



2024 School Catalog
Policies & Procedures July 01 2021 (r1.1)



www.XLosCorp.com

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Governing Body, Officials, and full time Faculty

President, Owner, Administrator: X Los, aka: Lorcan O'Brenhan
Technology Administration: Micheal W. Abbott
Structure & Content Chair: Elizabeth A. Gulker

All instructors at the *X.L.o.s. Education Center* are certified or licensed in their respective specialties &/or work with the product(s) in the industry.

Purpose and Mission

The enduring purpose of the *X.L.o.s. Education Center* is to benefit society through the transformative impact of education.

Admission Policy/Enrollment dates

Courses offered at the *X.L.o.s. Education Center* run on a Rolling Admission policy. Students must be able to understand and speak the English language fluently in order to fully understand instructions and interact productively with their classmates. Students should be registered and accepted at least 5 days prior to the start of any program. Exceptions can be made with the approval of the administration.

Class Attendance

Class attendance is expected of all students at the *X.L.o.s. Education Center*. It is the student's responsibility to keep informed of all assignments, examinations, course dates and times and to meet all requirements of their course. Instructors shall set the attendance requirements for their classes via the course syllabus. Students should be aware that they may not successfully complete the course due to poor attendance and/or participation. All attendance records will be maintained by the school.

Previous education and transfer of credits

The *X.L.o.s. Education Center* does not grant credits for courses taken, therefore credits acquired with another institution are not recognized. We do understand that students may have received prior training in some subjects and will allow the student to waive certain prerequisite classes with the approval of the instructor.

Delivery Method

All classes conducted by the *X.L.o.s. Education Center* are live instructor-led, either in the classroom, or by utilizing remote meeting software, or both. Depending on the class, in classroom headcount may be limited in order to allow students adequate space to accomplish their assigned tasks. Students attending classes via remote meeting software are expected to be familiar with the software tool being utilized and if necessary pre-loaded at their remote location prior to the first day of class.

Grading System

Students are graded on a pass/fail basis. The instructor and appropriate administrator will review the students' work and level of effort to determine if the student has met satisfactory levels of achievement towards the goals of the course. Upon successful completion of the course, the student will be presented with a Certificate of Completion indicating that all criteria have been met.

Completion Requirements

Students must attend at least 80% of scheduled classes &/or prove to the instructor that they have a clear understanding of the subject matter covered during each missed class. If requested by the student, a tutoring session can be arranged to cover the missed material at a special tutoring rate. All homework and assignments must be turned in to the instructor for review. In addition, all outstanding payments owed to the school must be paid in full, or arrangements for payment under contract before a

Certificate of Completion will be issued. Certificates will be issued within 30 days of the completion date of the course or program to those students who have met all of the completion requirements.

Retake Policy

The *X.L.o.s. Education Center* offers a **one year** class retake policy at no additional cost to the student other than updated course materials if necessary, such as books that can be purchased at a discount rate through the school. Students who wish to take advantage of this policy must commit to full attendance and participation as it was outlined in their original agreement. Students who wish to participate will be added to the next scheduled class roster on a first come first served basis. Seats available for retake students will be based on classroom headcount one week prior to the class start date and students will be notified of their status at that time.

In addition to the one year retake policy, the *X.L.o.s. Education Center* offers a class retake option of **up to 3 years** from the student's original certificate date to alumni students at a 50% cost reduction from the current retail price. Updated materials, if necessary can be purchased at a discount rate through the school. Participation and class availability follow the same rules as the one year policy.

Cancellation/Withdrawal/Refund Policy

The intent to cancel or withdraw must be made in writing and mailed to the *X.L.o.s. Education Center* via the United States Postal Service. USPS postmark date is the binding date.

- A full refund shall be paid to the student if they initiate the process of cancelling up to 5 business days prior to the date of the first class.
- A full refund minus a \$50 administration fee will be paid to the student if the intent to cancel is made within 4 business days prior to the date of the first class.

- A 75% refund minus a \$50 administration fee will be paid to the student if the intent to withdraw is made between the date of the first class and 25% completion of the course.
- A 50% refund minus a \$50 administration fee will be paid to the student if the intent to withdraw is made between 25% and 50% completion of the course.
- No refund will be paid after 50% completion of the course.

All refunds shall be paid within 30 days upon written notification from a student of cancellation or withdrawal.

Students receiving benefits from government funded programs shall be subject to federal/state refund policies, rules, and regulations.

Standards of Conduct

All students are expected to abide by the social and academic rules and regulations set forth in these policies and procedures. The *X.L.o.s. Education Center* reserves the right to withhold registration privileges or to cancel the registration of any student who is not in compliance with its policies, rules, or regulations; or for reasons pertaining to academic performance, health and wellness, or behavioral conduct.

X.L.o.s. Corp is an equal opportunity/affirmative action company and is committed to providing an environment that is free of discrimination of all types, and from abusive, offensive or harassing behavior.

All *X.L.o.s. Corp* employees, faculty, staff, administrators, and students are expected to support an inclusive atmosphere by adhering to the following conduct standards:

- Treat others with dignity and respect at all times.
- Address and report inappropriate behavior and comments that are discriminatory, harassing, abusive, offensive or unwelcome.
- Foster teamwork and participation, encouraging the representation of different points of view.
- Seek out insights from others with different experiences, perspectives and backgrounds.
- Avoid slang or idioms that might not translate across cultures.
- Confront the decisions or behaviors of others that are based on conscious or unconscious biases.

- Be open-minded and listen when given constructive feedback regarding others' perception of your conduct.

X.L.o.s. Corp will not tolerate discrimination, harassment or any behavior or language that is abusive, offensive or unwelcome.

Complaints/Grievances

Procedure for Handling Complaints

If a student has a complaint, it should first be discussed informally with the employee or instructor involved. Any settlement, withdrawal, or disposition of a complaint at this stage shall not constitute a binding precedent in the settlement of similar complaints.

Procedure for Handling Grievances

The formal grievance should be presented in person, in writing, to the employee or instructor involved as soon as possible after the grievant feels that an abridgement of his or her rights has occurred, but in no case shall it be more than 10 working days later. (This time limit will not apply if a purely clerical error is discovered).

The statement or grievance must include a summary of not more than one typewritten page stating the exact nature of the grievance, the specific action(s) on which it is based, and the remedy being sought. Supplementary materials may be presented to support the grievance.

Resolution of the grievance may occur at any of three different steps:

Step 1: The Employee or Instructor Involved

The grievant shall present the grievance to the faculty or staff member involved. The parties shall attempt to resolve the grievances and shall, within 10 working days of receipt of the grievance, render a written decision to the grievant with copies to the Administrator.

Step 2: Administrator

If the grievance remains unresolved at Step 1, the grievant has 10 working days after receipt of the decision of the faculty or staff member to submit the grievance, in writing, to the Administrator.

Within 10 working days of receipt of the grievance, the Administrator shall meet with the grievant and the employee or instructor involved, either jointly or separately, to discuss the grievance.

Within 10 working days of this formal discussion, the Administrator will issue a decision in writing, with supporting reasons, to the grievant, the employee or instructor involved and the Director.

The decision of the Administrator is final and binding on all parties involved.

Step 3: New Hampshire Department of Education

In the case a student has exhausted the school's grievance procedure and still claims to be aggrieved, the student has the right to appeal to the New Hampshire Department of Education, Office of Career School Licensing, 603-271-6443, 101 Pleasant Street, Concord, NH 03301

Building Emergency/Safety

In case of a building emergency, all students, test candidates, faculty, and staff are to exit through the nearest emergency exit and then meet in the front of the building facing Spitbrook Road at the blue "*The First Building*" sign for a headcount.

Courses Offered:

Project Management

Project Manager Methodology

Course Length: 84 - 120 Hours

Lecture: 40

Labs: 4

Homework: 40

Other: 36

Open Classroom

Unstructured Labs

Study Group

Homework Assistance

Course Description:

This course is designed for persons who have on the job experience performing project management tasks, whether or not project manager is their formal job role, who are not certified project management professionals, and who might or might not have received formal project management training. The course is appropriate for these persons if they wish to develop professionally, increase their project management skills, apply a formalized and standards-based approach to project management, seek career advancement by moving into a formal project manager job role, as well as to apply for Project Management Institute, Inc. (PMI®) Project Management Professional (PMP®) or Certified Assistant Project Manager (CAPM®) Certification.

Desired Learning Objective:

This course is designed to teach the student the methodology of formalized Project Management as well as the fluidity of Agile Program Management. This will include Project Life cycle, Project Process Groups, & Project Knowledge Areas and the Phases of Agile. This course is designed to give the student all the information needed to certify as a PMP® or CAPM®.

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$4,000

Workplace Skills

The objective of these “soft skills” classes is to prepare workers, fresh out of school or training, those returning to the work force, and those who aspire to a promotion, to navigate the 21st century workplace. The content can be combined and even added to other existing programs to meet the needs of the individual student.

Motivating the Millennial Knowledge Worker

Course Hours: 8

Course Description:

They've been called Generation-Y. They've been called Echo Boomers. They may go by different names, but there's no debate about their effect on business. They are the fastest growing segment of your employee population. They've been trained to use their heads more than their hands to solve problems. And it will take a new set of leadership skills to understand their perspective on work and motivate them to succeed.

Desired Learning Objective:

- Help Millennials achieve the work/life balance they seek
- Understand how challenges and purpose act as motivators
- Balance the use of recognition, reward, and respect effectively
- Use training and technology to achieve business goals

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Quality at Work: Professional Standards

Course Hours: 8

Course Description:

Professional results are based on high personal quality standards. Learn why personal quality standards are essential and establish guidelines to help develop and apply them on the job.

Desired Learning Objective:

- Solve problems effectively
- Boost morals and teamwork
- Provide quality customer service

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Connecting Generations in the Workplace

Course Hours: 8

Course Description:

The new multi-generation workplace is a complex and dynamic organism that requires flexibility and skill from all participants, especially from managers. People of all ages can work side by side and draw from a rich mixture of skills, knowledge and experience.

Desired Learning Objective:

Tips, methods and best practices for interacting within a multi-generational workplace

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Know the Importance of Attitude

Course Hours: 8

Course Description:

Protect your Most Priceless Asset. You may not be able to control the traffic on your way to work or the chaos once you get there, but you have total control over the affect these have on you—and your work. In fact, those who can keep their head, remain positive, and inspire others to do the same earn the highest respect. You can be that person.

Desired Learning Objective:

- Get noticed for your positive attitude
- Learn to refresh your attitude
- Prevent others from stealing your positive attitude
- Explore techniques for adjusting your attitude

Delivery Method:

Instructor Led Live in classroom
Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Life Management: Balancing Home & Career

Course Hours: 8

Course Description:

Created for busy working individuals who have a career and family, home and outside commitments. Focus includes business, travel, relocation, and how to balance priorities. Case studies, tips, and checklists focus on how to incorporate quality time where you want it and when you need it.

Desired Learning Objective:

- Identify and overcome barriers to time management
- Prioritize work and leisure activities
- Improve productivity and performance
- Learn techniques to build self-esteem

Delivery Method:

Instructor Led Live in classroom
Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Your New Job: The First 30 Days

Course Hours: 8

Course Description:

Career development starts on the first day of a new job. The first month on a job is challenging and nerve racking for anyone just hired, rehired, anticipating a new position, or preparing for a new position. Get off to a good start in a new job using practical advice on grooming, timeliness, and productivity. Learn the secrets of surviving office politics, building a professional image, and using your attitude to shape your ultimate success.

Desired Learning Objective:

- Learn how to pace yourself
- Cultivate positive relationships
- Understand and rate your productivity
- Review your progress and set/re-evaluate your goals

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Understanding Accountability

Course Hours: 8

Course Description:

Learn techniques to manage employees for maximum results--either individually or as a team. Employees who feel a sense of "ownership" in their organization and their work are more responsible and productive. Develop the critical skills to increase employee self-confidence and success, establish positive expectations and rapport, delegate effectively to achieve the necessary results, and strengthen communication and trust through active listening.

Desired Learning Objective:

- Improve self-confidence in oneself and others
- Establish positive expectations that contribute to a trust-based rapport in all types of relationships
- Delegate effectively to achieve or exceed the goal
- Strengthen communication and trust through active listening

Delivery Method:

Instructor Led Live in classroom
Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Plan Your Work, Work Your Plan

Course Hours: 8

Course Description:

Learn practical tools to turn goals and dreams into reality. Learn strategies to respond when the Boss says, “just take care of it.” Breakdown the goal into manageable tasks. Prioritize the tasks that need to be completed, establish a timeline, budget, staffing needs and contingency plans. Develop skills to become the dependable person that can “make it happen” in personal and professional arenas.

Desired Learning Objective:

- Determine strengths to navigate your future
- Develop systems to solve problems and make decisions
- Use visual imagery to plan and execute your work
- Turn dreams, goals, and objectives into opportunities and achievements

Delivery Method:

Instructor Led Live in classroom
Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

From Party Planning to Event Execution

Course Hours: 8

Course Description:

Learn to assess one’s own knowledge of event planning, understand one’s shortcomings, how to compensate for those shortcomings and the details involved in the execution of those tasks. Create engaging themes, exciting promotion, and active participation to build a successful reputation for executing and achieving expectations. Understand the importance of timelines for events of various size, function and importance.

Desired Learning Objective:

- Create memorable and cohesive themes
- Effective hiring/recruiting of team members and assignments
- Secure sponsorship, partnership and management support for the concept
- Effective targeting and marketing to the desired audience
- Plan B – be prepared for the unexpected
- The importance of the post mortem

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Learning Effective Listening

Course Hours: 8

Course Description:

If you want to improve your ability to listen effectively in your business and personal life, this course is for you. Most of us aren't good listeners. While at work, normally we listen at about 25 percent of our ability. Most of us think we're good listeners and that overconfidence may be the reason for our downfall. Even if we devote full concentration to listening, we can't listen at 100 percent capacity for long. And at 100 percent, the message must be urgent to sustain our attention.

Desired Learning Objective:

- Discuss the benefits of listening - what's in it for you; what's in it for your organization
- Apply 4 key elements of good listening: hear, interpret, evaluate, and respond
- Identify your own listening style: promoting supportive, directive, or analytical
- Identify your own listening attitude
- Apply ten tips for tip-top listening

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Business Etiquette and Professionalism with Confidence

Course Hours: 8

Course Description:

The rules in business are more flexible than ever before. That means it's actually harder to know what's appropriate at any time. Fortunately the keys to conducting yourself at internal or client meetings, at home or overseas, are still understanding, kindness and courtesy. Make sure you know how to represent yourself and your company in any situation. This course includes timeless advice about practices and behavior plus new information relative to the growing trend of informality in the workplace.

Desired Learning Objective:

- Discuss business etiquette and its roll
- Suggest ways to be your best in job interviews
- Discuss business meeting and meal meeting protocol
- Learn more about electronic etiquette
- Highlight diversity and multicultural etiquette

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Understanding Emotional Intelligence

Course Hours: 8

Course Description:

Consider how difficult it is to resolve a frustrating conflict caused by misunderstanding, poor timing, or inattentiveness. Because we rely so much on technology and "virtual" everything, we may risk short-cutting or even ignoring our personal interactions.

We sometimes find ourselves in a timeless, placeless, faceless and very confusing environment, wasting time and losing the creativity that emerges from synergistic interactions with diverse people.

This course will help anyone learn how to succeed in interpersonal relationships, including front-line employees, supervisors, and business owners. The class provides guidelines on how to manage emotions, communicate intelligently, and raise your level of emotional intelligence in a constructive manner.

Desired Learning Objective:

- Describe the benefits and challenges of applying emotional intelligence
- Obtain tools for assessing individual and organizational strengths and opportunities for improvement
- Learn the core skills needed for emotional intelligence
- Understand model strategies and examples for using emotional intelligence in business and social settings, with family and friends

Delivery Method:

Instructor Led Live in classroom
Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Handling Difficult People and Difficult Situations

Course Hours: 8

Course Description:

In this course you will learn about yourself and about patterns of behaviors that you have encountered but haven't taken the time to understand as fully as needed. You will learn techniques and models to guide you through the minefield of "difficult people" in a productive and successful way. Strap yourself in, and get ready for a quick trip through some great information on Handling Difficult People and Situations!

Desired Learning Objective:

- Identify who the difficult people in your life have been in terms of their characteristics and the rewards they get for behaving as they do
- Examine how your personal beliefs and values play into the way you deal with difficult people. And, you'll revisit your typical first response to see if it serves you well
- Identify the "sources of power" your difficult people have over you , and you'll learn the degree of difficulty posed by each one
- Assess each difficult person to enable you to make a good decision about how to handle each situation you face
- Identify tools to help you find the right words, and you'll receive a process model to guide you through the interaction with uncommon grace and skill

Delivery Method:

Instructor Led Live in classroom
Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Quick Tips for Better Communications

Course Hours: 8

Course Description:

Leading and attending meetings, writing business documents, and giving presentations are some of the most important communication activities in business.

This course offers several strategies for improving the quality of your in-person meetings, and it includes a special set of strategies for improving teleconferences.

This course also offers techniques that will help you write more easily and make your writing more reader friendly. In addition we propose several techniques that can help you create and deliver clear, well-organized, appropriately enthusiastic business presentations.

We've also included a module which suggests some innovative ways to prepare and deliver PowerPoint slideshows.

Desired Learning Objective:

- Conduct productive meetings
- Implement effective business writing methods
- Create and give efficient and successful business presentations
- Take advantage of Microsoft PowerPoint as you prepare and deliver presentations

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

The Telephone Doctor – Telephone Skills A to Z

Course Hours: 8

Course Description:

Despite the development of electronic technology, how to be nice to people-what to say to them to make them feel good and make them want to come back-has not changed much. We have taken the most important skills, tips, ideas, and techniques for excellent telephone customer service and combined them all in this course. Electronic technology is here and will continue to change, but the all-important people skills-the contents of this course-are timeless. Being friendly to the caller before you know who it is will never go out of style. We remind you: most customer service starts on the phone

Desired Learning Objective:

- Learn the basic telephone courtesies
- Handle telephone conversation problems
- Learn what to avoid in telephoning
- Understand the etiquette of using cell phones
- Communicate effectively with all types of callers
- Make the best use of voicemail and email

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Calming Upset Customers

Course Hours: 8

Course Description:

This course is designed to assist people who deal with the upset public to "keep their heads". The ideas presented have been useful to people in retail, banking, insurance, medicine, utilities government, hospitality, travel, manufacturing, and other vocations. These ideas and techniques can be adapted to your job, your personal life, and your customers.

Desired Learning Objective:

This course provides practical, easily adaptable ideas that will help you to deal effectively with upset customers in all types of situations

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Better Business Writing

Course Hours: 8

Course Description:

American businesses reportedly lose more than \$1 Billion a year because of "foggy" writing that wastes time, kills contracts, and alienates customers. You don't have to be part of this problem. This course is designed to teach you the basics you need to become a better writer. The accompanying exercises will enhance your writing skills and are relevant to the practical demands of the business world. By the time you complete this course, you'll be better prepared to write a clear, concise business letter, memo, email, and report.

Desired Learning Objective:

- Review the basics of spelling, punctuation, and usage
- Understand practical principles for sharpening your writing style
- Explore ways to improve business memos, emails, and letters
- Learn about writing bad news and writing to persuade
- Understand personality types to improve business communication

Delivery Method:

Instructor Led Live in classroom
Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250

Developing Positive Assertiveness

Course Hours: 8

Course Description:

Developing assertiveness is more than just learning to talk differently. Being assertive requires thinking assertively, feeling confident, and behaving positively. In this course you will learn how to develop each of these aspects of assertiveness. Explanations of personality and basic psychological concepts will help you gain and understanding about yourself and other people. Guidelines for word choices and behaviors, and numerous exercises , will help you change how you interact with others. Additional exercises will help you change your attitudes that interfere with being assertive.

Desired Learning Objective:

- Improve Relationship Skills
- Learn about aggressive, assertive, and non-assertive speech & body language
- Understand assertive behavior according to personality types

Delivery Method:

Instructor Led Live in classroom

Instructor Led Live via Remote Conferencing Software

Retail Cost: \$250