

# Welcome to



## Trade School

### Course Catalog 2025-2026

Volume 45  
01/01/2026

### Enhance Your Career Today!

**I certify this catalog is true and correct in content and policy**

Antoine Chamoun, President

01/01/2026

A handwritten signature in black ink, appearing to read 'Antoine Chamoun'.





**Technology Learning Center**  
**11 Buffum Dam Rd, Oxford MA 01540**  
**[www.TLCedu.com](http://www.TLCedu.com)**  
**(508) 987-1852**

## A Message from Our President

Dear Student,

Thank you for your interest in the Technology Learning Center. As the job market becomes more competitive, we believe it is essential to optimize your practical skill sets and educational training in order to find the most sustaining career that is right for you. At Technology Learning Center we strive to make that possible for all our students. As a team of educational professionals, my staff and I will work hard to give you the tools specific to every program necessary to exceed your expectations.

Our flexible class schedules and online courses complement your lifestyle and work schedule. We will provide you with a professional curriculum and opportunities for practical training and application. Our main objective is to offer you specialized instruction in pursuit of your goal to advance your skill set in business or as a licensed operator, technician, or specialist in your field.

Sincerely,

**Tony Chamoun, President**

A handwritten signature in black ink, appearing to read 'Tony Chamoun', written in a cursive style.

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## Our Mission

Technology Learning Center is committed to offering excellence in education by providing men and women innovative and quality coursework in trade skill sets, with focus on theory and practice.

## Our Vision

At the heart of Technology Learning Center is our commitment to teaching through theory and collaborative practice. To be an educational facility that best understands the needs of the student, we strive for excellence in offering:

- A student-centered, hands-on practical approach to quality education by retaining and graduating more students.
- Highly qualified professionals that motivate, inspire, validate, accept and guide individuals toward their academic and professional goals.
- Continued commitments toward up-dated technologies; coursework strategies and building community awareness to incorporate more service learning and civic engagement activities into our curriculum.
- A wide range of innovative courses that promote individual achievement and personal success.
- Classroom technologies that promote enhanced learning at affordable prices.
- Technology Learning Center values insightful, professional, integral partnerships among faculty, staff, student and the community to serve the educational needs of those inspired to develop and enhance their business and technical skill sets.

Technology Learning Center conducts reviews of all policies and procedures annually by the administrative staff. Feedback is collected during team meetings to gather input on existing policies and potential areas for improvement

All new hires receive copies of Technology Learning Center's Policies and Procedures and must sign an acknowledgement form of receipt

## School History

Established in 2001, Technology Learning Center provides continuing education to individuals that wish to develop a new skill set or enhance an existing one. Our trade school offers flexible class schedules that are designed to work around our students' busy schedules. Over the past decade we have continued to grow, due to the success of our highly motivated students and instructors that bring their unique teaching styles and valuable expertise to the classroom. Each instructor offers professional instruction based on an abundance of workplace experience and will remain dedicated to guiding our students to success. We provide a professional curriculum and opportunities in both theory and practical training and application. Our goal is to prepare our students for success.

## Location and Facility

Technology Learning Center 11 Buffum Dam Road Oxford, MA 01540

Our 8,270 sq. foot, facility consists of a 3270 square foot of shop and lab space and 5000 sq ft of classroom and office space. The Lab and shop space houses:

- 4 Residential Heating Boilers and Furnaces
- 4 Central AC units
- 3 Heat Pump
- 3 Solar Water Heating Systems
- Five Refrigeration systems
- 2 Roof-Top Cooling and heating Systems
- One Refrigeration and Heat Pump actual simulator
- One Refrigeration Computer based simulator.
- One Oil Heating Computer based simulator.
- Steam Turbine
- Industrial Boiler
- 10 Oil Burners
- 6 Welding machines and associated equipment
- Metal Cutting Band Saw
- Welding Rod Oven
- 3 Metal grinding Wheels

Our classroom spaces are equipped with overhead projectors, computers, and dry erase boards, and hold a maximum of 25 students per classroom. The facility meets all state and local codes and is handicapped accessible.

## Institutional Approvals

- Technology Learning Center is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC).
- Technology Learning Center is licensed by the Commonwealth of Massachusetts Division of Occupational Licensure, Office of Private Occupational Schools.
- Steam Engineering Continuing Education courses for State licensing renewal are approved by the Massachusetts Department of Fire Services.
- The Wastewater Treatment TCH Courses for State Licensing Renewal are approved by the Massachusetts Department of Environmental Protection.

## Administrative Staff List

- Helen Chamoun – Campus Director
- Antoine Chamoun – President/Instructor Supervisor
- Kristen Chamoun Dasilva – Online Administrator
- Amanda Smith – Director of Outreach and Admissions
- Christina Mullen - Financial Aid Administrator & Student Services

## Faculty List

- Chris Cabral - HVACR Instructor
- Antony J. (Jim) Martinez - HVACR Instructor
- Domenic Paolini - HVACR Instructor
- Stephen Getchell – HVACR Instructor
- Antoine Chamoun – Instructors Supervisor
- Robert Pierangeli – Welding Instructor lead
- Frederick Wicker - Steam Engineering Instructor
- Taylor Laskoski – Welding Instructor
- Enzo Hollenbeck II – HVARC Instructor
- Riley Yager – HVAR Instructor
- Jonathan Clapp – Steam Engineering Instructor
- Eric Fant- Steam Engineering Instructor

## Contact Information Admissions Office

- Amanda Smith
- [Amanda@techlearningcenter.com](mailto:Amanda@techlearningcenter.com)
- Phone Number: (508) 987-1852
- Address: 11 Buffum Dam Road, Oxford MA 01540

## Financial Aid

- **FAFSA:** All applicants interested in programs that are approved for financial aid may complete the FAFSA to determine eligibility for federal financial aid and arrange a meeting with the financial aid advisor
- **Scholarships and Grants:** Technology Learning Center offers a need-based scholarship. Applicants should apply for it separately.
- **Payment Plans:** Flexible payment plans are available as determined in the enrollment agreement.

## Contact Information Financial Aid Administrator Office:

- Christina Mullen
- [Christina@Techlearningcenter.com](mailto:Christina@Techlearningcenter.com)
- Phone Number: (508) 987-1852
- Address: 11 Buffum Dam Road, Oxford MA 01540

HVACR 101 (HVACR Technician Program)	Mon, Tues, Wed, Thurs	1/12/2026	5/14/2026	Day
		3/23/2026	7/26/2026	Evening
		5/18/2026	9/26/2026	Day
HVACR 103 (HVACR and Facilities Maintenance Program)	Mon, Tues, Wed, Thurs	1/12/2026	11/9/2026	Day
		5/18/2026	03/16/2027	Day
Welding Technology	Mon, Tues, Wed, Thurs	6/8/2026	1/11/2027	Day
	Mon, Tues, Wed, Thurs	9/6/2026	4/11/2027	Evening
	Mon, Tues, Wed, Thurs			
FM2F	Mon, Wed	1/14/2026	3/25/2026	Day
	Mon, Wed	2/9/2026	4/20/2026	Evening
EN3E	Tuesdays	2/24/2026	6/16/2026	Evening
EN1E	Thursdays	2/26/2026	6/18/2026	Evening

\*Schedule subject to change

**School Holidays**

Patriot's Day
Memorial Day
<b>Independence Break/School Shutdown. 4<sup>th</sup> of July week</b>
Labor Day
Veteran's Day
Thanksgiving Day
<b>Winter Break/School Shutdown. Christmas Week</b>
New Year's Eve
New Years Day

## Veterans Section 103

Technology Learning Center complies with the Section 103 of the Veterans Benefits and Transition Act of 2018 as stated below

- **Veteran Benefits and Transition Act. Title 38 USC 3679 (e) Veterans Benefits and Transition Act of 2018 S.2248 Section 103.1.(b)**
  - A Covered Individual is any individual who is entitled to educational assistance under chapter 31, Vocational Rehabilitation and Employment, or chapter 33, Post-9/11 GI Bill® benefits. GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the U.S. government Web site @<https://www.benefits.va.gov/gibill>
  - Technology Learning Center will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from VA under chapter 31 or 33.
  - Covered individuals are permitted to attend or participate in the course of education during the period beginning on the date on which the individual provides to Technology Learning Center a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 a "certificate of eligibility" can also include a "Statement of Benefits" obtained from the Department of Veterans Affairs' (VA) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes) and ending on the earlier of the following dates:
    - The date on which payment from VA is made to Technology Learning center.
    - 90 days after the date Technology Learning Center certified tuition and fees following the receipt of the certificate of eligibility.

## Payment Methods

At Technology Learning Center we try to make paying for your education as trouble free as possible. Depending on your needs, payment options may vary.

- Unemployed Students. Unemployed students may be eligible for education funds through workforce development.
- Employed Students. For students who are already employed, their employers may pay for them to advance their license or take continuing education through their employer's education reimbursement program.
- Pay-as-you-go. Another well-liked payment option offered is the easy pay as you go plan.
- A downpayment of 15% of a student's owed tuition is due at enrollment signing

## Approved for VA Education Benefits & GI Bill®

For more details and questions about which payment plan is best for you please call our office at 508-987-1852.

# **Policies & Procedures**

## Overview

The purpose of the Standard Operating Procedures Manual is to establish uniform and consistent procedures for Technology Learning Center operations and processes. This document is a source of guidance for all Faculty and Administrative personnel.

Policies and procedures will be implemented and enforced within the school to provide a safe and effective learning environment for students. An administrative rule is the school's written rule, standard, statement, procedure, guideline, or instruction as to how approved policy shall be implemented and carried out for the benefit of students and the operation of the school. The Campus Director shall establish and enforce administrative rules that contribute toward the effective operation and management of the school. Administrative rules shall reflect the mission, vision, and goals of the school's charter. Administrative rules shall also reflect the intent of broad school policy and shall not be in conflict with any delineated guidelines or procedures contained within school policy. Furthermore, these rules shall not be inconsistent with the charter, by-laws, or any state or federal laws and regulations. At such time that any rule, or part thereof, becomes in violation or conflict, that part shall become null and void. These rules shall also not be contradictory or in conflict with themselves.

Administration will make reasonable efforts to change rules to rectify violations and conflicts in a timely manner.

Administrative rules may be written, revised, and added to at the discretion of the Campus Director. New rules, revisions, and additions to rules will be clearly and effectively communicated to the teachers, staff, students and in a timely manner.

## PAC Committee

The Program Advisory Committee (PAC) at Technology Learning Center serves as a vital link between the institution and industry professionals, ensuring our programs meet industry standards and evolving market demands. The PAC plays a crucial role in enhancing program quality, relevance, and alignment with current industry practices.

The PAC consists of representatives from relevant industries, employers, alumni, faculty members, and other stakeholders. Members are selected based on their expertise, experience, and commitment to advancing educational and workforce development goals.

The PAC evaluates program curriculum, learning outcomes, and instructional methods to ensure they meet industry standards and prepare students for successful careers. They provide insights into current industry trends, technological advancements, and regulatory changes that impact program content and delivery.

The PAC provides constructive feedback and recommendations to enhance program effectiveness, relevance, and responsiveness to workforce needs.

The PAC meets annually to review program performance, discuss industry developments, and propose enhancements. Meetings are structured around agenda items such as program updates, student outcomes, employer feedback, and collaborative initiatives

## Admission

### Admission Policy

Our policy ensures that every applicant receives clear instructions, personalized assistance, and necessary resources to navigate their journey from inquiry to enrollment. We provide comprehensive information about our programs, admission requirements, and application procedures through our website, and direct communication channels.

Prospective students have access to detailed program descriptions, tuition and fees information, financial aid options, and relevant policies to make informed decisions.

Our admissions advisors are dedicated to assisting each prospective student individually throughout the admission process.

Advisors offer personalized guidance on program suitability, admission criteria, and required documentation, ensuring clarity and transparency at every step

This policy is periodically reviewed to align with evolving educational practices, student needs, and regulatory changes.

We value feedback from applicants regarding their admission experience. Updates and revisions are made based on feedback from stakeholders, improvements in best practices, and advancements in admission technologies.

TLC does not deny admission or discriminate against students enrolled at the school on the basis of race, religion, color, gender, sexual orientation, age, disability or national origin. The school is handicapped accessible.

### General Admission Requirements

For all programs and courses offered students must be 18 years of age and must be fluent in English.

Applicants can complete the Technology Learning Center online registration form at no cost

All applicants must provide proof of a high school diploma or equivalent (GED) for all programs identified as vocational in nature and no high school diploma is required for professional development and continuing education programs.

### Checking the validity of a High School Diploma

If Technology Learning Center has reason to believe that the high school diploma is not valid or was not obtained from an entity that provides secondary school education, we will take steps to evaluate the validity of the student's high school completion in order to satisfy the requirements of the regulation on this issue (34 CFR 668.16(p)). We may:

- Check with the high school to confirm the validity of the student's diploma. Acceptable documentation for checking the validity of a student's high school completion can include the diploma and a final transcript that shows all the courses the student took.
- Confirm with the relevant department or agency in the state in which the secondary school is located that the secondary school is recognized as a provider of secondary school education.
- Students who indicate on their FAFSA that they graduated high school must give the name, city, and state of the high school. FAFSA on the Web will not allow students to skip these items, and it will have a drop-down list of both public and private high schools populated by the National Center for Education Statistics (NCES). Inclusion on the list does not mean that a diploma from the school is valid, nor does exclusion from the list mean that the diploma is invalid

Though homeschooled students are not considered to have a high school diploma or equivalent, they are eligible to receive Title IV funds if their secondary school education was in a homeschool that state law treats as a home or private school.

### Admission Process for In Class Students

Prospective students fill out an inquiry form or a registration form on the Technology Learning Center website.

All applicants must attend a mandatory interview with admissions staff, which can be conducted in-person or via video call. We help with scheduling these interviews.

During the interviews, we provide comprehensive information about our programs, discuss the program the applicants have chosen and thoroughly review all information regarding admission requirements, direct communication channels and available payment methods:

- Students that qualify may be eligible for education funds through Masshire or Mass Rehab Commission.
- Students who are already employed, their employers may pay for them to advance their license or take continuing education through their employer's education reimbursement program.
- Pay-as-you-go plan
- FAFSA: Applicants interested in programs that are approved for financial aid may complete the FAFSA to determine eligibility for federal financial aid and arrange a meeting with the financial aid advisor
- VA benefits through the GI Bill®

Once the applicant decides on a program, an enrollment agreement is generated, and the applicant must submit all required documents by the specified deadlines and a copy of the School Catalogue (which includes all policies) is shared with the student

The admission office is responsible for the accuracy of the enrollment agreements and evaluates additional materials that may be required.

Applicants that meet all admission requirements must sign the enrollment agreement. Signed enrollment agreements by the applicants also must be signed by the campus director. A copy of the signed agreement is provided to the student, and a copy is kept in the student folder.

Technology Learning Center is committed to ensuring that all admissions requirements are documented thoroughly and are following ACCSC guidelines. Our admissions team must be diligent in reviewing and verifying each applicant's credentials to ensure they meet our standards for enrollment by using the [Admissions Checklist](#)

### **Orientation for In Class Students**

We conduct orientation sessions and information workshops on the first day of class to familiarize prospective students with our school, programs, policies, campus facilities, support services, academic expectations.

These sessions also provide insights into the education experience at our institution and offer opportunities to interact with current students and faculty. Below is a list of topics that must be covered during orientation:

- Reference to Catalog for Code of Conduct & Copy Right Policies
- # of clock hours required to complete in the classroom/lab to graduate. The Clock Hour computation requires students to stay on campus until class is over for the day
- Academic expectations
- Support services provided that include certifications and state licenses information
- Quizzes, Exams and homework expectations and requirements
- How is attendance tracked? Repeated late arrivals or early departures will result in a deduction of clock hours. Any time missed will be subtracted from the total clock hours earned. Students must be on time and remain for the full duration of class to receive credit.
- Rules. For example; cell phones must be stashed away during class. Especially important for safety when using equipment and to help other students and instructor to stay focused
- Emergency Exits & evacuations
- Employment Verification

## Distance Education at Technology Learning center

There are multiple components to the delivery of education in Technology Learning Center online format.

### Vocational programs online policy

FM2F 2<sup>nd</sup> Class Fireman/Boiler Operator is the only vocational program that Technology Center offers online. This class is only offered as Synchronous Learning. In the synchronous model, students will participate in scheduled live sessions with instructors. These real-time interactions will allow for active engagement between faculty and students, facilitating learning and offering opportunities for immediate feedback. In addition to these live sessions, the following strategies will ensure regular and substantive interaction:

- Students will attend scheduled live sessions where they will have the opportunity to ask questions, engage in discussions, and receive direct feedback from instructors. These sessions will be held regularly as part of the course structure, promoting consistent interaction.
- Regular Communication and Support: In addition to live sessions, instructors will maintain regular communication with students through email, discussion forums, and virtual office hours. Students will receive ongoing support, guidance, and feedback to ensure they stay on track with their coursework.
- Quizzes, assignments, and other assessments, which are identical to those given to in-class students, will be regularly graded, and students will receive timely feedback. This continuous evaluation will further foster interaction between the students and instructors.

Prospective students begin their journey by filling out an inquiry or registration form on the Technology Learning Center website. After registration, students are required to complete a Self-Assessment Questionnaire. A copy of the school's Policy Manual will be provided to students participating in the online program. This policy outlines clear expectations for students attending live classroom sessions via Zoom, ensuring a productive and inclusive learning environment. Students are required to complete the entire course to be eligible for graduation. If a student needs more time to complete the course, they may register for the next available session, provided the total time does not exceed 1.5 times the length of the program.

To continuously improve student experience, we implement a feedback mechanism through regular student surveys. If satisfaction is below 85% in any area, the school will introduce targeted improvements to address these concerns and ensure ongoing progress. Potential Key areas for improvement:

- **Overall Online Learning Experience:** Enhancing course engagement and clarity of materials.
- **Clarity and Ease of Understanding of Course Materials:** Providing clearer instructions, better organization of content, incorporating multimedia where appropriate, and improving content presentation.
- **Communication from Teachers and Staff:** Strengthening communication channels with instructors and ensuring timely responses to inquiries (within 24 hours).
- **Support from Teachers and Staff:** Offering additional support through office hours, mentoring programs, and proactive outreach for students encountering difficulties.
- **Reliability of Live Session for Synchronous online:** Ensuring the stability of the technology used for live Zoom sessions by quickly addressing any technical issues and providing ongoing support for platform access.
- **Tracking Student Engagement for Synchronous online:** Monitoring attendance and participation in live sessions to ensure students are actively engaging with the course content.

Through these efforts, Technology Learning Center strives to provide an exceptional educational experience in our live, online classrooms.

Prior to enrollment, Technology Learning Center evaluates each prospective student's capability to benefit from and adapt to online learning, as well as to assess whether their learning style aligns with the demands of distance education.

Our admissions process begins with an initial assessment designed to gauge a prospective student's readiness for distance learning. This assessment includes a copy of our online policy and self-assessment questionnaire.

<https://forms.gle/Xr1jrXHDCPu93iaB8>

After completing the self-assessment, students are asked to review their answers to check their understanding. If they answered any question incorrectly, students should refer to the **Live Classroom Call-In Policy** to reinforce their understanding.

Students should submit their assessment to the on-line administrator

### Score Results and Feedback

**8-9 Correct Answers:** Excellent! Students have a solid understanding of the Live Classroom Call-In Policy.

**6-7 Correct Answers:** Good effort! Students should review the policy again to ensure they are ready for live sessions.

**0-5 Correct Answers:** Students need more practice. Students take some time to carefully go over the policy and retake this assessment.

### Technical & Computer Requirements

To ensure a smooth and uninterrupted experience during live classroom sessions, students are expected to meet the following technical requirements.

**Internet Connection. A stable and high-speed internet connection** is required for participation in live sessions. A broadband connection with a download speed of at least **5 Mbps** is recommended to ensure smooth video and audio streaming.

Avoid using mobile data or weak Wi-Fi connections, as these may cause lag or disconnecting.

If possible, connect directly to the internet using a **wired Ethernet connection** for more stability during the session.

Some browser extensions or firewalls may block video conferencing software from running properly.

Students should disable or configure any browser extensions (e.g., ad blockers) or firewalls that could prevent the platform from functioning.

**Device Requirements.** Students can participate in the live classroom session using one of the following devices:

Computer (Windows/Mac): Recommended for the best user experience. Ensure your operating system is up to date.

**Camera and Microphone:** Students' devices must have a built-in or external webcam and microphone to allow video and audio participation.

**Software and Platform.** Students will need to download or access the platform being used for the live session. TLC uses Zoom. Students are encouraged to ensure that the latest version of the platform is installed.

**Audio and Video Settings.** Before joining the live session, students should **test their audio and video settings** to ensure they are working properly. Zoom conferencing tool, most platforms have a built-in test option for audio and video.

Students must have either speakers or headphones connected to their device to hear the session clearly. But **Headphones** are recommended to reduce background noise and improve audio quality.

### Rules of Engagement

- Students should mute their microphone when they are not speaking to avoid background noise
- To ask a question during a live classroom session, students should raise their hand or wait for the instructor to call upon
- If students experience technical difficulties during a live session, they should notify the instructor or seek technical support to resolve the issue
- Students must request permission to record or take screenshots of a live classroom session
- Students are expected to engage respectfully, take turns speaking, and listen to others during a live session
- Students that do not follow the Live Classroom Call-In Policy during a session may be asked to leave the session, and repeated violations could lead to further disciplinary action

### Student Orientation & Authentication

- Upon enrollment confirmation, each distance education student will receive a personalized welcome email or package containing essential information about the school, the online policy, the specific program/course they've enrolled in, and details about the orientation process. The welcome package will also include contact information for key personnel, such as academic advisors, technical support staff, and student services, to facilitate communication and support.

- Students will be asked to upload a picture ID in PDF format with sensitive information redacted to comply with FERPA requirements. This picture ID will be saved in the student's folder and will be used for authentication throughout the course. The student's personal data, including the picture ID, will be stored securely and only accessible by authorized personnel
- A mandatory virtual orientation session will be conducted during the first class, with participation from the Admissions Director, the online administrator, and the assigned program instructor. This session will be held at the same time as the in-person orientation for all new distance education students. The orientation will be hosted via a video conferencing platform accessible to all enrolled students.
- In addition to the topics covered in the in-class orientation (see **Orientation for In Class Students** section in this document), we will also cover the following: authentication policy, rules of engagement during live sessions, and expectations for student participation in online discussions
- Authentication:
  - To ensure proper authentication of students joining live classroom sessions, we utilize Zoom's secure login and registration features. Students will access the live classroom by registering for the session through a unique Zoom link provided by the instructor.
  - When students register for a session, they are required to provide identifying information, such as their name, email address, phone number that matches the details in the course registration system. 2 FA is also required where a unique code is texted to their phone on file
  - Upon registration, students will receive a confirmation email with the session details and a link to join. Zoom's authentication process ensures that only registered students can access the session, preventing unauthorized participants.
  - Students are required to keep their video on for the entirety of the session for identity verification purposes. At the beginning of each session, including proctored exams, the instructor will verify the student's identity against a stored picture ID
  - These measures provide an added layer of security to confirm that the registered student is the one attending the session.
  - If a student is unable or unwilling to show their face, they may be asked to leave the session
  - In addition to the topics covered in the in-class orientation (see **Orientation for In Class Students** section in this document), we will also cover the following: authentication policy, rules of engagement during live sessions, and expectations for student participation in online discussions
  - These measures provide an added layer of security to confirm that the registered student is the one attending the session.
  - All exams are live proctored, online students are required to keep their video on during the exams

## Course Incompletion

If a student does not complete the course in its entirety, they are ineligible for their certificate (s).

The student may request additional time to complete the course, not to exceed 1.5 times the length of the program.

## Course Repetitions Policy

For legitimate reasons such as military service, sickness, family emergencies requiring a leave of absence, a student may be allowed to repeat a specific course.

Students who fail to achieve 70% will be placed on probation and must repeat that course.

Any student who is on probation for more than one course during one semester will be terminated.

## Withdrawal Policy

If a student withdraws from a Program in accordance with the school's withdrawal policy, the school shall:

- treat the withdrawal as a termination of the enrollment contract, effective immediately.
- complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and provide the calculation and any refund to the student within 45 days of the effective date of the termination
- If a student stops attending School but does not withdraw in accordance with the school's withdrawal policy, the school shall:
  - for purposes of any payments due from the student or refund due to the student, treat the student's nonattendance as a termination of the enrollment contract, effective no later than the last date of attendance or last participation in an instructional activity.
  - determine the effective date of the termination within 30 days after the end of the period of enrollment, the term, or the Program, whichever is earliest.
  - complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and provide the calculation and any refund to the student within 45 days from the date the school determines the effective date of termination under 230 CMR 15.04(8)(b).

## Attendance Policy

Attendance is essential. All students, whether attending in class or online, are required to complete all hours of the program and assigned material. In class students must maintain **90% attendance for vocational courses** and **80% attendance for professional development and continuing education programs** during each term. Students who cannot maintain the required attendance during a specific program or course will be subject to dismissal.

Technology Learning Center tracks class hours using the official **sign-in sheet** located upstairs. If students do not sign in, they are considered absent. To graduate from TLC, students must have a **minimum attendance rate of 90%**. Students who fall below 90% attendance at the end of the program will be required to complete make-up classes before being eligible to graduate.

- An attendance book is provided with each class date for documentation
- All students must print their name, enter time in and sign the book. Instructors will sign in for the students calling in to the live session
- Students may not sign-in for another student.
- The instructors make sure that all students attending in person sign the attendance book.
- The office of student services will collect the signup books daily and enter the attendance records in the students' database.
- Late arrivals and early departures are recorded in 15-minute increments. Any portion of class missed (arriving late or leaving early) is deducted from the student's total clock hours. For example, arriving 20 minutes late results in a 30-minute deduction..
- The students will be informed when their attendance falls below 90%.
- The students' attendance records will be included in the progress report.
- The students who have less than the required attendance will not be allowed to graduate unless they make up the missed classes and submit the required homework.
- Students are informed during Orientation of the # of clock hours required to complete in the classroom/lab to graduate. The Clock Hour computation requires students to stay on campus until class is over for the day

## Make up Work Policy

- Make-up work is applicable for students that miss classes due to an excusable reason such as sickness or family emergencies.
- Make up classes cannot exceed 10% of the program load.

## Student Survey Policy

At Technology Learning Center, student feedback is essential for our commitment to continuous improvement and providing quality education across all learning modalities. This policy outlines the procedures and guidelines for conducting student surveys to gather feedback from both online and in-class students on their educational experiences.

- Student surveys are conducted to collect feedback on courses, instructors, support services, and overall student satisfaction.
- The data gathered from surveys informs our decision-making processes, curriculum development, and improvement initiatives at

the school.

- Surveys will be administered at the end of each program, using an online survey platform or paper-based forms as appropriate.
- Our surveys include questions related to course content, instructional effectiveness, learning resources, administrative support, and facilities and the questions are designed to gather specific feedback on our teaching methods, curriculum relevance, learning outcomes, and overall student experience, considering the unique characteristics of online and in-class learning environments.
- Responses to the student surveys will remain confidential and anonymous to encourage open and honest feedback. Survey data will be aggregated and reported in a manner that protects the anonymity of individual respondents.
- Participation in student surveys is voluntary, and students will have the option to opt-out if they choose.
- The Office of Student Services will oversee the administration of student surveys which includes survey distribution, collection of responses, data analysis, and reporting of survey results to relevant stakeholders.
- The instructor supervisor will discuss and implement with the faculty members changes or improvement at any time the survey results fall below 85%

**Use of Survey Results.** Summary reports of survey results will be shared with faculty, administrators, and staff responsible for curriculum development and student support services. Students may also be provided with a summary of survey findings and actions taken in response to their feedback, ensuring transparency and accountability.

Survey results will be used to

- Identify areas for improvement in curriculum design, teaching methods, student services, and facilities for both online and in-class students. Action plans will be developed based on survey findings to address identified strengths and areas needing enhancement across all learning modalities.

**Review and Revision of Survey Policy:** - This policy will be reviewed periodically to ensure its effectiveness and alignment with institutional goals and best practices in student feedback across all learning modalities

## Program Transfer Policy

This policy provides a clear and equitable process for students wishing to transfer from another institution or between programs within Technology Learning center, including those who require a change due to health or personal circumstances.

- **Students transferring from another institution**
  - Credits transfers are only allowed from accredited institutions
  - An official transcript from the institution is required
  - The acceptance of credit for transfer is primarily based on the competencies achieved by the student in previously completed coursework and whether the competencies reasonably align with the coursework and the program into which the credit is to be transferred
  - Coursework for transferable credits must be completed within the past five years.
  - A passing grade of 70% or better is required for each course.
  - Award of credit for prior learning experience is limited to no more than 50% of the total number of clock hours required to complete a program
- **Students transferring from another program within Technology Learning center**
  - Students may request a transfer after attending their current program
  - To initiate the transfer, students must submit a formal request to the Admissions Director, including a brief explanation of their reason for the transfer and the desired program.
  - The Admissions director will review the request and determine if the request should be granted based on the following factors and will share
    - The student's situation and applicable exceptions
    - The students' academic, attendance and financial standing
    - The number of clock hours (if applicable) from the current program may be transferred to the new program
    - The timeline for starting the new program
    - Information about the new program, including schedule, curriculum & faculty
    - The Admissions Director will communicate the outcome of the request to the student. The potential impact of the transfer on tuition, financial aid, and grants, as well as refund calculations based on the refund policy criteria for

transferring clock hours, will be addressed separately once the transfer is approved.

If a student's transfer request is denied, they may appeal the decision by submitting a written appeal to the campus director within five business days. The appeal should include a detailed explanation of any extenuating circumstances or additional information that may support their case. The campus director will review the appeal and provide a final decision within five business days, ensuring all students have a fair opportunity to present their situation

## Class Cancellation Policy

In the event of a snowstorm, other inclement weather or an emergency, students will be notified via text messaging and email of any class cancellation.

## Emergency Preparedness Policy

The school's Emergency Preparedness Plan is reviewed with students at orientation. A floor plan with emergency exits and fire pulls is posted by the main entrance of the building and common areas on the 2<sup>nd</sup> floor. A full copy of the Emergency Preparedness Plan can be requested from the School Director.

## Pay as you go Policy

This policy applies to all students who have entered a Pay as You Go payment agreement with Technology Learning for tuition and/or other fees.

Students are required to adhere to the payment schedule outlined in their signed enrollment agreement. Payments must be made according to the agreed-upon dates and amounts.

Payments not received by the due date will be considered overdue. The following steps will be taken in response to overdue payments:

- **First Notice:** A reminder will be sent to the student within 7 days after the payment due date.
- **Second Notice:** If payment is not received within 7 days following the first notice, a formal warning letter will be issued outlining the outstanding balance and potential consequences of continued non-payment.

If the overdue balance remains unpaid after 7 days from the second notice:

- The student's access to course materials, academic resources, and other school facilities may be restricted.
- The student's enrollment status may be placed on hold, potentially affecting their ability to continue their coursework.
- Accounts that remain overdue for 60 days may be referred to a collection agency, and further action may be taken to recover the owed amount.

Students facing financial difficulties are encouraged to contact the Financial Services Office as soon as possible to discuss possible adjustments to their payment plan. The school will consider reasonable requests for modified payment arrangements based on individual circumstances.

## Code of Conduct Policy

The Student Code of Conduct applies to any student enrolled at Technology Learning Center. The Code applies conduct that occurs on or near the premises of Technology Learning Center.

Prohibited conduct under the Code includes but is not limited to:

- Assaulting, harassing, intimidating, or threatening another individual or group.
- Endangering the health or safety of others
- Stealing, misusing, destroying, defacing, or damaging school property or property belonging to someone else
- Disrupting school activities
- Using the school's facilities, equipment, services, or computers without authorization
- Making false accusations against any member of the school
- Supplying false information to the school or forging, altering, or misusing any school document or record
- Storing, possessing, or using real or replica firearms or other weapons, explosives (including fireworks),

- ammunition, or toxic or otherwise dangerous materials on school premises
- Using, possessing, or distributing illegal drugs
- Violating liquor laws or school alcohol policies
- Hazing
- Encouraging, aiding, or conspiring in any prohibited conduct
- Failing to comply with a disciplinary measure or disciplinary measures imposed under the procedures of this Code.
- It is the goal of Technology Learning Center Inc. to promote a place that is free of discriminatory harassment of any type, including sexual harassment. Discriminatory harassment consists of unwelcome conduct, whether verbal or physical, that is based on a characteristic protected by law. Harassment occurring in the school is unlawful and will not be tolerated by this organization. Any retaliation against an individual who has complained about harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. This policy outlines the process and procedures for handling inappropriate conduct and/or complaints of harassment.

Because Technology Learning Center Inc. takes allegations of harassment seriously, we will respond promptly to complaints of harassment. When it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such disciplinary action as necessary, up to and including permanent dismissal from the school

Please note that while this policy outlines our goal of promoting a place that is free of harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of harassment.

All Municipal and Federal Laws apply at the school.

## **Copyright & Ownership of Instruction Materials Policy**

- The copyright law of the United States (Title 17, U.S. Code) governs the making of photocopies or other reproductions of copyrighted material. The person using this equipment is responsible for any infringement.
- All intellectual property created by students in the course of their enrollment at Technology Learning Center shall be the property of the institution. This includes, but is not limited to, course materials, research publications, and instructional resources.
- Students retain the copyright to their original works, such as papers, projects. However, by submitting such works to Technology Learning Center, students grant the institution a non-exclusive license to reproduce, distribute, and display these works for educational and promotional purposes.
- The institution will provide resources and support to ensure compliance with copyright regulations in all academic and administrative activities.

Variation from this policy and unusual materials selection circumstances shall be resolved with the School Director

## **Disciplinary Measures Policy**

Disciplinary Measures that may be imposed under the Code include but are not limited to:

- Written warning or reprimand
- Probation, during which certain conditions must be fulfilled and good behavior must be demonstrated.
- Payment of costs or compensation for any loss, damage or injury caused by the conduct.
- Issuance of an apology made publicly or privately.
- Loss of certain privileges
- Restriction or prohibition of access to, or use of, school facilities, services, activities, or programs
- Fines or loss of fees
- Suspension. Suspension is a temporary separation from the school, typically ranging from one day to two weeks, depending on the severity of the violation. The specific length and conditions for return will be provided in writing. The conditions for return will be specified in writing. Missed time during suspension will not count toward clock hours and may delay program completion
- Expulsion. Expulsion (also referred to as dismissal) is the permanent removal of a student from the school. An expelled student is not

eligible to return to the program or re-enroll, except under conditions explicitly approved by school administration. Expulsion is reserved for serious violations of school policy or repeated offenses after prior disciplinary action.

Supervisors and School Directors have the authority to determine what constitutes appropriate or inappropriate conduct and require students to make corrections.

## **Warnings Policy**

Students in violation of the code of conduct will receive a written warning. Once given the warning the student will be placed on a probationary period.

## **Probation Procedure**

School Directors will communicate in writing a probationary period not exceeding 5 business days to the student in violation of the code of conduct.

## **Means to improve Policy**

Within the student's probationary period School Directors will inform the student in violation of a means to improve plan based on the violation.

Failure to make these improvements within this probationary period can lead to disciplinary actions including suspension, or dismissal.

Conduct which endangers other students, the student him or herself, the school, its faculty or staff is prohibited. Violation of this regulation will result in the student's suspension or dismissal and, if appropriate, notification to the proper authorities without a warning, probationary period, and without the right to appeal.

## **Appeal Procedure**

If a student is determined as failing to comply with code of conduct directives or is terminated for not following code of conduct guidelines, the student may appeal the negative determination.

The student must submit a written appeal to the school administration within five (5) business days of receiving the written notice. The student must include any supporting documentation of reasons why the determination should be reversed. If the student fails to appeal this decision, the decision will stand. If a student is terminated for gross misconduct, which includes but is not limited to reporting to school under the influence of alcohol or illegal drugs, cheating, stealing, insubordination, and threats and/or bullying, such termination is final and may not be appealed.

An appeal hearing will take place within fifteen (15) business days of receipt of the written appeal. This hearing will be attended by the student, parent/guardian (if the student is dependent minor), the student's instructor, and the Director of Education. A decision on the student's appeal will be within three (3) business days by the Director of Education and will be communicated to the student in writing. This decision will be final.

Should a student prevail on his/her appeal the student will be automatically re-entered into the school.

## Standard of Academic Progress Policy

### Quantitative And Qualitative Factors

Factors for measuring the student's progress toward satisfactory completion of the program include maintaining the following:

- In class
  - Minimum cumulative grade point average (GPA) of 70%.
  - Minimum cumulative attendance level of 90% for vocational and 80% for professional development and continuing education programs of contact hours
  - GPA of 70% is required for graduation as well as attaining satisfactory progress.
- Online
  - 100% modules completion
  - 80% passing grade on technical modules
  - 90% passing grade on State Laws and regulations related to high pressure boiler operation
  - 70% passing grade on evaluation exams.

For in class attendance, the rate of attendance is determined by dividing the cumulative number of actual hours completed by the scheduled hours to date. A student who has not achieved the minimum cumulative GPA of 70% or who has not successfully completed at least a cumulative rate of attendance of 90% will be placed on academic and attendance warning which may affect a student's eligibility for Title IV assistance, if applicable.

For live online students, 90% attendance is required for in-person and virtual meetings

### Completion Of Course Within Designated Period of Time

Students whose transfer hours are accepted by the school are applied to the total number of hours necessary to complete the program and are considered both attempted and completed hours.

Students will receive their certificate(s) only upon successful completion of a program or course. Certificates are awarded to students who've completed *all* coursework and meet attendance, SAP & financial requirements.

### Maximum Time Frame

Students must complete the educational program within the maximum time frame which is based on attending at least 90% of the scheduled hours for vocational programs and 80% for professional development and continuing education courses. Maximum completion time cannot exceed one and a half times the length of the program. In the case of Leave of Absence (LOA), the student will be allowed to repeat any courses of the program to meet the maximum allowed completion time. To determine the rate of attendance, divide the cumulative number of actual hours completed by the scheduled hours to date. A student who has not achieved the minimum cumulative GPA of 70% or who has not successfully completed at least a cumulative rate of attendance of 90% is not eligible for Title IV assistance, if applicable.

Factors for measuring the student's progress toward satisfactory completion of the program include maintaining the following:

- Completion of Course within designated period.
- The minimum cumulative attendance level of 90% for vocational programs and 80% for professional development and continuing education courses of contracted hours. Examinations are given in all subjects and grades (both manual and electronic) are kept as well as attendance. The following system/numeric grading scale is used for the evaluation of a student's academic ability.

### Evaluation Procedures and Required Level of Achievement

A written progress report will be provided to students by the time 50 percent of the course has been completed, either in person or via an online student portal. The Progress Reports are issued to each student to track his/her progress towards meeting satisfactory progress. The frequency of evaluations ensures that students have ample opportunity to meet both the attendance and academic progress requirements of at least one evaluation by midpoint in the program. Examinations are given

in all subjects and (both manual and electronic) grades are kept as well as attendance. The following system/numeric grading scale is used for the evaluation of a student's academic ability:

Theory, Practical Grading Section 90 -100% = A/Excellent  
80 - 89% = B /Above Average 75 - 79% = C /Average  
70 - 74% = D /Below Average 69-& below = F/Unsatisfactory

### **Determination Of Progress Status**

Students meeting the minimum requirements for academics and attendance at the evaluation point are making satisfactory academic progress until the next scheduled evaluation.

Students receive a hard copy of their Satisfactory Progress determinations at the time of each of the evaluations.

Students deemed not maintaining Satisfactory Progress may have their Title IV Funding interrupted.

### **Warning, Probation and Re-Establishment of Satisfactory Progress**

Students failing to meet minimum requirements for attendance or academic progress will be placed on academic warning.

Students receiving financial aid will also be placed on financial aid warning until the next evaluation period.

The student will be counseled regarding actions required to attain satisfactory requirements.

Students receiving attendance or academic warning must sign a form acknowledging the receipt of said warning. Signed forms will be kept in students' files.

For students receiving financial aid, during the Financial Aid Warning period, students are eligible, if applicable, to receive financial aid funds. If at the end of the Financial Aid Warning period, the student has still not met both the attendance and academic progress requirements, he/she will be determined not making satisfactory progress and will be ineligible for Title IV assistance.

A student may appeal the decision if he/she has a documented reason for the unsatisfactory progress, and the underlying circumstances have changed. The basis for filing an appeal, such as death of a relative, injury, illness, or other special circumstances must be documented in the student's file. The school must determine that Satisfactory Academic Progress Standards can be met by the end of the subsequent evaluation period for appeal to be approved. If the school grants the appeal, additional conditions may be imposed for the student's continued eligibility to receive Title IV, such as changing schedules. If such an appeal is granted, the student is placed on Financial Aid Probation for one evaluation period. If at the end of the Financial Aid Probation the student has not met both academic and attendance requirements, all Federal aid will be suspended until such time that the student re-establishes satisfactory progress.

To re-establish satisfactory progress and Title IV aid (as applicable) the student must meet the minimum attendance and academic requirements at the next evaluation period. If the student has not met academic or attendance requirements for two consecutive evaluation periods, the student will be determined as not making satisfactory progress and will be terminated.

### **Appeal Procedure**

If a student is determined not to make satisfactory progress or is terminated for not making satisfactory progress, the student may appeal the negative determination.

The student must submit a written appeal to the school administration within five (5) business days of not making satisfactory progress or termination. The student must include any supporting documentation of reasons why the determination should be reversed. If the student fails to appeal this decision, the decision will stand. If a student is terminated for gross misconduct, which includes but is not limited to reporting to school under the influence of alcohol or illegal drugs, cheating, stealing, insubordination, and threats and/or bullying, such termination is final and may not be appealed.

An appeal hearing will take place within fifteen (15) business days of receipt of the written appeal. This hearing will be attended by the student, parent/guardian (if the student is dependent minor), the student's instructor, and the Director of Education. A decision on the students' appeal will be made within three (3) business days by the Director of Education and will be communicated to the students in writing. This decision will be final.

Should a student prevail over his/her appeal and be determined to make satisfactory progress, the student will be automatically re-entered in the course, and financial aid funds will be reinstated to eligible students if applicable.

## Leave of Absence Policy

- If a student is away from their education while still maintaining the status of being a student, that period is considered a leave of absence (LOA).
- The student must contact the Director, stating the reason for the leave of absence. The period of leave of absence may not begin until the student has submitted, and the school has approved a written and signed request for an approved leave of absence except in those cases where unforeseen circumstance would prevent a student from submitting a request in advance.<sup>1</sup>
- The Technology Learning Center Director may grant more than one leave of absence if unforeseen circumstances arise, such as medical reasons affecting the student or a member of the student's immediate family, military service requirements, or jury duty, provided that the combined leaves of absence do not exceed 180 days within the 12- month period.
- Students on leave of absence will be credited for money paid and subjects completed when they return.
- If the student does not return following the LOA, the school will terminate the student and comply with the refund policy, found on the Enrollment Agreement.
- If Technology Learning Center grants a leave of absence to a student who could not provide a request prior to the leave of absence period due to unforeseen circumstances, TLC will secure the request and the reason(s) for the leave of absence later. Documentation shows that the leave of absence could not have been requested and approved in advance must be provided. The beginning date of the leave of absence can be no earlier than the date that the circumstances prevented the student from attending school.

## Complaint Resolution Policy

Per 230 CMR 15.07(2) a school shall respond to written student complaints in writing within ten days from when the complaint was submitted to the school.

### Step 1:

An informal complaint from a student will be brought up to the instructor. The instructor will resolve the issue within three days.

### Step 2:

If the issue is not resolved within the three-day period or if the student is not satisfied with the solution, the student can make a formal complaint to the school director.

### Step 3:

The school director will arrange for a meeting within one week of receiving the formal complaint. The student will be asked to give the school two days to address the complaint.

The student has the right to contact the (DOL) Massachusetts Division of Occupational Licensure, Office of Private Occupation Schools:

Phone: 617-701-8719 or E: mail: [occupational.schools@mass.gov](mailto:occupational.schools@mass.gov)

## Student Complaint Procedure

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

**Accrediting Commission of Career Schools & Colleges**

**2101 Wilson Boulevard, Suite 302**

**Arlington, VA 22201**

**(703) 247-4212**

**www.accsc.org | complaints@accsc.org**

**A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting**

**complaints@accsc.org or at <https://www.accsc.org/Student-Corner/Complaints.aspx>.**

## Employment Verification Policy

At TLC, we are committed to supporting our graduates as they transition into the workforce. As part of our process, we verify employment information for graduates to meet accreditation requirements and ensure accurate reporting of career outcomes. Below is an overview of how this process works

After students graduate, we need to verify their employment to ensure that their job aligns with their field of study. This helps us meet the requirements of state and accreditation agencies and ensures that we can provide accurate career outcome data. Here's what our students need to know about the process. This policy details the process for obtaining written verification, verbal verification, self-employment attestations, and career advancement confirmation.

TLC requires that employment verification be completed at least 30 days after students start a new job. TLC selected a minimum of 30 days as the reasonable timeframe for employment verification for our HVACR, facilities operations and maintenance, and welding graduates, based on several key factors:

- **Industry Job Retention Practices:** In the HVACR, facilities operations and maintenance and welding sectors, most employers consider the first 30 days of employment as a **probationary or trial period**. During this time, both the employer and employee assess whether the position is a good fit. Our research and conversations with local employers indicate that **graduates who remain employed for 30 days** are typically retained long-term, as they have demonstrated the skills and reliability necessary for success in these technical roles.
- **Employer Feedback:** Our local industry partners, who frequently hire from our programs, report that they are satisfied with graduates who stay on the job for at least 30 days. They use this period to evaluate the graduate's performance and commitment, and employers often decide to keep these workers longer after this period. Based on our feedback from local HVACR, facilities operations and maintenance and welding employers, a **30-day retention period** provides a realistic measure of whether a graduate is stable and successful in their new position.
- **Industry Norms for Skilled Trades:** Given the demand for skilled workers in HVACR facilities operations and maintenance and welding, most graduates in these fields secure employment quickly, and **30 days** is a reasonable period to assess whether they are successfully integrating into their roles. This time frame allows us to accurately report that our graduates are not only hired but are also staying in jobs that are relevant to their field of study."

We need to confirm the following details about our graduate's job. This information will be collected by TLC staff and stored securely in the student's record.:

- Start date
- The name and address of the employer
- Job title and duties
- Supervisor's name and contact details

Once students are employed for at least 30 days, they should expect a follow-up request from TLC to complete their provincial live verification. They can complete the form in person, via email, or online through our digital system.

- **Written Verification:** After a student has been employed for at least 30 days, TLC will ask the student to complete and return an Employment Verification Form. This can be done in person or online. If we are unable to reach the student, we may contact their employer to request written verification.
- **Verbal Verification:** If we are unable to obtain written verification, TLC may accept verbal confirmation of their employment from both the student and their employer. A staff member will record this information on a Verbal Confirmation Form.
- **Self-Employment Verification:** If a student is self-employed, they will need to complete a Self-Employment Attestation Form to confirm their employment status.

Completing this verification process helps TLC provide accurate information about students' career outcomes, which is important for both TLC's reporting obligations and students future employment opportunities. It also ensures that the student's employment is properly documented and aligned with the skills they gained during their program.

TLC may engage an independent third-party to perform employment verification and provide a formal report if deemed necessary. At minimum, the third-party employment verification will be performed if required by ACCSC for the onsite evaluation process or as directly requested at any given time. TLC may optionally decide to perform a third-party verification annually at their discretion.

## Record Retention Policy

- This policy establishes the guidelines and processes for the retention and disposal of Technology Learning Center records. The policy is intended to ensure compliance with local, state and federal laws, proper retention of records, and record disposal when no longer needed or of value to the school.
- School records may only be accessed by contacting the school office and submitting a request for records.
- A record is defined as any capture of information which documents the business activities of the school. Such information may be maintained in multiple formats including, but not limited to, paper, optical disk, network storage devices, email, photographs, tapes, recordings, or other documentary material prepared by or received by an employee of the school during the conduct of official business. All records, regardless of format, are subject to the retention schedule. Non-records, not subject to retention requirements, may include such items as routing slips, phone messages, miscellaneous notices or memoranda, copies of widely distributed materials, rough drafts, and duplicate copies of documents retained for convenience.
- The school maintains a record retention schedule documenting the holding period for various categories of records. Compliance with the retention schedule is the responsibility of management staff at Technology Learning Center.
- Email as a specific category has no defined amount of time that it should be retained. Retention of email is determined by the nature of the message. Email retained on the system may be retrieved by authorized school staff only, in conjunction with legal discovery, open records requests, or other investigative requirements.
- When the retention period for school records has passed, records should be properly disposed of. Records that are confidential in nature must be disposed of by rendering them illegible by shredding or another similar means. Electronic documents should be erased or otherwise rendered unreadable. Non-records should be discarded when they have outlived their usefulness as determined by the school.

CATEGORY	TYPE	EXAMPLES OF RECORDS	RETENTION PERIOD RANGE
Student	Financial	Loan records & reports, recipient records, program reports	Minimum 3 years –permanent
Student	Non-Financial	International students, military, Veterans Administration	Minimum 3 years –permanent
Student	Non-Financial	Academic records, academic actions, applications, degree audits	Minimum 3 years –permanent
Student	Non-Financial	Schedule of classes	Minimum 3 years –permanent
Student	Non-Financial	Transcripts	Permanent

## Refunds Policy

Technology Learning Center has created and implemented a Refund Workflow chart for use internally. Staff must be trained on the use of the flow chart, this will aid staff in properly setting dates of determination and refund dates, to avoid erroneous late payments.

### State of Massachusetts Refund Law as per M.G.L. Chapter 225, Section 13K

- You may terminate this agreement at any time.
- If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.
- If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five per cent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five per cent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement.
- If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day such writing is mailed.
- The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.

### Return to Title IV Policy

The law specifies how Technology Learning Center must determine the amount of Title IV program assistance that has been earned if a student withdraws from school. The Financial Aid Office will perform a Return of Title IV Funds calculation when a federal student financial aid (Title IV) recipient withdraws from his/her program. This process ensures that the institution correctly calculates the amount of federal student financial aid earned by the student and returns any unearned funds back to the respective federal student financial aid program(s). In some cases, the student will be required to return unearned Title IV funds. In addition, the Return of Title IV process may result in the student owing the school for unpaid tuition and fees.

The requirements for Title IV program funds when you withdraw are separate from the Technology Learning Center institutional refund policy. Therefore, the student may still owe a balance to the school to cover unpaid institutional charges. A student may withdraw from the Technology Learning Center at any time by notifying the Financial Aid office in writing of his/her decision to withdraw.

Date of Determination that you are withdrawn will be determined as follows:

**Official Withdrawal:** by the postmark on written notification, the date said notification is delivered to Technology Learning Center in person or the date of termination by Technology Learning Center.

**Unofficial Withdrawal:** after 14 consecutive calendar days of absence, on the 15th day the student will be considered withdrawn. Failure to return on the approved return date of a Leave of Absence.

In all cases, the Withdrawal Date will be the student's Last Date of Attendance. It is highly recommended that the student speaks to a Financial Aid Administrator prior to withdrawing.

The portion of Title IV funds a student is allowed to retain is calculated on a percentage basis by dividing the total number of clock hours scheduled to be completed as of the withdrawal date in the period, by the total clock hours in

the payment period. For example, if the student withdrew at 223 scheduled clock hours of a payment period that has 500 clock hours, the student has completed 50% of the period and therefore has earned 50% of federal student financial aid that was disbursed or could have been disbursed. That means that 50% of the aid that was disbursed or could have been disbursed remains unearned and must be returned to the federal student financial aid program(s). A student earns 100% of federal financial aid once he or she has completed more than 60% of the scheduled clock hours in the payment period. If the amount of aid disbursed to the student is greater than the amount of aid earned by the student, the unearned portion must be returned to the federal student financial aid program(s).

In returning unearned funds, Technology Learning Center is responsible for returning the portion of the excess equal to the lesser of:

- The institutional charges for the payment period multiplied by the unearned percentage of funds, or
- The entire amount of excess funds.

A student may be required to return excess unearned Title IV funds. However, if the excess unearned funds consist of Title IV loans, then the student repays the loan(s) in accordance with the terms and conditions of the promissory note. If the excess unearned funds consist of a Title IV grant, the student is required to repay only the portion which exceeds 50 percent of the amount of grant received over \$50. If the amount of aid disbursed to the student is less than the amount of aid earned by the student, a post- withdrawal disbursement may be available to assist the payment of any outstanding tuition and fee charges on the student's account. The post withdrawal disbursement will be made from Title IV grant funds before available Title IV loan funds. If the post-withdrawal disbursement is granted only, student permission to disburse is not required. If part of the post- withdrawal disbursement is a grant, the institution may apply the grant funds to tuition and fees or disburse the grant funds directly to the student. If a student is eligible to receive a post-withdrawal disbursement from Title IV loan funds, the student will be asked for his/her permission to either disburse the loan funds to the student's account to reduce the balance owed to the institution or disburse the excess loan funds directly to the student. The student has the option to choose to have all or part of the funds disbursed. The funds will be disbursed according to the student's preferred option. Technology Learning Center has 30 days from the date of Technology Learning Center's determination that the student withdrew to offer the post-withdrawal disbursement of a loan to the student. The student has 14 days from the date Technology Learning Center sends the notification to accept the post-withdrawal disbursement in writing. If the student accepts the post-withdrawal disbursement, Technology Learning Center will make payment within 30 days of receipt of the student's acceptance of the disbursement. No portion of the post-withdrawal disbursement of loan funds will be disbursed if the student does not respond to Technology Learning Center's notification. Once the unearned portion of the return of funds has been calculated, the Financial Aid Office will return the aid to the appropriate federal student financial aid program(s) within 45 days of the date of determination that the student withdrew.

The order of return is specified below. The unearned funds will be "charged back" to the student's tuition account, and this may result in unpaid tuition and fees. The students will then be billed for any unpaid institutional charges that result from the return of funds to the Title IV programs and will be responsible for full payment. A student will not be allowed to re-enter, register, or receive an official academic transcript until the outstanding balance has been paid in full.

Unearned Title IV funds will be returned to the federal student aid programs in the following order:

- Federal Unsubsidized Direct Loan
- Federal Subsidized Direct Loan
- Federal Plus Direct Loan
- Federal Pell Grant

#### **Per Massachusetts Regulations.**

If the School allows a student to begin participation in a Program while an initial award for financial aid, including student loans, is pending, and the student subsequently is denied some or all of that student loan or financial aid amount, the School shall offer that student in writing an opportunity to terminate the enrollment agreement with a full refund of all Monies Paid, less actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K.

In addition to the requirements of M.G.L. c. 255, § 13K, for programs beginning after April 1, 2017, prior to the completion of five school days or five percent of the Program, whichever occurs first, a School shall afford a student the opportunity to withdraw with a full refund of all Monies Paid, less (1) actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K; and (2) actual reasonable costs of non-reusable supplies or Equipment where a School reasonably provided the student with the supplies or Equipment, so long as the student receives the refund to which they are entitled under M.G.L. c. 255, § 13K. Provided, however, that this provision shall not apply to: (1) Programs not subject to division approval; and (2) Programs 80 hours or less in duration and \$2,000 in total cost.

## **Technology Learning Center Default Management Plan. FSA Loans**

- The purpose of this plan is to establish a framework for contact with students and information sharing with respect to the student's obligations related to the repayment of Federal Student Aid (FSA) loans.
- Borrowers who default on student loans face serious consequences. Direct loans are considered in default after 270 days without payment. At the time of default, outstanding interest is capitalized, and collection fees may be added, resulting in a loan balance that is higher than the amount borrowed. Defaulted loans are reported to credit bureaus, causing borrowers to sustain long-term damage to their credit rating. Defaulters may also face difficulty in securing mortgages or car loans, may have their wages garnished, and their federal income tax refunds and other federal payments seized. Until the default is resolved collection efforts continue and the defaulter will be ineligible for additional federal student aid. The Department, guarantors, and servicers undertake many activities to prevent borrowers from defaulting. With a minimal amount of time, effort, and expense, schools can play a critical role in helping borrowers avoid the damaging consequences of default.
- Technology Learning Center (TLC) provides the following services to its students to help them understand the nature of their individual student loans and the expectations relative to repayment options related to those loans.
  - All TLC applicants that are interested in securing Federal Student Aid, meet individually with the Financial Aid Administrator (FAA) at which time program enrollment tuition, fees and available financial aid are discussed.
  - Upon enrollment, those students who have qualified for FSA meet with the FAA to review the FSA Entrance Counseling requirement. The FAA explains how the master promissory note works, highlighting repayment expectations and stressing the importance of repayment to avoid the consequences of default.
  - During entrance counseling, the school utilizes the most up to date tools available on the Federal Student Aid website. The student watches the FSA entrance counseling website video and answers comprehension questions. The Financial Aid Administrator makes a computer available for student use in the financial aid office and offers to accompany the student through the video, verifying understanding. The FSA video effectively explains how the master promissory note works, emphasizes the importance of repaying the loan, describes the consequences of default, and shows borrowers sample monthly repayment amounts based on their program of study at your school. In addition, schools should collect as much contact information about borrowers as possible during entrance counseling to facilitate future contact if needed. This information is collected on the FSA website during the initial Federal Student Aid application process and master promissory note. It is also verified during each subsequent log in. These activities will ensure more knowledgeable, responsible borrowers, and result in fewer defaulters as well. Federal loan funds are not disbursed until entrance counseling completion has been confirmed.
  - In those instances where new students have existing loans acquired at other institutions the FAA may assist the student in applying for "In-school Deferment or Forbearance". Additionally, in cases of default on previous loans, the FAA may assist the student by applying for loan rehabilitation or loan consolidations.
  - All students who have received FSA loans are required to participate in an individual exit counseling session with the FAA prior to graduation. This counseling session is focused on the specific repayment plan obligations associated with their loan(s). Additionally, the student is reminded of the importance of repayment to avoid default and the associated implications. With respect to repayment, students are provided with various options for repayment plans (e.g., standard, graduated, income-driven).
  - Exit counseling reminds borrowers of their rights and responsibilities. In addition, it focuses on fully explaining repayment plans, clearing up any misconceptions the students may have about their loan obligations and emphasizing the consequences of default.  
Students complete exit counseling online at the FSA website. The student watches the FSA exit counseling website video and answers comprehension questions. The Financial Aid Administrator makes a computer available for student use in the financial aid office and offers to accompany the student through the video, verifying understanding.
  - TLC FAA reviews written communications with FSA loan servicers to assist with any updated contact information including

reaching out to past students to review repayment options. TLC receives written reports on a regular basis from Mohelo regarding cohort rates, students on deferment, forbearance and on loan defaults. TLC also reviews FSA systems to identify any past students who may be struggling to repay and contacts individuals that may be in jeopardy to offer individual assistance.

- Timely and accurate enrollment reporting is required by regulation. This school activity ensures that borrowers receive their full grace period, and further ensures that contacts from the loan servicer such as correspondence and telephone calls occur in the appropriate timing and sequence. Enrollment reporting is completed every 60 days through the Enrollment Report [previously called Student Status Confirmation Report (SSCR)] received and returned via our third-party servicer. Enrollment status of withdrawn students is updated when a Return of Title IV calculation is performed
- The Financial Aid Administrator proactively reviews the Delinquent Borrower Report from the National Student Loan Database monthly. The Financial Aid Administrator reaches out to any student who is over 90 days delinquent to insure they are aware of their outstanding payment, assist, if possible, with servicer information, review their repayment options and offer any support necessary.

## Quality Assurance Plan

**Institution Participation.** The institution meets eligibility standards, as the steward of Federal funds, to assure that funds are delivered to students accurately and effectively. The senior administration of the school will ensure that the following standards are met to effectively participate in the Direct Loan program:

- The Senior Management and the financial aid administrator operate in accordance with the provisions stipulated in the signed program participation agreement and addendum.
- The Financial Aid administrator and the Admissions director assure that all students who receive financial aid are enrolled in eligible programs.
- The staff of the Financial Aid Office has been designated to coordinate all sources of assistance.
- On a yearly basis the Financial Aid administrator reviews the Policies and Procedures Manual to resolve any discrepancies in SFA-related information.
- The Financial Aid Office and the Campus Director Office separate the function of authorizing payments and disbursing or delivering funds. The Financial Aid Office authorizes payments, and the Campus Director Office disburses or delivers funds.
- The Financial Aid administrator reviews the annual default rate to be sure the institution default rate remains below the acceptable level. The institution does entrance and exit counseling and has a default management plan available to assist the staff in retaining low default rates

**Financial Responsibility.** The institution provides administrative resources to comply with the financial responsibility requirements. The institution is meeting all its financial obligations including but not limited to

- Refunds that the institution is required to make
- Repayments to the Secretary for liabilities and debts incurred in programs administered by the Secretary.

In addition, the institution must be current in its debt payments. The institution must have an audit by an outside accountant each year.

### Requirements:

- which ED transfers funds or the school deposits SFA funds, are maintained in accordance with the federal regulations. The Campus Director reviews the bank notification regarding account identification
- The funds are transferred from the Title IV bank account to the operating account within 3 days. The date of disbursement on the student's account should be within 3 days from the ECM Funds Transfer.
- The institution has standard procedures to ensure that federal funds are posted accurately to the student account and refunds are made in a timely manner
- The institution maintains financial records in accordance with federal requirements.

- The federal funds are disbursed to the student's account on a payment period basis.
- The Financial Aid Administrator has students sign a statement that voluntarily authorizes the institution to hold a credit balance to pay for future charges: The credit balance authorization will be applied toward charges for the current loan period or award year, or for the convenience of managing my personal funds.
- If a parent or student rescinds authorization to hold excess funds, the institution pays these funds to the student or parent immediately.

### **Composite Ratio**

- The Department of Education annually calculates financial ratios for each institution participating in the student financial aid programs. Institutions provide the information that is used to perform these calculations in their required annual financial statement audits. The Department, in turn, uses these ratios to determine whether an institution demonstrates financial responsibility under the regulations.
- The Department calculates three financial ratios: primary reserve, equity and net income. These three ratios are combined to produce a composite score. The minimum composite score for an institution to demonstrate financial responsibility is 1.5.
- The Primary Reserve Ratio represents a measure of the school's viability and liquidity. The Equity Ratio represents a measure of the school's capital resources and its ability to borrow. The Net Income Ratio represents a measure of a school's profitability.

### **Administrative Capability.**

- The institution uses the FSA electronic processes and is administratively capable of participating in the FSA programs.
- The institution has internet access, is enrolled in the SAIG (Student Aid Internet Gateway) and has a data Mailbox
- The school uses the COD common record format
- The Financial Aid Office works with ECM for packaging
- The Financial Aid staff must identify and resolve discrepancies, determining what information is correct.
- If the Admissions office provides the aid office with information that might affect a student's eligibility, proper steps must be taken to package the student properly; and the business office must inform the aid office of outside scholarships.
- Adequate staffing and a system of checks and balances are in place.

**Payment Methods:** The institution has set up payment periods with the assistance of the Financial Aid administrator, and the Campus Director.

For schools with clock hour programs the payment period is defined not only in clock hours but also in weeks of instructional time.

The following types of programs must use payment periods that are based on the time it takes for the student to successfully complete the credit or clock hours and weeks of instructional time in the payment period:

- Nonterm credit-hour programs
- Clock hour programs
- For DL purposes nonstandard term credit hour programs with terms not substantially equal in length.

If the program is one **academic year or less**, the academic year or program is divided into two payment periods. The first payment period is the period in which the student successfully completes  $\frac{1}{2}$  the credit or clock hours AND  $\frac{1}{2}$  the weeks of instructional time in the program. The second payment period is the period in which the student completes the remainder of the program.

For any remaining portion of a program that is  $\frac{1}{2}$  an academic year or less, the remaining portion is treated as a single payment period.

**Third Party Vendor:** Senior Management and the Financial Aid administrator have contracted with Educational Compliance Management, a Third-Party Servicer. The ECM contract is in accordance with all the Federal regulations and guidelines. ECM

transmits origination and disbursement information to COD, disburses money to the school, and keeps track of the student FAFSAs, ISIRs, financial aid amounts, end of year reconciliations, asking for funds from the Federal government, answering questions that the school may have on various financial aid topics.

The third-party servicer is entered onto the E-App and should servicers be changed, a new E- app must be processed.

The servicer orders the funds from the Federal government and the Federal Government direct deposits the funds into a school bank account put aside for that purpose.

A list is provided by the third-party servicer, to the school listing the students and the amount of aid that will be coming to the school bank account from either Pell, campus based funds or loans. The school must reconcile the amount in the bank to the list provided by the third party servicer.

**Financial Records:** The institution has established and maintains on a current basis financial records that reflect each HEA, title IV program transaction; and

- General ledger control accounts and related subsidiary accounts that identify each title IV, HEA program transaction and separate those transactions from all other institutional financial activity.
- *Required records.* The records that an institution must maintain in order to comply with the provisions of this section include but are not limited to
  - Student Aid Reports or Institutional Student Information Request
  - Application data submitted to the Secretary by the institution on behalf of the student or parent
  - Documentation of each student's or parent borrower's eligibility for Title IV aid
  - Documentation relating to each student's or parent borrower's receipt of title IV aid.
  - Amount and date of each disbursement
  - Any overpayment and the return of any title IV
  - Documentation supporting the institution's calculation of completion or graduation rates
  - The school maintains all records in accordance with the recordkeeping requirements in 668.24.
  - The institution receives funds and disburses the funds within 3 business days to the student's account.
  - Money is drawn down by the third party servicer in the amount that will be disbursed to the student's account immediately upon receipt.
  - The institution disburses funds on a payment period basis and SAP is checked before disbursement.
  - The institution does not disburse money directly to the student; the funds are always placed on the student's account and a refund done from the account.
  - Each student is asked to sign a permission to retain a credit balance. If the student withdraws the permission, any credit funds are refunded to the student within 14 days.
  - (A) Notify the bank of the accounts that contain Federal funds and retain a record of that notice in its recordkeeping system; or
  - (B) Ensure that the name of the account discloses clearly that Federal funds are maintained in that account.

**Recipient Eligibility:** The institution stays abreast of the FSA policies online to assure that only eligible students receive Title IV Financial Aid:

- The Financial Aid administrator checks the enrollment of all Direct Subsidized and Unsubsidized loan recipients to assure that the student is in an eligible program and enrolled at least half time as a regular student.
- The Financial Aid Staff (ECM and TLC's Financial aid administrator) utilizes the direct loan program for all Subsidized, Unsubsidized and PLUS loans, only and does not certify FFEL loans.
- The Financial Aid Staff (ECM and TLC's Financial aid administrator) checks with NSLDS before certifying a loan to be sure that the student is eligible for the loan.
- The Financial Aid Staff (ECM and TLC's Financial aid administrator) checks Direct Plus loan applicants, to be sure they are the student's biological or adoptive parent or legal guardian, or the spouse of a parent who remarries, if the spouse's income and assets would have been included on the student's FAFSA
- The Parent who wishes to borrow a Direct PLUS loan must pass a credit check to receive the loan.
- Students selected for verification are not packaged by the Financial Aid Staff until verification is complete.
- The Financial Aid administrator has established proper Costs of Attendance for each student who is eligible for Title IV

funds

- The Financial Aid Office (ECM and TLC's Financial aid administrator) processes each FAFSA and keeps the ISIR in the student's file.
- The Financial Aid Office (ECM and TLC's Financial aid administrator) packages Pell as the first type of aid before processing Direct Subsidized and Unsubsidized loans.
- The Financial Aid Office (ECM and TLC's Financial aid administrator) packages Direct Subsidized Loans before Direct Unsubsidized Loans
- The Financial Aid Office (ECM and TLC's Financial aid administrator) calculates need for Direct Unsubsidized and Direct PLUS loan within the statutory formula.
- The financial aid administrator ensures that any information provided to ED in connection with loan origination is complete and accurate in accordance with government regulations.
- The Financial Aid Office (ECM and TLC's Financial aid administrator) gives each student who receives Title IV assistance an award notification indicating the amount of SFA program funds the student can expect to receive and how the funds will be disbursed.
- The Financial Aid Staff (ECM and TLC's Financial aid administrator) obtains signed and completed Direct Loan Promissory Notes from Direct Loan Borrowers if the student does not use the E-MPN, and keeps the paper MPN in the student's file.
- The Financial Aid Office (ECM and TLC's Financial aid administrator) delays disbursement for first year, first-time borrowers for 30 days.
- The student's account as well as the award notification distinguishes between direct subsidized and direct unsubsidized loans.
- The Financial Aid administrator notifies each borrower that they may cancel the loan at the time the funds are actually disbursed. The borrower can cancel the loan within 14 days and the school will comply.
- The Financial Aid administrator obtains permission from the borrower to hold excess funds to pay future charges.
- The institution disburses SFA funds to a student or parent for a payment period only if the student is enrolled for classes for the payment periods eligible to receive the funds.
- The institution pays any credit balance to the student from SFA funds within 14 days.

**Reporting and Reconciliation:** The Campus director must maintain records that are auditable and that allow for preparation of appropriate reports.

Procedures are in place for reconciling accounts and adjustments to awards due to changes in student's enrollment status or the family's financial circumstances:

- The Financial Aid administrator notifies the Campus director Office of any adjustments in disbursements as a result of verifying data, resolving conflicts, changes in student status or receipt of additional aid.
- The Financial Aid administrator documents changes in student's dependency status or other professional judgments done on a case by case basis.
- The institution's refund formula is fair, allowing the most beneficial treatment of the student.
- All refund determinations are made in accordance with regulations.
- The Admissions Director and Financial Aid administrator work together to be sure that students are in attendance, with the proper number of clock hours before any disbursement is made. Procedures for calculating R2T4 are in place and done within 14 days of the student withdrawing.
- Through the third-party servicer Title IV aid is reconciled between the COD system and the funds transferred to the school
- The third party servicer processes direct loan cancellations and adjustments in accordance with regulations.
- The third party servicer sends the student status confirmation report to the institution and once the school updates it, it is returned to the third party processor to be entered and transmitted to the government.
- The institution uses E-MPNs through the direct loan processing center. The third party servicer enters disbursements directly into the EDE software which goes to COD.

**Reviewing Process.** The team recognizes that the quality assurance system must be viewed as an ongoing process to be effective.

With the changing nature of regulatory issues, institutional characteristics and technological capabilities, institution officials

continually assess and reassess office operations to help the offices prepare for future challenges. With each change in federal requirements, the team must pay particular attention to those areas in which changes occur.

The team meets at a minimum quarterly and more often if changes occur in regulations. The successful implementation of this system creates a smooth flow of Financial Aid between the Federal Government, the school and the student.

## Safety Policy

At Technology Learning Center, the safety of our students, staff, and visitors is our top priority. We strive to create a safe and supportive learning environment and encourage everyone to take responsibility for safety.

- Our administrators and campus director are responsible for ensuring compliance with all safety regulations and maintaining a safe environment through regular inspections.
- Instructors must emphasize safety in the classroom and workshop, addressing any safety concerns promptly.
- All students are expected to follow safety guidelines and instructions, wear necessary personal protective equipment (PPE) as directed by their instructors, use tools and equipment according to provided guidelines, seek assistance if unsure about proper usage, and report any hazards or unsafe conditions to an instructor.
- Staff and faculty are encouraged to keep workspaces tidy to prevent accidents and to dispose of materials safely and responsibly.
- Staff, faculty, and students should familiarize themselves with our Emergency Preparedness Policy:

### Emergency Preparedness Policy

- Students, staff and instructors will be familiarized with the fire emergency exists in the building and the location of fire extinguishers.
- Emergency scenarios will be discussed once a year during staff meeting with the instructors and staff members.
- In case of evacuation, Emergency Meet Up Location in the back of side parking lot, by the dumpster, furthest away from building and Buffum Dam Road.
- Students will be familiarized with emergency exits and location of emergency phones during student orientation at the beginning of every semester.
- Fire extinguishers will be tested once a year by qualified testing agency and marked accordingly.
- Emergency lights will be tested during the building fire inspection and replaced as needed.
- All emergency exists must be kept clear and emergency doors will be equipped with panic bars or handles for immediate discharge in case of emergency.
- The building smoke and CO monitors will be tested once a year by a qualified agency and the report will be shared with the town Fire Chief.
- The school will comply with any state or local code requirements to assure safety of the school occupants at any time and update emergency related devices as recommended by the town officials

## Student Services

TLC provides a variety of instructional resources to support students throughout their training. These include traditional textbooks, electronic learning materials, and interactive resources specific to TLC's teaching methods. Multiple computers with internet access are available for student use, providing access to digital libraries and industry-related references.

## Employment Assistance

Enrolled students approaching graduation may request career-related assistance to support their transition into the workforce. These services are provided as a courtesy and at the school's discretion. The school is not obligated to provide employment assistance once a graduate has completed their program, nor to provide repeated or ongoing services after graduation. Employment assistance is intended only to support graduates in their job search and does not represent a promise or guarantee of employment.

Services may include:

- Resume preparation and updating

- Cover letter
- Access to job postings and employment leads
- Assistance with interview preparation

## Technology Learning Center Information Security Policy

The purpose of this policy is to establish protections for the handling of Personal Identification Information for students.

Technology Learning Center (TLC) will refrain from saving any electronic files/documents on our server with student social security numbers. If an electronic document contains a student's social security number, the document will be redacted before saving to file.

At times TLC will be required to collect information in paper format from students that includes their social security number. TLC will ensure that those documents are stored in a secure location with restricted access. Access to files will be limited to the Campus Director, Director of Admissions and Financial Aid Administrator.

TLC enters student information into the Orbund Student Information System which has limited access requiring usernames/passwords. The security requirements are managed by Orbund and backups are kept offsite. Orbund's Gramm Leach Billey Act policy was provided to TLC.

Technology Learning Center has contracted with Educational Compliance Management (ECM) to work as a liaison between the Federal Student Aid systems and TLC. ECM maintains the security and off-site backups for their required systems: Cerberus and Sofia. ECM's Gramm Leach Billey Act policy was provided to TLC.

### Outline OF Technology Learning Center (the "Institution's") To monitor Required Information Security Program

**Overview:** This document summarizes Technology Learning Center's (the "Institution's") comprehensive written information security program (the "Program") mandated by the Federal Trade Commission's Safeguards Rule and the Gramm – Leach – Bliley Act ("GLBA"). This document describes the Program elements pursuant to which the Institution intends to (i) ensure the security and confidentiality of covered records, (ii) protect against any anticipated threats or hazards to the security of such records, and (iii) protect against the unauthorized access or use of such records or information in ways that could result in substantial harm or inconvenience to customers. The Program incorporates by reference the Institution's policies and procedures enumerated below and is in addition to any institutional policies and procedures that may be required pursuant to other federal and state laws and regulations, including, without limitation, FERPA.

**Designation of Representatives:** The Institution's Campus Director is designated as the Program Officer who shall be responsible for coordinating and overseeing the Program. The Program Officer may designate other representatives of the Institution to oversee and coordinate elements of the Program. Any questions regarding the implementation of the Program or the interpretation of this document should be directed to the Program Officer or his or her designees.

**Scope of Program:** The Program applies to any record containing nonpublic financial information about a student or other third party who has a relationship with the Institution, whether in paper, electronic or other form, that is handled or maintained by or on behalf of the Institution or its affiliates. For these purposes, the term nonpublic financial information shall mean any information (i) a student or other third party provides in order to obtain a financial service from the Institution, (ii) about a student or other third party resulting from any transaction with the Institution involving a financial service, or (iii) otherwise obtained about a student or other third party in connection with providing a financial service to that person.

### Elements of the Program:

- **Risk Identification and Assessment.** The Institution intends, as part of the Program, to identify and assess external and internal risks to the security, confidentiality, and integrity of nonpublic financial information that could result in the unauthorized disclosure, misuse, alteration, destruction, or other compromise of such information. In implementing the Program, the Program Officer has establish following procedure for identifying and assessing such risks in each relevant area of the Institution's operations, including:

- The Program Officer coordinates with representatives in the Institution's Financial Aid Office and Director of Admissions Office to evaluate the effectiveness of the Institution's procedures and practices relating to access to and use of student records, including financial aid information. This evaluation will include assessing the effectiveness of the Institution's current policies and procedures in this area, including the TLC PII Security Policy and takes place once per year as part of the yearly policy manual review
- The Program Officer who is also the Chief Information Officer assesses the risks to nonpublic financial information associated with the Institution's 3<sup>rd</sup> party information systems, information processing, and the storage, transmission, and disposal of nonpublic financial information. This evaluation includes assessing these Institutions' continued GLBA compliance, auditing their log files, the encryption of their data storage at rest and during transmission and encrypting email messages that include students financial information between Technology Learning Center and these institutions.
- Detecting, Preventing and Responding to Attacks. The Program Officer is responsible for ensuring that all non-public student's financial data accessed or managed by our staff are encrypted both in transit and at rest. Staff members are required to use secure passwords and multi-factor authentication when accessing sensitive information. Additionally, data should only be shared with authorized personnel who have a legitimate need to know, and regular audits will be conducted to ensure compliance with these procedures.
- **Designing and Implementing Safeguards.** The risk assessment and analysis described above shall apply to all methods of handling or disposing of nonpublic financial information, whether in electronic, paper, or other form. The Program Officer, on a regular basis, implements safeguards to control the risks identified through such assessments and to regularly test or otherwise monitor the effectiveness of such safeguards.
- **Overseeing Service Providers.** The Program Officer is responsible for selecting and retaining only those service providers that are capable of maintaining appropriate safeguards for nonpublic financial information of students and other third parties to which they will have access
- **Adjustments to Program.** The Program Officer is responsible for evaluating and adjusting the Program based on the risk identification and assessment activities undertaken pursuant to the Program, as well as any material changes to the Institution's operations or other circumstances that may have a material impact on the Program.

## Institutional Security Policies and Crime Statistics

Technology Learning Center prepares this report to comply with the Federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. This report is prepared in cooperation with the local law enforcement agencies.

The policy statements address the school's policies, procedures and programs concerning safety and security, for example, policies for responding to emergency situations and sexual offenses. Three years' worth of statistics are included for certain types of crimes that were reported to have occurred on campus, and on public property within or immediately adjacent to the campus.

**Notification of annual security reporting.** Annually an alert notification is made to all enrolled students, faculty and staff which provides the location to access the newly released report. Prospective students may access the report via the TLCTech.edu website or if preferred, request a paper copy from the Admissions Director Office. All prospective employees may obtain an electronic copy from the [TLCTech.edu](http://TLCTech.edu) website or if preferred, request a paper copy from the Admissions Director Office. The website address is also attached to all employment applications.

**Reporting crimes and other emergencies.** Technology Learning Center encourages anyone who is the victim or witness to any crime or emergency to promptly report the incident. Depending on the circumstances of the crime you are reporting, you may be able to file a report while maintaining your confidentiality. All reports will be investigated.

Inside the building: report all incidents to any surrounding campus personnel located near the incident. If none are available, contact the Admissions Office for assistance.

Any suspicious activity or person seen in the parking lots or loitering around vehicles, inside buildings or around entryways should be reported to school personnel.

Immediate, non-immediate, and emergency on-campus incidents should be reported to the Campus. For all off-campus incidents, dial 9-1-1 and contact the corresponding emergency services.

**Crimes involving student organizations at off-campus locations.** Technology Learning Center does not have any recognized student organizations with off-campus locations.

**Building access.** During business hours, Technology Learning Center will be open to students, employees, contractors, guests, and invitees. All visitors must report to the administration office

During non-business hours and holidays, access to the facilities is by authorized personnel only.

### Definitions of geographic areas:

**On-Campus:** (1) Any building or property owned or controlled by an institution within the same reasonably contiguous geographic area and used by the institution in direct support of, or in a manner related to, the institution's educational **Any on-campus buildings would be the school itself. Technology Learning Center does not have residence halls.**

**Non-Campus:**(1) Any building or property owned or controlled by a student organization that is officially recognized by the institution; or (2) Any building or property owned or controlled by an institution that is used in direct support of, or in relation to, the institution's educational purposes, is frequently used by students, and is not within the same reasonably contiguous geographic area of the institution. **TLC does not have any non-campus buildings. This would not apply.**

**Public Property:** all public property, including thoroughfares, streets, sidewalks, and parking facilities, that is within the campus, or immediately adjacent to and accessible from the campus.

**Campus law enforcement:**

Technology Learning Center personnel have the authority to ask persons for identification and to determine whether individuals have lawful business at Technology Learning Center. TLC does not employ police or safety and security officers. Criminal incidents are referred to the local police who have jurisdiction on the campus. All crime victims and witnesses are strongly encouraged to immediately report crimes to campus personnel and the appropriate police agency. Prompt reporting will assure timely warning notice on-campus and timely disclosure of crime statistics.

**Programs designed to inform students and employees about campus security procedures:** The common theme of all awareness and prevention programs is to encourage students and employees to be aware of their responsibility for their own security and the security of others.

Publications regarding policies on alcohol and drug use, campus security procedures and crime prevention awareness are distributed to new students, and employees in their orientation package and in the catalog.

**Timely warnings/ Disseminating Emergency Information**

In the event of an emergency, or when a serious criminal incident has occurred – especially in situations that could pose an immediate threat to community and individuals – the Campus Director, will use appropriate channels to notify the TLC community.

**Emergency response and evacuation procedures.** Common areas have specific evacuation plans to exit the building.

Campus personnel have received training in emergency response guidelines and in responding to critical incidents on campus. Depending on the incident, other local, state, or federal authorities may also be involved. All incidents are required to be reported to Technology Learning Center. Technology Learning Center has the responsibility of responding to and investigating all incidents to determine if additional authorities should be involved.

## **Sex Crimes Prevention Act**

Student Right to Know Act states that schools must notify students on where they can obtain information in regards to sex offenders who must register with the state.

For students who attend the Technology Learning Center's Massachusetts campus you can obtain this information by contacting the Massachusetts State Police, Sex Offender Registry Board at 978-740-6400. This information can also be obtained by logging on to the Massachusetts Sex Offender Registry Board website at:  
<https://sorb.chs.state.ma.us/sorbpublic/recaptcharEntry.action>

Information is also available at the following website locations:

US Department of Justice <http://www.nsopw.gov/Core/Portal.aspx?AspxAutoDetectCookieSupport=1>

Megan's Law <https://www.meganslaw.com/>

**Sexual Assault programs and procedures**

Sexual violence education programs increase awareness of and improve every student's understanding of sexual violence and help reduce the likelihood of sexual violence. Individuals who are victims of sexual violence have local, state, and federal rights to report such incidents.

Sexual assault, including rape, is a violation of TLC's Sexual Harassment Policy, as well as a violation of the penal code.

**Definitions:**

**Sexual Assault** is a general term used to describe many forms of sexual offenses. Any unwanted sexual contact or sexual attention committed by force, fear, duress, menace, trick or violence is sexual assault as is any offense that meets the definition of rape, fondling, incest, or statutory rape as used in the FBI's UCR program.

**Sex Offense** is any sexual act directed against another person, without the consent of the victim, including instances where the victim is incapable of giving consent.

**Rape** is the penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of the victim.

**Fondling** is the touching of the private body parts of another person for the purpose of sexual gratification, without the consent of the victim, including instances where the victim is incapable of giving consent because of his/her age or because of temporary or permanent mental incapacity.

**Incest** is sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law.

**Statutory Rape** is sexual intercourse with a person who is under the statutory age of consent.

**Domestic Violence** includes assorted violent misdemeanor and felony offenses committed by the victim's current or former spouse, current or former cohabitant, person similarly situated under domestic or family violence law, or anyone else protected under domestic or family violence law. It is a general term used to describe abusive behavior that is used by one partner to gain or maintain power and control over another intimate partner. Domestic violence can be physical, sexual, emotional, economic, or psychological actions or threats of actions that influence another person. This includes any behaviors that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten, blame, hurt, injure, or wound someone.

**Dating violence** is defined as the physical, sexual, or psychological/emotional violence within a social relationship of a romantic or intimate nature with the victim. It includes, but is not limited to, sexual or physical abuse or the threat of such abuse. Whether there was such a relationship will be gauged by its length, type, and frequency of interaction.

**Stalking** is a course of conduct directed at a specific person that would cause a reasonable person to fear for his/her or others' safety, or to suffer substantial emotional distress.

**Consent in reference to sexual activity;** effective consent is informed, freely and actively given, mutually understandable words and/or actions which indicate a willingness to participate in a mutually agreed upon sexual activity.

**Bystander Intervention** is safe and positive options carried out by individuals to prevent harm or intervene when there is a risk of dating violence, domestic violence, sexual assault, or stalking.

**Procedures victims should follow if a sex offense, domestic violence, dating violence, sexual assault, or stalking has occurred:**

All victims of campus crime are strongly encouraged to report the incident. It is important to keep the following in mind when reporting an incident:

- Get to a safe place.
- The importance of preserving evidence. Seek medical attention and preserve any physical evidence.
- Students may report any such incidents to any TLC staff or faculty member with complete confidentiality. All TLC staff and faculty must uphold the promise of discretion, concern, sensitivity, and dignity when dealing with such reports. The Campus Director, in conjunction with outside organization and agency assistance, are available to assist with carrying out the provisions of the state and federal requirements.
- Options regarding law enforcement and campus authorities, including notification of the victim's option to notify law enforcement if the victim so chooses, and the option to decline to notify such authorities.

**Prompt, fair, and impartial proceedings in domestic violence, dating violence, sexual assault, and stalking cases:**

All incidents reported have the right to a reasonable prompt, fair and impartial proceeding as designated by TLC's policies. Proceedings are all activities related to a non-criminal resolution of the institutional disciplinary complaint, including, but not limited to: fact finding investigations, formal or informal meetings and hearings. This includes the process that allows for the extension of timeframes for good cause and with written notice to the accuser and the accused of the delay and the reason

for the delay. This does not include communications and meetings between officials and victims concerning accommodations or protective measures to be provided to the victim.

Proceedings will be conducted in a manner that is consistent with policies and transparent to the accuser and the accused; includes timely notice of meetings at which the accuser or accused, or both, may be present; and provides timely and equal access to the accuser, the accused, and appropriate officials to any information that will be used during informal and formal disciplinary meetings and hearings; and conducted by officials who do not have a conflict of interest or bias or against the accuser or the accused.

Results, including: initial, interim, or final decisions by any official or entity authorized to resolve disciplinary matters within the institution will be communicated to the accuser and the accused simultaneously in writing and in a timely manner. The result will include any sanctions imposed by the institution.

Victims have the right to request accommodations or protective measures to be provided.

**Bill of rights, consistent with the federal campus sexual assault victims' bill of rights under section 485(f)(8) of the Higher Education Act of 1965 (20 U.S.C. § 1092(f)(8)).**

*Each institution of higher education shall establish and implement a written policy establishing a campus sexual assault victims' bill of rights which provides that the following rights shall be accorded, by all campus officers, administrators and employees of such institution, to victims of campus-related sexual assaults:*

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You have the following rights:

- (1) The right to have any and all sexual assaults against you treated with seriousness; the right, as victims, to be treated with dignity; and the right for campus organizations which assist such victims to be accorded recognition.
  - (A) that does not discriminate against any person because of age, ancestry, color, disability or handicap, national origin, race, religious creed, sex, sexual orientation or veteran's status.
- (2) The right to have sexual assaults committed against you investigated and adjudicated by the duly constituted criminal and civil authorities of the governmental entity in which the crimes occurred; and the right to the full and prompt cooperation and assistance of campus personnel in notifying the proper authorities.
- (3) The right to be free from any kind of pressure from campus personnel that victims--
  - (A) who chose not to report crimes committed against them to civil and criminal authorities or to campus law enforcement and disciplinary officials; or
  - (B) who report crimes as lesser offenses than the victims perceive them to be.
- (4) The right to be free from any kind of suggestion that campus sexual assault victims not report, or under-report, crimes because--
  - (A) victims are somehow 'responsible' for the commission of crimes against them;
  - (B) victims were contributorily negligent or assumed the risk of being assaulted; or
  - (C) by reporting crimes they would incur unwanted personal publicity.
- (5) The same right to legal assistance, or ability to have others present, in any campus disciplinary proceeding that the institution permits to the accused; and the right to be notified of the outcome of such proceeding.
- (6) The right to full and prompt cooperation and confidentiality from campus personnel in obtaining, securing, and maintaining evidence (including a medical examination) as may be necessary to the proof of criminal sexual assault in subsequent legal proceedings.
- (7) The right to be made aware of, and assisted in exercising any options, as provided by State and Federal laws or regulations, with regard to testing of sexual assault suspects for communicable diseases and with regard to notification to victims of the results of such testing.
- (8) The right to counseling from any mental health services previously established by the institution, or by other victim-service entities, or by victims themselves.
- (9) After campus sexual assaults have been reported, the victims of such crimes shall have the right to require that campus personnel take the necessary steps or actions reasonably feasible to prevent any unnecessary or unwanted contact or proximity with alleged assailants, including immediate transfer of classes if requested by the victims.
  - (A) both parties shall be informed of the outcome of such requests, in writing within one business day of final results being reached.

**Where to go if you or someone you know needs help**

**National Suicide Prevention Hotline**

**1-800-273-8255**

**National Sexual Assault Hotline**

**1-800-656-HOPE**

**Massachusetts**

**Massachusetts Coalition Against Sexual Assault and Domestic Violence**

**617-248-0922**

**Jane Doe Inc.**

**1-877-785-2020**

## Crime Statistics

### Definitions of reportable crimes:

**Aggravated Assault:** An unlawful attack by one person upon another for the purpose of inflicting severe or aggravated bodily injury. This type of assault usually is accompanied by the use of a weapon or by means likely to produce death or great bodily harm.

**Arrests:** Persons processed by arrest, citation or summons.

**Arson:** Any willful or malicious burning or attempt to burn, with or without intent to defraud, a dwelling house, public building, motor vehicle or aircraft, personal property of another, etc.

**Burglary:** The unlawful entry of a structure to commit a felony or a theft.

### **Destruction/Damage/Vandalism of Property:**

to willfully or maliciously destroy, damage, deface, or otherwise injure real or personal property without the consent of the owner or the person having custody or control of it.

**Drug Abuse Violations:** The violation of laws prohibiting the production, distribution and/or use of certain controlled substances and the equipment or devices utilized in their preparation and/or use. The unlawful cultivation, manufacture, distribution, sale, purchase, use, possession, transportation or importation of any controlled drug or narcotic substance. Arrests for violations of state and local laws, specifically those relating to the unlawful possession, sale, use, growing, manufacturing and making of narcotic drugs. The relevant substances include: opium or cocaine and their derivatives (morphine, heroin, codeine); marijuana; synthetic narcotics - manufactured narcotics which can cause true addiction (Demerol, Methadone); and dangerous nonnarcotic drugs (barbiturates, Benzedrine).

**Hate Crimes:** A crime that manifests evidence that the victim was intentionally selected because of the perpetrator's bias. The applicable categories of bias are: race, gender, religion, sexual orientation, ethnicity/national origin and disability.

**Liquor law violations:** The violation of state or local laws or ordinances prohibiting the manufacture, sale, purchase, transportation, possession, or use of alcoholic beverages, not including driving under the influence and drunkenness. Included in this classification: the manufacture, sale, transporting, furnishing, possessing, etc., of intoxicating liquor; maintaining unlawful drinking places; bootlegging; operating a still; furnishing liquor to a minor or intemperate person; underage possession; using a vehicle for illegal transportation of liquor; drinking on train or public conveyance; and attempts to commit any of the above.

**Motor Vehicle Theft:** The theft or attempted theft of a motor vehicle.

**Murder and Non-Negligent Manslaughter:** The willful (non-negligent) killing of one human being by another.

**Negligent Manslaughter:** The killing of another person through gross negligence.

**Robbery:** The taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear.

**Sex Offenses, Forcible:** Any sexual act directed against another person, forcibly and/or against that person's will; or not forcibly or against the person's will where the victim is incapable of giving consent. A. Forcible Rape - The carnal knowledge of a person, forcibly and/or against that person's will; or not forcibly or against the person's will where the victim is incapable of giving consent because of his/her temporary or permanent mental or physical incapacity (or because of his/her youth). B. Forcible Sodomy - Oral or anal sexual intercourse with another person, forcibly and/or against that person's will; or not forcibly against the person's will where the victim is incapable of giving consent because of his/her youth or because of his/her temporary or permanent mental or physical incapacity. C. Sexual Assault With An Object - The use of an object or instrument to unlawfully penetrate, however slightly, the genital or anal opening of the body of another person, forcibly and/or against that person's will; or not forcibly or against the person's will where the victim is incapable of giving consent because of his/her youth or because of his/her temporary or permanent mental or physical incapacity. D. Forcible Fondling - The touching of the private body parts of another person for the purpose of sexual gratification, forcibly and/or against that person's will; or, not forcibly or against the person's will where the victim is incapable of giving consent because of his/her youth or because of his/her temporary or permanent mental incapacity.

**Sex Offenses, Non-forcible:** Unlawful, non-forcible sexual intercourse. A. Incest - Non-forcible sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law. B. Statutory Rape  
- Non-forcible sexual intercourse with a person who is under the statutory age of consent.

**Simple Assault:** An unlawful physical attack by one person upon another where neither the offender displays a weapon, nor the victim suffers obvious severe or aggravated bodily injury involving apparent broken bones, loss of teeth, possible internal injury, severe laceration, or loss of consciousness.

**Weapons violations:** The violation of laws or ordinances prohibiting the manufacture, sale, purchase, transportation, possession, concealment, or use of firearms, cutting instruments, explosives, incendiary devices or other deadly weapons. This classification encompasses weapons offenses that are regulatory in nature. Include in this classification: manufacture, sale or possession of deadly weapons; carrying deadly weapons, concealed or openly; using, manufacturing, etc., of silencers; furnishing deadly weapons to minors; aliens possessing deadly weapons; and attempts to commit any of the above.

# Student Communication Policy

## Mandatory Communication Compliance

As a condition of enrollment, each student **shall maintain continuous, reliable, and timely communication** with the School. Students are required to regularly monitor and respond to all official School correspondence, including but not limited to email, text messages, telephone calls, learning-management system notifications, and any other communication method designated by the School.

Students acknowledge and agree that it is **their sole responsibility** to provide and maintain accurate, current, and functioning contact information at all times. The School shall bear no liability for any adverse academic or administrative consequences resulting from a student's failure to receive, review, or respond to School communications.

### Non-Compliance

Failure to comply with this Communication Policy **may result in administrative or academic actions**, including but not limited to:

- delays in course progression, evaluation, or grade reporting;
- withholding of certificates, transcripts, or completion documents;
- suspension or restriction of access to online coursework or student services;
- placement on administrative hold; or
- any other action the School determines necessary to ensure program integrity and regulatory compliance.

The School reserves the sole discretion to determine the appropriate action based on the nature and severity of the non-compliance.

# Annual Security Report 2024

## Technology Learning Center

Management of the school will monitor the effectiveness of the policies included on an annual basis and make any necessary modifications at that time.

[See Campus Security Report](#)

**Vocational Programs recognized by ACCSC.  
 (Accrediting Commission of Career Schools and Colleges)  
 &  
 Approved by the Massachusetts DOL  
 (Division of Occupational Licensure, Office of Private Occupational Schools)**

<b>Program No.</b>	<b>Program Name</b>
HVACR 101	HVACR 101 (HVACR Technician Program)
HVACR 103	HVACR 103 (HVACR and Facility Maintenance Program)
WT-103	Welding Technology
FM2F	FM2F 2 <sup>nd</sup> Class Fireman/Boiler Operator. In person & Live-Online
HVACR 03/05/06	HVACR 03/05/06 (HVACR Combined AC & Refrigeration)
HVACR 01 & 02	Combined Oil & Gas Heat Technology

*Technology Learning Center reserves the right to adjust the rate of tuition, fees and books prior to the beginning of each semester.*

# HVACR 101 (HVACR Technician Program)

## Course Outline:

- Combined Oil and Gas Heat Technology
- HVACR 03/05/06 (HVACR Combined AC & Refrigeration) which includes 100 clock hours of refrigeration theory as required by the Massachusetts Division of Professional Licensure for technician and contractor licensing.
- OSHA 10 Hour Construction
- EPA Certification for transition recovery of refrigerants.
- Air distribution and duct sizing, air quality and control

## Objective:

Students will learn the basics of heating, ventilation, air conditioning and refrigeration. Including, system sizing, installation, service, repair and maintenance applied to both residential and commercial applications. Upon completion of this course students will be prepared for the Oil Burner Massachusetts State Licensing exams and will earn 100 clock hours of refrigeration principles. The course includes preparing for the Refrigerant Transition Recovery EPA certification.

The program can be completed in 17 weeks.

**Course Contact Hours:** 350 Clock Hours

**Schedule:** Day or Evening, Full Time - 4 days per week

**Tuition:** \$7,300

**Tools:** \$630

**Books and handouts:** The cost of required books is not included in tuition and will be disclosed in detail in the student's enrollment agreement.

**License fee:** \$75

**Lab fee:** \$500

## 103 (HVACR and Facility Maintenance Program)

### Course Outline:

- Combined Oil and Gas Heat Technology
- HVACR 03/05/06 (HVACR Combined AC & Refrigeration) which includes EPA Certification for transition recovery of refrigerants.
- HVACR04 (Electrical Code for Refrigeration)
- HVACR08 (Geothermal Heating and Cooling)
- REN 101 (Renewable Energy Technology)
- WWT 101 Waste water Treatment, Plant Operation, Levels 1,2,&3
- FM2F Boiler Operator/2<sup>nd</sup> Class Fireman
- WEM 101 (Welding & Equipment Maintenance)
- OSHA 10 Hour Construction

### Objective:

This program offers the essential theory, along with related hands-on training in various energy system technologies. It covers Heating, Ventilation, and Air Conditioning (HVAC systems, Commercial Refrigeration, Energy Facility Maintenance and Operation and Renewable Energy Technology. The students will be prepared to work in operation and maintenance of energy generation facilities, institutional and Biotech physical plants and in the fields of Energy Conservation, Heating Ventilation and Air Conditioning (HVAC system design, HVAC equipment Troubleshooting and Repair, and Commercial Refrigeration

Graduates will qualify to test for Industrial Boiler Operator license (2nd Class Fireman. Massachusetts state license is required to obtain employment in operating high pressure boilers, The Industrial Waste Water Operator License, the Oil Burner Technician license, EPA certification for handling refrigerants, and will earn 100 clock hours of Refrigeration Theory, and 150 clock hours of Electrical Code recognized by the state of Massachusetts, to qualify for refrigeration licensing exam.

The program can be completed in 42 weeks.

**Course Contact Hours:** 826 Clock Hours

**Schedule:** Day, Full Time - 4 days per week. Monday Thru Thursday

**Tuition:** \$18,050

**Books and handouts:** The cost of required books is not included in tuition and will be disclosed in detail in the student's enrollment agreement.

**License fees:** \$258

**Lab fee:** \$1,550

**Tools:** \$630

# Welding Technology

## Course Outline:

- WELD01 Fundamentals of Welding
- WELD02 Gas and Arc Welding Theory
- WELD02L Gas and Arc Welding Lab
- WELD03 Technical Blueprint Reading
- WELD04 MIG Welding Theory
- WELD04L MIG, GMAW
- WELD05 TIG Welding
- WELD06 Pipe Welding
- WELD06L Pipe Welding Lab
- Flux Cored Arc Welding Lab

## Objective:

This program covers general tasks performed by welders; including safety procedures applied during welding and cutting operations. Students will learn to read and interpret welding symbols provided from construction drawings. This program will provide students with the necessary tools to safely set up and operate oxygen and acetylene torches, preheat and torch cut steel, and learn the basics of welding metals by fusion and adding filler metal, along with hand eye coordination and good puddle control.

Students will be able to apply skills learned to both construction and manufacturing industries. This program will cover Gas and Arc Welding Theory as well as Technical Blueprint Reading. Students will be able to understand both theories of MIG, TIG, GMAW, and FCAW welding.

The program can be completed in 27 weeks.

We are committed to helping our students enhance their career prospects by facilitating AWS certification opportunities at partner institutions. Please note that obtaining these certifications will incur an additional cost.

**Course Contact Hours:** 540 Clock Hours

**Schedule:** Day or Evening - Full Time - 4 days per week

**Tuition:** \$15,750

**Lab Fees:** \$4,000

**Books:** The cost of required books is not included in tuition and will be disclosed in detail in the student's enrollment agreement.

## FM2F 2nd Class Fireman/Boiler Operator

### Objective:

Students will be prepared for the Massachusetts state licensing exam for high pressure boiler operation. Massachusetts state license is required to obtain employment in operating high-pressure boilers.

### Course Outline

- Boiler theory and operation.
- Boiler construction and design.
- Steam systems and controls.
- Water supply systems and controls.
- Fuel systems and controls.
- Draft and flue heating systems.
- Boiler operation and maintenance.
- National and local codes and regulations pertaining to boilers and pressure vessels.

This course can be completed in 10 weeks in person, or 10 weeks Live online

**Course Contact Hours:** 60 Clock Hours

**Schedule:** Day or Evening two days per week in person or live online.

**Tuition:** \$1,850

**Books and Handouts:** The cost of required books is not included in tuition and will be disclosed in detail in the student's enrollment agreement.

## HVACR 03/05/06 ( HVACR Combined AC & Refrigeration)

### Objective:

Students will learn the basics of air conditioning and refrigeration as applied in residential, commercial and industrial applications. This course prepares students for the EPA certificate for transition and recovery of refrigerants. The certification test is part of the course and will be conducted in-house.

### Course Outline

- 100 clock hours of refrigeration theory as required by the Massachusetts Division of Professional Licensure for technician and contractor licensing.
- EPA Certification for transition recovery of refrigerants.
- Air distribution and duct sizing
- Air quality and control
- 10hour OSHA card

The program can be completed in 17 weeks.

**Course Contact Hours:** 180 Clock hours

**Schedule:** Two days or nights per week.

**Tuition:** \$4,400

**Books and Handouts:** The cost of required books is not included in tuition and will be disclosed in detail in the student's enrollment agreement.

**Lab fee:** \$200

## Combined Oil & Gas Heat Technology

### Objective:

Students will learn the basics of residential oil & gas Heat and oil and gas burner technology, installation, service, repair and maintenance.

### Course Outline

- Introduction to oil and gas fired burners
- Gas piping and venting
- Combustion and flue gas analysis
- Basic electricity trouble shooting and controls
- Heating systems
- Preventive maintenance and tune up.
- Oil and gas burner installation and repair
- State of Massachusetts oil Burner codes and licensing prep exam

This Program can be completed in 17 weeks.

**Course Contact Hours:** 170 Clock Hours

**Schedule:** Classes meet twice a week.

**Tuition:** \$3350

**Books and handouts:** The cost of required books is not included in tuition and will be disclosed in detail in the student's enrollment agreement.

**License fees:** \$75

**Lab fee:** \$200

**Professional Development & Continuing Education Courses recognized by ACCSC  
(Accrediting Commission of Career Schools and Colleges)  
&  
Approved by the Massachusetts DOL  
(Division of Occupational Licensure, Office of Private Occupational Schools)**

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*The following courses have occupational prerequisites and are only to be taken as continuing education in a current occupation. Technology Learning Center reserves the right to adjust the rate of tuition, fees and books prior to the beginning of each semester.*

<b>Program Number</b>	<b>Program Name</b>	<b>INSTRUCTIONAL CLOCK HOURS</b>
EN1E	EN1E (1st & 2nd Class Engineer License Preparation)	48
EN3E	EN3E (1st Fireman & 3rd Class Engineer License Preparation)	48
PF 101	PF 101 (Journeyman Pipe Fitting I)	100
PF 102	PF 102 (Journeyman Pipe Fitting II)	100
PF 103	PF 103 (Journeyman Pipe Fitting III)	150
Master Pipefitting	Master Pipefitting	200
WELD 101	WELD 101 Welding Basics	80
WEL-CERT	WEL-CERT Welding Certification	30
HVACR 04	HVACR 04 (Electrical Code for Refrigeration)	150
WWT 101	WWT 101 (Waste Water Treatment Plant Operation, Industrial Levels 1, 2, & 3)	52

## EN1E (1st & 2nd Class Engineer License Preparation)

### Objective:

An advanced stationary engineering course for individuals that meet the requirements as listed in Chapter 146 Section 50 of the Massachusetts General Law and have been employed in P plant operation.

This course prepares students for the 1<sup>st</sup> and 2<sup>nd</sup> Class Engineer exams to operate and manage steam power plants.

Additionally, students will receive a 30-hour Continuing Education Certification for renewal of their current MA license

### Course Outline

- Math, simplified physics, chemistry, and thermodynamics.
- Combustion, metallurgy, and chemical treatment.
- Power plant calculations: efficiency, heat rate, steam rate, horsepower, steam pipe sizing, heat recovery, blow down equipment sizing and more.
- Construction, operation, repair and maintenance of boilers, steam turbines, gas turbines and generators.
- Pump principles: selection, application, and maintenance.
- American Society Mechanical Engineers (ASME) applicable codes, National Board Inspection Code (NBIC) and related Massachusetts laws, regulations, and codes.
- Water treatment.
- Turbines, condensers, and generators.
- Oral Exam preparation and practice.

This course can be completed in 16 weeks in person, 16 weeks Live online or 13 weeks online/self-paced.

**Course Contact Hours:** 48 Clock Hours

**Schedule:** In-person or Online

In person meets once/week.

**In-Person Tuition:** \$2,400

**Live Online Tuition:** \$2,400

**Online Tuition:** \$1,700

**Books.** The cost of required books is not included in tuition and will be disclosed in detail in the student's enrollment agreement.

## EN3E (1st Fireman & 3rd Class Engineer License Preparation)

### Objective:

An intermediate stationary engineering course for individuals that meet the requirements as listed in Chapter 146 Section 50 of the Massachusetts General Law and have been employed in steam plant operation.

Students will be prepared for the 3rd Class Engineer license exam or the 1st Class Fireman exam to operate steam power plants. Upon completion of this course, students will receive a 30-hour Continuing Education Certificate renewal of their current license in Massachusetts.

### Course Outline:

- Steam use and applications.
- Basic mathematics.
- Fuel and combustion.
- Burners and controls.
- Steam traps and heating systems.
- Water treatment.
- Turbines, condensers, and generators.
- National and local codes and regulations pertaining to boilers and pressure vessels.

This course can be completed in 16 weeks in person, 16 weeks Live online or 13 weeks online/self-paced.

Course Contact Hours: 48 Clock Hours

Schedule: In-person or Online

In person meets once/week

**In-Person Tuition:** \$2,400

**Live Online Tuition:** \$2,400

**Online Tuition:** \$1,700

**Books.** The cost of required books is not included in tuition and will be disclosed in detail in the student's enrollment agreement.

# Pipe Fitting Principles and Codes

## Objective

Continuing education courses offered to individuals already employed in the field as apprentice pipefitters. After successful completion students will receive certificates of completed hours required by the State of Massachusetts for pipefitting licenses

### PF 101 (Journeyman Pipe Fitting I)- 100 Hours (online)

#### Course Outline:

- Piping & Fitting Applications
- Chapter 146 of the Massachusetts General Law
- Massachusetts regulations 522 CMR 1-17
- Massachusetts regulations 528 CMR 10
- Introduction to Section I of the ASME boiler and pressure vessel code.
- Math for pipe fitters.

This Program can be completed in 3 months.

**Tuition:** \$1,400

### PF 102 (Journeyman Pipe Fitting II) - 100 Hours (online)

#### Course Outline:

- Pipe welding & joints
- Valves, traps & fittings
- Introduction to B 31.1 power piping code.

This program can be completed in 3 months.

**Tuition:** \$1,400

### PF 103 (Journeyman Pipe Fitting III) - 150 Hours

#### (online) Course Outline:

- Interpreting piping & instrumentation drawings
- Types of piping
- Piping applications and fittings
- Pipe hangers and support systems
- Pipe joints and welding

This Program can be completed in 4 months.

**Tuition:** \$2,000

### Master Pipefitting - 200 Hours (online) Course

#### Outline:

- 100 hours of additional Pipefitting Theory
- 100 hours of ASME code for Master Pipefitting License

**Tuition:** \$2,000

This Program can be completed in 4 months.

## WELD 101 Welding Basics

### Objective:

A continuing education course for individuals employed in facility maintenance.

This introductory course to welding, students will learn basic welding theory and welding technique, including safety procedures applied during welding and cutting operation.

Welding Basics is offered for **one welding process only per class**.

By default, we will provide **Stick (SMAW)** training unless otherwise specifically requested and approved

This Program can be completed in 10 weeks. Welding gears not included

**Course Contact Hours:** 80 Clock Hours

**Schedule:** 4 hours, two days or nights per week.

**Tuition:** \$2500

**Lab fees:** \$550

## WEL-CERT Welding Certification

### Objective:

Continuing education course offered to skilled welders. This course is for the advanced welder looking to receive a certification in one or more of the core welding techniques. The course will prepare students for the AWS certification test in the code they are working under. Certifications earned by a welder increase the skills needed to perform a wide range of welding jobs.

The instructor will assist welders in ensuring proper welding and cutting techniques as required by certification test procedures.

All materials are included.

### Prerequisite:

Students must be experienced welders and demonstrate the ability to pass a basic skills pre-test.

Upon completion of this program, students will be tested by an AWS Certified Welding Inspector (CWI) in accordance with the requirements of the AWS D1.1 Structural Welding Code. Students who successfully pass the test will receive a Welding Operator Qualification Test Report stamped and certified by the CWI.

### Certification Testing:

The following AWS D1.1 processes are available for testing (one process per course):

- D1.1 SMAW (Stick)
- D1.1 GMAW (MIG)
- D1.1 GTAW (TIG)
- D1.1 FCAW (Flux-Core)

Prior to acceptance into a certification class, each student must be pre-tested by an instructor in the selected welding process and position for certification.

Course Contact Hours: 30 Clock Hours. Welding gears not included

Schedule: 4 Hours per session. 2 sessions/week. 4 weeks

Tuition: \$1,700 includes one test, \$275 for re-takes or each additional test. Lab fees: \$300

## AWS Certification Opportunities

We are dedicated to helping our students enhance their career prospects by facilitating AWS certification opportunities through our partner institutions. Please note that there is an additional cost associated with obtaining these certifications. Admission director can provide additional information

## HVACR 04 (Electrical Code for Refrigeration)

### Objective:

Continuing education course offered to refrigeration Technicians.  
Students will earn 150 clock hours of electrical code required for Massachusetts Technician Licensing.

### Course Outline:

- Basic Electricity
- Massachusetts Electrical Code for refrigeration

The course can be completed in 20 weeks in person or 3 months Online/self-paced

**Course Contact Hours:** 150 Clock Hours

**Schedule:** in person or Online/self-paced

**In person Schedule:** Classes meet twice a week.

**In Person-Tuition:** \$2,520

**Online/Self-paced Tuition:** \$1,900

**Books.** The cost of required books is not included in tuition and will be disclosed in detail in the student's enrollment agreement.

## WWT 101 (Waste Water Treatment Plant Operation, Industrial Levels 1, 2, & 3)

### Objective:

A continuing education course for individuals employed in facility maintenance. This is a License preparation course for Waste Water Treatment .

### Course Outline:

- Operation and maintenance of waste Water treatment facilities
- Regulatory requirements
- Waste monitoring and flow measurement
- Preliminary treatment, chemical treatment process and filtration
- Treatment of metal waste streams
- Instrumentation, safety and maintenance

This program can be completed in 4 months

**Course Contact Hours:** 52 Clock Hours

**Schedule:** Online

**Tuition:** \$750

**Books :** The cost of required books is not included in tuition and will be disclosed in detail in the student's enrollment agreement.

**Continuing Education Courses for license renewal  
recognized by ACCSC  
(Accrediting Commission of Career Schools and Colleges)**

**These programs are not required to be approved by DOL and are not approved by DOL**

<b>COURSE NAME</b>	<b>INSTRUCTIONAL CLOCK HOURS</b>	<b>FEE</b>
Continuing Education for Engineers and Fireman <i>(Approved by Massachusetts Department of Fire Services for boiler operation licensing renewal). Online only</i>	30*	\$600
Continuing Education for Special Licenses <i>(Approved by Massachusetts Department of Fire Services for boiler operation licensing renewal). Online only</i>	6*	\$300
TCH for Waste Water Treatment Plan Operators <i>(Approved by Massachusetts Department of Environmental protection for waste water operator licensing renewal). Online only</i>	10* 20*	\$200 \$400

\*Continuing education hours vary based on the student's license and are not required to be approved by the Division of Occupational Licensure's Office of Private Occupational Schools.

\*These courses are for licensing renewal as required by Massachusetts State Regulations.

*Technology Learning Center reserves the right to adjust the rate of tuition, fees and books prior to the beginning of each semester.*

Our Location:

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