

Pivotal Institute Solutions

OFFICIAL INSTITUTIONAL CATALOG
2026-2027 Academic Year

Effective Date: September 1, 2026

Mailing Address: 4290 Bells Ferry Rd Ste 134 #3025
Kennesaw, GA 30144
Phone: (404) 374-9322
Email: info@pivotalinstitute.solutions
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This catalog is provided to every prospective student prior to enrollment and is published on the institution's website. It describes the institution, its programs, and the policies that govern enrollment, instruction, and completion. The institution reserves the right to revise this catalog; students are notified of revisions through the Learning Management System and the current edition is posted on the institution's website.

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INSTITUTION OVERVIEW

Pivotal Institute Solutions is a workforce-focused training institution dedicated to preparing students for entry-level careers in Information Technology and cybersecurity support roles. The institution operates as a fully remote training provider, delivering all instruction online through live virtual teaching, virtual labs, and guided online coursework.

The institution's purpose is to provide accessible, skills-based education designed to support measurable workforce readiness, technical skill development, and career preparation in high-demand technology fields.

Administrative operations, instruction, and student support services are conducted through a secure digital infrastructure supported by a centralized Learning Management System.

Institutional contact information:

- Mailing address: 4290 Bells Ferry Rd Ste 134 #3025, Kennesaw, GA 30144
 - Phone: (404) 374-9322
 - Email: info@pivotalinstitute.solutions
 - Website: pivotalinstitute.solutions
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MISSION STATEMENT

The mission of Pivotal Institute Solutions is to provide practical, workforce-aligned training that equips students with foundational technical skills, professional readiness, and structured learning experiences that support entry-level employment opportunities in the IT and cybersecurity industry.

RULES OF OPERATION AND ACADEMIC CALENDAR

Administrative Hours. Institutional administrative offices operate Monday through Friday, 9:00 AM to 5:00 PM Eastern Time. Administrative enquiries are received by email at info@pivotalinstitute.solutions and by telephone at (404) 374-9322. Enquiries received outside administrative hours are answered on the next business day.

Instructional Hours. The program is delivered online. The mandatory weekly live session is held on Tuesdays from 6:00 PM to 7:00 PM Eastern Time. Instructor office hours are held on Thursdays from 6:00 PM to 7:00 PM Eastern Time and are optional. Lessons and lab exercises

are available in the Learning Management System at all times and are completed by students on their own schedule ahead of each week's live session.

Instructor Availability. The instructor responds to student messages received by LearnWorlds direct message or email within one (1) business day. Messages received on a weekend or a recognized holiday are answered on the next business day.

Academic Calendar. The program runs on a structured 30-week schedule from each cohort's published start date. There are no term breaks within a cohort. Cohort start dates are published on the institution's website and confirmed in each student's enrollment agreement.

Holiday Schedule. The institution observes the following holidays, on which administrative offices are closed and no live session or office hours are held:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day and the day following
- Christmas Eve and Christmas Day

Where a scheduled live session falls on an observed holiday, the session is rescheduled and the change is announced by LearnWorlds message to all enrolled students.

FACILITIES AND EQUIPMENT

Instructional Facilities. The institution does not operate a physical instructional facility. All instruction, laboratory work, assessment, and student support are delivered online. The address shown in this catalog is a mailing address used for administrative correspondence and equipment shipment; no instruction takes place at that address and students are not required to attend any location in person.

Learning Management System. All instruction is hosted in the LearnWorlds Learning Management System, which provides the lesson material, lab instructions, assessments, graded feedback, the weekly discussion area, direct messaging with the instructor, and the student's record of attendance and participation. Live sessions and individual conferences are conducted by Zoom.

Virtual Laboratory Environment. Laboratory work is performed in secure virtual lab environments provided by the institution and accessed from the institution-issued laptop. The lab environments provide the operating systems, tooling, and network configurations required by each lab exercise.

Equipment Provided. Each enrolled student is provided with:

- A laptop computer pre-installed with the operating systems and software required for the course
- Secure access to the virtual lab environments
- A webcam and microphone for the mandatory weekly live sessions and required individual conferences
- Learning Management System access and all digital instructional materials

Students are responsible for providing their own stable, high-speed internet connection, which is required to access the course platform, attend the weekly live sessions, and complete the virtual lab exercises.

To receive a laptop, the student must send an email including their full name and shipping address to info@pivotalinstitute.solutions at least three (3) weeks prior to the program start date. Equipment is provided for educational use and must be used responsibly in accordance with institutional guidelines.

No additional textbooks, software licenses, lab subscriptions, or external tools are required. All necessary materials are provided through the LearnWorlds course environment.

ACCREDITATION AND AUTHORIZATION STATUS

Pivotal Institute Solutions is not accredited by an accrediting agency recognized by the United States Secretary of Education. The institution does not hold institutional or programmatic accreditation.

Because the institution is unaccredited, students receive the GNPEC Student Disclosure Form at enrollment and sign it as part of the enrollment process. State authorization by the Georgia Nonpublic Postsecondary Education Commission is a regulatory approval to operate. It is not accreditation, and it is not an endorsement of the institution or of any program by the Commission.

Credits and clock hours earned at this institution are not transferable to accredited colleges or universities as a matter of course. See TRANSFER OF CREDIT below.

INSTITUTIONAL PERSONNEL

Institutional administration and instruction are the responsibility of the personnel listed below. Documentation of each person's education and experience, including a resume and proof of highest level of education, is maintained in institutional personnel records and is available to the Commission on request.

Jonathan Tremblay

School Director and Instructor of Record, Cybersecurity Operations & Career Readiness Program

Contact: info@pivotalinstitute.solutions

PROGRAM OFFERED

The institution offers one program of study.

Program Title: Cybersecurity Operations & Career Readiness Program

Credential Awarded: Certificate of Completion

Delivery Format: Online

Program Length: 30 Weeks (approximately 7 months)

Total Clock Hours: 300

Estimated Weekly Commitment: Approximately 10 hours per week

Standard Track: 2 hours per day, 5 days per week

Clock hour breakdown:

- Lecture Hours: 180
- Virtual Lab Hours: 120
- Externship Hours: 0
- Total: 300 Clock Hours

A clock hour is a period of 50 to 60 minutes of instruction within a 60-minute period. Clock hours reflect instructional and laboratory time only and do not include independent study or preparation completed outside scheduled instructional activity. The program includes no externship, clinical, or other field experience component.

PROGRAM DESCRIPTION

The Cybersecurity Operations & Career Readiness Program is a structured clock-hour training program designed to prepare students for entry-level positions in IT support and cybersecurity operations environments. The curriculum covers the full spectrum of knowledge required for entry-level roles in security operations, including networking, system defense, threat detection, incident response, governance, and compliance. No prior cybersecurity experience is required.

Scope and Sequence. The program is organized into eight chapters delivered in sequence over 30 weeks. Each of Chapters 1 through 7 is divided into two modules, and each module contains four to six lessons followed by a lab exercise that applies the concepts taught in that module to a practical scenario or deliverable. The curriculum begins with IT and networking fundamentals, moves through defensive operations and detection, and concludes with a capstone project. Chapter 7 prepares students specifically for the job market, covering resume construction, interview preparation, and certification planning. Chapter 8 is the capstone project, in which students independently plan, implement, test, and present a complete security operations project drawn from the skills developed across the program.

Learning Objectives. Upon successful completion of this program, students will be able to:

- Describe the architecture and operation of computer hardware, operating systems, and network protocols relevant to cybersecurity practice.
- Design and evaluate secure network architectures, including segmentation, firewall policy, VPN configuration, and Zero Trust principles.
- Identify and analyze cyber threats, attack techniques, and threat actor motivations using industry-standard frameworks.
- Apply endpoint and perimeter defense strategies, including operating system hardening, patch management, EDR deployment, and IDS/IPS configuration.
- Implement logging and monitoring solutions, build detection rules in a SIEM environment, and triage and respond to security incidents following a structured incident response lifecycle.
- Conduct risk assessments, apply risk management frameworks, and produce security policy documentation aligned with regulatory requirements such as GDPR, PCI DSS, and HIPAA.
- Prepare professional application materials for cybersecurity roles, including a skills-aligned resume, LinkedIn profile, and portfolio case study.
- Execute a complete security operations project from scoping and threat modeling through implementation, testing, and presentation of findings.

PROGRAM OUTLINE AND COURSE DESCRIPTION

The program consists of one course covering the full 300 clock hours.

Course Number: CYB-101

Course Title: Cybersecurity Operations & Career Readiness

Lecture Hours: 180 Lab Hours: 120 Total Clock Hours: 300

Course Description. CYB-101 takes learners from foundational IT knowledge to job-ready cybersecurity skills across eight sequenced chapters. Instruction combines self-paced lesson material, a mandatory weekly instructor-led live session, hands-on virtual lab exercises assessed by video demonstration, a weekly instructor-facilitated discussion, four required individual conferences, and a capstone project.

Chapter outline and time allocation:

- Chapter 1 - IT Foundations for Cybersecurity: 50 hours (Weeks 1-5)
- Chapter 2 - Networking Fundamentals for Security: 40 hours (Weeks 6-9)
- Chapter 3 - Cybersecurity Principles & Threat Landscape: 30 hours (Weeks 10-12)
- Chapter 4 - System & Network Defense Basics: 40 hours (Weeks 13-16)
- Chapter 5 - Monitoring, Detection & Incident Awareness: 40 hours (Weeks 17-20)
- Chapter 6 - Risk Management, Compliance & Data Protection: 30 hours (Weeks 21-23)
- Chapter 7 - Career Readiness & Workforce Preparation: 20 hours (Weeks 24-25)
- Chapter 8 - Capstone Project & Practical Application: 50 hours (Weeks 26-30)

Total: 300 hours over 30 weeks.

LEARNING DELIVERY METHOD

All instruction is delivered online. There is no in-person attendance requirement and no externship component. Instruction is delivered through live virtual sessions, virtual labs, structured assignments, and instructor support through the LearnWorlds Learning Management System.

Students engage in:

- A mandatory instructor-led live session each week, held by Zoom
- Self-paced lesson material completed in the Learning Management System before each live session
- Hands-on virtual lab exercises, submitted as video demonstrations

- A weekly instructor-facilitated discussion in the course discussion area
- Four required one-on-one conferences with the instructor
- Substantive written instructor feedback on every lab submission

Live session activities include lectures, demonstrations, group discussions, step-by-step walkthroughs, and scenario-based simulations. Students are expected to complete the assigned lessons and lab for each week before that week's live session so that the material can be discussed and applied in class.

CAREER OUTCOMES

The program is designed to support entry-level workforce preparation for roles such as:

- IT Support Specialist
- Help Desk Technician
- Technical Support Specialist
- Junior Security Support
- SOC Support Assistant
- Network Support Assistant

Completion of the program does not guarantee employment. The institution does not operate a job placement service and does not maintain an employer referral network.

ADMISSIONS REQUIREMENTS

Applicants must:

- Demonstrate basic computer literacy
- Be able to read, write, and understand English
- Possess the ability to participate in structured online learning

A high school diploma or equivalent is recommended but not required. No entrance exams are required. No background checks are required for admission. No immunization requirements apply due to remote delivery.

There are no formal academic prerequisites. Students who begin the program with experience navigating Windows and Linux environments, basic command-line experience, or familiarity with general networking concepts will move through the early chapters more quickly, but none of

these are required. Chapter 1 covers all foundational IT and networking material from the ground up.

Application Procedure. Applicants complete the institution's program application and pay the nonrefundable \$100 application fee. Applicants who are accepted receive the enrollment agreement, this catalog, and the GNPEC Student Disclosure Form, all of which must be reviewed and signed before enrollment is complete.

STUDENT ORIENTATION

Before instruction begins, every enrolled student completes an orientation delivered through the Learning Management System and reinforced in the first weekly live session. Orientation introduces the student to institutional policies, institutional functions, and institutional personnel.

Orientation covers:

- Navigation and use of the LearnWorlds Learning Management System, including where to find lessons, labs, assessments, graded feedback, and the discussion area
- How to join the weekly live session and office hours, and how individual conferences are scheduled
- Introduction to the instructor and to the School Director, and how to contact each of them
- The attendance, grading, satisfactory academic progress, and graduation requirements set out in this catalog
- The conduct policy, the academic integrity policy, and the consequences of violating them
- The complaint policy, including the student's right to appeal to GNPEC
- The cancellation and refund policies, and how to submit a written withdrawal
- Setup and responsible use of the institution-issued laptop and the virtual lab environments

TRANSFER OF CREDIT

Transfer Credit Into the Program. The institution does not accept transfer credit, advanced standing, credit by examination, or experiential credit toward this program. All 300 clock hours must be completed at Pivotal Institute Solutions. This requirement exists because the program is a single sequenced clock-hour course in which each chapter builds directly on the last.

Transfer of Credit to Other Institutions. The institution is not accredited by an accrediting agency recognized by the United States Secretary of Education. Clock hours and the Certificate of Completion earned at this institution are unlikely to transfer to another institution. The institution makes no representation, and offers no guarantee, that any hours completed or credential

awarded here will be accepted by any other institution. Decisions regarding the acceptance of hours or credentials rest entirely with the receiving institution. A student who intends to continue their education elsewhere should confirm transferability with the receiving institution before enrolling.

TUITION AND FEES

Program: Cybersecurity Operations & Career Readiness Program

Tuition: \$15,000

Application Fee (nonrefundable): \$100

Total Program Cost: \$15,100

The \$100 application fee is nonrefundable. It is identified as nonrefundable in this catalog and in the enrollment agreement, and it is excluded from every refund calculation. No other fee charged by the institution is nonrefundable.

Payment options:

- Full payment prior to program start
- Approved payment plan
- Third-party sponsorship or workforce funding, where applicable

Tuition includes:

- All instruction, including the weekly live sessions, individual conferences, and office hours
- Learning Management System access and all digital instructional materials
- Access to the virtual lab environments
- The institution-issued laptop, webcam, and microphone
- Instructor feedback and assessment
- The Certificate of Completion issued on successful completion

Other Fees. There are no other required fees. No charge is made for instructional materials, software licenses, lab subscriptions, external tools, equipment, assessment, reassessment, exam retakes, or transcripts. Certification examinations administered by third-party organizations are not included in tuition and are paid by the student directly to the certifying body.

Additional Charges in Certain Scenarios. A student who does not return institution-issued equipment following withdrawal or dismissal, or who returns equipment damaged beyond

normal wear, may be charged the documented replacement or repair cost of that equipment. No other additional charge may be assessed. All costs are disclosed prior to enrollment.

FINANCIAL AID AND SCHOLARSHIPS

The institution does not participate in federal Title IV student financial aid programs and does not offer federal grants, federal student loans, or work-study. The institution does not offer institutional scholarships and does not administer any GNPEC-approved scholarship.

Students may pay tuition in full, under an approved institutional payment plan, or through a third-party sponsor or workforce funding agency where the student qualifies for such funding independently. The institution will provide documentation of program clock hours, curriculum content, and enrollment status to support a student's application to a workforce funding agency, but does not administer, award, or guarantee any such funding.

CANCELLATION POLICY

Right to Cancel Within 72 Hours. A student may cancel their enrollment agreement for any reason within seventy-two (72) hours of signing it. Upon timely cancellation, all tuition and fees paid are refunded in full, excluding the nonrefundable \$100 application fee.

How to Cancel. A cancellation request must be submitted in writing, by email to info@pivotalinstitute.solutions, or by mail to Pivotal Institute Solutions, 4290 Bells Ferry Rd Ste 134 #3025, Kennesaw, GA 30144. The request must include the student's full name, the program name, the date of the enrollment agreement, and a statement that the student is cancelling enrollment. Cancellation is effective on the date the written request is received by the institution, or on the postmark date if the request is sent by mail.

Timing of Refund. Any refund due under this Cancellation Policy is issued within forty-five (45) days of the institution's receipt of the written cancellation request.

Cancellation After 72 Hours. A request to cancel received more than seventy-two (72) hours after signing is processed under the REFUND POLICY below. A student who cancels after 72 hours but before instruction has begun has completed 0% of the instructional term and receives a refund of all tuition paid, excluding the nonrefundable application fee.

Cancellation or Substantive Change by the Institution. If the institution cancels the program of study, or changes the program of study in a way (including a change of time, location, or any other change considered substantive by the Executive Director of GNPEC) such that a student

who has started the program is unable to continue, the institution will make arrangements in a timely manner to accommodate the needs of each student enrolled in the program. If alternative arrangements determined by GNPEC to be equitable to both the institution and the student are not possible, the institution will refund all money paid by the student for the program of study.

Documentation. All cancellation requests, the institution's response, and any refund issued are documented and retained in the student's record.

REFUND POLICY

Application of This Policy. This Refund Policy applies to a student who withdraws, or who is administratively withdrawn, after instruction has begun. Cancellation within seventy-two (72) hours of signing the enrollment agreement is governed by the CANCELLATION POLICY above. This Refund Policy is included in this catalog and in the enrollment agreement.

How to Withdraw and Request a Refund. A student who wishes to withdraw must notify the institution in writing, by email to info@pivotalinstitute.solutions or by mail to Pivotal Institute Solutions, 4290 Bells Ferry Rd Ste 134 #3025, Kennesaw, GA 30144. The institution will provide the student with a Student Withdrawal Form within two (2) business days of receiving the notice. The student must complete, sign, and return the Withdrawal Form, which records the reason for withdrawal, the last date of participation, and the refund calculation. Requests to withdraw or for a refund must be submitted in writing; the institution does not process verbal requests.

Determination of the Withdrawal Date. For a student-initiated withdrawal, the withdrawal date is the date the institution receives the student's written notice of withdrawal, or the postmark date if sent by mail. For an administrative withdrawal, the withdrawal date is the date on which the institution determines that the student has been withdrawn; the institution will notify the student in writing that they have been withdrawn from the program and will issue any refund owed under this policy.

Refund Calculation. Tuition is refunded on a prorated basis according to the percentage of the paid segment completed as of the withdrawal date. The percentage completed is calculated by dividing the number of calendar days the student has completed at the point of withdrawal by the total number of calendar days in the instructional term. The instructional term for this program is thirty (30) weeks.

- Withdrawal before 50% completion of the instructional term: tuition is refunded in an amount equal to the percentage of the instructional term not completed.
- Withdrawal at or after 50% completion of the instructional term: no tuition refund is due.

Nonrefundable Fees. The \$100 application fee is nonrefundable and is excluded from every refund calculation under this policy. No other administrative fee charged by the institution is nonrefundable.

Timing of Refund. Any refund due under this policy is issued within forty-five (45) days of the withdrawal date.

Method of Refund. Refunds are issued to the original payer, by the original method of payment where practicable. Where tuition was paid by a workforce agency or other third-party funding source, the refund is issued to that funding source.

Records. The institution documents every withdrawal using its Student Withdrawal Form and retains the completed form, the refund calculation, and evidence of the refund payment in the student's record.

Questions about this Refund Policy, or about a refund calculation, may be directed to the institution at info@pivotalinstitute.solutions or (404) 374-9322.

EXTENUATING CIRCUMSTANCES

In cases of documented medical emergency, military deployment, death in the immediate family, or comparable circumstances beyond the student's control, the institution may at its discretion offer accommodations including an extension of assignment deadlines, a leave of absence, a deferred restart in a later cohort, or consideration beyond the minimum refund required by the Refund Policy above.

A student seeking consideration under this section must notify the institution in writing at info@pivotalinstitute.solutions as soon as practicable and provide supporting documentation. The School Director reviews each request individually and responds in writing within ten (10) business days. Nothing in this section reduces any refund otherwise due to a student under the Cancellation Policy or the Refund Policy.

ATTENDANCE POLICY

Attendance is measured through documented participation in the scheduled live sessions and in the instructional activities recorded within the Learning Management System. Attendance is a graded component of the program and is required in order to receive a Certificate of Completion.

Attendance is documented through:

- The Zoom attendance log for each weekly live session, recorded in LearnWorlds
- Instructor records of each of the four required individual conferences
- Learning Management System activity tracking
- Weekly discussion posts and assignment submissions

Weekly Live Sessions. The program includes one mandatory instructor-led live session each week for the full thirty (30) weeks. Attendance at every live session is required.

Excused Absences and Make-Up Work. A student who is unable to attend a scheduled live session must notify the instructor in advance. In order for the absence to be excused, the student must also review the session recording and submit a brief written follow-up on the material covered. An absence for which advance notice, recording review, and written follow-up are not all completed is recorded as unexcused. There is no limit on the number of absences a student may excuse through this make-up process.

Maximum Allowed Absences. A student may accrue no more than four (4) unexcused absences from the weekly live session over the 30-week program. Excused absences completed through the make-up process above do not count toward this maximum.

Students Approaching or Exceeding the Maximum. A student who accrues a third (3rd) unexcused absence is placed on attendance probation and must meet with the instructor to agree a written participation plan identifying the sessions and material to be made up and the schedule for doing so. A student who exceeds four (4) unexcused absences may be administratively withdrawn from the program. Before any administrative withdrawal, the institution contacts the student in writing, offers a further opportunity to complete the make-up process, and considers any request submitted under EXTENUATING CIRCUMSTANCES above. A student who is administratively withdrawn is notified in writing and receives any refund owed under the REFUND POLICY, and may apply for readmission under DISMISSAL AND READMISSION below.

Required Individual Conferences. Each student must complete four (4) scheduled one-on-one conferences with the instructor, held by Zoom and running approximately 15 to 20 minutes, at approximately Week 9, Week 16, Week 23, and Week 28. Attendance at all four conferences is mandatory. A student who is unable to attend a scheduled conference must notify the instructor in advance so that it can be rescheduled, and the conference must be completed before the student progresses beyond the following module. A conference rescheduled in advance and subsequently completed is recorded as attended.

Weekly Discussion Participation. Students must post a substantive response to the weekly discussion prompt before that week's live session, in at least 24 of the 30 weeks of the program.

Office Hours. Weekly office hours are optional and are not graded.

Attendance Records. Attendance records for live sessions, individual conferences, and weekly discussion participation are maintained in LearnWorlds for each enrolled student and retained as part of the student's academic record.

GRADING POLICY

Student performance is assessed through four components. Each component contributes to a cumulative percentage score, which determines the Pass/Fail result recorded on the student's transcript.

- Module Exams: 45% of the final grade
- Lab Demonstrations: 30% of the final grade
- Capstone Project: 15% of the final grade
- Attendance (weekly live sessions 6%, individual conferences 4%): 10% of the final grade

Module Exams. Exams are completed within the Learning Management System and graded automatically. A satisfactory score on a module exam is 70% or higher.

Lab Demonstrations. Students submit a video demonstration of their completed lab work. Labs are graded on completion and correct execution of the lab instructions rather than on perfection. Every lab submission receives substantive written feedback from the instructor, written against the published lab rubric and returned through LearnWorlds within five (5) business days of submission. Where a submission does not meet the requirements of the lab instructions, the feedback states specifically what must be corrected and the student may resubmit.

Capstone Project. The capstone project is a single graded deliverable. Grading criteria are published in the Chapter 8 materials in the Learning Management System.

Passing Standard. A cumulative score of 70% or higher across the four components, together with satisfaction of the attendance and discussion participation requirements, is required to pass the program. Final results are recorded on a Pass/Fail basis on the student's transcript. A student who does not meet the passing standard is recorded as Fail.

Exam Retakes and Remediation. A student who does not achieve a satisfactory score on a module exam must complete a one-on-one remediation conference with the instructor before a retake is unlocked. In that conference the instructor and student review the specific questions and learning objectives missed, work through the underlying concepts, and agree a written remediation plan. The instructor unlocks the retake only after the conference has been held and the plan agreed. There is no limit on the number of module exams for which a student may request remediation and a retake, and a remediation conference is required before each retake attempt.

Late Work. Because the program prioritizes demonstrated mastery of the material, there are no late penalties for exam or lab submissions, provided the student keeps pace with the structured weekly schedule and attends the mandatory live sessions and required individual conferences.

SATISFACTORY ACADEMIC PROGRESS

Satisfactory academic progress is evaluated at each of the four required individual conferences, at approximately Week 9, Week 16, Week 23, and Week 28. At each review the instructor and student examine the student's exam scores and lab feedback to date, the student's attendance and discussion participation record, and the student's pace against the published chapter schedule.

A student is making satisfactory academic progress when the student:

- Holds a cumulative score of 70% or higher across the graded components completed to date;
- Has submitted all module exams and lab demonstrations due at that point in the schedule;
- Is within the maximum allowed unexcused absences set out in the Attendance Policy; and
- Is on pace to meet the weekly discussion participation requirement.

A student who is not making satisfactory academic progress at a review is placed on academic probation and agrees a written improvement plan with the instructor identifying the lessons, labs, and assessments to be completed and the schedule for doing so. Progress against the plan is reviewed at the next conference, or earlier where the plan specifies. A student who remains on academic probation at two consecutive reviews without demonstrable improvement may be dismissed from the program under DISMISSAL AND READMISSION below.

GRADUATION REQUIREMENTS

To graduate and receive a Certificate of Completion, a student must:

- Complete all 300 clock hours of the program, comprising 180 lecture hours and 120 virtual lab hours;
- Submit and receive a grade for all module exams;
- Submit and receive a grade for all lab demonstrations;
- Submit and receive a grade for the capstone project;
- Achieve a cumulative score of 70% or higher across the four graded components;
- Meet the live session attendance requirement, including remaining within the maximum allowed unexcused absences;
- Complete all four (4) required individual conferences; and

- Post a substantive response to the weekly discussion prompt in at least 24 of the 30 weeks of the program.

Attendance at office hours is optional and is not a graduation requirement. The Certificate of Completion is issued following verification that all requirements above have been met, and the student's final Pass result is recorded on the institutional transcript.

STUDENT CONDUCT POLICY

Students are expected to maintain respectful, professional behavior during all instructional activities and in all communication with instructors, staff, and fellow students.

Academic Integrity. Students must complete all graded work independently and honestly. During module exams, the use of any internal course materials (lessons, notes, lab documents) or external materials (websites, textbooks, AI tools, or any other outside resource) is prohibited. Exams assess what the student has learned, not their ability to look information up. A student found using unauthorized materials during an exam will receive a zero for that exam and may be subject to removal from the program. Lab demonstrations and the capstone project are open-resource tasks; students are encouraged to reference course materials, documentation, and their own notes while completing them.

Grounds for Disciplinary Action. The following may result in disciplinary action up to and including dismissal from the program:

- Plagiarism, cheating, submission of another person's work, or any other breach of academic integrity;
- Falsification of institutional records, attendance records, or identity;
- Harassment, discrimination, threats, or abusive conduct toward any student, instructor, or staff member;
- Disruption of live sessions, conferences, or the course discussion area;
- Misuse of institution-issued equipment, the virtual lab environments, or Learning Management System access, including use of lab tooling against systems the student is not authorized to test;
- Sharing, reselling, or publishing institutional course materials or Learning Management System credentials;
- Persistent failure to meet the attendance or academic progress requirements set out in this catalog.

Disciplinary Procedure. Where the institution identifies conduct that may warrant disciplinary action, the School Director notifies the student in writing describing the conduct at issue and gives the student an opportunity to respond in writing or by video conference within five (5)

business days. The School Director then issues a written decision which may take the form of a documented warning, a written conduct plan, suspension from the program for a defined period, or dismissal. A student may raise a disagreement with a disciplinary decision under the STUDENT COMPLAINT POLICY below.

DISMISSAL AND READMISSION

Dismissal. A student may be dismissed from the program for a breach of the Student Conduct Policy, for failure to make satisfactory academic progress after two consecutive reviews on academic probation, or for exceeding the maximum allowed unexcused absences without engaging in the make-up process. Dismissal is communicated to the student in writing by the School Director and states the reason for dismissal and the date on which it takes effect. A dismissed student is treated as administratively withdrawn for the purposes of the REFUND POLICY and receives any refund owed under that policy.

Readmission After Academic Dismissal or Suspension. A student dismissed or suspended for academic reasons, including failure to make satisfactory academic progress or exceeding the maximum allowed absences, may apply for readmission. The application must be submitted in writing to the School Director at info@pivotalinstitute.solutions, no earlier than the start of the next cohort and no later than three (3) weeks before that cohort's start date, and must describe what has changed in the student's circumstances and how the student will meet the requirements of the program.

The School Director reviews the application together with the student's academic and attendance record and issues a written decision within ten (10) business days. Readmission is at the institution's discretion and may be granted subject to a written participation plan. A readmitted student re-enters at the beginning of the program, signs a new enrollment agreement, and is subject to the tuition and fees in effect at the time of readmission, less any tuition retained by the institution from the prior enrollment. The nonrefundable application fee is not charged a second time.

Readmission After Dismissal for Conduct. A student dismissed for a breach of the Student Conduct Policy involving harassment, threats, abusive conduct, falsification of institutional records, or misuse of lab tooling against unauthorized systems is not eligible for readmission. A student dismissed for any other conduct breach may apply for readmission under the procedure above, and the School Director's decision is final.

STUDENT COMPLAINT POLICY

Pivotal Institute Solutions is committed to addressing student concerns promptly and fairly. Any enrolled student or applicant may file a complaint regarding instruction, program administration, institutional policy, or the conduct of institutional personnel. No student will be subject to retaliation for filing a complaint in good faith. Students should follow the steps below in order.

Submission Requirements. A complaint must be submitted in writing, by LearnWorlds direct message, by email to info@pivotalinstitute.solutions, or by mail to the institution's address above. A complaint must include:

- the student's full name and current contact information;
- the program name and the student's enrollment date;
- the date the complaint is submitted;
- a description of the concern, including relevant dates and the names of any individuals involved;
- a description of any steps the student has already taken to resolve the concern;
- the resolution the student is seeking; and
- copies of any supporting documentation.

Step 1 - Contact the Instructor. The student submits a written description of the complaint to their instructor, Jonathan Tremblay, by LearnWorlds direct message and by email. The instructor will respond in writing within two (2) weeks of receiving the complaint.

Step 2 - Request a Live Discussion. If the response is unsatisfactory, the student may appeal the matter by attending office hours or a live session to discuss the complaint directly with the instructor by video or room chat. If the student is unable to attend at the scheduled time, the instructor will work with the student to reschedule the discussion to a mutually convenient time within two (2) weeks.

Step 3 - Appeal to the School Director. If the matter remains unresolved after the live discussion, the student may escalate the complaint in writing to the School Director, Jonathan Tremblay, by email to info@pivotalinstitute.solutions. The subject line must include the words "Complaint Appeal" so that it is appropriately routed. When submitting this appeal the student should notify the instructor by including them in a LearnWorlds message, emailing them directly, or copying them on the appeal email. The School Director will review the complaint and the instructor's response, may request additional information or meet with the student by video conference, and will issue a written decision within two (2) weeks of receiving the appeal. The School Director's written decision is the final institutional decision. Where the School Director also served as the instructor for the matter complained of, this step is not required, the Step 2

outcome stands as the final institutional decision, and the student may proceed directly to Step 4.

Step 4 - External Appeal to GNPEC. A student whose complaint remains unresolved after completing the internal steps above has the right to appeal the final institutional decision to the Georgia Nonpublic Postsecondary Education Commission (GNPEC), the state agency responsible for oversight of nonpublic postsecondary institutions in Georgia. GNPEC may be contacted as follows:

Agency: Georgia Nonpublic Postsecondary Education Commission (GNPEC)

Phone: (770) 414-3300

Address: 2082 East Exchange Place, Suite 220, Tucker, GA 30084

Complaints Against an Institution:

<https://gnpec.georgia.gov/student-resources/complaints-against-institution>

Official Complaint Form:

<https://gnpec.georgia.gov/student-resources/complaints-against-institution/gnpec-complaint-form>

GNPEC handles matters of institutional compliance and student protection. It does not adjudicate grade disputes or academic decisions. A student seeking to challenge a grade or an academic outcome should work through the internal steps above with the instructor or the School Director.

Records. The institution maintains a written log of all complaints received, together with the institution's response, the date of resolution, and any action taken, and retains these records as part of its institutional records. This complaint procedure is provided in this catalog and in the enrollment agreement, and the current catalog including this procedure is posted on the institution's website.

STUDENT SERVICES AND LEARNING RESOURCES

Students may receive support through:

- Direct instructor access by LearnWorlds direct message or email, answered within one (1) business day
- Weekly optional office hours held by Zoom
- Four required individual academic conferences over the course of the program
- Academic guidance and goal setting at each conference
- Technical assistance with Learning Management System navigation and with the institution-issued laptop and virtual lab environments
- Career readiness preparation, as described under CAREER SERVICES below

Additional Learning Resources. The following resources are available to every enrolled student for additional information, practice, and review:

- Recordings of every weekly live session, retained in LearnWorlds for the duration of the program
 - The full lesson library, which remains open for review at any point during the program
 - Published lab rubrics, against which all lab feedback is written
 - Individual written instructor feedback on every lab submission, retained in LearnWorlds alongside the graded submission
 - The weekly instructor-facilitated discussion area, where all prompts, student posts, and instructor replies are retained as a searchable record
 - Module exam remediation conferences and unlimited exam retakes, as described under GRADING POLICY
 - The virtual lab environments, available for additional practice outside scheduled lab exercises
-

CAREER SERVICES

The institution provides the career preparation services described below. These services are delivered by the instructor as part of the program and through the LearnWorlds course environment. The institution does not operate a job placement service, does not maintain an employer referral network, and does not guarantee employment.

- Career Readiness Instruction. Chapter 7 of the curriculum is a dedicated 20-hour component delivered in Weeks 24 and 25, covering resume construction, LinkedIn profile development, portfolio case study development, interview preparation, and certification planning.
- Resume and Profile Review. Students may submit a draft skills-aligned resume and LinkedIn profile and receive individual written feedback through LearnWorlds. Resume and portfolio feedback may also be raised at any of the four required individual conferences.
- Portfolio Case Study. Students develop a portfolio case study drawn from their lab work and capstone project, which may be presented to prospective employers as evidence of applied skill. Individual instructor feedback is available on request.
- Interview Preparation. Students may request a practice interview session with the instructor during office hours or an individual conference and receive feedback on their responses.
- Certification Planning. The instructor provides individual guidance on certification pathways relevant to entry-level security operations roles, including CompTIA Security+ and CompTIA CySA+, and on how to sequence and prepare for third-party certification exams.
- Job Search Guidance. Students receive guidance on identifying and applying for entry-level roles, including the use of publicly available job boards, tailoring applications to a job posting, and follow-up practice.
- Documentation for Employers and Funding Agencies. Students may request written documentation of the program's clock hours and curriculum content for submission to an

employer or a workforce funding agency.

These services are available to enrolled students throughout the program and for ninety (90) days following the student's completion or withdrawal date. Requests are made through LearnWorlds direct message or by email to info@pivotalinstitute.solutions.

Completion of this program does not guarantee employment.

STUDENT RECORDS AND TRANSCRIPT REQUESTS

Student academic records, attendance documentation, financial records, and completion status are securely maintained by the institution. Records are held in the Learning Management System and in institutional digital storage, protected against loss, tampering, and unauthorized access, with a second copy retained separately. The institution maintains internal policies, controls, and procedures governing the recordkeeping of attendance, grades, and finances.

Requesting a Transcript. A student or graduate may request an official institutional transcript at any time, including after graduation, by submitting a written request to info@pivotalinstitute.solutions that includes the requester's full name, date of birth, program name, approximate dates of enrollment, and the address or email to which the transcript should be sent. Where the transcript is to be released to a third party, the request must include the student's signed consent identifying the recipient.

Transcripts are issued within ten (10) business days of a complete request. There is no charge for a transcript. The official transcript states the institution's name and address, the student's full name, the program enrolled, the enrollment dates, the student's status, and the grade recorded for each course, and is not valid unless signed by an authorized institutional representative.

Institutional Closure. Should the institution cease operation in Georgia, it will file with GNPEC transcripts for all former students and the entire academic record of any student active at the time of closure, so that students may continue to obtain their records.

CERTIFICATION AND LICENSURE DISCLOSURE

No state or national license is required to work in the entry-level IT support and cybersecurity support roles for which this program prepares students, and this program does not lead to any state license or state certification.

Instruction provides exposure to concepts aligned with industry-recognized certification pathways, including CompTIA Security+ and CompTIA CySA+. Certification examinations are administered by third-party organizations and are not included in tuition unless otherwise stated.

Completion of this program does not itself confer any third-party certification, and this institution is not a certifying body. A student who wishes to be certified must separately meet and complete the requirements of the relevant national certifying organization, including registering for, paying for, and passing that organization's examination. This program is not accredited or approved by any national certifying organization, and neither the institution nor the program is compliant with, or endorsed by, any state or national vocational certification or licensure body. Employers may require certification or licensure that this program does not provide.

NON-DISCRIMINATION STATEMENT

Pivotal Institute Solutions does not discriminate on the basis of race, color, national origin, religion, sex, age, disability, or veteran status in the administration of its educational programs, admissions policies, or services.

Students who require an accommodation in order to participate fully in the program should contact the institution at info@pivotalinstitute.solutions or (404) 374-9322. Requests are handled individually and confidentially. The institution complies with the Americans with Disabilities Act of 1990 and the regulations promulgated thereunder.

ADDITIONAL DISCLOSURES

Every prospective student receives the following before enrolling:

- This catalog;
- The enrollment agreement for the program;
- The GNPEC Student Disclosure Form, which must be signed as part of enrollment because the institution is unaccredited;
- The institution's statement of accreditation status, set out above.

Employment Disclaimer. Completion of this program does not guarantee employment. The program is designed to prepare students for entry-level roles in IT and cybersecurity support environments.

Accuracy of Institutional Information. All published institutional documentation, including advertising and the institution's website, presents only information consistent with the

programming authorized by GNPEC. No service or equipment provided to enrolled students is represented as free; the cost of all equipment and services is included in tuition as disclosed under TUITION AND FEES above.

Catalog Revisions. This catalog is effective for the 2026-2027 academic year. The institution reserves the right to revise it. Enrolled students are notified of any revision by LearnWorlds message, and the current edition is posted on the institution's website at pivotalinstitute.solutions.

End of Catalog