

AC/C TECH

EXHIBIT 7.A.5B
COURSE/PROGRAM CATALOG
POLICIES, PROCEDURES & BEST PRACTICES
(2027-2032 PUBLICATION)



AC/C TECH
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The information submitted is correct to the best of my knowledge and belief.

A handwritten signature in black ink, appearing to read "Ishman F. Moorman".

Ishman F. Moorman
President

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1. About AC/C TECH

OVERVIEW

This course/program catalog is an official guide that outlines the academic offerings, graduation requirements, tuition & fees, and general expectations of AC/C TECH. More specifically, it provides students, parents, advisors, faculty, and other stakeholders with detailed information about our educational offerings and student services. Also, it includes detailed information about our Student Assessment & Achievement Policy, Attendance Policy, Recruitment & Advertisement Policy, Student Admission/Enrollment Policy, Academic Policies and Procedures, General Rules and Policies, Complaint/Grievance Policy, and Emergency Action Policy. By providing clear and consistent information, this catalog supports pathways for academic or professional progress, informed decision-making, planning, and accountability.

MISSION STATEMENT

AC/C TECH's mission is to provide quality online training and student services, with a focus on practical diagnostic and repair techniques required for **Apartment, Co-op, and Condominium TECHnicians**. In addition, to develop knowledgeable, highly skilled, and certified technicians for the industry, nationwide.

CORE VALUES

AC/C TECH seeks to achieve its mission through the following core values:

1. Recruit and admit prospective students who are interested in residential and apartment maintenance technology, likely to complete the educational objectives, and suited for employment at the end of the training. We do not discriminate against candidates based on race, religion, color, gender, sexual orientation, age, disability, or national origin.
2. Provide quality online training so that students can develop the knowledge, skills, and competencies necessary for performing building maintenance, and diagnosing and repairing equipment pursuant to regulatory codes. In addition, provide training that will help students understand the upkeep and maintenance required at a property to maintain its curb appeal, and to ensure that all vacant apartment units are restored to a "market ready" condition in a timely manner.
3. Establish a training/learning platform that is 100% web-based, easy to understand, and easy to navigate.
4. Provide OJT (On-Job-Training) services that will help property managers reduce maintenance expenditures as it relates to the completion of workorders, diagnostic & repair procedures, planned maintenance activities, job task standards, restoring vacant apartment units, and uniform physical inspections.
5. Offer professional development training that will help graduates achieve future educational objectives, earn credentials, obtain promotions, and build a lifelong career as a maintenance technician.
6. Promote outcomes through the National Apartment Association, United States Department of Housing and Urban Development (HUD), State and Local Housing Associations, and Property Management Firms... with the intent of increasing student enrollment.

EDUCATIONAL OFFERINGS

In alignment with our mission and core values, we have developed 6 Cohort Technical Certificate Programs and 1 Occupational Associate Degree.

Cohort Technical Certificate Programs

1. HVAC Maintenance
2. Plumbing Maintenance
3. Electrical Wiring Maintenance
4. Interior/Exterior Building Maintenance
5. Appliance Repair
6. Introduction to Apartment Maintenance

Occupational Associate Degree

1. Residential & Apartment Technology

The corresponding educational/vocational objectives for each program includes: [a] understanding how the equipment operates, [b] mastering diagnostic and repair procedures, [c] completing assignments within job task standards, [d] adhering to regulatory codes, [e] documenting workorders pursuant to employer standards, and [f] maintaining safety obligations.

The benchmark to earn the OAD (Occupational Associate Degree) involves successfully completing 60.4 semester credits: 38.4 credits of required coursework, 7 credits of technical electives, and 15 credits of general education coursework. The OAD program is setup to guide students through five cohort technical certificate programs (such as HVAC Maintenance, Plumbing Maintenance, Electrical Wiring Maintenance, Interior/Exterior Building Maintenance, and Appliance Repair) that can rollover into earning a degree without penalty. The “General Education Coursework” can stem from any recognized accredited institution, and when completed, the results will be transferred into the student’s AC/C TECH Transcript. The general education coursework may include natural and physical sciences (mathematics, physics, biology, chemistry, etc.); social and behavioral sciences (psychology, sociology, history, geography, economics, etc.); humanities and fine arts (English, written and oral communication, literature, foreign language, etc.). To help facilitate this requirement, we have secured Articulation Agreements from Ivy Tech Community College and the California Institute of Applied Technology.

COURSE DELIVERY

The AC/C TECH training/learning platform is 100% web-based. Students can pursue training anytime (24/7) and from any location. The lessons can be stopped and started at will and repeated five times. This improves the learning process because students have self-control over the presentations. All lessons can be completed by using any desktop computer, laptop computer, tablet, or smart phone. We also utilize other technologies to optimize interaction between our institution and students, which include conducting web-meetings, communicating with students using Zoom, social media, etc.

Each student is assigned a private username and password which permits access to our training/learning platform and other resources anytime (24/7) and from any location.

LEGAL NAME, OWNERSHIP AND CONTROL

AC/C Technology Inc., dba AC/C TECH, was incorporated on September 26, 1986, in the State of Indiana and elected to become an S Corporation on November 13, 1986. The principal office is located at 4415 Forest Manor Ave, Indianapolis IN 46226-3080.

AC/C TECH is a profit-oriented institution. Ish Moorman, President, owns 100% of the corporate stocks. Literally, he manages every aspect of the corporation, i.e.: he maintains corporate records, annual board of directors' meetings, annual shareholders' meetings, annual registrations with the Indiana Secretary of State, annual taxes, and general oversight of activities that could affect the corporation.

- AC/C TECH does not operate under a parent entity. Also, no third party has the power to review or reverse the actions of this institution's leadership. Furthermore, AC/C TECH does not have a governing board, branch campuses, or auxiliary classrooms.

HISTORY OF THE INSTITUTION

The corporation was originally created to engage in CAD/CAM services, as well as any other business activity in which a corporation may lawfully be engaged. However, during 1988, the Maintenance Director of the Indianapolis Housing Agency contacted our institution about training his staff. We were asked to provide training in areas related to HVAC Maintenance, Plumbing Maintenance, Interior/Exterior Building Maintenance, Electrical Wiring Maintenance, and Appliance Repair. The training was unique, specialized, and geared towards maintenance workers who had limited experience and limited educational background. In fact, many of those workers didn't even have a high school diploma, so we simply focused on changing their mindset from a janitorial perspective to a highly skilled maintenance technician who could diagnose failures and make technical repairs. Key indicators included how effectively students completed work-orders, followed diagnostic & repair procedures, conducted planned maintenance activities, finished assignments within job-task standards, maintained a clean and safe work environment, and established good customer relation skills. In addition, the training was setup to help the maintenance staff earn pay rate increases (25 cents per hour for each specialty group of courses successfully passed) until \$1.25 maximum was reached. The results exceeded all measurable indicators, and from that point forward, AC/C TECH has been authorized by the State of Indiana to operate as a post-secondary vocational institution specializing in residential and apartment maintenance technology.

EXTERNAL AUTHORITIES THAT PROVIDE OVERSIGHT

AC/C TECH is accredited by:

ACCET (Accrediting Council for Continuing Education & Training)
1722 N St NW
Washington DC, 20036
Phone: 202-955-1113 | Email: info@accet.org
Date accredited: September 6, 2024

Type of Institution/Organization: Vocational/Non-Title IV, Interactive Distance Learning (IDL), Occupational Associate Degree (OAD).

AC/C TECH is authorized by:

State of Indiana:
Indiana Commission for Higher Education
The Indiana Board for Proprietary Education
101 West Ohio Street, Suite 670
Indianapolis, IN 46204-1984
317-464-4400 Ext. 138
Date authorized: May 25, 1993
Date approved to award AAS Degree: November 10, 1993

AC/C TECH is approved to provide EPA (Section 608) Technician Certification:

United States Environmental Protection Agency
401 M Street, SW
Washington, D.C. 20460
1-800-296-1996
Date approved: October 13, 1993

AC/C TECH is approved to provide continuing education training for Indiana Home Inspectors:

Indiana Professional Licensing Agency
402 West Washington Street, Room W072
Indianapolis, Indiana 46204
1-317-234-3009
Date approved: November 1, 2005, Ref License #CE10600293

AC/C TECH is a member of the Indiana Apartment Association:

Indiana Apartment Association
9100 Keystone Crossing, Suite 725
Indianapolis, IN 46240
1-317-816-8900
Date approved: October 30, 2006

AC/C TECH is a member of the National Apartment Association:

National Apartment Association
4300 Wilson Blvd, Suite 800
Arlington, VA 22203
1-703-518-614

OFFICE HOURS

9:00 a.m. to 5:00 p.m. EST Phone: 317-545-7071

DISTANCE EDUCATION DISCLOSURE

AC/C TECH is approved to offer interactive distance learning (online coursework) to all qualified Indiana citizens by the Indiana Board for Proprietary Education. We do not enroll students from other states, except those employed and offered training via a recognized employer-based training program.

All courses are setup as on-demand, meaning students can play lectures, attempt quizzes, watch reference videos, and do lab assignments anytime (24/7) and from any location. All lessons can be completed by using any desktop computer, laptop computer, tablet, or smart phone. We also utilize other technologies to optimize interaction between students... which include conducting live web-meetings and more.

Each student is assigned a private username and password which allows access to our Training Platform and Learning Resources anytime (24/7), and from any location.

CONFIDENTIALITY OF STUDENT RECORDS

In accordance with the Federal Family Educational Rights & Privacy Act (FERPA) of 1974 and subsequent amendments, student records (transcripts) will not be released without written consent from the student.

Moreover, the student must satisfy all outstanding obligations (financial, academic, or administrative) due to AC/C TECH before a transcript request can be processed.

AC/C TECH maintains student records in electronic format and the data consists of [1] admission/enrollments, [2] financial aid, [3] academic, [4] graduation, and [5] employment information. These records are maintained indefinitely and protected against fire, water, theft, tampering, etc. Furthermore, AC/C TECH makes a backup copy of all records and stores the media in an offsite secure location, such as a bank safe deposit box.

PHYSICAL FACILITIES AND INSTRUCTIONAL EQUIPMENT

AC/C TECH maintains a training facility at 4415 Forest Manor Ave, Indianapolis, IN 46226-3080. The facility houses one general classroom, a model living area, mechanical room, restroom, and a storage area for equipment and supplies.

- The general classroom has one 90% plus gas furnace, two 80% single pipe gas furnaces, one 70% single pipe gas furnace, two electric furnaces, two R22 air conditioners, two R410 air conditioners, one R22 Heat Pump, and one R410 Heat Pump.
- The model living area is equipped with a five-burner gas cook-top with a dual electric convection oven, a 3-speed powered vented range-hood, dishwasher, and refrigerator. Also, this area contains a mini library. There are 273 standard textbooks, numerous reference materials, and approximately 35 instructional videos. Most of those textbooks are technical in nature and directly related to residential and apartment maintenance technology. Of the 273 textbooks, four are required for the AAS Degree program.
- The mechanical room (Combustion Appliance Zone) has a high efficiency tankless gas water heater, a standard gas water heater, washer, gas dryer, and a 90% single pipe gas furnace connected to a heat pump.
- The storage area contains various supplies and major equipment such as four additional 70% single pipe gas furnaces, three additional electric furnaces, three additional condensing units, and three additional evaporator coils.

This facility supports AC/C TECH's educational offerings and future operations in many ways. It is used for training instructors, hosting weekly web-meetings with students, and used for production of course lessons and related instructional aids. The facility contains equipment, appliances, and fixtures typically installed in apartments and residential homes for demonstration purposes. The range of equipment maintained in the facility allows for the president, adjunct instructors, or guest speakers to demonstrate practically any diagnostic and repair procedure. The facility and equipment are regularly updated to align with the release of NEW building and maintenance codes, as well as technological advancements.

2. CURRICULUM DESIGN AND DEVELOPMENT

The main objective at AC/C TECH is to provide quality online training so that students can develop the knowledge, skills, and competencies necessary for performing building maintenance, and diagnosing and repairing equipment pursuant to regulatory codes. In addition, to provide training that will help students understand the upkeep and maintenance required at a property to maintain its curb appeal, and to ensure that all vacant apartment units are restored to a “market ready” condition in a timely manner.

Students have an option of pursuing courses only, or cohort technical certificate programs, or the OAD (Occupational Associate Degree). AC/C TECH understands there are many factors that prevent students from completing a long-term educational plan; and therefore, our degree program is setup to guide students through five cohort technical certificate programs (such as HVAC Maintenance, Plumbing Maintenance, Electrical Wiring Maintenance, Interior/Exterior Building Maintenance, and Appliance Repair) that can rollover into earning a degree without penalty. Specifically, the OAD can be earned by successfully completing 60.4 semester credits: 38.4 credits of required technical courses, 7 credits of technical electives, and 15 credits of general education.

The corresponding educational/vocational objectives for each program includes: [a] understanding how the equipment operates, [b] mastering diagnostic and repair procedures, [c] completing assignments within job task standards, [d] adhering to regulatory codes, [e] documenting workorders pursuant to employer standards, and [f] maintaining safety obligations.

All courses/programs are pre-planned and promote the development of critical thinking, ethical reasoning, social responsibility, and lifelong learning as applicable to online training. In short, we believe students can be trained to diagnose failures, make repairs, adjust the equipment to optimum efficiency, and document workorders in cost-effective ways.

The organization and presentation of all courses and instructional materials are designed using sound principles of interactive distance learning and online training methodology. We measure student achievement based on curriculum mapping, i.e.: when key topics and projects are introduced, reinforced, and mastered. In addition, we measure student achievement based on using appropriate verbs as defined by Bloom’s Taxonomy. Specific action verbs are tied to relevant competencies to demonstrate successful attainment of the outcomes. More importantly, the outcomes were developed to align with employer expectations, industry standards, and governmental regulations. All outcomes are specific and technical in nature which leads to measurability.

Furthermore, we measure student achievement based on training results. We factor quiz scores, lab assignment scores, final examination scores, and OJT (On-Job-Training) scores. Students are required to demonstrate proficiency in 70% of the course activities which aligns with external requirements for the trade. As other measurements, we determine student achievement based on retention rates and student graduation rates. Plus, we use indirect results stemming from end-of-course surveys, exit interviews, alumni surveys, and employer surveys. These measures allow AC/C TECH to compare its student progress against established benchmarks and against other appropriately accredited institutions.

The following programs represent a hierarchy of outcomes that indicates the knowledge, skills, and competencies expected of students at specified points throughout the program and upon completion:

HVAC MAINTENANCE

The HVAC Maintenance Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to the installation, repair and maintenance of residential heating and air conditioning equipment. Students will learn details about HVAC equipment, but with an emphasis on making repairs in a safe, efficient, and productive manner. Students will learn what failed, why it failed, and how the failure can be prevented. Understanding these principles will increase worker productivity and reduce overall maintenance and capital expenditure. Students will also develop skills in recognizing and testing the components, interpreting the schematic wiring diagram, tracing the sequence of operation, cleaning the equipment, adjusting settings for optimum efficiency, and planned maintenance activities.

This program consists of 6 courses.

GEN102 - Basic Electricity

HEA101 - Electric Furnace Maintenance

HEA102 - Gas Furnace Maintenance

HEA103 - EPA Technician Certification

HEA104 - Air Conditioning Maintenance

HEA105 - Heat Pump Maintenance



There are no prerequisites... but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our HVAC Maintenance program:

HVAC Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Basic Electricity	20	1.33	10	0.33	15	0.33	45	2
Electric Furnace Maintenance	20	1.33	10	0.33	15	0.33	45	2
Gas Furnace Maintenance	20	1.33	10	0.33	15	0.33	45	2
EPA Technician Certification	20	1.33	10	0.33	15	0.33	45	2
Air Conditioning Maintenance	20	1.33	10	0.33	15	0.33	45	2
Heat Pump Maintenance	20	1.33	10	0.33	15	0.33	45	2
Totals	120	8.00	60	2.00	90	2.00	270	12

Upon completion of this program, the student will be able to:

- Summarize how HVAC equipment operates.
- Classify the components of various HVAC equipment.
- Interpret the schematic wiring diagrams and trace the sequence of equipment operation.
- Make use of HVAC diagnostic and repair procedures.
- Develop professional documentation of tasks completed and customer relation skills.
- Apply HVAC maintenance skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in HVAC Maintenance Technology, and EPA Technician Certification as approved by the U.S. Environmental Protection Agency.

EPA TECHNICIAN CERTIFICATION

The United States Environmental Protection Agency (EPA) has established a mandatory program that requires all students/technicians to be certified before performing maintenance, service, repair, or disposal of an appliance that contains refrigerant chemicals.

The agency has developed four types of certifications:

TYPE I - for servicing small appliances

TYPE II - for servicing high and very high-pressure appliances

TYPE III - for servicing low pressure appliances

UNIVERSAL - for servicing all appliances



AC/C TECH is approved to provide online training and testing for EPA Technician Certification.

- The training covers Ozone Depletion, Global Warming Potential, Refrigeration Characteristics & Identification, Ozone Depleting Refrigerants, Clean Air Act and The Montreal Protocol, Clean Air Act Section 608 Regulations, Clean Air Act Venting Prohibition, Refrigerants and Oils, Refrigeration, The Three R's, Leak Detection, Recovery Techniques, Dehydration, Safety/General, Safety/Cylinders, Shipping, Servicing Small Appliances, Servicing High Pressure Appliances, and Servicing Low Pressure Appliances.
- To obtain certification, technicians must pass a closed book proctored test which contains 25 questions about EPA regulations, and 25 questions on recycling procedures in the area in which they work. They may choose to test in only one area, or they may choose to test in more than one area, or they may choose to take the universal test which consists of 100 questions: 25 general and 75 sector-specific (25 from each sector of Type I, Type II and Type III). The minimum passing score is 70%.

All certification documentation and ID cards are created in electronic format and emailed to students within 24 hours after earning certification.

It's worth mentioning that we have certified more than seven thousand technicians, have kept those technicians compliant with EPA's National Recycling and Emissions Reduction Program rules, and have kept numerous organizations free of penalties. As additional information, EPA can penalize individuals and organizations up to \$44,536 per day for non-compliance.

This course is linked to the HVAC program... but AC/C TECH stands ready to assist in any capacity!

AC/C TECH was approved by EPA on October 13, 1993 to provide training and testing. Additional information is posted on our website @ <https://acctech.us/professional-development/epa-technician-certification>

Upon completion of this course, the student will be able to:

- Summarize ozone depletion, global warming potential, and refrigeration characteristics.
- Classify small appliances, high pressure appliances, and low-pressure appliances.
- Interpret refrigerant pressure/temperature charts.
- Develop professional documentation of tasks completed.
- Apply HVAC maintenance repairs within industry standards and EPA regulations.

Graduates will be awarded Technician Certification as approved by the U.S. Environmental Protection Agency.

PLUMBING MAINTENANCE

The Plumbing Maintenance Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to the installation, repair, and maintenance of plumbing components. Students will learn the anatomy of a plumbing system, how to repair leaks, replace faucets, install fixtures, service water heaters, and open clogged drains. Students will also learn plumbing codes related to administration and enforcement, material regulations, joints and connections, sanitary and drainage systems, vents, traps, interceptors, drainpipe cleanouts, water supply and distributions, etc. In addition, students will learn details about plumbing drawings and diagrams, tools used in the trade, and new plumbing products.



This program consists of 2 courses.

PLU101 - General Plumbing Maintenance

PLU102 - Advanced Plumbing Maintenance

There are no prerequisites... but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Plumbing Maintenance program:

Plumbing Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
General Plumbing Maintenance	20	1.33	10	0.33	15	0.33	45	2
Advanced Plumbing Maintenance	20	1.33	10	0.33	15	0.33	45	2
Totals	40	2.66	20	0.66	30	0.66	90	4

Upon completion of this course, the student will be able to:

- Explain the anatomy of a plumbing system.
- Demonstrate repairs at kitchen sinks, bathroom sinks, bathtubs, showers, and toilets.
- Solve gas and electric water heater failures.
- Illustrate how to open clogged drains, minimize foul smells, thaw frozen pipes, and winterize plumbing components.
- Develop professional documentation of tasks completed and customer relation skills.
- Apply plumbing maintenance skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Plumbing Maintenance Technology.

ELECTRICAL WIRING MAINTENANCE

The Electrical Wiring Maintenance Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to the installation, repair and maintenance of residential electrical systems. Students will learn how to diagnose and repair duplex receptacles, wall switches, lighting fixtures, 120-volt special purpose circuits, 240-volt range and dryer circuits, fire and smoke detector circuits, and low voltage doorbell circuits. Students will also learn how to correctly install junction boxes, sub-panels, and/or a main breaker panel. In addition, students will learn how to interpret electrical drawings, diagrams, and schematics. Emphasis will be placed on making repairs in safe, efficient, and productive manners.



This program consists of 2 courses and 1 workshop.

ELE101 - General Wiring Maintenance

ELE102 - Advanced Wiring Maintenance

ELE103 - Aluminum Wiring Maintenance (4-hour workshop)

There are no prerequisites... but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Electrical Wiring Maintenance program:

Electrical Wiring Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
General Wiring Maintenance	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Advanced Wiring Maintenance	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Aluminum Wiring Maintenance (Workshop)	1.0	0.06	1.0	0.03	4.5	0.10	6.5	0.2
Totals	41.0	2.73	21.0	0.70	34.5	0.76	96.5	4.2

Upon completion of this course, the student will be able to:

- Explain the anatomy of an electrical system.
- Examine and replace defective duplex receptacles, wall switches, and lighting fixtures.
- Explain how to maintain junction boxes, subpanels, and a main breaker panel.
- Interpret repair procedures for unique lighting plans and aluminum wiring branch circuits.
- Develop professional documentation of tasks completed and customer relation skills.
- Apply electrical wiring maintenance skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Electrical Wiring Maintenance.

INTERIOR/EXTERIOR BUILDING MAINTENANCE

The Interior/Exterior Building Maintenance Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to maintaining the physical appearance and integrity of an apartment community. Students will learn procedures for maintaining grounds and landscape items, procedures for maintaining outdoor amenities such as basketball courts, tennis courts, volleyball courts, and children's play areas, procedures for repairing exterior components such as roofs, gutters, down spouts, exterior walls, screens, windows, patios, and decks, and procedures for repairing interior components such as ceilings, walls, floors, stairs, doors, cabinets, trim, and baseboards. In addition, students will learn about tools used for the trade, construction materials, governmental regulations, energy conservation, and planned maintenance activities.



This program consists of 4 courses and 1 workshop.

INT101 - Grounds, Scenery & Curb Appeal

INT102 - Outdoor Amenities

INT103 - Exterior Building Maintenance

INT104 - Interior Building Maintenance

INT105 - Final & Inspection (workshop)

There are no prerequisites... but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Interior/Exterior Building Maintenance program:

Interior/Exterior Building Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Grounds, Scenery & Curb Appeal	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Outdoor Amenities	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Exterior Building Maintenance	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Interior Building Maintenance	20.0	1.33	10.0	0.33	15.0	0.33	45.0	2.0
Final & Inspection (Workshop)	1.0	0.06	1.0	0.03	4.5	0.10	6.5	0.2
Totals	81.0	5.40	41.0	1.36	64.5	1.43	186.5	8.2

Upon completion of this course, the student will be able to:

- Select procedures for maintaining grounds and landscape items.
- Identify and repair deficiencies at outdoor amenities (such as basketball courts, tennis courts, volleyball courts, and children's play areas).
- Identify and repair deficiencies at exterior building components.
- Identify and repair deficiencies at interior building components.
- Develop professional documentation of tasks completed and customer relation skills.
- Apply Interior/Exterior Building maintenance skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Interior/Exterior Building Maintenance.

APPLIANCE REPAIR

The Appliance Repair Technical Certificate Program is designed to help students develop advanced technical skills and competencies related to the installation and repair of major appliances. Students will learn details about servicing appliances with an emphasis on making repairs in a safe, efficient and productive manner. Students will develop skills in recognizing and testing the components, interpreting the schematic wiring diagram and tracing the sequence of operation, interpreting fault codes, adjusting the appliance for optimum efficiency, and performing annual maintenance. Also, students will learn energy saving tips, technological advancements, tools and test instruments used in the trade, etc.



This program consists of five courses.

- APP101 - Range Maintenance
- APP102 - Refrigerator Maintenance
- APP103 - Dishwasher Maintenance
- APP104 - Washer Maintenance
- APP105 - Dryer Maintenance

There are no prerequisites... but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Appliance Repair program:

Appliance Repair Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Range Maintenance	20	1.33	10	0.33	15	0.33	45	2
Refrigerator Maintenance	20	1.33	10	0.33	15	0.33	45	2
Dishwasher Maintenance	20	1.33	10	0.33	15	0.33	45	2
Washer Maintenance	20	1.33	10	0.33	15	0.33	45	2
Dryer Maintenance	20	1.33	10	0.33	15	0.33	45	2
Totals	100	6.66	50	1.66	75	1.66	225	10

Upon completion of this course, the student will be able to:

- Summarize how appliances work.
- Identify and test for defective appliance components, and where applicable, Interpret fault codes.
- Interpret the schematic wiring diagram and trace the sequence of appliance operation.
- Explain how to properly install major appliances.
- Develop professional documentation of tasks completed and customer relation skills.
- Apply appliance repair skills within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Appliance Repair Technology.

INTRODUCTION TO APARTMENT MAINTENANCE

The Introduction to Apartment Maintenance Technical Certificate Program is designed to help students begin a career as a maintenance worker. They will understand the role of a maintenance technician and develop skills related to HVAC maintenance, ground maintenance, and interior building maintenance. In addition, they will develop skills related to restoring vacant apartment units to a “market ready” condition, in a timely manner.



This program consists of eight courses:

GEN102 - Basic Electricity

HEA101 - Electric Furnace Maintenance

HEA102 - Gas Furnace Maintenance

HEA103 - EPA Technician Certification

HEA104 - Air Conditioning Maintenance

INT101 - Grounds, Scenery & Curb Appeal

INT104 - Interior Maintenance

ELE101 - General Wiring Maintenance or PLU101 - General Plumbing Maintenance

There are no prerequisites... but we recommend that students pursue the courses as sequenced above, and mainly because, the set of courses are designed to build upon each other.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, the following is a breakdown of our Introduction to Apartment Maintenance program:

Introduction to Apartment Maintenance Technical Certificate Program	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Basic Electricity	20	1.33	10	0.33	15	0.33	45	2
Electric Furnace Maintenance	20	1.33	10	0.33	15	0.33	45	2
Gas Furnace Maintenance	20	1.33	10	0.33	15	0.33	45	2
EPA Technician Certification	20	1.33	10	0.33	15	0.33	45	2
Air Conditioning Maintenance	20	1.33	10	0.33	15	0.33	45	2
Grounds, Scenery & Curb Appeal	20	1.33	10	0.33	15	0.33	45	2
Interior Maintenance	20	1.33	10	0.33	15	0.33	45	2
General Wiring or General Plumbing Maint.	20	1.33	10	0.33	15	0.33	45	2
Totals	160	10.66	80	2.66	120	2.66	360	16

Upon completion of this course, the student will be able to:

- Identify and repair HVAC equipment.
- Explain the upkeep and maintenance required at a property to maintain its curb appeal.
- Inspect and restore vacant apartment units to a “market-ready” condition.
- Develop professional documentation of tasks completed and customer relation skills.
- Solve job assignments within industry standards and governmental regulations.

Graduates will be awarded a Technical Certificate in Apartment Maintenance Technology, and EPA Technician Certification as approved by the United States Environmental Protection Agency.

RESIDENTIAL & APARTMENT TECHNOLOGY - OAD

The Residential & Apartment Technology - OAD (Occupational Associate Degree) is designed to help students develop the knowledge, skills, and competencies necessary for performing building maintenance, and diagnosing and repairing equipment. More specifically, these students will develop skills related to HVAC, plumbing, electrical, interior/exterior building maintenance, appliance repair, plus more. These students will also understand the upkeep and maintenance required at a property in order to maintain its curb appeal and to restore vacant apartment units to a “market ready” condition in a timely manner.



The benchmark to earn the OAD (Occupational Associate Degree) involves successfully completing 60.4 semester credits: 38.4 credits of required coursework, 7 credits of technical electives, and 15 credits of general education coursework. The OAD program is setup to guide students through five cohort technical certificate programs (such as HVAC Maintenance, Plumbing Maintenance, Electrical Wiring Maintenance, Interior/Exterior Building Maintenance, and Appliance Repair) that can rollover into earning a degree without penalty. The “General Education Coursework” can stem from any recognized accredited institution, and when completed, the results will be transferred into the student’s AC/C TECH Transcript. The general education coursework may include natural and physical sciences (mathematics, physics, biology, chemistry, etc.); social and behavioral sciences (psychology, sociology, history, geography, economics, etc.); humanities and fine arts (English, written and oral communication, literature, foreign language, etc.). To help facilitate this requirement, we have secured Articulation Agreements from Ivy Tech Community College and the California Institute of Applied Technology.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes (see table).

Residential & Apartment Technology Occupational Associate Degree	Lecture Hours		Lab Hours		Externship Hours		Total Hours	
	Clock	Credit	Clock	Credit	Clock	Credit	Clock	Credit
Required Cohort Programs	382.0	25.45	192.0	6.38	294.0	6.51	868.0	38.4
Technical Electives	70.0	4.66	35.0	1.16	52.5	1.16	157.5	7.0
Technical Course Totals	452.0	30.11	227.0	7.54	346.5	7.67	1025.5	45.4
General Education Courses	N/A	N/A	N/A	N/A	N/A	N/A	N/A	15.0
Totals	TBD	TBD	TBD	TBD	TBD	TBD	TBD	60.4

There are no prerequisites... but we recommend that students pursue the courses as sequenced in the technical certificate programs, mainly because the set of courses are designed to build upon each other.

Upon completion of this course, the student will be able to:

- Obtain a fulltime job in the residential and apartment maintenance industry.
- Identify and repair HVAC equipment, plumbing systems, electrical systems, interior/exterior building components, and major appliances.
- Explain the upkeep and maintenance required at a property to maintain its curb appeal.
- Inspect and restore vacant apartment units to a “market-ready” condition.
- Develop professional documentation of tasks completed and customer relation skills.
- Solve job assignments within industry standards and governmental regulations.
- Earn the AAS Degree in Residential & Apartment Technology and be prepared for the next promotional opportunity.



Graduates will be awarded the Occupational Associate Degree in Residential & Apartment Technology, and EPA Technician Certification as approved by the United States Environmental Protection Agency.

Note: The admission standards to be accepted into this program involve earning a high school diploma or a recognized equivalent certificate. Evidence of that credential must be maintained in the student's private account.



3. INSTRUCTIONAL DELIVERY AND RESOURCES

AC/C TECH's "Instructional Delivery and Recourses" include the following areas:

- Training Platform & Resources
- Instructional Methodology
- Self-Paced Instruction
- Teacher-to-Student Ratio

TRAINING PLATFORM & RESOURCES

The online training/learning platform contains of 12 modules... 5 key training modules and 7 support modules to actively promote student engagement in the learning process:

5 Key Training Modules

- [1] Web-Based Classroom
- [2] Online Maintenance Tips
- [3] Virtual Coffee House
- [4] Q&A Bulletin Board
- [5] Zoom Web-Meetings

7 Support Modules

- [6] Pre-Planned Assignments
- [7] Social Media Networking
- [8] Updated Transcripts
- [9] Credentials Earned
- [10] Test Scheduling... for EPA technician certification
- [11] End-of-Course Surveys
- [12] Employer/Sponsor Progress Reports

The following is a description of each module which are designed to accommodate different learning abilities and styles, prior levels of achievement, and different learning modalities such as visual, audio, and kinesthetic.

Module 1: Web-Based Classroom

The Web-Based Classroom houses our interactive distance learning courses and workshops. All courses are highly technical and include attention-grabbing graphics, photos, videos, and sound effects aimed at simplifying complex topics. The lessons include exciting special effects and transitions in an effort to keep each student engaged. All lessons are voice narrated so that students can focus on the topic and develop the knowledge, skills, and competencies listed in the course description and program outcomes. After completing a course, the student will be able to recognize the components and understand how the equipment functions in sequence of operation. Emphasis is placed on diagnosing failures and making repairs pursuant to current building codes. Students will be instructed on identifying potential points of failures, understanding the underlying causes, and implementing strategies for prevention. Understanding these principles will allow students to diagnose and repair complex problems, reduce maintenance expenditures, and develop professionalism.

Module 2: Online Maintenance Tips

The Online Maintenance Tips is an automated database that guides students through a variety of diagnostic and repair procedures. It includes step-by-step repair tips for appliances, electrical wiring, heating and air conditioning equipment, interior/exterior building maintenance, outdoor amenities, grounds, plumbing, and swimming pool maintenance. It also includes energy saving tips, planned maintenance activities, information about indoor air quality, lead-based paint, mold, and radon gas. The database is setup like a tree diagram that identifies root causes and lists possible corrective actions. By examining failures, students will understand how to identify causes and determine possible solutions. This tool is used to break down broad categories into finer and finer levels of detail. Simply put, it maps levels of diagnostic procedures that are required to accomplish a repair or task. Developing this type of thinking allows students to move past generalities into specific troubleshooting actions.

Module 3: Virtual Coffee House

The Virtual Coffee House contains articles related to building and equipment maintenance, laws affecting the industry, advancements in technology, outstanding achievers, employment opportunities, and more. It also includes themes that are designed to foster creativity, develop a culture of teamwork, improve maintenance operations, or simply help apartment communities achieve certain benchmarks and financial gains.

Module 4: Q&A Bulletin Board

The Q&A Bulletin Board contains questions and answers about building science and equipment maintenance. Students can read questions posted by peers and/or they can post new questions to get answers from multiple experts.

Module 5: Zoom Web-Meetings

Every Tuesday and Thursday, we conduct Zoom.com web-meetings so that we can answer student questions, illustrate diagnostic procedures, explain tricks-of-the-trade, and emphasize safety related maintenance. It's also important for students to attend because employers attend and it gives students an opportunity to showcase their skills and obtain a job. Links have been established so that employers can join meetings and/or view previously recorded meetings.

Module 6: Pre-Planned Assignments - Support Module #1

Each course is pre-planned and promotes critical thinking, ethical reasoning, social responsibility, and lifelong learning as applicable to online training. The organization and instructional materials for each course are designed using sound principles of IDL (interactive distance learning) and online training methodology. As examples, we determine student achievement based on curriculum mapping, i.e.: when key topics and projects are introduced, reinforced, and mastered. In addition, we determine student achievement based on using appropriate verbs as defined by Bloom's Taxonomy. Specific action verbs are tied to relevant competencies to demonstrate successful attainment of the outcomes. More importantly, the outcomes were developed to align with employer expectations, industry standards, and governmental regulations. All outcomes are specific and technical in nature which leads to measurability. We measure student achievement based on quiz scores, lab assignment scores, final examination scores, and OJT (On-Job-Training) scores. Students are required to demonstrate proficiency in 70% of the course activities, which aligns with external requirements for the trade.

Module 7: Social Media Networking - Support Module #2

We utilize other technologies to optimize interaction between the institution and students. In fact, we believe that networking is valuable to students in many ways: i.e. career opportunities, knowledge sharing, skill development, confidence building, and opportunities for collaboration. By actively networking, students can create a support system and set themselves up for success. For that reason, we maintain networks through Facebook, X (formally Twitter), LinkedIn, and Tik Tok. We also maintain an Active Student Directory and Alumni Directory. Lastly, students can "add" or "remove" their name from any Directory.

Module 8: Updated Transcripts - Support Module #3

AC/C TECH transcripts are updated daily at 1:00 am EST. We measure student achievement through direct assessments from quiz scores, lab assignment scores, final examination scores, and OJT scores. The benchmark for successful completion involves mastering 70% of the course activities. In addition, the transcript shows data related to Total Number of Semester Credits Earned, GPA, Attendance Rates, SAP (Satisfactory Academic Progress) scores, etc. Students can access their transcript anytime and from any location. If the student signs the "Release of Information Form", a copy of the updated transcript is deposited into their employer's/sponsor's account.

Module 9: Credentials Earned - Support Module #4

AC/C TECH's recordkeeping system is programed to automatically create appropriate credentials (technical certificates and/or degree) when established graduation requirements have been achieved. This module is linked to the transcript module, and a copy of each NEW credential is deposited into the students' online account. As noted above, if the student signs the "Release of Information Form", a copy of the credential is deposited into their employer's/sponsor's account.

Module 10: Test Scheduling... for EPA technician certification - Support Module #5

The United States Environmental Protection Agency (EPA) has established a mandatory program that requires all technicians to be certified before performing maintenance, service, repair, or disposal of an appliance that contains refrigerant chemicals.

The agency has developed four types of certifications:

- TYPE I - for servicing small appliances
- TYPE II - for servicing high and very high-pressure appliances
- TYPE III - for servicing low pressure appliances
- UNIVERSAL - for servicing all appliances

To obtain certification, all technicians must pass a closed book proctored exam which contains 25 questions about EPA regulations, and 25 questions on recycling procedures in the area in which they work. They may choose to test in only one area, or they may choose to test in more than one area, or they may choose to take the universal test which consists of 100 questions: 25 general and 75 sector-specific (25 from each sector of Type I, Type II and Type III). The minimum passing score is 70%.

We proctor exams on Tuesdays, Thursdays and Saturdays during the times indicated below (except holidays):

Tuesdays 9:00 am - 3:00 pm EST

Thursdays 1:00 pm - 7:00 pm EST

Saturdays 9:00 am - 1:00 pm EST

Module 11: End-of-Course Surveys - Support Module #6

AC/C TECH utilizes survey results to measure student satisfaction and Institutional Effectiveness. At the conclusion of each course, students are encouraged to complete a 13-question survey. The questionnaire covers topics related to the course syllabus, instructional aids, lectures, quizzes, reference videos, lab assignments, organization of training materials, etc. All responses are based on a 1-10 scoring process. Our benchmark is to earn an 80% rating or higher on every question. The surveys are administered via the web and sorted by course.

Module 12: Employer/Sponsor Progress Reports - Support Module #7

Instructors receive daily progress reports, which are used to detect and respond to student academic or attendance problems. Also, if the student signs the release of information form, their employer/sponsor will receive a copy of the daily progress report. This allows external management personnel to detect warning signs ASAP, so they can also influence achievements in a timely manner.

As a summary, we have developed 5 key instructional methodologies that are consistent with online training standards and appropriate with our educational goals and curricular objectives. Also, we have developed 7 support modules that were developed to accommodate different learning abilities and styles, prior levels of achievement, and different learning modalities such as visual, audio, and kinesthetic.

INSTRUCTIONAL METHODOLOGY

AC/C TECH's curriculum is guided by program outcomes that a normal apartment maintenance technician will experience on the job. The curriculum for each course involves:

- Taking a pre-assessment
- Reading assigned books and analyzing handout materials
- Viewing online lectures
- Taking quizzes and final examinations via the internet
- Having an option of repeating quizzes and the final examination to improve scores
- Watching reference videos
- Doing lab assignments
- Participating in web-meetings
- Documenting 15 hours of OJT assignments

More specifically, each course includes a course syllabus, handouts, copyright information, a pre-assessment, 9 lectures, 9 quizzes, 9 reference videos, 9 lab assignments, a final examination, student verification, 15-hours of OJT assignments, end-of-course evaluation, and thank you acknowledgement for the student's participation.

All lectures, quizzes, reference videos, and lab assignments are developed in electronic format and optimized for use within the Inquisiq R5 LMS. When available, AC/C TECH provides students with the means to purchase electronic books, rather than a hard copy. More importantly, students have self-control over the lessons. The lessons can be stopped and started at will and repeated five times. Furthermore, all courses include auto-graded quizzes and final examinations. When students miss questions, they are provided with the correct response after the assessment is completed, so they can best learn from their mistakes before attempting to retake the assessment. This makes the learning process interactive because the student will get instant feedback and can decide if redoing lessons/quizzes are necessary. So again, students have an option of repeating lessons and quizzes to improve scores, only the highest score will be displayed on transcripts. Quizzes can be retaken twice, final examinations just once. Quizzes and final examinations are generated from a large test bank of questions to assure that students who retake an assessment are not provided with the same set of questions.

HOW FACULTY INFLUENCE OUR INSTRUCTIONAL METHODOLOGY

AC/C TECH advises faculty members about our instructional methodologies through NEW orientation training and ongoing professional development. Also, instructors learn details about our instructional methodologies through policy and procedures, curricula mapping, curriculum development manual, program outlines, course syllabus, and training workshops. They can also learn details through regular meetings, communications, peer observations, and direct oversight from the Director of Education.

It's worth mentioning that all employees are given access to the AC/C TECH training/learning platform which can be viewed anytime (24/7) and from any location. Once more, the platform includes Web-Based Classroom, Online Maintenance Tips, Virtual Coffee House, Q&A Bulletin Board, Zoom.com web-meetings, plus more. As a minimum requirement, each instructor is required to complete at least one course annually to familiarize themselves with expectations from students.

The noted training, along with our policies and procedures, ensures that a reasonable degree of consistency is maintained among instructors in the teaching and course development process. The Director of Education is responsible for this training annually, or when the policy is updated, or when new technologies are implemented.

HOW EXTERNAL SOURCES INFLUENCE OUR INSTRUCTIONAL METHODOLOGY

We provide OJT (On-Job-Training) services that will help property managers reduce maintenance expenditures by emphasizing planned maintenance, breakdown maintenance procedures, job task standards, restoring vacant apartment units, and uniform physical inspections. That allows students to pursue 15 hours of OJT (On-Job-Training) assignments at the employer's job location; and it allows highly skilled maintenance supervisors to evaluate the students. However, the maintenance supervisor's role is limited. As examples, we ask maintenance supervisors to support our IDL (interactive distance learning) courses by monitoring the students' work for proper diagnostic and repair procedures, checking for a safe, clean and orderly work environment, checking for sanitary and organized tools, checking for available supplies and parts, etc. We also ask maintenance supervisors to monitor the students' performance based on completing workorders, special projects, safety skills, technical skills, customer relation skills, documentation skills, work maturity competencies, job specific competencies and employer specific competencies. Most importantly, we ask maintenance supervisors to stop the students' activities when a Gross Safety Violation is observed. *A Gross Safety Violation is anything that the student does or fails to do that significantly jeopardizes his/her safety or the customer's safety.*

In compliance with ACCET Document 25, our instructors create all lessons and OJT assignments, establish submission dates, organize web-meeting discussions, grade results, plus more. Without doubt, our instructors focus on academic requirements, while maintenance supervisors focus on employer-related expectations. In general, our training methodologies allows both the instructional staff and maintenance supervisors to point out deficiencies where applicable, and it helps students build competencies insofar as being able to do the work expected by the employer.

HOW TRAINING MATERIALS INFLUENCE OUR INSTRUCTIONAL METHODOLOGY

AC/C TECH's curriculum is guided by program outcomes that a normal apartment maintenance technician will experience on the job. As examples, students will learn diagnostic and repair procedures for HVAC equipment, plumbing fixtures, electrical devices, interior/exterior building components, appliance repair, swimming pool maintenance, and more. Additionally, students will learn details about planned maintenance activities, job task standards, uniform physical inspections, and NEW building and maintenance codes.

[1] Code books are selected as primary text and other books and publications are used as secondary information. When available, AC/C TECH provides students with the means to purchase electronic books, rather than a hard copy. Also, we have developed unique lessons that include photos of equipment, graphics to illustrate where to place Volt-Ohmmeter test probes, tables that represent expected test values, videos that demonstrate diagnostic & repair procedures, animations to illustrate key concepts, and more.

[2] The noted resources support student attainment by exposing them to various topics in multiple ways; and the presentation of our IDL materials (including written materials, photos, and animation presentations, as well as live web-based meeting demonstrations) supports different learning styles and leads to reinforcement towards completing lessons. For example, by utilizing our online maintenance tips in combination with watching reference videos, students can learn details about common system failures and get an accurate understanding of how a failed component may look, sound, and smell. This relates directly to program outcomes requiring students to follow diagnostic and repair procedures.

[3] As previously noted, our training/learning platform is 100% web-based, which allows the lessons to be pursued anytime (24/7), and from any location. The lessons can be completed by using any desktop computer, laptop computer, tablet, or smart phone. The lessons can be stopped and re-started based on the students' desires, the lessons can be repeated three times, and the number of attendees can be unlimited. The only training activity that is scheduled involves attending Zoom.com web-meetings, which are recorded and can be played back anytime (24/7), and from any location. Therefore, we can discharge all obligations to students nationwide.

ACCOMMODATING INDIVIDUAL DIFFERENCES IN THE CLASSROOM

Training and monitoring the students' progress... and providing support services as needed... will help accommodate individual differences in the classroom. As example, instructors are required to monitor the students' progress routinely, and when a student is not progressing according to expectations, he/she is offered help. That help may range from answering questions, explaining a concept, demonstrating a diagnostic procedure, or simply tutoring.

In addition, instructors are required to engage students in a one-on-one conversation during web-meetings, especially those who are identified as struggling. Individual differences can stem from high-risk students... including those who have credit, criminal, driving, and other related background issues. We also train individuals who may not have previous work experience, previous technical education, and/or previous competencies. Nonetheless, our instructors focus on changing the mindset of those students from a janitorial perspective to a highly skilled diagnostic and repair maintenance technician. Other individual differences can stem from the student's work environment, e.g.: [1] excessive workloads causes many individuals to become procrastinators and subsequently fail to prioritize training, [2] apartment technicians require more training than other skilled tradesmen because many of their job assignments expand into other trades, [3] energy efficient equipment contains more electronics than older models which requires more time to diagnose & repair, [4] not maintaining a planned maintenance program triggers unexpected breakdowns leaving less time for training and learning, and [5] working in a decentralized maintenance operations generally provide less opportunities for maintenance workers to pursue training. So, in short, it's imperative for our instructors to realize individual differences and offer solutions when applicable. More details about these causes are summarized inside Exhibit 8.B.1a - Attendance Policy.

Student-to-student engagement also brings out individual differences which occur daily. As examples, it is normal for students to discuss employment opportunities during the training. It is normal for students to discuss job task standards and planned maintenance activities at their place of employment. It is normal for students to discuss the lessons and ask each other questions throughout the course. In fact, student-to-student engagement is a requirement at AC/C TECH and many of those activities are incorporated into lessons. As other examples, we create group assignments and scenarios that require students to engage each other when diagnosing failures or making repairs. Not all failures leave the same tell-tale sign. That is why we use meters and other test instruments for determining which component(s) are functioning properly. The ability to discuss repairs via scenario condition helps students understand other concepts behind the training. Moreover, student-to-student interactions involving customer relations and completing workorders in a timely manner rank high at property management firms. That's another reason why student-to-student interaction is worthy and supported. In addition, student-to-student engagement leads to group discussions, peer feedback, collaborative projects, and joint problem-solving techniques. We believe every instructor should nurture these interactions because they simply enhance learning, promote critical thinking, and foster a sense of worthiness.

We utilize other mechanisms to support individual differences in the classroom, i.e.: we setup private meetings to resolve deficiencies, we give students additional time to complete assignments, we explain topics that are not clearly understood, we work with employers to provide students with a work-based mentor, and/or we establish student-to-alumni mentoring opportunities. Beyond these targeted interactions with struggling students, the administrative team will get involved by taking a holistic approach towards encouraging student success and program completion. Specifically, we respond to students in a warm and friendly manner and establish checkpoints where counselors, instructors, and maintenance supervisors (as a team) can review the students' progress and offer recommendations for improvements. These checkpoints may be scheduled as needed but usually occur at the end of each technical certificate program.

The Director of Education will analyze the problem(s) to determine if the deficiencies are stemming from training materials; and if so, those assignments will be flagged for revision.

METHODS USED TO ADDRESS CHALLENGED AND ADVANCED STUDENTS

Prior to taking courses, students are emailed written instructions for accessing the Web-Based Classroom and starting lessons. The course materials are optimized for ease of use, and therefore, a formal orientation of the training platform is not necessary. The only requirement to start a course, and subsequent lessons, is to click a green "GO" button. Nothing else is green on the page which makes it easy to locate and the "GO" buttons are designed only to start course/lessons. Again, this makes our training platform simple and easy to navigate. If a student experiences a problem starting or completing lessons, they are given personal assistance, and the cause will be investigated. If a student experiences a problem with classroom features or login credentials, they are encouraged to call the main office, and he/she will receive live support within 24 hours.

Be aware that each course contains a pre-assessment. Pre-assessments contain 25 questions, and if the student scores 80% or higher, it's considered a test-out and the student will earn full credit for that course. However, credits awarded for experiential or equivalent learning cannot exceed 25 percent of the degree requirements which totals 15 semester credits. This is how advanced students can progress through the program and earn credentials expeditiously.

Challenged students are required to master 70% of the course activities. Students are evaluated based on test scores, lab (practical) assignments, OJT performance, and their ability to discuss repairs via scenario conditions. Quizzes are assigned at the end of each lecture. Quiz scores show how well the course materials are remembered or recalled. Lab assignments show how well students understand the equipment and diagnostic procedures. Job task standards and OJT performance show how well students can perform repairs within the allotted time using appropriate safety measures. The ability to discuss repairs via scenario conditions makes it clear which students understand the concepts behind the training. As one example, our students must be able to explain how an air conditioner works after completing the course, e.g., do they truly understand that refrigeration and air conditioning is a process of transferring heat, simply from one place to another? In other words, the heat inside a home can be absorbed into a refrigerant and ultimately transferred outside where it makes little or no difference. So, in short, they will learn that air conditioning systems are not blowing out cool air, they absorb heat from inside the facility and discharge the heat outside.

As a final point, students are encouraged to complete all coursework pursuant to the schedule; however, course extensions may be granted due to extenuating circumstances. Extenuating circumstances may include family or medical emergencies, work related accidents, building system failures, job relocations, employment terminations, military deployments, natural disasters, universal precautions, or hazardous substances and cleanup.

INSTRUCTOR-TO-STUDENT RATIOS

The instructor-to-student ratio in a lecture setting is unlimited... mainly because all courses are setup as on-demand, meaning students can play lectures, attempt quizzes, and watch reference videos anytime (24/7) and from any location. In fact, our highest lecture ratio was 1:150 (1 instructor to 150 students) and we never experienced a problem. As of this date, AC/C TECH has not established a policy for instructor-to-student ratio in a lecture setting, but it could be governed down the road if necessary.

The instructor-to-student ratio in a lab and OJT setting is also unlimited because those assignments are considered asynchronous. Also, the President and Director of Education are responsible for ensuring that lab and OJT assignments are essential elements of the training and comply with ACCET's Document 25.

The maintenance supervisor-to-student ratio has never exceeded 1:3 (1 maintenance supervisor to 3 students). As a reminder, maintenance supervisors are asked to monitor the student's lab and OJT assignments, while AC/C TECH instructors supervise the overall process.

Student-to-student interaction is encouraged and that ratio is controlled by the class roster, which can be unlimited. Students may engage each other when discussing handout materials, watching lectures, viewing reference videos, doing lab assignments, attempting OJT activities, attending web-meetings, and the like.

Based on feedback from most employers, students completing school assignments at their worksite is welcomed by apartment administrators because it gives students an opportunity to showcase their skills and secure a job. Should a property management firm take a different stance we cannot fulfill the training objectives, and therefore, we would decline that opportunity.

As further clarification, a contract is required to provide Business-To-Business training, and in those cases, the student is not required to complete an enrollment agreement.

4. OJT (ON-JOB-TRAINING) ASSIGNMENTS

PROGRAMS THAT PROVIDE OJT AS A COMPONENT

AC/C TECH uses the term OJT (On-Job-Training), rather than Externship/Internship, because it's more recognizable to apartment maintenance technicians. However, it's important to realize that each cohort technical certificate program and the OAD has an OJT component linked to its courses.

Cohort Technical Certificate Programs

1. HVAC Maintenance
2. Plumbing Maintenance
3. Electrical Wiring Maintenance
4. Interior/Exterior Building Maintenance
5. Appliance Repair
6. Swimming Pool & Spa Maintenance
7. Introduction to Apartment Maintenance

OAD (Occupational Associate Degree)

1. Residential & Apartment Technology

It's also important to realize that all OJT assignments are pre-planned and designed to help property managers reduce maintenance expenditures... by emphasizing planned maintenance activities, breakdown maintenance procedures, job task standards, restoring vacant apartment units, and uniform physical inspections.

Furthermore, it's important to realize that completion of OJT assignments is not a requirement, the student can waive those assignments and still earn credit for course completion.

- If the OJT assignment is waived, those students will earn 1.67 semester credits per course.
- If the OJT assignment is completed, those students will earn 2 semester credits per course. As additional information, the length of the OJT assignment is 15 clock hours per course, which equates to earning 0.33 semester credits. The OJT assignments may be pursued anytime but most occur after completion of the didactic IDL lessons. All assignments must align with the course lessons, and the OJT documentation must be submitted to AC/C TECH within 6 months.

So again, all OJT assignments are pre-planned and promote the development of critical thinking, ethical reasoning, social responsibility, and lifelong learning.

OBJECTIVES AND LEARNING OUTCOMES FOR OJT

Once more, every program has an OJT component linked to its courses, but each program has different performance objectives that align with employer expectations, industry standards, and government regulations. In addition, all OJT assignments must align with the course lessons. For example, while a student learns about electric furnace maintenance, the OJT assignment must involve repairing or cleaning a furnace. While a student learns about interior building maintenance, the OJT assignment must involve restoring a vacant apartment to a market ready condition for leasing. This experience is truly meaningful because it represents 15 hours of training/learning per course and can identify how well students' complete assignments that lead to job placements.

Maintaining standards is paramount important at AC/C TECH because it will ensure that our students/graduates can do the work expected by the employer. Therefore, much in the same way the instructional staff evaluates students academically, maintenance supervisors monitor and evaluate the students' OJT performance and report outcomes to AC/C TECH. This process allows maintenance supervisors to point out deficiencies and it helps students build knowledge, skills, and competencies.

In general, OJT assignments and objectives are communicated to students at the beginning of each course, discussed throughout the course, and reinforced at the conclusion of each course. Also, OJT assignments and objectives are communicated to maintenance supervisors verbally by AC/C TECH staff, and via apartment managers through our subscriber license agreement. Below are other methods of communicating OJT assignments and objectives:

- Website and LMS (Learning Management System) Postings
- Program/Course Catalog
- Program Outlines and Course Syllabus
- Class Announcements
- Assignment Guidelines
- Grading Rubrics

RESPONSIBILITIES OF STUDENTS AND ON-SITE MAINTENANCE SUPERVISORS

This policy outlines expectations from students and on-site maintenance supervisors:

STUDENTS who pursue OJT are required to document 15 hours of assignments for each course, which represents 0.33 semester credits.

- The OJT documentation form must be completed and workorders must be attached to support the form. Students may submit videos, photos, or other evidence... for grading and feedback purposes.
- Self-employed students may complete OJT assignments anywhere... including where they secure work as a contractor. If no opportunity becomes available, AC/C TECH will setup unique scenarios that permit students to diagnose components and explain repair procedures through a zoom meeting process.
- The OJT assignments must align with the course lessons, i.e.: if the course is about electric furnace maintenance, the student could assist in repairing or cleaning a furnace; if the course is about interior building maintenance, the student could assist in prepping a unit for leasing.
- The OJT documentation form and all supporting evidence must be submitted to AC/C TECH within 6 months of the didactic part of the IDL lessons. If not submitted in a timely manner it will be considered delinquent and the score will be adjusted based on three possible scenarios:
 1. If the OJT is scored 89% and submitted pursuant to the timeline, the staff will record 89%.
 2. If the OJT is scored 89% and submitted after 6 months, but less than 9 months, a maximum score of 70% will be assigned.
 3. If the OJT is scored 89% and submitted after 9 months, a maximum score of 60% will be assigned.

ON-SITE MAINTENANCE SUPERVISORS monitor and evaluate the students' OJT performance and report outcomes to AC/C TECH.

- In compliance with ACCET's Document 25, maintenance supervisors monitor the student's OJT performance based on completing workorders, special projects, safety skills, technical skills, customer relation skills, documentation skills, work maturity competencies, job specific competencies and employer specific competencies.
- Also, in compliance with ACCET's Document 25, maintenance supervisors monitor the student's OJT performance based on planned maintenance, breakdown maintenance, job task standards, restoring vacated apartment units, and uniform physical inspections.

- **Note:** Students will be stopped and receive zero (0) points if he/she makes a Gross Safety Violation. *A Gross Safety Violation is anything that the student does or fails to do that significantly jeopardizes his/her safety or the resident's safety.*

This policy must be systematically and effectively implemented to ensure compliance with ACCET Document 25, and to ensure compliance with employer standards, and to ensure compliance with our institutional training objectives. In addition, this policy is reviewed annually during June, July, and August when no classes are offered. Perhaps it's worth mentioning that the President and Director of Education are responsible for ensuring that all OJT grading is conducted accurately, fairly, and consistently. If biases are detected, or if the assignments are not graded properly, AC/C TECH has the right to determine the final score. Also, the President and Director of Education are responsible for ensuring that attendance can be derived from the OJT documentation form. For example, we capture and analyze [a] the date of service, [b] time in, [c] time out, and [d] total time to complete the assignment.

PERSONNEL RESPONSIBLE FOR COORDINATING OJT

The President and Director of Education are responsible for coordinating and monitoring OJT. They are experienced and able to oversee their responsibilities while guiding students through all OJT assignments and objectives.

PRESIDENT/CHIEF EXECUTIVE OFFICER - This individual is responsible for general oversight and governance of the institution, including but not limited to our mission, goals, institutional policies, student policies, admissions policies, enrollment policies, refund policies, collection policies, staffing, marketing, contract negotiations, financial management, accreditation, student achievements, and institutional effectiveness.

DIRECTOR OF EDUCATION - This individual is responsible for curricula design and development, course updates/revisions, online training, utilization of various technologies to encourage student participation, student learning and assessment, management of web-meetings, adjunct instructor oversight, professional development, and marketing.

CRITERIA FOR EVALUATING OJT PERFORMANCE

Starting at 85%, all OJT assignments shall be scored as follows:

Points will be deducted if the work fails to meet expectations, and points will be added where outstanding performance is recognized.

Routine Workorders

Students may be evaluated on how effectively they completed assignments, e.g.: did the student respond to the workorder correctly? Did the student demonstrate knowledge, skill, and competency? Did the student adjust the equipment for optimum efficiency after making a repair?

Possible Score: ± 4

- ✓ 1 point if all repairs align with the "Description of Services Requested" and "Actual Work Performed".
- ✓ 1 point if the work was properly completed (no callbacks).
- ✓ 2 points if the tech did something that prevented additional damage/failures.

Special Projects

Students may be evaluated on how well they completed a special project or emergency repair.

Possible Score: ± 2

Safety Skills

Students may be evaluated on safety procedures, use of tools and testing devices, maintaining a clean and safe work environment, protecting the resident and/or their property, etc. Note: A student will be stopped and receive a negative score if he/she makes a Gross Safety Violation. A Gross Safety Violation is anything that the student does or fails to do that significantly jeopardizes his/her safety or the resident's safety.

Possible Score: ± 5

Technical Skills

Students may be evaluated on their technical skills. Examples of this evaluation could include an overall knowledge of the unit's sequence of operation, demonstrating a systematic process for isolating electro-mechanical problems, the use of reference materials, and understanding best practices for proving diagnosis. Possible Score: ± 3

Customer Relation Skills

Students may be evaluated on professionalism, e.g.: how was the introduction made? Did the student interact with the resident? Was customer satisfaction achieved, etc.?

Possible Score: ± 2

Documentation Skills

Students may be evaluated on how thorough, accurate, and legible workorder forms were completed.

Possible Score: ± 5

- ✓ 1 point for every resident's name and phone number not blacked out.
- ✓ 1 point for blanks or inaccurate information.
- ✓ 1 point for each workorder not attached in proper sequence. All workorders must be attached in the same order as shown on the OJT form.
- ✓ 1 point if time in, time out, and total time is not listed.
- ✓ 1 point for incomplete or not thorough explanations of the work completed. Students should use AC/C TECH diagnostic and repair procedures to determine what information should be included in their notes.

Planned Maintenance Activities

Students may be evaluated on preserving the life of equipment and/or property. A well-established planned maintenance program will allow management to control the workload, the budget, and personnel. Plus, it will help minimize emergency work that results in costly repairs, and it will reduce the number of workorders stemming from breakdown maintenance. Planned Maintenance should be top priority and scored the highest; and therefore, students must clearly demonstrate a true ability to do planned maintenance assignments successfully and without supervision. Possible Score: ± 3

- ✓ 1 point if 25% of all activities involved PM (Planned Maintenance).
- ✓ 2 points if 50% of all activities involved PM (Planned Maintenance).
- ✓ 3 points if 75% of all activities involved PM (Planned Maintenance).

Breakdown Maintenance Procedures

Students may be evaluated on their approach towards systematically following diagnostic and repair procedures. This will reduce misdiagnosing and replacing parts until the equipment works. This unnecessary expense affects the property's net operating income. As the minimum passing standard, students must demonstrate an ability to follow diagnostic procedures. Possible Score: ± 3

- ✓ 1 point if 25% of all repairs followed diagnostic & repair procedures.
- ✓ 2 points if 50% of all repairs followed diagnostic & repair procedures.
- ✓ 3 points if 75% of all repairs followed diagnostic & repair procedures.

Job Task Standards

Students may be evaluated on the amount of time and quality of work produced. As the minimum passing standard, students must complete 70% of all OJT assignments within the allocated time. Possible Score: ± 3

- ✓ 1 point if 25% of all work was completed within job task standards.
- ✓ 2 points if 50% of all work was completed within job task standards.
- ✓ 3 points if 75% of all work was completed within job task standards.

Restoring Vacated Apartment Units

Students may be evaluated on how much time was utilized to convert an apartment to market ready condition. That involves cleaning and repairing ceilings, walls, floors, stairs, doors, cabinets, trim, and baseboards. It also involves cleaning and inspecting appliances, HVAC equipment, plumbing fixtures, and the electrical system for safety and functionality. As the minimum passing standard, students must restore at least two apartment units without supervision. Possible Score: ± 5

Uniform Physical Inspections

Students may be evaluated by their inspection results and their ability to correct the problem in a timely manner. Emphasis is placed on helping apartment communities achieve a 90-100% REAC score.

Possible Score: ± 5

Note: The OJT documentation form and all supporting evidence must be submitted to AC/C TECH within 6 months of the didactic IDL lessons. If not submitted in a timely manner, it will be considered delinquent, and the score will be recorded based on three possible scenarios: [1] if the OJT is graded 89% and submitted pursuant to the timeline, the staff will record 89%; [2] if the OJT is graded 89% and submitted after 6-months, but less than 9 months, a maximum score of 70% will be assigned; and [3] if the OJT is graded 89% and submitted after 9 months, a maximum score of 60% will be assigned.

- Reference Exhibit 4.C.5a - HVAC Maintenance - OJT Form & Grading Methodology
- Reference Exhibit 4.C.5b - Plumbing Maintenance - OJT Form & Grading Methodology
- Reference Exhibit 4.C.5c - Electrical Wiring Maintenance - OJT Form & Grading Methodology
- Reference Exhibit 4.C.5d - Int-Ext Building Maintenance - OJT Form & Grading Methodology
- Reference Exhibit 4.C.5e - Appliance Repair - OJT Form & Grading Methodology
- Reference Exhibit 4.C.5g - Intro to Apartment Maintenance - OJT Form & Grading Methodology
- Reference Exhibit 4.C.5h - AC/C TECH OAD Program - OJT Form & Grading Methodology

OJT SITES AND CONTRACTUAL AGREEMENTS

Establishing contractual agreements with Property Management Firms is key to AC/C TECH's mission and core values. Likewise, administrators from property management firms have concluded that a school-to-work component is extremely important, and if both are treated equally, it will produce a more effective workforce. Therefore, we actively work with property management firms to ensure that OJT assignments and objectives are current and relevant, and within job expectations.

Below is a sample partnership for determining acceptable OJT sites.

- AC/C TECH will recruit candidates interested in maintenance technology, likely to complete the educational objectives, likely to benefit from the training, and suited for employment at the end of the training at employer apartment communities.

- The employer will secure pre-employment verifications, e.g.: students must have a valid driver's license, pass a physical examination per OSHA requirements, pass a drug test, pass a criminal background check, pass credit background, etc. AC/C TECH has no control or involvement over the employer's pre-employment verifications. However, self-employed students can still attend our training and provide evidence of the OJT experience based on their job assignments.
- AC/C TECH will monitor the student's academic progress routinely, engage the student in a one-on-one conversation during web meetings, provide counseling and tutoring as needed, and computerize all results. The student's performance will be determined by completing lessons, quizzes, lab assignments, and a final examination.
- The employer's Maintenance Supervisors will monitor and evaluate the students' OJT performance and report outcomes to AC/C TECH. Students may be evaluated on completing workorders, special projects, safety skills, technical skills, customer relation skills, documentation skills, work maturity competencies, job specific competencies and employer specific competencies. Students may also be evaluated on planned maintenance, breakdown maintenance, job task standards, restoring vacated apartment units, and uniform physical inspections.
- The employer will provide designated locations for OJT assignments. A designated location can stem from a vacant apartment unit. Most facilities include an electric furnace or gas furnace, air conditioner or heat pump, electric range or gas range, refrigerator, dishwasher, washer, dryer, assorted electrical and plumbing components. Simply stated, the equipment will be available for students to practice recognizing the components, practice testing the components, practice installing the components, practice cleaning the components, and practice adjusting the components for optimum efficiency.
- After perfecting the noted skills, the student will have developed enough competencies to assist the fulltime maintenance staff in completing actual workorders in occupied apartments.
- AC/C TECH will keep students organized and engaged in the training via web-meetings. We use zoom.com software for demonstrating how to make repairs visually, and for group tutoring, information sharing, etc.
- The employer may obtain computer tablets or smart phones that can be used for documenting work-orders more efficiently. Also, the employer may consider programming their work-order system to include AC/C TECH planned maintenance activities, AC/C TECH job task standards, AC/C TECH diagnostic & repair procedures, and more.
- AC/C TECH will guide students through cohort technical certificate programs that will rollover into earning the Occupational Associate Degree.
- Lastly, AC/C TECH will meet with employer administrators annually to discuss the ongoing progress of students and to consider possible adjustments to the program, if applicable.

As noted above, AC/C TECH seeks to establish a true symbiotic relationship with property management firms to ensure student development, and to comply with ACCET's Document 25.

NUMBER OF OJT SITES

The NMHC (National Multi Housing Council) released data indicating there are 23,536,511 apartment units in the United States. In general, the workforce for apartment maintenance is 1 technician for every 90 units. This computes to potentially 261,516 maintenance workers nationally that may require training. Moreover, AC/C TECH recruit students according to job demands of employers. Once recruited, the student is allowed to complete OJT assignments at the employer's apartment community. Not being able to fulfil the OJT requirements has never been a problem. In fact, all employers have a vested interest in helping the student succeed because he/she most likely will be offered a fulltime job after completion of the training.

Self-employed students may complete OJT assignments wherever the opportunity arises. If no opportunity becomes available, AC/C TECH can setup unique scenarios that students can diagnose and repair through a web-based meeting. This alternative will continue to support our mission and core values.

LONGEST TIME STUDENTS HAD TO WAIT FOR OJT ASSIGNMENTS

As of this date, no students have waited to begin OJT assignments! Looking forward, we estimate that 20 NEW students will join our training program over the next six months; however, a detailed list of those sites cannot be provided at this time, because students are recruited based on job demands of employers and those locations are generally agreed during the planning process.

5. COURSE DESCRIPTIONS

APP101 - Range Maintenance

This course develops specific skills in servicing gas and electric ranges. Students will learn how to interpret the schematic wiring diagram; how to repair the surface heating components; how to repair the bake and broil components; and how to repair the clock, timer and/or lights. Most importantly, the students will learn to make these repairs in a safe, efficient, and productive manner.

APP102 - Refrigerator Maintenance

This course develops skills in servicing refrigerators. Students will learn to how to interpret the schematic wiring diagram; trace the sequence of operation; test every component; diagnose the compressor; check for refrigerant leaks; and/or recharge the system in a safe, efficient, and productive manner.

APP103 - Dishwasher Maintenance

This course develops skills in servicing convertible and built-in dishwashers. The students will learn to interpret the electrical diagram and trace the sequence of operation; specifically, the wash cycle, the rinse cycle, and the dry cycle. The students will also learn how to improve poor dish-washing results, improve poor drying results, and reduce noisy operations. Moreover, they will learn how to repair water leaks and how to make all repairs in a safe, efficient, and productive manner.

APP104 - Washer Maintenance

This course develops skills in servicing automatic washing machines. The students will learn how to interpret the electrical diagram and trace the sequence of operation. Also, how to diagnose and repair the timer, the water system, the agitator and motor, the pump, suspension system, plus more. Students will gain exposure to safety information, tools, and testing equipment.

APP105 - Dryer Maintenance

This course develops skills in servicing dryers. Students will learn how to interpret the electrical diagram and trace the sequence of operation. They will learn how to diagnose and repair controls, dryer timer, heating elements, thermostats, drum drive, motor and air flow, cabinet construction, and more.

ELE101 - General Wiring Maintenance

This course develops skills in diagnosing and repairing electrical components. Specifically, devices such as wall switches, lighting fixtures, duplex receptacles, GFCI's, AFCI's, 120-volt general purpose circuits, 240-volt dryer and range circuits, and more. The students will also learn basic principles of electricity, safety tips, VOM and Amp meter usage.

ELE102 - Advanced Wiring Maintenance

This course develops skills in maintaining service entrance equipment such as overhead and underground conductors, weatherheads, anchors, conduit, meter base, meter, main service panel, subpanels, junction boxes, grounding electrode conductor, grounding rod, etc. Also covered are electrical requirements in attics, basements, crawl spaces, garages, workshops, swimming pools, spas, hot tubs, low voltage circuits, planned maintenance activities, energy saving tips, and basic points of electrical safety. NOTE: Students are encouraged to bring their residential or community's electrical drawings to class for analyzing.

ELE103 - Aluminum Wiring Maintenance (workshop)

This program is designed to help students understand how to maintain aluminum wiring branch circuits in accordance with applicable building codes. This program covers procedures that will promote awareness to unsafe conditions, connection failure warning signs, routine inspections, and proper maintenance techniques. Emphasis will be placed on making repairs in a safe, efficient, and productive manner.

GEN101 - Career Opportunities in Apartment Maintenance

This course is designed to help students understand the role of a maintenance technician and to help them realize Career Opportunities within the Residential & Apartment Maintenance Industry. Students will gain exposure to different job levels, work expectations for each level, workorder procedures, service calls during and after normal business hours, compensation trends, overtime pay requirements, customer satisfaction, resident retention, plus more. The students will also gain exposure to grounds maintenance, interior building maintenance, and safety. Lastly, if applicable, this course is used to satisfy AC/C TECH's provisional admissions policy.

GEN102 - Basic Electricity

This course develops skills in understanding electrical fundamentals. Specifically, the students will learn electrical theory, electrical terminology, ohms law, and electrical formulas. From a practical standpoint, students will learn how electricity is produced and distributed from the utility company, the demand for electricity in a home or apartment, how to diagnose failures using a volt-ohm meter, how to interpret diagrams and schematic, plus more. The program will conclude with basic points of electrical safety.

GEN103 - Self-Management

This course helps students develop careers within the residential and apartment industry. Simply stated, it's understanding and taking responsibility for one's own behavior and wellbeing. The course takes a psychological approach toward improving attitudes and concepts. It includes planning a career, projecting a professional image, developing skills, time management, human relation, motivation, personality, health, and leadership skills.

GEN104 - Supervision

This course prepares students for entry level supervision positions. The students will develop an understanding of various organizational structures and practices, supervisory methods and concepts, human relations within the industry, personal considerations, and supervision of maintenance activities.

HEA101 - Electric Furnace Maintenance

This course develops skills in servicing electric furnaces. Students will learn electric heating principles, how to interpret the schematic wiring diagram, how to trace the sequence of operation, how to test and evaluate the components, how to make repairs in no-heat situations, and how to adjust the furnace for optimum efficiency. Emphasis will be placed on making repairs in a safe, efficient and productive manner.

HEA102 - Gas Furnace Maintenance

This course develops skills in servicing gas furnaces. Students will learn to recognize the components, interpret the schematic wiring diagram, trace the sequence of operation, diagnose and replace only defective parts; and adjust the furnace for optimum efficiency. The students will also learn to clean the furnace, check for gas leaks, and complete service calls in safe, efficient, and productive manners.

HEA103 - EPA Technician Certification

This course prepares students for the EPA Technician Certification Exam. It covers Ozone Depletion, Global Warming Potential, Refrigeration Characteristics & Identification, Ozone Depleting Refrigerants, Clean Air Act and The Montreal Protocol, Clean Air Act Section 608 Regulations, Clean Air Act Venting Prohibition, Refrigerants and Oils, Refrigeration, The Three R's, Leak Detection, Recovery Techniques, Dehydration, Safety/General, Safety/Cylinders, Shipping, servicing small appliances, servicing high pressure appliances, and servicing low pressure appliances. All technicians must pass a closed-book proctored test which contains 25 questions about EPA regulations, and 25 questions on recycling procedures in the area in which they work. They may choose to test in only one area, or they may choose to test in more than one area, or they may choose to take the universal test which consists of 100 questions: 25 general and 75 sector-specific (25 from each sector of Type I, Type II and Type III). The minimum passing standard is 70%.

HEA104 - Air Conditioning Maintenance

Residential air conditioning principles are studied in detail but with an emphasis on diagnosing, repairing, and tweaking the unit for optimum efficiency. Students will develop skills in understanding the refrigeration cycle, examining the components, interpreting the electrical wiring diagram and tracing the sequence of operation, analyzing the compressor, charging the system, making repairs, and conducting planned maintenance activities.

HEA105 - Heat Pump Maintenance

This course studies the basic approach to servicing residential heat pumps. The technicians will learn to diagnose a reverse-cycle heat pump, identify and test the components, determine what controls the direction of heat flow, adjust auxiliary heat, and more. The technicians will also gain exposure to causes of failures, planned maintenance techniques, safety information, tools, testing equipment, and most importantly, how to make all repairs in a safe, efficient, and productive manners.

HEA201 - Worst Case Draft Testing

This course develops skills in evaluating the operation of vented combustion appliances under conditions which may not allow them to function properly. Students will learn the importance of conducting a Daily Safety Test Out / Worst Case Draft Test; set-up procedures for pressure testing the combustion appliance zone; how to determine the worst-case configuration; draft test procedures for water heaters and furnaces; minimum draft testing requirements; and permanent corrective solutions that will minimize back-drafting and carbon monoxide poisoning.

INT101 - Grounds, Scenery & Curb Appeal

This course develops skills in maintaining the appearance of a residential building or apartment community. Students will gain exposure to a comprehensive list of items to inspect, clean and/or repair: e.g.: landscaping, parking lots and driveways, walkway and steps, fencing and gates, mailboxes, signs, children's play areas, disposal areas, retaining walls, drainage systems, building exterior components, hallways, laundry rooms, storage areas, etc. They will also learn aspects related to liability, e.g.: grounds safety, security systems, environmental health concerns, and utility shut-offs.

INT102 - Outdoor Amenities

This course covers maintaining and repairing outdoor amenities. They are items of being pleasant and something that expresses comfort, convenience, or enjoyment. Specifically, the students will learn how to maintain basketball courts, patios, sidewalks, steps, concrete walls, children's play areas, decks, fences, gates, volleyball courts, water fountains, flags and flag poles, banners, and signs. Emphasis will be placed on removing obstacles that may be considered hazardous and improving the appearance of the facility or community.

INT103 - Exterior Building Maintenance

This course develops skills in exterior building maintenance. Students will learn how to repair foundations, exterior walls, roofs, gutters and down spouts, screens and windows, doors and door locks, porches, patios, and decks. Also covered are safety awareness, tool selection, and construction materials. Most importantly, the students will learn to make repairs in safe, efficient, and productive manners.

INT104 - Interior Building Maintenance

This course develops skills in maintaining the interior components of a property and to ensure that all vacant apartment units are thoroughly restored to a "market ready" condition, and in a timely manner. Students will learn procedures for repairing interior components such as ceilings, walls, floors, stairs, doors, cabinets, trim, and baseboards. They will also inspect appliances, HVAC equipment, plumbing fixtures, and the electrical system for safety and functionality.

INT105 - Final & Inspection (8-hour workshop)

This course develops skills in making final preparations before a facility can be leased. It mainly covers touch-up work that may have been damaged during punch-out or the cleaning process. It also covers inspections to assure that the facility is clean, all appliances are working properly, and that all repairs were made in a professional manner.

INT201 - Uniform Physical Inspections

This course develops skills in conducting inspections as covered under the United States Department of Housing and Urban Development REAC (REAL ESTATE ASSESSMENT CENTER) Standards. Students will learn details about the inspection protocol and procedures, deficiency definitions, inspection guidelines, scoring, technical reviews, and database adjustments. Emphasis will be placed on achieving a 95-100% REAC score. Additionally, the program includes a strategy for getting everyone involved so team can have the greatest impact towards helping apartment communities achieve the highest score possible.

INT202 - Mold Remediation

This course involves the mold remediation process. It begins by providing background information about mold and its origins. Specifically, it defines mold (including characteristics and optimal, environmental factors for maturation based on type), mold's different types and manifestations, health risks associated with exposure, and finally, procedures associated with the detection, containment, removal, prevention, and completion of the remediation process.

PLU101 - General Plumbing Maintenance

This course develops skills in solving plumbing problems in a home or apartment community. The students will learn the anatomy of a plumbing system and how to make repairs at kitchen sinks, bathroom sinks, tubs, showers, toilets, and water heaters. The students will also learn drain cleaning techniques via plungers, pressure, and toilet augers. Other topics include tools of the trade, minimizing foul smells, thawing frozen pipes, and winterizing plumbing components. Emphasis will be placed on making repairs in a safe, efficient and productive manner.

PLU102 - Advanced Plumbing Maintenance

This course develops skills in making plumbing repairs. Students will learn how to work with different types of pipes, e.g.: PVC, CPVC, copper, galvanized, and black pipe. Moreover, they will learn how to cut, thread and braze pipe. Other topics include water softeners & treatment, water filters, on-demand and point of use hot water heaters, recirculating pumps and sump pump installation & repair, sewage ejector repair, correcting noise problems, air admittance valves, and drain machine cleaning. Emphasis will be placed on making repairs in a safe, efficient and productive manner.

SWI101 - Swimming Pool & Spa Codes

This course develops skills in understanding codes and regulations affecting public, semipublic, special- use, and private swimming pools and spas. Students will learn codes affecting the water supply and plumbing fixtures; sewer system and drains; depth markings; safety requirements, supervision and lifesaving equipment; disinfection and water quality; suits and towels for swimmers; cleaning pools; records of operation and supervision; supervision of personal conduct and regulations.

SWI102 - Swimming Pool & Spa Opening

Pool Opening covers activities related to draining and cleaning the pool; making floor and wall repairs where necessary; painting or acid-bathing; inspecting the chlorinator and chemical feeder; checking the valves, filters, strainers, motor and pump for proper operation; and filling the pool.

SWI103 - CPO (Certified Pool Operator)

This course develops skills in maintaining records on water testing, disease and accident prevention, pool operation problems and chemical adjustments, equipment maintenance, energy conservation, training personnel, and monitoring swimmers. Also covered is pool equipment which includes maintenance activities on pumps and motors, filters and strainers, pressure gauges and flow meters, chemical feeders, and chlorine tanks.

SWI104 - Pool Closing

This course develops skills in closing a pool. It covers draining the pool; blowing out lines; winterizing the components; storage of equipment; and setting up circulation for winter water, plus chemicals.

5. ACADEMIC CALENDAR

The structure of our academic calendar is based on requirements for earning a Residential & Apartment Technology OAD (Occupational Associate Degree).

- Students are required to complete 1025.5 clock hours of specialized technical training or earn 60.4 semester credits: 38.4 credits of required technical courses, 7 credits of technical electives, and 15 credits of general education coursework.
- As a road map, students are guided through cohort “Technical Certificate Programs” in order of importance, then finish the program by completing technical electives and general education coursework. Students must take at least one general education course in each of the following three disciplines: (1) natural and physical sciences (e.g., mathematics, physics, biology, chemistry); (2) social and behavioral sciences (e.g., psychology, sociology, history, geography, economics); and (3) humanities and fine arts (e.g., English, written and oral communications, literature, foreign language).
- Students are assigned one course monthly until graduating from the program. No courses will be assigned during the months of June, July, and August because administrators from the apartment industry prefer 100% participation towards restoring vacant apartment units during summer months. In contrast, if a student fails a course, he/she may retake the course during June, July, and August. This waiver allows everyone to remain on schedule towards pursuing subsequent courses and graduating together.

AC/C TECH utilizes the Carnegie clock-to-credit hour conversion for academic purposes (see table). On average, each course is designed to have 45 clock hours of specialized technical training, which is equivalent to 2 semester credits.

	Carnegie clock-to-credit hour conversion	
	Semester Credits	Quarter Credits
Lectures	15 clock hours to 1 semester credit	10 clock hours to 1 quarter credit
Lab Assignments	30 clock hours to 1 semester credit	20 clock hours to 1 quarter credit
Externship/Internship	45 clock hours to 1 semester credit	30 clock hours to 1 quarter credit

It’s worth mentioning that AC/C TECH conducts professional development training for the EPA (Section 608) Technician Certification, Continuing Education training for Indiana Home Inspectors, and Contractor Training for the Indiana Energy Conservation Program. This training can be pursued anytime (24/7) and from any location. In addition, AC/C TECH conducts private training for employers and sponsors such as Eskenazi Health, Indianapolis Urban League, Mary Riggs, Warren County Library, Warren Township School District, Washington Township School District, and WorkOne. This training involves cohort technical certificate programs which take 12-16 weeks for completion, that normally starts on the 2nd Monday in January during our winter semester and the 1st Monday in September during our fall semester.

The following table represents how a typical student will progress through our degree program.

AC/C TECH Academic Calendar

[illegible]

6. FINANNCIAL AFFAIRS

AC/C TECH's "Financial Affairs" includes the following:

- Tuition & Fees
- Funding Available To Students
- Cancellation and Refund Policy
- Recording and Collecting Student Payments



TUITION, FEES AND OTHER CHARGES

Students have an option of pursuing Courses Only, Technical Certificate Programs, or the Occupational Associate Degree. Below is a complete listing of all costs, which is the same for all participants.

☐ Admission Fee	\$0.00
☐ Tuition/Course	\$250.00
☐ EPA Technician Certification	\$200.00
☐ Workshops	\$75.00

Technical Certificate Programs	Tuition	Books	Tools/Supplies	Uniforms	Total Cost
☐ HVAC Maintenance	\$1,500.00	\$163.75	\$439.07	\$160.00	\$2,262.82
☐ Plumbing Maintenance	\$500.00	\$254.83	\$603.55	\$160.00	\$1,518.38
☐ Electrical Wiring Maintenance	\$575.00	\$198.95	\$293.95	\$160.00	\$1,227.90
☐ Interior/Exterior Maintenance	\$1,075.00	\$69.90	\$1,114.95	\$160.00	\$2,419.85
☐ Appliance Repair	\$1,250.00	\$174.75	\$682.14	\$160.00	\$2,266.89
☐ Introduction to Apartment Maintenance	\$2,000.00	\$163.75	\$439.07	\$160.00	\$2,762.82

Occupational Associate Degree	Tuition	Books	Tools/Supplies	Uniforms	Total Cost
☐ Required Technical Courses	\$4,900.00	\$862.18	\$3,133.66	\$800.00	\$9,695.84
☐ Technical Elective Courses	\$1,000.00	\$59.95	\$0.00	\$0.00	\$1,059.95
Totals	\$5,900.00	\$922.13	\$3,133.66	\$800.00	\$10,755.79
☐ General Education Coursework	TBD	TBD	TBD	TBD	TBD

Students are responsible for acquiring books, tools, and supplies. Please reference our website to obtain an itemized listing. The fees are based on pricing from Menards; however, the items can be obtained from any source. Acquiring uniforms is optional.

Students enrolled in the Occupational Associate Degree are required to complete 15 semester credits of "General Education Coursework" from any recognized accredited institution. Examples of general education courses include natural and physical sciences (mathematics, physics, biology, chemistry, etc.); social and behavioral sciences (psychology, sociology, history, geography, economics, etc.); humanities and fine arts (English, written and oral communication, literature, foreign language, etc.). AC/C TECH does not control tuition and fees at other institutions, and therefore, those expenses must be determined by the student. However, we recommend Ivy Tech Community College because they offer easy online enrollment, online training, and fair tuition fees at \$149 per semester credit. Ivy Tech also offers payment plans for budgeting. Students can take advantage of those options by paying a \$30 non-refundable setup fee, and their credit card processing fee is 2.85%. When calculated, 15 semester credits of general education coursework through Ivy Tech cost just \$2,235.00. When added to our technical course fees, the student's total cost is \$12,990.79 to earn the Occupational Associate Degree. The only remaining cost is associated with obtaining books for the General Education Coursework.

There are no other fees... AC/C TECH does not offer discounts, nor waivers. AC/C TECH reserves the right to increase tuition and fees without notice.

FUNDING AVAILABLE TO STUDENTS

AC/C TECH is not a Title IV institution, and therefore, does not offer financial assistance or scholarships related to those rules. However, many of our partners (employers & sponsors) offer financial assistance for tuition & fees. Below are examples:

Option #1: Employer Assistance

Students are recruited according to job demands of employers. Once recruited, the student will be assigned to work at the employer's apartment community and will be allowed to complete OJT (On-Job-Training) assignments during work hours. That is how students can obtain a fulltime job, attend training, earn credentials, and build a lifelong career in residential and apartment maintenance technology without going into debt. Simply stated, the employer pays the tuition and fees.

Below are rates for employer-based onsite training programs:

- 1-day Training Sessions \$2,300.00
- 2½ day Training Sessions \$4,800.00

As a better value, property management firms can purchase unlimited access to our online training/learning platform by Subscriber License Agreement. The base rate is \$0.70 per apartment unit. For example, a 300-unit apartment community would pay $300 \times \$0.70 = \$210$ per month, or \$2,520 per year. The minimum term is 3 years. This subscription allows their entire maintenance staff to pursue training and earn the apartment technology occupational associate degree. In general, most property management firms hire 1 technician for every 90 apartment units. Under this scenario, 3 or 4 technicians can pursue our training and there is no cost to the student because the employer is responsible for making payments.

OPTION #2: Sponsor Assistance

AC/C TECH provides training for public school districts, public libraries, workforce development groups, community development organizations, governmental agencies, and the like. This is another path students may pursue to obtain a fulltime job, attend training, earn credentials, and build a lifelong career without going into debt. It's worth mentioning that AC/C TECH has no authority to regulate the mechanism under which the sponsors funding is governed and administered, we only provide the training. In general, the qualification guidelines are based on income, and most students qualify because their annual income is below poverty level.

OPTION #3: Payment Plans

AC/C TECH offers a payment plan for every course/program. The payment plan is not a loan, and therefore, the student has no debt, no interest, no finance charge, and there is no credit check. To qualify, the student must agree to pay a \$50 down payment, and \$50 weekly payments until the balance is paid in full. It's worth mentioning that the payments do not extend into the next cohort. Also, there is a late penalty of \$5 per occurrence when payments are not rendered. Again, payments are due weekly starting the first week of classes. Payments can be made directly from the student's bank account or by a credit/debit card. Credit/Debit card payments are subject to a 3.49% service fee.

OPTION #4: Standard Promissory Note

AC/C TECH offers a "Standard Promissory Note" for students wanting to pursue our training fulltime and defer repayments until graduation. To qualify for ongoing enrollments the student must stay in compliance with our Attendance and SAP Policy.

➤ Attendance Policy

Students must login to their online account and complete assignments that count toward scores. It does not refer to physical presents or simply logging into their account. Our attendance policy is based on starting lessons within the 1st 15 days of course schedules and maintaining an 80% participation

rate through course completion. Anyone who procrastinates longer than 15 days will automatically be withdrawn from the course.

➤ **SAP Policy**

Students must achieve SAP (Satisfactory Academic Progress) in their program of study which includes maintaining a cumulative score of 70%, completing 67% of all courses attempted, and completing the degree requirements within 150% of the standard program length. For example, the OAD program cannot exceed 5 years. At first glance, 5 years may appear longer than expected, but we have to consider four key factors: [1] it takes 60.4 semester credits to earn the OAD, [2] each course is designed to have 45 clock hours of IDL activities, [3] students are assigned one course monthly until graduating from the program, and [4] no courses are assigned during the months of June, July, and August because administrators from the apartment industry prefer 100% participation towards restoring vacant apartments during summer months. Therefore, the shortest time a student can earn the OAD is 30 months ($60.4 \text{ credits} / 2 \text{ credits per month} = 30 \text{ months}$). When multiplied by 150% to obtain the maximum number of months, the answer is 45 months ($30 \text{ months} \times 1.5 = 45 \text{ months}$). Since we don't offer courses 3 months per year, the maximum timeline would be 5 years ($45 \text{ months} / 9 \text{ months per year} = 5 \text{ years}$).

As additional information, the Promissory Note" discloses that students can pay the balance via a deferred lump sum payment, or installments. If installments are desired, the student will have an option of making payments on a weekly basis, or monthly basis, or based on their employer's pay cycle. Students are not charged a financing fee for paying a deferred lump sum or in installments. However, when payments are not made pursuant to the schedule, AC/C TECH will apply a late fee for each occurrence:

- \$10 per occurrence if student is paying weekly.
- \$40 per occurrence if student is paying monthly.
- \$25 per occurrence if student is paying based on their employer's pay period.

AC/C TECH accepts personal checks, money orders, and charge card payments to satisfy financial obligations.

CANCELLATION AND REFUND POLICY

Students may cancel their enrollment anytime. Those who cancel before beginning a program or course are entitled to a full refund of all amounts paid to the institution. Cancellations submitted after training begins are treated as course withdrawals, and refunds are calculated on a pro rata basis according to the percentage of lessons completed. AC/C TECH does not restrict how students may cancel or withdraw. Students may do so at any time by phone, text, email, letter, or another convenient method. A cancellation or withdrawal may be submitted to the President, Director of Recruitment/Admissions, Director of Student Services, Director of Education, or any instructional staff member.

Students are not required to request a refund; any amount due will be issued in accordance with this policy.

A student/employer/sponser is entitled to a 100% refund if one or more of the following criteria are met:

1. The student cancels the application for admission or enrollment agreement within six (6) business days after signing.
2. The student does not meet the postsecondary educational institution's minimum admission requirements.
3. The student's enrollment was procured because of a misrepresentation in written materials utilized by AC/C TECH.

4. If the student has not visited AC/C TECH prior to the enrollment, and upon touring the facility or attending the regularly scheduled orientation/classes, then subsequently withdraws from the program within three (3) days.

As noted above, if a student cancels their enrollment after starting the training, it will be processed as a course withdrawal and the amount will be calculated based on a pro-rata policy. AC/C TECH will pay a refund to students/employers/sponsors in the amount calculated under this policy, or as otherwise approved by the Indiana Board for Proprietary Education, or by ACCET. The students' obligation at the time of withdrawal will be calculated as follows:

EXAMPLE CANCELLATION/WITHDRAWAL INFORMATION

Course/Program Enrolled: HVAC Maintenance
Start Date: 01/02/2025
End Date: 05/30/2025
Number of Lessons Completed: 155
Number of Lessons Financially Obligated: 300
Total Tuition & Fees: \$1500.00
Payments Received: \$1500.00
Method of Payment: Charge Card
Last Date of Attendance (LDA): 02/24/2025
Date of Determination (DOD): 03/08/2025

EXAMPLE REFUND CALCULATION

1. Pro rata Percent = $\frac{\text{Number of Lessons Completed}}{\text{Number of Lessons Financially Obligated}} = \frac{155}{300} = 0.51667$
2. Earned Tuition = Pro-rata Percent x Total Tuition & Fees = $0.51667 \times \$1500.00 = \$775.00$
3. Unearned Tuition = 10% (Total Tuition & Fees - Earned Tuition) = $0.10 (\$1500.00 - \$775.00) = \$72.50$
4. Amount Owed AC/C TECH = Earned Tuition + Unearned Tuition = $\$775.00 + \$72.50 = \$847.50$
5. Payments Received = \$1,500.00
6. Refund Due = Payments Received - Amount Owed AC/C TECH = $\$1500.00 - \$847.50 = \$652.50$
7. Refund Due Date = Date of Determination + 45 days = $03/08/2025 + 45 \text{ days} = 04/22/2025$

Our refund policy is fair and equitable because students are entitled to a 100% refund until the training begins; and thereafter, a pro-rated amount will be processed based on the percentage of lessons completed. As noted previously, students are not required to ask for a refund, the amount will be issued pursuant to this policy.

EXCEPTION 1 - Application/Enrollment Policy

All prospective students are admitted; however, all must start as provisional. Provisionally admitted students are required to successfully complete the 1st three courses. More specifically, this group of students must score 70% or higher in each course before they are matriculated into their chosen Technical Certificate or OAD program.

- Anyone who fails one of the 1st three courses may redo the course at no additional charge.
- In addition, those students will be administratively withdrawn from the program until all three courses are passed. Students administratively withdrawn are entitled to a 100% refund.
- Furthermore, students administratively withdrawn will not be counted in the following statistics until all three courses are passed: (1) academic data, (2) end of course survey data, (3) student satisfaction data, (4) employer/sponsor satisfaction data, (5) certification & licensing data, (6) program completion & job placement data, (7) strategic planning data, and (8) other miscellaneous data.

This path to matriculation aligns with our mission and core values because it permits us to offer training and job skills for anyone who might benefit. Also, it establishes a method for vetting students, it gives provisionally admitted students time to get adjusted to online interactive distance education training, it maximizes SAP (Satisfactory Academic Progress) results, and it maximizes Institutional Effectiveness results.

EXCEPTION 2 - Attendance Policy

Our attendance policy is based on starting lessons pursuant to course schedules and maintaining an 80% participation rate through course completion.

- Anyone who procrastinates more than 15 days in starting lessons will be administratively withdrawn from the course.
- Students who are administratively withdrawn are entitled to a 100% refund for that course.

EXCEPTION 3 - Emergency Action Policy

An unexpected emergency may cause confusion, make a situation worse, and put lives at risk. Therefore, creating an "Emergency Action Plan" will ensure that all students, employees, sponsors, and visitors are informed of procedures to take when an emergency occurs. Simply stated, ensuring safety is of the utmost importance/concern:

- Shortly after a natural disaster or emergency, the operations may continue from a different location until all damage is repaired.
- In worst case scenario, if a student maintains that our emergency response did not meet his/her expectations, AC/C TECH will issue a 100% refund for that course.

EXCEPTION 4 - Professional Development Policy

The United States Environmental Protection Agency (EPA) has established a mandatory program that requires all technicians to be certified before performing maintenance, service, repair, or disposal of an appliance that contains refrigerant chemicals.

The agency has developed four types of certifications:

TYPE I - for servicing small appliances

TYPE II - for servicing high and very high-pressure appliances

TYPE III - for servicing low pressure appliances

UNIVERSAL - for servicing all appliances

To obtain certification, all technicians must pass a closed book proctored exam which contains 25 questions about EPA regulations, and 25 questions on recycling procedures in the area in which they work. They may choose to test in only one area, or they may choose to test in more than one area, or they may choose to take the universal test which consists of 100 questions: 25 general and 75 sector-specific (25 from each sector of Type I, Type II and Type III). The minimum passing score is 70%.

- Proctored exams must be scheduled by the student. They must login our main website, www.acctech.us, click "Test Scheduling", select a date followed by the hour... then click submit.
- Should a student miss a scheduled exam, he/she will be notified by email that a \$50 fee must be paid whenever two or more exams are missed. However, the notification is intended to be a warning as well as encouragement not to miss the next scheduled examination.
- After a 2nd missed opportunity, the student is notified again by email that a \$50 test fee must be paid before rescheduling.

Should the student refuse to comply with these expectations and subsequently request a refund, we will explain that our instructors are required to be available whenever proctored exams are scheduled, and they must be paid even when the student fails to show. So, in this scenario, the student is not entitled to a refund.

RECORDING AND COLLECTING STUDENT PAYMENTS

All tuition and fee payments are computerized and retained indefinitely. The “Account Receivables” record includes the Student’s ID, Name, Address, Phone Number, Date of Transaction, Name of Enrollment, Cost of Enrollment, Payment, Method of Payment, Source of Payment, Refund, Method of Refund, and Balance Due. The ledger is setup like a personal checking account register which makes it easy for students to understand. A copy of the Account Receivables Record is deposited into the student’s account, where they can view it anytime and from any location, after the login process.

AC/C TECH accepts cash, personal checks, money orders, and charge card payments to satisfy tuition and fees.

AC/C TECH’s collection practices consider the rights of both the student and this institution. The “Enrollment Agreement” clearly states the rights and obligations of both parties as well as the payment and collection processes are enumerated to respect those rights. Students have the right to obtain a quality education with flexible payment options and AC/C TECH has the right to receive payment for its training and services in a timely manner, and to seek restitution when payment becomes uncollectable.

- If the student’s credit card information is no longer active or payment has been declined, AC/C TECH will contact the cardholder immediately to update information.
- For accounts in arrears over 30 days, AC/C TECH will contact their employer or family member to inquire about the individual and to attempt to resolve the concern. The employer or family member may be contacted by telephone, email, or letter.
- For accounts in arrears over 60 days, AC/C TECH will suspend the student from all training programs until the account is paid up to date or until payment arrangements have been satisfied by the school.
- Only after an account has been in arrears for over 90 days would AC/C TECH refer the matter to legal counsel for collection and possibly refer the debt to a third-party collection agency.

Furthermore, AC/C TECH’s collection practices are fair because students are provided: [1] clear information during the enrollment process, [2] a payment plan within the enrollment agreement, [3] a promissory note within the enrollment agreement, [4] payment options without finance charges, [5] a minimal late fee, when applicable, and [6] a legally bound statement before signature. AC/C TECH also ensures that its collection processes are ethical by providing appropriate communications at various events.

7. RECRUITMENT & ADVERTISEMENT POLICY

AC/C TECH's "Recruitment & Advertisement Policy" includes the following:

- Recruitment
- Advertisements and Promotions
- Administrative Control & Ethical Standards

RECRUITMENT

AC/C TECH seeks to recruit students who are interested in residential and apartment maintenance technology, likely to complete the educational objectives, and suited for employment at the end of the training. We do not discriminate against candidates based on race, religion, color, gender, sexual orientation, age, disability, or national origin.

Historically, our recruitment efforts have been limited to Indiana citizens, where our institution is authorized to operate as a vocational school. However, that is changing, we earned ACCET accreditation and recently applied for NC-SARA membership, so that we can offer training nationwide. Now, our efforts reach across the United States. We [1] recruit through Facebook, Twitter, LinkedIn, Pinterest, Google +, Snapchat, Instagram, and other social networking sites; [2] recruit through high schools, trade schools, and vocational schools; [3] recruit through the veteran's administration, WorkOne Centers, and other community workforce organizations; [4] recruit through online advertising; [5] recruit through employment workshops and trade shows; [6] recruit through referrals; [7] recruit through employers based on job demands, [8] recruit through algorithms for selecting the best candidates possible; [9] recruit through group interactions by promoting that being a maintenance technician is highly rewarding, and [10] we recruit through public libraries.

To help prospective students make informed decisions, we advise them to browse the U.S. Department of Labor's career search tools. Those tools display career occupations as well as the wage earnings for every trade. It's important for students to understand the earnings for Residential and Apartment Maintenance because it will help them compare occupational paths more effectively from the start.

ADVERTISEMENTS AND PROMOTIONS

As demand for apartment maintenance technicians continues to grow, our institution must develop strong advertising and promotional materials to attract, engage, and retain qualified candidates. This policy outlines a comprehensive strategy that uses both traditional and digital channels to reach prospective students, build brand awareness, and position AC/C TECH as a preferred training provider.

More specifically, our website is designed as a promotional tool because it provides information about our institution, programs, courses, and student services. Our website address is www.acctech.edu. The website features details about our mission and core values, history and accreditation, course and program listings, distance education information, forms and documents, admission and enrollment processes, financial assistance, student policies, and student services. Also, the website includes special links to our admission/tuition/refund policies, course descriptions, course schedules, professional development, technical certificate programs, OAD (Occupational Associate Degree), and how to contact us. Furthermore, we show that AC/C TECH uses the Carnegie clock-to-credit hour conversion for academic purposes. Each course is pre-designed to have 45 hours of specialized technical training: 20 hours of lectures, 10 hours of lab assignments and 15 hours of OJT assignments, which means both IDL (Interactive Distance Learning) and OJT (On-Job-Training) are involved.

Our course/program catalog serves as an official guide that outlines the academic offerings, requirements, tuition & fees, and expectations of AC/C TECH. Specifically, it provides students, parents, advisors, faculty, and other stakeholders with detailed information about our Student Assessment & Achievement Policy, Attendance Policy, Recruitment & Advertisement Policy, Student Admission/Enrollment Policy, Academic Policies and Procedures, General Rules and Policies, Complaint/Grievance Policy, and Emergency Action Policy. By providing clear and consistent information, this catalog supports pathways for academic or professional progress, informed decision-making, planning, and accountability. The policies, procedures, and best practices are organized in alignment with ACCET Accreditation Standards.

We also distribute program flyers, program outlines, OJT (On-Job-Training) forms, online maintenance tips, job-tasks-standards, planned maintenance activities, and more... as advertisements and promotions. We believe those documents will increase awareness of the curriculum objectives/outcomes and that we can develop highly qualified candidates from diverse backgrounds and regions. This is just another method to strengthen the reputation of AC/C TECH as a preferred training provider.

Through phone inquiries, we promote that our training is 100% web-based and that students can earn technical certificates and/or a degree. We inform prospective students that our training/learning platform features a web-based classroom, online maintenance tips, a virtual coffee house, Q&A bulletin board, zoom.com web meetings, plus more.

Through contractual agreements with property management firms, we promote our mission, core values, curriculum, and our training/learning platform. Also, during that process, we encourage their management team to engage students until they become star performers. In addition, we encourage their management team to offer feedback and assistance that will make students feel respected and involved in the prosperity of the organization. Making a student feel respected and appreciated will have a greater impact towards future advancements, than increased wages.

At this point in time, we do not promote training via radio and television. Prospective students find our website through organic search results or through word-of-mouth referrals from current students, alumni, employers, and sponsors. Furthermore, we do not imply that employment, occupational advancement, and/or certification is guaranteed... nor do we take part in robocalls as well as telemarketing.

Below are URL's to all AC/C TECH social media accounts:

Facebook	https://www.facebook.com/ACCTechIndy/
Tweeter	https://twitter.com/ACCTECH7
Instagram	https://www.instagram.com/acctechonline/
Linkedin	https://www.linkedin.com/company/ac-c-tech

ADMINISTRATIVE CONTROL & ETHICAL STANDARDS

AC/C TECH conforms to ethical practices in all advertisements and promotional materials designed for prospective students. Specifically, all advertisements, website content, and promotional materials are truthful, accurate, clear, and readily accessible to the public. We proactively state that our programs are offered via online training; and disclose employment opportunities as applicable. The application for admission, enrollment agreement, course/program catalog, training manuals, and website list our institution's full name and physical address. All printed advertisements and promotional literature include our website home page (www.acctech.edu). In addition, all social media accounts provide a link to our home page URL. Furthermore, it's worth mentioning that AC/C TECH complies with ACCET's catalog disclosure checklist and other website disclosures.

AC/C TECH is our trademark and the name will only be used to create a positive impression. Portraying false information can damage the reputation of our institution and loss of accreditation and subsequent revenues. Therefore, the following policies will be enforced:

- All advertisements and promotional materials must be truthful and correct and avoid leaving any false, misleading, or exaggerated impressions with respect to the institution, its location, its personnel, its training, its services, our partners, and accreditation standards.
- All promotional materials must be compliant with applicable laws, rules, and regulations.
- None of our promotional materials will be posted in Employment or Help Wanted classifieds.
- Testimonials and endorsements may be posted on our website, catalog, or advertising materials with written consent from the authors, which will be kept on file and subject to inspection. Any such endorsement must be a bona fide expression of the author's opinions, strictly factual, and portray currently truthful conditions or facts. Under no circumstances may currently enrolled students provide endorsements.
- AC/C TECH advertisements and promotional materials may only provide information about the potential salary that accurately portrays residential and apartment maintenance work. Wage information must also include the source of the information and must be valid. It's important to realize that our website proactively states that AC/C TECH is a vocational institution specializing in residential and apartment maintenance technology; specifically, online training related to appliance repair, electrical wiring, heating and air conditioning, interior & exterior building maintenance, plumbing, and swimming pool maintenance. Students can earn technical certificates and/or a degree via online training.
- We also want students to realize that our training is web-based, and that our interactive distance lessons can be pursued anytime (24/7) and from any location. Additionally, we affirm that our training is web-based inside numerous documents, e.g.: our website, our mission and core values, our course/program catalog, our promotional flyers, our distance education disclosure page, our enrollment agreement, etc.
- AC/C TECH discloses to students that completion of our training will lead to occupational employment in areas related to residential and apartment technology. Students employed by an AC/C TECH partner organization are provided with information related to the terms of the agreement which allows students to live in apartment communities without paying rent and can earn potential pay raises associated with certificate and degree completion. For other students, we provide general industry statistics, job-prospect information, as well as the assurance that AC/C TECH will assist them in earning employment upon program completion through various means including job board searches, promoting skills and competencies, or any other activities that will help students secure employment after graduation. However, in no case do we guarantee employment.
- Once more, we do not mention that employment is guaranteed; in fact, the enrollment agreement requires all students to acknowledge the following statement: I UNDERSTAND THAT AC/C TECH DOES NOT GUARANTEE JOB PLACEMENT.
- As part of our marketing plan, we promote student achievement through property management firms, public housing agencies, apartment associations, the United States Department of Housing and Urban Development, and the National Apartment Association.
- Lastly, we have carefully reviewed ACCET's Document 30 - Policy on Recruiting, Advertising, and Promotional Practices, and we shall devote attentiveness to ensure compliance with every requirement listed in that document.

The President and Director of Recruitment/Admissions are responsible for coordinating and monitoring all marketing activities.

8. STUDENT ADMISSION/ENROLLMENT POLICY

AC/C TECH's "Student Admission/Enrollment Policy" includes the following:

- Application For Admissions Process
- Enrollment Agreement Process
- Administrative Control and Integrity of The Admission and Enrollment Processes

AC/C TECH has a separate admissions process followed by a separate enrollment process. The following includes a description of both:

APPLICATION FOR ADMISSIONS PROCESS

1. When prospective students make an inquiry, AC/C TECH thoroughly answers their questions and provides detailed information. We may provide details about courses, technical certificate programs, and/or the OAD (Occupational Associate Degree). In addition, we may provide details about the admission process, tuition & fees, and optional financial assistance. Moreover, the prospective students' contact information is obtained, so that we can make a follow-up call, if necessary.
2. During admission discussions, prospective students are informed to complete the application for admission which is posted on the AC/C TECH website. That document includes the student's personal information, login credentials, emergency contact information, employment information, sponsor information, and other key details. That document also includes the student's educational background & self-certification, the chosen course(s) and/or program(s) with total cost, financial assistance, and the student's electronic signature. After completion, a notification is automatically sent to the Director of Recruitment/Admissions and to the prospective student indicating that the application has been submitted and will be reviewed for completeness.
 - ✓ If questions are unanswered or if the supporting documentation is missing, AC/C TECH will notify the prospective student about the discrepancy.
 - ✓ If the application is complete and all admissions criteria have been satisfied, the prospective student is informed that they have been accepted and provided a link to the Enrollment Agreement.
 - ✓ If the application is complete and the prospective student does not meet admissions criteria, they are informed via email and provided the reason for denial.
3. We do not deny admission nor discriminate against candidates based on race, religion, color, gender, sexual orientation, age, disability, or national origin. Indeed, we admit students with a disability as long as they understand the job expectations of a maintenance technician, can perform the duties, and can pass the physical, vision, hearing, speaking, and mental/emotional requirements. AC/C TECH accommodates students with disabilities in accordance with the Americans Disability Act. Those students are provided with reasonable accommodation, if they do not significantly alter the education provided and if they do not create an undue burden for AC/C TECH. Also, those students are required to disclose their disability and provide recent documentation from a Medical Professional, and the documentation cannot be more than three years old. Possible accommodation might include:
 - ✓ Additional time to complete assignments, e.g.: quizzes and final examinations are timed.
 - ✓ Having assignments and examinations read aloud.
 - ✓ Video captions can be inserted into lessons as accommodation for deaf students.
4. As part of the admissions process, students are required to upload a photo of themselves, that will be used to create a school ID. We match the photo uploaded with a valid ID as verification. Acceptable forms of ID include a valid driver's license, governmental identification card, passport, or military identification. This method of verification allows us to award credit to the proper student.
5. Lastly, we review transcript(s) for possible transfer of credits prior to the student making their 1st enrollment.

ENROLLMENT AGREEMENT PROCESS

6. Next, the students are required to complete an enrollment agreement. That document includes the student's personal information, emergency contact information, employment information, course/program enrollment options with tuition & fees, payment options if requested, distance education disclosure, cancellation policy, refund policy, collection policy, transfer credit disclosure statement, AC/C TECH's obligations, the students' rights responsibilities and obligations, student identity verification, student acknowledgements, and the student's electronic signature.
7. All application and enrollment documents are saved as part of the student's record... including a copy of the release of information form and transfer of credit evaluation form. In fact, a copy is deposited into the student's private account, which is accessible from the student's dashboard anytime (24/7) and from any location.
8. As part of the Application and Enrollment processes, students are required to affirm that they have access to and have read and understood the Course/Program Catalog, Attendance Policy, Distance Education Disclosure Statement, and Refund Policy. Both application and enrollment agreements require a digital signature for completion, which constitutes an acceptable official signature. The following statement is listed above the signature field:

"I have carefully read and understood every page of this enrollment agreement. I also understand that if I knowingly provide false information my enrollment will be revoked. Furthermore, I understand that, by typing my name below, it is considered the legal equivalent of a manual/handwritten signature."

9. AC/C TECH affirms that the application for admission and enrollment agreement must be completed before any payment or financial obligation is due, which clearly identifies the rights, obligations, and responsibilities of all parties.
10. The process for group and third party-funded enrollments are the same as noted above, except, an employer or sponsor may instruct the prospective students to complete the application for admission, while a subsequent agreement may fulfill the group enrollment requirements.

ADMINISTRATIVE CONTROL AND INTEGRITY OF THE ADMISSION AND ENROLLMENT PROCESSES

AC/C TECH's admission and enrollment processes are ethical because students are not subject to undue pressure towards enrollment. Prospective students initiate the inquiry, application, and enrollment process and determine how each unfolds through their engagement. When a student provides their contact information and does not immediately complete an application, follow up communications are encouraging and frequent enough to remind the student of the remaining steps required, but infrequent enough so they do not feel pushy or harassed. Follow up communications will be limited to one per week, unless otherwise requested or stated by the student.

Also, our admission and enrollment policies are fair, clearly stated, and publicly available to facilitate a student-driven enrollment process. AC/C TECH evaluates and updates these policies annually including the website, course/program catalog, and promotional flyers.

To ensure administrative control and integrity of the admission and enrollment processes, the Director of Recruitment/Admissions manages those activities with oversight from the President. More specifically, the Director of Recruitment/Admissions is responsible for all recruitments, advertisements, promotional materials, disclosures, cancellations, refunds, and other related policies and best practices. Also, the Director of Recruitment/Admissions is responsible for executing our marketing plan.

9. TRANSFER OF CREDIT POLICY

AC/C TECH's "Transfer of Credit Policy" includes the following:

- Procedures for Transferring Credits
- Options for Earning Credit via Experiential Learning, Test-Outs or Pre-Assessments
- Transferability of AC/C TECH Credits

PROCEDURES FOR TRANSFERRING CREDITS

AC/C TECH processes transfer of credits when an official transcript is received indicating the student's academic performance. Specifically, we transfer credits for students interested in pursuing the OAD (Occupational Associate Degree). Students may transfer a maximum of 75% of the credits required to earn a degree which totals 45 semester credits.

To be considered for a transfer:

- The coursework must have been completed through an accredited institution recognized by either the United States Department of Education, or the Council for Higher Education Accreditation, or the Accrediting Council for Continuing Education & Training.
- Course content must be like AC/C TECH's, in that all technical transfers must relate to appliance repair, electrical wiring, heating and air conditioning, interior & exterior building maintenance, plumbing, swimming pool maintenance, and/or building science.
- Courses must have been completed no more than 20 years ago, mainly because building codes and maintenance regulations are updated on a 3-year cycle, and the acceptance of older coursework may not be compliant with current regulations and other workforce requirements.
- A grade of C (2.0 GPA) or higher is required for any course to be considered.
- A minimum of 15 semester credits of general education coursework must be transferred to qualify for the OAD program. The general education coursework may include Natural and Physical Sciences (mathematics, physics, biology, chemistry, etc.); Social and Behavioral Sciences (psychology, sociology, history, geography, economics, etc.); Humanities and Fine Arts (English, written and oral communication, literature, foreign language, etc.).

When transcripts are received, they are first authenticated and the courses to be considered are added to a ledger (Transfer of Credit - Evaluation Form). If the course title is unclear, AC/C TECH will look up that information on the granting institution's website? In any event, courses evaluated for transfer are listed on the left side of the ledger and those approved are listed on the right side, so that students will clearly realize which courses were evaluated and approved. All courses are considered together, prior to the 1st enrollment, to ensure transfer credit maximums are not exceeded. Furthermore, that document becomes part of the student's permanent record, which is accessible to the student anytime and from any location.

Awarding transfer of credits shall be done by qualified individuals and through a team approach. Together, the Director of Student Services, Director of Education, and the Instructional Staff will evaluate official transcripts and make transfer of credit decisions, with feedback from the management team where the student will be job-placed. It is the students' responsibility to submit an official transcript before making the 1st enrollment; afterwards, we review all transcript(s) without further requirements from the student. In addition, we affirm the legitimacy of the transcript by source authentication. If a digital transcript is provided directly from a sending-institution's email address, the institution is authenticated through internet search. If a digital transcript is provided through a third-party service, we confirm the services legitimacy online.

OPTIONS FOR EARNING CREDIT VIA EXPERIENTIAL LEARNING, TEST-OUTS OR PRE-ASSESSMENTS

AC/C TECH uses various methods for determining student knowledge, skills, and competencies... including experiential learning, test-outs, or pre-assessments. Credits awarded via these options cannot exceed 25% of the degree requirements which total 15 semester credits.

- Awarding credits based on experiential learning is done by qualified individuals. The Director of Student Services, Director of Education, Instructional Staff, and Maintenance Supervisors will interview the student and decide if his/her previous maintenance work meets the criteria for granting credit. AC/C TECH aligns its experiential assessment criteria with topics covered in the course lectures, e.g.: identifying components, understanding how the components function, tracing the sequence of operation by using diagrams, testing components using a Volt-Ohm Meter, following diagnostic and repair procedures, doing planned maintenance activities, completing assignments within job-task standards, etc.
- Awarding credits based on test-outs or pre-assessments is achieved by passing written assessments. The student must score 80% or above from a 25-question test. We have developed a large test bank from which the assessment pulls questions randomly for each topic. The test bank contains questions that a maintenance technician will experience on the job and the formats include multiple choice, true/false, fill-in-the-blank, short answer, matching, hot spot, sequence, and rating scale questions. Some questions require a step-by-step approach to answering, some require detailed thought, and some require analysis of a cause-and-effect (chain reaction). During testing, the test bank will randomly pick questions and shuffle answers.

Test-outs and pre-assessments are proctored examinations. We proctor exams on Tuesdays, Thursdays, and Saturdays (except holidays). AC/C TECH uses zoom.com software to proctor exams. Each student will need a detachable webcam or smart phone to satisfy this requirement. Most students use their smart phone for proctoring and their desktop (or laptop) for testing. **Note: The device must be positioned so that the proctor can see the student, and the computer monitor at the same time (see example).** This



positioning will allow us to verify that the student answered the questions without using books and notes, and without searching the internet for answers. The students will not be permitted to start the exam until the webcam or phone is positioned correctly. In addition, the students cannot leave the visual area until all questions are answered.

TRANSFERABILITY OF AC/C TECH CREDITS

When students request to transfer AC/C TECH credits to another institution, we will inform them that the receiving institution -- not AC/C TECH -- determines whether to accept or reject those credits. AC/C TECH respects the receiving institution's authority in making transfer-credit decisions. However, we will support students during the transfer process by providing guidance or counseling, official transcripts, syllabi, course outlines, and other relevant information. We will also help students understand that our courses and programs use the Carnegie clock-to-credit-hour conversion for academic purposes.

10. STUDENT SERVICES POLICY

AC/C TECH provides Student Services in the following:

- Technology Requirements
- How to Start Lessons
- Academic & Instructional Support
- Administrative Support
- Confidentiality of Student Records and Privacy Policy
- Transcript Services
- Job Placement and Retention Support
- Housing Assistance
- How AC/C TECH Ensures its Student Services Meet the Needs of Students

TECHNOLOGY REQUIREMENTS

AC/C TECH utilizes various technologies to optimize interaction between the institution and students. Our training/learning platform is 100% web-based and designed to take the guess work out of maintaining an apartment community and repairing equipment. The platform is easy to use, easy to understand, and easy to navigate. The platform contains five key modules: [1] Web-Based Classroom, [2] Online Maintenance Tips, [3] Virtual Coffee House, [4] Q&A Bulletin Board, and [5] zoom.com web-meetings. As a minimum requirement, students must have access to any desktop computer, laptop computer, tablet, or smart phone to participate and attempt lessons. We recommend that quizzes and final examinations be completed on a computer or tablet... all other activities can be completed using a smart phone if the student does not have any other device.

HOW TO START LESSONS

We email instructions on how to start lessons. That information includes the name of the program enrolled, individual course schedules, and expected graduation date. A copy of that email is deposited into the student's account.

ACADEMIC & INSTRUCTIONAL SUPPORT

We provide academic and instructional support to help students achieve program outcomes, course objectives, and their specific educational goals consistent with best practices. The instructional staff monitors the students' progress routinely and helps as needed. Assistance may include explanations of difficult concepts, tutoring, communication, alternative learning habits and tips, degree planning, scheduling proctored examinations, etc.

ADMINISTRATIVE SUPPORT

Students may obtain administrative support related to their application for admission, transfer of credits, release of information, enrollments, account receivables, transcripts, credentials, professional development, resume writing, references, job placements, etc. Administrative support is available Monday through Friday, anytime between 9:00 am and 5:00 pm EST.

CONFIDENTIALITY OF STUDENT RECORDS AND PRIVACY POLICY

In accordance with the Federal Family Educational Rights & Privacy Act (FERPA) of 1974 and subsequent amendments, student records will not be released without written consent from the student. Also, students have the right to inspect their school records and may request corrections of information they believe to be inaccurate.

AC/C TECH securely maintains student records in electronic format and the data consists of: [1] the application for admission, [2] transfer of credits, [3] release of information, [4] program/course enrollments, [5] account receivables, [6] lab assignments, [7] OJT evaluations, [8] transcripts, [9] credentials earned, [10] professional development, [11] resume, [12] references, and [13] job placement and retention. These records are maintained indefinitely and protected against unauthorized access, fire, water, theft, tampering, etc.

TRANSCRIPT SERVICES

Students have access to 100% of their school records after the login process. More specifically, they can print an updated copy of their transcript/credentials and send them to anyone. However, transcripts are certified to be a true copy of the student's record when signed and embossed with the institutional seal. AC/C TECH will issue an official transcript upon request, provided the student has satisfied all outstanding obligations (financial, academic, and administrative). A request for an official authenticated transcript must be made in writing and must contain the student's signature.

Fees to process an official authenticated transcript are listed below:

- Official Transcript = \$5/transcript
- Same Day Processing = \$20 (\$5/transcript + \$15 same day processing fee)
- Overnight Shipping = \$45 (\$5/transcript + \$15 same day processing + \$25 overnight shipping)

All transcript requests must be paid at the time of ordering. Fees can be paid by credit card, check, or money order. Checks and money orders should be made payable to "AC/C TECH."

JOB PLACEMENT AND RETENTION SUPPORT

AC/C TECH has a job referral relationship with property management firms, and they notify us when opportunities are available. Therefore, we connect students and graduates with those organizations and promote their educational achievements to facilitate the hire.

Job placement and retention is extremely important, and for those reasons, we allow students access to our "Online Maintenance Tips" for 1-year after graduation. As a reminder, the "Online Maintenance Tips" is an automated database that guides individuals through a variety of diagnostic and repair procedures. It includes step-by-step repair tips for appliances, electrical wiring, heating and air conditioning equipment, interior/exterior building maintenance, outdoor accessories, grounds, plumbing, and swimming pool maintenance. It also includes energy saving tips, planned maintenance activities, information about indoor air quality, lead-based paint, and mold.

If a graduate is not performing as expected, AC/C TECH will also provide counseling and tutoring as needed to shore up the noted deficiencies. This continued support is available to all graduates, including self-employed graduates.

HOUSING ASSISTANCE

AC/C TECH does not offer housing assistance; however, students employed by some partner organizations may allow students to live in the apartment community without paying rent and earn potential pay raises associated with certificate and degree completion. If requested, AC/C TECH will assist in those accommodations.

How AC/C TECH ENSURES ITS STUDENT SERVICES MEET THE NEEDS OF STUDENTS

Without doubt, we spend more time providing “Academic and Instructional Support”, compared to all other student services combined. More specifically, the instructional staff is required to monitor the students’ progress routinely, engage students in a one-on-one conversation during web meetings, provide counseling and tutoring as needed, and computerize all results. The student’s performance is determined by completing lectures, labs, quizzes, a final examination, and OJT assignments. As the minimum passing standard, students are required to demonstrate proficiency in 70% of the course activities. That includes earning a 70% or higher score on the Final Examination, OJT Evaluation, and Final Score. When a student is not progressing according to expectations, we offer the following assistance: [1] the student may be given additional time to complete assignments, [2] the student may be given special assistance such as having materials and/or examinations read to them, or [3] the student may be assigned a mentor. If further assistance is required, the instructional staff will provide counseling and tutoring. The process in determining when counseling and tutoring is needed is by analyzing their academic progress. Any score below 70% is a clear indicator. Other indicators could be feedback from the student based on how a question was answered or if someone makes a simple request for help.

It is the responsibility of both the Instructional Staff and Director of Student Services to identify poor academic progress. In addition, it is their duty to inform the Director of Education so that an evaluation can be made to determine if the noted deficiencies stem from training materials, which can be tweaked. The instructional staff and Director of Student Services receive daily email summaries of students’ academic progress. This frequency of analyzing scores allows the AC/C TECH educational team to identify and correct deficiencies as soon as possible.

Beyond these targeted interactions with struggling students, AC/C TECH takes a holistic approach towards encouraging student success and program completion. We respond to student inquiries in a warm and prompt manner. Students are sent electronic birthday cards and other electronic messages indicating how much they are appreciated. Checkpoints are established when student counselors, instructors, and the employer maintenance supervisor can review the student’s progress; and offer recommendations for improvements, devise additional support, and launch encouragement plans. These checkpoints are setup as needed but usually occur at the end of each technical certificate program.

As a final point, the students’ levels of ability, age, background, prior educational history, and work experience are not a factor in determining when and how much academic and instructional support is provided. We simply focus on helping students achieve their educational objectives, earn credentials, and secure a job... nothing else is more important!

11. STUDENT ASSESSMENT & ACHIEVEMENT POLICY

AC/C TECH's "Assessment & Achievement Policy" includes the following:

- Overall Assessment
- Grading Scale
- Adherence to AC/C TECH's Assessment System and Grading Policies
- Written Evaluation Instruments

OVERALL ASSESSMENT

AC/C TECH measures student achievement through direct assessments including quiz scores, lab assignment scores, final examination scores, and OJT (On-Job-Training) scores. More specifically, each course includes 9 pre-designed online lectures, 9 quizzes, 9 lab assignments, 1 final examination, and 1 (15-hour) OJT assignment. Each type of assessment is weighed equally and represents 25% of the student's final score (see Grading Criteria).

As the minimum passing standard, students are required to demonstrate proficiency in 70% of the course activities, which amounts to earning 280 points.

Quizzes: Quizzes are setup at the end of each lecture. Students are allowed to retake quizzes to improve scores, but only twice. The questions are randomly drawn from a large test-bank to ensure that students do not get the same set of questions.

Grading Criteria		
Quizzes	100 pts	25%
Lab Assignments	100 pts	25%
Final Examination	100 pts	25%
OJT Assignments	100 pts	25%
Total	400 pts	100%

Lab Assignments: Lab assignments must be submitted before the course ends. If an assignment is not submitted, the student will be given a zero (0) score for that lesson, unless prior approval is obtained from the instructor. The instructor may assign additional outside work if necessary. Students may redo lab assignments to improve scores.

Final Examinations: A final exam is setup at the end of each course. Students are allowed to retake the final, but only once. The questions are randomly drawn from a large test-bank to ensure that students do not get the same set of questions.

OJT Assignments: Every cohort program has an OJT assignment linked to its courses but the student can waive that option. However, the length of an OJT assignment is 15 clock hours per course, which equates to earning 0.33 semester credits per course. Specifically, if a student chooses to pursue OJT, the assignment must align with the course lessons, and OJT documentation must be submitted to our institution within six months after finishing the didactic IDL lessons. For example, while a student learns about electric furnace maintenance, he/she could assist in repairing or cleaning a furnace. While a student learns about interior building maintenance, he/she could assist in restoring a vacant apartment unit to a market ready condition. This experience is valuable because it reflects 15 hours of learning and demonstrates how effectively students' complete assignments, which support job placements.

Self-employed students, and those who may not qualify to work at apartment communities, may do OJT assignments at their worksite, or another location. Nonetheless, those participating in the OJT process may be evaluated based on the following:

- Work Orders - Students may be evaluated on how effectively they completed the assignments, e.g.: did the student understand and respond to the work order correctly, did the student demonstrate good diagnosing and repair techniques, did the student adjust the equipment for optimum efficiency after making a repair, was the work completed in a timely manner, etc.
- Special Projects - Students may be evaluated on how well a special project was completed.
- Safety Skills - Students may be evaluated on safety procedures, use of tools and testing devices, maintaining a clean and safe work area, protecting the customer and/or their property, etc. *Note: The student will be stopped and receive zero (0) points if he/she makes a Gross Safety Violation. A Gross Safety Violation is anything that the student does or fails to do that significantly jeopardizes his/her safety or the resident's safety.
- Job Tasks Standards - Students may be evaluated on the amount of time needed to correctly diagnose and repair the unit. Students may also be evaluated on planned maintenance, breakdown maintenance, restoring vacated apartment units, and uniform physical inspections.
- Customer Relation Skills - Students may be evaluated on professionalism, e.g.: how an introduction was made, did the student interact with the customer, was customer satisfaction achieved at the end of the service call, etc.
- Documentation Skills - Students may be evaluated on how thorough, accurate, and legible work-order forms were completed; what was observed and what the customer was told; and documenting the make, model, serial number, part numbers, time in/out, and charges.

Students are informed of their progress on a regular basis. In fact, our LMS instantly grades each assessment and displays the score. In addition, all transcripts are computerized and updated daily, and a copy is deposited into the student's private account. Plus, students receive instant feedback from maintenance supervisors about OJT performance and achievements.

GRADING SCALE

Again, we measure student achievement through direct assessments including quiz scores, lab assignment scores, final examination scores, and OJT scores. Each type of assessment is weighed equally and represents 25% of the student's final score. The benchmark for graduation involves mastering 70% of the program activities. This benchmark aligns with external licensure requirements that were adopted throughout AC/C TECH's curriculum as the minimum standard of achievement. As comparison, maintenance technicians are required to score 70% or higher to earn a license in plumbing, electrical, or HVAC. Also, maintenance technicians are required to score 70% or higher to earn EPA Technician Certification as regulated by the U.S. Environmental Protection Agency and score 70% or higher to complete auditor training as administered by the IHCD (Indiana Housing Community Development Authority). We simply wanted to align our passing standards with industry standards.

ADHERENCE TO AC/C TECH'S ASSESSMENT SYSTEM AND GRADING POLICIES

Our assessment system is completely automated... from the LMS scoring quizzes and final examinations... to posting scores on a pre-designed transcript. Since our assessment system is automated, it's unlikely that students will detect errors or find improper scoring. Simply put, instructors are not engaged in grading assessments and recording scores, they focus more on helping students understand diagnostic and repair procedures.

As additional information, transcripts are computerized and updated daily, and a copy is deposited into the student's online private account. Transcripts show the course abbreviation, semester period, pre-assessment score, daily activity scores, final examination score, extra credit score, total points, and course score. If the student pursues OJT, the transcript will include the OJT score and a final course score. The transcript also shows certificates and certifications earned, date conferred, GPA, attendance rate, and semester credits earned for each cohort technical certificate program. Furthermore, all transcripts illustrate statistical data related to the overall GPA, overall attendance rate, overall SAP rate, total number of courses enrolled, total number of courses passed, total number of test-outs, total number of courses transferred, total number of workshops enrolled, total number of workshops passed, total number of semester credits earned, total number of academic failures, total number of non-compliance failures, total number of withdrawals, total number of courses repeated, academic forgiveness/bankruptcy, eligible for re-enrollment, and key strengths.

WRITTEN EVALUATION INSTRUMENTS

Pre-assessments, quizzes, and final examinations are written evaluation instruments. We have developed a large test bank of questions for each course/assessment and the questions are randomly selected to generate all unique quizzes and final examinations. The test bank contains questions that a maintenance worker will experience on the job and the formats include multiple choice, true/false, fill-in-the-blank, short answer, matching, hot spot, sequence, and rating scale questions. Some questions require a step-by-step approach to answering, some require detailed thought, and some require analysis of a cause-and-effect (chain reaction). Again, the test bank randomly picks questions and shuffle answers. As additional information, pre-assessments contain 25 questions and if the student scores 80% or above, it's considered a test-out and the student will earn full credit for that course. Quizzes are assigned at the end of each lecture which contain 10 questions. A final examination is assigned after completion of all lessons which contain 100 questions.

Lab assignments are written evaluation instruments. We have developed numerous lab activities that a maintenance technician will experience on the job; mainly those associated with diagnostic and repair procedures. This ongoing practice helps students understand that not all equipment will display the same type of failure. So, in fact, our lab assignments help students understand multiple scenario conditions that will help them pinpoint failures and the cause(s) related to each failure.

OJT assignments are written evaluation instruments. OJT assignments are pre-planned and promote the development of critical thinking, ethical reasoning, social responsibility, and lifelong learning. In addition, the OJT assignments must align with the course lessons. For example, while a student learns about electric furnace maintenance, the OJT assignment must involve repairing or cleaning a furnace. While a student learns about interior building maintenance, the OJT assignment must involve restoring a vacant apartment unit to a market ready condition for leasing.

- Students who pursue OJT are required to document 15 hours of assignments for each course, which represents 0.33 semester credits. The OJT documentation form and all supporting evidence must be submitted to AC/C TECH within 6 months of the didactic IDL lessons.

Every 3 years, the instructional staff updates the noted items to align with the release of NEW regulatory codes.

12. ATTENDANCE POLICY

AC/C TECH's "Attendance Policy" includes the following:

- Student Expectations
- How Attendance Expectations are Communicated to Students
- Where Attendance Rates Are Recorded
- Administrative Control
- Leave of Absence
- Causes of Poor Attendance

STUDENT EXPECTATIONS

AC/C TECH's attendance policy applies to students logging into their online account and completing assignments that count toward scores. More specifically, students are expected to start lessons pursuant to course schedules and maintain an 80% participation rate through course completion. It does not refer to physical presents or simply logging into their online private account.

Since our training is 100% online and students can do the lessons anytime... concerns related to tardiness, early departures, make-up work, excused absences, etc., are not applicable.

Insofar as attendance expectations for OJT (On-Job-Training), students are required to document 15 hours of assignments which represent 0.33 semester credits. The documentation must include [a] the date of service, [b] time in, [c] time out, and [d] total time... which is how we derive if the assignments were completed pursuant to schedules. In addition, the documentation and all supporting evidence must be submitted to AC/C TECH within 6 months of the didactic IDL lessons. If not submitted in a timely manner it will be considered delinquent and the attendance rate will be adjusted based on three possible scenarios:

1. If the OJT documentation is submitted pursuant to the timeline, a 100% attendance rate will be recorded.
2. If the OJT documentation is submitted after 6 months, but less than 9 months, an 80% attendance rate will be recorded; and
3. If the OJT documentation is submitted after 9 months, 70% will be recorded.

Students are assigned one course monthly until graduating. No courses are assigned during the months of June, July, and August because administrators from the apartment industry prefer 100% participation towards restoring vacant apartment units during summer months. In contrast, if a student fails a course, he/she may retake the course during June, July, and August. This waiver allows everyone to remain on schedule towards pursuing subsequent courses and graduating together. It's important to realize that our academic failure rate has never exceeded 2%, but our non-compliant failure rate (which involves attendance) reached 34%. Both types of failures are not desirable but 34% is highly concerning and requires special attention.

HOW ATTENDANCE EXPECTATIONS ARE COMMUNICATED TO STUDENTS

Every student, employer, sponsor, etc. will be informed about our attendance policy. The objective is to help them realize the importance of maintaining good attendance. Our attendance policy must be transparent, for example, publicly available through our website www.acctech.edu, published inside the program/course catalog, listed as a student acknowledgement inside the enrollment agreement, and posted on the LMS with handout materials for every course.

Again, our attendance policy requires starting lessons according to course schedules and maintaining at least 80% participation until course completion.

- Anyone who procrastinates more than 15 days in starting lessons will be administratively withdrawn from the course. Also, we will issue the student a written warning, and a copy will be deposited into their online private account.
- Students administratively withdrawn from courses are entitled to a 100% refund. This will minimize possible complaints and maximize SAP (Satisfactory Academic Progress) results.
- If a second attendance problem occurs, the student will be placed on non-compliant probation. That notification will be added to the students' private account. Furthermore, the Director of Student Services will reach out to that student for discussion of this policy and provide guidance toward compliance. Note: Both warning and probation notifications will be expunged if the student maintains good attendance over the next 6 months.
- Should a third attendance problem occur, the student will be suspended from the program for a period of not less than one year. Moreover, after the suspension process, reinstatement is not automatic. The student must apply "in writing" and his/her documentation "shall" include a plan to correct all deficiencies.
- Warnings, probations, and suspensions can be prevented by withdrawing from the course; and therefore, students will be informed how withdrawing can affect financial assistance, if applicable.

WHERE ATTENDANCE RATES ARE RECORDED

Attendance results are not factored into performance standards; however, the rate is posted on transcripts. When a student is awarded a credential, it will show the name of that credential, unique ID number, date conferred, GPA, Attendance Rate, and semester credits earned for each cohort. Also, the transcript will list statistical data related to the overall GPA, overall Attendance Rate, overall semester credits earned, plus more information.

ADMINISTRATIVE CONTROL

Attendance records are created automatically inside the LMS (Learning Management System), uploaded to the AC/C TECH recordkeeping database, and maintained indefinitely in electronic format. The LMS maintains when courses were assigned, the students last login, IP address, local time zone, credits, enrollment date, course status, course due date, course completion date, lesson identification, lesson date/time, content resource, lesson completion, progress measure, lesson success, score, lesson timestamp, lesson time, lesson attempts, interaction, interaction description, interaction timestamp, interaction time, learner response, correct responses, result, objective, objective description, objective score, objective completion status, and objective success status. As indicated, we maintain far more useful data than traditional sign-in sheets.

The automation of our recordkeeping processes can summarize when assignments were attempted/completed and can email those results to the director of student services, instructors, or any stakeholder who is willing to participate in correcting attendance problems.

- The Director of Student Services is responsible for managing attendance records and for ensuring that all attendance records are reliably and accurately maintained.
- Instructors receive emails of progress reports daily, which are used to detect and respond to attendance problems, when applicable.
- As a third form of control, AC/C TECH created a special account for employers and sponsors to view their participants' training progress anytime (24/7) and from any location. This allows external management personnel to detect warning signs, so they can also encourage procrastinators to start and complete assignments in a timely manner.

LEAVE OF ABSENCE

Students are encouraged to complete all coursework pursuant to the schedule; however, course extensions and/or a leave of absence may be granted due to extenuating circumstances. Extenuating circumstances may include family or medical emergencies, work related accidents, building system failures, job relocations, employment terminations, military deployments, natural disasters, universal precautions, or hazardous substances and cleanup.

Eligibility

- The student must be currently enrolled and in good academic standing.
- The student must submit a written request for a leave of absence, specifying the reason and anticipated duration.
- A leave of absence may be granted for the reasons noted above. Also, a leave may be granted due to other compelling circumstances, as approved by our institution.

Duration of Leave

- Leave of absence are typically granted for up to one academic year. Failure to return after the approved period may result in withdrawal from the institution.

Application Procedure

- The student must submit a formal leave of absence request to the Director of Student Services, including support documentation if applicable. We will review the request and notify the student of our decision, usually within 10 business days.

Returning from Leave

- The student must notify the Director of Student Services at least one month before returning; the student may be required to submit documentation confirming readiness (e.g., medical clearance); and upon return, the student will be reinstated to their prior academic status, subject to any program or curriculum changes.

CAUSES OF POOR ATTENDANCE

There are many reasons why students fail to complete their lessons/assignments, however, the following describes the top five causes: [1] excessive workloads cause apartment technicians to become procrastinators, [2] apartment technicians require more training than other skilled tradesmen, [3] energy efficient equipment requires more time to diagnose & repair, [4] not maintaining a planned maintenance program triggers more unexpected breakdowns/failures which leaves less time to pursue training, and [5] working in a decentralized maintenance operations could affect personal development.

13. SAP POLICY

AC/C TECH's "SAP Policy" includes the following:

- SAP Information
- How SAP Expectations are Communicated to Students
- Cost of a Certified Official Transcript

SAP (SATISFACTORY ACADEMIC PROGRESS) INFORMATION

Students are required to make Satisfactory Academic Progress in their program of study which includes maintaining a cumulative score of 70%, passing 67% of all courses attempted, and earning a technical certificate or degree within 150% of the standard program length.

SAP scores are determined by the total number of courses passed divided by the total number of courses attempted ($SAP = \# \text{ Passed} / \# \text{ Attempted}$). When determining rates, AC/C TECH includes only the coursework pursued through our institution; for example, we include courses that are designated as passed, failed, and test-out. We do not include courses that are transferred, incomplete, withdrawn, repeated, non-credit remedial coursework, and the like.

We use the Carnegie clock-to-credit hour conversion for academic purposes; and therefore, each course represents 45 clock hours or 2 semester credits.

HOW SAP EXPECTATIONS ARE COMMUNICATED TO STUDENTS

Students are informed of their progress on a regular basis. Our LMS instantly grades quizzes and final examinations and displays the score. Lab assignments are instantly graded by assigning 1 point for each activity completed. OJT, if pursued, is graded by maintenance supervisors who offer instant feedback on how well the assignment was completed. In addition, all transcripts are computerized and updated daily, which includes the students' SAP score, and a copy deposited into their online private account. So again, students are informed of their progress on a regular basis, in fact, daily.

If the SAP score drops below 80%, the student will be issued a warning. The warning notification must include:

- the length of time but not exceeding the duration of the program currently enrolled.
- the terms or conditions.
- the SAP status during the warning period.
- the consequences for failure to meet the terms of the warning.

As additional information, the warnings will continue after each course until the score improves above 80%. These early and ongoing notifications will increase the student's likelihood of achieving SAP standards. Also, after re-establishing 80%, all previous notifications will be expunged.

When the SAP score drops below 67%, the student will be removed from the program. It's important to realize that AC/C TECH strives to maintain an ethical spirit in which it operates, particularly when it involves applying disciplinary measures. However, the following are consequences of failures:

- Should a student fail a course, he/she may retake the course at no additional charge.
- Should a student fail the same course twice, he/she will be placed on academic probation.
- Should a student fail any two courses, within a 9-month period, he/she will be placed on academic probation.

- Should a student fail the same course three consecutive times, he/she will be suspended from the program for a period of not less than one year.
- Should a student fail any three courses, within a 12-month period, he/she will be suspended from the program for a period of not less than one year.

If desired, students may appeal a suspension/removal by following the procedures outlined in our Complaint/Grievance Policy. To obtain a successful appeal, the student must develop an "Academic Plan" that ensures compliance of our satisfactory academic progress standards. Also, the plan must include corrective actions throughout the existing program, as well as corrective actions that will apply to future enrollments.

- Should a student fail to comply with an "Academic Plan", after obtaining a successful appeal, he/she will be removed permanently.

Like other institutions, students can be removed due to non-academic reasons. Non-Academic Suspensions can stem from poor attendance, poor behavior, plagiarism, drug or theft related problems, and the like. At the time of enrollment, students are required to review AC/C TECH's Student Code of Conduct Policy. A violation of any policy may result in disciplinary action that could range from counseling to suspension depending on the severity of the offense, the number of offenses involved, whether this is the first violation of the honor code, and the impact of the offense(s) on the rest of the AC/C TECH community.

COST OF A CERTIFIED OFFICIAL TRANSCRIPT

All transcripts are computerized and updated daily, and a copy is deposited into the student's online private account. That means every student has access to an updated transcript anytime (24/7) and from any location. They can print the updated copy, give it to anyone, or email it to anyone.

Transcripts are certified to be a true copy when signed and embossed with the institutional seal. AC/C TECH will issue a certified official transcript upon request, provided the student has satisfied all outstanding obligations, including financial, academic, and administrative matters. Request for a certified authenticated transcript must be made in writing and must contain the student's signature. The fees to process a certified authenticated transcript are listed below:

- Official Transcript = \$5/transcript
- Same Day Processing = \$20 (\$5/transcript + \$15 same day processing fee)
- Overnight Shipping = \$45 (\$5/transcript + \$15 same day processing + \$25 overnight shipping)

All transcript requests must be paid at the time of ordering. Fees can be paid by credit card, check, or money order. Checks and money orders should be made payable to AC/C TECH.

14. ACADEMIC POLICIES & PROCEDURES

AC/C TECH's Academic Policies and Procedures include the following:

- Lecture/Lab Policy
- Testing Policy
- OJT Evaluation Policy
- Make-Up Work Policy
- Course Extension Policy
- Course Withdrawal Policy
- Copyright Policy
- Student Code of Conduct
- Non-Academic Dismissal Policy
- Academic Probation/Suspension Policy
- Suspension Reinstatement Policy
- Permanent Suspension Policy
- Student Identity Verification
- Non-Discrimination Policy
- Student Disability Policy
- Graduation Requirements

LECTURE/LAB POLICY

Students have an option of repeating lectures and lab assignments to improve scores. All assignments must be submitted before the course ends. If an assignment is not submitted, the student will be given a zero score for that assignment/lesson.

TESTING POLICY

A 10-question quiz is assigned at the end of each lecture. Also, students have an option of repeating quizzes twice to improve scores. A 100-question final examination is assigned at the end of all training lessons. Final examinations can be repeated, but just once. All exams must be completed before the course ends; otherwise, the student will be given a zero score for each test not completed. In addition, students may complete all testing requirements online by using [GoToMeeting.com](https://gotomeeting.com) or [Zoom.com](https://zoom.us) software. The student is not required to have a subscription to the noted software, but they must have access to a web camera. They can use a desktop computer, laptop computer, tablet, or mobile phone.

OJT EVALUATION POLICY

Students are required to submit 15 hours of OJT documentation for each course, the OJT must align with the course lessons, and the OJT documentation must be submitted to AC/C TECH within 6-months after the course ends. Moreover, the OJT assignments must parallel the lessons, i.e.: while a student is learning about electric furnace maintenance, he/she can assist in repairing or cleaning a furnace. While a student is learning about interior building maintenance, he/she can assist in prepping a unit for leasing. Much in the same way the AC/C TECH faculty evaluates students academically, maintenance supervisors are asked to evaluate students. Students may be evaluated on completing work orders, technical skills, special projects, safety skills, customer relation skills, and documentation skills. Students may also be evaluated on how well other assignments were completed, such as Planned Maintenance, Breakdown Maintenance, Job Task Standards, Restoring

Vacated Apartment Units, and Uniform Physical Inspections. These assignments/objectives are meaningful insofar as preparing students for job placement. Also, they are meaningful to our alumni insofar as being prepared for employment retention and advancements.

MAKE-UP WORK POLICY

No make-up work is allowed unless approved by the instructor.

COURSE EXTENSION POLICY

Students are encouraged to complete all coursework pursuant to the schedule; however, course extensions may be granted due to extenuating circumstances. Extenuating circumstances may include family or medical emergencies, work related accidents, building system failures*, job relocations, employment terminations, military deployments, natural disasters, universal precautions, or hazardous substances and cleanup.

** Building System Failures mean significant damage to the electrical power, gas supply, water distribution, sewer system, or building structure that requires maintenance work from numerous technicians until repaired. This definition does not include failures that one individual can repair.*

Students who meet these criteria may submit a request to have his/her course extended. Documentation is required to support such claim. More importantly, students are required to set realistic goals and timelines to complete outstanding assignments. Requests stemming from routine maintenance operations will not be considered. If the request is denied, that decision can be appealed by obtaining approval from the student's management team: specifically from [1] the Maintenance Director or Maintenance Committee, [2] Property Manager, and [3] Regional Property Manager. Their approval must be unanimous; otherwise, approval from the Company CEO is required.

COURSE WITHDRAWAL POLICY

Students are allowed to drop courses up to the fifth-class session. Courses dropped will not appear on the student's transcript. Approvals for withdrawals are not required; however, we recommend that students consult the Director of Student Services prior to withdrawing. We will help them realize possible consequences of reducing their course load as it could affect financial aid. Failure to maintain the requirements of a fulltime student status may affect Satisfactory Academic Progress (SAP) and receipt of federal, state and other benefits, including but not limited to veterans' benefits.

COPYRIGHT POLICY

Except as necessary to utilize the Services and Information contained in the training program, students may not reproduce, create derivative works from, perform, publish, transmit, distribute, lease, rent, assign, transfer, sell, offer to sell, or otherwise access, use, or exploit any material retrieved from or contained in the Services or Information in any manner whatsoever that may infringe any copyright or proprietary interest of AC/C TECH; store any content from the Services or Information in any information storage and retrieval system except for memory caches and similar temporary file storage associated with internet usage or online content; or alter, translate, modify, or adapt the Services or Information to create derivative works; make use of "framing" or other means of redirecting content; copy and redistribute (internally or externally) any of the training Information or Services or any tables of contents, highlights, indexes, or other finding aids included therein. All rights reserved!

Violation of this policy will result in disciplinary action which may include “PERMANENT SUSPENSION” from the institution. Also, AC/C TECH may report the incident to the appropriate law enforcement agencies. Under federal law, a person found to have infringed upon a copyright may be liable for actual damages and lost profits attributable to the infringement, and statutory damages from \$200 up to \$150,000 per infringement. In addition, criminal penalties may be assessed against the infringer and could include jail time of up to 10 years depending upon the nature of the violation.

STUDENT CODE OF CONDUCT

The Honor Code at AC/C TECH defines and expresses the ethical spirit in which we pursue students and promote their skills through apartment maintenance professionals. AC/C TECH recognizes that a community of learning cannot function well without respect for basic moral order, and therefore, we understand that the furthering of excellence requires greater commitments. In addition to basic moral principles, we affirm emphasis on the development of personal character and ethical standards that oversee the conduct and quality of our training.

In short, the AC/C TECH family commits to: [1] personal responsibility, [2] academic honesty and integrity of work, [3] moral respect for everyone and their property, [4] ethical concern for the good of AC/C TECH and for the good of mankind, particularly our students. Embracing these ideas will help us achieve a humane learning institution.

The following items are considered examples of academic violations of the Honor Code.

1. Dishonest preparation of course work. In the preparation of assignments, intellectual honesty demands that a student not copy from another student’s work.
2. Papers borrowed or purchased. It shall be considered an act of dishonesty for a student to submit any document that has been borrowed or purchased from any source whatsoever.
3. Dishonest examination behavior. The unauthorized giving or receiving information during testing is prohibited. This applies to all types, such as quizzes and final examinations, written or oral or online tests, and lab or take-home tests. Unauthorized use of books, notes, papers, etc. is not acceptable.
4. Excessive help. It shall be considered an act of dishonesty for a student to receive excessive help when performing lab assignments. Such help shall not exceed the general discussion of ideas. In short, excessive help is that in which the supervisor/technician diagnoses the problems and/or does most of the work. The instructor will define the parameters of legitimate help.
5. Plagiarism. Plagiarism is a form of stealing another person’s ideas or even his/her very words are borrowed without acknowledgement or credit being given. Plagiarism may be all the way from directly copying an entire paper from a single source to a merging together of quotations from many sources; it exists when these sources are not properly identified and when quoted material is not put in quotation marks or indented. Even when the student paraphrases the ideas of another writer, he/she is obligated to credit that writer.
6. Dishonest OJT Documentation. Falsifying or submitting inaccurate OJT documentation will not be tolerated and such action is considered fraudulent.
7. Aiding and Abetting. Aiding and abetting, related to cheating in any way, is considered academic dishonesty and shall be treated with the same consequences.
8. Unauthorized Collaboration. Unauthorized collaboration is the use of another student or outside source on a test or assignment that was given with the intention that it was to be completed without assistance.

AC/C TECH maintains that any violation in the spirit of the Honor Code is viewed as disobedience. If a student has doubt, he/she should consult the Director of Student Services before engaging the activity.

NON-ACADEMIC DISMISSAL POLICY

Non-Academic Suspensions can stem from non-compliance, absenteeism, poor behavior, plagiarism, drug or theft related problems (or any other violation that may not be listed in this publication). At the time of enrollment, students are required to review our Student Code of Conduct Policy. A violation of any policy will result in disciplinary action that could range from counseling to suspension depending on the severity of the offense, the number of offenses involved, whether this is the first violation of the honor code, and the impact of the offense(s) on the rest of the AC/C TECH community. When an incident occurs, AC/C TECH will document the situation and warn the student that if it reoccurs, he/she will be suspended from the program for a period of not less than one year. The evaluation of the offense will be at the discretion of the Administrators with input coming from the instructors on a case- by-case basis.

Students who violate the Honor Code are subject to a grievance being filed against them. Such grievances will be reviewed by a Program Advisory Committee. However, faculty members of AC/C TECH are responsible for determining if a situation has risen to the level of academic dishonesty (cheating) and for the discipline of students whom they believe to be guilty. The consequences depend on whether the incident is a single infraction or involves multiple infractions. The result of a single violation may lead to a "0" score for the assignment, with no possibility of redoing the work. Multiple violations may lead to a "0" score for the course and subsequent expulsion from the program.

Students found guilty of violating the Honor Code twice are subject to automatic suspension. Any student who has had sanctions imposed by a faculty member and/or the Director of Education may appeal their case before a Student Complaint Resolution Committee. This committee will consist of five individuals: one active student, one graduate, one AC/C TECH Faculty Member, one AC/C TECH Administrator, and one Advisory Committee Member from the Apartment Industry.

ACADEMIC PROBATION/SUSPENSION POLICY

If a student fails a course, he/she will be allowed to retake the course at no additional charge.

- Should a student fail the same course twice, he/she will be placed on academic probation.
- Should a student fail any two courses, within a 9-month period, he/she will be placed on academic probation.
- Should a student fail the same course three consecutive times, he/she will be suspended from the program for a period of not less than one year.
- Should a student fail any three courses, within a 12-month period, he/she will be suspended from the program for a period of not less than one year.

SUSPENSION REINSTATEMENT POLICY

After getting suspended, reinstatement is not automatic; the student must apply in writing and his/her documentation shall include a plan to correct all deficiencies. The President of AC/C TECH will establish a committee to review the student's plan. If the plan is considered genuine, the committee will make a recommendation for reinstatement. The President will review the recommendation(s) and make a final ruling.

PERMANENT SUSPENSION POLICY

Should a student get reinstated and subsequently violate another policy that leads to a second 1-year suspension, he/she will be permanently removed from all AC/C TECH programs.

STUDENT IDENTIFICATION POLICY

As part of the admissions process, students are required to upload a photo of themselves, that will be used to create a school ID. As verification, we match the photo uploaded with a valid identification. Acceptable forms of ID include a valid driver's license, governmental identification card, passport, or military identification. We do not maintain a copy of their valid identification. This method of verification allows us to award credit to the student who completed the coursework. It also prevents computer hackers from stealing our student's social security number, driver's license number, and other confidential information.

NON-DISCRIMINATION POLICY

AC/C TECH will not discriminate against individuals based on race, religion, color, gender, sexual orientation, genetic information, age, disability, or national origin.

STUDENT DISABILITY POLICY

If a student has a disability, which may affect learning via the internet, the student is required to disclose that disability to AC/C TECH. Disabled students requesting academic assistance may be requested to provide documentation of the disability and the extent of support services necessary. More specifically, the documentation must stem from a medical professional, and it must be recently documented, less than three years old. In response, AC/C TECH will provide reasonable accommodations to remove barriers that prevent learning.

GRADUATION REQUIREMENTS

Successful completion is based on meeting all requirements listed under the program objectives and will be confirmed by an appropriate credential. Once more, student achievement is determined by completing lectures, labs, quizzes, a final examination, and OJT assignments. As the minimum passing standard, students are required to demonstrate proficiency in 70% of the course activities. That includes earning a 70% or higher score on the [1] Final Examination, [2] OJT Assignment, and [3] Final Score.

15. GENERAL RULES AND POLICIES

AC/C TECH's General Rules and Policies include the following:

- Academic Breaks
- Alcohol
- Anti-Violence Policy
- Bullying
- Body Piercing and Tattooing
- Conduct and Dress
- Drugs
- Drug-Free School Act
- Emails
- Firearms, Weapons, Explosives, Firecrackers, Etc.
- Gambling
- Harassment
- Non-compliance Issues
- Personal Property
- Property Damage
- Professional Conduct and No Harassment
- Smoking
- Social Networking Online
- Telephone Directories
- Theft
- Vandalism

ACADEMIC BREAKS

Students are responsible for meeting all academic obligations prior to leaving for a scheduled break, e.g.: holiday, winter, spring, or summer break. So again, students are required to complete all lessons, examinations, labs, and OJT commitments, FOR WHICH THEY ARE RESPONSIBLE. In addition, students are responsible for meeting all academic obligations when classes restart. Be sure to make travel plans in accordance with the institutional schedule... because no one will be excused or have an examination extended because of ill advised planning.

ALCOHOL

Alcoholic beverages are prohibited on AC/C TECH property. Violation of this policy through consumption, possession, or distribution is subject to disciplinary action.

AC/C TECH may also contact local law enforcement or emergency agencies in situations involving alcohol as deemed appropriate. Examples of these type situations include students or guests who refuse or fail to comply when asked to forfeit suspicious beverages; or who become disruptive due to alcohol consumption; or who are obviously intoxicated to the point that they present a clear and present danger to themselves or others. Also, the possession of empty alcohol containers is prohibited, and students will be subject to disciplinary action.

Pursuant to the Family Educational Rights and Privacy Act of 1974 (FERPA), AC/C TECH may notify parents of students under the age of 21 who are alleged to be in violation of this policy.

ANTI-VIOLENCE POLICY

AC/C TECH strives to maintain a safe and healthy learning environment, and to that end, we will not tolerate violence of any kind. Students who violate this policy may be subject to disciplinary action which may include permanent dismissal. Furthermore, AC/C TECH may pursue legal action if a student's conduct (on or off-campus) represents a threat to the health, safety, or welfare of other students or the AC/C TECH community or the integrity of the school. In short, students must comply with all local, state, and federal statutes that apply towards violence.

The following terms are used to indicate AC/C TECH's policy with regard to violence on campus.

- a. Acts of violence include any physical action, whether intentional or reckless, that harms or threatens the safety of another individual.
- b. A threat of violence includes any behavior that by its very nature could be interpreted by a reasonable person as intent to cause physical harm to another individual.
- c. The possession of a weapon on AC/C TECH's property unless written permission has been previously given by the President of the Institution.

BULLYING

Bullying will not be tolerated. Bullying is when a person is picked on over and over again by an individual or group with more power, either in terms of physical strength or social standing. Some bullies attack their targets physically, which can mean anything from shoving, tripping, punching, hitting, or even sexual assault. Others may use psychological control or verbal insults to put themselves in control. For example, people in popular groups or cliques often bully people they categorize as different by excluding them or gossiping about them known as psychological bullying. They may also taunt or tease their targets as verbal bullying. Verbal bullying can also involve cyberbullying; e.g.: sending cruel text messages or posting insults about a person on Facebook or other social sites. Students found guilty of bullying will be disciplined which may include permanent dismissal.

BODY PIERCING AND TATTOOING

Due to health and safety concerns, and out of consideration for all members of the AC/C TECH community, body piercing and/or tattooing is not permitted on AC/C TECH property. This policy applies even if the person performing the piercing (or tattooing) is licensed and performs this service in a professional capacity.

CONDUCT AND DRESS

Students attending AC/C TECH Courses assume an obligation and are expected by the institution to conduct themselves in a professional manner to achieve the educational objectives. The behavior of a student should reflect seriousness of purpose, propriety of action, responsible behavior in all social settings and an awareness of their obligation as a student of AC/C TECH and a citizen of the community. Students may not engage in disruptive or disorderly conduct nor lewd, indecent or obscene conduct or dress on AC/C TECH property.

Wearing or possessing any attire related to any groups or traditions are prohibited and may be subject to disciplinary action. Students may not harass or require other students to refrain from wearing certain colors, symbols or distinctive garments on specific days of the week or require restrictions in speech or behavior as a part of any student tradition. Violators will be subject to disciplinary action.

DRUGS

Illegal and synthetic drugs (i.e., possession, use, or distribution of controlled substances without a doctor's prescription) are prohibited on AC/C TECH's property. Possession of drug paraphernalia, including hookahs, is also prohibited. Anyone found guilty of violating this regulation may be dismissed from AC/C TECH. Those found responsible for selling drugs will be dismissed. As a matter of policy, AC/C TECH will notify law enforcement in all situations where a violation of Indiana or federal laws governing controlled substances appears to have occurred. Pursuant to FERPA, AC/C TECH may notify the parents of students under the age of 21 who are alleged to be in violation of this policy. AC/C TECH may contact parents prior to any disciplinary hearing and is not required to inform students of the notification. The Director of Student Services will maintain a record of any parental disclosures that will be provided to the student involved, upon request.

DRUG-FREE SCHOOL ACT

The Drug-Free School and Communities Act Amendments of 1989 require an institution of higher education, as a condition of receiving funds or any other form of financial assistance under any federal program, to certify that it has adopted and implemented a program to prevent the unlawful possession, use, manufacture, or distribution of illicit drugs and alcohol by students. As part of this drug and alcohol prevention program, students may be provided information about the program annually. Additional copies of the prevention program can be obtained from the Director of Student Services. The AC/C TECH prevention program includes institutional policy regarding the use of alcohol and other drugs, educational information including federal, state and local laws, and health risks associated with the use of alcohol and other drugs.

EMAILS

AC/C TECH determines the appropriate vehicle for official communications. Along with other forms of communication, students are responsible for receiving, reading, and responding to AC/C TECH e-mails. A student's failure to receive or read official communications in a timely manner does not absolve the student from knowing and complying with the content in the communications. Students are expected to check their AC/C TECH e-mail on a frequent and consistent basis in order to remain informed of educational-related communications. Faculty and staff will assume that a student's official AC/C TECH e-mail is a valid mechanism for communicating. Faculty may use e-mail for communicating with students registered in classes. This policy ensures that all students are informed of course requirements communicated to them by e-mail from course instructors.

Students must submit coursework according to acceptable guidelines established by instructors.

- Students are not permitted to send, transmit or otherwise communicate any "spam" or other unsolicited email messages using their AC/C TECH e-mail account.
- Students are not permitted to send emails to prospective students without consent from the Director of Recruitment and Admission services.

For further assistance regarding e-mails, students should contact the Director of Student Services.

FIREARMS, WEAPONS, EXPLOSIVES, FIRECRACKERS, ETC.

Unauthorized use or possession of firearms, other weapons, explosives, firecrackers, or chemicals within or upon the grounds, buildings, or any other facilities of AC/C TECH is prohibited. This policy shall not apply to any police officer or others authorized by the President of the Institution. "Weapons" may include but are not limited to: B-B guns, slingshots, martial arts devices, brass knuckles, Bowie knives, daggers or similar knives, or switchblades. A harmless instrument designed to look like a firearm, weapon, or explosive which is used by a person to cause fear in or assault to another person is expressly included within the meaning of firearms, weapons, or explosives.

GAMBLING

Gambling in any form is not allowed on AC/C TECH property.

HARASSMENT

(A) Racial, Religious, or National Origin Harassment

Racial, religious, or national origin harassment is expressly prohibited at AC/C TECH. Racial, religious, or national origin harassment includes any verbal, written, or physical act in which race, religion, or national origin is used or implied in a manner that would make another person uncomfortable in the educational environment or that would interfere with another person's ability to participate in an educational program. Examples of racial, religious, or national origin harassment include jokes that include reference to race, religion, or national origin; the display or use of objects or pictures that adversely reflect on a person's race, religion, or national origin; or use of language that is offensive due to a person's race, religion, or national origin.

(B) Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to the conduct is made either explicitly or implicitly a condition of participation in an educational program or activity or a condition of employment; or
- Submission to or rejection of the conduct is used as the basis for an employment decision or decision regarding participation in an educational program or activity affecting the harassed employee or student; or
- Such conduct has the purpose or effect of substantially interfering with the student's or employee's educational performance or work, or creates an intimidating, hostile, or offensive learning or work environment.

Prohibited acts of sexual harassment can take a variety of forms, ranging from off-color jokes to subtle pressure for sexual activity to physical assault. It is not possible to identify each and every act that may constitute sexual harassment. Examples of conduct that may constitute sexual harassment are:

- Repeated or unwelcome sexual flirtations, advances, propositions, touching, remarks, or requests for sexual favors
- Graphic verbal comments about a person's body
- Sexually degrading words used to describe a person
- The display of sexually suggestive objects or pictures
- Unwelcome questions or comments about private sexual matters
- Slurs, "off-color" jokes, or degrading comments related to gender
- A sexual relationship with a subordinate or a student.

(C) No Retaliation

AC/C TECH will not allow retaliation against anyone who reports or assists in making a complaint of prohibited harassment. Retaliation is contrary to this policy statement and may result in discipline up to and including suspension, termination, or dismissal. Anyone who feels that retaliatory action has been taken because of reporting or filing an official complaint should immediately bring the matter to the Director of Student Services attention.

(D) How to Report Instances of Harassment or Retaliation

AC/C TECH cannot resolve matters that are not brought to its attention, and therefore, any student affected by a complaint or witness's harassment or retaliation, has a responsibility to immediately bring the matter to the attention of AC/C TECH. This responsibility applies to everyone, including all AC/C TECH employees, students, advisory members, and the public.

Students may report an incident to any faculty or staff member; however, they are encouraged to inform the Director of Student Services, Director of Education, or President of this Institution.

If the complaint or observation involves someone in the student's direct line of command, or if the student is uncomfortable discussing the matter, he/she is urged to go to another member of the AC/C TECH staff. Any member of the AC/C TECH community, including faculty, staff and students may file a grievance against the individual who apparently violated a rule. Local law enforcement may be contacted.

(E) How AC/C TECH Will Investigate Complaints

AC/C TECH will thoroughly and promptly investigate all claims of harassment or retaliation. If an investigation confirms that harassment or retaliation has occurred, AC/C TECH will take prompt, corrective action, as appropriate. Complaints of harassment and retaliation will be kept confidential as much as possible.

(F) AC/C TECH's Commitment to an Effective No Harassment Policy

Finally, if you feel that AC/C TECH has not met its obligations under the policy, you should inform the President of this Institution. Also, you can file a complaint with the Indiana Commission for Higher Education using the ICHE's Student Complaint form or the Indiana Civil Rights Commission by calling 800-628-2909.

NON-COMPLIANCE ISSUES

Students must comply with orders or directives of AC/C TECH, as well as law enforcement officials or fire department personnel acting in the performance of their duties. Violators will be subject to disciplinary action.

PERSONAL PROPERTY

AC/C TECH shall not be liable directly or indirectly for loss or damage to personal property by fire, theft, or any other cause. Each student is encouraged to review their family personal property insurance coverage. AC/C TECH will assist in verifying a loss for an insurance claim provided the student have completed the necessary theft report. (See Theft to follow in this section.) AC/C TECH is not responsible for any vehicle, registered or unregistered, or its contents while parked on AC/C TECH's property; nor is AC/C TECH responsible for damage which may result from improper towing or storage of parked vehicles. Cars should be kept locked.

PROPERTY DAMAGE

Students, student organizations, and other members of the academic community will be held responsible for the loss or destruction of AC/C TECH property. Violators will be subject to disciplinary action and cost of repairs.

PROFESSIONAL CONDUCT AND NO HARASSMENT

Professional Conduct and No Harassment (Including the Prohibition of Harassment Based on Racial, Religious, and National Origin as well as Sexual Harassment)

It is a general policy at AC/C TECH to maintain an environment that is free of harassment, illegal discrimination, and unprofessional conduct. In keeping with this policy, AC/C TECH prohibits any form of harassment by or against any student, employee, and applicant for employment, customer, supplier, or any other person whether such harassment is lawful or unlawful. It is never justifiable to harass a student or employee because of her/his race, color, sex, religion, national origin, citizenship, age, disability, sexual orientation, or any other status protected by law. Harassment is counterproductive and does not serve the principles on which AC/C TECH operates.

AC/C TECH respects the dignity and worth of each student and believes that each student and employee should be free to develop fully their potential, neither hindered by artificial barriers nor aided by factors that are not related to merit. AC/C TECH also prohibits unprofessional conduct and comments that may not amount to unlawful harassment. All employees are expected to use good judgment and to avoid even the appearance of impropriety in all their dealings with students and with other employees. AC/C TECH employees especially must always exhibit the highest degree of personal integrity, refraining from any behavior that might be harmful to students, subordinates or the institution.

SMOKING LIMITATIONS

AC/C TECH will maintain a student-centered approach to education, commitment to creating a healthy learning environment, and general concern for the well-being of every student, and therefore, smoking is restricted at AC/C TECH. Smoking is not permitted inside any building; however, smoking is allowed in designated areas. Students found smoking in nonsmoking areas are subject to disciplinary action.

SOCIAL NETWORKING ONLINE

Students and student organizations are encouraged to publicize and promote their activities via social networking, e.g.: Facebook, Twitter, Pinterest, and other social networks.

Students may:

- a. Post content daily for continued growth.
- b. Use images when posting to Facebook.
- c. Increase exposure of AC/C TECH training programs by incorporating social buttons on the website.
- d. Include social sharing buttons for organizations that have an interest in promoting higher education and training.

- e. Run a Launchrock Campaign -- Launchrock is a popular service for collecting email addresses of people who want to get early access to something new. What's special about Launchrock is that it can be used to turn a regular promotion into a viral marketing strategy to help drive traffic and increase student enrollment.
- f. Create micro content. A growing trend is to create bite sized chunks of content for quick and easy consumption.
- g. Students are encouraged to experiment with different titles as shown with blog posts. The title of a blog carries a lot more weight than the average person realizes and should get as much attention as the content in the post. For example: Titles relating to Diagnose and Repair Tips, Energy Saving Tips, Anatomy of an Appliance, Planned Maintenance Activities, etc., can draw special attention.

TELEPHONE DIRECTORIES (YELLOW & WHITE PAGES)

AC/C TECH will maintain a listing of telephone numbers in geographical areas where training is provided. The publication shall include the name and address of AC/C TECH facilities. The publication may also list [1] Courses, [2] Technical Certificate Programs, and/or [3] the Associate of Applied Science Degree in Residential & Apartment Technology.

THEFT

Students engaging in theft of individual or AC/C TECH property shall be subject to disciplinary action. If you believe that something may have been stolen from you, report this information to the Director of Student Services as soon as possible. Thefts may also be reported to local law enforcement officials.

VANDALISM

Students found guilty of destruction or defacement of AC/C TECH property, or other student property, may be subject to fines and other forms of disciplinary action. In addition, students found guilty are subject to an assessment for the costs of repair or replacement of the items damaged. Incidences related to vandalism will be reported to local law enforcement officials.

16. COMPLAINT/GRIEVANCE POLICY

AC/C TECH is committed to an open and collaborative approach towards addressing student concerns and endeavors to resolve all complaints. Complaints are addressed according to the following processes:

STEP 1 - PROCEDURE: INFORMAL RESOLUTION - DISCUSSION STAGE

Students are encouraged to attempt resolution of their complaint. Informal resolution procedures shall be initiated as soon as possible or within ten (10) working days of the incident.

- Students shall first communicate directly with the person(s) involved, if the process is not intimidating or threatening.
- Prior to the discussion, we recommend that students outline the nature of the complaint including a brief description of the alleged problem(s), the approximate date(s) when the problem(s) occurred, where it took place, and list names of all persons involved... including faculty, staff, visitors, and/or other students. Also, outline expectations to achieve total resolution.
- Next, if possible, schedule a meeting with all parties involved for discussion.
- During the discussion, respondent(s) should consider the students' concerns and outline their understanding of the situation.
- Both parties are expected to clarify their perspectives and continue this dialogue until successful resolution.

If the student is having difficulty achieving resolution, they are encouraged to contact the Director of Student Services. The role of the Director of Student Services is to clarify steps in the process, explore options to assist students in their efforts to resolve complaints, and, where appropriate, recommend sources of support.

STEP 2 - PROCEDURE: INFORMAL RESOLUTION - MEDIATION STAGE

If the complaint involves a student and an instructor, either party may request online mediation or face-to-face mediation through the Director of Education. When this occurs, the President shall be notified by the Director of Education that mediation is being undertaken. Upon request for mediation, the Director of Education shall schedule a mediation meeting within ten (10) working days.

- If mediation satisfactorily resolves the complaint, the Director of Education shall document the resolution within ten (10) working days from the date of mediation and provide the student with a copy.
- If the students' complaint is with the Director of Student Services, the student may contact the President.

STEP 3 - PROCEDURE: FORMAL RESOLUTION STAGE

If discussion and mediation was not helpful in resolving the complaint, students may pursue formal resolution.

1. The student must provide a written submission to the President within five (5) working days of the mediation meeting. This submission must include a summary of the information discussed during the Informal Resolution Stage.
 - a. Once more, the information must include a brief description of the alleged problem(s), the approximate date(s) when the problem(s) occurred, where it took place, and list names of all persons involved... including faculty, staff, visitors, and/or other students. Also, the information must include the student(s) expectations of total resolution.

2. The President will establish a Student Complaint Resolution Committee to hear the complaint within five (5) working days of receipt of the students' written notification. This committee will consist of one (1) student, one (1) graduate, one (1) Advisory Committee Member, one (1) Faculty Member, and one (1) Administrator. The President will name an individual to chair the meeting.
3. The Student Complaint Resolution Committee will conduct a hearing and will interview and do research as necessary to fully explore the complaint. In general, the hearing will proceed as follows:
 - a. An initial briefing and review of the complaint will be summarized by the Chairperson.
 - b. Allow presentation of the complaint by the student.
 - c. Allow presentation of the response by the respondent.
 - d. Listen to witnesses, if necessary.
 - e. The Committee may direct the parties to provide additional support or witnesses related to the complaint. Note: The Committee shall only consider evidence relevant to the complaint.
 - f. In a private setting, the Committee Members shall discuss their findings and make a recommendation towards formal resolution.
4. The hearing shall be conducted in a fair and impartial manner, each complaint shall be considered independently and decided on its merits, and all information reviewed and discussed shall remain confidential.
5. Each student may bring one support person to the hearing. The support person shall not participate in the proceedings unless called by the Chair to do so.
6. Participation of witnesses shall be limited to providing evidence and responding to questions from the Committee. Witnesses may be present only when providing evidence or responding to questions from the Committee.
7. After considering all evidence, the Chair of the Student Complaint Resolution Committee will advise the President within two (2) working days of their recommendation. The President will review the recommendation and make a final ruling.
8. The Director of Student Services will be responsible for maintaining an official record of the proceedings, all reference documents, a copy of the Committee's recommendation(s), and the Presidents' final ruling.
9. Students' documentation shall be returned to the student. Committee members' documentation shall be retained by the institution.

State of Indiana - Resolution Options

If a student does not feel that AC/C TECH has adequately addressed a complaint or concern, the student may consider contacting the Indiana Commission for Higher Education using the ICHE's Student Complaint form or the Indiana Civil Rights Commission by calling 800-628-2909.

ACCET - Resolution Options

Also, the student may consider contacting the Accrediting Council for Continuing Education & Training, 1722 N St NW, Washington DC, 20036 | Phone: 202-955-1113 | Email: info@accet.org. If desired, reference ACCET Document 49.1 - Notice to Students: ACCET Complaint Procedure



ACCET Document 49.1 - Notice to Students: ACCET Complaint Procedure

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that quality educational training programs are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET-accredited institutions 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 that involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

If a student has used the institution's formal student complaint procedure, and the issue has not been resolved, the student has the right and is encouraged to submit a complaint to ACCET in writing via the online form on the ACCET website (<https://accet.org/about-us/contact-us>). The online form will require the following information:

1. Name and location of the ACCET institution
2. A detailed description of the alleged problem(s)
3. The approximate date(s) that the problem(s) occurred
4. The names and titles/positions of all persons involved in the problem(s), including faculty, staff, and/or other students
5. What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET
6. 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
7. The status of the complainant with the institution (e.g., current student, former student)

Please include copies of any relevant supporting documentation (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

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

Online Complaint Submission Form



17. EMERGENCY ACTION POLICY

Confusion during an emergency can make a situation worse and put lives at risk. Creating an Emergency Action Plan will ensure that employees are informed of the proper procedures to take when an emergency happens, ensuring that their safety is of the utmost concern.

EMERGENCY PERSONNEL CONTACT INFORMATION

Ish Moorman 317-545-7071 IMoorman@acctech.us

ALERTS

In the event of an emergency, all students and employees shall be alerted by:

- A text alert
- A phone call
- An email notification
- Verbal communication by designated leader(s)

ROUTES, ASSEMBLY, & ACCOUNTING

In the event of an emergency, all students and employees shall evacuate the premises:

- To the nearest available marked exit.
- After an emergency evacuation, all students and employees must gather outside (far away from the emergency) to take a headcount.
- If anyone is missing, the emergency response team must be notified ASAP. Please report where the missing individual was last seen!!!

MEDICAL EMERGENCY

[1] Call medical emergency personnel:

- Paramedics
- Ambulance
- Fire Department
- Other

[2] Provide the following information:

- Nature of the medical emergency,
- Location of the emergency (address, building, room number), and
- Your name and phone number from which you are calling.

FIRE EMERGENCY

[1] When a fire is discovered, pull the fire alarm (if available and not already activated) to warn occupants to evacuate. Then Dial 911 to alert the fire department. Provide the following information:

- Business name and street address
- Nature of fire
- Location of fire and/or fire alarm (building and floor)
- Type of fire alarm (detector, pull station, sprinkler waterflow)
- Name of person reporting fire
- Telephone number for return call

[2] Fight the fire ONLY if:

- The fire is small and not spreading to other areas.

[3] Fire Extinguisher Policy

- Portable fire extinguishers are provided for employee use. In the event of fire, any employee may use the extinguishers in an attempt to extinguish the fire before evacuating.

[4] Upon being notified about the fire emergency, occupants must:

- Leave the building using the designated escape routes.
- Assemble outside away from the designated area.
- Remain outside until a competent authority announces that it is safe to re-enter.

[5] Evacuation Procedures

- Evacuate the building along evacuation routes to primary assembly areas outside.
- Redirect building occupants to stairs and exits away from the fire.
- Prohibit use of elevators.
- Evacuation personnel shall account for all employees, students, and visitors at the Assembly Area.

SEVERE WEATHER AND NATURAL DISASTERS

Tornado:

- When a warning is issued by sirens or other means, seek shelter inside. Consider the following:
 - Small interior rooms on the lowest floor and without windows,
 - Hallways on the lowest floor away from doors and windows, and
 - Rooms that are constructed with reinforced concrete, brick, or block with no windows.
- Stay away from outside walls and windows.
- Use arms to protect the head and neck.
- Remain sheltered until the tornado threat is announced to be over.

Earthquake:

- Stay calm and await instructions from the emergency coordinator or the designated official.
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Help individuals with disabilities find a safe place.
- Evacuate as instructed by the emergency coordinator and/or the designated official.

Flood:

[1] If indoors:

- Be ready to evacuate as directed by the emergency coordinator and/or the designated official.
- Follow the recommended primary or secondary evacuation routes.

[2] If outdoors:

- Climb to high ground and stay there.
- Avoid walking or driving through flood water.
- If driving, and your car stalls, abandon it immediately and climb to higher ground.
- If driving, and your car stalls, abandon it immediately and climb to higher ground.

Hurricane:

[1] The nature of a hurricane provides for more warning than other natural and weather disasters. A hurricane watch will be issued when a hurricane becomes a threat to a coastal area. Typically, a hurricane watch will be issued when hurricane winds of 74 mph or higher, or a combination of dangerously high water and rough seas, are expected in the area within 24 hours.

[2] Once a hurricane watch has been issued:

- Stay calm and await instructions from the emergency coordinator or the designated official.
- Continue to monitor local TV and radio stations for instructions.
- Secure the building by moving all loose items indoors and boarding up windows and openings.

[3] During a hurricane remain indoors and consider the following:

- Small interior rooms on the lowest floor and without windows,
- Hallways on the lowest floor away from doors and windows, and
- Rooms that are constructed with reinforced concrete, brick, or block with no windows.

EXTENDED POWER LOSS

[1] In the event of extended power loss to a facility, certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Unnecessary electrical equipment and appliances should be turned off if power restoration could surge causing damage to electronics and sensitive equipment.
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long-term power loss.
 - Fire sprinkler system
 - Standpipes
 - Potable water lines
 - Toilets
- Add propylene-glycol to drains to prevent traps from freezing.
- Equipment that contains fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas, drained of liquids, or provided with auxiliary heat sources.

[2] Upon Restoration of heat and power:

- Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensation from forming on circuitry.
- Fire and potable water piping should be checked for leaks and freezing after the heat has been restored to the facility and the water is turned back on.

ACTIVE SHOOTER AND WORKPLACE VIOLENCE

[1] Profile of an Active Shooter: An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically using firearms.

[2] How to respond when an Active Shooter is in your vicinity:

- Evacuation
 - Have an escape route and plan in mind
 - Leave your belongings behind
- Hide Out
 - Act with physical aggression and throw items at the active shooter
 - Block entry to your hiding place and lock doors

- Take Action
 - As a last resort and only when your life is in imminent danger, attempt to incapacitate the active shooter
 - Block entry to your hiding place and lock doors

*****CALL 911 WHEN IT IS SAFE TO DO SO*****

[3] How you should react when law enforcement arrives:

- Remain calm and follow officers' instructions
- Immediately raise hands and spread fingers
- Avoid making quick movements towards officers such as attempting to hold on to them for safety
- Avoid pointing, screaming, and/or yelling
- Do not stop to ask officers for help or directions when evacuating. Just proceed in the direction from which the officers entered the premises.

[4] Information you should provide to law enforcement:

- Location of active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapon(s)
- Number of potential victims at the location

BOMB THREATS

[1] Phone Bomb Threat

- Stay calm - do not alarm others.
- Notify your supervisor who will report the threat to law enforcement by CALLING 911. Make the call if the supervisor is not present.
- Decisions to evacuate the building will be made by law enforcement personnel.

[2] Written Bomb Threat

- Remain calm and leave the message where it is found.
- Do not handle the document any more than necessary to preserve fingerprints and other evidence.
- Do not alarm others.
- Notify your supervisor who will report the threat to law enforcement by CALLING 911. Make the call if the supervisor is not present.
- Do not give information to anyone except a supervisor and law enforcement personnel.

INTERIM (BUSINESS) GUIDANCE FOR COVID-19 RESPONSE

[1] Reduce transmission among employees

- Employees who have symptoms of COVID-19 (i.e. fever, cough, and/or shortness of breath) should notify their supervisor and stay home.
- Follow [CDC-recommended steps](#) if you are sick. Employees should not return to work until the criteria to [discontinue home isolation](#) are met, in consultation with healthcare providers and state and local health departments.
- Employees should notify their supervisor and follow [CDC recommended precautions](#) if they are well but have a sick family member at home.

[2] Separate sick employees

- Employees who appear to have [symptoms](#) (i.e., fever, cough, or shortness of breath) upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.
- If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The fellow employees should then self-monitor for [symptoms](#) (i.e., fever, cough, or shortness of breath).

[3] Perform routine environmental cleaning and disinfection

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
 - If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- When possible, employees are discouraged from using other workers' phones, desks, offices, or other work tools and equipment. If necessary, clean and disinfect them before and after use.

STUDENTS WITH DISABILITIES

Employee and Supervisor Responsibilities

If you are an employee with a disability, there are critical steps you should take to help ensure that you will be safe during an emergency. First, inform your supervisor if you require assistance in the event of an evacuation. Second, work with your supervisor to develop a plan to ensure your safe evacuation in the event of an emergency. If you do not wish to share your needs with your supervisor, you should review the procedures to be followed in an emergency situation affecting your assigned facility and familiarize yourself with your evacuation route and assembly areas.

If you are a supervisor, you are responsible for reviewing your facility's EAP with all employees under your supervision, including those with disabilities, to ensure that each employee clearly understands procedures that must be followed during an emergency event. Be proactive in developing emergency plans to meet the needs of employees with a disability. You should also include your employees with disabilities in the decision-making process when selecting special equipment and developing evacuation procedures in collaboration with your building managers.

Procedures

Options for disability evacuation include:

- Shelter in Place—Take immediate shelter at the designated location.
- Evacuation Chair or Other Assistive Device—An evacuation chair or escape chair is a lightweight wheelchair used to evacuate a physically disabled person from an area of danger, such as a burning building. The chair is designed to allow an attendant to transfer the person downstairs more safely than could be done with a normal wheelchair. Such chairs may be folded to a small size and stowed in much the same manner as other firefighting equipment such as fire hoses and fire extinguishers.
- Two-person Carry—This is a way to carry a person to safety with the assistance of a partner. The two assistants link arms to form a backrest and grip wrists to form a seat.

Please remember, when making decisions regarding the best way to evacuate individuals with disabilities from your building, you should work closely with your local emergency response personnel and their safety specialists.

Like any organization, AC/C TECH is first and foremost concerned with the safety of all personnel onsite, including students. Our facility complies with fire, safety, and sanitation standards as required by the State of Indiana. A fire inspection is conducted annually affirming the facility's ongoing compliance. That includes inspecting fire/smoke detectors, fire extinguishers, electrical components, gas components, and emergency exits. In addition, our facility is kept in alignment with national maintenance and new building codes, which are updated and released every 3 years. Required changes are often made within a few days of new code publications, so that our facility can continue to be a model for video production and demonstrations. While there is no tornado shelter onsite, the building characteristics stem from solid construction that has withstood previous tornados passing in proximity. The facility is not located in a flood zone or hurricane zone. Moreover, our facility supports educational offerings in many ways. It is used for training instructors, used for hosting web-meetings, and used as a demonstration space for production of course materials. The facility contains equipment, appliances, and fixtures typically installed in apartments and residential homes. The range of equipment maintained in our facility allows for the president, director of education, adjunct instructors, or guest speakers to demonstrate practically any diagnostic test or repair. If the facility were impacted by a natural disaster, AC/C TECH personnel would repair and restore the facility in short order once insurance funding is received.

Insofar as the security and safety of students while at apartment communities, property management firms must comply with inspection standards and emergency procedures regulated by their city, state, or federal agencies. AC/C TECH does not have access to that information, but we are willing to accommodate special requests when any emergency occurs.

CRITICAL OPERATIONS

Shutdown of critical operations is not necessary because our delivery methods are 100% web based. The only tasks scheduled are web meetings. Plus, the infrastructure of our training platform is adequate to ensure timely delivery of all educational offerings. We use the Inquisiq R5 LMS as our Web-based Classroom, which is maintained by Inquisiq personnel and hosted by OnApps Managed Solutions LLC. Also, we have Online Maintenance Tips, Q&A Bulletin Board, and Virtual Coffeehouse that is hosted by OnApps. Web-meetings are hosted through zoom.com software. Our internet and IP phone service is provided by AT&T. Those organizations are responsible for regular maintenance and restoring services after a natural disaster.

Perhaps it's worth mentioning that OnApps has two data centers, one located in Indiana, the other in Texas. If either location is damaged, due to a natural disaster or emergency, they can transfer those operations to the other facility within two hours. From another perspective, our student records are maintained online, in electronic format, and retained indefinitely through OnApps. Access to this information requires a unique username and password, which are encrypted. Those records will be transferred within two hours. Additionally, students may continue to pursue their lessons anytime (24/7), and from any location. The lessons can be completed by using any desktop computer, laptop computer, tablet, or smart phone. The lessons can be stopped and re-started based on the students' desires, the lessons can be repeated five times, and the number of attendees is unlimited. AC/C TECH utilizes other technologies to optimize interaction between the institution and students. We use text messaging, email, and phone calls to provide instructional support. We also use zoom.com software to host web-meetings. Every Tuesday and Thursday, we conduct web-meetings to demonstrate how to diagnose equipment and make repairs, and to illustrate other maintenance activities. Those operations can be conducted from any location... should repairs be necessary due to a natural disaster or emergency.

In worst case scenario, the student will be granted a 100% refund if our emergency response does not meet his/her expectations.

This Institution is accredited by ACCET

Accrediting Council for Continuing Education & Training

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