



## FREQUENTLY ASKED QUESTIONS

### **What other courses are offered by ITCAP?**

ITCAP offers many different courses including, but not limited to:

- A+
- Network+
- Security+
- CCNA
- Linux+
- Microsoft
- Berlitz language classes

### **After registering for a course how long before I can begin my class?**

Based on your class start date, you will have a certain amount of time to complete the required paperwork and be able to begin class according to the date on your registration form.

### **What happens if I don't pass the final exam?**

You'll be notified by ITCAP within three business days if you did not score at least 70% (the passing percentage) on the exam. You will have the opportunity to re-take the exam once.

### **What should I do if I need additional time to complete my course?**

Additional time to complete your course may be available if you are deployed.

### **Will I have to repay the course tuition if I do not pass the course?**

You may be financially responsible for the course tuition if you do not successfully complete the course and pass the associated final exams within the scheduled class dates shown on your registration form. To successfully complete the courses and fulfill the requirements of your tuition assistance program, you must earn an A, B or C for each course.

### **What is vendor certification?**

Vendor certification is a standard created to verify that an individual has certain skills necessary to do a particular job. For example, to become A+ certified, you must pass certification exams that are created by the vendor who created the certifications, CompTIA.

### **How do I cancel my class?**

Send an email to [cancelclass@itcap.com](mailto:cancelclass@itcap.com) with your name, course, and reason for canceling. You will be contacted by ITCAP to discuss your options. You must cancel by the Drop/Refund Deadline shown on your registration form.

***Additional Questions?  
Please call ITCAP at 877.877.0122***