New Horizons Fact Sheet

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Conshohocken, Pennsylvania 19428, USA
www.newhorizons.com & www.newhorizons.com/franchise

Founded: 1982
Franchising since: 1992
International Presence: over 60 countries
Number of Locations: over 300 locations
Number of Employees: 5,000—Network-wide
2012 Revenues: approx. $300 million—Network-wide

Company Profile

Founded in 1982 and headquartered in Conshohocken, Pennsylvania, New Horizons Computer Learning Centers has been known as the world's largest independent computer training company every year from 1998 till 2012.

New Horizons is an operator and franchisor of Computer Training Centers that offer a broad range of technical and desktop application training courses. Many locations also offer complimentary programs of Business Skills, Healthcare Information Management, and English as a second language courses for all levels of users in multiple delivery methods and formats.

New Horizons provides approximately three million student days of instruction annually. With locations around the globe, New Horizons sets the pace for innovative training programs that meet the changing needs of the industry.

Using a proven sales system and a dynamic sales force of over 2,100 individuals and with 2,400 qualified instructors in over 1,900 classrooms, New Horizons offers more courses, at more times, in more delivery methods than any other training company.

2012 is New Horizons 30th Anniversary. Over the last 30 years, we have made 25+ million people more valuable!
Integrated Learning

New Horizons is the world’s leading training company with the powerful ability to deliver training through a combination of delivery methods. These include enriching, high-quality resources, whether in a Traditional Classroom, Virtual Classroom, Mentored Learning™ classroom or over the Internet.

New Horizons Integrated Learning® is a blended approach to training that offers classroom instruction with eLearning and a wide range of products and services to assess, learn, reinforce, support and validate the transfer of knowledge and skills to ensure success for the individual and organization.

The New Horizons Integrated Learning® model is a comprehensive approach to training that guides each learner through all stages of their learning process. Each component in the model represents a portion of the student’s complete learning needs. The end result is a more fulfilling experience for the student, which translates into a greater return on investment for the individual and the corporation.

Multiple Delivery Methods

New Horizons Computer Learning Centers provides customer-focused training choices in multiple formats and delivery methods, offering businesses and individuals top-quality training that is tailored to meet their specific needs.

New Horizons fully integrated learning solutions include three (3) forms on Instructor-Led Training (ILT) – Traditional ILT, Online LIVE® ILT — our “classrooms on the Web”, and Mentored Learning™ ILT. As well, included is one (1) form of eLearning self-paced – Online ANYTIME™ Learning. All of these methods are supported with the tools and resources essential to an enhanced New Horizons learning experience.

As a result, customers have the freedom to choose their own personalized training program from a variety of training products and services that best suits their individual learning style and needs.

Traditional Instructor-Led Training (TILT) - Classroom Learning

New Horizons Traditional Instructor-Led Training is delivered by certified instructors in a comfortable classroom environment enriched by online resources. New Horizons instructors are constantly re-tested and evaluated by every student in their classes to ensure quality of training and delivery of content. To remain on staff, instructors must maintain a 92 percent or higher overall approval rating.

New Horizons continues to solidify its leadership position in instructor-led IT training by developing and delivering quality instruction for desktop applications and technical IT training, as well as complimentary programs for Business Skills, Healthcare Information Management, and English as a second language.

New Horizons integrates eLearning components into the TILT environment, including a Web-based version of the course for post-class reinforcement, eCourseware, online archives and hands-on lab experience.

Flexible schedules for open enrollment, onsite training, plus private, evening, and weekend classes give customers more options to tailor their TILT needs.
Online LIVE® (OLL) Instructor-Led Training – virtual Classroom Learning

New Horizons Online LIVE® is synchronous, interactive, virtual “classrooms on the Web,” featuring live, instructor-led training over the Internet with voice-over-IP technology. This method of training is definitively one of the two global leading innovative learning solutions.

Students are able to join the thousands of others who have taken advantage of live, expert instruction on the Web with our industry-leading, synchronous offering, New Horizons Online LIVE® Learning. Online LIVE® is rapidly growing in popularity and has an expanded catalog of content and service offerings in both the Information Technology and Healthcare Industries.

With Online LIVE®, students experience the benefits of an instructor-led classroom linked with the convenience of the Internet, without leaving their workplace or home. Live demonstrations provide the look and feel of an actual classroom while full audio enables real-time interaction.

Similar to New Horizons Traditional Instructor-Led Training, students receive high-quality courseware in addition to Web-based Online ANYTIME™ access for further practice while back on the job.

To reinforce learning, hands-on labs are specifically adapted for online use. Course sessions are recorded and archived for those who miss a class or wish to review information. New Horizons offers students’ on-line access to their courses and virtual labs to compliment their Online LIVE® Solution.

This method of delivery is currently one of the most innovative ways of delivering IT training in the industry. It continues to be decorated.

Mentored Learning™ (ML) Instructor-Led Training – Classroom Learning

Unlike Traditional Instructor-Led Training, Mentored Learning™ Instructor-Led Training students train at a pace they feel comfortable with, using a comprehensive approach to reinforce learning. This method of training is definitively one of the two global leading innovative learning solutions.

When students arrive at their New Horizons Center of choice, they are given a pre-assessment. Full evaluations of each student’s skill set will be made to determine the actual starting point and training path required.

Mentored Learning™ is a proven process that features one-on-one instructor coaching, multimedia ILT courses, and authorized vendor courseware to ensure proper skill development. With Mentored Learning™, students have their own networked environments which enable instructors to manage hands-on lab exercises that mirror the professional environment.

After each course, a post-assessment is completed to help gauge knowledge transfer, return on investment and productivity. Students who have mastered the content will have the opportunity to move on to the next course, even on the same day. New Horizons offers students’ on-line access to their courses and virtual labs to compliment their Mentored Learning Solution.

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Awards

New Horizons has received many awards, primarily because of Online LIVE® and Mentored Learning™ - some of these awards are:

- Microsoft Learning Competency Marketing Excellence Partner of the Year Award Finalist (2012)
- KnowledgeAdvisors Best Performance Award (2011)
- Cisco Worldwide Learning Partner Award of Excellence for Collaboration (2010)
- Cisco Excellence in Acceleration Award (2009)
- Cisco Learning Partner of the Year Award (2008)
- Microsoft Technology Innovation Partner of the Year, Learning Solutions (2006)

Online ANYTIME™ (OLA) – self-paced eLearning

New Horizons Online ANYTIME™ is asynchronous, self-paced training for students who prefer a more independent learning method. Students can choose from hundreds of courses covering the same subjects as in all Instructor-Led Training formats (TILT, OLL, ML) from high-level technical training to basic desktop applications and business skills.

In addition, the online courses are completely searchable so if students want to learn a specific skill, they can pinpoint the exact part of the course to view. The online learning experience includes access to a complete online library of reference books, a student community for course-specific support around the clock, and prescriptive pre-and post-class assessments.

New Horizons’ clients can manage the learning activities of their own employees via a user-friendly Learning Management System (LMS.Net). Managers can track progress and report results for both the learner and the organization.

Training Solutions

Technical Training and Certification Programs

In addition to being the world’s largest I.T. training provider, New Horizons holds the designation of largest network for many of our technical and certification vendor partner programs.

New Horizons is the largest global network of:

- Microsoft Certified Partner for Learning Solutions (CPLS)
- Microsoft Gold Certified Partner for Learning Solutions (Gold CPLS)
- Cisco Network of Learning Centers (CLP & SO)
- Citrix Authorized Learning Centers (CALC)
- Novell Authorized Training Partners (NATP)
- Adobe Solutions Network Training Provider (ASNTP)
- CompTia Authorized Training Centers (ATCs)
- Ascendant Learning Security Certified Professional (SCP) Authorized Training Partners (ATPs)
- EC Council Accredited Training Provider (ATPs)
- Convergence Technologies Professional (CTP) Authorized CTP Training Partners (ATPs)
- HIPAA Academy Training Partners
- Authorized Prometric Testing Centers (APTC)
- Authorized VUE Testing Centers
Certifications

A few of the more popular computer certification training tracks include:

- **Microsoft**: Certified Professional (MCP), Certified Professional IT Professional (MCITP), Certified Professional Developer (MCPD), Certified Technology Specialist (MCTS), Certified Solutions Associate (MCSA), Certified Solutions Expert (MCSE), Certified Solution Developer (MCSD), Certified Solutions Master (MCSM), Certified Master (MCM), Certified Architect (MCA), Certified Trainer (MCT), Office Specialist (MOS), & others.

- **Cisco**: Certified Entry Networking Technician (CCENT), Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), & others e.g. CCDA, CCDP, CCDE, CCIE.

- **VMware**: Certified Professional (VCP); Certified Advanced Professional (VCAP); Certified Design Expert (VCDX), & others.

- **CompTIA**: A+, Network+, Project+, Linux+, Security+, Server+, & others. New Horizons is recognized as the industry leader in providing A+ and Network+ certification training to IT professionals.


- **ITIL**: ITIL Foundation; ITIL Intermediate Level, ITIL Managing Across the Lifestyle, ITIL Expert Level, ITIL Master Qualification, PRINCE2, & others.

- **Project Management**: I.T. Project+ and Project Management Institute (PMI).

- **Linux**: Linux Professional Institute (LPI), Red Hat Linux, Linux+, & Novell Linux Professional (CLP), & others.

- **Citrix**: Certified Administrator (CCA), Certified Enterprise Engineer (CCEE), Certified Integration Architect (CCIA), & others.

- **Adobe**: Adobe Certified Expert (ACE).

- **Oracle/Java**: Database Administrator Certified Associate (ODBACA), Certified Professional (ODBACP), Certified Master (ODBACM), Certified Professional Java Programmer/Developer, & others.

- **Novell**: Certified Novell Administrator (CNA), Certified Novell Engineer (CNE), & others.


- **Others (e.g. Six Sigma, Help Desk, etc.)**: Please see [www.newhorizons.com](http://www.newhorizons.com)

Application Training

New Horizons offers more than 430 desktop application courses for word processing, databases, graphics programs, desktop presentation and publishing, operating systems, and more. The key vendors are Microsoft, Adobe, AutoCAD, and others.

Courses are offered at multiple skill levels (Level 1, Level 2, and Level 3); with curricula that provides practical knowledge in weekday, evening or weekend classes.
Club Memberships

A New Horizons Club Membership allows customers to take a variety of courses for one competitive price. Club Memberships typically offer a large selection of classes for either a six-month or a twelve-month period.

Members can take a few courses, every course, or even repeat a course during the membership period. As an added bonus, many course titles include a six-month subscription to New Horizons Online ANYTIME Web-based training.

Business Skills

Also referred to as “soft skills,” business skills training covers multiple topic areas, including time management, leadership, communications, presentations, sales and customer service, management, interviewing, negotiating, finance, project management and more.

This solution is perfect for those professionals who may not have the time to spend in extensive, multi-day courses. These one and two days, seminar-based, entry-level courses are offered in two delivery methods: Traditional Instructor-Led Training and self-paced Online ANYTIME™ Learning.

Healthcare Information Management

The New Horizons Healthcare Information Management program develops the skills and knowledge to acquire top-quality positions in the United States medical billing industry. Hands-on, interactive teaching methods, combined with "real-world" documents and case studies used in classroom lab settings, allow for the best learning and retention in the industry.

English Language Program

Effective communication skills are critical in today’s technology-driven workplace. New Horizons is uniquely positioned to help with learning and using English as a second language for career success.

Post-Class Resources

New Horizons recognizes the impact that having the appropriate tools and resources has on a student’s learning experience. Our Integrated Learning model incorporates comprehensive skills assessments; a choice of training delivery options such as instructor-led and technology-based training, and client-site training. Also included are self-study tools, including Learning Guides, eCourseware, and Web-based tools for online learning. Finally, New Horizons offers training management services—including online class registration and more—for a learning experience that continues beyond the course.

Many of our Traditional Instructor-Led Training, Online LIVE®, and Mentored Learning™ courses have been enhanced to include access to a variety of Web-based resources. These resources are available to students for six months following the completion of a course. Our Online ANYTIME™ offers threaded discussion boards to help students interact, form online study groups, and request and receive instructor support.
Global Solutions

New Horizons is in the business of helping people attain knowledge in the form of personal training in the IT training industry, which IDC (the International Data Corporation) projects will approach $20 billion worldwide in 2014.

By providing the technical, application, business skills, healthcare, and language training that develops a more skilled and productive workforce, New Horizons is helping businesses and individuals keep pace with the rapid and complex changes taking place today.

Large national and international customers are looking for training partners that can meet their worldwide needs with online administration, management and measurement of training activities, and competitive prices. New Horizons has designed Enterprise Learning Solutions to meet these needs.

Enterprise Learning Solutions

New Horizons Enterprise Learning Solutions provides support and services for large multi-national, multi-location enterprise organizations. In addition to offering integrated training choices on a global level, Enterprise Learning Solutions provides a single point of contact for centralized coordination of a customer’s training needs. Enterprise Learning Solutions also offers guaranteed uniform pricing, customized reporting, and consolidated billing for large corporate clients.

For added convenience, customers can take advantage of a Web registration and management system that allows for online registration and helps companies streamline and facilitate the implementation of their company-wide training initiatives.

JP Morgan and the US Government are two examples of the companies using New Horizons Enterprise Learning Solutions. New Horizons has trained employees at all of Fortune Magazine's ‘America’s 100 Largest Corporations’ and more than 50% of Fortune Magazines ‘Global 100 Largest Corporations’.

Career Development Solutions

As more and more individuals globally are looking to upgrade their I.T. skills or begin a career in the Information Technology or Healthcare Information Management fields, New Horizons can give the training that individuals are looking for. Our experienced instructors help develop the skills needed to begin working in the Information Technology or medical field. We've created training programs designed to teach technical skills and to help give an idea of what to expect on the job, and we've done it in the most cost-effective way.

Our industry-focused programs encompass multiple industry certifications from a variety of leading technology vendors. Hands-on practice and interactive education experiences through our multiple learning methodologies reinforce skills learned for practical business application. Specific job skills training, combined with problem solving, critical thinking and other relevant business skills training, promotes long-term career development.

As a graduate of the New Horizons Information Technology program, students will possess the knowledge and skills necessary for employment in any number of industry positions, including Security Specialist, Systems Administrator, Computer Technician, Web Designer, Software Developer, Help Desk Professional, Office Support Manager, LAN/WAN Administrator, and others.
Learning Guarantees

Traditional Instructor-Led Training
The New Horizons unconditional Learning Guarantee allows students to retake any desktop application, technical, and business skills training Traditional Instructor-Led Training course within six months absolutely free.

Online LIVE®
If you are not satisfied with your Online LIVE® course for any reason, you have the option of retaking the Online LIVE® Learning course, led by a different instructor, at no charge. Alternatively, you may choose to participate in a Traditional Instructor-Led Training course at the New Horizons Center nearest you or receive a refund of the course purchase price.

Ownership
New Horizons Computer Learning Centers, Inc. a wholly owned subsidiary of New Horizons Worldwide, Inc.

Executive Management
Earle Pratt, President & Chief Executive Officer
Howard Mark, Executive Vice President & Chief Information Officer
Shelley Morris, Executive Vice President, Global Franchise Operations
Ron Nall, Group Vice President, Franchise Operations
Gregory Marsella, Vice President & General Counsel
Mark Tucker, Vice President, Marketing
Frank Perez, Vice President, Learning & Development
Joseph DiPlacido, Vice President & Corporate Controller

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