

THE SAGE GROUP SM

BUSINESS AND PROFESSIONAL DEVELOPMENT COURSES

BEGINNING SPANISH

INTERMEDIATE SPANISH - PART A

INTERMEDIATE SPANISH - PART B

CALL CENTER MANAGEMENT

CRITICAL THINKING SKILLS

CUSTOMER RELATIONSHIP MANAGEMENT

EXCELLENCE IN SERVICE

MICROSOFT - INTRODUCTION TO OFFICE XP

ADVANCED OFFICE XP

ACCESS 2003 BASIC, INTERMEDIATE AND ADVANCED

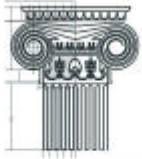
EXCEL 2003 BASIC, INTERMEDIATE AND ADVANCED

POWERPOINT 2003 BASIC AND ADVANCED

WORD 2003 BASIC, INTERMEDIATE AND ADVANCED

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”

5300 Maryland Way, Suite 103, Brentwood, TN 37027 • 615-376-5401 • 615-376-5432 (fax) • www.thesagegrp.com



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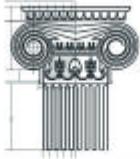
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OVERVIEW

Beginning Spanish is designed as an introductory course for individuals who wish to gain a basic understanding of the spoken language. The course is designed to prepare them for future studies in the language, plus enable them to conduct a simple conversation.

OBJECTIVES

At the conclusion of the course, participants will be able to:

- Demonstrate understanding of oral and written material in Spanish through interaction with the instructor and other participants
- Demonstrate mastery of the Spanish alphabet system and its discriminating sounds through pronunciation drills, tape recorded, and written exercise
- Utilize enhancement vocabulary by demonstrating correct stress, rhythm, and intonation during speaking
- Demonstrate understanding of grammatical structure of the Spanish language by correctly structured dialogue
- Demonstrate knowledge of the Hispanic culture and its contributions to our society by participation in in-class discussions

FORMAT

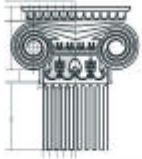
Beginning Spanish is a 40-hour program, offered two nights a week, for 2 hours each night. The course content is presented in an interactive, learner-centered style of facilitation. Participants are actively engaged in application exercises throughout the 20 sessions. Ample time is allotted for content assimilation, feedback, and skill practice.

SPECIAL FEATURES

- Interactive course delivery
- Extensive practice and feedback throughout each module
- Exposure to Spanish culture through class outings

BENEFITS

- Participants gain experience in using the language in both written and spoken form.
- Participants learn the foundational concepts necessary to understand the language.
- Participants achieve confidence in their ability to understand and conduct simple conversations in Spanish.



THE SAGE GROUP

INTERMEDIATE SPANISH - PART A

OVERVIEW

Intermediate Spanish Part A is designed for individuals who wish to build upon their basic understanding of the Spanish language. The course is targeted to individuals with basic skills achieved in the Beginning Spanish program.

OBJECTIVES

At the conclusion of the course, participants will:

- Develop proficiency in asking and answering questions orally related to the material
- Give verbal instructions in the Spanish language
- Gain proficiency in pronouncing Spanish
- Master sufficient vocabulary to understand and participate in conversations
- Develop practical writing skills in the Spanish language
- Gain a familiarity of values, traditions, and contemporary life of Hispanic cultures

FORMAT

Intermediate Spanish, Part A is a 28-hour program, typically offered in 14, 2-hour sessions that meet twice a week for seven consecutive weeks. An interactive, learner-centered approach is used, with an emphasis on application of skills.

SPECIAL FEATURES

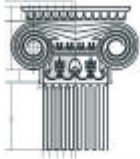
- Interactive course delivery
- Extensive practice and feedback throughout each module
- Oral and written skill practice

BENEFITS

- Participants gain experience in using the language in both written and spoken form.
- Participants expand their vocabulary and language structure skills.
- Participants improve their ability to understand the spoken language.

ISPA-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Intermediate Spanish Part B is designed for individuals who wish to broaden their level of basic skills, with special emphasis on communication. The course is targeted to individuals with basic skills achieved in the Intermediate Spanish Part A program.

OBJECTIVES

At the conclusion of the course, participants will:

- Demonstrate increased understanding of the spoken language
- Participate in simple conversations
- Ask and answer common questions orally related to materials
- Respond to unanticipated questions on familiar topics
- Express present, past, and future time consistently
- Write at the paragraph level using correct sentence structure
- Participate in discussions on issues related to the Hispanic cultures

FORMAT

Intermediate Spanish, Part B is a 30-hour program, typically offered in 15, 2-hour sessions that meet twice a week for eight consecutive weeks. An interactive, learner-centered approach is used, with an emphasis on application of skills.

SPECIAL FEATURES

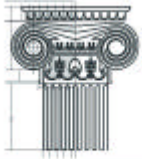
- Interactive course delivery
- Extensive practice and feedback throughout each module
- Oral and written skill practice

BENEFITS

- Participants gain experience in using the language in both written and spoken form.
- Participants expand their vocabulary and language structure skills.
- Participants improve their ability to understand the spoken language.

ISPB-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Call Center Management gives participants an overview of inbound call centers, managerial roles, and technologies that affect call centers. The course also covers how to establish a call center, identify the call center managers' typical responsibilities, and determine the necessary technologies needed to best serve the company's customers.

OBJECTIVES

After completing the course, participants will be able to:

- Identify the functions of a call center and determine the process for setting up a center
- Communicate effectively with employees and executives
- Evaluate employee performance
- Identify methods for monitoring employees
- Train employees
- Identify customer expectations
- Set and achieve service levels
- Identify the information that executives need

FORMAT

Call Center Management is a 15-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

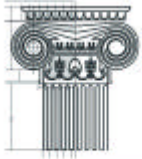
- Interactive course delivery
- Hands on
- Practice and feedback

BENEFITS

- Participants gain in-depth knowledge of call center management.
- Participants achieve skills and knowledge that will enable them to establish and effectively operate a call center.

CCM-S

"THE PROVEN FORCE BEHIND WORKFORCE TRAINING"



THE SAGE GROUP

CRITICAL THINKING SKILLS

OVERVIEW

Critical Thinking Skills is designed as a preparation course for individuals in the telecommunications industry who wish to improve their test taking skills. The course is structured to focus on four key areas that are essential in any job.

These key areas are:

- Written Communication Skills
- Logical Reasoning
- Quantitative Problem Solving
- Finding and Using Information

OBJECTIVES

The four key areas of focus structure the course objectives. At the conclusion of the course, participants will be able to:

- Demonstrate ability to find and interpret data contained in reports, spreadsheets, charts, graphs, and tables
- Define logical reasoning and demonstrate its application
- Demonstrate the ability to solve mathematical problems
- Demonstrate the ability to communicate effectively in writing

FORMAT

Critical Thinking Skills is a 39-hour program, offered two nights a week, for 3 hours each night. The course content is presented in an interactive, learner-centered style of facilitation. Participants are actively engaged in application exercises throughout the 39 hours. Ample time is allotted for content assimilation, feedback, and skill practice.

SPECIAL FEATURES

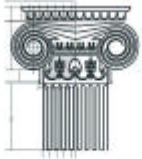
- Interactive course delivery
- Text workbooks for in and out of classroom study
- Extensive practice and feedback throughout each module

BENEFITS

- Participants gain writing efficiency that leads to increased productivity and cost-effective business communications.
- Participants learn the critical thinking skills necessary for taking advancement exams in the Telecommunications industry.
- Participants achieve confidence in their logical reasoning and problem-solving skills.

CTS-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Customer Relationship Management introduces the benefits of creating customer loyalty, developing a market intelligence enterprise, and incorporating customer relationship management in a company. The course will also equip participants with skills that allow them to manage customer relationships over the Internet.

OBJECTIVES

After completing the course, participants will be able to:

- Identify the goals and types of customer relationship management
- Define the four marketing tiers
- Define the four types of customer relationship management
- Evaluate critical success factors
- Manage and reduce costs associated with customer relationship management
- Implement customer relationship management processes

FORMAT

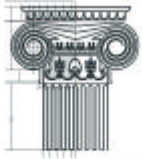
Customer Relationship Management is an 18-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

- Interactive course delivery
- Hands on
- Practice and feedback

BENEFITS

- Participants gain in-depth knowledge of the processes related to customer management.
- Participants achieve skills and knowledge that will enable them to implement an effective customer relationship management program.



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EXCELLENCE IN SERVICE

OVERVIEW

Excellence in Service focuses on creating and maintaining an effective customer service climate. This program offers skills for determining customers' needs and for providing the service to meet those customer needs. Participants who will benefit from this program include service representatives, managers, supervisors, and team leaders.

OBJECTIVES

After completing the course, participants will be able to:

- Distinguish the different types of customers
- Build rapport and communicate with customers
- Handle difficult customer situations
- Determine customer wants and needs
- Evaluate service provided
- Discuss the basics of service standards and monitor those standards

FORMAT

Excellence in Service a 21-hour course, offered in multiple sessions based on the needs of the customer. The course is structured into two parts with foundational skills in the first part of the program and advanced skills in the second part of the program. The entire program is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

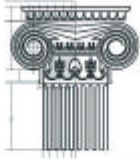
- Interactive course delivery
- Hands on
- Practice and feedback

BENEFITS

- Participants gain in-depth knowledge of the customer service climate needed for an effective call center.
- Participants achieve skills and knowledge that will enable them to create a customer service climate that fosters customer loyalty.

EIS-S

"THE PROVEN FORCE BEHIND WORKFORCE TRAINING"



OVERVIEW

The Introduction to Microsoft Office XP Suite provides an overview of microcomputer applications including a brief introduction to computer concepts, Microsoft Windows, Microsoft Office XP, Microsoft Word 2003, Microsoft Excel 2003, Microsoft Access 2003, Microsoft PowerPoint 2003, Microsoft Outlook 2003, OLE, creating web pages, and integration of the applications.

OBJECTIVES

After successfully completing this course, the participant will be able to:

- Demonstrate understanding of computer and operating systems
- Create, edit, and manipulate documents in Word 2003
- Generate worksheets, charts, formulas, and functions in Excel 2003
- Design, query, maintain, and publish databases in Access 2003
- Craft presentations in PowerPoint 2003
- Build scheduling and contact management skills in Outlook 2003

FORMAT

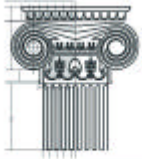
Introduction to Microsoft Office XP Suite is a 60-hour program. The course is typically offered in 3-hour sessions that meet twice a week.

SPECIAL FEATURES

- Interactive course delivery
- Hands-on application for skill building
- Text workbook for in and out of classroom study

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize various applications.
- Participants gain skills that enhance computer skills.



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MS OFFICE XP SUITE - ADVANCED

OVERVIEW

The Advanced Microsoft Office XP Suite provides an advanced view of microcomputer applications including Microsoft Office XP, Microsoft Word 2003, Microsoft Excel 2003, Microsoft Access 2003, Microsoft PowerPoint 2003, and integration of the applications.

OBJECTIVES

After successfully completing this course, the participant will be able to:

- Demonstrate proficiency in advanced applications of Word 2003
- Perform advanced functions in Excel 2003
- Design, query, maintain, and perform other advanced functions in Access 2003
- Create and modify presentations in PowerPoint 2003
- Perform advanced functions in Outlook 2003

FORMAT

Introduction to Advanced Microsoft Office XP Suite is a 60-hour program. The course is typically offered in 3-hour sessions that meet twice a week.

SPECIAL FEATURES

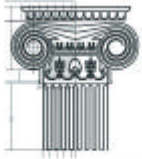
- Interactive course delivery
- Hands-on application for skill building
- Text workbook for in and out of classroom study

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize various applications.
- Participants gain skills that enhance computer skills.

OX2-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



THE SAGE GROUP

MICROSOFT ACCESS 2003 BASIC

OVERVIEW

Microsoft Access 2003 Basic is a database software program used to manage data that can be organized into lists of related information. This course consists of five units covering creating and using tables, queries, forms, and reports. Access 2003 Basic is an introductory level course that helps develop skills in Microsoft Office.

OBJECTIVES

After completing the course, participants will be able to:

- Describe the databases and database management systems
- Create a database
- Query databases
- Publish databases
- Print the contents of a table
- Create a custom report
- Use Microsoft Access help

FORMAT

Microsoft Access 2003 Basic is a 24-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

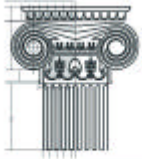
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-A1-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft Access 2003 Intermediate is a database software program used to manage data that can be organized into lists of related information such as customers, products, and vendors. This course consists of six units covering modifying a database structure, creating multiple table and other advanced queries, sharing information with other programs, and creating data access pages. Access 2003 Intermediate is geared towards individuals who have completed Microsoft Access 2003 Basic.

OBJECTIVES

After completing the course, participants will be able to:

- Create select queries in Query Design View
- Create subforms
- Use the Database Wizard
- Compact and repair a database
- Import XML text files and export data to XML
- Create and add hyperlink fields to interact with an Access database

FORMAT

Microsoft Access 2003 Intermediate is a 27-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

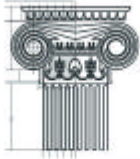
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-A2-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft Access 2003 Advanced is a database software program that is used to manage data that can be organized into lists of related information. The course consists of five units covering creating advanced forms and reports, managing database objects, creating modules and macros, and maintaining a database. This course is geared towards individuals who have completed Microsoft Access 2003 Basic and Microsoft Access 2003 Intermediate.

OBJECTIVES

After completing the course, participants will be able to:

- Add check boxes and toggle buttons controls to improve forms and reports
- Work with objects
- Create, edit, troubleshoot, and run macros
- Compare macros and modules
- Convert databases to another version of Access

FORMAT

Microsoft Access 2003 Advanced is a 27-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

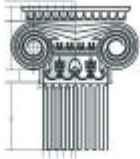
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-A3-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft Excel 2003 Basic is an electronic spreadsheet program used to produce documents that perform numeric calculations rapidly and accurately. This foundational course consists of five units covering creating and editing worksheets, formatting worksheets, and working with charts, formulas, and functions. Microsoft Excel 2003 Basic is an introductory level course that helps develop skills in Microsoft Office.

OBJECTIVES

After completing the course, participants will be able to:

- Describe spreadsheet software
- Plan and design a worksheet
- Plan, design, and create a chart
- Create a formula with several operators
- Use the Office Assistant and other online Help tools to answer questions

FORMAT

Microsoft Excel 2003 Basic is a 21-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

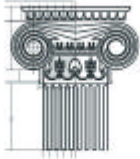
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-E1-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft Excel 2003 Intermediate is an electronic spreadsheet program used to produce documents that perform numeric calculations. This course consists of six units covering managing workbooks, using macros and lists, enhancing charts and worksheets, sharing Excel files, and incorporating Web information. Excel 2003 Intermediate is geared towards individuals who have completed Microsoft Excel 2003 Basic.

OBJECTIVES

After completing the course, participants will be able to:

- Freeze columns and rows
- Insert and delete worksheets
- Plan, record, edit and run a macro
- Plan and create a list
- Use AutoFilter
- Select a custom chart type
- Customize a data series
- Set up a shared workbook

FORMAT

Microsoft Excel 2003 Intermediate is a 24-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

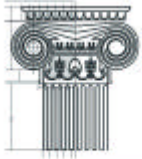
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-E2-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft Excel 2003 Advanced is an electronic spreadsheet program. This course consists of five units covering What-if analysis, PivotTables and Pivotcharts, exchanging data with other programs, and customizing Excel. Microsoft Excel 2003 Advanced is geared towards individuals who have completed Microsoft Excel 2003 Basic and Microsoft Excel 2003 Intermediate.

OBJECTIVES

After completing the course, participants will be able to:

- Debrief what-if analysis
- Plan, design, create and update a PivotTable report
- Insert a graphic file in a worksheet
- Use Excel auditing feature
- Plan a data exchange
- Find files using Excel search tools
- View, analyze, and write VBA code

FORMAT

Microsoft Excel 2003 Intermediate is a 24-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

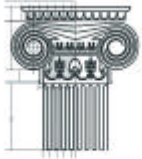
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-E3-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft PowerPoint 2003 Basic is a presentation program that transforms your ideas into professional, compelling presentations. This course consists of five units covering creating, modifying, and enhancing a presentation. PowerPoint 2003 Basic is an introductory level course that helps develop skills in Microsoft Office.

OBJECTIVES

After completing the course, participants will be able to:

- Define presentation software
- Plan a presentation
- Open and customize an existing presentation
- Insert clip art
- Create tables in PowerPoint
- Set slide show timings, transitions, and animation effects
- Use PowerPoint masters

FORMAT

Microsoft PowerPoint 2003 Basic is a 21-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

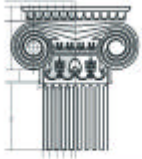
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-P1-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft PowerPoint 2003 Advanced is a presentation program, which builds on the skills gained in Microsoft PowerPoint 2003 Basic. This course consists of three units covering enhancing charts, linking and embedding objects, and using the advanced features of PowerPoint.

OBJECTIVES

After completing the course, participants will be able to:

- Import data from a file into a datasheet and format a datasheet with Microsoft Graph
- Animate charts and sounds
- Embed and modify an organizational chart
- Embed a picture in an Excel chart
- Insert a Word table
- Insert an animated GIF file
- Send a presentation for review and combine reviewed presentations
- Create a custom slide show
- Use the Meeting Minder
- Publish a presentation on the Web
- Use the Pack and Go Wizard

FORMAT

Microsoft PowerPoint 2003 Advanced is a 21-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

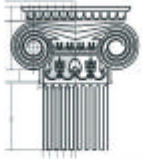
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-P2-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



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MICROSOFT WORD 2003 BASIC

OVERVIEW

Microsoft Word 2003 Basic is a word processing program that makes it easy to create professional-looking documents. This course consists of five units covering creating, editing, formatting text and documents, and creating and formatting tables. Word 2003 Basic is an introductory level course that helps develop skills in Microsoft Office.

OBJECTIVES

After completing the course, participants will be able to:

- Discuss word processing software
- Open a document
- Select, cut, copy, and paste text
- Use the office clipboard
- Format with fonts
- Set document margins
- Insert and edit headers and footers
- Insert a table
- Insert and modify table rows and columns
- Use Table AutoFormat

FORMAT

Microsoft Word 2003 Basic is a 21-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

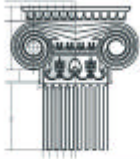
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-W1-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



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MICROSOFT WORD 2003 INTERMEDIATE

OVERVIEW

Microsoft Word 2003 Intermediate is a word processing program that builds upon the skills gained in Microsoft Word 2003 Basic. This course consists of five units covering creating graphics and Web pages, merging documents, and creating and using styles and templates.

OBJECTIVES

After completing the course, participants will be able to:

- Add, resize, and position graphics
- Create text boxes and AutoShapes
- Use the drawing canvas
- Create WordArt and charts
- Create a main document and add merge fields
- Design a data source and enter, edit, sort, and filter records
- Create and modify paragraph and character styles
- Create list and table styles
- Attach a template
- Build a multi-page document in Outline view
- Modify pages in multiple sections
- Add footnotes and endnotes
- Generate a table of contents and index

FORMAT

Microsoft Word 2003 Intermediate is a 24-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

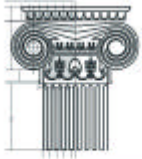
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-W2-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft Word 2003 Advanced is a word processing program that builds upon the skills gained in Microsoft Word 2003 Basic and Microsoft Word 2003 Intermediate. The course consists of six units covering using styles and templates, using other Office programs with Word, and working with large documents, graphics, forms, charts, and macros.

OBJECTIVES

After completing the course, participants will be able to:

- Embed an Excel worksheet and link and Excel chart
- Import a table from Access
- Manage document links
- Insert drop caps and edit clip art
- Use advanced positioning options
- Construct a form template
- Create and edit a column chart and pie chart
- Include comments in a document created by someone else
- Plan, create, and run a macro
- Create a custom toolbar
- Customize menus

FORMAT

Microsoft Word 2003 Advanced is a 27-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

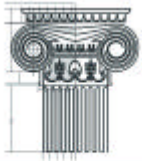
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-W3-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



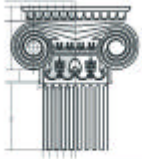
THE SAGE GROUP SM

TECHNICAL COURSES

A+ CERTIFICATION PREPARATION: CORE HARDWARE
A+ CERTIFICATION PREPARATION: OPERATING SYSTEMS
BASIC ELECTRICITY
BASIC ELECTRONICS
CCNA CERTIFIED CISCO NETWORK ASSOCIATE PREPARATION
COMPUTER SUPPORT AND MAINTENANCE
CWNA CERTIFICATION PREPARATION
DATA COMMUNICATIONS
DIGITAL TECHNOLOGY SKILLS
DSL DIGITAL SUBSCRIBER LINE
FIBER OPTICS WITHOUT SPLICING
FIBER OPTICS WITH SPLICING
NETWORK+ CERTIFICATION
NETWORK SECURITY FUNDAMENTALS (PART 1 & PART 2)
SECURITY AWARENESS
STRUCTURED CABLING - DATA, VOICE AND VIDEO CABLING
VoIP - CONVERGENCE TECHNOLOGIES SERIES
WEB DEVELOPMENT

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”

5300 Maryland Way, Suite 103, Brentwood, TN 37027 • 615-376-5401 • 615-376-5432 (fax) • www.thesagegrp.com



THE SAGE GROUP sm

A+ CERTIFICATION PREPARATION: CORE HARDWARE

OVERVIEW

A+ Certification Preparation: Core Hardware is geared toward individuals in the telecommunications industry who wish to prepare for the international A+ Certification Test. This course is designed to be taken in combination with the A+ Certification: Operating Systems course.

OBJECTIVES

After completing the course, participants will be able to:

- Describe the relationship between hardware and software
- Discuss hardware and software interaction
- Identify types of motherboards
- Install peripheral I/O devices
- Describe different types of memory and how each works
- Explain hard drive technologies
- Discuss basics of SCSI technology
- Install various multimedia devices
- Identify the different architectures, topologies, and components that make up a network
- Support, upgrade, and add peripheral devices to notebooks
- Install peripheral I/O devices
- Ability to diagnose and troubleshoot computer failures

FORMAT

A+ certification Preparation: Core Hardware is a 45-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

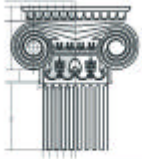
- Interactive course delivery
- Hands on
- Practice and feedback

BENEFITS

- Participants gain in-depth knowledge of computer hardware.
- Participants achieve skills and knowledge that will assist in their preparation for the A+ Certification Test.

AHW-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



THE SAGE GROUP

A+ CERTIFICATION PREPARATION: OPERATING SYSTEMS

OVERVIEW

A+ Certification Preparation: Operating Systems is geared toward individuals in the telecommunications industry who wish to prepare for the international A+ Certification Test. This course is designed to be taken in combination with the A+ Certification: Core Hardware course.

OBJECTIVES

After completing the course, participants will be able to:

- Discuss how operating systems work
- Relate OS to hardware and to other software, and launch an OS application
- Troubleshoot operating systems
- Outline the basics of networking
- Connect and share resources over a local area network
- Discuss how the OSI model applies to TCP/IP networks

FORMAT

A+ Certification Preparation: Operating Systems is a 36-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

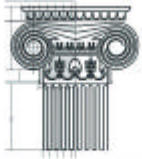
- Interactive course delivery
- Hands on
- Practice and feedback

BENEFITS

- Participants gain in-depth knowledge of operating systems.
- Participants achieve skills and knowledge that will assist in their preparation for the A+ Certification Test.

AOS-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Basic Electricity is a course designed to provide participants with a beginning conceptual level of knowledge in electricity. The primary topics covered in the course are:

- Language of electricity
- Electrical qualities
- Ohm's Law
- Watt's Law
- Electrical formulas
- Symbol identification
- Components
- Circuit configurations
- AC/DC current
- Measuring circuit values

OBJECTIVES

After successfully completing the Basic Electricity course, participants will be able to perform the following course objectives:

- Demonstrate the ability to identify basic electrical symbols
- Perform Ohm's Law calculations
- Wire basic electrical circuit diagrams
- Operate multi-meters

FORMAT

Basic Electricity is a 30-hour course, offered two nights a week, for 3 hours each night. The course content is presented in an interactive, learner-centered style of facilitation.

Participants are actively engaged in application exercises throughout the 30 hours. Course skills are reinforced through actual hands-on lab exercises.

SPECIAL FEATURES

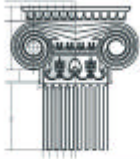
- Interactive course delivery
- Hands-on, experiential project labs
- Text workbooks for in and out of classroom study
- Use of multi-meters

BENEFITS

- Participants gain skills necessary for improvement of on the job performance.
- Participants are better prepared for the basic technical tests in the telecommunications industry.

BEI-S

"THE PROVEN FORCE BEHIND WORKFORCE TRAINING"



THE SAGE GROUP

BASIC ELECTRONICS

OVERVIEW

Basic Electronics is a course designed to provide the participant with a fundamental knowledge of basic electronics. The course is geared toward participants who want to prepare for possible career advancement in the Telecommunications industry.

The primary topics covered in the course are:

- Review of basic electricity fundamentals
- Detailed look into series and parallel circuits
- Application of electronic formulas for circuit analysis
- Component functionality within AC circuitry
- Measurements and formulas for decibels and logarithms
- Transmission lines
- Preview into semiconductor devices

OBJECTIVES

After successfully completing the Basic Electronics course, participants will be able to perform the following course objectives:

- Calculate parallel resistance
- Calculate capacitance and inductance in basic AC circuits
- Calculate total impedance in a basic AC circuit
- Solve word problems involving Ohm's and Watt's Laws
- Prepare to pass a qualification test in basic electronics using in-class sample tests

FORMAT

Basic Electronics is a 30-hour course, offered two nights a week, for 3 hours each night. The course content is presented in an interactive, learner-centered style of facilitation, using our Empathic Learning Methodology. Participants are actively engaged throughout the 30 hours. Electronic Project Lab kits are also utilized for hands-on application of skills.

SPECIAL FEATURES

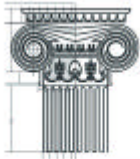
- Interactive course delivery
- Text workbooks for in and out of classroom study
- Project labs are used to support and re-emphasize theory of electrical concepts
- Mathematical exercises and quizzes are used for measuring competency

BENEFITS

- Participants gain the basic electronic skills that enhance job performance.
- Participants are better prepared to pass the qualification tests in basic electronics.

BEO-S

"THE PROVEN FORCE BEHIND WORKFORCE TRAINING"



THE SAGE GROUP SM

CISCO CERTIFIED NETWORK ASSOCIATE PREPARATION

OVERVIEW

This course provides comprehensive coverage of Cisco networking concepts. It presents the basics of networking as well as the steps for configuring Cisco routers for a variety of tasks. A background in A+, Network+, or network support and administration is recommended for optimal performance in the course.

OBJECTIVES

After successful completion of the course, participants will be able to:

- Discuss the seven layers of the OSI reference model
- Describe connection-oriented network services and connectionless network service
- Configure and verify IP addresses
- Describe the functions performed by protocols in the TCP/IP protocol suite
- Use ping and trace
- Test network cable
- Explain the WAN connection methods
- Discuss the elements of the Cisco router user interface
- Configure IP on the Cisco router
- Troubleshoot router connectivity problems
- Configure and monitor Frame Relay

FORMAT

CCNA preparation is a 45-hour program, delivered in a variety of formats based upon the needs of the client. The course is an open modular program filled with interactive exercises and labs.

SPECIAL FEATURES

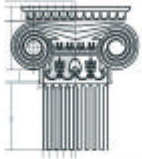
- Interactive course delivery
- Hands-on application for skill building
- Text workbooks for in and out of classroom study

BENEFITS

- Participants gain skills in Cisco networking.
- Participants obtain knowledge that prepares them for the Cisco CCNA certification exam.

CCNA-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Computer Support and Maintenance is designed for individuals in the telecommunications industry who wish to become familiar with common computer hardware, software terms and procedures, and the Internet. The course is structured to focus on:

- Assembly of a computer
- Installation of operating systems
- Basic troubleshooting methods
- Basic exploration of the Internet

OBJECTIVES

After completing the course, participants will be able to:

- Demonstrate the ability to disassemble and reassemble a computer
- Install new hardware components and configure them correctly
- Perform basic troubleshooting on a PC
- Install and operate Microsoft® Windows® 98
- Demonstrate understanding of Internet fundamentals

FORMAT

Computer Support and Maintenance is a 42-hour program. The course content is presented in an interactive, learner-centered style of facilitation. Participants are actively engaged in application exercises throughout the 42 hours. Ample time is allotted for content assimilation, feedback, and skill practice.

SPECIAL FEATURES

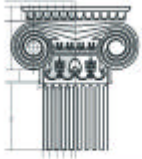
- Interactive course delivery
- Text workbooks for in and out of classroom study
- Extensive practice and feedback throughout each module

BENEFITS

- Participants gain hands on computer hardware skills.
- Participants will explore the Windows 98 operating system.
- Participants achieve confidence in their day-to-day understanding of the processes occurring within a computer.

CSM-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

CWNA Certification Preparation prepares participants for the Certified Wireless Network Administrator (CWNA) certification. This is an advanced level course that offers extensive coverage of wireless security and troubleshooting.

OBJECTIVES

After completing the course, participants will be able to:

- Discuss wireless technology
- Discuss WLAN
- Measure RF loss
- List the characteristics of Physical layer standards in 802.11b and 802.11a networks
- Discuss the functions of Mobile IP
- Discuss how to design a wireless LAN
- Describe a site survey and accompanying tools
- Describe types of wireless attacks that can be launched against a wireless network
- Discuss the personal security model
- List the components of the enterprise security model
- Explain the procedures for maintaining a wireless network
- Perform wireless LAN troubleshooting

FORMAT

CWNA Certification Preparation is a 40-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

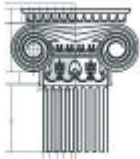
- Offers extensive learning tools
- Includes the latest IEEE-proposed standards
- Incorporates hands-on projects

BENEFITS

- Participants gain information that prepares them for the CWNA certification.
- Participants obtain marketable skills through the use of current texts and supporting materials.

CWNA-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Data Communications is designed to provide participants with a working knowledge of data communications as it pertains to the telecommunications industry. The course includes the following topics:

- Circuitry knowledge
- Installation-voice/data communications
- Common electronic equipment
- Testing
- Digital data communications
- Data equipment communications
- General data communications
- Problem resolution/troubleshooting
- Communication Terminals

OBJECTIVES

After successfully completing the Data Communications course, participants will be able to perform the following course objectives:

- Diagram POTS to gain a basic framework of communications networking
- Install DTE and DCE
- Install a DSU/CSU and a modem on an analog line
- Create a half duplex circuit and a full duplex circuit
- Install a LAN (Local Area Network)
- Design a workable network
- Install a router

FORMAT

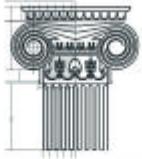
Data Communications is a 48-hour program. The course provides participants with real world environmental hands-on experience, plus job aids to assist performance of skills.

SPECIAL FEATURES

- Interactive course delivery
- Hands-on application for skill building
- Text workbooks for in and out of classroom study

BENEFITS

- Participants enhance the skills that enable them to succeed in the telecommunications industry.
- Participants gain extensive knowledge in 12 different skills within Data Communications.



OVERVIEW

Digital Technology Skills is designed to provide participants with a beginning, conceptual level of knowledge in electricity. The primary topics covered in the course include:

- Language of electricity
- Electrical qualities
- Ohm's Law
- Watt's Law
- Electrical formulas
- Symbol identification
- Components
- Circuit configurations
- AC/DC current
- Measuring circuit values

OBJECTIVES

After successfully completing Digital Technology Skills, participants will be able to perform the following course objectives:

- Demonstrate the ability to identify basic electrical symbols
- Perform Ohm's Law calculations
- Wire basic electrical circuit diagrams
- Operate multi-meters

FORMAT

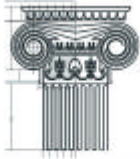
Digital Technology Skills is a 54-hour course. The course content is presented in an interactive, learner-centered style of facilitation. Participants are actively engaged in application exercises throughout the 54 hours. Course skills are reinforced through actual hands-on lab exercises. Participants will utilize multi-meters in the class.

SPECIAL FEATURES

- Interactive course delivery
- Hands-on, experiential project labs
- Text workbooks for in and out of classroom use

DTS-S

"THE PROVEN FORCE BEHIND WORKFORCE TRAINING"



OVERVIEW

DSL Fundamentals is designed as an overview course for individuals in the telecommunications industry who desire an understanding of DSL. In addition, this course serves as an excellent preparation for more intensive training. DSL Fundamentals is structured to focus on the following areas:

- Sight recognition of system hardware components
- Familiarity with the language and concepts of DSL
- Fundamental comprehension of the job duties and responsibilities of the installation technician
- DSL from the field service perspective and from the customer perspective

OBJECTIVES

After completing the course, participants will be able to:

- Identify the basic components of a DSL connection
- Recognize common DSL acronyms and define their meanings
- State and explain how DSL works and its advantages over other services
- State and explain how the PSTN (Public Switched Telephone Network) is involved with the delivery of DSL
- Identify the basic hardware components of computers and the importance of NIC (Network Interface Cards)

FORMAT

DSL Fundamentals is a 30-hour program, offered in 3-hour modules. The course content is presented in an interactive, learner-centered style of facilitation. Participants are actively engaged in lab exercises and classroom discussion throughout the 30-hours. An additional 20-hours of self-study should be anticipated.

SPECIAL FEATURES

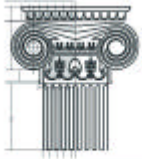
- Interactive course delivery
- Workbooks for class as well as at home study
- Extensive practice and feedback throughout each module
- Custom designed lab experiences

BENEFITS

- Participants learn many of the skills necessary for installation of DSL circuits.
- Participants achieve confidence in their acquisition of additional technical knowledge, so they can confidently discuss DSL with customers, colleagues, and friends.

DSL-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

This 30 hour course focuses on designing, testing, installing, and troubleshooting Fiber Optic cable plants and networks. Participants will benefit from interactive lecture, video presentations and Fiber Optic Lab kits all designed to reinforce the fundamentals of Fiber Optic Technology.

OBJECTIVES

After completing this course, participants will be able to:

- Discuss the history and basics of fiber optics
- Demonstrate understanding of fiber optics usage in industry
- Prepare fiber optic cable
- Terminate fiber optic cable
- Test fiber optic cable

FORMAT

The 30-hour course may be delivered in a variety of formats, depending upon the client's request. We recommend ten, 3-hour sessions.

SPECIAL FEATURES

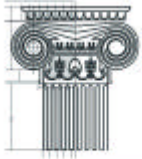
- Experiential project labs
- Modular designed workbooks for quick scanning
- Interactive course delivery

BENEFITS

- Participants gain foundational understanding of fiber optics.
- Participants obtain real-world application of fiber optic processes.

FOP1-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



THE SAGE GROUP

FIBER OPTICS

OVERVIEW

This 39 hour course focuses on designing, testing, installing, and troubleshooting Fiber Optic cable plants and networks. Participants will benefit from interactive lecture, video presentations and Fiber Optic Lab kits all designed to reinforce the fundamentals of Fiber Optic Technology. The course also offers hands on labs in fusion splicing and OTDR.

OBJECTIVES

After completing this course, participants will be able to:

- Discuss the history and basics of fiber optics
- Demonstrate understanding of fiber optics usage in industry
- Prepare fiber optic cable
- Terminate fiber optic cable
- Test fiber optic cable
- Perform fiber splicing

FORMAT

The 39-hour course may be delivered in a variety of formats, depending upon the client's request. We recommend thirteen, 3-hour sessions.

SPECIAL FEATURES

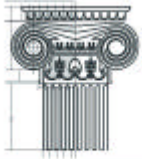
- Experiential project labs
- Modular designed workbooks for quick scanning
- Interactive course delivery

BENEFITS

- Participants gain foundational understanding of fiber optics.
- Participants obtain real-world application of fiber optic processes.

FOP2-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Network+ Certification is designed to prepare individuals for the CompTIA Network+ exam. Based on Windows Server 2003, this course covers the full range of skills and concepts needed for basic network configurations, working with network-related hardware, and network operating system basics. Background in A+ Certification and OS Technologies is needed for effective participation in this program.

OBJECTIVES

After successfully completing the Network+ Certification course, participants will be able to:

- Discuss basic networking concepts
- Explain the significance of the OSI Model
- Identify each network system as a host under TCP/IP
- Discuss the role of the HOSTS file, DNS, NETBIOS, LMHOSTS file, and WINS
- Discuss the purpose of firewalls and the functionality of a proxy server
- Use TCP/IP troubleshooting tools
- Describe Windows security models
- Use Task Manager
- Apply software patches and fixes
- Prioritize network problems

FORMAT

Network+ Certification is a 42-hour course, delivered in a variety of formats. The course content is presented in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

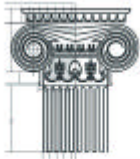
- Hands-on application for skill building
- Interactive course delivery
- Modular designed workbooks for quick scanning

BENEFITS

- Participants gain foundational understanding of network configurations.
- Participants obtain real-world application of networking skills.

NWC-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”

**OVERVIEW**

Network Security Fundamentals Part 1 is designed as the first course in a two-course series. The series provides a comprehensive study of network and computer security. Topics covered in the program include basic security principles, establishing security baselines, and the most recent attack and defense techniques and technologies.

OBJECTIVES

After completing the course, participants will be able to:

- Define information security terminology
- Develop attacker profiles
- Define malicious code
- Use effective authentication methods
- Control access to computer systems
- Audit information security schemes
- Disable nonessential systems
- Harden operating systems, applications, and networks
- Work with network cable plant
- Design network topologies
- Protect e-mail systems
- Secure Web communications
- Harden wireless local area networks
- Protect directory services
- Work with algorithms
- Develop a plan for disaster recovery
- Design a security policy

FORMAT

Network Security Fundamentals Part 1 is a 30-hour program and is the first course of a two-course, 60-hour series. The course is offered in multiple sessions based upon the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

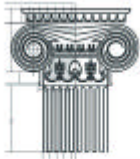
- Includes extensive learning tools
- Provides real-world context
- Extensive hands on application

BENEFITS

- Participants gain comprehensive network security skills that can be transferred to the job.
- Participants obtain foundational knowledge that prepares them for the CompTIA Security+ exam.

NS1-S

"THE PROVEN FORCE BEHIND WORKFORCE TRAINING"

**OVERVIEW**

Network Security Fundamentals Part 2 is designed as the second course in a two-course series. The series provides a comprehensive study of network and computer security. Topics covered in the program include basic security principles, establishing security baselines, and the most recent attack and defense techniques and technologies.

OBJECTIVES

After completing the course, participants will be able to:

- Define information security terminology
- Develop attacker profiles
- Define malicious code
- Use effective authentication methods
- Control access to computer systems
- Audit information security schemes
- Disable nonessential systems
- Harden operating systems, applications, and networks
- Work with network cable plant
- Design network topologies
- Protect e-mail systems
- Secure Web communications
- Harden wireless local area networks
- Protect directory services
- Work with algorithms
- Develop a plan for disaster recovery
- Design a security policy

FORMAT

Network Security Fundamentals Part 2 is a 30-hour program and is the second course of a two-course, 60-hour series. The course is offered in multiple sessions based upon the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

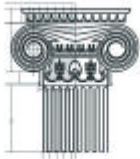
- Includes extensive learning tools
- Provides real-world context
- Extensive hands on application

BENEFITS

- Participants gain comprehensive network security skills that can be transferred to the job.
- Participants obtain foundational knowledge that prepares them for the CompTIA Security+ exam.

NS2-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



THE SAGE GROUP

SECURITY AWARENESS

OVERVIEW

Security Awareness is an introductory level course covering the basics of security. This course presents the concepts of information security in a less-technical manner, no previous experience is necessary for participation in the course.

OBJECTIVES

After completing the course, participants will be able to:

- Discuss the importance of information security
- Discuss physical security and how to apply it
- Work with operating system security
- Discuss the risks associated with using the World Wide Web
- Describe the preventive measures that can be used to minimize information security risks
- Discuss how networks work
- Prepare for a security attack

FORMAT

Security Awareness is a 30-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

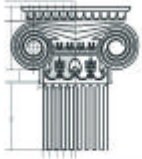
- Real-world scenarios
- Hands-on projects
- Easy to follow text

BENEFITS

- Participants gain introductory level awareness of information security.
- Participants acquire skills transferable to business' security needs.

SAW-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Structured Cabling is designed to introduce participants to communications cabling. The course focuses on the practical aspects of designing, installing, testing, and troubleshooting premises cable plants and networks.

OBJECTIVES

After completing the course, participants will be able to:

- Discuss industry wide view of communications and cabling business
- Demonstrate understanding of copper cabling
- Demonstrate understanding of coax, telephone, and Cat 3 and Cat 5 LAN cabling
- Perform cable testing
- Perform cable installations
- Perform cable troubleshooting

FORMAT

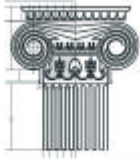
Structured Cabling is a 30-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

- Hands on
- Practice and feedback
- Texts with detailed photos and drawings

BENEFITS

- Participants gain comprehensive experience by working on exercises that utilize practical applications.
- Participants acquire marketable skills through the use of up to date texts and supporting materials.



OVERVIEW

Convergence Technologies Series is a three part course designed to cover the basics of telephony networks and data networks. The third part of the series explains how these two types of traditional networks are used together to provide Voice over Internet Protocol (VoIP) services. The course features hands-on labs and lecture to give the students a well rounded picture of this growing technology.

DATA NETWORKING OBJECTIVES

At the conclusion of the program, participants will be able to:

- Define networking and identify network architectures, topology characteristics, and the major network operating systems
- Explain the Open Systems Interconnect (OSI) Model and its relationship to the packet creation process and TCP/IP
- Identify the network devices associated with LANs and WANs and the common cable types used in networking
- Explain the TCP/IP architecture
- Describe the routing process
- Identify IP address classes and reserved IP addresses
- Determine default and custom subnet masks
- Describe various diagnostic tools for troubleshooting TCP/IP networks

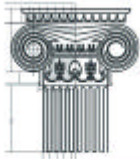
TELEPHONY NETWORKING OBJECTIVES

At the conclusion of the program, participants will be able to:

- Identify the call processing steps
- Compare and contrast analog trunks and station lines
- Identify electrical characteristics of ground-start and loop-start analog trunks.
- Identify the various types of E&M trunks
- Describe different Digital Signal Hierarchy (DSH) technologies
- Describe Pulse Code Modulation in telephony
- Identify the functions of CLASS 4 (tandem) and CLASS 5 (end-office) switches in regard to PSTN/GSTN
- Describe various numbering plans (global, NANP, private)
- Identify the differences between FXO and FXS interfaces
- Identify safety procedures
- Identify troubleshooting tools
- Identify various cable terminations

VoIP-S

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CONVERGENCE TECHNOLOGIES (VoIP) OBJECTIVES

At the conclusion of the program, participants will be able to:

- Identify the major industry standards and organizations relevant to convergence technologies
- Identify components and characteristics of a Voice over Internet Protocol (VoIP) network
- Define the Quality of Service (QoS) technologies used in convergence networks
- Identify the characteristics of circuit-switched and packet-switched networks
- Identify the functions of signaling protocols used in convergence networks
- Configure and utilize an Internet voice connection using Windows NetMeeting

FORMAT

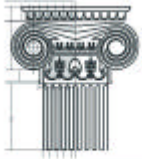
The Convergence Technologies Series is conducted in a 45-hour format. The 45 hours includes Data Networks, Telephony Networks, and Convergence Technologies. The content is presented in an interactive, learner-centered style of facilitation. Participants are actively engaged throughout the program with oral, written, and hands-on application.

SPECIAL FEATURES

- Interactive content delivery
- Tailored approach for client specific application
- Hands-on use of testing equipment

BENEFITS

- Participants gain information that is applicable to the current work environment.
- Participants expand their opportunities for higher technology positions.



OVERVIEW

Web Development is designed for participants seeking a ground level program in web development and who are looking to create an entire web site for personal or professional use. By the end of the course, participants will have a good understanding of basic elements and functionality of HTML and MS FrontPage, as well as the ability to create and manipulate images within Adobe Photoshop.

OBJECTIVES

After completing the course, participants will be able to:

- Discuss how to utilize and navigate the Internet
- Create and modify images using Adobe Photoshop
- Code HTML documents
- Create a web site using MS FrontPage

FORMAT

Web Development is a 42-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants will acquire marketable skills to create and manipulate images.
- Participants will acquire marketable skills to develop a multiple page web site.

WDV-S

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