andrew Kwawu	Master of Business Administration. Logistics Specialist with the U.S. Army for 11 years. Over 8 years of teaching/instruction experience. Certified in SAP and PMP.
Gary Whitehead	i2 Senior Instructor; 12 years of teaching/instruction experience. Certified in cyber & i2.
Eric Ostrowidzki	Bachelor's Degree in Government. i2 Senior Instructor; 15 years of teaching experience.
Lanre Elujoba	Master's in Business Administration. 6 years of ServiceNow GRC process and technical implementation. Certified in ServiceNow.
Kevin Frost	Bachelor of Science degree. Over 10 years of experience implementing in ServiceNow platform. Certified in ServiceNow.
Phillip Rhodes	Certified in SAP. Over 8 years of experience in teaching/instruction.
Mitchell Ogiamien	Bachelor of Science Degree in Business Administration. Over 8 years of experience in teaching/instruction and certified in SAP.

All staff and faculty members are qualified in their fields of instruction by education and/or experience.

SECTION II: ADMISSION AND FEES

Application Procedure

Individuals interested in receiving technical training at St. Michael's Learning Academy should visit the school for a tour and personal interview.

Applicants who are high school graduates or equivalent or who have post-secondary experience are required to take the following steps:

1. Complete an interview with an admissions representative
2. Submit proof of high school graduation or equivalent
3. Submit transcripts from all universities or colleges previously attended
4. Complete an enrollment agreement
5. Submit a registration fee of $100.00

Admission Requirements

SMLA admits individuals who possess a high school diploma or equivalent and are at least eighteen (18) years of age. Applicants must demonstrate maturity and ability to benefit from the program of instruction. Parental permission is required for applicants under the age of eighteen.

SMLA does not discriminate on the basis of sex, race, religion, national origin, disability, or any other protected status. Students with disabilities are subject to the same admissions criteria as all other applicants.

Credit for Previous Training/Education

Students may receive credit for previous education or training if they can demonstrate proficiency in the subject matter through official transcripts and successful completion of a comprehensive subject examination administered by SMLA with a minimum passing score of 80%.

Requests for credit must be made prior to signing the enrollment agreement and prior to the start of classes.

Credit for previous training may reduce program length and tuition but will not result in retroactive VA payments for training already completed.

In all cases, exempted coursework must have been completed at an accredited institution or a recognized institution of higher learning. Military training completed during active duty, reserve, or National Guard service, as documented on the Joint Services Transcript (JST), may be reviewed for potential credit. High school coursework is not eligible for credit or tuition reduction.

Tuition Reduction for Exempted Courses

When a course is exempted, tuition is adjusted by multiplying the program's per-clock-hour tuition rate by the number of clock hours exempted. The resulting amount is deducted from the total program tuition.

The following example illustrates how tuition adjustments are calculated when a course is exempted:

For the Business Office Assistant program, the total clock hours are 300 and the total tuition is $3,000 (not including registration fees or books). The tuition rate is $10.00 per clock hour.

A student exempting EX101 (Microsoft Excel), which consists of 40 clock hours, would have 40 hours multiplied by the $10.00 per clock hour rate, resulting in a tuition reduction of $400. The adjusted tuition for the program would therefore be $2,600.

Registration Fee

A registration fee of $100.00 is required of all new students at the time the enrollment agreement is accepted by the school. Payment of this fee reserves a place in the program in which the student has enrolled.

Tuition and Payment Obligations

Students are charged for the full program cost at the time of enrollment. Tuition rates do not increase for students who remain continuously enrolled.

In the event of withdrawal, tuition refunds will be calculated in accordance with the Cancellation and Refund Policy.

Self-Pay Students
Self-pay students are required to make an initial payment of 30% of the total program cost, with the remaining balance paid through agreed-upon installment payments. A promissory note outlining payment terms and due dates will be executed. No interest or additional charges are applied to installment balances.

Nonpayment of Tuition
Failure to pay tuition and fees as agreed may result in referral to a collection agency in accordance with applicable local, state, and federal law. Certificates of Completion or Diplomas will not be issued until all financial obligations are satisfied.

This provision does not apply to students using VA educational benefits while payment is pending, in accordance with 38 U.S.C. § 3679(e).

VA Pending Payment Policy (38 U.S.C. § 3679(e))

In accordance with federal law, SMLA does not prohibit attendance or participation in courses, require additional payment, impose penalties, or deny access to institutional services while a student using VA educational benefits under Chapters 31 or 33 is awaiting payment, provided required documentation has been submitted in a timely manner.

No late fees, collection actions, or enrollment penalties will be imposed during the period VA payment is pending. This policy applies only while VA payment is pending and does not eliminate a student's financial obligation should benefits be denied, reduced, or discontinued.

This policy does not alter the student's responsibility for tuition and fees upon withdrawal or termination.

Cancellation & Refund Policy

1. **Cancellation Rights – All Programs**
   A student may cancel the enrollment contract within 72 hours (until midnight of the third day, excluding Saturdays, Sundays, and legal holidays) after the enrollment contract is signed and receive a full refund of all tuition and fees.

   For residence and synchronous distance education programs, a student who cancels enrollment within the first three scheduled class days may receive a full refund, except that the school may retain up to $100 in administrative fees, as well as charges for items of extra expense that were necessary for the portion of the program attended and separately stated in the enrollment agreement.

2. **General Refund Provisions – All Programs**
   A. Refund computations are based on the portion of the program completed through the effective date of termination.
   B. Leaves of absence, suspensions, and school holidays are not counted as scheduled attendance.
   C. The effective date of termination for refund purposes is the earliest of:
      - the last date of attendance if terminated by the school;
      - the date the school receives written notice of withdrawal from the student; or
      - ten school days following the last date of attendance.
   D. Refunds will be fully processed within 60 days of the effective date of termination.

3. **Refund Policy by Program Type**
   A. Residence and Synchronous Distance Education Programs:
      1. If tuition and fees are collected in advance and the student does not enter the program after the 72-hour cancellation period, the school may retain up to $100 in administrative fees.

2. If the student withdraws or is terminated after entering the program, the school may retain up to $100 in administrative fees for the entire program.
3. The minimum refund of remaining tuition and fees will be the pro rata portion based on the number of instructional hours remaining after the effective date of termination relative to the total program hours.
4. No refund is due if the student has completed 75% or more of the program hours as of the effective date of termination.
5. A student who withdraws for reasons unrelated to academic status after completing 75% of the program may request an Incomplete ("I") grade, if approved, may re-enroll within 12 months without additional tuition for the remaining portion of the program.

B. Asynchronous Distance Education Programs:
1. Refunds are based on the number of lessons completed.
2. If tuition and fees are collected before any lessons are completed and the student does not begin the program after the cancellation period, the school may retain up to $50.
3. If the student withdraws after beginning the program, the school may retain $50, and the student will receive a pro rata refund based on lessons completed relative to the total number of lessons in the program.

C. Seminars:
1. Refunds are based on clock hours completed.
2. If the student does not enter the seminar, the school may retain up to $100.
3. If the student withdraws or is terminated before completion, a pro rata refund will be issued based on remaining seminar hours.

D. Refunds for Books, Tools, and Supplies:
Refunds for items of extra expense such as books, tools, or supplies are handled separately from tuition. Students are not required to purchase instructional materials until they are needed. Once purchased, these items are non-refundable unless they were not required for the portion of the program attended. Costs for required items may be withheld from refunds if separately stated in the enrollment agreement.

E. Full Refund Circumstances – All Programs:
A full refund of all tuition and fees will be issued if a student is not accepted by the school, if the program is discontinued and prevents completion, or if enrollment was obtained through misrepresentation in advertising, promotional materials, or representations by school staff. Refunds may also be required in other circumstances involving institutional deficiencies or violations of applicable regulatory requirements.

F. Refund Policy for Students Called to Active Military Service
A student who withdraws due to being called to active duty in the U.S. Armed Forces or the National Guard may elect one of the following options:
1. a pro rata refund and cancellation of unpaid charges;
2. an Incomplete grade with re-enrollment rights within one year of discharge without additional tuition;
3. or assignment of final grades if at least 90% of coursework has been satisfactorily completed and mastery is demonstrated.

In all cases, refunds will meet or exceed the requirements of the Texas Education Code (TEC), §§132.061 and 132.0611, and Texas Administrative Code (TAC) Chapter 807, Subchapter N.

Placement Assistance

St. Michael's Learning Academy provides placement assistance services to support graduates in their employment search. Placement assistance may include career guidance, resume preparation support, interview preparation, and referrals to prospective employers, as appropriate.

St. Michael's Learning Academy does not guarantee employment or specific job outcomes. Additional information regarding job placement assistance services is provided in Section VIII of this catalog.

SECTION III: ACADEMIC POLICIES

This section outlines the academic standards, policies, and expectations applicable to all students enrolled at St. Michael's Learning Academy.

Leave of Absence

A leave of absence for a reasonable purpose acceptable to the School Director shall not exceed thirty (30) days. A student shall be granted only one leave of absence during a twelve (12) month period. Students requesting a leave of absence will incur no additional tuition or fee charges by the institution.

School attendance records shall clearly reflect the dates for which the leave of absence is granted. A written statement explaining the reason for the leave, signed by both the student and the School Director and indicating approval, shall be maintained in the student's individual file. If a student fails to return from an approved leave of absence within the thirty (30) day period, the student will be automatically terminated. Any applicable refund will be calculated and processed in accordance with the school's Cancellation and Refund Policy.

For students using VA educational benefits, termination following failure to return from an approved leave of absence will be reported to the Department of Veterans Affairs in accordance with applicable VA regulations.

Make-Up Work

Make-up work is available to all students. Those students who are making up missed work are given a timeframe of two weeks to complete missed work after the end of a grading period during which the absence occurred. Make-up work shall be supervised by an approved instructor for the class being made up. Students making up work are required to demonstrate substantially the same level of knowledge or competence expected of a student who attended the scheduled class session. No more than 5% of the total course time hours missed for a program may be made up. Make-up work must be signed and dated by the student to acknowledge the make-up session. It is the student's responsibility to arrange make-up sessions with the instructor for the course.

Repeat Subjects and Remedial Work

Students experiencing difficulty in a course are provided opportunities for tutoring. Tutoring is available on Fridays and must be scheduled in advance with an instructor. Students who do not achieve a passing grade of seventy percent (70%) in a course may retake the course examination. A maximum of two (2) test retakes per course is permitted. Students who repeatedly fail to achieve the minimum passing grade may be subject to dismissal from the program.

Satisfactory Academic Progress

Students must maintain a minimum grade of seventy percent (70%) to meet satisfactory academic progress requirements. Academic performance is evaluated monthly. Students failing to meet SAP standards will be placed on academic probation for the subsequent grading period. Students on probation must demonstrate improvement and meet minimum academic requirements to remain enrolled. Failure to do so may result in dismissal.

Students may appeal SAP determinations by submitting a written appeal to the School Director, supported by documentation of mitigating circumstances such as illness, death in the family, military obligations, or other extenuating circumstances. Documentation will be maintained in the student's academic file.

Attendance Policy

SMLA maintains attendance requirements to ensure student success and compliance with accrediting and VA standards.

General Attendance Requirement
Students must attend at least 80% of the scheduled hours for each subject or program in which they are enrolled. Attendance is monitored regularly to ensure consistent participation.

VA Student Attendance Standard
For students using VA educational benefits, a student may not miss:

1. More than 10 consecutive scheduled instructional days; or
2. More than 20% of the total program hours,
   unless the student is on an approved Leave of Absence (LOA).

Failure to meet these attendance requirements without an approved LOA may result in interruption or termination of VA educational benefits and may lead to dismissal from the program.

Counseling and Intervention
Students approaching attendance limits will be counseled regarding attendance requirements and potential consequences. The goal is to support retention and successful completion.

Excused Absences
Absences due to legitimate, verifiable reasons such as illness, medical appointments, military obligations, or family emergencies may be considered for approval. Documentation may be required. Missed work and labs can be made up for excused absences.

Tardiness
Students are expected to arrive on time for all scheduled class sessions. A student is considered tardy if they arrive more than 10 minutes late. Accumulation of excessive tardiness may negatively impact attendance records and academic standing.

Maximum Time Frame
Students must complete training within a maximum time frame not to exceed one and one-half (1.5) times the scheduled program length.

Grades

Grades reflect a student's level of achievement based on course standards. Assignments and assessments are reviewed and returned in a timely manner, typically within two (2) business days.

Final grades are issued for each course and recorded on the student's permanent academic record. Courses not completed by the end of a grading period may be recorded as "I" (Incomplete) in accordance with school policy. Requirements for issuance of Certificates of Completion and transcripts are outlined in Section VII of this catalog.

Grading System

St. Michael's Learning Academy uses the following grading scale for all programs:

Letter Grade	Definition		Honor Points
A.	Excellent	(90-100%)	4.0
B.	Good	(80-89%)	3.0
C.	Average	(75-79%)	2.0
D.	Poor	(70-74%)	1.0
F	Failure	(69% and below)	0.0
I	Incomplete		
W	Official withdrawal by School Director		

Grade Point Average (GPA) Calculation

Only coursework completed and recorded at St. Michael's Learning Academy is used in the calculation of grade point averages. For repeated courses, the most recent grade and credits earned are used in GPA calculations. Grading standards remain consistent throughout each course.

Progress Reports

Students are made aware of their academic progress every four weeks to keep them aware of their academic standing. All classwork and tests turned in are graded promptly and provided to students for their review.

Academic Integrity

Students are expected to complete their own work on all assignments and examinations. Violations of academic integrity, including cheating or plagiarism, may result in disciplinary action up to and including dismissal, in accordance with the school's disciplinary and appeal procedures. Readmission following dismissal for academic integrity violations is at the discretion of the School Director and instructor.

SECTION IV: STUDENT CONDUCT & INSTITUTIONAL POLICIES

Student Conduct

Upon enrollment at St. Michael's Learning Academy (SMLA), students assume responsibility for knowing and complying with all school rules, regulations, and policies.

SMLA is committed to maintaining a professional and respectful learning environment. Students are expected to conduct themselves in a manner consistent with professional standards, including appropriate

dress, personal grooming, and respectful behavior. The use of abusive or profane language, violence, harassment, or bullying is strictly prohibited.

Repeated or serious violations of the school's conduct policy may result in disciplinary action, up to and including termination from the program. A student dismissed for conduct violations may be considered for readmission at the sole discretion of the School Director.

Drug and Alcohol Policy

SMLA prohibits the use, possession, sale, or distribution of illegal drugs or alcohol on school property, including classrooms, laboratories, offices, and parking areas.

Any individual found in violation of this policy will be referred to the School Director. Students will be advised regarding available professional treatment resources. Employees found in violation will be subject to administrative action in accordance with institutional employment policies.

Disciplinary Action for Drug and Alcohol Policy Violations

Students:

- First offense: May return to school following successful completion of a professional treatment program.
- Second offense: Termination from the school.

Employees:

- First offense: Administrative leave without pay and eligibility to return upon successful completion of treatment.
- Second offense: Termination of employment.

The decision to readmit a student or employee following treatment rests solely with the School Director.

Termination, Appeal and Reinstatement

Students who voluntarily choose to discontinue training are encouraged to meet with the School Director to discuss their circumstances and available options.
Involuntary termination may occur if a student:

- Fails to meet attendance requirements as outlined in the Attendance Policy;
- Fails to maintain Satisfactory Academic Progress; or
- Violates institutional conduct or disciplinary policies.

Any applicable tuition refunds will be calculated and processed in accordance with the school's Cancellation and Refund Policy.

Whether termination is voluntary or involuntary, students remain financially responsible for tuition and fees in accordance with the school's refund policy. Students have the right to appeal a termination decision by submitting a written appeal to the School Director outlining any circumstances warranting reconsideration. If an appeal is approved, reinstatement may be granted under conditions determined by the School Director.
Students using VA educational benefits will be notified prior to termination whenever possible to allow corrective action and to ensure proper reporting to the Department of Veterans Affairs in accordance with applicable regulations.

Grievance Policy

St. Michael's Learning Academy is approved and regulated by the Texas Workforce Commission (TWC). The TWC-assigned school number is S5089.

Students are encouraged to first address concerns or complaints through the school's internal grievance process as outlined in this catalog. SMLA is responsible for ensuring that all students receive a copy of the grievance procedures.

If a student is dissatisfied with the school's response or is unable to file a complaint directly with the school, the student may submit a formal complaint to the Texas Workforce Commission. Information regarding the complaint process is available on the TWC Career Schools and Colleges website at: **www.texasworkforce.org/careerschoolstudents**

SECTION V: STUDENT RECORDS & PRIVACY

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. Under FERPA, students have the right to inspect and review their education records, request correction of records they believe to be inaccurate or misleading, and consent to the disclosure of personally identifiable information, except where disclosure is permitted by law.

St. Michael's Learning Academy does not release education records or personally identifiable information to third parties without the student's written consent, except as authorized by FERPA. Students may provide written authorization for the release of records on a case-by-case basis or through a general release.

Students also have the right to file a complaint with the U.S. Department of Education regarding alleged failures to comply with FERPA requirements.

Records Retention

(a) SMLA permanently maintains student transcripts of academic records and provides transcripts to students and prospective employers at a $15 charge if the student has fulfilled the financial obligation to the school and is neither in default nor owes a refund to any federal or state student financial aid program.
(b) SMLA maintains transcripts of academic records, student payment ledgers, and enrollment agreements in electronic format.
(c) SMLA retains financial records in accordance with federal retention requirements.
(d) SMLA retains all student records for at least a five-year period and these records include:
    (1) a written record of previous education and training on a form provided by the Agency; and
    (2) official transcripts from all previous postsecondary schools attended by the student.
(e) SMLA's school director implements and maintains reasonable procedures, including taking any appropriate corrective action, to protect from improper use or disclosure of any sensitive personal information collected or maintained by the school.
(f) SMLA will destroy sensitive personal information within the school's custody or control, after any required retention periods, by permanently removing or deleting electronic records
(g) All records created and maintained in languages other than English are subject to translation by SMLA.

SECTION VI: PROGRAM/SEMINAR OUTLINES AND COURSE DESCRIPTIONS

ServiceNow Support Specialist

The ServiceNow Support Specialist Foundations program is a comprehensive, entry-level training pathway designed for individuals with little to no prior experience in ServiceNow or enterprise network systems who require foundational technical knowledge to enter the enterprise IT workforce. This program provides structured instruction, hands-on practice, and career-aligned skills development to prepare participants for ServiceNow administration and platform support roles.

ServiceNow is a widely adopted cloud-based platform used by organizations to manage digital workflows across IT service management, customer service, HR, security operations, and enterprise operations. The ServiceNow Now Platform functions as a system of action, enabling organizations to automate processes, integrate systems, and improve operational efficiency across the enterprise.

The program is delivered directly on the Now Platform and emphasizes practical, real-world application. Participants work within a dedicated sandbox environment to build foundational skills in platform navigation, system configuration, IT service workflows, reporting, and low-code application development. Instruction progresses from core concepts to applied administrative tasks aligned with industry's best practices.

Upon completion, participants will be prepared to sit for the ServiceNow Certified System Administrator (CSA) exam and will possess the baseline technical competencies required for entry-level roles supporting ServiceNow environments. Graduates may pursue positions such as ServiceNow Support Specialist, Junior System Administrator, Application or Platform Support Analyst, or business and project roles that utilize ServiceNow as a core enterprise system. This program serves as an accessible workforce entry point for individuals seeking to launch a career in ServiceNow administration and enterprise service management.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
SN -101	ServiceNow Fundamentals	22.5	12	10.5
SN -102	Core Systems Administration	45	22	23
SN -103	CSA Exam Prep & CAPSTONE Validation	22.5	10	12.5
SN-104	Associate Implementer – ITSM Fundamentals	45	22	23
SN-105	Flow Designer, UI Builder & App Engine Fundamentals	45	22	23
SN-106	CMBD Fundamentals	45	23	22
SN-107	CMDB - Gain Insight & Health Simulator	22.5	10	12.5
SN-108	CAPSTONE completion & Portal Close	22.5	12.5	10
	Total Hours	**270**	**133.5**	**136.5**

Tuition $10,700.00
Registration.....$100.00
Labs and Certification Fees.....Included
Books and Materials .....Included

Total Program Cost.....$10,800.00

Class Schedules and Program Length:

The ServiceNow evening course is offered over twelve weeks, Monday to Friday, 4 hours/day (6:00 – 10:30 PM) in condensed blocks per ServiceNow requirements, with two 15-minute breaks.

Admission requirements: One year of college experience or 2 years of related work experience Intro to ServiceNow is a pre-requisite for this course – students are given access after orientation to complete this four hour session.

SAP - Materials Management Business Analyst

This 14-week program will afford the graduate employment opportunities in the high demand and paying industries of Supply Chain Management and Logistics. SAP Materials Management (MM) is a core functionality in SAP S/4HANA that drives logistics and supply chain operations. Its purpose is to manage processes such as purchasing, goods receiving, material storage, consumption-based planning, and inventory. The SAP Materials Management training curriculum prepares students for the C_ARP2P capstone certification (SAP Certified Associate SAP Ariba Procurement) by providing them with a view of the concept of materials management as well as the whole Source-to-Pay business process. Students will be trained using SAP Ariba procurement solutions in a work environment by providing process steps where applicable, some configuration details for the essential business processes. Graduates will be able to work as SAP ERP Business Process Integration End-Users/Analyst, Consultants, Subject Matter Experts, Documentation Specialists, and Trainers. CAPSTONE certification is offered in a two-week, Monday to Friday condensed block per SAP requirements from 9:00 AM - 5:00 PM

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
MM-INTRO-A	Introduction to ERP	2	1	1
MM-INTRO-B	User Experience (Navigation)	2	1	1
MM-INTRO-C	ERP Enterprise Structure	4	2	2
MM-MD	Master Data in Materials Management	8	4	4
MM-LIV	Logistics Invoice Verification	20	10	10
MM-PROCURE	Procurement Processes (Source to Pay)	20	10	10
MM-PURCH	Purchasing Optimization (Direct/Indirect)	20	10	10
MM-INV	Inventory Management and Physical Inventory	20	10	10
MM-MRP	Consumption-Based Planning (MRP)	20	10	10
MM-CONFIG	Configuration of Purchasing	20	10	10
MM-OLA	Outline Agreements/ Sources of Supply	20	10	10
MM-CON	Consignment Process	20	10	10
MM-MINI	Mini Project	40	10	30
MM-CAREER	Resume Critique & Mock Interviews	12	6	6
MM-CERT	CAPSTONE Practice Test & Review	21	10	11
MM-TEST	Certification Test C_ARP2P	3	0	0
	Total Hours	**249**	**114**	**135**

Registration $100.00
Tuition $8,700.00
Books/Materials ..... Included*

Total Program Cost $8,800.00

Class Schedules: (10 min. break for every 50 min. of class time) Full Time

9:00 AM – 2:00 PM .....M and Tu (Morning Session) = 10 hours
9:00 AM – 1:00 PM ..... W and Th (Morning Session) = 8 hours
6:00 -10:30 PM ..... M, Tu, W, and Th (Evening Session) = 18 hours

Program Length: 14 weeks total

Admission requirements: One year of college experience or 2 years of work experience in an SAP related field or select Military ASVAB scores.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

SAP – Enterprise Systems Business Analyst (Evening Class)

Enterprise Resource Planning (ERP) is the concept of planning, executing and reporting across multiple business functions or business units. SAP (Systems, Applications and Products in Data Processing) is one of the most robust ERP packages. Students will obtain a well-rounded understanding of ERP systems. This program prepares students by providing them with the foundations of the fundamental business and how they interact with ERP in the areas of Sales and Distribution (Sell), Materials Management (Buy), Production Planning (Make), Financial/Management Accounting (Reporting), Human Resources (Hire) and Project Management. These fundamental areas are important in creating a smooth and efficient business process. Students will be trained on the industry standard On Premise and latest Cloud ERP software in a work environment by providing process steps, data, and, where applicable, configuration for the essential business process. Students will be exposed to the newest and relevant software on the market from the industry leader in this area. Students are also prepared in the CAPSTONE weeks to earn a certification within the latest Business Process Certification. Graduates will gain key knowledge to make them successful in the following roles as SAP ERP Business Analysts and End Users. Students will also be given an educational road map to earn additional professional certificates and modules certifications in the for more advanced specialties as Business Consultants, Process Integration Specialists, Subject Matter Experts, Documentation Specialists and Trainers. CAPSTONE certification is offered in a two-week, Monday to Friday condensed block per SAP requirements.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
ERP -101	Introduction to Enterprise Systems Professions	60	30	30
ERP -102	ERP System Implementation and Configuration	60	30	30
ERP -103	Enterprise Systems Tools and Concepts and Careers	22	14	8
ERP -104	Business Process Integration with Gamification	50	25	25
ERP -105	CAPSTONE Certification	80	60	20
	Total Hours	**272**	**159**	**113**

Tuition $10,700.00
Registration.....$100.00
Books and Material ..... Included*

Total Program Cost.....$10,800.00

Class Schedules: (10 min. break for every 50 min. of class time)
Class is held Tuesday through Friday – 6:00-10:30 PM Central Time

Program Length: 12 weeks total

Admission requirements: One year of college experience or 2 years of work experience in an SAP related field or select Military ASVAB scores.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

SAP – Enterprise Systems Business Analyst

Enterprise Resource Planning (ERP) is the concept of planning, executing and reporting across multiple business functions or business units. SAP (Systems, Applications and Products in Data Processing) is one of the most robust ERP packages. Students will obtain a well-rounded understanding of the SAP system. This program prepares students by providing them with the foundations of business processes and how they interact with ERP in the areas of Sales and Distribution, Materials Management, Production Planning, Financial Accounting, Controlling, Human Resources and Project Management. These fundamental areas are important in creating a smooth and efficient business process. Students will be trained using the latest SAP software in a work environment by providing process steps, data, and, where *applic*able, configuration for the essential business process. Students are also prepared to earn a CAPSTONE certification in SAP-Business Analyst - TS410 (S/4HANA). Graduates will be able to work as SAP ERP Analysts, Business Process Integration Specialists, Subject Matter Experts, Documentation Specialists, End-Users and Trainers. CAPSTONE certification is offered in a two-week, Monday to Friday condensed block per SAP requirements from 9:00 AM - 5:00

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
ERP -101	Introduction to Enterprise Systems	60	30	30
ERP -102	ERP Configuration	60	30	30
ERP -103	Enterprise Systems Tools and Concepts and Careers	22	14	8
ERP -104	Business Process Integration with Simulation	50	25	25
ERP -105	CAPSTONE Certification	80	60	20
	Total Hours	**272**	**159**	**113**

Tuition $10,700.00
Registration.....$100.00
Books and Material ..... Included*

Total Program Cost.....$10,800.00

Class Schedules: (10 min. break for every 50 min. of class time)
First 8weeks are Tuesday through Friday – 8 hours per day
Last 2 weeks are Monday through Friday – 8 hours per day

Program Length: 10 weeks total

Admission requirements: One year of college experience or 2 years of work experience in an SAP related field or select Military ASVAB scores.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

PMP – Project Management Professional

PMI's Project Management Professional (PMP) designation is becoming increasingly in demand with business and industries worldwide. This course is a comprehensive and complete resource for PMP exam preparation, featuring full coverage of all exam objectives, practices, and a myriad of interactive tools. The course is designed to reflect the Project Management Institute's latest changes to the exam. This new edition includes the revised best practices in alignment with PMBOK 6th edition. This course is not only designed to equip students to pass the PMP or CAPM exam but also to become more effective and influential project managers in their areas of expertise through the active application and engagement of this course principles in their respective workplaces. Course participants who take the test and become certified project management professionals will realize monetary rewards and career progression in their organizations.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
PMP101	Introduction to PMP & Project Management Grand Frame	4	3	1
PMP102	Project Management Processes	3	2	1
PMP103	Project Integration Management	3	2	1
PMP104	Project Scope Management	3	2	1
PMP105	Project Time Management	3	2	1
PMP106	Project Cost Management	3	2	1
PMP107	Project Quality Management	3	2	1
PMP108	Project Human Resource Management	3	2	1
PMP109	Project Communication Management	3	2	1
PMP110	Project Risk Management	3	2	1
PMP111	Project Procurement Management	3	2	1
PMP112	Project Stakeholder Management	3	2	1
PMP113	PM Professional & Social Responsibility	3	2	1
	Total Hours	**40**	**27**	**13**

Tuition.....$975.00
Registration $100.00
Project Management Institute Fees (PMP Certification Exam).....$695.00
Project Management Institute Fees (CAPM Certification Exam)..... $300.00
Project Management Professional (PMP)® Exam Prep Course $215

Total Cost (PMP Certification).....$1,985.00
Total Cost (CAPM Certification).....$1,590.00

Class Schedules:

- ➔ Schedule 1: Monday to Friday from 9:00 AM to 5:00 PM (1 week)
- ➔ Schedule 2: Saturday and Sunday from 8:00 AM to 6:00 PM (2 weekends)
- ➔ Schedule 3: Monday to Friday (four hours per day x 2 weeks)
  *A 10-minute break is allowed for each 50 minutes of class time.

Admission requirements: Either: 1) Secondary degree (high school diploma, associate's degree or equivalent) with a minimum of five years/60 months unique non-overlapping professional project management experience during which at least 7,500 hours were spent leading and directing the project; or 2) Four-year degree (bachelor's degree or global equivalent) with a minimum of three years/36 months unique non-overlapping professional project management experience during which at least 4,500 hours were spent leading and directing the project.

Medical Records and Health Information Technician

The Medical Records and Health Information Technician program introduces students to the electronic health record (EHR) industry. Students will learn how to become proficient in using EHR software as they began their new career in the healthcare industry. Students will also gain a thorough understanding of both the terminology of EHR systems and the practical use of such systems in a health care provider office setting, hospital, mental health and medical clinics. Some of the topics discussed include problem lists, assessments, prescription/medication management, exam notes, and diagnostic orders and results. The MedWare Chart EHR software and activities are similar to what will be encountered in the workplace. After the completion of this course, students will have the qualifications, working knowledge, skills and abilities needed to succeed in the following healthcare industries: Electrical Health Records Specialist, Medical Records Clerk, Health Information Clerk, Medical Records Technician, Office Manager, Business Office Assistant, File/Data Entry Clerk, Medical Records Coordinator, Medical Records Analyst, Medical Records Director, Receptionist and Coder. After completing this program, the graduate would be trained and ready to sit for the Certified Electronic Health Records Specialist (CEHRS) exam offered by National Health Career Association. These Jobs may be found in hospitals, doctor's office, free standing/emergency clinics, pharmacies, and nursing homes.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
KB101	Keyboarding/Data Entry	40	10	30
EX201	Microsoft Excel II	60	25	35
MS201	Microsoft Word II	60	25	35
OU101	Microsoft Outlook	40	15	25
ER101	Introduction to Electrical Health Records	40	15	25
MT101	Medical Terminology	40	15	25
AP201	Human Anatomy & Physiology	40	15	25
HD201	Health Data Content	40	15	25
PM201	Patient Visit Management	40	15	25
CE301	Clinical Notes and Examinations	40	15	25
MC301	Medical Coding, Billing, Orders & Admin	80	20	60
OE101	Office Etiquette/Job Preparation Skills	20	05	15
	Total Hours	**540**	**190**	**350**

Registration $100.00
Tuition.....$6,900.00
Books/Materials.....$500.00

Total Program Cost.....$7,500.00

Class Schedules: (10 min. break for every 50 min. of class time)

9:00 AM - 2:00 PM*.....M, Tu, W, Th, F (Morning Session)
1:00 PM - 6:00 PM*..... M, Tu, W, Th, F (Afternoon Session)
5:00 PM - 9:00 PM*.....M, Tu, W, Th (Evening Session)

Program Length: Full-time - 22 weeks
Part-time - 34 weeks

Admission requirements: High School diploma (or equivalence) or a minimum passing score of 9 on the TABE test.

*Students are allowed a 10-minute break for every scheduled lecture or lab hour.

Network and Computer Systems Administrator

The Network and Computer Systems Administrator program acquaints students with subjects that will help them successfully complete the CompTIA A+, CompTIA N+, and CompTIA Security+ certification exams. The CompTIA certification exams are an industry-wide, vendor-neutral program. Students will learn the networking skills to install and use application software and systems, work with multiple operating systems, setup and configure network hardware and software, install and configure the TCP/IP protocol on workstations, troubleshoot and maintain a Local network, work in a team setting, assemble a computer, install operating systems & applications and successfully troubleshooting them. A graduate will be able to work as a Network Support Specialist, Computer Technician, Computer Support Specialist, Help Desk Analyst, Technical Support Representative, Network Systems Analyst, and Computer Hardware Engineers. Graduates may also find suitable employment in computer manufacturing, computer sales, and computer repair companies.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
ITDT 101	CompTIA A+ / Core 1	40	30	10
ITDT 102	CompTIA A+ / Core 2	40	30	10
ITDT 103	CompTIA Network+	40	30	10
ITDT 104	CompTIA Security+	40	30	10
	Total Hours	**160**	**120**	**40**

Tuition ..... …$5,350.00
Registration $100.00
Books, Materials and System Access..... $1,185.00
Certification Exams (4) $1,001.00

Total Program Cost..... …$7,636.00

Class Schedules:

9:00 AM - 5:00 PM* ..... M, Tu, W, Th, & F (4 weeks)
8:00 AM – 6:00 PM* ..... Saturday and Sunday (8 weeks)
6:00 PM – 10:30 PM* ..... M, Tu, W, & Th (9 weeks)

Program Length: Full-time: 4 weeks
Part-time: 8-9 weeks

Admission requirements: One year of college experience or two years of work experience in the IT industry.

*Students are allowed a 10-minute break for every scheduled lecture or lab hour**.**

Business Office Assistant

This program provides working knowledge of basic to advanced Microsoft Office classes along with other office skills. Upon completion of this program, students will be able to utilize Microsoft Office applications in a business environment and learn keyboarding as well as accounting skills. This program will afford the graduate a wide range of employment opportunities including Office Manager, Business Office Assistant, Administrative Assistant, and Data Entry Clerk. Such jobs may be found in hospitals, doctor's offices, law offices, schools, and accounting firms.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
KB101	Keyboarding/Data Entry	40	10	30
EX101	Microsoft Excel I	40	15	25
OU101	Microsoft Outlook	40	15	25
MS101	Microsoft Word I	40	15	25
PO101	Microsoft PowerPoint	40	15	25
IN101	Internet	40	15	25
AC101	Accounting Skills	40	15	25
OE101	Office Etiquette/Job Preparation Skills	20	5	15
	Total Hours	**300**	**105**	**195**

Registration $100.00
Tuition.....$3000.00
Books/Materials.....$400.00

Total Program Cost.....$3,500.00

Class Schedules:

9:00 AM - 2:00 PM*.....M, Tu, W, Th (Morning Session)
1:00 PM - 6:00 PM*..... M, Tu, W, Th (Afternoon Session)
5:00 PM - 9:00 PM*.....M, Tu, W, Th (Evening Session)

Program Length: Full-time - 15 weeks
Part-time - 19 weeks

Admission requirements: High School diploma (or equivalence) or a minimum passing score of 9 on the TABE test.

*Students are allowed a 10-minute break for every scheduled lecture or lab hour.

Project Management Professional Online (Seminar)

PMI's Project Management Professional (PMP) designation is becoming increasingly in demand with business and industries worldwide. This course is a comprehensive and complete resource for PMP exam preparation, featuring full coverage of all exam objectives, practices, and a myriad of interactive tools. The course is designed to reflect the Project Management Institute's latest changes to the exam. This new edition includes the revised best practices in alignment with PMBOK 6th edition. This course is not only designed to equip students to pass the PMP or CAPM exam but also to become more effective and influential project managers in their areas of expertise through the active application and engagement of this course principles in their respective workplaces. Course participants who take the test and become certified project management professionals will realize monetary rewards and career progression in their organizations. The 35 contact hours included in this seminar are the required amount of hours by Project Management Institute. Understanding the topics covered in this seminar is essential to passing the PMP Certification exam that students will be taking after completion of this seminar.

This seminar will be delivered exclusively through four live sessions online administered through our Learning Management System (LMS). All of the material needed to complete this seminar successfully is available online and accessible to each enrolled student. Exams and quizzes are also administered online to ensure that students have adequately grasped the material. Students will be provided a user ID and password to allow them access to view the material in the seminar and attend the live sessions. The user ID will also be used to track attendance, which is mandatory and essential for successfully completing this seminar.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
PMP101	Introduction to PMP & Project Management Grand Frame	4	3	1
PMP102	Project Management Processes	3	2	1
PMP103	Project Integration Management	3	2	1
PMP104	Project Scope Management	3	2	1
PMP105	Project Time Management	3	2	1
PMP106	Project Cost Management	3	2	1
PMP107	Project Quality Management	3	2	1
PMP108	Project Human Resource Management	3	2	1
PMP109	Project Communication Management	3	2	1
PMP110	Project Risk Management	3	2	1
PMP111	Project Procurement Management	3	2	1
PMP112	Project Stakeholder Management	3	2	1
PMP113	PM Professional & Social Responsibility	3	2	1
	Total Hours	**40**	**27**	**13**

Tuition	$975.00
Registration	$100.00
Project Management Institute Fees (PMP Certification Exam)	$695.00
Project Management Institute Fees (CAPM Certification Exam)	$300.00
Project Management Professional (PMP)® Exam Prep Course	$215
Total Seminar Cost (PMP Certification)	**$1,985.00**
Total Seminar Cost (CAPM Certification)	**$1,590.00**

Class Schedules:

- ➔ Schedule 1: Monday to Friday from 9:00 AM to 5:00 PM (1 week)
- ➔ Schedule 2: Saturday and Sunday from 8:00 AM to 6:00 PM (2 weekends)
- ➔ Schedule 3: Monday to Friday (four hours per day x 2 weeks)

Admission requirements: Either: 1) Secondary degree (high school diploma, associate's degree or equivalent) with a minimum of five years/60 months unique non-overlapping professional project management experience during which at least 7,500 hours were spent leading and directing the project; or 2) Four-year degree (bachelor's degree or global equivalent) with a minimum of three years/36 months unique non-overlapping professional project management experience during which at least 4,500 hours were spent leading and directing the project.

Six Sigma Green Belt Certification Training

Six Sigma is a methodology that helps improve business processes by using statistical analysis. It is a data-driven and highly disciplined methodology and approach that ensures elimination of defects in any type of business or organizational process. Developed in 1986, Six Sigma has become a global phenomenon with companies around the world in improving operational efficiencies. This course is a complete resource that equips students to prepare for the Six Sigma Green Belt Certification exam offered by The International Association for Six Sigma Certification (IASSC). Upon successful completion of the certification exam, the student will become an IASSC Certified Lean Six Sigma Green Belt (ICGB). In addition to the knowledge needed to acquire the certification, this course gives students the experience and leadership to help their organizations improve their business processes, sustain quality and compliance, as well as measure, quantify and illustrate the financial benefits of process improvement projects. Course participants who become ICGB, will stand out from the crowds as innovators, will have a higher chance of getting promoted or find work in any industry since Six Sigma methodologies are globally prominent and applicable in aerospace, electronics, telecom, banking and financial services, IT, HR, marketing, and many more industries. Course participants who take the test and become ICGB will realize monetary rewards and career progression in their organizations.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
ICGB 101	Six Sigma – Define Phase	8	7	1
ICGB 102	Six Sigma – Measure Phase	8	7	1
ICGB 103	Six Sigma – Analyze Phase	8	7	1
ICGB 104	Six Sigma – Improve Phase	8	7	1
ICGB 105	Six Sigma – Control Phase	8	7	1
	Total Hours	**40**	**35**	**5**

Tuition	$2,000.00
Registration	$100.00
Books and Materials	$100.00
IASSC Certification Exam	$360.00
Total Cost	**$2,560.00**

Class Schedules:

Classes will be conducted either over two consecutive weekends; Week 1 (20 hours): Saturday & Sunday and Week 2 (20 hours): Saturday & Sunday or over one full week Monday – Friday (8 hours per day).

Weekend # 1:
8:00 AM - 6:00 PM ..... Saturday & Sunday
Weekend # 2:
8:00 AM - 6:00 PM ..... Saturday & Sunday

Or

8:00 AM - 4:00 PM ..... M, Tu, W, Th, & F

Admission requirements: Minimum of 1 year college education.

Six Sigma Green Belt Certification Training (Online Seminar)

Six Sigma is a methodology that helps improve business processes by using statistical analysis. It is a data-driven and highly disciplined methodology and approach that ensures elimination of defects in any type of business or organizational process. Developed in 1986, Six Sigma has become a global phenomenon with companies around the world in improving operational efficiencies. This course is a complete resource that equips students to prepare for the Six Sigma Green Belt Certification exam offered by The International Association for Six Sigma Certification (IASSC). Upon successful completion of the certification exam, the student will become an IASSC Certified Lean Six Sigma Green Belt (ICGB). In addition to the knowledge needed to acquire the certification, this course gives students the experience and leadership to help their organizations improve their business processes, sustain quality and compliance, as well as measure, quantify and illustrate the financial benefits of process improvement projects. Course participants who become ICGB, will stand out from the crowds as innovators, will have a higher chance of getting promoted or find work in any industry since Six Sigma methodologies are globally prominent and applicable in aerospace, electronics, telecom, banking and financial services, IT, HR, marketing, and many more industries. Course participants who take the test and become ICGB will realize monetary rewards and career progression in their organizations.

This seminar will be delivered exclusively through four live sessions online administered through our Learning Management System (LMS). All of the material needed to complete this seminar successfully is available online and accessible to each enrolled student. Exams and quizzes are also administered online to ensure that students have adequately grasped the material. Students will be provided a user ID and password to allow them access to view the material in the seminar and attend the live sessions. The user ID will also be used to track attendance, which is mandatory and essential for successfully completing this seminar.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
ICGB 101	Six Sigma – Define Phase	8	7	1
ICGB 102	Six Sigma – Measure Phase	8	7	1
ICGB 103	Six Sigma – Analyze Phase	8	7	1
ICGB 104	Six Sigma – Improve Phase	8	7	1
ICGB 105	Six Sigma – Control Phase	8	7	1
	Total Hours	**40**	**35**	**5**

Tuition $2,000.00
Registration $100.00
Books and Materials $100.00
IASSC Certification Exam $360.00

Total Seminar Cost..... $2,560.00

Class Schedules:

Classes will be conducted either over two consecutive weekends; Week 1 (20 hours): Saturday & Sunday and Week 2 (20 hours): Saturday & Sunday or over one full week Monday – Friday (8 hours per day).

Weekend # 1:
8:00 AM - 6:00 PM.....Saturday & Sunday
Weekend # 2:
8:00 AM - 6:00 PM.....Saturday & Sunday

Or

8:00 AM - 4:00 PM..... M, Tu, W, Th, & F

Admission requirements: Minimum of 1 year college education.

SAP Certified Application Associate (Seminar)

This seminar in ERP systems leads students through the official SAP TS410 (S/4HANA) training in ERP culminating in the SAP professional certification exam. Students will complete a rigorous curriculum that includes the integration of the complete supply chain and business process to include FICO, Purchasing, Manufacturing, Sales, MRP, Inventory & Warehouse Management, Enterprise Asset Management, Project Systems, and Business Intelligence. The knowledge base will include the integration of organizational levels, master data, business process, and reporting. After successfully completing this seminar, students will become fully prepared to take the SAP Certification exam (TS410 – S/4HANA).

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
ERP-205	SAP Certified Application Associate	80	60	20

Tuition $3,400.00
Registration.....$100.00
Books/Materials ..... Included*

Total Seminar Cost.....$3,500.00

Class Schedules and Course Length: (10 min. break for every 50 min. of class time)

Full-time schedule: Monday through Friday – 8 hours per day x 2 weeks
Part-time schedule: Monday through Friday – 4 hours per day x 4 weeks

Admission requirements: One year of college experience or 2 years of work experience in an SAP related field and a passing score of 70 on our SAP pre-screen exam.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

SAP Certified Application Associate (Online Seminar)

This online seminar in ERP systems leads students through the official SAP TS410 (S/4HANA) training in ERP culminating in the SAP professional certification exam. Students will complete a rigorous curriculum that includes the integration of the complete supply chain and business process to include FICO, Purchasing, Manufacturing, Sales, MRP, Inventory & Warehouse Management, Enterprise Asset Management, Project Systems, and Business Intelligence. The knowledge base will include the integration of organizational levels, master data, business process, and reporting. After successfully completing this seminar, students will become fully prepared to take the SAP Certification exam (TS410 – S/4HANA).

This seminar will be delivered exclusively through live sessions online administered through our Learning Management System (LMS). All the material needed to complete this seminar successfully is available online and accessible to each enrolled student. Exams and quizzes are also administered online to ensure that students have adequately grasped the material. Students will be provided a user ID and password to allow them access to view the material in the seminar and attend the live sessions. The user ID will also be used to track attendance, which is mandatory and essential for successfully completing this seminar.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
ERP-205	SAP Certified Application Associate	80	60	20

Tuition $3,400.00
Registration.....$100.00
Books/Materials ..... Included*

Total Seminar Cost.....$3,500.00

Class Schedules and Course Length: (10 min. break for every 50 min. of class time)

Full-time schedule: Monday through Friday – 8 hours per day x 2 weeks
Part-time schedule: Monday through Friday – 4 hours per day x 4 weeks

Admission requirements: One year of college experience or 2 years of work experience in an SAP related field and a passing score of 70 on our SAP pre-screen exam.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

CompTIA A+ / Core 1 and 2 (Seminar)

This online seminar in A+ / Core 1 and 2 leads students through the official CompTIA A+ Certification exam guide culminating in the CompTIA A+ / Core 1 and 2 certification exams. Students will complete a rigorous curriculum that shows students how to install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems.

This seminar will be presented exclusively online as an on-demand course that students can complete at their own pace over a span of three months by accessing, reviewing, and completing a blend of video tutorials, labs, and exercises. All the material needed to complete this seminar successfully is available online and made accessible to each enrolled student. Students will be provided a user ID and password to allow them access to view the material in the seminar. The user ID will also be used to track attendance, which is essential for successfully completing this seminar.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ITDT 101	**CompTIA A+ / Core 1**	**40**	**30**	**10**
ITDT 102	**CompTIA A+ / Core 2**	**40**	**30**	**10**

Tuition $2,867.00
Registration.....$100.00
Books, Material, and System Access.....$406.00
Certification Exams $408.00

Total Seminar Cost.....$3,781.00

Admission requirements: A minimum of 9 months of IT experience.

CompTIA Network+ (Seminar)

This online seminar in CompTIA Network + leads students through the official CompTIA Network + certification exam guide culminating in the CompTIA N+ certification exam. Students will complete a rigorous curriculum in which they learn to describe the major networking technologies and be able to configure, manage, and troubleshoot modern networks.

This seminar will be presented exclusively online as an on-demand course that students can complete at their own pace over a span of two months by accessing, reviewing, and completing a blend of video tutorials, labs and exercises. All the material needed to complete this seminar successfully is available online and made accessible to each enrolled student. Students will be provided a user ID and password to allow them access to view the material in the seminar. The user ID will also be used to track attendance, which is essential for successfully completing this seminar.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ITDT 103	**CompTIA Network +**	**40**	**30**	**10**

Tuition $1,394.00
Registration.....$100.00
Books, Material, and System Access.....$384.00
Certification Exam $285.00

Total Seminar Cost.....$2,163.00

Admission requirements: A minimum of 9 months of IT experience.

CompTIA Security + (Seminar)

This online seminar in CompTIA Security + leads students through the official CompTIA Security + Certification exam guide culminating in the CompTIA Security+ certification exam. Students gain skills required to install and configure systems to secure applications, networks, and devices; perform threat analysis and respond with appropriate mitigation techniques; participate in risk mitigation activities; and operate with an awareness of applicable policies, and laws.

This seminar will be presented exclusively online as an on-demand course that students can complete at their own pace over a span of two months by accessing, reviewing, and completing a blend of video tutorials, labs and exercises. All the material needed to complete this seminar successfully is available online and made accessible to each enrolled student. Students will be provided a user ID and password to allow them access to view the material in the seminar. The user ID will also be used to track attendance, which is essential for successfully completing this seminar.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ITDT 104	**CompTIA Security+**	**40**	**30**	**10**

Tuition $1,437.00
Registration.....$100.00
Books, Material, and System Access.....$393.00
Certification Exam $308.00

Total Seminar Cost.....$2,238.00

Admission requirements: A minimum of 9 months of IT experience.

Certified Logistics Associate (CLA) Certification Training (Seminar - Online)

Certified Logistics Associate (CLA) is a foundational-level certificate and is a prerequisite for the Certified Logistics Technician (CLT) certification. This CLA seminar covers a wide range of skills necessary for success in the logistics industry. Through this seminar, students will cover safety, quality control, supply chain management, receiving, storage, communication, and many other valuable skills. This seminar satisfies the requirements for a student to take the national Manufacturing Skill Standards Council (MSSC) test for certification as a Certified Logistics Associate (CLA).

This seminar will be presented online and will be instructor led. Students can also access, review, and complete a blend of video tutorials, labs and exercises. All the material needed to complete this seminar successfully is available online and made accessible to each enrolled student. Students will be provided a user ID and password to allow them access to view the material in the seminar.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
CLA-101	Global Supply Chain Logistics	4	3	1
CLA-102	The Logistic Environment	4	3	1
CLA-103	Material Handling Equipment	4	3	1
CLA-104	Safety Principles	5	4	1
CLA-105	Safe Material Handling and Equipment Operation	5	4	1
CLA-106	Quality Control Principles	4	3	1
CLA-107	Work Communication	5	4	1
CLA-108	Teamwork & Good Workplace Conduct	5	4	1
CLA-109	Using Computers	4	3	1
	Total Hours	**40**	**31**	**9**

Tuition $1,100.00
Registration.....$100.00
CLA Books.....Included
Certification Exam (CLA) Fee .....Included

Total Seminar Cost.....$1,200.00

Class Schedules and Program Length:

1 week length: 5 days per week @ 8 hours per day (40 hours x 1 week = 40 hours)

2 weeks length: 4 days per week @ 5 hours per day (20 hours x 2 weeks = 40)

3 weeks length: 3 days per week @ 4.5 hours per day (13.5 hours x 3 weeks = 40 hours)

Admission requirements: High School diploma or equivalent.

Certified Logistics Technician (CLT) Certification Training (Seminar - Online)

CLT is a nationally portable, industry-led certification that prepares individuals for front-line material handling and supply chain logistics jobs in fulfillment centers, warehouses, distribution centers, and factories. The purpose of this seminar is to recognize through certification individuals who demonstrate mastery of the core competencies of material handling at the front-line (entry-level to front-line supervisor) through successful completion of the certification assessments. This seminar satisfies the requirements for a student to take the national Manufacturing Skill Standards Council (MSSC) test for certification as a Certified Logistics Technician (CLT).

This seminar will be presented online and will be instructor led. Students can also access, review, and complete a blend of video tutorials, labs and exercises. All the material needed to complete this seminar successfully is available online and made accessible to each enrolled student. Students will be provided a user ID and password to allow them access to view the material in the seminar.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
CLT-101	Product Receiving	5	4	1
CLT-102	Product Storage	4	3	1
CLT-103	Order Processing	5	4	1
CLT-104	Packaging and Shipment	5	4	1
CLT-105	Inventory Control	4	3	1
CLT-106	Safe Handling of Hazardous Materials	4	3	1
CLT-107	Evaluation of Transportation Modes	4	3	1
CLT-108	Dispatch and Tracking Operations	5	4	1
CLT-109	Measurement and Conversion	4	3	1
	Total Hours	**40**	**31**	**9**

Tuition $1,100.00
Registration.....$100.00
CLA Books.....Included
Certification Exam (CLA) Fee .....Included

Total Seminar Cost.....$1,200.00

Class Schedules and Program Length:

1 week length: 5 days per week @ 8 hours per day (40 hours x 1 week = 40 hours)

2 weeks length: 4 days per week @ 5 hours per day (20 hours x 2 weeks = 40)

3 weeks length: 3 days per week @ 4.5 hours per day (13.5 hours x 3 weeks = 40 hours)

Admission requirements: Certified Logistics Associate (CLA) certificate or a High School diploma or equivalent.

Certified Production Technician (CPT) Certification Training (Seminar - Online)

This course prepares a student to take the four individual certificate assessments needed to become a MSSC Certified Production Technician (CPT). Advanced manufacturing technologies have become a necessity for manufacturing operations that are cost-sensitive and require waste elimination. Technologies like autonomous robots, digital and additive manufacturing are revolutionizing the manufacturing industry through enhancing product quality, boosting productivity, promoting innovation, and reducing production cycle times. The MSSC - High Performance Certified Production Technician (CPT) Certification is designed for those looking to develop foundational knowledge of advanced manufacturing and production processes, industrial safety, maintenance awareness, and lean manufacturing principles. Individuals who get certified will be able to demonstrate mastery of the foundational, core competencies of advanced manufacturing processes from entry-level to front-line supervisory roles. According to the U.S. Bureau of Labor Statistics, there are about 9 million jobs in this category in the U.S. The goal of the CPT certification program is to raise the level of performance of production workers both to assist the individuals in finding higher-wage jobs and to help employers ensure their workforce increases the company's productivity and competitiveness. Upon successful completion of the certification exam, the student will become certified with the nationally recognized Manufacturing Skills Standards Council (MSSC) as a Certified Production Technician (CPT).

This seminar will be presented online and will be instructor led. Students can also access, review, and complete a blend of video tutorials, labs and exercises. All the material needed to complete this seminar successfully is available online and made accessible to each enrolled student. Students will be provided a user ID and password to allow them access to view the material in the seminar.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
CPT-101	Industrial Safety	40	20	20
CPT-102	Quality Practices & Measurements	40	20	20
CPT-103	Manufacturing Processes & Production	40	20	20
CPT-104	Maintenance Awareness	40	20	20
	Total Hours	**160**	**80**	**80**

***Note – MSSC CPT certification course work (not including periodic breaks or lunch) will be conducted over four consecutive/nonconsecutive weekends (20 hours each)**

Tuition	$2,600.00
Registration	$100.00
MSSC Safety Test	$60.00
MSSC Quality Test	$60.00
MSSC Manufacturing Processes Test	$60.00
MSSC Maintenance Awareness Test	$60.00
Books, Material and Online Access	$50.00
Total Seminar Cost	**$2,990.00**

Class Schedules:

9:00 AM - 5:00 PM	M, Tu, W, Th, & F (4 weeks)
8:00 AM – 6:00 PM	Saturday and Sunday (8 weeks)
6:00 PM – 10:30 PM	M, Tu, W, & Th (9 weeks)

Admission requirements: MSSC does not have any specific educational requirements in order to sit for the CPT assessment, however, MSSC strongly suggests that candidates possess at least a 10th grade reading level and a 9th grade math level.

SAP Analytics Cloud (SAC) (Seminar - Online)

SAP Analytics Cloud is a software-as-a-service (SaaS) offering that provides all the analytics capabilities for all users in one product. The SAP Analytics Cloud solution helps all types of decision makers who need to make better decisions by combining business intelligence, collaborative enterprise planning, and augmented analytics. Rather than relying on standalone spreadsheets or separate, disconnected reporting and planning tools, everyone has everything they need, embedded where they work, to make confident decisions together and become a more agile, intelligent enterprise. This course will cover the business intelligence and augmented analytics capabilities of SAP Analytics Cloud. Students experience how business intelligence and augmented analytics help them make decisions with a new level of confidence – without IT intervention or data science training and explore how financial planners and analysis professionals can leverage SAP Analytics Cloud for collaborative planning. Students also focus on the Analytics Designer capabilities of SAP Analytics Cloud, exposing a powerful environment geared for professional designers of analytical applications. To supplement the learning experience, students will have access to a comprehensive set of hands-on exercises for each subject in this course.

This seminar will be presented online and will be instructor led. Students can also access, review, and complete a blend of video tutorials, labs and exercises. All the material needed to complete this seminar successfully is available online and made accessible to each enrolled student. Students will be provided a user ID and password to allow them access to view the material in the seminar.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
SAC-101	Business Intelligence (BI)	4	3	1
SAC-102	BI and Augmented Analytics	4	3	1
SAC-103	Augmented Analytics: Smart Predict	4	3	1
SAC-104	Collaborative Enterprise Planning	4	3	1
SAC-105	Analytics Designer	4	3	1
	Total Hours	**20**	**15**	**5**

Tuition $1,395.00
Registration.....$100.00
Class materials.....Included
Online access .....Included

Total Seminar Cost.....$1,495.00

Class Schedules:

1 week: Monday, Tuesday, Wednesday, and Thursday (5 hours per day)

1 weekend: Saturday and Sunday (10 hours per day)

Admission requirements: High School diploma or equivalent.

i2 Analyst's Notebook Certification Training (Seminar - Online)

i2® Analysts Notebook (ANB) is a visual analysis tool that helps analysts turn data into intelligence. This data analysis solution provides innovative features such as connected network visualizations, social network analysis, and geospatial or temporal views to help analysts and investigators uncover hidden connections and patterns in data. This insight helps better detect, disrupt, and defeat criminal, cyber, and fraudulent threats. This hands-on certification training is instructor led and provides students with the required concepts to use i2 Analyst's Notebook as a tool in an analytical role, developing an understanding of the solution's interface and tools, methodology and techniques to conduct analysis to uncover relationships and associations. The seminar uses scenarios based on real-time events and data relative to today's investigations to ensure the students understand how to use i2 Analyst Notebook and its basic functions. Students will learn how to model data into entities, links, and properties to create a link analysis chart; how to transform large spread sheets of data into ANB charts and be able to quickly find answers using ANB's analysis tools while highlighting those findings using conditional formatting; and how to convert ANB charts into reports and presentations using the publish tab to brief findings. Students are prepared to earn the i2® Analyst's Notebook – McAfee Open Source certification at the end of the 10-day course.

This seminar will be presented online and will be instructor led. Students can also access, review, and complete a blend of video tutorials, labs and exercises. All the material needed to complete this seminar successfully is available online and made accessible to each enrolled student. Students will be provided with a user ID and password to allow them access to view the material in the seminar.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
I2-101	Introduction to Analyst's Notebook	8	3	5
I2-102	Manual Chart Construction	16	3	13
I2-103	Importing to Analyst's Notebook	16	3	13
I2-104	Introduction to Basic Analysis	12	3	9
I2-105	Advanced Analysis	16	4	12
I2-106	Publishing	4	1	3
I2-107	Customizing	4	1	3
I2-108	Preparation for i2 Certification Exam	4	2	2
	Total Hours	**80**	**20**	**60**

Tuition $5,400.00
Registration.....$100.00
Books/Material..... Included*

Total Program Cost.....$5,500.00

Program Length: Two weeks (10 days) total – 40 hours a week (80 total hours).

Class Schedule: Monday through Friday 9:00am-5:00pm.

Admission requirements: High School diploma or GED and a basic knowledge of computer use. Applicants must pass the Birkman Assessment with a minimum score of 5 in the computer/s section.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

Course Descriptions

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
KB101	**Keyboarding/Data Entry**	**40**	**10**	**30**

Text/Learning Materials: Paradigm Skillbuilding: Keyboarding With Speed and Control by J.L. Mach, K.A. Mach, and William M. Mitchell. Published by EMC Publishing, 1999. Supplemental material written by Theresa Myers, typing specialist, and Mavis Typing Software for typing and data entry drills.

Course Description: Upon completion, students will be able to use all of the keyboard keys by touch, and will feel comfortable with the mechanics of the computer keyboard. Students will also be able to type at least 30 words per minute by the end of the course. Students will be able to recognize and utilize many of the business systems for which data is being entered, in addition to the development of their keying skills.

Prerequisites: None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
EX101	**Microsoft Excel I**	**40**	**15**	**25**

Text/Learning Materials: Office 2013 Simplified, by Elaine marmel. Published by John Wiley and Sons, Inc., 2013.

Course Description: Upon completion, students will be able to utilize basic and intermediate Excel functions and utilize Excel's basic features to create various professional spreadsheets.

Prerequisites: KB101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
EX201	**Microsoft Excel II**	**60**	**25**	**35**

Text/Learning Materials: Office 2013 Simplified, by Elaine marmel. Published by John Wiley and Sons, Inc., 2013.

Course Description: Upon completion, students will be able to create various business spreadsheets including databases and utilize many of Excel's advanced features such as charting, sorting, filtering and subtotaling, in addition to learning basic and intermediate excel functions.

Prerequisites: KB101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MS101	**Microsoft Word I**	**40**	**15**	**25**

Text/Learning Materials: Office 2013 Simplified, by Elaine marmel. Published by John Wiley and Sons, Inc., 2013.

Course Description: Upon completion, students will be able to use beginning and intermediate Microsoft Word features such as editing, saving and recalling documents, printing, line and paragraph formatting, copying and moving, as well as changing the appearance of characters to create professional office letters, reports, memorandums, forms, and envelopes.

Prerequisites: KB101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MS201	**Microsoft Word II**	**60**	**25**	**35**

Text/Learning Materials: Office 2013 Simplified, by Elaine marmel. Published by John Wiley and Sons, Inc., 2013.

Course Description: Upon completion, students will be able to use Microsoft Word's more advanced features such as mail merge, creating tables, and graphics to enhance documents.

Prerequisites: KB101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
OE101	**Office Etiquette/ Job Preparation Skills**	**20**	**5**	**15**

Text/Learning Materials: Manuals and handouts

Course Description: Upon completion, students will be able to identify proper business attire and office ethics and will gain experience through individual and group discussions while simulating interview situations. Additionally, students will be able to browse internet sites in search of job openings and will be prepared to develop their personal resumes and conduct a successful employment interview.

Prerequisites: None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
IN101	**Internet**	**40**	**15**	**25**

Text/Learning Materials: Manuals and handouts

Course Description: Upon completion, students will be able to browse the internet while searching for information, send and receive electronic mail, create and develop web pages, download and install files and programs, and become familiarized with many of the internet's advanced features and functions.

Prerequisites: None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
AC101	**Accounting Skills**	**40**	**15**	**25**

Text/Learning Materials: Manuals and handouts

Course Description: Upon completion students will have the knowledge to create, prepare, and maintain invoices, expense sheets, income statements, balance sheets, financial statements, loan amortization and inventory. Additionally students will learn to monitor and review cash flow statements and know what to expect in an audit.

Prerequisites: EX101 or EX201

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
OU101	**Microsoft Outlook**	**40**	**15**	**25**

Text/Learning Materials: Office 2013 Simplified, by Elaine marmel. Published by John Wiley and Sons, Inc., 2013.

Course Description: Upon completion, students will be able to setup and schedule appointments, create and maintain a computerized address book, create and update daily and long term tasks, create and relay notes and messages, and receive, write, and send electronic mail.

Prerequisites: KB101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
PO101	**Microsoft PowerPoint**	**40**	**15**	**25**

Text/Learning Materials: Office 2013 Simplified, by Elaine marmel. Published by John Wiley and Sons, Inc., 2013.

Course Description: Upon completion, students will be able to create and present various professional presentations while using many of PowerPoint's basic, intermediate and advanced functions.

Prerequisites: KB101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ER101	**Intro to Electrical Health Records**	**40**	**15**	**25**

Text/Learning Materials: Electronic Health Records - Understanding and Using Computerized Medical Records, second Edition, Richard Gartee. Published by Pearson Education, Inc., 2011.

Course Description: This module is designed to provide an overview of the organization of healthcare in the United States. It addresses the structure of health care organizations; accrediting and governmental bodies that provide standards for the provision of health care to include the current flow of the acute care medical record. It introduces the allied health professions and the organizational structure of the medical staff and its composite members. It focuses on an overview of payer organizations including, managed care and capitation, current structure and career potential, as well as projected future roles of health professionals with patients.

Prerequisites: None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MT101	**Medical Terminology**	**40**	**15**	**25**

Text/Learning Materials: Electronic Health Records - Understanding and Using Computerized Medical Records, second Edition, Richard Gartee. Published by Pearson Education, Inc., 2011.

Course Description: The Medical Terminology module will teach students how to use phonetic pronunciation and word building to learn the language of medicine. Students will learn to understand and communicate using the medical words and abbreviations needed in a healthcare career. This subject will also use an integrated approach that will allow students to master medical terminology in the health care industry.

Prerequisites: None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
AP201	**Human Anatomy &Physiology**	**40**	**15**	**25**

Text/Learning Materials: Electronic Health Records - Understanding and Using Computerized Medical Records, second Edition, Richard Gartee. Published by Pearson Education, Inc., 2011.

Course Description: Upon completion of this course, students will gain knowledge and understanding of the anatomy and physiology of the human body and the disease process.

Prerequisites: ER101 and MT101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
HD201	**Health Data Content**	**40**	**15**	**25**

Text/Learning Materials: Electronic Health Records - Understanding and Using Computerized Medical Records, second Edition, Richard Gartee. Published by Pearson Education, Inc., 2011.

Course Description: Upon completion of this course, students will gain the knowledge and proper use of health content as it relates to EMR. This subject will teach students how to identify problems in the area of record management and written health information based on the audience (e.g. patient versus health care provider).

Prerequisites: ER101 and MT101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
PM201	**Patient Visit Management**	**40**	**15**	**25**

Text/Learning Materials: Electronic Health Records - Understanding and Using Computerized Medical Records, second Edition, Richard Gartee. Published by Pearson Education, Inc., 2011.

Course Description: Upon completion of this course, students will gain the management skills needed when visiting patients. Students will learn how to identify problems in the area of communication/verbal skills based on the audience (e.g. patient versus health care provider).

Prerequisites: ER101 and MT101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CE301	**Clinical Notes and Examinations**	**40**	**15**	**25**

Text/Learning Materials: Electronic Health Records - Understanding and Using Computerized Medical Records, second Edition, Richard Gartee. Published by Pearson Education, Inc., 2011.

Course Description: Upon completion of this course, students will be able to learn the skills needed to take accurate clinical notes and examinations and accurately enter progress case notes in MedWare derived from clinical examinations. Students will also gain a thorough understanding of the importance of accurate documentation, data entry and retrieval of patients' medical records for treatment planning, medical case staffing, insurance and billing purposes.

Prerequisites: ER101, MT101, and PM201

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MC301	**Medical Coding, Billing, Orders & Admin**	**80**	**20**	**60**

Text/Learning Materials: Electronic Health Records - Understanding and Using Computerized Medical Records, second Edition, Richard Gartee. Published by Pearson Education, Inc., 2011.

Course Description: Upon completion of this course, students will be able to perform the international classification of medical coding techniques of CPT and ICD-9-CM with emphasis on case studies, health records, and federal regulations regarding perspective payment systems and methods of reimbursement.

Prerequisites: ER101 and MT101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM-INTRO-A	**- Introduction to ERP**	**2**	**1**	**1**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This subject will introduce the students to the world of SAP as an Enterprise Resource Planning (ERP) integrated software package. The history and the system landscape of SAP is also discussed.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM-INTRO-B	**User Experience (Navigation)**	**2**	**1**	**1**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This unit will introduce the students to the SAP screens and navigation unit. Students will also learn how to individualize the system using personal settings.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM-INTRO-C	**ERP Enterprise Structure**	**4**	**2**	**2**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This unit will provide in-depth knowledge of the SAP Organizational Structure which is the foundation of any SAP implementation. Students will understand the importance of the organizational structure like the Client, Company Code, Plant, Storage Locations, Purchasing Organizations and Purchasing Groups and will be able to define and assign each of these organizational structures. Students will obtain an understanding of the configuration that is involved and will understand how extremely important it is that the correct configuration data entered will have an impact on the overall success of not only how the system behaves, but also all the business processes in SAP MM module. The unit will also examine each of the relevant master data and will be given an opportunity to create and enter data.

In addition to the knowledge and understanding gained from this course, the students will be configuring their very own Organization Structure.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM-MD	**Master Data in Materials Management**	**8**	**4**	**4**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This unit will introduce the student to the Master Data elements of Material Management and demonstrate how the master data relates to the organizational structure. Students will learn the different master data that is required by Material Management in the SAP ERP Operations. There are three types of data which will be taught and they are Master, Configuration

and Transitional Data. At the end of the unit, students will have an understanding of how important it is to accurately enter the master data. This ensures the overall success of how the system will behave. Additionally, students will create their own master data and will be given an opportunity to utilize it.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM-LIV	**Logistics Invoice Verification**	**20**	**10**	**10**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This unit will introduce students to the configuration of Logistics Invoice Verification (LIV) and how it falls as the final step in procure to pay cycle. It begins with the vendor submitting the invoice for the goods sold. The Accounts Payable group, after receiving the invoice from the vendor, enters it in SAP. Based on the purchase order details, goods receipt, invoice data and configuration settings, the system prompts the user with messages. The user then takes one of the following actions: Park / Save the invoice and/or Post the invoice.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM-PROCURE	**Procurement Processes (Source to Pay)**	**20**	**10**	**10**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: In this unit, students will be introduced to the science of purchasing services and supplies. The procurement process is an integral part of the Materials Management module. Students will also learn about the various elements and aspects of these processes. We will look at the Procure to Pay (P2P), Subcontracting, and Consignment processes and understand how and why they are used. Indirect and Direct Procurement concepts will be taught and an explanation of their usage by companies will also be discussed. Using business scenarios, students will be able to set up these documents and understand their importance in the procurement life cycle.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM-PURCHASE	**Purchasing Optimization (Direct/Indirect)**	**20**	**10**	**10**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This unit will take a look at the direct and indirect procurement. Direct procurement is the act of acquiring raw materials and or goods for production (Stock Materials). Indirect procurement is the act of purchasing services or supplies required to keep the day to day business alive. Using business scenarios, students will learn the process steps as well as the documentation involved.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM-INV	**Inventory Management and Physical Inventory**	**20**	**10**	**10**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This unit will explain to the students the Physical Inventory business process. Physical Inventory is a business process in which physical stock is matched with book (system) stock. It is legal requirement to carry out physical inventory at least once in a year. Physical inventory can be carried out both for a company's own stock (Unrestricted, Quality, Blocked Stock, etc.) and for special stocks (Customer Consignment stock, Vendor consignment stock, Returnable packaging, etc.).

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM-MRP	**Consumption-Based Planning (MRP)**	**20**	**10**	**10**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: In this unit, students will study Material Requirement Planning (MRP) which is a tool that helps in planning the requirement quantities and schedules of a given material. It not only ensures availability of the material for which MRP is carried out, but also ensures availability of the components (of all the BOM levels) in the BOM structure.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM–CONFIG	**Configuration of Purchasing**	**20**	**10**	**10**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This unit will introduce the student to the concept of the Subcontracting Procurement process. Using business scenarios, students will learn the process steps and distinguish how this procurement is different from all other forms of material procurement.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM–OLA	**Outline Agreements/Sources of Supply**	**20**	**10**	**10**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This unit will introduce students to the concept of the outline agreement. Using business scenarios, students will learn the process steps. We will also take an in-depth look at the contract types and see what differentiated them.

The outline purchase agreement is often referred to as a blanket purchase order (BPO) or umbrella purchase order. It is basically a long-term agreement between the purchasing department and vendor for material or services for a defined period of time. The purchasing department negotiates with the vendor a set of terms and conditions that are fixed for the period of agreement. In SAP MM Purchasing, such agreements are subdivided into "Contracts" and " Scheduling agreements."

Contract types

When creating a contract, you can choose between the following contract types:

- Value contract (MK): The contract is regarded as fulfilled when release orders totaling a given value have been issued. Use this contract type when the total value of all release orders should not exceed a certain amount.
- Quantity contract (WK): The contract is regarded as fulfilled when release orders totaling a given quantity have been issued. Use this contract type when the total quantity to order over the duration of the contract is known.

Scheduling Agreements:

- Longer-term scheduling agreements and delivery schedules
- Same scheduling agreement number is used with different release calls
- Mainly used for repetitive/predictable requirements e.g. purchasing spare parts of a large fleet
- Can be tightly integrated with MRP

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM–CON	**Consignment Process**	**20**	**10**	**10**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This unit will introduce students to the concept of the consignment procurement. Using business scenarios, students will learn the process steps as well as how consignment liabilities are settled. We will also look at the consignment info records and its importance to this process. In consignment processing, the vendor provides materials and stores them on your premises. The vendor remains the legal owner of the material until

you withdraw materials from the consignment stores. Only then does the vendor require payment. The invoice is due at set periods of time, for example, monthly.

Students will understand and know how to execute the following:

- Create and understand the working of a Consignment Procurement
- Create consignment Purchasing Info Record – ME11
- Create a Consignment PO – ME21N
- Post the goods receipt – MIGO – 101K
- Post goods issue from consignment stock – MIGO 411K
- Settlement of consignment liabilities – MRKO

Course	Title		Total Clock Hours	Lecture Hours	Lab Hours
MM–MINI	**Mini Project**	**40**	**10**	**30**	

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This course allows students to work on the Mini Project, which is very helpful for students as it provides pre-work experience. The program provides pre-professional learning experience in which students apply their skills and knowledge in a professional environment and enable students to go through a complete software development life cycle. This course assists students in the preparation of various project documents required to be maintained in the entire Software development life cycle. Trainings are conducted under the supervision of industry drawn, highly qualified IT professionals who are up to date on the latest technologies and processes.

The projects from which the students have to choose are listed below:

- Configure release procedure for contracts (outline agreement)
- Configure return to vendor process
- Configure the stock transport order process between two plants in same company code
- Configure consumption based planning based on material forecasting

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM–CAREER	**Resume Critique & Mock Interviews**	**12**	**6**	**6**

Text/Learning Materials: Materials Management with SAP ERP: Functionality and Technical Configuration, written by Martin Murray.

Course Description: This subject will assist students with resume critiques and mock interviews using the instructor knowledge and experience. The mock interviews will allow students to identify their strongest skills before beginning a job search and provide helpful feedback from the instructor.

The resume critiques will assist the students in writing a professional resume with key words that make the resume stand out from the rest. This is extremely helpful because resumes are reviewed by experienced and professional resources.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM–CERT	**CAPSTONE Practice Test & Review**	**21**	**10**	**11**

Text/Learning Materials: This material is provided by the Instructor

Course Description: This course is designed to assist students in preparing for their SAP Ariba certification exam (C_ARP2P). Practice exams that are similar to real SAP certification exam have been designed and reviewed. Our team of experienced and certified SAP Ariba consultants has prepared questions for this exam considering SAP Ariba certification exam syllabus and weighing all the topics. All the questions that are reviewed are similar to the actual SAP Ariba certification exam.

To get familiar with our SAP Ariba certification practice exam, we advise our students to utilize the practice questions to their advantage for a passing score on the exam. This is the main reason why we strongly recommend that students practice with SAP Ariba certification practice exam.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
MM–TEST	**Certification Test C_ARP2P**	**3**	**0**	**0**

Text/Learning Materials: Not Applicable

Course Description: This is the certification test that students will take as part of the SAP - Materials Management Business Analyst program.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ITDT 101	**CompTIA A+ / Core 1**	**40**	**30**	**10**

Text/Learning Materials: The Official CompTIA A+ Core 1 & Core 2 Student Guide (Exams 220-1001 and 220-1002) eBook, by James Pengelly and Pam Taylor. Published by CompTIA, 2019.

Course Description: In this course, you will install, configure, optimize, troubleshoot, repair, upgrade and perform preventive maintenance on personal computers and digital devices. Students will:

- Install and configure PC system unit components and peripheral devices.
- Install, configure, and troubleshoot display and multimedia devices.

- Install, configure, and troubleshoot internal system components.
- Install, configure, and troubleshoot storage devices.
- Explain network infrastructure concepts.
- Configure and troubleshoot network connections.
- Implement client virtualization and cloud computing.
- Support and troubleshoot laptops.
- Support and troubleshoot mobile devices.
- Install, configure, and troubleshoot print devices.

Prerequisites: A minimum of 9 months of IT experience

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ITDT 102	**CompTIA A+ / Core 2**	**40**	**30**	**10**

Text/Learning Materials: The Official CompTIA A+ Core 1 & Core 2 Student Guide (Exams 220-1001 and 220-1002) eBook, by James Pengelly and Pam Taylor. Published by CompTIA, 2019.

Course Description: In this course, you will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems. Students will:

- Support operating systems.
- Install, configure, and maintain operating systems.
- Maintain and troubleshoot Microsoft Windows.
- Configure and troubleshoot network connections.
- Manage users, workstations, and shared resources.
- Implement physical security.
- Secure workstations and data.
- Troubleshoot workstation security issues.
- Support and troubleshoot mobile devices.
- Implement operational procedures.

Prerequisites: ITDT 101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ITDT 103	**CompTIA Network +**	**40**	**30**	**10**

Text/Learning Materials: **The Official CompTIA Network+ Student Guide (Exam N10-007) 2019 Update eBook by James Pengelly. Published by CompTIA, 2019.**

Course Description: In this course, you will describe the major networking technologies and be able to configure, manage, and troubleshoot modern networks. Students will:

- Identify basic network theory concepts and major network communications methods.
- Describe bounded network media.

- Identify unbounded network media.
- Identify the major types of network implementations.
- Identify TCP/IP addressing and data delivery methods.
- Implement routing technologies.
- Identify the major services deployed on TCP/IP networks.
- Identify the infrastructure of a WAN implementation.
- Identify the components used in cloud computing and virtualization.
- Describe basic concepts related to network security.
- Prevent security breaches.
- Respond to security incidents.
- Identify the components of a remote network implementation.
- Identify the tools, methods, and techniques used in managing a network.
- Describe troubleshooting of issues on a network.

Prerequisites: ITDT 101 and ITDT 102

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ITDT 104	**CompTIA Security +**	**40**	**30**	**10**

Text/Learning Materials: **The Official CompTIA Security+ Student Guide (Exam SY0-501) 2019 Update eBook by James Pengelly. Published by CompTIA, 2019**.

Course Description: In this class, students gain skills required to install and configure systems to secure applications, networks, and devices; perform threat analysis and respond with appropriate mitigation techniques; participate in risk mitigation activities; and operate with an awareness of applicable policies, and laws.

This course provides an analysis of computer networks and infrastructure basics. It also discusses the breakdown of network topologies according to logical and physical architectures and topological protocols.

Attacks, Threats and Vulnerabilities - Focusing on more threats, attacks, and vulnerabilities on the Internet from newer custom devices that must be mitigated, such as IoT and embedded devices, newer DDoS attacks, and social engineering attacks based on current events.

Architecture and Design - Includes coverage of enterprise environments and reliance on the cloud, which is growing quickly as organizations transition to hybrid networks.

Implementation - Expanded to focus on administering identity, access management, PKI, basic cryptography, wireless, and end-to-end security.

Operations and Incident Response - Covering organizational security assessment and incident response procedures, such as basic threat detection, risk mitigation techniques, security controls, and basic digital

forensics.

Governance, Risk and Compliance - Expanded to support organizational risk management and compliance to regulations, such as PCI-DSS, SOX, HIPAA, GDPR, FISMA, NIST, and CCPA.

Prerequisites: ITDT 101, ITDT 102, and ITDT 103

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ERP-101	**Introduction to Enterprise Systems Professions**	**60**	**30**	**30**

Text/Learning Materials: Business Process Integration with SAP ERP by Simha Magal and Jeffery Word. Published by Epistemy Press, 2013.

Course Description: This course is an introduction to enterprise systems with a particular emphasis on SAP software. This includes the fundamentals of enterprise resource planning (ERP) systems concepts and the importance of how they are used within an organization. Students will have an applied curriculum that takes them through the following business processes: financial and cost accounting (FICO), production, sales, material planning, and inventory & warehouse management. Students will learn the front-end end user perspective of each of these areas on the most current SAP system, and become comfortable with creating standard business documents.

Prerequisite: None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ERP-102	**ERP System Implementation and Configuration**	**60**	**30**	**30**

Text/Learning Materials: Business Process Integration with SAP ERP by Simha Magal and Jeffery Word. Published by Epistemy Press, 2013.

Course Description: This is an advance level course that will focus on the implementation phase of enterprise (ERP) systems. Emphasis is on based on three key areas of: defining and assigning user organizational levels (company code, plant, storage location, etc..), defining master data requirements (chart of accounts, cost centers, customer master data, vendor master data, material master data), and implementation of business rules for each module of an enterprise system. Students will have a back end look of enterprise system and complete hands on exercises using the SAP IMG implementation tool where they will create the required organizational elements and master data, and then test out the configuration for each business process (FICO, production, sales, MRP, and IWM).

Prerequisite: ERP-101

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ERP-103	**Enterprise Systems Tools and Concepts and Careers**	**22**	**14**	**8**

Text/Learning Materials: Business Process Integration with SAP ERP by Simha Magal and Jeffery Word. Published by Epistemy Press, 2013.

Course Description: This course provides an overview discussion of ERP emerging trends and projects. This includes a look at new ERP software tools, reviewing case studies on ERP implementation issues, discussion of "big data" generated by enterprise systems and data analytics tools, and a preview of career opportunities for those with an ERP skillset.

Prerequisite: None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ERP-104	**Business Process Integration with Gamification**	**50**	**25**	**25**

Text/Learning Materials: Business Process Integration with SAP ERP by Simha Magal and Jeffery Word. Published by Epistemy Press, 2013.

Course Description: This course emphasizes the integration of enterprise systems within an organization using a sequence of ERP simulation games. Students will compete as corporate teams to make common business decisions such as product lines, sales pricing, advertising, production levels, and distribution markets using one or more ERP simulation games (Distribution game, Manufacturing game, etc..) with the ultimate goal to see who will be the most profitable. The objective of these exercises is to show how a common ERP system is used by managers to carry out business decisions.

Prerequisite: None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ERP-105	**CAPSTONE Certification**	**80**	**60**	**20**

Text/Learning Materials: TS410 Integrated Business Processes in SAP S/4HANA by SAP. Published by SAP SE, 2018.

Course Description: This capstone course in ERP systems leads students through the official SAP TS410 (S/4HANA) training culminating in the SAP professional certification exam. Students will complete a rigorous curriculum that includes the integration of the complete supply chain and business process to include FICO, Purchasing, Manufacturing, Sales, MRP, Inventory &

Warehouse Management, Enterprise Asset Management, Project Systems, and Business Intelligence. The knowledge base will include the integration of organizational levels, master data, business process, and reporting. After completion of this final course and exam students will be awarded an SAP Certification and will be ready for a career as an SAP implementation consultant.

Prerequisite: ERP-101 – Intro to Enterprise Systems and ERP-102 – ERP Configuration

Course	Title	Hours	Total Clock Hours	Lecture Hours	Lab
PMP101	**Introduction to PMP & Project Management Grand Frame**	4	3	1	

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course introduces the students to the project management certification process and requirements. In addition to that, the course discusses the project management grand frame with its process groups, knowledge areas and how they all interact within a project. The course also highlights the different types of organizations and how the project manager effectively interfaces with each type. Upon completing this course, students will be able to understand and name the following: PMI requirements to qualify for the test, applying for and passing the PMP test, PMBOK Guide, the Project Management Grand Frame, Project vs. Operations, project management process groups, portfolios, the project management office, project objectives, project constraints, organizational project management maturity model, understanding organizational structures, functional organizations, matrix organizations, project phases and project life cycles, project life cycle vs. product life cycle, as well as Stakeholder influence, risk and uncertainty vs. cost of changes.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Hours	Total Clock Hours	Lecture Hours	Lab
PMP102	**Project Management Processes**	3	2	1	

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course introduces the students to the various project management processes namely project initiation, planning, execution, monitoring and control and closure and all their sub activities. It also highlights the difference between the project lifecycle versus the process lifecycle, as well as exposes the students to other significant project management terms such as project elaboration and rolling wave planning. Upon completing this course, students will be able to understand and name the following: Project Lifecycle vs Project Management Process Lifecycle, project initiation activities, project planning activities, project planning activities, project execution activities, Project monitoring & control activities, project closure activities, project elaboration, as well as rolling wave planning.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Hours	Total Clock Hours	Lecture Hours	Lab
PMP103	**Project Integration Management**		3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course introduces the students to the most critical project management process which is the integration management process where the project manager brings all elements of the project into a cohesive whole. It also introduces the students to the project selection methods, as well as the project, requirements, change, configuration and process improvement management plans. The course also highlights the roles and responsibilities of the change control board and the integrated change process using the seven step process. Upon completing this course, students will be able to understand and name the following: the integration management process, creating the project charter, project selection methods, project selection terms, the project statement of work, enterprise environmental factors, organizational process assets, the project management plan, changing and configuration of management plan, process improvement plan, project documents, plan approval and kickoff, project monitor and control, and project closure.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Hours	Total Clock Hours	Lecture Hours	Lab
PMP104	**Project Scope Management**		3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course focuses on project scope management, scope verification and scope control in terms of developing the scope and requirements management plans, collecting and balancing stakeholder requirements, as well as resolving competing requirements. It also teaches students how to effectively utilize very important project management tools such as the requirements traceability matrix, and the work breakdown structure. Upon completing this course, students will be able to understand and name the following: project scope management process, product vs. project scope, scope management plan, collecting stakeholder requirements techniques, balancing stakeholder requirements, resolving competing requirements, requirements traceability matrix, work breakdown structure construction, scope verification and scope control.

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Prerequisites: Basic computer knowledge and project management experience

Course	Title	Hours	Total Clock Hours	Lecture Hours	Lab
PMP105	**Project Time Management**		3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course teaches the students all the elements of the project time management process and schedule management planning tools such as activity sequencing and duration estimation techniques, as well as network diagram construction The course also exposes students to the scheduling network analysis methods including critical path identification, scheduling compression, resource levelling and the final schedule optimization and control to balance it with the project requirements and constraints. Upon completing this course, students will be able to understand and name the following: the time management process, schedule management plans, activity definition and attributes, rolling wave planning, milestones, activity sequencing techniques, network diagram construction, activity dependencies, leads and lags, activity resource estimation, activity duration estimation techniques, padding, developing the schedule, schedule network analysis, project schedule, schedule baseline, and schedule control.

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Prerequisites: Basic computer knowledge and project management experience

Course	Title	Hours	Total Clock Hours	Lecture Hours	Lab
PMP106	**Project Cost Management**		3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course explores the project cost management process with all its dimensions such as developing the cost management plan, performing life cycle costing or value analysis, identifying cost risks, as well as categorizing the various types of costs. It also teaches students the cost estimation and budget determination techniques, in addition to how to perform value earned calculations to determine the project performance with accuracy. Upon completing this course, students will be able to understand and name the following: the cost management process and plan, life cycle costing, value analysis, cost risk, types of costs, inputs to estimating costs, cost estimation techniques, project management software, resource cost rates, reserve analysis, cost of quality, cost estimate accuracy, progress reporting, budget determination, chart of accounts, and earned value measurements.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
PMP107	**Project Quality Management**	3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course teaches the students all the elements of project quality management through adhering to the quality management process and the corresponding quality management plan. The course starts by getting the students familiar with some of the great quality theorists and their respective quality management theories. The course highlights very important concepts such as gold platting, prevention over inspection, continuous improvement, just in time, total quality management and the impact of poor quality. The course also discusses the global quality standards and the differences between quality assurance, quality planning, and quality control. Students will also learn how to perform cost benefit analysis, interpret control charts, as well as gain full understanding of all probabilistic relationships and statistical analysis tools.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
PMP108	**Project Human Resource Management**	3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course teaches students the project management techniques associated with managing the most important asset for any organization which is the human resource asset. The course starts by defining the roles and responsibilities of the various types of managers. The course teaches students how to establish and adapt the human resource management plan to suit the existing company culture and systems. Students also learn how to use effective and influential human resource management tools such as the resource breakdown structure, RACI charts, responsibility assignment matrix, and resource histograms. Students are also taught the significance and value of effective team building.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
PMP109	**Project Communication Management**	3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: The main focus of this course is the communication project management process and planning. The course highlights the communication types, models, methods, channels, and blockers. It also teaches students effective meeting techniques and project performance reporting. Upon completing this course, students will be able to understand and name the following: the communications management process and planning, communication types, communication models, communication methods, effective meeting techniques, communication channels, communication blockers, and performance reporting.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
PMP110	**Project Risk Management**	3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course addresses the project risk management process. It defines key elements when dealing with project risk as a project manager such as risk probability, impact, threats, opportunities, tolerances, thresholds, categories, sources, factors, and types. The course also teaches students various risk identification, risk analysis, risk response planning, as well as risk monitoring and controlling techniques and tools that are extremely critical for the project manager to master in order to run a successful project. Upon completing this course, students will be able to understand and name the following: risk management process, risk probability and impact, threats and opportunities, uncertainty, risk factors and aversions, risk tolerance and thresholds, plan risk management outputs, risk categories, risk sources, risk types, risk identification, qualitative risk analysis, the risk register updates, post qualitative risk analysis, quantitative risk analysis, the risk register updates post quantitative risk analysis, and risk response planning.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
PMP111	**Project Procurement Management**	3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course teaches students the project management procurement process and highlights the project manager main roles and responsibilities for a successful procurement process. The course covers in details procurement planning, procurement conducting and procurement closure activities, as well as the contract creation process from conception to completion. Upon completing this course, students will be able to understand and name the following: procurement definitions, the PM role in Procurement, centralized vs. decentralized contracting, the procurement management process, procurement planning, non-disclosure agreements, joint ventures, contracts, terms and conditions, letter of intent, non-competitive procurement, procurement conducting, contract definition, procurement administration, procurement conflicts, contract change control system, procurement performance review, claims administration, records management system, contract interpretation, contract termination and procurement closure.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
PMP112	**Project Stakeholder Management**	3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course covers the project stakeholder management process and how the project manager can effectively identify and interact with stakeholders throughout the various project phases to ensure they are adequately engaged, as well as to identify, collect, manage and control their requirements. Upon completing this course, students will be able to understand and name the following: the stakeholder management process, how should the PM handle stakeholders throughout the project, stakeholder identification, planning stakeholder management, characteristics of a good stakeholder relationship, building stakeholder descriptions, managing stakeholder engagement, and controlling stakeholder engagement.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Hours	Total Clock Hours	Lecture Hours	Lab
PMP113	**PM Professional & Social Responsibility**		3	2	1

Text/Learning Materials: PMP Exam Prep, Tenth Edition, by Rita Mulcahy. Published by RMC Project, 2020.

Course Description: This course highlights the professional and social responsibility of project managers, as well as their ethical obligations towards their profession, their projects and their project teams. It also discusses the Project Management Institute Code of Ethical Conduct that all Project Management Professionals are to strictly abide by, as well as the consequences of violating any of the elements of that code. The course aims at creating situational problems and raising knowledge on best practices in these particular situations. Upon completing this course, students will be able to understand and name the following: PM professional and social responsibility, the ethical application of project management, and categories of professional and social responsibility.

Prerequisites: Basic computer knowledge and project management experience

Course	Title	Hours	Total Clock Hours	Lecture Hours	Lab
ICGB 101	**Six Sigma – Define Phase**		8	7	1

Text/Learning Materials: 1- Six Sigma Green Belt Certification Course, First Edition by Joseph George. Published by Charis-Enterprises, LLC 2019

Course Description: This course introduces the students to the basics, meaning and significance of Six Sigma for organizations. It covers methods of problem identification and definition during the define phase of Six Sigma. Upon completing this course, students will be able to understand and name the following: The Basics of Six Sigma, Meanings of Six Sigma, General History of Six Sigma & Continuous Improvement, Deliverables of a Lean Six Sigma Project, The Problem Solving Strategy Y = f(x), Voice of the Customer, Business and Employee, Six Sigma Roles & Responsibilities, The Fundamentals of Six Sigma, Defining a Process, Critical to Quality Characteristics (CTQ's), Cost of Poor Quality (COPQ), Pareto Analysis (80:20 rule), Basic Six Sigma Metrics including DPU, DPMO, FTY, RTY Cycle Time, deriving these metrics and these metrics, Selecting Lean Six Sigma Projects, Building a Business Case & Project Charter, Developing Project Metrics, Financial Evaluation & Benefits Capture, The Lean Enterprise, Understanding Lean, The History of Lean, Lean & Six Sigma, The Seven Elements of Waste (Overproduction, Correction, Inventory, Over processing, Conveyance, Motion, Waiting), 5S (Straighten, Shine, Standardize, Self-Discipline, Sort)

Prerequisites: Basic computer knowledge

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ICGB 102	**Six Sigma – Measure Phase**	8	7	1

Text/Learning Materials: 1- Six Sigma Green Belt Certification Course, First Edition by Joseph George. Published by Charis-Enterprises, LLC 2019

Course Description: This course introduces the students to the Measure phase of Six Sigma. It covers Process Definition, Cause & Effect / Fishbone Diagrams, Process Mapping, SIPOC, Value Stream Map, X-Y Diagram, Failure Modes & Effects Analysis (FMEA), Six Sigma Statistics, Basic Statistics, Descriptive Statistics, Normal Distributions & Normality, Graphical Analysis, Measurement System Analysis, Precision & Accuracy, Bias, Linearity & Stability, Gage Repeatability & Reproducibility, Variable & Attribute MSA, Process Capability, Capability Analysis, Concept of Stability, Attribute & Discrete Capability, Monitoring Techniques

Prerequisites: Basic computer knowledge

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ICGB 103	**Six Sigma – Analyze Phase**	8	7	1

Text/Learning Materials: 1- Six Sigma Green Belt Certification Course, First Edition by Joseph George. Published by Charis-Enterprises, LLC 2019

Course Description: This course introduces the students to the Analyze phase of Six Sigma. It covers, Patterns of Variation, Multi-Vari Analysis, Classes of Distributions, Inferential Statistics, Understanding Inference, Sampling Techniques & Uses, Central Limit Theorem, Hypothesis Testing, General Concepts & Goals of Hypothesis Testing, Significance; Practical vs. Statistical, Risk; Alpha & Beta, Types of Hypothesis Test, Hypothesis Testing with Normal Data, One & Two sample t-tests, One sample variance, One Way ANOVA including Tests of Equal Variance, Normality Testing and Sample Size calculation, performing tests and interpreting results, Hypothesis Testing with Non-Normal Data, Mann-Whitney, Kruskal-Wallis, Mood's Median, Friedman, Sample Sign, One Sample Wilcoxon, One and Two Sample Proportion, Chi-Squared (Contingency Tables) including Tests of Equal Variance, Normality Testing and Sample Size calculation, performing tests and interpreting results.

Prerequisites: Basic computer knowledge

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ICGB 104	**Six Sigma – Improve Phase**	8	7	1

Text/Learning Materials: 1- Six Sigma Green Belt Certification Course, First Edition by Joseph George. Published by Charis-Enterprises, LLC 2019

Course Description: This course introduces the students to the Improve phase of Six Sigma. It covers, Simple Linear Regression, Correlation, Regression Equations, Residuals Analysis, Multiple Regression Analysis, Non- Linear Regression, Multiple Linear Regression, Confidence & Prediction Intervals, Residuals Analysis, Data Transformation, Box Cox

Prerequisites: Basic computer knowledge

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ICGB 105	**Six Sigma – Control Phase**	8	7	1

Text/Learning Materials: 1- Six Sigma Green Belt Certification Course, First Edition by Joseph George. Published by Charis-Enterprises, LLC 2019

Course Description: This course introduces the students to the Control phase of Six Sigma. It covers, Lean Controls, Control Methods for 5S, Kanban, Poka-Yoke (Mistake Proofing), Statistical Process Control (SPC), Data Collection for SPC, I-MR Chart, Xbar-R Chart, U Chart, P Chart, NP Chart, Xbar-S Chart, CuSum Chart, EWMA Chart, Control Chart Anatomy, Six Sigma Control Plans, Cost Benefit Analysis, Elements of the Control Plan, Elements of the Response Plan

Prerequisites: Basic computer knowledge

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
ERP-205	**SAP Certified Application Associate**	**80**	**60**	**20**

Text/Learning Materials: TS410 Integrated Business Processes in SAP S/4HANA by SAP. Published by SAP SE, 2018.

Course Description: This course in ERP systems leads students through the official SAP TS410 (S/4HANNA) training in ERP culminating in the SAP professional certification exam. Students will complete a rigorous curriculum that includes the integration of the complete supply chain and business process to include FICO, Purchasing, Manufacturing, Sales, MRP, Inventory & Warehouse Management, Enterprise Asset Management, Project Systems, and Business Intelligence. The knowledge base will include the integration of organizational levels, master data, business process, and reporting. After successfully completing this seminar, students will become fully prepared to take the SAP Certification exam (TS410 – S/4HANNA).

Prerequisite: One year of college experience or 2 years of work experience in an SAP related field and a passing score of 70 on our SAP pre-screen exam.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLA-101	**Global Supply Chain Logistics**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course provides an introduction to the world of logistics, the global supply chain, and the role of a frontline material handling worker. Students completing this course will be able to describe the principal elements of the global supply chain logistics life cycle, describe the roles and responsibilities with the supply chain, list five models of transportation, explain how material handling affects a company's viability and profitability, and define basic principles of costing effectiveness throughout the supply chain.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLA-102	**The Logistics Environment**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains the logistics environment from the perspective of the front-line worker. Students completing this course will be able to identify major security requirements applicable to the logistics environment, list four main initiatives which improve international logistics security, cite examples of how logistics activities impact the environment, cite two common warehouse layout options, and describe different types of docks.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLA-103	**Material Handling Equipment**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains the various types of material handling equipment from the simplest hand truck to the most complex automated systems. Students completing this course will be able to list examples of manually operated equipment, list types of lift trucks, list types of loading dock equipment, and describe function and types of conveyors.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLA-104	**Safety Principles**	**5**	**4**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course provides an overview of the most common safety features and practices used in material handling operations. Students completing this course will be able to identify the principle federal safety organizations and their fundamental requirements, identify characteristics of a safe, clean, and orderly work environment, list emergency safety procedures, list common safety markings and signs, and list types of fire extinguishers.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLA-105	**Safe Material Handling and Equipment Operation**	**5**	**4**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains logistics safety - frontline material handling workers need to know safety principles specifically related to material handling and equipment operation. Students completing this course will be able to list basic safe material handling practices, identify types, functionality and use of personal protective equipment, list equipment safety features, and describe the two basic types of maintenance.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLA-106	**Quality Control Principles**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains the basic quality control principles and systems used in logistics. Students completing this course will be able to identify and characterize key quality control systems in the logistics environment, provide examples of how frontline workers support these systems, explain quality audits and how frontline workers support them, and explain how to present quality improvement recommendations to supervisors.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLA-107	**Work Communication**	**5**	**4**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains effective communication within the logistics environment. Students completing this course will be able to explain methods of effective communication between shifts, explain methods of effective communication to both internal and external customers, identify ways to elicit clear statements of customer requirements and specifications, provide examples of effective written communications in the workplace, and provide examples of effective oral communications in the workplace.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLA-108	**Teamwork & Good Workplace Conduct**	**5**	**4**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains the importance of teamwork and problem solving in material handling. Students completing this course will be able to describe a high-performance team, list characteristics of an effective team member, explain way to set team goals, identify use of team environment to solve problems and resolve conflict, and describe typical requirements for good workplace conduct.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLA-109	**Using Computers**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains how computers and computer systems are used in logistics. Students completing this course will be able to identify commonly used computer systems and software applications in logistics, explain main uses of computer systems by frontline workers, identify commonly used software systems, explain main uses of software systems by frontline workers, and identify technologies used to capture and store logistics information.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLT-101	**Product Receiving**	**5**	**4**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains the overall process of and the role of front-line material handling workers in product receiving. Students completing this course will be able to describe activities essential to receiving, identify procedures for handling inbound trucks, describe conditions for unloading, including security requirements, list and describe documents for standard receipts of material, describe procedures for checking and reporting inbound materials during unloading, and describe procedures for identifying and reporting overages, shortages, or damages.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLT-102	**Product Storage**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains how products are stored. Students completing this course will be able to list methods for determining destination and direction of unloaded materials, identify key issues affecting how materials are stored, list forms in which materials are stored, list options for storage, and describe a system for automated storage and retrieval.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLT-103	**Order Processing**	**5**	**4**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains how the order process works from the time an order is received from a customer until the order is assembled for packaging. Students completing this course will be able to describe best practices in order cycle and procurement processes, including information flows, explain pick ticket inspection, identify processes for accurately pulling products from storage identified in pick tickets, explain how audits are conducted to ensure that pulled products are as ordered, describe staging of pulled products for shipping, and describe steps involved in developing a packing manifest.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLT-104	**Packaging and Shipment**	**5**	**4**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains how orders are packaged and prepared for shipping. Students completing this course will be able to identify the process for selecting appropriate packing materials to package products, describe selection of packaging tools best suited for handling and packaging products, explain typical steps to protect products from weather, describe the process to ensure that outbound product counts are accurate, and products are free from defects, describe the process for verifying outbound products against customer orders, describe correct product labeling in accordance with domestic and international regulations and common company policies, identify steps to verify that the right packages are securely loaded into the right trailer, and identify steps to ensure that packages are securely loaded into trailers and correctly distributed based on safe loading procedures.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLT-105	**Inventory Control**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains how inventory is managed and controlled throughout the supply chain with special emphasis on warehousing. Students completing this course will be able to describe fundamentals of inventory control, list the most common inventory control systems, explain methods for accurate inventory counting, describe methods for capturing logistics information, and describe reverse logistics.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLT-106	**Safe Handling of Hazardous Materials**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains how hazardous materials are handled. Students completing this course will be able to list government regulations to hazmat handling, identify safe work practices for unloading and loading hazmats (Hazardous materials), list government and other safe work practices for transfer and storage of hazmats, and describe how hazmats are identified in shipping documentation.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLT-107	**Evaluation of Transportation Modes**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains the various modes of transportation and how they are used throughout the supply chain. Students completing this course will be able to describe each mode of transportation and its advantages and disadvantages, list the main considerations in determining the best mode of transportation to use, explain how to use the information on performance and the different modes for rapid decision making, and give examples of transportation documentation.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLT-108	**Dispatch and Tracking Operations**	**5**	**4**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains dispatch and tracking of products as they are transported throughout the supply chain. Students completing this course will be able to explain shipping documentation, describe the main factors related to vehicle routing, list ways to track cargo within the yard, list ways to track cargo enroute, describe key features of intermodal transportation, and describe basic customs terminology and documentation.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CLT-109	**Measurement and Conversion**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course explains basic measurements and measurement conversions used in logistics. Students completing this course will be able to calculate basic weight and volume, convert U.S. measurements to metric, and convert metric to U.S. measurements.

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CPT-101	**Industrial Safety**	**40**	**20**	**20**

Text/Learning Materials: MSSC training modules that include introduction to advanced manufacturing, communications, production teams, training and leadership, safety organization, personal protective equipment, fire and electrical safety, work area safety, hazardous material safety, tool and machine safety, material handling safety.

Course Description: This course teaches the student how to work in a safe and productive manufacturing workplace, perform safety and environmental assessments, perform emergency drills and participate in emergency teams, identify unsafe conditions and take corrective action, participate in safety training, participate in equipment safety training, suggest processes and procedures that support safety of work environment, fulfill safety and health requirements for maintenance, installation, and repair, monitor safe equipment and operator performance, utilize effective, safety-enhancing workplace practices.

Prerequisite: 10^{th} grade reading level and 9^{th} grade math level.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CPT-102	**Quality Practices & Measurements**	**40**	**20**	**20**

Text/Learning Materials: MSSC training modules that include blueprint reading 1 (multi-view drawings), blueprint reading 2 (assembly drawings and fasteners), blueprint reading 3 (geometric dimensioning and tolerancing), basic measurement, precision measurement tools, dimensional gauging, quality systems, introduction to statistical process control (SPC), control charts, continuous improvement 1.

Course Description: This course teaches the student how to participate in periodic or statistically based internal quality audit activities, check and document calibration of gauges and other data collection equipment, suggest continuous improvements, inspect materials and product/process at all stages to ensure they meet specifications, document the results of quality tests, communicate quality problems, take corrective actions to restore or maintain quality, record process outcomes and trends, identify fundamentals of blueprint reading, and use common measurement systems and precision measurement tools.

Prerequisite: 10^{th} grade reading level and 9^{th} grade math level.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CPT-103	**Manufacturing Processes & Production**	**40**	**20**	**20**

Text/Learning Materials: MSSC training modules that include mechanical principles, mechanical linkages, material quality control, manufacturing materials and processes, machining processes, machine tooling, machine operations, hand tools 1, equipment procedures, production planning and workflow, manufacturing metrics, and production control.

Course Description: This course teaches the student how to identify customer needs, operate production equipment, determine resources available for the production process, set up and verify equipment for the production process, set team production goals, make job assignments, coordinate workflow with team members and other work groups, communicate production and material requirements and product specifications, perform, monitor and document the process to make the product, document product and process compliance with customer requirements, prepare final product for shipping or distribution.

Prerequisite: 10th grade reading level and 9th grade math level.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
CPT-104	**Maintenance Awareness**	**40**	**20**	**20**

Text/Learning Materials: MSSC training modules that include welding, basic electrical circuits, electrical measurement, electrical power, pneumatic power systems, hydraulic power systems, lubrication concepts, bearings and couplings, belt drives, chain drives, machine control concepts, machine automation.

Course Description: This course teaches the student how to Perform preventive maintenance and routine repair, monitor indicators to ensure correct operations, perform all housekeeping to maintain production schedule, recognize potential maintenance issues with basic production systems, including knowledge of when to inform maintenance personnel about problems.

Prerequisite: 10th grade reading level and 9th grade math level.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SAC-101	**Business Intelligence (BI)**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: Topics to be learned in this course include the following:

- Import Data, Exploration, and Creating Your First Story
- Calculations, Linked Analysis, and Input Controls
- Advanced Charts: Geo Maps, R Visualizations, and More
- Thresholds, Variances, and Conditional Formatting
- Theme and Style

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SAC-102	**BI and Augmented Analytics**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: Topics to be learned in this course include the following:

- Augmented Analytics: Smart Assist Features
- Collaboration
- SAP Digital Boardroom and Mobile
- Advanced Modeling
- Live Connection to SAP HANA

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SAC-103	**Augmented Analytics: Smart Predict**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: Topics to be learned in this course include the following:

- Using Cases and Smart Predict Predictive Scenarios
- Segmented Time Series
- Segmented Time Series – Demo
- Classification
- Classification Demo
- Using Predictions in a BI Story

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SAC-104	**Intelligent Decisions with SAP Analytics Cloud**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: Topics to be learned in this course include the following:

- Planning Models
- Planning Functions
- Data Actions
- Collaboration

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SAC-105	**Analytics Designer**	**4**	**3**	**1**

Text/Learning Materials: Instructor material and handouts.

Course Description: Topics to be learned in this course include the following:

- Analytics Designer Demo
- Analytics Design Fundamentals
- Integration with Planning
- Integration with Story, Explorer and Predictive Capabilities
- Embedding with Business Applications
- Integration with OData

Prerequisite: High School diploma or equivalent.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
I2-101	**i2 Introduction to Analyst's Notebook**	**8**	**3**	**5**

Text/Learning Materials: Instructor material and handouts.

Course Description: This instructor led, hands-on training introduces students to the terminology associated with Link Analysis and I2 Software. Students will learn the different ways to navigate with the interface.

Prerequisite: None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
I2-102	**Manual Chart Construction**	**16**	**3**	**13**

Text/Learning Materials: Instructor material and handouts.

Course Description: This hands-on instructor led training teaches students to understand the components of manual charts by creating entities, links, and attributes in Analyst's Notebook and how to merge multiple charts in order to resolve any duplicate information to uncover relationships and associations. **Prerequisite:** None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
I2-103	**Importing to Analyst Notebook**	**16**	**3**	**13**

Text/Learning Materials: Instructor material and handouts.

Course Description: In this hands-on training the students will learn the process of modeling the data that is contained in a structured format to plan, create, and import in Analyst's Notebook. Students will also become familiar with automating the process of creating charts and transforming the data into the Entities, Links, and Properties format. **Prerequisite:** None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
I2-104	**Introduction to Basic Analysis**	**12**	**3**	**9**

Text/Learning Materials: Instructor material and handouts.

Course Description: This hands-on instructor-led training provides students with the understanding of how critical the Analyze tab is in being a successful Analyst's Notebook analyst. Students will understand how to conduct accurate analysis utilizing the host of tools to acquire the desired information. **Prerequisite:** None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
I2-105	**Advanced Analysis**	**16**	**4**	**12**

Text/Learning Materials: Instructor material and handouts.

Course Description: This hands-on instructor led training provides students with the understanding of how to conduct advanced details to find the core of the network using Cluster analysis, to use the different Social Network Analysis algorithms and to interrupt the results. They will be able to conduct call chain analysis as well as finding the pathway to between two points that no direction connection is evident. **Prerequisite:** None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
I2-106	**Publishing**	4	**1**	**3**

Text/Learning Materials: Instructor material and handouts.

Course Description: This hands-on instructor-led training provides students with an understanding of how to prepare products for presentation and dissemination including creating a PDF and PowerPoint. Students will be taught how to understand Analyst's Notebook report functionality, how to save charts as a slide show, PDF, JPG, and how to send an embedded chart in another file format. **Prerequisite:** None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
I2-107	**Customizing**	4	**1**	**3**

Text/Learning Materials: Instructor material and handouts.

Course Description: This hands-on instructor-led training provides students with the understanding of how to work with Chart Properties to create and customize items in Analyst's Notebook to meet the analyst's specific requirements. Students will learn how to create and share templates. **Prerequisite:** None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
I2-108	**Preparation for i2 Certification Exam**	4	**2**	**2**

Text/Learning Materials: Instructor material and handouts.

Course Description: This course is a review covering all the topics covered during the previous courses in the i2 Analyst Notebook. Students will be able to ask questions and be given an assignment to demonstrate their ability to build charts both manually and by importing data into the analyst's notebook. There will be a written test that evaluates the student's knowledge of the concepts covered and about the software. The students will also have to conduct analysis inside of Analyst's Notebook to find the answers in the written portion of the test. **Prerequisite:** None

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SN-101	**ServiceNow Fundamentals**	**22.5**	**12**	**10.5**

Course Description: ServiceNow Administration Fundamentals is a five-day course that provides real-world system administration scenarios and hands-on lab exercises to establish and build upon common concepts and skills. Upon completion of week two attendees will gain functional awareness of base systems applications and modules, configure applications and modules, configure self-service, enable productivity, maintain an instance, enhance an instance, and package enhancements needed to complete the Certified System Administrator (CSA) certification given at the end of the course. This class is for individuals who will be configuring the ServiceNow platform.
Prerequisite: Basic computer knowledge and experience.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SN-102	**Core Systems Administration**	**45**	**22**	**23**

Course Description: The ServiceNow System Administration course provides structured instruction in configuring, maintaining, and supporting the ServiceNow Now Platform in enterprise environments. This course builds on foundational platform knowledge and prepares participants to perform core administrative functions aligned with the ServiceNow Certified System Administrator (CSA) exam blueprint. This course serves as the primary technical component for CSA certification preparation.
Prerequisite: Completion of SN-101.

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SN-103	**CSA Exam Prep & Capstone Validation**	**22.5**	**10**	**12.5**

Course Description: This course focuses on ServiceNow's data architecture and core administrative functions. Students learn how tables, fields, schema maps, and relationships support platform configuration and scalability. Instruction is reinforced through guided CSA exam preparation and hands-on application in a Personal Developer Instance (PDI). Students complete a practical capstone covering incident configuration, user administration, workflow automation, knowledge base setup, notifications, and reporting. The week also includes certification readiness activities and professional development to prepare students for employment.
Prerequisite: Completion of SN-101 and SN-102

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SN-104	**Associate Implementer – ITSM Fundamentals**	**45**	**22**	**23**

Course Description: The ServiceNow IT Service Management (ITSM) course provides structured instruction in configuring and supporting core IT service workflows within the ServiceNow Now Platform. Participants learn how enterprise organizations manage incidents, problems, changes, service requests, and service level agreements using standardized ITSM processes.
Prerequisite: Completion of SN-103

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SN-105	**Flow Designer, UI Builder & App Engine Fundamentals**	**45**	**22**	**23**

Course Description: This course focuses on workflow automation and implementation practices within ServiceNow. Students will learn to design and build automated processes using Flow Designer, including triggers, actions, approvals, and catalog task flows. Instruction includes scenario-based implementation exercises to simulate real-world use cases, along with an overview of Service Portal and Employee Center to understand the end-user experience.
Prerequisite: Completion of SN-104

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SN-106	**CMDB Fundamentals**	**45**	**22**	**23**

Course Description: This course introduces the Configuration Management Database (CMDB) and its role in supporting ServiceNow's data architecture and service management capabilities. Students will learn the Common Service Data Model (CSDM), including configuration item (CI) classes, relationships, and overall CMDB structure. Through hands-on configuration and simulation exercises, students will build and manage CI classes, define identification and reconciliation rules, and work with multiple data sources. Instruction also covers methods for ingesting and maintaining CMDB data using discovery, service mapping, and import processes. Students will complete a structured simulation aligned with CMDB micro-certification to reinforce practical application of data management and governance principles.
Prerequisite: Completion of SN-105

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SN-107	**CMDB – Gain Insight & Health Simulator**	**22.5**	**10**	**12.5**

Course Description: This course focuses on governing and optimizing the Configuration Management Database (CMDB) to ensure data accuracy, integrity, and usability across the ServiceNow platform. Students will learn how to apply governance frameworks, monitor CMDB health, and use platform tools to gain actionable insights from CMDB data. Through hands-on simulation, students will configure health dashboards, define rules for data quality, and perform remediation of issues such as duplicates and stale records. Instruction also includes building queries and analyzing performance metrics to support decision-making.
Prerequisite: Completion of SN-106

Course	Title	Total Clock Hours	Lecture Hours	Lab Hours
SN-108	**CAPSTONE Completion & Portal Close**	**22.5**	**12.5**	**10**

Course Description: This course focuses on program completion, emerging technology exposure, and transition into employment pathways. Students are introduced to ServiceNow's AI capabilities, including Now Assist and agentic AI concepts, alongside an overview of AI agent development frameworks. Students complete final validation activities, including simulation retakes and capstone requirements, and determine readiness for the CIS-DF certification exam.
Prerequisite: Completion of SN-107

SECTION VII: CERTIFICATE OF COMPLETION TRASCRIPT REQUIREMENTS

In order to receive a Certificate of Completion, students must meet all institutional requirements and the requirements of the course or program in which they are enrolled. Students must achieve a minimum cumulative grade average of **70%** and meet attendance requirements as outlined in the Attendance Policy.

No report of grades, Certificate of Completion, transcript, or other academic records will be released until all financial obligations to the school have been satisfied.

A transcript is an official copy of the student's academic record. Transcripts are released only upon written request by the student and may be requested in person or by mail. Telephone requests are not accepted. There is no charge for issuing transcripts.

SECTION VIII: JOB PLACEMENT ASSISTANCE SERVICES

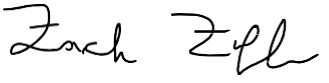
Job placement assistance services are available to graduates who have successfully completed their program and satisfied applicable institutional requirements, including financial obligations.

St. Michael's Learning Academy assists graduates with resume development, interview preparation, and job readiness skills. The school may also provide referrals to prospective employers and support in identifying employment opportunities.

St. Michael's Learning Academy does not guarantee **employment, job placement, or a specific starting salary upon graduation.**

SECTION IX: TRUE AND CORRECT STATEMENT OF ASSURANCE

THE INFORMATION CONTAINED IN THIS CATALOG IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.



Zack Zakhem
Owner

SECTION X: EMEMPT PROGRAMS

ADULT BASIC EDUCATION – HIGH SCHOOL EQUIVALENCY

This program is designed for individuals who have scored unsatisfactorily on their Test of Adult Basic Education (TABE) Level D test or have not completed High School. The program stresses a high degree of proficiency in Math, Social Studies, Science, Language Arts Reading and Language Arts Writing. This program will provide graduates the knowledge to assist them in earning and passing their high school equivalency exams or GED and to complete any remaining credits that are required for obtaining their High School Diploma.

CRS	SUBJECT	CLOCK HOURS	LECTURE HOURS	LAB HOURS
WR101	Language Arts - Writing	25	20	5
RD101	Language Arts - Reading	25	20	5
SS101	Social Studies	25	20	5
SC101	Science	25	20	5
MT101	Mathematics - Basic	25	20	5
TT102	Mathematics - Advanced	25	20	5
TOTAL HOURS		**150**	**120**	**30**

Registration $100.00
Tuition.....$1,300.00
Materials/Supplies $45.00
Shmoop (Online courses access).....$50.00

TOTAL COST.....$1,495.00

Student classes are scheduled Monday through Friday from 9:00 am to 3:30 pm as follows:

9:00 AM – 10:30 AM ..... Period 1
10:30 AM - 12:00 PM..... Period 2
12:30 PM - 2:00 PM..... Period 3
2:00 PM – 3:30 PM..... Period 4

BASIC COMPUTER SKILLS – MICROSOFT OFFICE 365

This program is intended for individuals who want to gain basic, intermediate, and advanced hands-on experience and knowledge in Microsoft Office 365 applications. The curriculum is designed to meet the knowledge requirements for the MOS Certification exams on Microsoft Word, Excel, PowerPoint, and Outlook. Students who successfully complete this course will have ample knowledge and proficiency to attain their MOS Certifications and become more marketable in jobs requiring such certifications.

CRS	SUBJECT	CLOCK HOURS	LECTURE HOURS	LAB HOURS
MW101	Microsoft Word	32	16	16
ME101	Microsoft Excel	32	16	16
MP101	Microsoft PowerPoint	32	16	16
MO101	Microsoft Outlook	32	16	16
TOTAL HOURS		**128**	**64**	**64**

Registration $100.00
Tuition $2,200.00
Books and Materials $200.00

TOTAL COST $2,500.00

Student classes are scheduled Monday through Friday:

9:00 AM - 5:00 PM (M, Tu, W, Th) .....Full-time
10:00 – 2:00 PM (M, Tu, W, Th) .....Part-time

Prerequisites:

Basic computer literacy: Students should be familiar with the use of personal computers. They will be expected to turn the devices on and off as necessary and utilize human input devices like the keyboard and mouse to an adequate level of proficiency.

FORT BLISS EXEMPT COURSES
offered at our Fort Bliss location (620 Doniphan Road – Fort Bliss, Texas 79906)

SAP ERP – Enterprise Systems Business Analyst

Enterprise Resource Planning (ERP) is the concept of planning, executing and reporting across multiple business functions or business units. SAP (Systems, Applications and Products in Data Processing) is one of the most robust ERP packages. Students will obtain a well-rounded understanding of ERP systems. This program prepares students by providing them with the foundations of the fundamental business and how they interact with ERP in the areas of Sales and Distribution (Sell), Materials Management (Buy), Production Planning (Make), Financial/Management Accounting (Reporting), Human Resources (Hire) and Project Management. These fundamental areas are important in creating a smooth and efficient business process. Students will be trained in the industry standard On Premise and latest Cloud ERP software in a work environment by providing process steps, data, and, where applicable, configuration for the essential business process. Students will be exposed to the newest and relevant software on the market from the industry leader in this area and will be required to display their knowledge of analytical reporting and advanced apps that consume backend data. Students are also prepared in the CAPSTONE weeks to earn certification within the latest Implementation consultant certification. Graduates will gain key knowledge to make them successful in the following roles as SAP ERP Business Analysts, and End Users. Students will also be given an educational road map to earn additional professional certificates and modules certifications in the for more advanced specialties such as Business Consultants, Process Integration Specialists, Subject Matter Experts, Documentation Specialists and Trainers. The CAPSTONE certification must be offered in a 2-week, Monday to Friday block per SAP requirements.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
ERP -101	Introduction to Enterprise Systems Professions	44	22	22
ERP -102	ERP System Implementation and Configuration	100	50	50
ERP -103	Enterprise Systems Tools and Concepts and Careers	112	54	58
ERP -104	Business Process Integration with Gamification	64	22	42
ERP -105	CAPSTONE Certification	80	40	40
	Total Hours	**400**	**188**	**212**

Tuition.....$10,700.00
Registration.....$100.00
Books and Materials*….....Included
Total Program Cost.....$10,800.00

Class Schedule: (10 min. break for every 50 min. of class time)
First 10 weeks are Tuesday through Friday – 8 hours per day
Last 2 weeks are Monday through Friday – 8 hours per day

Program Length: 12 weeks

Admission requirements: One year of college experience or 2 years of work experience in an SAP related field or select Military ASVAB scores.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

SAP ERP – Enterprise Systems Business Analyst (IEE2E)

Enterprise Resource Planning (ERP) is the concept of planning, executing and reporting across multiple business functions or business units. SAP (Systems, Applications and Products in Data Processing) is one of the most robust ERP packages. Students will obtain a well-rounded understanding of ERP systems. This program prepares students by providing them with the foundations of the fundamental business and how they interact with ERP in the areas of Sales and Distribution (Sell), Materials Management (Buy), Production Planning (Make), Financial/Management Accounting (Reporting), Human Resources (Hire) and Project Management. These fundamental areas are important in creating a smooth and efficient business process. Students will be trained on the industry standard On Premise and latest Cloud ERP software in a work environment by providing process steps, data, and, where applicable, configuration for the essential business process. Students will be exposed to the newest and relevant software on the market from the industry leader in this area. Students are also prepared in the CAPSTONE weeks to earn a certification within the latest Business Process Certification. Graduates will gain key knowledge to make them successful in the following roles as SAP ERP Business Analysts, and End Users. Students will also be given an educational road map to earn additional professional certificates and modules certifications in the for more advanced specialties as Business Consultants, Process Integration Specialists, Subject Matter Experts, Documentation Specialists and Trainers. CAPSTONE certification must be offered in a 2-week, Monday to Friday condensed block per SAP requirements.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
ERP -101	Introduction to Enterprise Systems Professions	44	22	22
ERP -102	ERP System Implementation and Configuration	100	50	50
ERP -103	Enterprise Systems Tools and Concepts and Careers	48	20	28
ERP -104	Business Process Integration with Gamification	64	22	42
ERP -105*	CAPSTONE Certification	80	40	40
	Total Hours	**336**	**154**	**182**

Tuition $10,700.00
Registration $100.00
Books and Materials* ..... Included

Total Program Cost $10,800.00

Class Schedule: (10 min. break for every 50 min. of class time)
First 8 weeks are Tuesday through Friday – 8 hours per day
Last 2 weeks are Monday through Friday – 8 hours per day

Program Length: Ten weeks

Admission requirements: 1-year of college experience or 2-years of work experience in an SAP related field or select Military ASVAB scores.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

SAP - Materials Management Business Analyst

This 14-week program will afford the graduate employment opportunities in the high demand and paying industries of Supply Chain Management and Logistics. SAP Materials Management (MM) is a core functionality in SAP S/4HANA that drives logistics and supply chain operations. Its purpose is to manage processes such as purchasing, goods receiving, material storage, consumption-based planning, and inventory. The SAP Materials Management training curriculum prepares students for the C_ARP2P capstone certification (SAP Certified Associate SAP Ariba Procurement) by providing them with a view of the concept of materials management as well as the whole Source-to-Pay business process. Students will be trained using SAP Ariba procurement solutions in a work environment by providing process steps where applicable, some configuration details for the essential business processes. Graduates will be able to work as SAP ERP Business Process Integration End-Users/Analyst, Consultants, Subject Matter Experts, Documentation Specialists, and Trainers.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
MM-INTRO-A	Introduction to ERP	2	1	1
MM-INTRO-B	User Experience (Navigation)	2	1	1
MM-INTRO-C	ERP Enterprise Structure	4	2	2
MM-MD	Master Data in Materials Management	8	4	4
MM-LIV	Logistics Invoice Verification	20	10	10
MM-PROCURE	Procurement Processes (Source to Pay)	20	10	10
MM-PURCH	Purchasing Optimization (Direct/Indirect)	20	10	10
MM-INV	Inventory Management and Physical Inventory	20	10	10
MM-MRP	Consumption-Based Planning (MRP)	20	10	10
MM-CONFIG	Configuration of Purchasing	20	10	10
MM-OLA	Outline Agreements/ Sources of Supply	20	10	10
MM-CON	Consignment Process	20	10	10
MM-MINI	Mini Project	40	10	30
MM-CAREER	Resume Critique & Mock Interviews	12	6	6
MM-CERT	CAPSTONE Practice Test & Review	21	10	11
MM-TEST	Certification Test C_ARP2P	3	0	0
	Total Hours	**249**	**114**	**135**

Tuition $8,700.00
Registration $100.00
Books/Materials*… ..... Included

Total Program Cost $8,800.00

Full-Time Class Schedules: (10 min. break for every 50 min. of class time)

9:00 AM – 2:00 PM .....M and Tu (Morning Session) = 10 hours
9:00 AM – 1:00 PM ..... W and Th (Morning Session) = 8 hours
6:00 -10:30 PM ..... M, Tu, W, and Th (Evening Session) = 18 hours

Program Length: 14 weeks

Admission requirements: 1-year of college experience or 2-years of work experience in an SAP related field or select Military ASVAB scores.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

SAP HANA Extended Warehouse Management Analyst

Extended Warehouse Management (EWM) offers flexible, automated support for processing various goods movements and for managing stocks in a warehouse complex. The system supports planned and efficient processing of all logistics processes in a warehouse. This program prepares students by providing them with an understanding of integrated Inventory Management and Delivery Processing and Goods Movements. Students learn how to implement and configure SAP Extended Warehouse Management in an SAP S/4HANA on-premises or SAP S/4HANA Cloud, private edition solution. Students develop an understanding of how the SAP Extended Warehouse Management can be embedded in SAP S/4HANA by deploying basic or advanced warehouse management functionality. Students are also exposed to business processes that lead to physical goods movements in a warehouse. Additionally, Students will be introduced to the newest and relevant software on the market from the industry leader in this area. Students are also prepared in the CAPSTONE weeks to earn a certification with SAP in the latest Extended Warehouse Management Certification. Graduates will gain key knowledge in the following subject areas: EWM Process, Customization, Resource and Labor Management, Production and Quality management integration, Managing Clean Core concepts. This knowledge provides the foundation to make them successful in the following roles as SAP EWM Consultant and Analysts. consultants, Process Integration Specialists, Subject Matter Experts, Documentation Specialists and Trainers. CAPSTONE certification is offered in a two-week, Monday to Friday condensed block per SAP requirements from 9:00 AM - 5:00 PM

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
BPIG-1091	Introduction to Business Processes and Implementation	36	18	18
BPIG-1094	ERP Business Process Integration	40	16	24
EWM -101	Introduction to Process in EWM	33	20	13
EWM -102	EWM Basic Customization	68	48	20
EWM -103	Understanding Resource	38	14	24
EWM -104	EWM Labor Management	39	15	24
EWM -105	EWM Production & Quality	40	24	16
EWM -106	Managing Clean Core Concepts	8	4	4
EWM -107	CAPSTONE Certification*	80	40	40
	Total Hours	**382**	**199**	**183**

Tuition.....$10,700.00
Registration $100.00
Books/Materials*….....Included
Total Program Cost.....$10,800.00

Class Schedules: (10 min. break for every 50 min. of class time)
First 6 weeks are Tuesday through Friday – 8 hours per day
Last 2 weeks are Monday through Friday – 8 hours per day

Program Length: 8 total weeks

Admission Requirement: An applicant must meet at least one of the following: 1) Completion of TS410 certification, 2) successful completion of Assessment exam, 3) three years of work experience in a Warehouse Management career field, or 4) a Degree in Supply Chain Management or related field.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

SAP S4 HANA Transportation Management Analyst

Transportation Management (TM) offers flexible, automated support for processing various goods movements and for managing stocks in your warehouse complex. The system supports planned and efficient processing of all logistics processes in your warehouse. Students will obtain a well-rounded understanding of the SAP TM system. This program prepares students by providing them with an understanding integrated into Inventory Management and Delivery Processing and Goods Movements. They will learn how to implement and configure SAP Transportation Management in your SAP S/4HANA on-premises or SAP S/4HANA Cloud, private edition solution. Develop an understanding of how SAP Transportation Management can be embedded in SAP S/4HANA by deploying basic or advanced warehouse management functionality. Be exposed to business processes, which can trigger other application components, that lead to physical goods movements in your warehouse. They will organize, control, and monitor these goods movements using TM. Students will be able to assess the different solution and deployment options for warehouse management functions and processes of Transportation Management in SAP S/4HANA. Students will be exposed to the newest and relevant software on the market from the industry leader in this area. Students are also prepared in the CAPSTONE weeks to earn certification with SAP in the latest Transportation Management Certification. Graduates will gain key knowledge in the following subject areas: TM Process, Customization, Resource and Labor Management, Production and Quality management integration, Managing Clean Core concepts. This knowledge provides the foundation to make them successful in the following roles as SAP TM Consultant and Analysts. Students will also be given an educational road map to earn additional professional certificates and Modules certifications there for other advanced specialties as consultants, Process Integration Specialists, Subject Matter Experts, Documentation Specialists and Trainers.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
BPIG-1091	Introduction to Business Processes and Implementation	68	32	36
TMINT -101	Intro to Supply Chain for TM	8	4	4
TMSSH -102	Transportation Management Basics	30	20	10
TMSEP -103	Business Processes in TM	50	40	10
TMPLE -104	TM Planning and Execution	60	32	28
TMCAS -105	TM Charges and Settlement	40	32	8
MCCC -101	Managing Clean Core Concepts	8	4	4
TMCC-106	CAPSTONE Certification	80	40	40
	Total Hours	**344**	**204**	**140**

Tuition.....$10,700.00
Registration $100.00
Books/Materials*….....Included
Total Program Cost.....$10,800.00

Program Length: 10 Weeks
Class Schedules: First 8weeks are Tuesday through Friday – 8 hours per day. Last 2 weeks are Monday through Friday – 8 hours per day. 10 min. breaks are provided for every 50 min. of class time.

Admission Requirement: Admission to this course will be based meeting one or more of the following requirements: Completion of the SAP IEE2E Certification, successful completion of Assessment exam, 3 years of work experience in a Transportation Management career field, a Degree in Supply Chain Management or related field.

*Books and materials proprietary to SMLA, required for course completion, and assessed to all students.

SERVICENOW SUPPORT SPECIALIST (Advanced Program)

The *ServiceNow Advanced Support Specialist is a Certified System Administrator (CSA) Validation & Advanced Administration* course taught at an accelerated pace. This competency-based program designed for experienced IT professionals and workforce professionals who have extensive hands-on experience working within the ServiceNow platform or another network system but has not previously obtained formal certification.

This 120-hour course is not introductory training. Instead, it provides structured review, advanced administration refinement, governance standardization, and certification alignment to ensure participants' existing operational experience meets current enterprise and industry-recognized standards. Instruction is delivered directly on the Now Platform and reflects real-world enterprise use across IT service management and related service workflows. The program aligns to the ServiceNow Certified System Administrator (CSA) exam blueprint and focuses on validating real-world platform experience, closing gaps related to configuration best practices, security, and governance, and preparing participants to successfully earn the CSA credential upon completion. Participants work within a dedicated sandbox environment to reinforce advanced administrative concepts, platform optimization, and troubleshooting techniques.

Upon completion, participants will have formal validation of their ServiceNow administration expertise through the CSA certification and will be prepared to perform advanced system administration functions in enterprise environments. Graduates are positioned to continue supporting or advancing in roles such as ServiceNow System Administrator, Platform Analyst, Support Specialist, or adjacent enterprise IT and operations roles where ServiceNow is a core system of action.

Course	Subject	Total Clock Hours	Lecture Hours	Lab Hours
SN -102	ServiceNow Fundamentals	26	16	10
SN -103	ServiceNow Platform Implementations	54	44	10
SN-104	ServiceNow Integrated Risk Management	36	3	6
SN-105	CAPSTONE certification	4	2	2
	Total Hours	**120**	**93**	**27**

Tuition.....$6,400.00
Registration $100.00
Books/Labs/Materials.....Included

Total Program Cost.....$6,500.00

Class Schedules and Program Length:
Full time course is a total of three weeks with certification in week four: Course will run Monday through Friday – 8 hours per day. Part time course is a total of 5 weeks: Course will run Monday through Friday condensed blocks per ServiceNow requirements: 4 days a week at 4 hours each day with breaks provided every hour.

Admission requirements: 5+ years of work experience in ServiceNow platform or in Network Systems Administration.