

8900 John W Carpenter Freeway  
Dallas, TX 75247  
1-877-872-2660  
www.forgenow.com

Volume 4, Version 2

PUBLISHED February 7, 2023

Copyright 2023 ForgeNow, Dallas, Texas 75234

Effective February 7, 2023 through December 1, 2023

The contents of this catalog and any addendum to this catalog, as well as other school bulletins, or announcements are subject to change without notice and such changes will not negatively affect currently enrolled students.

As of the date of publication of this catalog, the information in this catalog is true and correct in content and policy to the best of my knowledge.

\_\_\_\_\_  
Director of (Compliance/Regulatory Affairs)

\_\_\_\_\_  
Date

## **Message from the Campus Director**

Welcome to ForgeNow. ForgeNow is a recently developed technical training company committed to producing highly skilled technicians in the traditional “toolbelt” trades and other specialty careers. ForgeNow trainees learn from dedicated industry professionals anxious to pass on their career-long knowledge. ForgeNow values not only the classroom but a large component of hands-on lab training—we believe in the tools and getting our hands dirty—minimal simulations or animations for us.

Providing our trainees with unsurpassed instruction is our commitment and ForgeNow’s professional responsibility. With that in mind, our course curricula have been developed with the assistance of future employers of our graduates.

ForgeNow programs are immersive, intense, and intentionally designed in a challenging “boot-camp” manner. Our programs are full-time and can be accomplished in as little as eight weeks. This format encourages teamwork and classroom collaboration to work toward a multi-step solution and we make every effort to pass on knowledge in the most timely and efficient way possible. ForgeNow will make every effort to fulfill our obligation to those who have entrusted their education and career goals to us. We invite all interested parties to visit our campus and review our programs.

Any additional addenda become an integral part of this catalog as of the effective date. The information obtained in this catalog, its supplements, and addenda is true and correct to the best of my knowledge.

---

Director – Charles Sarver

## Table of Contents

ABOUT FORGENOW .....	5
ACCREDITATIONS AND APPROVALS .....	5
FACILITIES .....	6
PROGRAMS .....	8
HVAC Maintenance Technician.....	8
Electrical Wiring Program.....	14
Facilities Maintenance.....	19
Plumbing Program.....	24
SEMINARS .....	29
DAILY CLASS SCHEDULE.....	31
HVAC Maintenance Technician.....	31
Electrical Wiring.....	31
Facilities Maintenance.....	32
Plumbing Program.....	33
ACADEMIC CALENDAR 2023 .....	33
HOURS OF OPERATION .....	34
ADMISSION REQUIREMENTS .....	35
TUITION AND FEES .....	38
FORMS OF PAYMENTS .....	39
BACKGROUND CHECK POLICY .....	43
ACADEMIC POLICIES .....	45
CANCELLATION AND REFUND POLICIES .....	45
TEXAS WORKFORCE COMMISSION.....	46
CANCELLATION POLICY .....	46
OFFICIAL WITHDRAWALS .....	46
REFUND POLICY .....	46
MILITARY SERVICE REFUND POLICY.....	47
ACCET REFUND POLICY.....	48
GRADING POLICY AND PROGRESS REPORTS .....	50
GPA AND CGPA CALCULATIONS .....	56
STANDARDS OF SATISFACTORY ACADEMIC PROGRESS (SAP).....	56
ATTENDANCE POLICY .....	57
MAKE-UP WORK.....	58
LEAVE OF ABSENCE.....	58
GRADUATION REQUIREMENTS.....	59
PLACEMENT SERVICES .....	59
DRESS CODE.....	60

GUESTS .....	61
PERSONAL PROPERTY .....	61
STUDENT CODE OF CONDUCT.....	61
NOTIFICATION OF RIGHTS UNDER FERPA .....	68
STUDENT COMPLAINTS (Grievance Procedure) .....	68
ADDENDUM 1: FACULTY & STAFF .....	70
ADDENDUM 2: OWNERSHIP & BOARD OF ADVISORS .....	71
ADDENDUM 3: ACCET Document #49.2 .....	72

## **ABOUT FORGENOW**

ForgeNow was originally founded as TRACOM (TRACOM Training Command Career Academy) in 2018. In September 2020, the name ForgeNow was adopted to more accurately capture the vision leadership conceived of an innovative, forward-looking program that forged candidates onto fulfilling, sustainable career paths with immediate and actionable opportunities upon completion.

ForgeNow has combined the best modern practices from a variety of industries. Our training programs are built with input from employers, structured for both the business and employee to have a successful long-term partnership. They are immersive, fast-paced, and hands-on in an effort to prepare students to be career ready in 8 weeks. ForgeNow curricula were developed from proven industry sources and have been successfully used by hundreds of students.

With our broad network of partners and employers, we focus on outcomes and placing our students into high demand occupations.

### **OUR MISSION**

ForgeNow delivers innovative technical training and professional integrity, successfully preparing our students to achieve their educational goals and pursue fulfilling, sustainable careers in the competitive workplace.

### **GOALS:**

- Train students to master entry-level technical skills to launch careers, change lives, and impact communities
- Employ only highly proficient and professional faculty prepared to teach career-relevant materials in a high-energy and immersive learning environment
- Develop innovative curriculum design that drives a hands-on, supportive, and collaborative learning and working environment
- Include employer input for continual program improvement to optimize training effectiveness and career success
- Offer graduates career coaching and career placement resources
- Maintain compliance with all laws, regulations, and high ethical standards in all operations
- Conduct fair, ethical and clearly stated advertising, admission and enrollment practices

## **ACCREDITATIONS AND APPROVALS**

- ForgeNow: Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.
- ForgeNow: ForgeNow's HVAC Maintenance Technician Program and Electrical Wiring Program are approved for Veterans' education benefits and the training of Veterans. The Office of Admissions and ForgeNow's VA Certifying Officials are ready to assist active duty service members, Veterans, and their eligible dependents and spouses in obtaining their educational benefits and act as a liaison to the regional VA office to process enrollment certifications. A Student must be admitted to the School and registered for courses in one of the School's programs in order to be certified for Veterans' educational benefits.

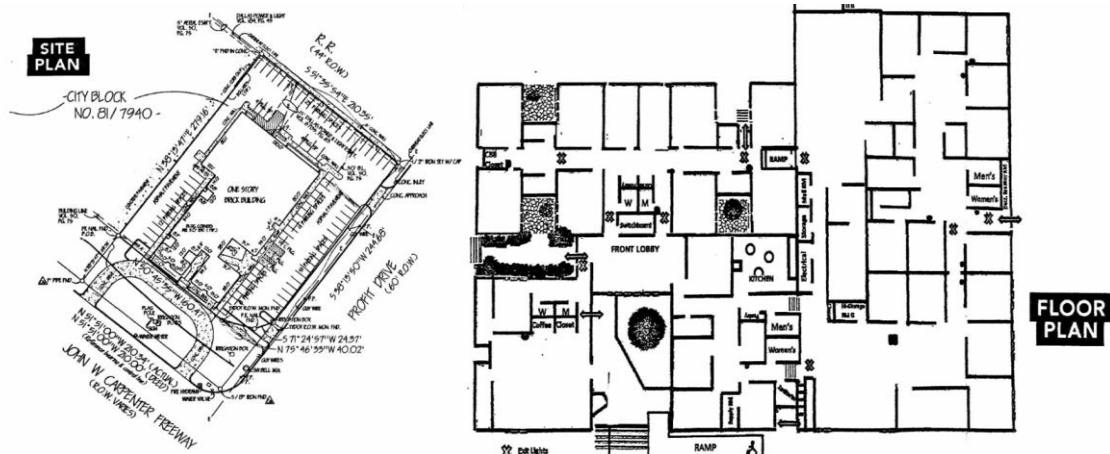
- ForgeNow: Educational and professional certifications earned may include, but are not limited to:
  - North America Technician Excellence: N.A.T.E Ready to Work, Core, and Support Technician
  - Environmental Protection Agency: Universal 608 EPA
  - Occupational Safety and Health Administration: OSHA 10

The training center does not imply, promise or guarantee that it will maintain its affiliations with any accrediting agency for the duration of the student’s enrollment and expressly reserves the right to terminate any such affiliation upon one month’s notice to students. Copies of accreditation, approval and membership documentation are available for inspection. Please contact the campus Director to review this material.

## FACILITIES

The ForgeNow campus is centrally located at 8900 John W Carpenter Freeway, Dallas, Texas 75247 and is easily accessible from Dallas Love Field (4 mi.) and Dallas Fort Worth International Airport (14 mi.). ForgeNow is committed to providing intensive hands-on and practical training, in the best environment possible, helping graduates develop the skills and confidence necessary to pursue a fulfilling career. The facility encompasses 20,000 square feet with approximately 16,000 square feet devoted to training labs and 4,000 square feet dedicated to classrooms. The main classrooms are outfitted with high-definition cameras and monitors. Every campus classroom and lab have a capacity to hold about 25 students. The building is accessible to people with disabilities.

This institution, facilities it occupies, and equipment used complies with all federal, state and local ordinances and regulations, including those related to fire, building and health safety.



## FORGENOW LEADERSHIP

Marvin E. Key, CEO/Co-Founder  
B.S., Clemson University; M.B.A., Southern Methodist University

Robert W. Holmes, President/Co-Founder  
B.S., United States Military Academy; M.B.A., University of North Carolina at Chapel Hill

Reid Slaughter, Chief Marketing Officer  
B.A., University of Texas at Austin

Stephen S. Brightman, Director of Operations  
B.S., United States Military Academy; M.B.A., University of California Los Angeles

Charles P. Sarver II , Director

After more than twenty years of HVAC industry experience in technical, sales and management roles, Charles Sarver founded The Cornerstone Group in 2014. Cornerstone specialized in industry-sponsored classroom training and field training of HVAC technicians, sales advisors, and business leaders across North America. Key training milestones for The Cornerstone Group include:

### Impact Class for HVAC Professionals

This HVAC program taught sales professionals to service air conditioners and furnaces and enhanced the knowledge of sales techniques for residential homeowners.

### Courage Class for HVAC Service Technicians

This HVAC program develops the service technician to operate in the residential setting for air conditioners and furnaces as well as improving indoor air quality.

### Vision Class for HVAC Territory Managers

This HVAC PROGRAM teaches manufacturer managers to work with HVAC dealers and learn how all aspects of the business and personnel run and interact with residential homeowners.

### CORE Class for one of Largest HVAC Contractor in North America

This HVAC program teaches non-industry personnel basic technical understanding of air conditioners and furnaces in the residential setting as well as sales techniques for residential replacement.

### Official Training Partner for one of the Largest HVAC Manufacturers

Charles has administered over 500 hundred classes all over North America for the HVAC industry.

Leon Young, Director of Technical Training

Leon has 22+ years of technical experience, including 11 as an instructor and proctor (NATE, ICE, EPA) for the HVAC(R) community in North Texas. Leon is an NCCER Master Instructor. He holds a Contractor's License for the State of Texas, is in good standing, and operates an HVAC business in the Dallas Fort-Worth area. He has worked for several HVAC training organizations throughout the state and is currently also an HVACI Insurance Investigator.

# **PROGRAMS**

## **HVAC Maintenance Technician**

### **Course Objectives**

This program offers the skills needed to start a career in the HVAC/Maintenance field. To be successful in a profession the tradesman must understand their craft inside and out. During your program, you will have the opportunity to earn multiple nationally recognized certifications that will enhance your ability to operate in the industry:

- EPA 608 Universal
- North American Technician Excellence Ready to Work
- North American Technician Excellence Support Technician
- North American Technician Excellence Core

As you go through the program you will validate your education by performing hands on assessments designed to prove understanding and practical problem-solving skills needed to be successful in the industry.

You will be trained to properly apply safety protocols and PPE applications needed to safely practice the trade.

You will also experience the professional conduct, clean appearance, and customer service-based training needed to gain trust and rapport customers expect and value.

Being flexible is part of your training that will make you a STANDOUT, above the crowd technician the industry is in need of. “That is not my job” is the current standard, with your help we will change that to “That is my job” and be proud of your career choice knowing only you can make your life changes.

Graduates will be awarded a certificate of completion.

### **Course Resources**

Required Textbook(s):  
Refrigeration & Air Conditioning Technology  
Publisher: Cengage  
ESCO EPA 608 Study guide



### Course Outline

<b>CLASS NUMBER</b>	<b>TITLE</b>	<b>LECTURE HOURS</b>	<b>LAB HOURS</b>
EPA608	EPA 608: Preparing for the Exam	40	2.5
ST101	Support Technician	19	23.5
AC101	AC Maintenance	15	27.5
AC201	AC Maintenance/Troubleshooting	15	27.5
HS201	Residential Heating	24	18.5
TS101	Troubleshooting Residential HVAC	5	37.5
LA101	Lab Assessments	5	37.5
	<b>PROGRAM Total</b>	<b>123</b>	<b>174.5</b>

The HVAC Maintenance Technician program consists of 123 classroom hours and 174.5 lab hours for a total of 297.5 contact hours. The HVAC Maintenance Technician program duration is 7 consecutive weeks.

The student to instructor ratio in the classroom will be no greater than 1:30. The student to instructor ration in the lab will be no greater than 1:20.

## **Subject Description**

### **EPA 608: Preparing for the Exam**

Week (1): 40 Classroom Hours and 2.5 Lab Hours

This course introduces students to various HVAC system applications. Various HVAC designs, joining and sizing of various types of piping and tubing, system charging, load calculations, wiring, safety and proper diagnostics procedures, EPA Section 608, refrigerant handling and containment (recovery, recycling and reclaiming), and certification requirements are discussed in this course. Students will participate in structured lab exercises including recovery, recycling, and reclaiming under EPA guidelines, the student will be instructed in the following areas:

1. Students will have exposure to safety procedures while working with refrigeration and low voltage electricity
2. Tools of trade
3. Charging operating residential air conditioning and heat pump systems in the lab, including micron vacuum, piping systems and system charging recovery and recycling procedures.
4. EPA testing (students must pass the EPA exam to continue to Support Tech 101: Support Technician)

### **ST 101: Support Technician**

Week (2): 19 Classroom Hours and 23.5 Lab Hours

This class builds upon the student's knowledge of refrigeration and performing residential maintenance by diagnosing mechanical issues on equipment that the student is performing maintenance on. In addition, the student will also be instructed in the following areas:

1. Replacing failed parts on residential air conditioning condensers and heat pumps
2. Diagnosing more complex refrigeration failures on residential condensing units and heat pumps
3. Introduction to Heat Exchangers
4. System components and design considerations
5. EPA Testing and N.A.T.E Testing

### **AC 101: AC System Maintenance**

Week (3): 15 Classroom Hours and 27.5 Lab Hours

This class builds upon the student's knowledge of refrigeration and performing residential maintenance by diagnosing mechanical issues on equipment that the student is performing maintenance on. The student will also be instructed in the following areas:

1. Safety procedures while working with air conditioners (ducted and ductless)
2. Understanding controlling humidity
3. Field wiring and controls
4. Specialized equipment and design
5. Diagnosing complex mechanical failures
6. EPA and N.A.T.E Testing

### **AC 201: AC Maintenance/Troubleshooting**

Week (4) 15 Classroom hours and 27.5 Lab Hours

This class is a deeper dive into refrigeration and performing residential maintenance by diagnosing mechanical issues on equipment that the student is performing maintenance on from what was covered in AC Systems 101. The student will also be instructed in the following areas:

1. Safety procedures while working with air conditioners (ducted and ductless)
2. Understanding controlling humidity
3. Field wiring and controls
4. Specialized equipment and design
5. Diagnosing complex mechanical failures
6. EPA and N.A.T.E Testing

### **HS 201: Residential Heating**

Week (5) 24.5 Classroom hours and 18 Lab Hours

This class builds upon the foundational knowledge of the maintenance call process when performing maintenance on residential gas furnaces, heat pumps and electric air handlers. The student will be exposed to diagnosing more complex mechanical failures on the equipment they will be providing maintenance on. The student will also be instructed in the following essential areas:

1. Understanding forced air heating and basic fundamentals
2. Identifying cracks in residential heat exchangers within gas furnaces
3. Diagnosing complex mechanical failures
4. Working with heat pumps and electrical heating systems
5. Applied knowledge and design
6. EPA and N.A.T.E. Testing

### **TS 101: Troubleshooting Residential HVAC**

Week (6) 5 hours of classroom and 37.5 lab hours

This course is practical in-service experience HVAC functions of the profession as assistants. The student is also instructed in the following essential areas.

1. Troubleshooting systems failures
2. Diagnosing complex mechanical failures
3. Contractor interactions and work flow skills
4. Working on wiring and controls
5. Specialized equipment failures

### **LA 101: Lab Practical HVAC Residential**

Week (7) 5 hours of classroom and 37.5 lab hours

This portion of the HVAC Maintenance Technician Program will allow students to actively re-enact/demonstrate practical application of skills learned. They will get to apply the skills they have learned from the past seven weeks in the classroom.

1. Troubleshooting systems failures
2. Diagnosing complex mechanical failures
3. Specialized equipment failures
4. Final exam

## HVAC MAINTENANCE TECHNICIAN SUPPLIES AND TOOLS

ForgeNow 18" Custom Tool Bag  
Yellow Jacket Enclosed Feed Cutting Action Tubing Cutter (60160)  
Dual Schrader Valve Core Remover (301)  
Ideal 8" Adjustable Wrench (35-020)  
Ideal 10" Adjustable Wrench (35-021)  
Safety Glasses  
JB Industries Manifold Gauges (M2-5-410A)  
Bondhus 12" Hex L Wrenches (25445)  
Klein All Purpose Pliers w/ Crimper (J207-8CR)  
Titan 11pc SAE Combination Wrench Set (17327)  
Klein 8" Diagonal Cutting Pliers (D248-8)  
Klein 9-Key Folding Hex-Key Set Inch Sizes (70591)  
Klenk Flame Inspection Mirror (DA76545)  
Channel Lock 430 Bulk  
Uei Clamp On Digital Clamp Meter DL479  
Klein 7" Philips Tip Screwdriver (603-7)  
Klein 6" Cabinet Tip Screwdriver (601-6)  
JB Double End Reversible Ratchet Wrench (T21127U)  
JB Black Oxide Plated Hex Key Adapter (T2-HKA-101)  
Klein 11 in 1 with bit for Schrader Valve (32527)  
Komelno Speed Mark 25" Tape Measure (SM5425)  
Imperial Hi-Duty Tube Cutter (TC-1000)  
LED Flashlight 100,000 Hours w/ 3 x AAA Batteries  
Yellow Jacket Quick Coupler, Low Loss, 0 °, 1/4 in Male x 1/4 in Female (19109)  
Yellow Jacket Quick Coupler, Low Loss, 90 °, 1/4 in Male x 1/4 in Female (19209)  
3-1 Pocket Screwdriver  
Klein Magnetic-Tip Hollow-Shaft Nut Driver Set (646M)  
Latex Coated String Gloves Crinkle Finish (244-510)  
ERB 19361 Americana Cap

## **Electrical Wiring Program**

### **Course Objectives**

This program offers the skills needed to start a career in the Electrician field. To be successful in a profession the tradesman must understand their craft inside and out. During your program, you will have the opportunity to earn a nationally recognized certifications that will enhance your ability to operate in the industry:

- OSHA 10

As you go through the program you will validate your education by performing hands-on assessments designed to prove understanding and practical problem-solving skills needed to be successful in the industry.

You will be trained to properly apply safety protocols and PPE applications needed to safely practice the trade.

You will also experience the professional conduct, clean appearance, and customer service-based training needed to gain trust and rapport customers expect and value.

Being flexible is part of your training that will make you a STANDOUT, above the crowd technician the industry is in need of. “That is not my job” is the current standard, with your help we will change that to “That is my job” and be proud of your career choice knowing only you can make your life changes.

Graduates will be awarded a certificate of completion.

### **Course Resources**

Required Textbook(s):

ForgeNow Training Residential Electrical

Publisher: Cengage

OSHA 10 study guide

2020 National Electrical Code Book

Publisher: National Fire Protection Association

### **Course Outline**

<b>CLASS NUMBER</b>	<b>TITLE</b>	<b>LECTURE HOURS</b>	<b>LAB HOURS</b>
SFTY 101	OSHA & Wiring Methods 101	40	2.5
WIRE 102	Wiring Methods 102	10	32.5
BPL 101	Blueprint Layout	27	15.5
RI 101	Rough-In	15	27.5
DCI 101	Device and Component Installation	18	24.5
LC 101	Load Center/Service Entrance	15	27.5
LA 101	Lab Assesment	5	37.5
	<b>PROGRAM Total</b>	<b>130</b>	<b>167.5</b>

The Electrical Wiring program consists of 130 classroom hours and 167.5 lab hours for a total of 297.5 contact hours. The Electrical Wiring program duration is 7 consecutive weeks.

The student to instructor ratio in the classroom will be no greater than 1:30. The student to instructor ration in the lab will be no greater than 1:20.

## Subject Description

### **SFTY 101: OSHA & Wiring 101**

Week (1): 40 Classroom and 2.5 Lab Hours

This is a basic course designed to provide fundamentals associated with all electrical courses. It includes safety, basic tools, specialty tools, and equipment.

1. Students will have exposure to safety procedures while working with tools, switches, receptacle, lighting fixers, disconnects, and panel boards
2. Knowledge and use of basic and specialty tools and equipment
3. Students will learn rules and regulations regarding selection, inspection, use, and maintenance of tools for electricians
4. OSHA 10 Testing

### **WIRE 102: Wiring Methods 102**

Week (2): 10 Classroom Hours and 32.5 Lab Hours

This course provides advanced skills related to wiring a dwelling, with three-way and four-way switches, switched receptacles, split receptacles, and overcurrent protection devices. In addition, the student will also be instructed in the following areas:

1. Basic understanding of 3-way and 4-way switches switched and split receptacles and overcurrent protection devices
2. Troubleshooting of components
3. Testing of student knowledge

### **BPL 101: Blueprint Layout**

Week (3): 27 Classroom Hours and 15.5 Lab Hours

This course provides knowledge of electrical symbols needed to interpret blueprints. The students will be able to interpret specific elements of a blueprint pertaining to electrical construction, all elevations, and various plans. Students will also learn the basic concept of conduit bending. The student will also be instructed in the following areas:

1. Basic understanding of National Electrical Code, build layout, take off, request for change
2. Practical application and material list
3. Testing of student knowledge
4. Conduit Bending

### **RI 101: Rough-In 101**

Week (4): 15 Classroom hours and 27.5 Lab Hours

The course provides skills on how to wire a dwelling during the framing process. The student will also be instructed in the following essential areas:



1. Basic understanding of installation of device boxes, device wiring methods, and different types of light fixtures
2. Practical application of installation in a dwelling and tools and equipment required.
3. Testing of student knowledge

### **DCI 101: Device and Component Installation**

Week (5): 18 Classroom hours and 24.5 Lab Hours

In this course, the students will learn and demonstrate their knowledge of overcurrent protections, receptacles, switches, and special application procedures. The student will also be instructed in the following essential areas:

1. Basic understanding of installation of over-current protections, receptacles, switches and special applications
2. Practical application of installations in wet and hazardous locations
3. Testing of student knowledge

### **LC 101: Load Center/Service Entrance**

Week (6) 15 Classroom hours and 27.5 Lab Hours

In this course, the students will demonstrate practical applications of advanced skills related to wiring a load-center in a dwelling. The Student will also be instructed in the following essential areas:

1. Basic understanding of a load-center, grounding, bonding, and breaker installation
2. Practical application and installation of a panel board
3. Testing of student knowledge
4. Load Calculation for service
5. Practical application of service entrance devices

### **LA101: Lab Assessments**

Week (7): 5 Classroom hours and 37.5 Lab Hours

This portion of the Electrical Wiring Program will allow students to actively re-enact/ demonstrate practical application of skills learned. They will get to apply the skills they have learned from the past seven weeks in the classroom.

1. Wiring of switches, lights, and outlets
2. Laying out Blueprints
3. Conduit bending
4. Final exam

## **ELECTRICAL WIRING SUPPLIES AND TOOLS**

ForgeNow 18" Custom Tool Bag  
Stanley Retractable Utility Knife (10-788)  
Klein 25' Measuring Tape (86225)  
Klein GCI Receptacle Tester (RT210)  
Milwaukee 7.75" Combination 6 in 1 Wire Strippers (48-22-3079)  
Klein 12-Volt to 1000-Volt AV Dual Range Non-Contact Voltage Tester (NCVT-2P)  
Greenlee Cable NM Ripper (0252-11)  
Klein 9 in. Journeyman High Leverage Side Cutting Pliers (J213-9NE)  
Klein 5-Piece Folding Hex Key Set (70579)  
Klein 11-in-1 Multi Bit Screwdriver & Nut Driver (32500)  
Fluke Electrical Tester (T5-600)  
Klein 9-Key Folding Hex-Key Set Inch Sizes (70591)  
CLC Work Gear 2" Work Belt (3505)  
Channel Lock 12 in. Tongue and Groove Pliers (440)  
Klein Conduit Reamer (19352)  
Klein 8-pocket tool pouch (5178)  
Klein Diagonal Cutting Pliers, Heavy-Duty, High-Leverage, 8-Inch (D2000-28)  
Klein 4-in-1 Precision Electronics Screwdriver (32581)  
Klein Conduit Level with set screw(935)  
Klein 3 in. Nut Driver Set with Cushion Grip Handles (631)  
Klein 400 Lumens All-Day Run Auto-Off Rechargeable Headlamp with Silicone Strap (56064)  
Klein 7-Piece Assorted Screwdriver Set with Cushion Grip Handles (85076)  
Klein 6 in. Jab Saw with Plastic Handle  
Klein 8 in. Heavy-Duty Long Nose Side Cutting Pliers (D203-8)  
Klein 18 oz. Electrician's Straight-Claw Hammer (807-18)  
Half Round File 8"  
Ideal Adjustable Wrench 10 Inch (35-021)  
Latex Coated String Gloves Crinkle Finish (244-510)  
ERB 19361 Americana Cap  
Safety Glasses

## **Facilities Maintenance**

### **Course Objectives**

This program offers the skills needed to start a career in the Facilities Maintenance field. To be successful in a profession the tradesman must understand their craft inside and out. During your program, you will have the opportunity to earn multiple nationally recognized certifications that will enhance your ability to operate in the industry:

- EPA 608 Universal
- North American Technician Excellence Ready to Work
- OSHA 10

As you go through the program you will validate your education by performing hands-on assessments designed to prove understanding and practical problem-solving skills needed to be successful in the industry.

Being one of the highest rates of injury and illnesses of all occupations. You will be trained to properly apply safety protocols and PPE applications needed to safely practice the trade.

You will also experience the professional conduct, clean appearance and customer service-based training needed to gain trust and rapport customers expect and value.

Being flexible is part of your training that will make you stand out above the crowd technician the industry needs. “That is not my job” is the current standard, with your help we will change that to “That is my job” and be proud of your career choice knowing only you can make your life changes.

Graduates will be awarded a certificate of completion.

### **Course Resources**

Residential Construction Academy: Facilities Maintenance: Maintaining, Repairing, and Remodeling  
3rd addition

Publisher: Cengage Learning; 3<sup>rd</sup> edition

Additional Resources: Retail Service Technician Workbook

### Course Outline

<b>CLASS NUMBER</b>	<b>TITLE</b>	<b>LECTURE HOURS</b>	<b>LAB HOURS</b>
EPAF 608	EPA 608 and Test	40	2.5
SFTY 101	OSHA and Safety	40	2.5
ET 101	Electrical theory and application	15.5	27
CP 101	Carpentry and Basic Mathematics	15.5	27
PL 101	Plumbing and Weatherization	15	27.5
SC 101	Specialty Components	15	27.5
FLA 101	Facilities Lab Practical's	6	36.5
	<b>PROGRAM Total</b>	<b>147</b>	<b>150.5</b>

The Facilities Maintenance program consists of 147 classroom hours and 150.5 lab hours for a total of 297.5 contact hours. The Facilities Maintenance program duration is 7 consecutive weeks.

The student to instructor ratio in the classroom will be no greater than 1:30. The student to instructor ration in the lab will be no greater than 1:20.

## Subject Description

### **EPAF 608: EPA 608 and Test**

Week (1): 40 Classroom/ 2.5 Lab Hours

This course introduces students to various HVAC system applications. Various HVAC designs, joining and sizing of various types of piping and tubing, system charging, load calculations, wiring, safety and proper diagnostics procedures, EPA Section 608, refrigerant handling and containment (recovery, recycling and reclaiming), and certification requirements are discussed in this course. Students will participate in structured lab exercises including recovery, recycling, and reclaiming under EPA guidelines, the student will be instructed in the following areas:

1. Tools of the trade
2. Charging operating residential air conditioning and heat pump systems in the lab, including micron vacuum, piping systems and system charging recovery and recycling procedures.
3. EPA testing

### **SFTY 101: OSHA and Safety**

Week (2): 40 Classroom Hours and 2.5 Lab Hours

This is a basic course designed to provide fundamentals associated with all electrical courses. It includes safety, basic tools, specialty tools, and equipment.

1. Students will have exposure to safety procedures while working with tools, switches, receptacle, lighting fixers, disconnects, and panel boards
2. Knowledge and uses basic and specialty tools and equipment
3. Students will learn rules and regulations regarding selection, inspection, use, and maintenance of tools for electricians.

### **ET 101: Electrical Theory and Application**

Week (3): 15.5 Classroom Hours and 27 Lab Hours

This course is designed to help select the proper size of wires, fittings, overcurrent protection devices, and boxes for residential installation. It also includes multiple wiring methods for receptacles, single pole switches, and luminaires. In addition, the student will also be instructed in the following areas:

1. Explain conductors, switches, receptacles, luminaires.
2. Explain and demonstrate troubleshooting methods.
3. Show their knowledge by passing a test.

### **CP 101: Carpentry and Basic Mathematics**

Week (4): 15.5 Classroom Hours and 27 Lab Hours

This class builds upon the student's knowledge of Carpentry of a structure and how to calculate material in performing basic construction of repairs. The Student will also be instructed in the following areas:

1. Working with sheet goods
2. Understanding basic construction concepts
3. Show their knowledge by passing a test

### **PL 101: Plumbing and Weatherization**

Week (5): 15 Classroom hours and 27.5 Lab Hours

This class builds upon the student's knowledge of Plumbing concepts of a structure and how to perform basic repairs and installation. The student will learn how to prepare a structure for different types of weather. The student will also be instructed in the following areas:

1. Working with Bathroom and kitchen fixtures
2. Understanding how weather affects the structures
3. Show their knowledge by passing a test

### **SC 101: Specialty Components**

Week (6): 15 Classroom hours and 27.5 Lab Hours

This class builds upon the student's knowledge of Specialty components and concepts of a structure and how to perform basic Maintenance and up keep in a structure. The student will learn how to prepare a structure for basic pest control, general landscaping and appliances. The student will also be instructed in the following areas:

1. Understanding of different types of countertops and treatments
2. Identifying plants and landscaping for types of climates
3. How pests enter the structure
4. Show their knowledge by passing a test

### **FLA 101: Facilities Lab Assessments**

Week (7) 6 hours of classroom and 36.5 lab hours

This portion of the Facilities Maintenance Program will allow students to actively reenact/ demonstrate practical application of skills learned. They will get to apply the skills they have learned from the past six weeks in the classroom.

1. Troubleshooting systems failures
2. Diagnosing complex mechanical failures
3. Specialized equipment failures
4. Final exam

## **FACILITIES MAINTENANCE SUPPLIES AND TOOLS**

ForgeNow 18" Custom Tool Bag  
Channel Lock 430 Bulk  
CLC Work Gear 12-pocket Tool Pouch (5505)  
DeWalt 20V DC Cordless Drill (DCD777C)  
ERB 19361 Americana Cap  
General Tools Telescoping Basin Wrench (140X)  
Great Neck 6" Steel Double Edge Wall Board Saw (4932)  
Ideal Adjustable Wrench 10 Inch (35-021)  
Imperial Hi-Duty Tube Cutter (TC-1000)  
Inspection Mirror (70555)  
Irwin 12" Adjustable Wrench (1913188)  
Rigid Basin Wrench (31175)  
Flatbar Nail Puller (55-115)  
Johnny Square (1904-0700)  
Johnson Torpedo Level (1405-0900)  
Klein 9" High Leverage Plier (2139)  
Klein Crimp Tool (1010)  
Klein GFCI Tester (ST102B)  
Komelno Speed Mark 25" Tape Measure (SM5425)  
Latex Coated String Gloves Crinkle Finish (244-510)  
Klein 400 Lumens All-Day Run Auto-Off Rechargeable Headlamp with Silicone Strap (56064)  
Rigid 12" Pipe Wrench (31015)  
Ryobi Drill and Impact Drive Kit (A98401)  
Safety Glasses  
Stanley 16oz Hammer (51512)  
Stanley 3-Piece Nail Set (58230)  
Stanley 6-Way Screwdriver  
Stanley Utility Knife (10-499)  
Uei Clamp On Digital Clamp Meter (DL479)

## **Plumbing Program**

### **Course Objectives**

This program offers the skills needed to start a career in the Plumbing field. To be successful in a profession the tradesman must understand their craft inside and out. During your program, you will have the opportunity to earn a nationally recognized certifications that will enhance your ability to operate in the industry:

- OSHA 10

As you go through the program you will validate your education by performing hands-on assessments designed to prove understanding and practical problem-solving skills needed to be successful in the industry.

Being one of the highest rates of injury and illnesses of all occupations. You will be trained to properly apply safety protocols and PPE applications needed to safely practice the trade.

You will also experience the professional conduct, clean appearance and customer service-based training needed to gain trust and rapport customers expect and value.

Being flexible is part of your training that will make you stand out above the crowd technician the industry needs. “That is not my job” is the current standard, with your help we will change that to “That is my job” and be proud of your career choice knowing only you can make your life changes.

Graduates will be awarded a certificate of completion.

### **Course Resources**

Required Textbook(s):

Plumbing 101, Plumbing 102

Publisher: Cengage Learning; 6<sup>th</sup> edition

OSHA 10 Study Guide



### Course Outline

<b>CLASS NUMBER</b>	<b>TITLE</b>	<b>LECTURE HOURS</b>	<b>LAB HOURS</b>
PLSF 101	Plumbing Safety and Components	35	7.5
TM 101	Application of Math for Plumbing	37	5.5
PM 101	Types of Piping Materials	10	32.5
PBP 101	Plumbing Blueprint Layout	27	15.5
FI 101	Bathroom and Kitchens Fixture Installation	15	27.5
VAD 101	Proper Sizing piping	12	30.5
PLA 101	Plumbing Lab Practical's	5	37.5
	<b>PROGRAM Total</b>	<b>141</b>	<b>156.5</b>

The Plumbing Program consists of 141 classroom hours and 156.5 lab hours for a total of 297.5 contract hours. The Plumbing program duration is 7 consecutive weeks.

The student to instructor ratio in the classroom will be no greater than 1:30. The student to instructor ration in the lab will be no greater than 1:20.

## Subject Description

### **PLSF 101: Plumbing Safety & Components**

Week (1): 35 Classroom/ 7.5 Lab Hours

This course introduces students to job site safety. Students will participate in structured lab exercises including proper use of PPE and looking out for hazards, the student will be instructed in the following areas:

1. Tools of the trade
2. OSHA testing

### **TM 101: Application of Math for Plumbing**

Week (2): 37 Classroom Hours and 5.5 Lab Hours

This is a basic course designed to provide fundamentals associated with math pertaining to plumbing uses. It includes understanding how to use a tape measure, fractions, and angles.

Students will have exposure to a structure and how to calculate material in performing basic plumbing repairs. The Student will also be instructed in the following areas:

1. Fixtures and plumbing components
2. Knowledge and uses basic and specialty tools and equipment

### **PM 101: Types of Piping Materials**

Week (3): 10 Classroom Hours and 32.5 Lab Hours

This course is designed to help select the proper size of piping, fittings for residential installation. In addition, the student will also be instructed in the following areas:

1. Explain PVC, CPVC, Copper and metal pipe.
2. Explain and demonstrate troubleshooting methods.
3. Show their knowledge by passing a test.

### **PBL 101: Blueprint Layouts for Plumbing**

Week (4): 27 Classroom Hours and 15.5 Lab Hours

This course provides knowledge of plumbing symbols needed to interpret blueprints. The students will be able to interpret specific elements of a blueprint pertaining to plumbing construction, all elevations, and various plans. Students will also learn the basic concept of pipe bending. The student will also be instructed in the following areas:

1. Basic understanding of Plumbing Code, build layout, take off, request for change
2. Practical application and material list
3. Testing of student knowledge

**FI 101: Plumbing Bathroom and Kitchen**

Week (5): 15 Classroom hours and 27.5 Lab Hours

This class builds upon the student's knowledge of Plumbing concepts of a structure and how to perform basic repairs and installation. The student will learn how to prepare a structure for different types of weather. The student will also be instructed in the following areas:

1. Working with Bathroom and Kitchen fixtures
2. Understanding how weather affects the structures
3. Show their knowledge by passing a test

**VAD 101: Ventilation and Draining: Proper Piping Sizing**

Week (6): 12 Classroom hours and 30.5 Lab Hours

This class builds upon the student's knowledge of draining and venting components and concepts of a structure and how to perform basic Maintenance and up keep in a structure. The student will learn how to prepare a structure for the different applications. The student will also be instructed in the following areas:

1. Understanding of different types of pipes for draining
2. Identifying venting for types of climates and uses
3. Show their knowledge by passing a test

**PLA 101: Plumbing Lab Assessments**

Week (7) 5 hours of classroom and 37.5 lab hours

This portion of the Plumbing Program will allow students to actively reenact/ demonstrate practical application of skills learned. They will get to apply the skills they have learned from the past six weeks in the classroom.

1. Troubleshooting systems failures
2. Diagnosing complex failures
3. Specialized equipment installation
4. Final exam

## **PLUMBING PROGRAM SUPPLIES AND TOOLS**

ForgeNow 18" Custom Tool Bag  
Stanley Hacksaw (STHT20140)  
Irwin 8" Adjustable Wrench (2078608)  
Rigid Basin Wrench (31175)  
Rigid Midget Tube Cutter (PC-1250)  
Klein 1/4" X 4" Screwdriver (6934)  
Rigid Large Tube Cutter (101)  
Crescent 10" Pump Plier (432)  
Komelno Speed Mark 25" Tape Measure (SM5425)  
Stanley 6-Way Screwdriver  
Klein 9-Key Folding Hex-Key Set Inch Sizes (70591)  
Safety Glasses  
Rigid 12" Pipe Wrench (14)  
Stanley Utility Knife (10-499)  
Rigide Pipe Wrench 14" Aluminum (3MA12)  
Klein Twin Lead Tester (69136)  
Stanley 16oz Hammer (51512)  
Bernzomatic Torch Head (TS99)  
Johnson Torpedo Level 12" (14351200)  
Midwest Straight Aviation Snips (6716S)  
Klein 6ft Folding Ruler (911-6)  
Rigid Pipe Cutter (1625)  
Titan 11pc SAE Combination Wrench Set (17327)  
Klein 400 Lumens All-Day Run Auto-Off Rechargeable Headlamp  
with Silicone Strap (56064)  
Mastercool Tubing Bender (70069)  
Klenk Flame Inspection Mirror (DA76545)  
Rigid 12" Strap Wrench (5)  
Klein AWL (650)  
ERB 19361 Americana Cap

## SEMINARS

A seminar is a course of instruction that enhances a student's career, as opposed to a program that teaches skills and fundamental knowledge required for a stated occupation. A seminar may have a pre-requisite and may include a workshop, an introduction to an occupation or cluster of occupations, a short course that teaches part of the skills and knowledge for a particular occupation, or general continuing education.

### **Becoming a Professional HVAC Service Technician Seminar:**

A one and half hour seminar provided free of charge to enlighten potential HVAC students on the basics of a HVAC service technician career.

**Seminar Objective:** The objective of this seminar is to introduce potential students to the ForgeNow classroom and lab. After this seminar potential students will have a better understanding of the ForgeNow HVAC Maintenance Technician Program.

**Seminar Cost:** \$0.00

**Seminar Hours:** 1.5 hours

### **EPA Certification Preparation Seminar:**

The Federal Government of the United States requires all individuals who open a system or container holding a controlled refrigerant to be certified. Persons who work on stationary equipment or use refrigerant designed for these systems can become certified by passing a proctored Section 608 examination. Candidates for this exam can be certified in any of three equipment categories or Universal which covers all categories.

The EPA Certification seminar provides an opportunity for any individual employed in a career that uses refrigerants to be trained and evaluated on the regulations that mandate safe handling. The student will learn the EPA laws governing the handling and removal of refrigerants from all types of refrigeration equipment, except mobile.

### **Seminar Objective:**

Upon completion of the EPA Certification Preparation seminar, the student will have the working knowledge to recover and reclaim refrigerants as well as charging with refrigerants, without resulting in unsafe release to the environment. Upon completion of the seminar training, the student will take a four-part 2-hour examination covering the safe handling of refrigerants in all sizes of equipment.

This seminar does not offer a grade, but successful passing of the EPA 608 Universal test will award an EPA Certificate of Completion.

**Seminar Cost:** \$150.00

**Seminar Hours:** 8 classroom hours (6 classroom hours and 2 hours timed testing)

### **Advance Refrigeration Seminar Description:**

HVAC service technicians who have the desire to further their career with the ability to service, troubleshoot, and repair refrigeration equipment or ice machines can increase their value to an employer as

well as increasing their income potential. This refrigeration seminar will provide the training to prepare an HVAC technician to progress into the HVAC-R technician status.

HVAC-R technicians in most companies work in the commercial market as refrigeration and ice machines are primarily commercial equipment. Employment as a refrigeration technician will generate increased responsibility due to the need for response to emergency calls and maintaining equipment to meet stringent standards of temperatures and humidity set forth by health codes for food product storage. The versatility of a technician who can service HVAC-R equipment and ice machines is a specialized field of the HVAC industry which is sought after by many companies and considered to be well rounded technician in the industry.

**Seminar Objective:**

This seminar is intended to elevate the HVAC technician to a higher level in their career by increasing their abilities to service two additional areas in the industry that require a higher standard of knowledge than that of an HVAC technician. Servicing, diagnosing, repairing, and proper maintenance of refrigeration equipment and ice machine come with the understanding of controls and wiring with these systems which is not inclusive to HVAC systems.

This seminar does not offer a grade and the student will receive a certificate of completion if all hours of the seminar are completed.

**Seminar Cost:** \$2000.00

**Seminar Hours:** 42.5 hours of classroom and lab training in five 8.5-hour classes

# DAILY CLASS SCHEDULE

## HVAC Maintenance Technician

Students will attend class Monday through Friday for 7 consecutive weeks. The program is comprised of 297.5 contact hours of instruction and includes 123 lecture hours and 174.5 hours of lab training. Students will receive a 15-minute break prior to lunch and a 15-minute break after lunch. Lunch breaks are assigned to each class and will be 30 minutes in length. Additional tutoring will be provided upon request from the student, or by recommendation from the instructor.

Make-up hours will be completed every Saturday (or Sunday due to holiday) following each module from 7:00 AM – 4:00 pm. Any students who miss hours during regularly scheduled class hours will be required to attend make-up hours that reflect the hours missed (lab/lecture). Students may not miss more than 10% of total class hours (29.75 hours) and may not make up more than 5% of the total hours (14.875 hours).

### HVAC Maintenance Technician Program COHORT Dates for 2023

COHORT	Class Time	Start Date	End Date
COHORT 1*	7am - 4pm	01/9/2023	03/03/2023
COHORT 2*	7am - 4pm	02/06/2023	03/31/2023
COHORT 3	7am - 4pm	03/06/2023	04/21/2023
COHORT 4	7am - 4pm	04/03/2023	05/19/2023
COHORT 5	7am - 4pm	05/01/2023	06/16/2023
COHORT 6	7am - 4pm	05/30/2023	07/14/2023
COHORT 7	7am - 4pm	06/26/2023	08/11/2023
COHORT 8	7am - 4pm	07/24/2023	09/08/2023
COHORT 9	7am – 4pm	08/21/2023	10/06/2023
COHORT 10	7am – 4pm	09/18/2023	11/03/2023
COHORT 11	7am – 4pm	10/16/2023	12/06/2023

\*COHORTs instructed under 8-week program

## Electrical Wiring

Students will attend class Monday through Friday for 7 consecutive weeks. The program is comprised of 297.5 contact hours of instruction and includes 130 lecture hours and 167.5 hours of lab training. Students will receive a 15-minute break prior to lunch and a 15-minute break after lunch. Lunch breaks are assigned to each class and will be 30 minutes in length. Additional tutoring will be provided upon request from the student, or by recommendation from the instructor.

Make-up hours will be completed every Saturday (or Sunday due to holiday) following each module from 7:00 AM – 4:00 pm. Any students who miss hours during regularly scheduled class hours will be required to attend make-up hours that reflect the hours missed (lab/lecture). Students may not miss more than 10% of total class hours (29.75 hours) and may not make up more than 5% of the total hours (14.875 hours).

### Electrical Wiring Program COHORT Dates for 2023

COHORT	Class Time	Start Date	End Date
COHORT 1*	7am - 4pm	01/9/2023	03/03/2023
COHORT 2*	7am - 4pm	02/06/2023	03/31/2023
COHORT 3	7am - 4pm	03/06/2023	04/21/2023
COHORT 4	7am - 4pm	04/03/2023	05/19/2023
COHORT 5	7am - 4pm	05/01/2023	06/16/2023
COHORT 6	7am - 4pm	05/30/2023	07/14/2023
COHORT 7	7am - 4pm	06/26/2023	08/11/2023
COHORT 8	7am - 4pm	07/24/2023	09/08/2023
COHORT 9	7am - 4pm	08/21/2023	10/06/2023
COHORT 10	7am - 4pm	09/18/2023	11/03/2023
COHORT 11	7am - 4pm	10/16/2023	12/06/2023

\*COHORTs instructed under 8-week program

### Facilities Maintenance

Students will attend class Monday through Friday for 7 consecutive weeks. The program is comprised of 297.5 contact hours of instruction and includes 147 lecture hours and 150.5 hours of lab training. Students will receive a 15-minute break prior to lunch and a 15-minute break after lunch. Lunch breaks are assigned to each class and will be 30 minutes in length. Additional tutoring will be provided upon request from the student, or by recommendation from the instructor.

Make-up hours will be completed every Saturday (or Sunday due to holiday) following each module from 7:00 AM – 4:00 pm. Any students who miss hours during regularly scheduled class hours will be required to attend make-up hours that reflect the hours missed (lab/lecture). Students may not miss more than 10% of total class hours (29.77 hours) and may not make up more than 5% of the total hours (14.875 hours).

### Facilities Maintenance Program COHORT Dates for 2023

COHORT	Class Time	Start Date	End Date
COHORT 1	7am - 4pm	03/06/2023	04/21/2023
COHORT 2	7am - 4pm	04/03/2023	05/19/2023
COHORT 3	7am - 4pm	05/01/2023	06/16/2023
COHORT 4	7am - 4pm	05/30/2023	07/14/2023



<b>COHORT 5</b>	7am - 4pm	06/26/2023	08/11/2023
<b>COHORT 6</b>	7am - 4pm	07/24/2023	09/08/2023
<b>COHORT 7</b>	7am - 4pm	08/21/2023	10/06/2023
<b>COHORT 8</b>	7am - 4pm	09/18/2023	11/03/2023
<b>COHORT 9</b>	7am - 4pm	10/16/2023	12/06/2023

### **Plumbing Program**

Students will attend class Monday through Friday for 7 consecutive weeks. The program is comprised of 297.5 contact hours of instruction and includes 141 lecture hours and 156.5 hours of lab training. Students will receive a 15-minute break prior to lunch and a 15-minute break after lunch. Lunch breaks are assigned to each class and will be 30 minutes in length. Additional tutoring will be provided upon request from the student, or by recommendation from the instructor.

Make-up hours will be completed every Saturday (or Sunday due to holiday) following each module from 7:00 AM – 4:00 pm. Any students who miss hours during regularly scheduled class hours will be required to attend make-up hours that reflect the hours missed (lab/lecture). Students may not miss more than 10% of total class hours (29.75 hours) and may not make up more than 5% of the total hours (14.9 hours).

### **Plumbing Program COHORT Dates for 2023**

<b>COHORT</b>	<b>Class Time</b>	<b>Start Date</b>	<b>End Date</b>
<b>COHORT 1</b>	7am - 4pm	03/06/2023	04/21/2023
<b>COHORT 2</b>	7am - 4pm	04/03/2023	05/19/2023
<b>COHORT 3</b>	7am - 4pm	05/01/2023	06/16/2023
<b>COHORT 4</b>	7am - 4pm	05/30/2023	07/14/2023
<b>COHORT 5</b>	7am - 4pm	06/26/2023	08/11/2023
<b>COHORT 6</b>	7am - 4pm	07/24/2023	09/08/2023
<b>COHORT 7</b>	7am - 4pm	08/21/2023	10/06/2023
<b>COHORT 8</b>	7am - 4pm	09/18/2023	11/03/2023
<b>COHORT 9</b>	7am - 4pm	10/16/2023	12/06/2023

### **ACADEMIC CALENDAR 2023**

<b>Holiday</b>	<b>2023</b>
Memorial Day	5/29/2023

Independence Day	7/4/2023
Labor Day	9/4/2023
Thanksgiving Break	11/22-26/2023

If a Holiday occurs during a scheduled program, the hours missed will be made up in accordance with ForgeNow Make Up Policy.

## **HOURS OF OPERATION**

### **School Hours**

School hours are from 7:00 AM CST to 4:00 PM CST Monday – Saturday except on noted Holidays and scheduled dates when classes are not in session.

### **Office Hours**

Office hours are from 7:00 AM CST to 4:00 PM CST Monday – Thursday and 7:00 AM CST to 2:30 PM CST on Friday except on noted holidays and scheduled dates when classes are not in session. Some offices may be closed for lunch during hours of operation.

## **ADMISSION REQUIREMENTS**

All programs are taught in English. Each admission interview will be conducted in English only as the method to determine that the prospective enrollee understands and can function in English. We do not make any accommodations to present materials and instruction of courses in any other language. No English as a second language courses are offered by the training facility.

Individuals applying for these programs must meet the following minimum requirements:

1. Minimum Age of 18
2. Complete all admissions paperwork including the Student enrollment agreement.
3. Have a High School Diploma, a recognized equivalent such as a G.E.D. or higher level of education (successful completion or the equivalent of one full-time academic semester (12 academic semester hours) or academic quarter (18 academic quarter hours) at an accredited college, university, or other postsecondary schools). (For students who have made all reasonable efforts to obtain documented proof of high school graduation without success must take and pass the Wonderlic high school equivalency test. In addition, the student must sign an attestation of high school graduation, which identifies the name of the secondary school, location, and date of graduation).
4. A student who has made arrangements with financial aid to successfully and fully fund their education.
5. Students are encouraged to enroll in scheduled sessions as quickly as possible because there is limited enrollment and arranging financing for tuition can be time consuming. Only Students with paid tuition or Students who have made tuition payment arrangements will be considered enrolled and Students may enroll in any scheduled session with availability up to 3pm CST of a scheduled COHORT.
6. Students enrolling in all programs may be subject to a criminal background check prior to enrollment to ensure they are qualified to meet occupational or employment requirements, placement requirements, or licensure standards with the programs. Enrollment for students may not be granted when the background check identifies a conviction, pending case, or unresolved deferral/diversion for any felonies or misdemeanors. A student's inability to obtain criminal background clearance may prohibit completion and job placement. Background checks may be completed by campus personnel.

Prospective students will not be denied admission on the basis of race, color, national origin, sex, handicap, age, or veteran status (except where age, sex, or handicap constitutes a bona fide occupational qualification necessary to proper and efficient administration).

## **ADMISSION PROCESS**

To apply to a ForgeNow program, prospective students must call ForgeNow at 1-877-872-2660 or submit their information on [www.ForgeNow.com](http://www.ForgeNow.com). After receiving prospective students' information, a member of ForgeNow Admissions team will contact the prospective student to discuss the program of interest, class start dates, and answer any questions the prospective student may have. If the prospective student is interested, they will also speak with a member of ForgeNow's Fin Financial Aid team to discuss Tuition & Fees payment options. Prospective students will have the opportunity to tour the facilities either in person or virtually and be afforded the opportunity to inspect equipment, speak with staff and faculty, and speak with current students.

If the prospective student would like to move forward in the admissions process, they will be sent a Conditional Letter of Acceptance (CLA) and provide ForgeNow with basic information to begin their enrollment. After the CLA is complete, they will begin finalizing the financing of their Tuition & Fees. After completing their financing, prospective students will be provided an Enrollment Agreement (EA) to solidify their seat in the program. After signing the EA, the prospective student will be sent information on their program start date and ForgeNow will begin the process of registering them for classes. On the first day of the program or the student's first day of attendance, whichever is later, the student will be provided

a formal tour of the facilities by an authorized representative and be provided the opportunity to inspect equipment, speak with staff and faculty, and speak with current students. Upon completion of the tour, if the student has no objection, they will sign a Tour Completion document to complete their enrollment.

### **SPECIAL NEEDS ACCOMMODATIONS DURING THE ADMISSION PROCESS**

ForgeNow is committed to training those who would like to launch a career in the trades. Prospective students with special needs, including physical and/or intellectual disabilities, should discuss these needs with a school administrator during the admission process and fill out the Student Request for Accommodations and the ADA Medical Release Forms, if applicable; medical documentation must be attached to this request.

A School Director will review all requests and documents and ForgeNow will make reasonable accommodations to a qualified applicant with special needs that will enable the individual to have an equal opportunity to participate in a ForgeNow program within reason (unless it can show undue hardship). All requests and documentation will be kept strictly confidential and shared only on a need-to-know basis.

### **ABILITY TO BENEFIT (ATB)**

ForgeNow does not enroll ATB Students.

### **TRANSFER CREDITS**

Upon request, ForgeNow will review any student's previous education and training from another institution only if that institution is accredited by an agency recognized by either the U.S. Department of Education or the Council for Higher Education Accreditation for evaluation of transfer credit. Transcripts, course descriptions, course outlines, syllabi, and/or certifications must be provided to ForgeNow to be evaluated and credit will be granted as appropriate, up to a maximum of 50% of a class. There is no fee for reviewing or granting credit.

Any course/training submitted for evaluation must have been passed with at least a B/80%. Courses/certifications that will be considered are any that can be verified as offering the same content and rigor as ForgeNow's Programs. Because of the nature of our accelerated training in the HVAC Maintenance Technician Program, Electrical Wiring, Facilities Maintenance, and Plumbing Program, transferability of credit is extremely limited. Course fees will be adjusted accordingly for which transfer credit is accepted. Please contact the Director of Technical Training to request credit evaluation. The result of the credit evaluation will be communicated to any student via email, as well as being included in the student's written record. If you would like to appeal a transfer of credit, please contact the Director of Education.

If a student does not complete a ForgeNow program, but has passed one or more of the weekly modules and wishes to re-enroll, then the student shall receive credit for any and all weekly modules the student has passed if the re-admission is within 365 days from the Students Last Day of Attendance.

### **READMISSION**

Timelines and conditions for re-enrollment are described under the following titles of this catalog: Attendance Policy, Grading Policy/Incomplete, Course Completion Requirements, Academic Probation, and Student Conduct Expectations. Students wishing to be readmitted and enrolled should contact the Campus Director or schedule an appointment with a Registered Representative for the campus.



## TUITION AND FEES

### HVAC Maintenance Technician – 7 weeks (297.5 contact hours)

DESCRIPTION	COST
Tuition	\$10,600.00
Supplies (Tools)	\$1,300.00
Books	\$100.00
<b>Total Cost of Attendance</b>	<b><u>\$12,000.00</u></b>

### Electrical Wiring – 7 weeks (297.5 contact hours)

DESCRIPTION	COST
Tuition	\$10,350.00
Supplies (Tools)	\$1,500.00
Books	\$150.00
<b>Total Cost of Attendance</b>	<b><u>\$12,000.00</u></b>

### Facilities Maintenance – 7 weeks (297.5 contact hours)

DESCRIPTION	COST
Tuition	\$10,450.00
Supplies (Tools)	\$1,450.00
Books	\$100.00
<b>Total Cost of Attendance</b>	<b><u>\$12,000.00</u></b>

### Plumbing Program – 7 weeks (297.5 contact hours)

DESCRIPTION	COST
Tuition	\$10,500.00
Supplies (Tools)	\$1,400.00
Books	\$100.00
<b>Total Cost of Attendance</b>	<b><u>\$12,000.00</u></b>

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days. After the 72 hour cancellation privilege has expired, refunds will be calculated based on the ForgeNow Refund Policy outlined in this Catalog.

## FORMS OF PAYMENTS

Tuition and Fees funding arrangements including financial aid, cash payment plans, agency funding, scholarships, and private loans must be set up prior to Students starting classes with ForgeNow.

Students are encouraged to enroll in scheduled programs as quickly as possible because there is limited enrollment and arranging financing for Tuition and Fees can be time-consuming. Only Students with paid Tuition and Fees or Students who have made Tuition and Fee payment arrangements will be considered enrolled and Students may enroll in any scheduled session with availability up until the last hour of the third day of a scheduled program.

You may elect to pay for your Tuition and Fees using GI Bill® benefits, a private loan, a third-party loan, cash or credit, third-party scholarship(s), WIOA funding, contractor sponsored, or a combination of any of these payments methods. ForgeNow does not have internal Tuition and Fees scholarships.

The complete payment of Tuition and Fees or documentation of a guarantor (a Government agency, third-party, or cash payment schedule) are due prior to the first day of the ForgeNow Program start. Students' form of payment will impact their schedule of payments. Prospective students should speak with ForgeNow's Financial Aid department to determine their schedule of payments based on their form of payment. Prospective students should read the ForgeNow Cancellation and Refund Policy to determine how their form of payment may be impacted if they were to leave a ForgeNow program.

If a prospective student cancels their enrollment prior to the Program start date, fails to attend the first three days of the Program, or is denied enrollment, they will be refunded all previously paid Tuition and Fees.

If a ForgeNow cancels a Program that has been fully or partially paid for by a prospective student, ForgeNow will refund all paid Tuition and Fees.

ForgeNow does not have any internal loan programs and does not reach out to students/graduates regarding late payments. ForgeNow had partnered with multiple third-party lending providers whom each have their own method of collecting monies owed which will be consistent with other students/graduates who have used the same third-party lender.

**Third-Party Scholarships** – Money awarded based on criteria established by the scholarship source or donor. Funding sources may include any third-party scholarship that you are granted on your own merit based on the scholarship criteria. Based on your income qualifications and other demographics, ForgeNow may assist you with finding third party scholarships.

**Third-Party Loan** - Students interested in financing their education at ForgeNow have the option of applying for approval for a private loan. If the Student has completed and returned the Conditional Letter of Acceptance from ForgeNow, the Student has already given enough information and permission to begin the process of qualifying for a private loan.

**Private Student Loan** - Please contact a Financial Aid representative at ForgeNow for further assistance and to see if you qualify for a private Student loan.

**Veteran's Benefits** - The Office of Admissions and ForgeNow's VA Certifying Officials are ready to assist active-duty service members, veterans, and their eligible dependents and spouses in obtaining their educational benefits and act as a liaison to the regional VA office to process enrollment certifications. A

Student must be admitted to the School and registered for courses in one of the School's programs in order to be certified for Veterans educational benefits. ForgeNow accepts the following military benefits:

### **CHAPTER 30 MONTGOMERY G.I. BILL®**

To be eligible for education payments under chapter 30, Veterans must have received an Honorable discharge. This would exclude those Veterans with a General Under Honorable Conditions discharge or any other discharge other than Honorable. This also excludes officers who obtained their commission after 12/31/76, through a military academy (Annapolis, West Point, Air Force Academy, or Coast Guard Academy), or through an ROTC scholarship program (payments exceeding \$3,400/year).

Individuals released from active duty with an Honorable discharge by reason of Convenience of the Government (COG) with 20 months of service on a two-year contract, or 30 months on a three-year contract, are eligible even if they did not complete their full contract period. They will receive 36 months of MGIB-AD at the appropriate rate. Other eligibility rules and exceptions may be applicable.

### **CHAPTER 31 VETERAN READINESS AND EMPLOYMENT**

Provides training and rehabilitation for veterans with a service-connected disability rating of at least 10%, or a memorandum rating of 20% or more from the VA

### **CHAPTER 33 POST 9/11 G.I.BILL®**

For individuals who served 90 aggregate days or more of active duty service on or after 09/11/01 and have an honorable discharge. Starting in 2009 active duty service members may be eligible to transfer their Post 9/11 G.I.Bill® entitlement to dependents and/or spouses. ForgeNow's HVAC Maintenance Technician and Electrical Wiring program will use 5.5-6 months of G.I. Bill® eligibility depending on the number of holidays during the course of instruction.

### **JOHN FRY SCHOLARSHIP**

Public Law 111-32, the Marine Gunnery Sergeant John David Fry Scholarship, amends the Post-9/11 G.I.Bill® (Chapter 33) to include the children of service members who die in the line of duty after Sept. 10, 2001.

Effective August 1, 2021, children or spouses of members of the Selected Reserves are also eligible under the Fry Scholarship. More details will be available soon.

Eligible children:

- May be married or over 23 and still be eligible
- Are entitled to 36 months of benefits at the 100% level
- First became entitled on or after January 1, 2013, will not have an expiration date by which to use their benefit entitlement
- First became entitled before January 1, 2013, will have 15 years to use the benefit beginning on their 18th birthday, or sooner if graduated from high school and may use the benefit until their 33rd birthday
- Are eligible for the Yellow Ribbon Program for terms beginning on or after August 1, 2018

**Effective for terms beginning on or after January 1, 2015.** Section 701 of the Veterans Access, Choice, and Accountability Act of 2014 (Public Law 113-146) expanded the Fry Scholarship to also provide benefits for a surviving spouse.

Eligible spouses:



- Are entitled to 36 months of benefits at the 100% level
- Do not have an expiration date by which to use their benefit entitlement.
- The period to use the benefit beginning on the date of the Service member's death will not expire but they will lose eligibility if they remarry
- Must make an irrevocable election of which benefit he or she wishes to receive for any and all enrollments beginning after January 1, 2015, if eligible for both Dependents' Educational Assistance (chapter 35) and Fry Scholarship benefits
- Are eligible for the Yellow Ribbon Program for terms beginning on or after August 1, 2018

### **CHAPTER 35 SURVIVORS / DEPENDENTS EDUCATION ASSISTANCE**

Educational Assistance paid to dependents of Veterans who have a service-connected permanent and total disability or died as a result of service connection. Persons who may be eligible are:

- A child (between ages 18 and 26, with some exceptions) of a Veteran who is permanently and totally disabled due to a service-related condition; or who died in service; or who died of a service-connected disability; or who died while evaluated as having total and permanent service-connected disability; or who is listed as a POW or MIA
- The surviving spouse of a Veteran who died of a service-connected disability, or died in service, or died while evaluated as having total and permanent disability resulting from a service-connected disability. Surviving spouses, whose benefits stopped when they remarried can receive DEA benefits again if their remarriage ends by death, divorce, or they cease to live with the person to whom they presented themselves in public as married
- A spouse of a Veteran or serviceperson who has a total and permanent disability resulting from a service-connected disability; or who is listed as a POW or MIA
- The spouse or child of a Service member who is hospitalized or receiving outpatient treatment for a service-connected permanent and total disability and is likely to be discharged for that disability
- A child, spouse, or surviving spouse may be eligible for special restorative training where needed to overcome or lessen the effects of a physical or mental disability for the purpose of enabling an eligible person to pursue a special vocational program or other appropriate goal

### **CHAPTER 1606 MONTGOMERY G.I.BILL® SELECTED RESERVE**

The MGIB-SR program provides education and training benefits to eligible members of the Selected Reserve, including the Army Reserve, Navy Reserve, Air Force Reserve, Marine Corps Reserve and Coast Guard Reserve, and the Army National Guard and the Air National Guard and qualified recipients may be entitled to receive up to 36 months of education benefits.

Basic eligibility requires a 6-year obligation to serve in the Selected Reserve and satisfactory participation in required Selected Reserve training. chapter 1606 benefits are paid on a monthly basis directly to the reservist. Find more information on our rates webpage.

Chapter 1606 Kickers: An additional amount, called a kicker, may be added to the benefit of some chapter 1606 students. The possible monthly kicker levels are \$100, \$200, and \$350. A chapter 1606 kicker may be a part of the original enlistment contract or part of a re-enlistment contract.

### **VETERAN RAPID RETRAINING ASSISTANCE PROGRAM**

The Veteran Rapid Retraining Assistance Program (VRRAP) offers education and training for high-demand jobs to Veterans who are unemployed because of the COVID-19 pandemic. VRRAP covers education and training programs approved under the G.I. Bill ® and Veteran Employment Through Technology Education

Courses (VET TEC) that lead to high-demand jobs. These include associate degrees, non-college degrees, and certificate programs. The Department of Labor determines what's considered a high-demand job for VRRAP.

### **CHAPTER 32 VETERANS' EDUCATION ASSISTANCE PROGRAM (VEAP)**

VEAP is available if the student first entered active duty between January 1, 1977 and June 30, 1985 and elected to make contributions from their military pay to participate in this education benefit program. Contributions are matched on a \$2 for \$1 basis by the Department of Defense. This benefit may be used for degree and certificate programs, flight training, apprenticeship/on-the-job training and correspondence courses. Remedial, deficiency, and refresher courses may be approved under certain circumstances.

### **FORGENOW LODGING SCHOLARSHIP**

In order to make ForgeNow programs accessible to those who do not live in the Dallas-Fort Worth Metroplex, ForgeNow is proud to offer a lodging scholarship to prospective students who live more than 30 miles radius from the ForgeNow training facility. This Lodging Scholarship provides lodging for the entirety of the ForgeNow program of attendance, starting the day before the program starts and ending the day after the program is complete.

The Lodging Scholarship may not be re-assigned to any entity, organization, or person. The Student's assigned lodging may not be sublet or otherwise placed in occupancy, control, or care of another person or entity. Only those persons listed on the Lodging Scholarship may reside in the assigned space. Students may occupy space for residential purposes only. Other uses are in violation of ForgeNow's policy and may result in termination of the Lodging and/or disciplinary action, including without limitation termination of enrollment. In order to continue to be eligible to live in ForgeNow provided lodging, you must be in good academic and financial standing.

If enrollment is terminated or if a student withdraws from the program or takes a leave of absence, then a student must vacate ForgeNow's provided housing immediately. All students are required to abide by the lodging facility's rules and regulations and ForgeNow is not responsible for any damages, purchases, vandalism, or any violation of the lodging's guest policies. If a student is removed from lodging due to violating the facilities policies, ForgeNow is not required to provide secondary lodging and the student will be responsible for their own lodging. If a student refuses to vacate ForgeNow's provided lodging, then the student will be responsible for any associated costs.

#### **Eligibility:**

- Applicants must reside more than 30-miles as the crow flies from the ForgeNow training facility.
- Applicants must be approved to attend a ForgeNow training program.
- Complete the ForgeNow Lodging Scholarship Agreement
- Provide a form of ID, utility bill, or a letter written by a supervisor verifying current address

Applications must be received by a ForgeNow representative no later than 24 hours prior to the start of a ForgeNow program to be eligible.

In the determination of eligibility for the ForgeNow Lodging scholarship, ForgeNow does not discriminate in any way based on race, color, sex, religion, sexual orientation, national origin, disability,

genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

### **LODGING DISABILITY ACCOMMODATIONS**

Students with a disability may request lodging accommodation(s) and must request all accommodation(s) through the Director of the School. Students are responsible for ensuring that Director receives all required documentation for review in a timely manner, in accordance with ForgeNow’s policies and procedures and other deadlines as indicated elsewhere in this Lodging Agreement or the school catalog.

For health and safety reasons, ForgeNow’s policy does not permit animals in the student provided housing, nor in any building on campus with the exception being the verified need of an assistance animal. Students with a disability who need an assistance animal in student provided lodging must contact the School Director at ForgeNow regarding the process. The school will determine, on a case by case basis, and in accordance with all applicable federal, state and local laws and regulations, whether such an animal is a reasonable accommodation on-campus or in student-provided housing.

### **BACKGROUND CHECK POLICY**

All accepted enrollments at ForgeNow may be contingent upon clear results of a thorough background check. Background checks may be conducted on all final enrollees and current students as deemed necessary. Subsequent background checks may be repeated after the initial check for any and all current Students as the School may deem necessary in accordance with applicable policies. ForgeNow will inform prospective students about the background check policy and the company serves to provide the prospective student a copy of his/her rights according to the Fair Credit Reporting Act (“FCRA”).

Background checks will include:

- **Criminal History:** includes review of criminal convictions and probation. The following factors will be considered for applicants with a criminal history:
  - The nature of the crime and its relationship to the position
  - The time since the conviction
  - The number (if more than one) of convictions
  - Whether hiring the prospective student would pose an unreasonable risk to a future employer, its employees, or its customers and vendors
- **Motor Vehicle Records:** provides a report on an individual's driving history in the state requested. This search will be run when driving is an essential requirement of the position.

### **PROCEDURE**

Upon applying to ForgeNow, potential students will sign a release allowing for a background check and a designated third-party screening service will conduct the checks. A designated company representative will review all results.

The Director or his designee will be responsible for reviewing the background report and any other information provided that may be relevant to the final admission decision of the conditionally admitted applicant. The Director or his designee will decide whether the results of the background investigation

disqualify the conditionally admitted applicant from final admission and matriculation into either Program. The Director or his designee may require the prospective applicant to meet in person or provide a detailed, written description and explanation of the information contained in the background records report along with appropriate documentation, such as police reports, certified court records, and any institutional correspondence and orders.

If a decision not to select a candidate is made based on the results of a background check, there may be certain additional Fair Credit Reporting Act (FCRA) requirements that will be handled by the Director in conjunction with the employment screening service (if applicable).

ForgeNow reserves the right to modify this policy at any time without notice.

## **ACADEMIC POLICIES**

### **ForgeNow REGULATIONS**

Each student is given a school catalog which states all policies and regulations under which the institution operates. It is the student's responsibility to read and become familiar with the policies and regulations for which they are required to comply accordingly. Ignorance or lack of familiarity with the information contained therein does not serve as an excuse for noncompliance or infractions.

The school also reserves the right to change prerequisites and requirements, course curricula, and other requirements upon approval from the school's governing agencies.

### **MAXIMUM CLASS SIZE**

ForgeNow is dedicated to providing instruction and training conducive to student success by having a maximum class size of 30 students for all programs offered unless required to be smaller in compliance with any programmatic agency requirements.

### **OUT OF CLASS ASSIGNMENTS**

Students should plan to spend a minimum of up to two hours per day outside of class completing homework assignments as directed by the instructor. They should also be expected to complete out-of-class assignments in order to successfully meet course objectives as set forth in the program syllabi. Out-of-class assignments and homework will be evaluated by faculty.

### **POSTPONE START**

ForgeNow may postpone the scheduled start date for training if the Student has failed to meet all pre-enrollment and admissions requirements including but not limited to paying required Tuition and Fees and timely submission of all required enrollment paperwork. ForgeNow may also postpone the scheduled start date for training if, in its sole discretion, it determines that the course of study, faculty staffing, or other considerations such as inclement weather make the scheduled start date impossible, unpractical or undesirable. Under such circumstances, the Student has the option to choose a later start date for training as long as enrollment space is available in subsequent classes.

## **CANCELLATION AND REFUND POLICIES**

Each student who drops, withdraws, cancels or is terminated will be given a comparison of drop calculations from all regulatory bodies that ForgeNow is approved through which includes, ACCET, the Texas Veterans Commission, and the Texas Workforce Commission Career Schools and College.

ForgeNow will always use the drop calculation for refunds that is most favorable to the student.

The student must contact/notify ForgeNow Admissions to cancel and a ForgeNow Director to drop or withdraw. A withdrawal may be effectuated by the student's notice or by the student's conduct, including but not necessarily limited to, a student's lack of attendance.

# **TEXAS WORKFORCE COMMISSION**

## **CANCELLATION POLICY**

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

## **OFFICIAL WITHDRAWALS**

An official withdrawal is considered to have occurred on the earliest of (a) the date that the student provides the Director official notification of his or her intent to withdraw or (b) the date that the student begins the withdrawal process. When the student begins the process of withdrawal, the student or the office of the Director will complete the necessary forms. Although there is no add/drop, students who officially withdraw within the first three (3) class days, all monies will be refunded.

## **REFUND POLICY**

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
  - (a) The last day of attendance, if the student is terminated by the school;
  - (b) The date of receipt of written notice from the student; or
  - (c) Ten school days following the last date of attendance.
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.
4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated after the cancellation period, the school or college may retain not more than \$100 in any administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.
5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary

for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.
7. A full refund of all tuition and fees is due and refundable in each of the following cases:
  - (a) An enrollee is not accepted by the school;
  - (b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
  - (c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

*A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.*

## **MILITARY SERVICE REFUND POLICY**

### REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE.

8. A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:
  - (a) If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
  - (b) A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
  - (c) The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
    - (1) satisfactorily completed at least 90 percent of the required coursework for the program; and
    - (2) demonstrated sufficient mastery of the program material to receive credit for completing the program.
9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 60 days after the effective date of termination.

## **ACCET REFUND POLICY**

### **CANCELLATION POLICY**

If an applicant is rejected for enrollment by ForgeNow, a full refund of all monies paid must be made to the applicant. If ForgeNow cancels a program subsequent to a student's enrollment, ForgeNow must refund all monies paid by the student. If an applicant accepted by ForgeNow cancels prior to the start of scheduled classes or never attends class (no-show), ForgeNow must refund all monies paid by the student. All refunds will be granted equitably and fairly to all students relative to tuition, other charges, and refunds.

### **WITHDRAWAL OR TERMINATION AFTER THE START OF CLASS AND AFTER THE THREE DAY CANCELLATION PERIOD**

Refund amounts will be based on a student's last date of attendance (LDA). When determining the number of weeks completed by the student, ForgeNow may consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week. During the first week of classes, tuition charges withheld must not exceed 10 percent (10%) of the stated tuition up to a maximum of \$1,000.

After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained must not exceed a pro rata portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed, up to a maximum of \$1,000. After fifty percent (50%) of the period of financial obligation is completed by the student, the institution may retain the full tuition for that period. When calculating a refund, the percentage of tuition retained by the institution must be based on the portion of the program the student was attending through his or her last date of attendance when the student dropped not the tuition charged for the entire program listed on the enrollment agreement.

### **REFUND DUE DATES**

If an applicant never attends class (no-show) or cancels the contract prior to the class start date, all refunds due must be made within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.

For an enrolled student, the refund due must be calculated using the last date of attendance (LDA) and be paid within forty-five (45) calendar days from the documented date of determination (DOD). The date of determination is the date the student gives written or verbal notice of withdrawal to the institution or the date the institution terminates the student, by applying the institution's attendance, conduct, or Satisfactory Academic Progress policy. If a student provides advanced notice of withdrawal such that the 45-day window for refund processing ends before the last date of attendance, the refund must be paid within forty-five (45) calendar days from the last date of attendance.

ACCET Definitions:

- Cancellation: A student who never attends classes at the institution after enrolling and informs the institution.
- No Show: A student who never attends class at the institution after enrolling and does not inform the institution. Note that the ACCET policy treats no shows identical to cancellations. •



- **Withdrawal:** A student who attends at least one class at the institution, but does not complete his/her program.
- **Termination:** A type of withdrawal initiated by the institution due to failure to meet one or more institutional policies.
- **Period of Financial Obligation:** The portion of the program for which the student is legally obligated to pay, which may be less than the full program and may not, under any circumstances, exceed a period of 12 months.
- **Last Date of Attendance (LDA):** The final date the student attends class.
- **Date of Determination (DOD):** The date the student notifies the school of his or her withdrawal, or the date the institution terminates or administratively withdraws the student.

### **DELINQUENT PAYMENTS**

It is the responsibility of the student account holder (a) to provide ForgeNow with a current address and phone number and (b) to contact the Finance Aid Office if he or she will have difficulty meeting any payment deadlines. The student account holder is responsible for all interest, fines, penalties, and collection costs associated with a past due or delinquent student account. The student account holder is responsible for the amount owed, even if the student no longer receives bills from ForgeNow. If a student fails to make payment to a monthly payment plan in accordance to the agreement, the account will be determined the account to be delinquent. Once the account is determined to be delinquent,

ForgeNow Finance department will send a formal letter to request payment and remind the student that failure to make payment will result in the account being sent to an outside collection agency. The student may lose access to services related to their certificates including access to additional course registration, transcripts, graduation, and certificates/recertifications. If the student fails to respond within 30 days, the account will be sent to an outside collection agency.

### **Students Using U.S. Department of Veterans Affairs (VA) Benefits**

In accordance with Title 38 US Code 3679 subsection (e), this school adopts the following additional provisions for any students using U.S. Department of Veterans Affairs (VA) Post 9/11 G.I. Benefits (Ch. 33) or Vocational Rehabilitation and Employment (Ch. 31) benefits, while payment to the institution is pending from the VA. This school will not:

- Prevent the student's enrollment
- Assess a late penalty fee
- Require student secure alternative or additional funding
- Deny their access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

## GRADING POLICY AND PROGRESS REPORTS

A student's final numeric grade for a subject will be compiled from the grades earned by the student for work assigned and then weighed by the instructor and derived from various components: classwork and homework assignments, lab activities, tests, and quizzes. Lab participation and competency is particularly important to a student's success. Lab exercises are specifically devised to build upon classroom theory and lend a hands-on, real-world application to the student's understanding of each course material.

Tests and quizzes demonstrate mastery of concepts and skill set that every student in their professional field should have. ForgeNow's weighted areas are as follows:

<b>HVAC MAINTENANCE TECHNICIAN PROGRAM</b>	
<b>Assignment Weights</b>	
Class Discussion	30%
Professionalism	10%
Quiz/Test	30%
Homework	30%
<b>TOTAL</b>	<b>100%</b>

To determine the student's final average for course completion, the subject numeric grades are converted to grade points based on a 4.00 scale using the table below:

<b>HVAC MAINTENANCE TECHNICIAN PROGRAM</b>			
<b>Grading System</b>			
LETTER GRADE	GRADE POINTS	MEANING	NUMERIC GRADE
A	4.0	Excellent	90-100
B	3.0	Very Good	80-89
C	2.0	Good	70-79
F	0.0	Failing	Below 70
INCOMPLETE	I	Not Calculated	0.0
WITHDRAWAL	W	Not Calculated	0.0

### Application of Grades and Hours to SAP

- Grades A through F are included in the calculations of CGPA and are included in the Total Number of Hours Attempted.
- Transfer credits/hours (TR) are not included in the calculations of CGPA but are included in the

Total Number of Hours Attempted and Earned in order to determine the required levels of CGPA and rate of progress.

- When a course is failed and then repeated, the higher of the two grades is used in the calculation of CGPA, and the total hours for the original course and the repeated course are included in the Total Hours Attempted (in the SAP chart) in order to determine the required rate of progress level. The hours for the original attempt are considered as to successfully complete.
- When a student returns from a leave of absence and completes the course from which the student withdrew, the hours for which the student receives a passing grade are counted as earned.

**Incomplete (I)**

Student’s work in a course has been of passing quality but is incomplete due to circumstance beyond the Student’s control. (Issued only upon advance approval of the Training Director). The transcript will state “I” and credit for what was completed will be issued and not need to be re-taken if re-admitted into the program.

**Withdrawal (W)**

A “W” for Withdrawal indicates that the Student officially withdrew or was administratively withdrawn from the subject class. A Student with a grade of “W” cannot complete the course of study, and will be issued a refund in accordance with the refund policy above. Under Texas Education Code §132.061(f), a Student who is obligated for the full tuition and is withdrawing for an appropriate reason unrelated to the Student’s academic status may request a grade of “I” for incomplete.

<b>ELECTRICAL WIRING PROGRAM</b>	
<b>Assignment Weights</b>	
Class Discussion	30%
Professionalism	10%
Quiz/Test	30%
Homework	30%
<b>TOTAL</b>	<b>100%</b>

To determine the student's final average for course completion, the subject numeric grades are converted to grade points based on a 4.00 scale using the table below:

<b>ELECTRICAL WIRING PROGRAM</b>			
<b>Grading System</b>			
LETTER GRADE	GRADE POINTS	MEANING	NUMERIC GRADE
A	4.0	Excellent	90-100
B	3.0	Very Good	80-89
C	2.0	Good	70-79
F	0.0	Failing	Below 70
INCOMPLETE	I	Not Calculated	0.0
WITHDRAWAL	W	Not Calculated	0.0

#### **Application of Grades and Hours to SAP**

- Grades A through F are included in the calculations of CGPA and are included in the Total Number of Hours Attempted.
- Transfer credits/hours (TR) are not included in the calculations of CGPA but are included in the Total Number of Hours Attempted and Earned in order to determine the required levels of CGPA and rate of progress.
- When a course is failed and then repeated, the higher of the two grades is used in the calculation of CGPA, and the total hours for the original course and the repeated course are included in the Total Hours Attempted (in the SAP chart) in order to determine the required rate of progress level. The hours for the original attempt are considered as to successfully complete.
- When a student returns from a leave of absence and completes the course from which the student withdrew, the hours for which the student receives a passing grade are counted as earned.

**Incomplete (I)**

Student's work in a course has been of passing quality but is incomplete due to circumstance beyond the Student's control. (Issued only upon advance approval of the Training Director). The transcript will state "I" and credit for what was completed will be issued and not need to be re-taken if re-admitted into the program.

**Withdrawal (W)**

A "W" for Withdrawal indicates that the Student officially withdrew or was administratively withdrawn from the subject class. A Student with a grade of "W" cannot complete the course of study, and will be issued a refund in accordance with the refund policy above. Under Texas Education Code §132.061(f), a Student who is obligated for the full tuition and is withdrawing for an appropriate reason unrelated to the Student's academic status may request a grade of "I" for incomplete.

<b>FACILITIES MAINTENANCE</b>	
<b>Assignment Weights</b>	
Class Discussion	30%
Professionalism	10%
Quiz/Test	30%
Homework	30%
<b>TOTAL</b>	<b>100%</b>

To determine the student's final average for course completion, the subject numeric grades are converted to grade points based on a 4.00 scale using the table below:

<b>FACILITIES MAINTENANCE</b>			
<b>Grading System</b>			
LETTER GRADE	GRADE POINTS	MEANING	NUMERIC GRADE
A	4.0	Excellent	90-100
B	3.0	Very Good	80-89
C	2.0	Good	70-79
F	0.0	Failing	Below 70
INCOMPLETE	I	Not Calculated	0.0
WITHDRAWAL	W	Not Calculated	0.0

### **Application of Grades and Hours to SAP**

- Grades A through F are included in the calculations of CGPA and are included in the Total Number of Hours Attempted.
- Transfer credits/hours (TR) are not included in the calculations of CGPA but are included in the Total Number of Hours Attempted and Earned in order to determine the required levels of CGPA and rate of progress.
- When a course is failed and then repeated, the higher of the two grades is used in the calculation of CGPA, and the total hours for the original course and the repeated course are included in the Total Hours Attempted (in the SAP chart) in order to determine the required rate of progress level. The hours for the original attempt are considered as to successfully complete.
- When a student returns from a leave of absence and completes the course from which the student withdrew, the hours for which the student receives a passing grade are counted as earned.

### **Incomplete (I)**

Student's work in a course has been of passing quality but is incomplete due to circumstance beyond the Student's control. (Issued only upon advance approval of the Training Director). The transcript will state "I" and credit for what was completed will be issued and not need to be re-taken if re-admitted into the program.

### **Withdrawal (W)**

A "W" for Withdrawal indicates that the Student officially withdrew or was administratively withdrawn from the subject class. A Student with a grade of "W" cannot complete the course of study, and will be issued a refund in accordance with the refund policy above. Under Texas Education Code §132.061(f), a Student who is obligated for the full tuition and is withdrawing for an appropriate reason unrelated to the Student's academic status may request a grade of "I" for incomplete.

<b>PLUMBING PROGRAM</b>	
<b>Assignment Weights</b>	
Class Discussion	30%
Professionalism	10%
Quiz/Test	30%
Homework	30%
<b>TOTAL</b>	<b>100%</b>

To determine the student's final average for course completion, the subject numeric grades are converted to grade points based on a 4.00 scale using the table below:

<b>PLUMBING PROGRAM</b>			
<b>Grading System</b>			
LETTER GRADE	GRADE POINTS	MEANING	NUMERIC GRADE
A	4.0	Excellent	90-100
B	3.0	Very Good	80-89
C	2.0	Good	70-79
F	0.0	Failing	Below 70
INCOMPLETE	I	Not Calculated	0.0
WITHDRAWAL	W	Not Calculated	0.0

### **Application of Grades and Hours to SAP**

- Grades A through F are included in the calculations of CGPA and are included in the Total Number of Hours Attempted.
- Transfer credits/hours (TR) are not included in the calculations of CGPA but are included in the Total Number of Hours Attempted and Earned in order to determine the required levels of CGPA and rate of progress.
- When a course is failed and then repeated, the higher of the two grades is used in the calculation of CGPA, and the total hours for the original course and the repeated course are included in the Total Hours Attempted (in the SAP chart) in order to determine the required rate of progress level. The hours for the original attempt are considered as to successfully complete.
- When a student returns from a leave of absence and completes the course from which the student withdrew, the hours for which the student receives a passing grade are counted as earned.

### **Incomplete (I)**

Student's work in a course has been of passing quality but is incomplete due to circumstance beyond the Student's control. (Issued only upon advance approval of the Training Director). The transcript will state "I" and credit for what was completed will be issued and not need to be re-taken if re-admitted into the program.

### **Withdrawal (W)**

A "W" for Withdrawal indicates that the Student officially withdrew or was administratively withdrawn from the subject class. A Student with a grade of "W" cannot complete the course of study, and will be issued a refund in accordance with the refund policy above. Under Texas Education Code §132.061(f), a Student who is obligated for the full tuition and is withdrawing for an appropriate reason unrelated to the Student's academic status may request a grade of "I" for incomplete.

## **GPA AND CGPA CALCULATIONS**

- The Grade Point Average (GPA) is calculated for all students. The GPA for each module and Cumulative Grade Point Average (CGPA) are calculated on programs taken in residence at ForgeNow
- The Grade Point Average (GPA) is calculated at the end of each module period by dividing the quality points earned by the total credits attempted for that evaluation period
- The Cumulative Grade Point Average (CGPA) is calculated by dividing the total cumulative quality points earned by the total cumulative credits attempted for cumulative modules

### **STANDARDS OF SATISFACTORY ACADEMIC PROGRESS (SAP)**

Students must maintain satisfactory academic progress in order to remain eligible as a regularly enrolled student and to continue receiving financial assistance. Any regulation that requires students' progress at a reasonable rate toward the completion of their academic program. Satisfactory academic progress is measured by:

- The student's cumulative grade point average (CGPA)
- The student's rate of progress toward completion of the program (ROP)
- The maximum time frame (MTF) allowed to complete the academic program (150% for all programs)
- Students must maintain a satisfactory rate of attendance. The student may not have absences in excess of 10% of the scheduled hours in a payment period, measured at the nearest full module.

#### **Evaluation Period for SAP**

Satisfactory academic progress is measured at the end of each module. The HVAC Maintenance Technician and Electrical Wiring programs are 8 weeks and Facilities Maintenance is 7 weeks. Students in jeopardy of not making SAP may be advised at any point and placed on probation to be monitored closely.

#### **Rate of Progress toward Completion**

The school catalog contains a schedule designating the minimum percentage or amount of work that a student must successfully complete at the end of each evaluation period to complete their educational program within the maximum time frame (150%). The Rate of Progress (ROP) is determined by dividing the number of credits earned by the number of credits attempted. Credits/Hours attempted include completed Credits/Hours, transfer credits/hours, withdrawals, and repeated courses. Non-credit remedial courses have no effect on the student's ROP.

#### **Maximum Time Frame to Complete**

The maximum time frame (MTF) to complete all programs is limited by federal regulation to 150% of the published length of the program. For programs measured in clock hours, MTF is 150% of the published length of the program, measured by the total number of clock hours in the program. All credit/hours attempted, which include completed credits/hours, transfer credit/hours, withdrawals, and repeated classes count toward the maximum number of credits allowed to complete the program. No-credit remedial courses have no effect on the student's maximum time frame. ForgeNow's HVAC Maintenance Technician,



Electrical Wiring Program, Facilities Maintenance program, and Plumbing Program, all 7 weeks in length, have an MTF of 10.5 weeks.

### **SAP Advising**

ForgeNow shall advise a Student making unsatisfactory progress (CGPA, ROP or MTF) for their respective Module prior to the end of a progress evaluation period. Likewise, ForgeNow may also place a student making unsatisfactory progress (CGPA, ROP or MTF) for their respective Module on probation prior to the end of a progress evaluation period. If the Student on academic probation achieves satisfactory progress (CGPA, ROP or MTF) for the subsequent progress evaluation period, then the student's probationary period shall end. Academic advising will be documented using the Academic Advising Form and the date, action taken, and terms of probation shall be clearly indicated in the student's permanent file.

ForgeNow may allow a student whose enrollment was terminated for unsatisfactory progress to re-enroll in a subsequent training cohort at a later date. Such re-enrollment does not circumvent the approved refund policy. ForgeNow shall place a student who returns after their enrollment was terminated for unsatisfactory progress on academic probation for the next training cohort. The school shall advise the student of this action and document the student's file accordingly. If the student does not demonstrate satisfactory progress at the end of this probationary period, that student's enrollment shall be terminated

## **ATTENDANCE POLICY**

Students are expected to be punctual and attend all lectures and lab sessions. Instructors will maintain a record of attendance for all classes and for both the morning and afternoon sessions of each module.

Faculty are responsible for monitoring student attendance and advising students who have been absent from their classes. Students who have missed 5% of the total program hours (including all attempted hours) will have an academic advisement meeting with the Director of the program and be advised they are at risk of being dropped from the program. Students who miss an excess of 10% of the total program hours (including all attempted hours) will be terminated from the program. Students who have been terminated may apply for reentry. Students whose enrollments are terminated for violation of the attendance policy may re-enroll on attendance probation in a subsequent term in the next 12 calendar months. Such reenrollment does not circumvent the approved refund policy. If the re-enrolled student on attendance probation is absent for more than 10% of the class hours, the student's enrollment in the program will be terminated and the student will not be readmitted to the program. Students absent more than four consecutive days will be considered terminated.

## **ATTENDANCE RECORDS**

Each instructor at ForgeNow takes attendance each morning at 7:00 am, after lunch at 12:30, and at the end of the day at 4:00 pm.

Symbols used regarding tracking the attendance policy are:

- Present (P) Student arrives on time.
- Absent (A) Student was not in attendance.
- Tardy (T) Student attended for part of the day; whether the student arrives late, leaves early, or misses part of the instructional period.
- Make Up (MU) Student was making up work missed from an earlier class.

A tardy is defined as arriving in the classroom after the designated time for the beginning of the class or for the continuation of class after breaks. All tests or quizzes missed due to the absence of a student must be taken on the first day of attendance after the student's absence.

All students will be required to download the application CourseKey from the iOS App Store or Google Play. Students will be responsible for using CourseKey to log in for attendance each morning prior to or at 7:00 am, log in after lunch, and log out at the end of the day at 4:00 pm. If a student is unable to use CourseKey, the student must bring it to the attention of the instructor on the first day of class.

## **MAKE-UP WORK**

No more than 5% of the total course time hours for an ForgeNow program may be made up. A student who misses and/or is absent for any class hours is at risk of being placed on attendance probation and shall be required to make up any and all missed hours on the Saturday (or Sunday in case of a Holiday) starting at 7 AM and ending at 4 PM with a 30-minute break for lunch, immediately following the end of the modules grading period. A student is required to attend make up for hours missed, not the entire day (ie. If a student missed two (2) hours of class, they are only required to attend make up from 7 AM to 9 AM and can stay longer if they wish but will only receive credit for two (2) hours of make up time). Students may only make up work from the current week's module and may not make up work from previous modules unless the missed hours were caused by force majeure events. If missed time is due to a force majeure event, then the make up time must be completed within two weeks of the end of the grading period during which the absence occurred.

Students will be provided a make up request form no later than 2:30 PM on the day prior to the available make up hours. The student will be required to sign this form acknowledging the missed hours and required make up period. This form will be placed in the student's permanent file.

Make-up work shall:

- Be supervised by an instructor approved for the class being made up
- Require the student to demonstrate the same level of knowledge or competence expected of a student who attended the scheduled class session
- Be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor
- Have the same method of instruction as the hours missed (lab or lecture)
- Be signed and dated by the student to acknowledge the make-up session. This form will be placed in the student's permanent file.

After the student completes make up hours, these hours will be designated as "MU" in the student's attendance records.

## **LEAVE OF ABSENCE**

A Director may grant a leave of absence after determining that good cause is shown. A student may not have more than one leave of absence in a 12-month calendar period and may be on leave of absence no more than 30 calendar days during that period. School attendance records will clearly define the dates of the student's leave of absence. A written statement of the reason(s) leave of absence was granted, signed by both the student and a Director indicating approval, will be placed in the student's permanent file. Students on leave of absence who decide not to return to the School should contact the School to apply for a regular withdrawal. If a student does not return after the leave of absence, he or she will be administratively

withdrawn from the School. The date of separation for the leave of absence will be used as the date of separation for the administrative withdrawal.

Students who must leave the School because of medical or psychological conditions that necessitate their absence may request a medical leave of absence. Documentation of the serious nature of the medical condition must be provided to the School. Likewise, before a Student may return from a medical leave of absence, documentation must be submitted to the School indicating that the medical or psychological condition has been remedied and that the Student is capable of resuming study at the School. Please note that the term for the medical leave of absence is the same as a regular leave of absence. Students on medical leave of absence who decide not to return to the School should contact the School to apply for a regular withdrawal. If a student does not return after the medical leave of absence, he or she will be administratively withdrawn from the School. The date of separation for the medical leave of absence will be used as the date of separation for the administrative withdrawal.

## **GRADUATION REQUIREMENTS**

A Certificate of Completion will be awarded to each Student who completes all the subjects of the course of study, participates in 90% of the course work and maintains at least a minimum grade point average of 2.00, has no more than one subject class grade below 70, and successfully complete the final assessment with a grade above 70.

A Student who has completed the course of study but does not meet course completion requirements can contact the School Director for one opportunity to repeat subject classes with unsatisfactory grades in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was originally enrolled. There will be no additional administrative or tuition fees charged for any module the student passed; however, there may be additional fees for books, supplies, and fees.

## **PLACEMENT SERVICES**

ForgeNow makes job placement and career assistance available at no charge to all students who are awarded the Certificate of Completion for any program. ForgeNow works with students during their time in the programs to best prepare them for opportunities upon program completion. ForgeNow will provide a resume format, conduct mock interviews, and issue each student ForgeNow uniforms to create a professional appearance when students are meeting with potential employers. ForgeNow invites employers to participate in campus job fairs and makes students aware of businesses seeking qualified job applicants in the student's respective field. ForgeNow conducts an active social media campaign on leading platforms to raise awareness in the community and with employers about the capabilities of its students who complete its programs. Videos, posts, and comments reach a wide audience and can increase the reach to potential employers for the students in ForgeNow programs prior to and after program completion.

ForgeNow has relationships with and engages regularly with military and veteran service organizations, ministry programs, and philanthropic parties who may also assist with career advancement. ForgeNow is committed to helping Students pursue their goals and further their careers. ForgeNow aims to create a family culture of continuing relationships and mutual assistance.

For all ForgeNow programs, if a prospective student has a criminal record, felony record, or anything in their background that may prohibit licensure or employment by the state or federal government; the school,

its leadership, ownership, administration, nor any faculty, staff members, affiliates, or representative can guarantee their ability to benefit from ForgeNow's training and receive federal or state licensure.

While the ForgeNow team takes great pride in the ForgeNow graduates who complete its programs, neither the school, its leadership, ownership, administration, nor any faculty, staff members, affiliates, or representatives can guarantee employment.

## **DRESS CODE**

Every Student will be issued Uniforms. ForgeNow expects that each Student will appropriately wear these Uniforms daily with the belt at waist level and no shorts of any kind. By signing the School Catalog Acknowledgment at the end of this Catalog, the Student acknowledges and agrees that the Student will receive five (5) ForgeNow issued shirts, two (2) pairs of work pants, one (1) belt, one (1) sweatshirt, and one (1) pair of boots. Upon issuance of the individual pieces of the Uniform, the Uniform becomes the sole responsibility of the Student and the Student agrees to maintain and care for the Uniform to the best of their ability while attending ForgeNow. ForgeNow requires that each Student will appropriately wear their assigned shirts at the training facility each day throughout the program. Should any item of the uniform be lost, misplaced, damaged or stolen, the Student will have the opportunity to purchase the item at their expense at the current cost of the item. In the event that a Student is terminated, withdraws or takes a leave of absence from the program, then the Student is not required to return any of the uniform.

Dress code violations include but are not limited to:

- open toe shoes, sandals, slippers, flip-flops
- shorts
- wearing of hats, baseball caps, bandanas in class, or any head covering (religious accommodations may be made by the school Director)
- visible undergarments even when seated
- athletic wear including gym shorts, jerseys, wind/jogging suits, etc.
- Non ForgeNow issued clothing (unless the ForgeNow items have not been issued)
- Students must not have headphones or earbuds in during class or lab instruction

The Students are expected to meet the following standards or guidelines with respect to personal grooming and hygiene maintenance:

- consistent bathing and oral hygiene
- no heavily-scented perfumes, colognes or lotions
- clean, well-groomed hair; including beards, mustaches, goatees and sideburns (no artificial colors outside the norm)
- clothing or attire must not interfere with the safe operation of duties or equipment,
- no dangling, large hoop jewelry, or gauged ears, which may present a safety hazard, and piercings are limited to a maximum of one (1) per ear. Any other visible piercings are prohibited (exceptions will be made where piercings are demanded by religion or culture)

## **GUESTS**

Students are responsible for the behavior of their guests and must ensure that guests comply with the School's regulations, including the standards in this document.

## **PERSONAL PROPERTY**

ForgeNow assumes no responsibility for loss or damage to personal property. It is the Students' responsibility to safeguard their belongings on or off campus.

## **STUDENT CODE OF CONDUCT**

Students on campus are expected to behave in a manner that will create a safe and orderly academic environment for themselves and others. Students found in violation of these conduct expectations will be subject to disciplinary action which may include written warning, suspension, expulsion, and/or referral to law enforcement officials. Below is a partial list of inappropriate behaviors that will be subject to disciplinary action. This Student Conduct Policy sets forth community expectations for ForgeNow's Students as well as those behaviors, occurring both on or off campus, which constitute unacceptable conduct for Students of the School. This list is not all-inclusive:

- Academic dishonesty, including any form of plagiarism, cheating, falsification of records, or collaboration with others without proper documentation that two or more people worked on the graded assignment
- Actions that disrupt teaching, learning, administration, or interfere with the rights of others
- Non-compliance with the legal directives of school faculty and staff
- Violation of written policies, rules, or procedures
- Theft of any kind, and related behaviors such as possessing stolen property or using the property of others without their permission
- Damage to property or destruction of property
- Creation of unsafe conditions
- Carrying out a false alarm or creating an emergency situation such as a fire or a bomb threat
- Hurting others, threatening others, and or engaging in behavior that may result in harm to others
- Selling, consuming, and/or possessing alcoholic beverages on campus
- Possessing or using drugs not prescribed for the student by a physician
- Selling any drugs or possessing or using illegal drugs or narcotics
- Possession or consumption of alcohol prior to or during class hours, scheduled breaks, lunch break, or make up hours
- Possessing a firearm or other deadly or dangerous weapons while on the property of the school or in any part of the school building that violates state or federal law

## **STUDENT TECHNOLOGY & PRIVACY POLICY**

ForgeNow supports an extensive information-technology environment for their Students ("Users") and other members of the School's community. ForgeNow's general policies and codes of conduct contained

in this School Catalog equally apply to the electronic environment of the School. Thus, this Technology Use and Privacy Policy (the “Policy”) supplements these existing standards and codes of conduct contained herein by describing the special rights and responsibilities that attach to the use of the School’s “E-Resources” (as defined below).

This Policy applies to all information-technology and other electronic resources of ForgeNow (“E-Resources”), including without limitation:

- All computers, computer systems, equipment, software, smart phones, networks, and computer equipment owned, managed, or maintained by the School for the handling of data, voice, television, telephone, or related signals or information
- Any access or use of the School’s electronic resources from a computer or other system not controlled or maintained by the ForgeNow; and,
- The creation, processing, communication, distribution, storage, and disposal of information under ForgeNow’s control

### **RESTRICTIONS ON USE**

Students have no reasonable expectation of privacy in their use of the School’s Internet or e-mail or other E-Resources. Be advised that personal messages sent over the School’s Internet may be accessed by the School without prior notice, and therefore, Students should not transmit any messages that they do not want read by a third party. In essence, all Students must be aware that any material sent over or received from the School’s Internet is subject to inspection.

As a result, all Students are expected to conform to the same standards of ethical conduct as outlined herein when they using the E-Resources environment of ForgeNow. There are many restrictions applicable to ForgeNow E-Resources and the examples given below are illustrative and are not intended to cover all possibilities. There will be a need for exceptions in some circumstances. Specifically, all Users shall:

- Take responsibility for the security and integrity of information stored on any personal or assigned desktop, laptop, or handheld system.
- Take care to access E-Resources only from secure environments and to log out of sessions before leaving any computer unattended.
- Take all appropriate precautions when accessing confidential or restricted ForgeNow data to protect the data from unauthorized disclosures and from threats to its accuracy or integrity.

In addition, all Users shall not:

- Provide any other person with E-Resources or access to them.
- Send e-mail chain letters or mass mailings.
- Alter, remove, or forge email headers, addresses, or messages, or otherwise impersonate or attempt to pass oneself off as another.

- Obtain E-Resources beyond those allocated to the User, seek or gain access to data or user accounts for which the User is not authorized, or eavesdrop or intercept transmissions not intended for the User.
- Use the ForgeNow Internet or other network access in a malicious manner or to alter or destroy any material which the user is not authorized to alter or destroy.
- Tamper with, modify, damage, alter, or attempt to defeat restrictions or protection placed on accounts or any E-Resources.
- Damage computer or network systems; create or intentionally introduce or propagate computer viruses, worms, Trojan Horses, or other malicious code to any E-Resource; attempt to degrade the performance of the system or to deprive authorized users of E-Resources or access to E-Resources.
- Send harassing or threatening messages.
- Participate in the breaking of security on a computer system regardless of whether it is owned by ForgeNow or by some third party.
- Run programs that cause network congestion.
- View, download, possess, post, and transmit sexually pornographic or profane messages, images, cartoons, jokes or other similar materials using ForgeNow equipment or facilities is prohibited at all times.
- View, download, possess, post, and transmit any ethnic, religious, or racial slurs at any time.
- Send anonymous messages or use aliases on the Internet that would be considered harassing.
- Intentionally seek information on, obtain copies of, or modify files, other data, or passwords belonging to other Users, or misrepresent other Users on the network.

Students should at all time seek to promote a positive image for ForgeNow. They should be careful about how they represent themselves, given that what they say or do can be interpreted as ForgeNow opinion or business practice. Students should be aware that their conduct could reflect on the reputation of ForgeNow and its Students. Hence, any violation of the above policies may be grounds for immediate discipline up to and including termination from the program. Furthermore, Students should report any misuse of the Internet or e-mail or other E-Resources immediately to their Instructor or another employee of ForgeNow. Lastly, Students are prohibited from knowingly using the Internet or computer resources to violate the laws or regulations of the United States or any other nation. Use of ForgeNow's resources for illegal activity is grounds for immediate dismissal from the program and termination from the School and ForgeNow will fully cooperate with any legitimate law enforcement investigation.

## **COPYRIGHT AND OTHER INTELLECTUAL PROPERTY**

Users must respect intellectual-property rights, including copyrights, when using any of ForgeNow's E-Resources. All use of content, including text, images, music, and video, retrieved from E-Resources or stored, transmitted or maintained using E-Resources must comply with copyright and other applicable laws. Copied material, used legally, must be given attribution in conformance with applicable legal and professional standards. Software may only be copied, installed, or used on ForgeNow E-Resources only as permitted by the software's owner or authorized licensor and by law. Proprietary software must be properly licensed, and users must strictly adhere to all applicable license provisions (including those concerning installation, use, copying, and the number of simultaneous users). The downloading of pirated copyrighted material, including movies, music, software and video games is strictly prohibited.

By signing the School Catalog, the student acknowledges and agrees that the Student has read and understood this Technology Use and Privacy Policy and understands that any violation(s) of these policies could result in disciplinary action up to and including termination. As a result, the Student agrees to abide

by all rules, regulations, policies, procedures, and guidelines contained in this Policy and the Student agrees that the information contained in this Policy may be modified or amended at any time by the School and the Student agrees to be bound by those modified or amended guidelines and policies.

## **HARASSMENT**

This policy applies to all Students of ForgeNow as well as others who participate in the School's programs and activities. Individuals who violate this policy are subject to discipline up to and including immediate termination from the program. Reports of sexual harassment are taken very seriously and will be dealt with promptly. The specific action taken in any particular case depends on the nature and gravity of the conduct reported and may include intervention, mediation, investigation and the initiation of grievance and disciplinary processes including contacting the police.

ForgeNow strives to provide a place of work and study free of harassment and including sexual harassment, intimidation, exploitation or discrimination whether that discrimination or harassment is because of race, color, national origin, sex, disability, religion, age, veteran status, gender identity or expression, sexual orientation or any other characteristic protected by law. It is expected that Students and other individuals covered by this policy will treat one another with respect. Where harassment of sexual harassment has occurred, ForgeNow will act to stop the harassment, prevent its recurrence, and discipline and/or take other appropriate action against those responsible. ForgeNow will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Any student who has questions or concerns about these policies should talk with the Director or the Director of Operations.

These policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender or any other protected characteristic, from participating in school or school-related social activities or discussions. In other words, no one should make the mistake of engaging in discrimination or exclusion to avoid allegations of harassment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further those policies, not to form the basis of an exception to them.

## **RETALIATION**

ForgeNow encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of ForgeNow to investigate such reports promptly and thoroughly. ForgeNow prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. As a matter of law, retaliation and/or reprisals against an individual who in good faith reports or provides information about behavior that may violate this policy are against the law and will not be tolerated. Conversely, intentionally making a false report or providing false information is grounds for discipline.

## **SEXUAL HARRASMENT**

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, "sexual harassment" is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or student status, b) submission to or rejection of such conduct by an individual is used as the basis for any decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with a student's work performance or creating an intimidating, hostile or offensive working school environment.



Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess, or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the school of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature, physical assaults of a sexual nature, such as rape, sexual battery, molestation or attempts to commit these assaults, and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another student's or instructor's body, or poking fun another student's or instructor's body, preferential treatment or promises of preferential treatment to a student for submitting to sexual conduct, including soliciting or attempting to solicit any student or instructor to engage in sexual activity for compensation or reward.

Sexual harassment can be physical and psychological in nature. An aggregation of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

### **HARRASSMENT**

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law, or that of his or her relatives, friends or associates, and that: a) has the purpose or effect of creating an intimidating, hostile or offensive work or school environment, b) has the purpose or effect of unreasonably interfering with an individual's work or academic performance, or c) otherwise adversely affects an individual's ability to complete an academic program.

Harassing conduct includes epithets, slurs, or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the school's walls or student lodging or using school equipment by e-mail, phone (including voice messages), text messages, social networking sites or other means.

### **INDIVIDUALS AND CONDUCT COVERED**

These policies apply to all employees, all student candidates, all current students, and any individual on the ForgeNow property or interacting with a ForgeNow employee, student candidate or current student, whether related to conduct engaged in by fellow students or educators or by someone not directly connected to ForgeNow (e.g., an outside vendor, consultant, or customer).

Conduct prohibited by these policies is unacceptable in the classroom and in any training-related setting outside the school, such as during field trips, school meetings, and school-related social events.

### **REPORTING AN INCIDENT OF HARRASSMENT, DISCRIMINATION, OR RETALIATION**

ForgeNow encourages reporting of all perceived incidents of discrimination, harassment including sexual harassment, or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been the victim of such conduct should discuss their concerns with their instructor or any member of the school personnel. See the complaint procedure described below.

In addition, ForgeNow encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and to request that it be discontinued.

Often this action alone will resolve the problem. ForgeNow recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

If a student feels that he or she is being subjected to harassment including sexual harassment he or she may immediately inform the harasser that the conduct is unwelcome and needs to stop. If the inappropriate conduct does not cease, or if the student is unable to or uncomfortable with addressing the alleged harasser directly, he or she should report the incident to his or her own instructor or to the Director.

### **COMPLAINT PROCEDURE**

Individuals who believe they have been the victims of conduct prohibited by this policy or believe they have witnessed such conduct should discuss their concerns with their immediate instructor or any member of the school personnel.

ForgeNow encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment including sexual harassment.

Any reported allegations of harassment including sexual harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have another relevant knowledge. ForgeNow will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment including sexual harassment or discrimination or for participating in an investigation of a claim of harassment including sexual harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

Misconduct constituting harassment including sexual harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling or disciplinary action such as a warning, reprimand, reassignment, temporary suspension, or expulsion, as ForgeNow believes appropriate under the circumstances.

If a party to a complaint does not agree with its resolution, that party may appeal to ForgeNow's School Director or the Director of Operations.

False and malicious complaints of harassment including sexual harassment, discrimination, or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

Educators must deal expeditiously and fairly when they have any knowledge of any form of harassment including sexual harassment within their departments, whether or not there has been a written or formal complaint. They must:

- Take all complaints or concerns of alleged or possible harassment including sexual harassment seriously no matter how minor or who is involved.
- Report all incidents to the Director immediately so that a prompt investigation can occur.
- Take any appropriate action to prevent retaliation or prohibited conduct from recurring during and after any investigations or complaints.

Educators who knowingly allow or tolerate any form of harassment including sexual harassment or retaliation, including failure to immediately report such misconduct to the Director, are in violation of this policy and subject to discipline.

The Director is responsible for:

- Ensuring that both the individual filing the complaint (complainant) and the accused individual (respondent) are aware of the seriousness of any form of harassment including sexual harassment complaints.
- Explaining ForgeNow's harassment policy including the sexual harassment policy and investigation procedures to all parties involved.
- Exploring informal means of resolving any form of harassment complaint including sexual harassment complaints.
- Notifying the police if criminal activities are alleged.
- Arranging for an investigation of the alleged harassment including sexual harassment and the preparation of a written report.
- Submitting a written report summarizing the results of the investigation and making recommendations to designated school officials.
- Notifying the complainant and the respondent of the corrective actions to be taken, if any, and administering those actions.

#### **CONFIDENTIALITY**

All complaints and investigations are treated confidentially to the extent possible and information is disclosed strictly on a need-to-know basis. The identity of the complainant is usually revealed to the parties involved during the investigation and the School Director or other appropriate personnel takes adequate steps to ensure that the complainant is protected from retaliation during and after the investigation. All information pertaining to harassment to include sexual harassment complaints or investigation is maintained in secure files within the School Directors Files

#### **OTHER AVAILABLE PROCEDURES**

The procedures available under this policy do not preempt or supersede any legal procedures or remedies otherwise available to a victim of sexual harassment under local, state, or federal law.

## NOTIFICATION OF RIGHTS UNDER FERPA

The Family Educational Rights and Privacy Act (FERPA) affords students' rights under with respects to their education records. These rights include:

1. The right to inspect and review the student's education records within 45 days of the day the institution receives a request for access.

A student should submit a written request to the School Director that identifies the record(s) the student wishes to inspect. The School Director will make arrangements for access and will notify the student of the times and place where the records may be inspected. If the records are not maintained by the School Director, the School Director shall advise the student of the correct official to whom the request should be addressed.

2. The right to request the amendments of the student's education records that the student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.
3. The right to provide written consent before the institution discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent.
4. The right to file a complaint with the U.S Department of Education concerning alleged failures by the institution to comply with the requirements of FERPA.

## STUDENT COMPLAINTS (Grievance Procedure)

Complaints are defined as any student concern regarding any ForgeNow training program, services, or staff. A student who has a concern about a school-related issue is encouraged to schedule a conference with the school Director to find resolution. If an issue is not resolved to a student's satisfaction through the conference, the student can file a formal complaint in writing with the School Director who will formally investigate the complaint, take appropriate action, and provide a written response to the student by the 10<sup>th</sup> business day after the day the formal written complaint is received by member of the school faculty or staff.

Note: a conference with the School Director is not required before a student files a formal written complaint. Students must address their concerns about an educational program by following the school's grievance process outlined in the school catalog.

If the student feels that the school has not adequately addressed a complaint or concern, the student may also consider contacting the Texas Workforce Commission and file a complaint with the state's agency and the state's Attorney General's office at the following mailing address. Additional information on complaint procedures is located on the Agency's Career Schools and Colleges Web site.

The school has a Certificate of Approval from the Texas Workforce Commission (TWC)  
The TWC-assigned school number is: 54516

Texas Workforce Commission  
Career Schools and Colleges, Room 226T  
Austin, TX, 78778-0001  
Phone: 512-936-3100  
[Texasworkforce.org/career schools](http://Texasworkforce.org/career%20schools)

Office of the Attorney General  
P.O. Box 12548  
Austin, Texas 78711-2548  
Main Phone (512)453-2100  
Consumer Protection Hotline (800)621-0508  
[Website: http://www.oag.state.tx.us](http://www.oag.state.tx.us)

This institution is seeking initial accreditation with the Accrediting Council for Continuing Education & Training (ACCET). Please see Addendum 3, ACCET Document 49.2 “ACCET Complaint Procedure for Institutions Applying for ACCET Accreditation.

### **STUDENT ACKNOWLEDGMENT**

By signing below, I acknowledge that I have been provided and read the ForgeNow Catalog and understand the information given. I acknowledge that my questions about this document and any other ForgeNow documents, if any, have been answered to my satisfaction. I will not hold ForgeNow responsible for any action they take or do not take because of my interpretation of this form.

Student Name

---

Student Signature

Date

## **ADDENDUM 1: FACULTY & STAFF**

### **ForgeNow Executive Leadership**

Marvin Key – CEO & Co-Founder  
Rob Holmes – President & Co-Founder  
Charles Sarver – Director of Campus  
Reid Slaughter – Chief Marketing Officer  
Stephen Brightman – Director of Operations

### **Education**

Leon Young – Director of Technical Training  
Megan Kendall – Curriculum Development  
Brian Lewis – HVAC Instructor  
Omar Vasquez – HVAC Instructor  
Corey People – HVAC Lab Tech  
Patrick Bohler – HVAC Lab Tech  
John “Trevor Brooks” – Electrical Wiring Instructor & Master Electrician  
Gerald Trainor – Electrical Wiring Instructor & Master Electrician  
Casey Franklin – Electrical Wiring Instructor  
Zach Jacobs – Electrical Wiring Instructor  
Cory Mitchell – Facilities Maintenance Instructor in Training

### **Education**

Clifton Griffin – Admissions Manager  
Malik Crapo – Admissions Coordinator  
Samona Griffin – Admissions Coordinator  
Kenneth Duff – Killeen & Fort Hood Admissions Coordinator

### **Financial Aide**

Patrice Hill – Financial Aid Coordinator

### **Quality Assurance**

Jeff Moulder – Quality Assurance Administrator  
Derrick Daniels – Quality Assurance Administrator

### **Student Services**

Roderick Hill – Student Services Coordinator

### **Placement Services**

Caroline Lee – Placement Coordinator  
Rebecca Quinones – Placement Coordinator

### **Office Administration**

Lydia Sarver – Office Manager

## **ADDENDUM 2: OWNERSHIP & BOARD OF ADVISORS**

### **OWNERSHIP**

Formerly TRACOM, (Training Command Career Academy), ForgeNow was founded by Marvin Key and Rob Holmes. Mr. Key currently functions in the organization as CEO and Mr. Holmes currently functions as President.

The ForgeNow ownership and leadership team is responsible for vision, direction, and relationships for the school, setting the standard of integrity for the management, and providing oversight of all policies and procedures that govern operations and instruction.

ForgeNow North Texas operates as a Limited Liability Company organized in the State of Texas.

### **BOARD OF ADVISORS**

**CSM Paul Albright, USA, Retired.** Paul is the Chief Military Officer of the City of El Paso, serves as a Liaison for the City's Veteran Affairs Committee, Departments, Community Organizations, Businesses, and Media Prior to his current position, Paul served in the Army for over 28 years in various leadership roles culminating as the Command Sergeant Major of the 11th Air Defense Artillery Brigade.

Paul earned a BA in Liberal Studies from Excelsior University and an MS in Leadership Studied from the University of Texas at El Paso

**Christina Crain, Esq.** Christina was appointed to a six-year term on The University of Texas System Board of Regents by Governor Greg Abbott in March 2019 and is the Founder and President/CEO of Unlocking DOORS®, a Dallas-based reentry organization. In her law practice, she specializes in child/juvenile representation, mediation and legislative issues. Christina is the former Chairman of the Texas Board of Criminal Justice and is the first and only woman to lead the nine-member board.

Christina earned a BA in Government from The University of Texas at Austin and a law degree from Oklahoma City University School of Law.

**Paul Flather.** Paul is the Founder and Managing Member at Hermes Advisors, LLC, a hedge fund focused on public equities, generally smaller companies, with an emphasis on field research and company visits. Previously Paul worked as an institutional equity salesman across various firms.

Paul earned a BA in Business Economics from the University of California at Los Angeles and an MBA from Columbia University

**Jerold Nichols.** Jerold is the President of Amber Electric and has been in the electrical industry since 1978 beginning as a field electrician. He is currently a Master Electrician in the State of Texas and has experience in medium voltage, service, industrial, medical, vertical commercial construction, and many other areas of the electrical and mechanical fields.

Jerold has also served as the maintenance manager of a large governmental project over seeing facilities maintenance for multiple facilities as well as a high-tech manufacturer.

### **ADDENDUM 3:**

## **NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE FOR INSTITUTIONS APPLYING FOR ACCET ACCREDITATION**

ACCET Document 49.2

ACCET Complaint Procedure for Institutions

Applying for ACCET Accreditation

This institution is seeking initial accreditation with the Accrediting Council for Continuing Education & Training (ACCET). To this end, the institution has submitted an Application for Accreditation to ACCET and will subsequently submit a self-study and have an on-site team visit to determine whether the institution meets ACCET's Standards for Accreditation. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided.

When issues arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required by ACCET and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

In the event that a student has exercised the institution's formal student complaint procedure, and the problem or issues have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing (by email or mail) to the ACCET office. Complaints received by phone will be documented; however, the complainant will be requested to subsequently submit the complaint in writing.
2. The written complaint must contain the following information:
  - a) Name and location of the institution;
  - b) A detailed description of the alleged problem(s);
  - c) The approximate date(s) that the problem(s) occurred;
  - d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
  - e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
  - f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
  - g) The status of the complainant with the institution (e.g. current student, former student, etc.).
3. In addition to the written complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

4. **SEND TO:**

ACCET  
CHAIR, COMPLAINT REVIEW COMMITTEE  
1722 N Street, NW  
Washington, DC 20036  
Telephone: (202) 955-1113  
Email:



complaints@accet.org  
Website: [www.accet.org](http://www.accet.org)

Note: Complainants will receive an acknowledgement of receipt within 15 days.