



COURSE SYLLABUS

Cisco Certified Voice Professional (CCVP)

50 Cragwood Rd, Suite 350
South Plainfield, NJ 07080

Victoria Commons, 613 Hope Rd Building #5,
Eatontown, NJ 07724

130 Clinton Rd,
Fairfield, NJ 07004

Avtech Institute of Technology Course

Instructor:

Course Duration: 80 hours

Date/Time:

Training Location:

Course: CCVP

Text / Lab Books:

Recommended: visit www.cisco.com for books

Course Description

Two years ago, Cisco announced the latest addition to its professional-level certifications, Cisco Certified Voice Professional (CCVP). This new certification was created in response to heightened demand for knowledgeable network professionals who can install, configure, operate and support the complex IP telephony systems.

Today, even higher demand fueled by short supply, the CCVP is expected to be one of the hottest IT certification on the market.

Certification Requirement

To achieve the certified status, a candidate must pass the following 5 exams in addition to holding an active Cisco Certified Network Associate (CCNA) certification.

Quality of Service

The QOS 642-642 exam will test materials covered under the Implementing Cisco Quality of Service QOS v2.1 course. The exam will certify that the successful candidate has knowledge and skills necessary to configure and troubleshoot Cisco IOS routers running Quality of Service protocols in Service Provider and Enterprise environments. The exam covers topics on IP QOS, classification and marking Mechanisms, queuing mechanisms, traffic shaping and policing mechanisms, congestion avoidance mechanisms, link efficiency mechanisms, modular QOS command line interface, and QOS Best Practices.

Cisco Voice Over IP

The Cisco Voice over IP 642-432 CVOICE exam is associated with the CCVP, Cisco IP Communication Support Specialist, and Cisco Rich Media Communications Specialist certifications. Candidates can prepare for this exam by taking the Cisco Voice Over IP (CVOICE) course. This exam assesses a candidate's knowledge of how to implement and

support data and voice integration solutions at the network-access level. Topics covered include basic IP Telephony operation, router configuration, support, troubleshooting, and integration with an existing PSTN network.

IP Telephony Troubleshooting

The Cisco IP Telephony Troubleshooting exam will certify that the successful candidate has important knowledge and skills necessary to troubleshoot Enterprise CallManager, Unity, and IP network deployments. The IP Telephony Troubleshooting exam is one of two exams in a curriculum that addresses both design/planning practices and hands-on experience in configuring, deploying, and troubleshooting AVVID solutions.

Cisco IP Telephony Exam

The Cisco IP Telephony (CIPT) exam tests the candidate's knowledge of VoIP and PSTN components and technologies and the candidate's ability to describe, install, configure and support CCM 4.1 product in a Cisco network including such features as security and video.

Gateway Gatekeeper Exam

The Gateway Gatekeeper exam assesses the knowledge of the Systems Engineer on the implementation of Cisco gateways and gatekeepers to integrate a VoIP network to both PSTN and TDM equipment. This includes implementing dial plans and advanced gateway features such as SRST and DSP resources. The exam also covers implementing gatekeepers and directory gatekeepers to provide hierarchical dial plan resolution and call admission control.

Contact Hours

_____ Contact Hours (Lecture ____ Hours / Lab ____ Hours)

Semester Credit Hours

_____ semester credit hours

Teaching Strategies

A variety of teaching strategies may be utilized in this course, including but not limited to, lecture, discussion, written classroom exercises, written lab exercises, performance based lab exercises, demonstrations, quizzes and examinations. Some quizzes may be entirely or contain lab based components. A mid-course and end course examination will be given.

Method of Evaluating Students

Grade Distribution

Class Attendance	10
Mid Term	30
Finals	50

Special Projects Makeup projects	10
Total	100%

Grading Policy

At the end of each course, each student is assigned a final grade as follows:

Point Range	Interpretation	Grade	Quality Points
90 – 100	Excellent	A	4.0
80 – 89	Very Good	B	3.0 – 3.9
70 – 79	Average	C	2.0 – 2.9
60 – 69	Poor	D	1.0 – 1.9
Below 60	Failure	F	0
N/A	Withdrawal	W	0
N/A	Pass	P	0
N/A	Incomplete	I	0

A student earning a grade of D or above is considered to have passed the course and is eligible to pursue further studies. A student receiving a grade of F has failed the course. A failed course must be repeated and passed to meet Avtech Institute's graduation requirements, in addition to an overall program GPA of 2.0.

Requirements for Successful Completion of the Course

At a minimum, students must achieve the following:

- A passing grade of **D** or above
- Completion of all required examinations
- Submission of all required lab exercises and projects and;
- Adherence to the school attendance policy.

Equipment Needed

Industry standard desktop computer for lab exercises.

Equipment Breakdown Lab room

Videos and Projector

Library Assignments

To be determined by the instructor.

Portfolio Assignment

Student program outcome portfolios are required to demonstrate student competencies. In conjunction with your course structure, please select a project/paper that best demonstrates what you have learned in this course and add it to your program portfolio.

Course Policies

Disruptive Behavior

Disruptive behavior is an activity that interferes with learning and teaching. Inappropriate talking during class, surfing inappropriate website, tardiness, cheating, alcohol or drug use, use of cell phone, playing loud music during class, etc. all disrupt the learning process.

Copyright Infringement

Specific exemptions to copyright infringement are made for student use in the context of learning activities. Graphic design students often download images from the Internet, or scan images from publications. As long as this work is for educational purpose, and subject to faculty permission, this is not a problem.

Plagiarism

Faculty cannot tolerate the *misrepresentation of work as the student's own*. This often involves the use by one student or another student's design, whether voluntarily or involuntarily. In the event that plagiarism is evident and documented, all students involved in the conscious decision to misrepresent work must receive an F as the grade for the project. A second occurrence may result in suspension for the rest of the quarter, and return to the school only after a review by the Academic Standards Committee.

Attendance

Attendance and Lateness

In education and the workplace, regular attendance is necessary if individuals are to excel. There is a direct correlation between attendance and academic success. Attendance is mandatory. All students must arrive on time and prepared to learn at each class session. At the faculty member's discretion, students may be marked absent if they arrive more than 15 minutes late to any class. More than five absences in a class that meets twice per week or more than two absences in a class that meets once per week may result in a failure.

Make-Up Work

Late Projects and Homework

All projects and homework must be handed in on time. Homework should be emailed to your instructor if you are going to miss a class. Work that is submitted one week late will result in the loss of one full grade; and work that is submitted two weeks late will result in the loss of two full grades; more than two weeks late you will receive a failing grade on the project.