



IMPACT
Professional Training
School Catalog

Knoxville, Chattanooga, and Tri-Cities Campuses

IMPACT PROFESSIONAL TRAINING

C A T A L O G



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IMPACT PROFESSIONAL TRAINING IS AUTHORIZED BY THE TENNESSEE HIGHER EDUCATION COMMISSION. THIS AUTHORIZATION MUST BE RENEWED EACH YEAR AND IS BASED ON AN EVALUATION OF MINIMUM STANDARDS CONCERNING QUALITY OF EDUCATION, ETHICAL BUSINESS PRACTICES AND FISCAL RESPONSIBILITY.

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About IMPACT PROFESSIONAL TRAINING

Our innovative, award-winning learning methods have revolutionized the way students learn, retain, and apply new knowledge. Our real-time, cloud-based lab solution allows students to access their labs anytime and anywhere. We offer an extensive selection of vendor-authorized training and certifications for Microsoft, Cisco, CompTIA, and VMware, ensuring that students can train on the latest products and technologies.

History

IMPACT Professional Training was originally established in 1979 as a development and consulting company under the name Computer Assisted Services (CAS), providing computerized accounting and programming services to Knoxville area businesses. In 1983, the company held its first software training classes and has been in continuous operation since then, teaching hundreds of thousands of students from thousands of companies and organizations. On January 1, 2000, Computer Learning Centers of Knoxville purchased the franchise and became New Horizons Computer Learning Center of Knoxville.

In late 2023, with the sale of New Horizons Computer Learning Center's corporate office, the Knoxville location re-opened doors as IMPACT Professional Training. Our objective is to provide the training needed to improve the skills of people employed or seeking employment in the IT industry.

Throughout our history, we have established ourselves as the quality supplier of personal computer training in Knoxville and East Tennessee in general—a position we will constantly strive to maintain.

Corporate Headquarters

408 North Cedar Bluff Road, Suite 555
Knoxville, TN 37930
865.249.7372
www.impactprofessionaltraining.com

Management

Shannon Mieloch, Director and Managing Member
Denise Dorsey, Alternate Director for Chattanooga and Johnson City

Knoxville Facilities

IMPACT Professional Training maintains a first-class training facility at 408 North Cedar Bluff Road, Suite 555. The facility has adequate on-site parking and is handicap accessible and meets or exceeds all federal, state, and local ordinances and regulations for public safety and health. With over 7,000 square feet, the center offers 4 classrooms, testing room and a conference room in addition to administration and faculty offices. The student break-area, with free fresh coffee along with snack and soft drink machines is centrally located with restrooms and telephones nearby. Restaurants and overnight accommodations can be found in the immediate vicinity.

Chattanooga Facilities

IMPACT Professional Training maintains a first-class training facility at its Chattanooga campus. The facility has free on-site parking and is handicap accessible and meets or exceeds all federal, state, and local ordinances and regulations for public safety and health. The campus has 2 private training rooms for students. The break-area includes free fresh coffee, snack machines and centrally located restrooms. Restaurants and overnight accommodations can be found in the immediate vicinity.

Johnson City Facilities

IMPACT Professional Training maintains a first-class training facility at its Johnson City campus. The facility has free on-site parking and is handicap accessible and meets or exceeds all federal, state, and local ordinances and regulations for public safety and health. The campus has 4 private training rooms for students. The break-area includes full kitchen accommodations and centrally located restrooms. Restaurants and overnight accommodations can be found in the immediate vicinity.

Equal Opportunity

IMPACT Professional Training affirms a policy of equal employment opportunity, equal education opportunity and nondiscrimination in the provision of educational services to the public. IMPACT Professional Training administers all educational programs and related supporting services and benefits in a manner that does not discriminate because of a student's race, color, national origin, handicap, sex, or age.

Instructors

Our instructors are not only professional educators but also outstanding presenters. They know how to mix patience, humor, and enthusiasm to achieve maximum comprehension. Our instructors adjust their pace and instruction to meet their students' needs. They also bring their own real-world experience into the classroom, creating a rich learning environment. Below you will find a list of our trainers.

Instructors (Knoxville, Chattanooga & Johnson City)	Certifications
Shannon Mieloch (Byars)	Bachelor's Degree in Organizational Communications & Information Technology, Master MOS, MCSA, MCDST
El'tis Capel	CTT+, MCT, MOS, TESOL
Eric Duncan	Bachelor's Degree of Science, CISSP, Security+, Network+, A+, ITF+
Barry Mulhraj	Project Management Professional Certification
J. Orvil Ownby	Bachelor's Degree of Science, ITF+, A+
Phyllis Sander	M.Ed. Education Community College Human Resource emphasis in Instructional Technology, IC ₃ , MCP, MCSE, MOS, CCNA, QuickBooks

Admissions Representatives

Our Admissions Representatives are another excellent resource for our students. From your first contact with IMPACT Professional Training, our Admissions Representatives are trained to help you decide on the best possible training path. They aid with information on class prerequisites, course descriptions and schedule planning in addition to providing a plethora of resource information to achieve your training goals.

Admissions Representatives	Phone Numbers	E-Mail Addresses
Kristi Banhagel (Walts)	(865) 219-3727	kbanhagel@impactprotrain.com

Management and Support Staff

Always feel free to contact any of our support staff if you have any questions or issues along the way. Our Administrative staff is in Knoxville but available to assist students attending in Chattanooga or Johnson City as well.

Staff	Phone Numbers	E-Mail Addresses
Shannon Mieloch (Byars), Director	(865) 686-6052	smieloch@impactprotrain.com
Denise Dorsey, Alternate Director for Chattanooga and Johnson City	(850) 399-1080	ddorsey@impactprotrain.com
Carissa Rogers, Student Services	(865) 315-8426	crogers@impactprotrain.com
Kristi Banhagel (Walts), Career Specialist	(865) 219-3727	kbanhagel@impactprotrain.com

IMPACT Professional Training's Customer Commitment

IMPACT Professional Training is in the business of helping people attain knowledge in the form of personal computer training. By providing the technical and application training that develops a more skilled and productive workforce, IMPACT Professional Training is helping businesses and individuals keep pace with the rapid and complex technological changes taking place in operating systems, software, and hardware.

IMPACT Professional Training provides customer-focused computer training choices in multiple formats and delivery methods. Businesses and individuals receive top-quality computer training tailored to meet their specific needs – when and how they want to learn. As a result, customers have the freedom to personalize training programs to best suit individual learning styles and needs with a variety of training products and services.

Our Vision

To be the leader in innovative computer training solutions wherein our internal and external customers receive impeccable service and support. Our guiding values are trust, honor, and respect, developed and sustained through a motivated team of managers and employees, each contributing and building unrivaled internal and external customer service and support. We see IMPACT Professional Training as a great place to work, a great place to learn and a great partner to have, where a lifetime of personal and professional growth provides a lifetime of opportunities for all our students and employees.

Our Mission

By providing exceptional classroom and e-learning training backed by superior customer service, IMPACT Professional Training offers training solutions to customers worldwide that significantly improve their businesses and careers.

Training Equipment

IMPACT Professional Training continuously upgrades equipment and software systems to ensure students are introduced to the latest technology. In the classroom, students are situated at independent and networked workstations and led by a qualified instructor. Our classrooms are equipped with group viewing apparatus such as whiteboards, overhead projectors, and video accessories.

Training Materials

In the classroom, IMPACT Professional Training helps prepare students for both job skills and potentially certification exams with hands-on, personal training using professionally developed courseware. Classroom equipment is loaded with the software necessary to follow lessons presented in the manuals and to complete lab exercises.

For each course students generally receive a digital Learning Guide designed to be used during class and as an after-class resource. Learning Guides are typically 100-300 pages of reference material that may be electronically searched, saved, or printed.

Office Administration Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville | Chattanooga | Johnson City

Overview

The Office Administration Program offers hands-on classroom computer training on the Microsoft Office products Excel, Word, PowerPoint, Outlook, and business skills classes. This program also includes eLearning, labs, exam preparation, online resources, resume and interviewing assistance.

Key Courses

- [Using Windows](#)
- [Word Part 1](#)
- [Word Part 2](#)
- [Word Part 3](#)
- [Outlook Part 1](#)
- [Outlook Part 2](#)
- [Excel Part 1](#)
- [Excel Part 2](#)
- [Excel Part 3](#)
- [PowerPoint Part 1](#)
- [PowerPoint Part 2](#)
- [Time Management](#)



Who's It For?

The goal of this career training program is to prepare you for positions such as Receptionists, Bookkeeping, Accounting, Auditing, Customer Service Representative, Computer Operator, Executive Assistant, or Information Clerks.

Certifications and Exams

MOS Certification
Microsoft Office Excel
Microsoft Office Word

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance.

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 2 Months | Part-time Length: 4 Months | 96 hours

Tuition	Technology Access Fee	Books	Labs and Practice Tests	Optional Exam Certification Fees
\$2,652	\$720	\$240	\$110	\$260

Knoxville Graduation/Placement Rate: N/A / N/A

Chattanooga Graduation/Placement Rate: N/A / N/A

Johnson City Graduation/Placement Rate: N/A / N/A

Adobe Graphic & Web Specialist Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville | Chattanooga

Overview

The Adobe Graphic & Web Specialist Program offers instructor-led computer training on the Adobe Creative Suite products Acrobat, Illustrator, InDesign, Photoshop, Dreamweaver plus HTML and CSS. This program includes hands-on instruction, eLearning, labs, exam preparation, online resources, resume and interviewing assistance.

Key Courses

- [Adobe Acrobat Part 1](#)
- [Adobe Acrobat Part 2](#)
- [Adobe Illustrator Part 1](#)
- [Adobe Illustrator Part 2](#)
- [Adobe InDesign Part 1](#)
- [Adobe InDesign Part 2](#)
- [Adobe Photoshop Part 1](#)
- [Adobe Photoshop Part 2](#)
- [Business Soft skills](#)
- [Workplace Fundamentals](#)
- [HTML Fundamentals](#)
- [HTML Advanced](#)



Who's It For?

The goal of this career training program is to prepare you for positions such as Graphic Designer, Graphic Artist, Website Content Editor, Multimedia Artist, Web Developer, or Desktop Publisher.

Certifications and Exams

IMPACT Professional Training will help you prepare for the following certifications exams (select one):

Adobe ACA Certifications
Adobe Illustrator
Adobe InDesign
Adobe Photoshop

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance.

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 2 Months | Part-time Length: 4 Months | 160 hours

Tuition	Technology Access Fee	Books	Labs and Practice Tests	Optional Exam Certification Fees
\$4,420	\$1,200	\$280	\$220	\$125

Knoxville Graduation/Placement Rate: N/A / N/A

Chattanooga Graduation/Placement Rate: N/A / N/A

Computer Support Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville | Chattanooga | Johnson City

Overview

CompTIA is the most widely recognized organization granting entry-level certifications in the IT industry. Career training program Computer Support from IMPACT Professional Training prepares students with the knowledge and skills for the A+ exams. Microsoft Office training in Excel, Word, PowerPoint, Outlook & Access equips students to deal with the most common user questions. This program includes hands-on instruction, eLearning, labs, exam preparation, online resources, resume and interviewing assistance.



Key Courses

- [Word Part 1](#)
- [Word Part 2](#)
- [Outlook Part 1](#)
- [Outlook Part 2](#)
- [Excel Part 1](#)
- [Excel Part 2](#)
- [PowerPoint Part 1](#)
- [PowerPoint Part 2](#)
- [Access - Part 1](#)
- [CompTIA A+ Certification](#)

Who's It For?

The goal of this career training program is to prepare you for positions such as Computer Support Specialist, Helpdesk Support Specialist or PC Support Specialist.

Certifications and Exams

IMPACT Professional Training will help you prepare for the following exams and certifications.

Certification	Exams
CompTIA A+ Certification	A+ Certification (2 exams)

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance.

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 2 Months | Part-time Length: 4 Months | 120 hours

Tuition	Technology Access Fee	Books	Labs and Practice Tests	Optional Exam Certification Fees
\$4,420	\$1,200	\$280	\$220	\$125

Knoxville Graduation/Placement Rate: N/A / N/A
Chattanooga Graduation/Placement Rate: N/A / N/A
Johnson City Graduation/Placement Rate: N/A / N/A

IT Foundation Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville | Chattanooga

Overview

The IT Foundation Program is a two-and-a-half-month program offering hands-on classroom computer training and vendor certification preparation for entry to mid-level jobs as computer PC and/or network support specialists. Students will learn how to analyze and secure PC and network data, configure network settings, and evaluate network performance. The training content is based on the following industry certification standard: CompTIA A+ and CompTIA Network+. This program includes hands-on instruction, eLearning, labs, exam preparation, exam vouchers, test pass insurance, online resources, resume and interviewing assistance.



Key Courses & Certifications

- [CompTIA A+ Part 1](#)
- [CompTIA A+ Part 2](#)
- [CompTIA Network+](#)

Who's It For?

The goal of this career training program is to prepare you for entry to mid-level positions such as Technical Support Analyst, PC/Desktop Support Technician, or Help Desk Support.

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance.

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 2.5 Months | 175.5 hours

Tuition	Technology Access Fee	Books	Labs and Practice Tests	Optional Exam Certification Fees
\$5,067	\$900	\$180	\$237	\$700

Knoxville Graduation/Placement Rate: N/A / N/A
Chattanooga Graduation/Placement rate: N/A / N/A

Project Management Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville | Chattanooga | Johnson City

Overview

The target student for this program is any individual who may need to perform project management activities in their job role on either a formal or informal basis, or any project team members who want to enhance their knowledge of project management to interact more productively with a project manager and perform more effectively on a project team. The courses will include preparation for the Project Management Institute's Project Management Professional (PMP) Certification.



Key Courses

- [Project Management Fundamentals](#)
- [Microsoft Project Part 1](#)
- [Microsoft Project Part 2](#)
- [Project Management Professional \(PMP\) Certification Preparation](#)

Who's It For?

This program is for students who need to perform project management activities in their job role on either a formal or informal basis, or any project team members who want to enhance their knowledge of project management to interact more productively with a project manager and perform more effectively on a project team.

Certifications and Exams

IMPACT Professional Training will help you prepare for the following exams and certifications:

Certification
Project Management Professional (PMP)

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 1 Month | Part-time Length: 2 Months | 64 hours

Tuition	Technology Access Fee	Books	Labs	Optional Exam Certification Fees
\$2,117	\$615	\$410	\$20	\$560

Knoxville Graduation/Placement Rate: 100% / 50%
Chattanooga Graduation/Placement Rate: N/A / N/A
Johnson City Graduation/Placement Rate: N/A / N/A

IT Infrastructure Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville

Overview

This program is designed to train students the basic aspects of fundamental IT infrastructure technologies, usage and best practices through hands-on training and intensive content review to support PCs, networks, and end-users. This program includes hands-on instruction, eLearning, labs, exam preparation, online resources, resume and interviewing assistance.



Key Courses & Certifications

IMPACT Professional Training will help you prepare for the following exams and certifications (Your exact program may vary depending on experience or your specific career goals).

- [CompTIA IT Fundamentals+](#)
- [CompTIA A+ Part 1](#)
- [CompTIA A+ Part 2](#)
- [CompTIA Network+](#)
- [CompTIA Security+](#)

Who's It For?

The goal of this career training program is to prepare you for positions such as Network Administrator, Desktop Administrator, IT Specialist, LAN Administrator, and Network Specialist. You may supervise other network support and client server specialists and plan, coordinate, and implement network policy measures.

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance.

Program Details

Full-time Length: 4 Months | 292.5 hours

Tuition	Technology Access Fee	Books	Labs and Practice Tests	Optional Exam Certification Fees
\$8,445	\$1,500	\$300	\$395	\$1,130

Knoxville Graduation/Placement Rate: N/A / N/A

IT Security Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville

Overview

This program offers instructor-led, hands-on classroom computer training and vendor certification preparation on fundamental IT security technologies and best practices. This program includes eLearning, labs, exam preparation, online resources, resume and interviewing assistance.



Key Courses & Certifications

IMPACT Professional Training will help you prepare for the following exams and certifications (Your exact program may vary depending on experience or your specific career goals).

- [CompTIA IT Fundamentals+](#)
- [CompTIA Security+](#)
- [CompTIA Server+](#)
- [CompTIA Cloud+](#)
- [CompTIA CySA+](#)

Who's It For?

The goal of this career training program is to prepare you for positions such as Cyber Security Specialist, Security Support, Network Administrator, Desktop Administrator, IT Specialist, LAN Administrator, and Network Specialist. You may supervise other network support and client server specialists and plan, coordinate, and implement network security measures.

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance.

Program Details

Full-time Length: 4 Months | 292.5 hours

Tuition	Technology Access Fee	Books	Labs and Practice Tests	Optional Exam Certification Fees
\$8,445	\$1,500	\$300	\$395	\$1,360

Knoxville Graduation/Placement Rate: N/A / N/A

Microsoft Certified: Developer Program

Credential Awarded: Certificate of Completion

Campus Availability

Online | Knoxville

Overview

Career training at IMPACT Professional Training for Microsoft ASP.NET web developers will help you prepare for the Microsoft Certified Solutions Developer (MCSD): Web Applications certification. Today's customers need high-quality, interactive line-of-business and consumer web solutions. Get recognized for your expertise in creating and deploying modern web applications and services by earning the Microsoft Certified Solutions Developer (MCSD): Web Applications certification.



Key Courses

IMPACT Professional Training can customize any program to fit your prior experience level and specific career goals.

- [Introduction to Programming](#)
- [HTML Fundamentals](#)
- [HTML Advanced](#)
- [Building Applications and Solutions with Microsoft](#)
- [Developing PowerApps](#)
- [Developing Solutions for Microsoft Azure](#)

Certifications and Exams

IMPACT Professional Training will help you prepare for the following certifications exams (select two):

Certification	Exams
Microsoft Certified: Azure Fundamentals	Microsoft Azure Fundamentals
Microsoft Certified: Azure Developer Associate	Developing Solutions for Microsoft Azure
Microsoft 365 Certified: Fundamentals	Microsoft 365 Fundamentals
Microsoft 365 Certified: Developer Associate	Building Applications and Solutions with Microsoft 365
Microsoft Certified: Power Platform Fundamentals	Core Services
Microsoft Certified: Power Platform App Maker Associate	Microsoft Power Platform Fundamentals
	Microsoft Power Platform App Maker

Additional Resources

Six Month Retake on all classes, Test Prep resources and Test Pass Insurance.

Career Services

Our Student Services staff will assist you one-on-one with your job search, resume, cover letters, reference page, effective telephone techniques, networking, and interviews.

Program Details

Full-time Length: 6 Months | 176 hours

Tuition	Technology Access Fee	Books	Labs	Optional Exam Certification Fees
\$7,799	\$1,036	\$300	\$980	\$290

Knoxville Graduation/Placement Rate: N/A / N/A

School Policies

Scheduled Operations

Classes are scheduled frequently for day and evening - not in semesters or blocks. Thus, there is no restrictive enrollment period; students may register for any class prior to the first day of the class. We are closed for all major holidays.

IMPACT Professional Training offers day and evening classroom training. Full-day weekday classes normally begin at 9:00 AM and conclude by 5:00 PM. Half-day weekday classes are normally scheduled from 12:00 PM to 4:45 PM. Evening classes are scheduled 5:15 PM to 10:00 PM for technical and application courses.

IMPACT Professional Training facilities are closed each year in observance of the following National Holidays:

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

Note: Additional holidays may be declared at the discretion of the General Manager.

Admissions

A student may be admitted into an IMPACT Professional Training Career Education Program upon satisfying all the following requirements:

1. The student must provide proof of or complete an affidavit of a high school diploma, GED, or pass an Ability-to-Benefit Test approved by the U.S. Department of Education.
2. The student must have a consultation with an IMPACT Professional Training Admissions Representative to evaluate skill and experience levels and identify education and career goals.
3. The student must sign the Student Enrollment Agreement. One copy will be retained in the student's file.
4. The student must sign the Transfer of Credits Disclosure statement. One copy will be retained in the student's file.
5. The student must sign the Pre-Enrollment Checklist. One copy will be retained in the student's file.
6. The student must sign the Enrollment Agreement. One copy will be retained in the student's file.
7. A payment method must be established and agreed upon by the student and IMPACT Professional Training.

Payment - Payment of cash, check, MasterCard, Visa, Discover, AMEX, private loan, or government funding.

Rescheduling - If it becomes necessary to reschedule or cancel a registered class, students must give advanced notice in writing to the Student Services Representative five business days prior to the start of the class. For rescheduling purposes, this action will allow the student to select an alternate class without penalty.

Testing Procedures

Many students choose to take certification tests to validate their newfound knowledge. IMPACT Professional Training is a testing administrator for Vue. Your Educational Consultant may have already included tests as a part of your training goal. If they have, you can schedule tests when you are ready.

To schedule certification tests: Request a voucher number from the Student Services Manager. It may take 24 hours to process the request, so be sure to call or email earlier than the day you would like to take your test. After you get the voucher, you will call Vue to schedule your test. The Student Services Manager will advise appropriate phone numbers or web addresses for Vue. You will need to provide your name, address, phone numbers, email address, social security number, the test you are registering for, and the voucher number. They will then schedule your test at one of their testing centers. IMPACT Professional Training is a testing center you want to select– so make sure to tell them you would like to take your exam here! Then, on test day, arrive approximately 15 minutes prior to your test, check in with the receptionist and provide them with 2 forms of identification. One must be a picture ID such as a state approved driver's license.

Career Services

The Placement Service is designed to assist you with all aspects of your new career search. Shortly after you enter one of our career programs, we will sit down with you and discuss your career path and various current opportunities. We will rewrite your resume to reflect your new career objectives, or even build your resume from scratch. Once you have passed a pre-determined number of exams, the placement director will work with you on how to get noticed. The placement director will coach you on the following: Resume Writing, Interviewing, Hiring tips, Local career market and how to get noticed.

Test Pass Insurance

Available for certain programs, see program descriptions for more information.

If the following requirements are met, and the student fails to pass the exam, IMPACT Professional Training will supply an exam voucher 50% off vendor retail MSRP (see program descriptions for more information).

- Student must successfully complete the traditional Instructor-led, Online LIVE or Mentored Learning class associated with the subject exam.
- Student must complete in full each module covering the exam.
- Student must score 90% on a practice test in Exam Mode within a 2-week period of the industry exam. The practice tests must be taken at IMPACT Professional Training and the results verified and recorded by our personnel.
- Test pass insurance is valid for the term of your program.

Cancellation and Refund Policy

Should a student be terminated or cancel for any reason, all refunds will be made according to the following refund schedule:

1. When computing refunds pursuant to this refund policy, the last day of attendance for a student shall be one of the following: (a) The date on the expulsion notice if a student is expelled; (b) The date IMPACT Professional Training receives a written notice of withdrawal from a student; (c) When no written notice of withdrawal is given, the last day of attendance shall be the date of withdrawal; or (d) The date the student fails to return from an approved leave of absence.
2. All monies will be refunded and any loans forgiven, if the student cancels within three (3) business days after signing the enrollment application and making initial payment.
3. Cancellation after the third (3rd) business day from signing the enrollment application and making initial payment, including on or before the first day of class or fails to begin class, will result in a refund of all monies paid and any student loans forgiven less a \$100.00 administrative fee.
4. If IMPACT Professional Training discontinues the program at any time during the program term, the student will receive a full refund of all monies paid and loans, if any, will be forgiven.
5. If after the program has begun and before the expiration of 10% of their program for which he or she was charged, a student withdraws, drops out, or otherwise fails to attend classes, the refund shall equal 75% of all amounts paid and loan balance, if any, forgiven or to be paid by or on behalf of the student for the program, less a \$100 administrative fee.

6. If after expiration of 10% of the program for which he or she was charged, and before expiration of 25% of the period, a student withdraws, drops out or otherwise fails to attend classes, the refund shall equal 50% of all amounts paid or to be paid on behalf of the student for the program and loan balance, if any, forgiven, less a \$100 administrative fee.
7. If after expiration of 25% of the program for which he or she was charged, and before expiration of 50% of the period, a student withdraws, drops out or otherwise fails to attend classes, the refund shall equal 25% of all amounts paid or to be paid on behalf of the student for the program and loan balance, if any, forgiven, less a \$100 administrative fee.
8. If after expiration of 50% of the program for which he or she was charged, a student withdraws, drops out or otherwise fails to attend classes, the student may be deemed obligated for 100% of the tuition, fees and other charges assessed by the institution including any loans.
9. Percentage of program completion will be based either on class hours completed with programs of a defined length in hours or months completed for Club programs. Hours completed is calculated on the standard course length even if the student started but did not complete the entire course.
10. Refunds will be made within 7 days of termination or receipt of cancellation notice.

Student Feedback and Grievance Procedure

At the end of a course, each student completes a course evaluation for the course, the instructor, our facilities, and our customer service. This line of feedback is very important to us, and we encourage all students to feel comfortable using this system. We use these evaluations as a tool to improve our services. We welcome all comments and feedback.

It is important for the student to be satisfied with our services. Part of achieving this satisfaction requires the quick and amicable resolution of any dispute between the student and IMPACT Professional Training. The best way this task can be accomplished is through immediate discussion between the parties. However, we also have a formal student feedback procedure in place that can be utilized at any time.

A student wishing to escalate his/her complaint should follow the steps listed below:

The student may take the grievance directly to the instructor or their Student Services Representative at any time or submit a written complaint. Most situations can be resolved quickly as soon as the instructor or staff becomes aware of the problem. If the student is not satisfied with the solution, the student may contact our management. Grievance meetings can be conducted over the phone or in person. For students located in Chattanooga or Johnson City, the Director can offer a convenient day and time to be at the Chattanooga or Johnson City school location for the meeting. The Director will oversee the gathering of additional data about the issue or incident as necessary to determine a final decision. The final decision will be made by the Director within seven (7) calendar days of receiving the verbal or written complaint. The student will receive a formal written resolution within (7) days.

Students may register any complaints to:

Shannon Mieloch, Director
IMPACT Professional Training
408 North Cedar Bluff, Suite 555
Knoxville, TN 37923
(865) 249-7372

Students may contact:

Tennessee Higher Education Commission
312 Rosa L. Park Avenue, 9th Floor
Nashville, TN 37243-1102
(615) 741-5293

Any person claiming damage or loss because of any act or practice by this institution that may be a violation of the Title 49, Chapter 7, Part 20, or Rule Chapter 1540-01-02 may file a complaint with the Tennessee Higher Education Commission, Division of Postsecondary State Authorization.

Late Withdrawal, Cancellation, Tardy & No-Show Policies:

We request that you notify your Student Services Representative five or more business days prior to your scheduled class if you need to cancel your registration as there is normally a waiting list. Cancellations may be made by calling 865-691-1515 and asking for your Student Services Representative.

Students should make every effort to arrive to class on time in consideration of instructors and classmates. So that instructors may properly prepare, students who anticipate being late to or absent from class should call or email the Student Services Representative by providing their name, class, and expected arrival time. Students who give notification will still be able to attend class that day. Please note that arriving more than 15 minutes late to class is disruptive for instructors and other students. Without notification, a student arriving 30 minutes or more late will not be permitted into class that day.

Attendance Policy

Good attendance and academic performance are crucial for a successful learning experience. As each course includes material, labs, and other exercises that build upon each other throughout the duration of the course and program, it is important that students attend all courses and lab sessions for which they are enrolled. Students are required to complete at least 80% of the course hours for the course to be considered successfully completed. Students will be dismissed for unsatisfactory attendance.

Attendance Verification

In-person classes will require that students sign the course roster for each day of course so attendance can be monitored. Attendance will be taken by roll call in the online, connected classroom environment.

Temporary Leave

Students may voluntarily, or involuntarily based upon Satisfactory Progress, be placed on Temporary Leave. Students on Temporary leave will have their Career Education Program put on hold for up to nine months based on the sole discretion of the Director. Should a student not resume their Career Education Program within the agreed upon duration, the student's enrollment will be terminated.

Academic Probation

When a student has 1 Incomplete ("I") or Failure ("F") grades as part of their academic record, the student is automatically placed on academic probation pending the conclusion of their next scheduled course within the program. If the student successfully achieves a Passing grade for the next scheduled course and can remove the "I" or "F" grades from his/her academic record during this period, then the student will be removed from academic probation. The students who are placed on academic probation are required to develop a Satisfactory Progress Plan with Student Affairs which will be agreed upon by both parties and be placed in the student file. Students will have the opportunity to repeat and complete a course after receiving an "F". If the student fails to create a Satisfactory Progress Plan and/or is unable to successfully pass the current course or remove "I" or "F" grades while on academic probation, the student's enrollment will be terminated.

Appeal Process

A student who wishes to appeal his/her probation status or termination of enrollment must submit a written request to the Director of Student Affairs (see Staff Section of this catalog) within ten (10) days of the non-satisfactory progress status determination and must describe any circumstances that the student believes deserve special consideration.

IMPACT Professional Training will evaluate the appeal within seven (7) business days and notify the student in writing of the decision. All decisions are final. Any student who prevails upon the appeal process will be returned to good standing.

Educational Credit Policy

IMPACT Professional Training is a special purpose institution. The purpose is to provide personal computer and technical training leading to professional skills development. This purpose does not include preparing students for further college study. Students should be aware transfer of credit is always the responsibility of the receiving institution. Whether or not credits transfer is solely up to the receiving institution. Any student interested in transferring credit hours should check with the receiving institution directly to determine to what extent, if any credit hours can be transferred. IMPACT Professional Training does not currently offer training that offers education credits and does not require such for entry into its programs. IMPACT Professional Training does offer CEU (Continuing Education Units). Check with your Student Services Representative for further details.

Prior Credit Policy

All students, upon enrollment, must provide copies of transcripts from high school and previous post-secondary training. All students will receive a review of their transcript(s), previous experience, and training for consideration on being granted prior credit if applicable. Veterans must submit a copy of their DD214 discharge certificate.

Grading

Students will receive grades for courses attended based on the following system:

'P' – Pass. Student has completed at least 75% of the required course hours, lab work and curriculum and has maintained a satisfactory level of participation in the course based on instructor evaluation.

'I' – Incomplete. Student has not completed at least 75% of the required course hours, lab work, and curriculum and/or has not maintained a satisfactory level of participation in the course based on instructor evaluation. The student has 30 days from course end to meet the minimum requirements.

'F' – Failure. Student has failed to complete the 75% minimum course hours, lab work and curriculum and has not made up the requirements within the 30-day period.

'W' – Withdraw/Withdrew. Student dropped course.

It is the expectation as part of each Career Education Program that students will pursue one or more internationally recognized professional certifications. As such, the IMPACT Professional Training programs are designed for students to pursue these certifications versus a letter grade from our institution.

Satisfactory Progress

Satisfactory Progress will be evaluated for each student at the conclusion of each course within his/her Career Education Program. Students with no more than 1 Incomplete ("I's") and/or Failure ("F's") as part of their academic record will be in good standing.

Re-Admittance into a Program

If a student is dismissed from a program for any reason, the following procedure should be followed to re-enter the program:

1. The student submits a letter or email to his/her Admissions Representative requesting re-admittance to the program.
2. After reviewing the letter/email, the Admissions Representative meets with the student to discuss the reason(s) he/she was removed from or stopped attending the program and how similar issues can be prevented should re-admission be granted.
3. The Admissions Representative will discuss the student's request with the Director for a final decision to be made.

Student Conduct Policy

While IMPACT Professional Training is fully committed to preparing students for computer-related job skills and new careers, it cannot succeed without participation and commitment from each student. The attitudes and behaviors exhibited during training are essential elements of program success.

No student will act in a manner that interferes with:

- Another student's opportunity or ability to learn
- Any instructor's opportunity or ability to teach
- School personnel's opportunity or ability to perform job functions
- Any disruptions to neighboring businesses or their employees

IMPACT Professional Training computer equipment and network systems are to be respected. Students cannot use equipment for inappropriate reasons or content. Students are not allowed to:

- Use another's username or password
- Place software onto any IMPACT Professional Training equipment without being properly authorized to do so
- Copy files from IMPACT Professional Training systems or install them at home without proper authorization and licensure
- Violate the copyright laws of any software publisher
- Solicit, spam; or distribute any type of computer virus
- Facilitate in any way obscene, objectionable, demeaning or offensive content
- Penetrate or attempt to penetrate any of IMPACT Professional Training security systems or any other of its systems, whether electronic, business, or otherwise expect for those to which the student is authorized

Additional unacceptable behaviors include, but are not limited to the following:

- Disclosure of IMPACT Professional Training business methods and internal systems to unauthorized individuals and/or companies
- Borrowing equipment without written authorization from the School Director
- Theft or any other crime against IMPACT Professional Training, its employees, or other students
- Inappropriate comments, verbal abuse of any person, physical abuse/misuse of any property or person
- Participates in hate speech or bigotry of any kind, whether written or spoken while in the facility and or in class
- Failure to follow directions from faculty, the school director or management
- Use of recording devices
- IMPACT Professional Training does not permit firearms on the premises

Cell phones must be set on silent or vibrate during every class. Emergency phone calls can be taken during class, but the student must step outside the classroom to respond. Students with excessive cell phone or electronic equipment usage resulting in missing information and/or disrupting other students in the class will be asked to leave their device outside of the classroom or turn it off completely.

Sexual or intimate physical contact between any student and any employee of IMPACT Professional Training is prohibited, as is the development of a romantic or dating relationship during such time as a student is taking courses at IMPACT Professional Training. Such behavior is not only a violation of IMPACT Professional Training center's rules, but also of personnel policies for IMPACT Professional Training employees. Any student involved in such behavior will have their program terminated and the employee will be subject to normal IMPACT Professional Training disciplinary procedures, up to and including termination of employment.

Conduct Violation Policy

1. **Warning:** Student will be notified in writing of noncompliance with policy. Corrective action plan will be developed with the student.
2. **Probation:** After failure to comply with a warning, a student will be placed on probation. The student will meet with the instructor or member of school management to discuss the reasons for and terms of probation. At that time, they will be given written notice identifying the length of the probationary period, and the specific area of deficiency. The school and student will develop a written agreement documenting needed corrective action. A copy is given to the student; the original is kept in the student's file.

3. Suspension: Failure to comply with terms of the probationary period will result in suspension from school for one (1) week.
4. Termination: Termination will occur if after all steps above have been taken, a student continues to be noncompliant with school policy.

Although the school has established a progressive notification process, IMPACT Professional Training can impose immediate probation, suspension, or termination for serious violations of school policy.

IMPACT PROFESSIONAL TRAINING Veteran Student Addendum

Benefits: Veterans are to certify for benefits electronically and verify attendance electronically with the VA. Your SCO will help support you through this process if needed.

GI Bill® is a registered trademark of the Department of Veterans Affairs (VA)

This catalog addendum applies to those students receiving U.S. Department of Veterans Affairs education benefits while attending IMPACT Professional Training. Please acknowledge by your signature below that you have read and understand the information in this addendum, and have received, read, and understand the policies, rules, and regulations of IMPACT Professional Training:

Attendance Policy: Daily attendance records are maintained by IMPACT Professional Training. Students are expected to attend all classes. If circumstances prevent attendance at a particular class, prior notification is expected in order to arrange for make-up sessions. If attendance falls below 80%, VA education benefits will be terminated. Students whose absences result from authorized mitigating circumstances, as determined by the school Director, will not be terminated. Re-admittance after dismissal for unsatisfactory attendance requires reapplication to the school. To receive full time VA education benefits at IMPACT Professional Training, VA students must attend class at least 18 hours per week. Attending less than 18 hours per week reduces VA education payment rates, and in some cases, could result in overpayments that you will owe to VA. For this reason, ensure that you keep the school certifying official fully apprised of any anticipated attendance issues and make sure you meet the attendance standard explained above.

Conduct Policy: Students must always conduct themselves in a respectable manner. Disruptive or inappropriate behavior deemed unsatisfactory conduct by school officials will result in termination of VA education benefits, and possible dismissal from IMPACT Professional Training. Re-admittance after conduct dismissal requires reapplication to the school.

Academic Progress Policy: IMPACT Professional Training is a special purpose institution aimed at preparing students to pass the certification exams. As such, courses are graded on a pass/fail basis. For VA purposes, students receiving VA Education benefits may be certified no more than three times for a single course, that is, the first attempt, and if necessary, two repeats. Progress records are maintained by IMPACT Professional Training and are available to the veteran upon request.

Pro-Rata Refund Policy for Veterans and other Eligible Students: IMPACT Professional Training has a pro-rata refund policy for the refund of the unused portion of tuition, fees, and other charges in the event the veteran or eligible person fails to enter the course or withdraws or is discontinued therefrom at any time prior to completion.

Prior Credit Policy: All students, upon enrollment, must provide copies of transcripts from high school and previous post-secondary training. All students will receive a review of their transcript(s), previous experience, and training for consideration on being granted prior credit if applicable. Veterans must submit a copy of their DD214 discharge certificate.

Public Law 115-407, Sections 103 & 104: Any covered individual will be able to attend or participate in the course of education during the period beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 (a "certificate of eligibility" can also include a

“Statement of Benefits” obtained from the Department of Veterans Affairs’ (VA) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes) and ending on the earlier of the following dates:

1. The date on which payment from VA is made to the institution.
2. 90 days after the date the institution certified tuition and fees following the receipt of the certificate of eligibility.

IMPACT Professional Training will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual’s inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from VA under chapter 31 or 33.

Graduation Requirements: IMPACT Professional Training will release a Program Completion Certificate to students who have passed all recommended courses and tests and paid all outstanding fees.

Equal Opportunity Statement: IMPACT Professional Training does not discriminate based on race, color, religion, sex, age, disability, veteran status, or national origin.

Student Signature/Date

Printed Name



Knoxville, TN

Chattanooga, TN

Johnson City, TN