

Apprentice Student Handbook

Updated 10/15/15, 6/13/17, 1/7/18, 10/16/18

VISION: To offer complete, comprehensive and growing educational programs, recognized by the leading experts in the HVACR industry as the premier online education resource for the HVACR, Building Performance, and related communities.

MISSION: Quality online education, student success, and exceptional customer services are our primary objectives. HVACR is the leading online education provider for the HVACR and Building Performance industries. We strive to continue to build and expand our services, partnerships, and credentials, and to maintain our educational quality built to national standards.

These policies will support the vision and mission of the HVACR educational programs and courses by providing guidelines and guidance for decisions relating to students.

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Welcome from the CEO



Chris Compton, Founder and CEO

Welcome Apprentices. You have made an excellent choice by learning online. The HVACR industry is changing and requires more computer skills and a higher level of knowledge and performance. Your online program will give you the exposure to computer skills and to the excellent curriculum you will need to be successful technicians.

Our goal is to provide exceptional customer service and high-quality online education in the HVACR industry for the success of our students. I am very proud of our awesome crew who meet the professional educational needs of our students every day. I am pleased that you have joined us. Remember we are always here to assist you with your HVACRedu.net needs throughout your career.

1. Where do you begin?

1.a. Registration

Within 24 hours of the time your payment is received, you will receive an email with a link to our online campus that includes your user name and password. You will also receive a welcome letter from Student Services. To help you get started, you are required to complete a live Program Orientation within the first 10 days of your enrollment. You will have 8 months from the date of enrollment to complete the full year's program curriculum.

1.b. Fees

For information about current prices and fees, please visit our online store.

- Your enrollment fees are normally received before enrollment.
- Additional fees may be charged if you do not complete your studies within your 8 month enrollment period. You can purchase an extension through our online store if you have expired and still need more time.
- Student Services will place you on Administrative Hold if you do not login and progress through your studies each week. We will try to reach you by email and phone. But, if you do not respond you will be placed on Administrative Hold (see attendance/participation section below). If you want to return, you will be charged an apprentice re-instatement fee which allows you to pick up where you left off and complete the program.

1.c. Refunds

Student enrollments are paid through a number of avenues. HVACRedu.net will work with the purchasing party for that student's enrollment. If the purchase was through an employer or through one of our partners, we will work with the paying individual who will communicate with the student. Employers and Partners will also be held to this policy. We will work with the student if the student purchased the program directly through HVACRedu.net. Refund requests should be emailed to orders@hvacredu.net.

Apprenticeship Program withdrawal and credit.

If the Apprentice paid - Withdrawal after start of a Program:

A student may request a refund after withdrawal from a PROGRAM. Refunds will be issued as follows:

If the student notifies us of the choice to withdraw and requests a refund during the first seven days or within the first module of the program, and if the student **did not** attempt an exam, then the refund will be 100% of the purchase price minus a \$125 administrative fee.

If the student notifies us of the choice to withdraw and requests a refund after attempting an exam or after the first seven days of a program, then HVACRedu.net will keep a \$125 administrative fee, plus the amount equal to the pro-rated percent of the program the student has consumed. The remaining amount will be refunded to the student.

If a student withdraws from an apprenticeship program after completing 50% or more of the program there is no refund.

If the Employer paid – Withdrawal after start of a Program:

When a student withdraws from an apprenticeship program that the employer paid, the unused portion of the program can be re-assigned to another employee from the same company only once. We will calculate the price for the remaining portion of the program based on the

percent of the program unused, which will be held on the employer's account and applied to the price of the other employee's program enrollment.

If a student withdraws from an apprenticeship program after completing 50% or more of the program there is no credit issued to the employer.

Other:

Refunds will be mailed within two weeks after the refund request has been approved.

Refund requests should be emailed to: orders@hvacredu.net.

1.d. Textbooks

The required textbooks are listed at the end of the Master Catalog, and in the online Store. These textbooks are a required part of the program, but they are not included in the program enrollment fee. You may acquire textbooks through any reputable book seller of your choice. If you already have the textbook(s), or if you can borrow them from your employer, co-worker, or friend, you do not need to purchase more. While working through your program, you will see "reading assignments" that you are expected to complete independently. If you have any questions about textbooks, please send an email to: orders@hvacredu.net.

1.e. Login

Within 24 hours of your enrollment and payment processing, you will receive a welcome letter email that includes:

- instructions to schedule your program orientation within 10 days
- your program outline - the list of your courses
- your user name and password
- directions for accessing your course
- the grading policy

Keep a copy of this information as you will use it each time you login. To get started, simply follow the instructions provided.

All the course material is contained in your online campus / course. You can send your instructors an email any time you have a question about the course content. Instructors are only an email away at livefaculty@hvacredu.net.

1.f. Orientation

Your instructor will meet with you on the phone and in a webinar setting to introduce you to HVACRedu.net's online campus. The orientation interview will cover a long list of topics. You will need to allow time for questions and answers that will help you get started learning successfully.

Before the orientation you will have an opportunity to take the Program Pre-Assessment that covers: online learning, math, and English. Your scores will not affect your admission into the Apprenticeship program, but they do help us provide the learning resources and support you will need.

2. Student Issues

2.a. Attendance/Participation:

HVACRedu.net offers an asynchronous learning campus, meaning students don't have to show up at a scheduled place and time. You may login from anywhere at any time of day or night 24/7/365.

However, in order to stay on schedule and complete your program within your 8 month enrollment period (or less), you are required to login and participate in the program at least 3 times (totaling 6 or more hours) each week. That is the equivalent of two modules per week.

If you need to take some time away from your studies (2-3 days), please notify your instructor in advance. If you will be away longer than 3 days, you may request that you be placed on hold for a short period of time, if needed for unexpected special circumstances. There is no reinstatement fee to return and re-enter the program.

If you do not notify HVACRedu.net of your absence and do not login for one week, you will receive an email from Student Services inquiring about your situation and offering assistance. If you do not respond to this email, after a few more days you will receive a second email from Student Services. If you do not respond to the second email, you (and your employer) can expect an email and/or a phone call placing you on Administrative Hold. In order to return after we have placed you on hold for inactivity, you will need to pay the reinstatement fee. Our goal is student success and we are here to provide the necessary student support.

Administrative Hold: If an apprentice student does not login or communicate, as outlined above, the student is placed on Administrative Hold. Student Services will email an Admin Hold notification to the student and employer. The letter includes instructions on how to purchase the reinstatement fee in order to be re-activated. Once the student has purchased the reinstatement fee, he/she will be re-enrolled with the remaining enrollment days in the program.

2.b. Resources and Support

If you experience computer difficulties (need help setting up your browser or plug-in, or experience errors or other technical problems) please contact your instructor livefaculty@hvacredu.net or studentservices@hvacredu.net. We can usually help you.

We have loaded each module with an array of student learning resources.

- You **do not** need to wait for your textbooks before you begin, we want you to begin your program and keep up your pace. You can catch up with the reading assignments after you get your books.
- Read through each module thoroughly.
- Explore the Glossary, Terms Definitions, Reading and Terms, and any other Instructional Assets included in each module.
- You are also encouraged to use the Internet to research and explore industry information that will support your career in HVACR.
- Any time you have questions, communicate with your instructor. Our faculty are experts in the field and a wealth of information.

2.c. Academic Honesty

Academic honesty is at the core of every learning community. Every student is expected to represent him or herself truthfully in the virtual learning environment. Access to HVACRedu.net is protected by a username and password. It is expected that you will protect your user name and password and not share it with any other individual.

Presenting the words, ideas, or expression of another as your own in any form is plagiarism. If you are uncertain about proper citation of sources, you should ask your instructor for direction. Ignorance is no excuse. HVACRedu.net has no tolerance for cheating or plagiarism in our online learning community. No credit will be awarded to an assignment that has been proven to be plagiarized.

2.d. Communication

All of your online communications need to be composed carefully as you are part of a learning community. Please exercise the same professionalism you would on the job. Focus your comments on the course material and remember that spelling and grammar are very important. You can use a word-processor with grammar and spellcheck to write, then copy and paste into email.

Try not to bring conflict into the learning community. You may email the instructor directly (outside the campus) and try to resolve a situation without impacting the climate of the other students.

2.e. Grades for Apprenticeship Program Students

Website Resources links are provided to you as additional, supplemental materials to enhance your learning experience. They are intended to be suggestions to encourage your personal exploration of the Web, to find sites that support your course subject matter. Unless specifically stated in your module, the materials presented in these links are not a graded part of your required course content.

Exams:

Each exam has a total of 100% possible. Your program grade for each year is the combined average of all your module exam grades, and your mid-term and final exam grades. In order to pass each year of the apprenticeship program, you must earn 75% or higher.

Exams may only be taken once. Make sure you are prepared before you begin an exam. Also, make sure you have enough undisturbed time to complete the exam before you begin. Some exams require that you print a chart or table or reference material BEFORE YOU BEGIN so you can refer to it throughout the exam. Read the instructions before beginning your exam.

At the end of each learning module, you will take an online Module exam that contains 20 questions. Midterm exams contain 25 questions and cover the first half of your program topics. Final exams are made up of 25 questions and cover the second half of your program topics. Your scores are final and automatically populate in your grade book. You will receive immediate feedback on your exam, giving you an opportunity to learn from your mistakes or review for the mid-term and final.

Exam Retakes:

NOTE: We do not reset Final Exams.

Students are expected to be diligent in their studies and preparation prior to taking exams. Module and Mid-term Exams can be reset only for these reasons:

1) if a student experienced technical problems during an exam

Students may email their instructor with a request to re-set an exam explaining the reasons. Instructors will re-set a technical problem exam if they verify that the student could not complete the exam.

2) if a student completes a module exam with a score of less than 65%, the next module exam will not open.

You will need to contact your instructor who will direct you to study the material again before you retake the exam. Remember that 75% is passing, so you will need to keep your module exam scores at or above 75% in order to receive a certificate of completion at the end of your program.

The instructor will reset a module or mid-term exam for the student to retake.

View Your Grades: The Module, Mid-term, and Final Exams are automatically populated into your Grade Book. You have access to view your Grade Book any time and monitor your progress through the program.

Program Completion:

Passing: If you earned a passing score of 75% or higher, and submitted the required end of course survey, congratulations on a job well done! Your Certificate of Completion will be available at the bottom of your program to download. You may use this certificate to show your employer. You may also send a copy to your state office of apprenticeship verifying your successful related training completion for the year.

If You Failed:

- 1) **if, at the end of the program, the student's score is less than 75%** and you still have time on your enrollment period before you expire, the instructor will continue to mentor the student and reset additional module or mid-term exam(s) until the student reaches a 75% or higher passing score for the program. Students need to submit the required end of course survey to receive a Certificate of Completion.
- 2) **if, at the end of the 8 month enrollment period, the student expires without completing the program**, the student may purchase a 30 or 60 day extension. This will allow you more time to complete the remaining modules in your program and the instructor will continue to mentor the student and reset additional module or mid-term exam(s) until the student reaches a 75% or higher passing score for the program. Students need to submit the required end of course survey to receive a Certificate of Completion. If you expire again without completing the program, you may again purchase another 30 or 60 day extension.
- 3) **if, at the end of the program, the student's score is less than 75%** and the student's enrollment period expires, the student may purchase a 30 or 60 day extension. This allows the instructor to continue to mentor the student and reset additional module or mid-term exam(s) until the student reaches a 75% or higher passing score for the program. Students need to submit the required end of course survey to receive a Certificate of Completion.

OR

The student may re-enroll in the program, paying the full enrollment fee, in order to repeat it from the beginning working toward a passing score on the second try.

2.f. Student Surveys

We need your feedback as it is essential that we know about your experience. You are required to complete the short survey at the end of the program. Remember to follow good communications guidelines and know that your comments are used to evaluate and improve the Faculty's performance, the administration's performance, and to improve the program curriculum.

Also, after you complete your year's apprenticeship program, we will send your employer a survey asking for his/her feedback about the effectiveness of your online related training program through HVACRedu.net and your participation in it. We want to know that your learning is evident in your job performance.

2.g. Equity/Disability Guidelines

Students have the right to equitable access to education without regard to race, age, creed, color, political and religious beliefs, national origin, gender, sexual orientation, marital or parental status, socioeconomic status, health status, or the presence of any physical, sensory or mental disability. Students can expect an online learning environment free of prejudice. High expectations for performance and results will be held for all students in order that they may achieve their highest potential.

If you have the need for special assistance, please contact your instructor who will forward that information on to the HVACRedu.net administrator. We will make every effort to supply directions to help you meet your accommodation needs.

2.h. Safety

Because our courses are web-based, we do not have to concern ourselves with classroom safety. However, industry safety is emphasized in each and every course. Your life and health, and that of your co-workers, may be at risk if you do not practice all the industry safety guidelines. If you have a question about safety, it is always better to ask first.

2.i. Student Confidentiality

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. Although HVACRedu.net is not required under the law to adhere to FERPA because we do not receive funds from the U.S. Department of Education, we still follow FERPA guidelines as closely as reasonably practical.

Student grades, letters of evaluation, attendance records, and private communications may be treated as business materials by the administrators of HVACRedu.net and may be released to parties who have a vested interest in the student performance (workforce training program administrators, employer/supervisors, state office of apprenticeship, etc.) only by administrators for legitimate academic/employment purposes, or if there are reasonable grounds for believing that releasing such information will be beneficial to the student or will prevent harm to the student or to others.

The FERPA allows schools to disclose any information from a students' education record, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

Also, FERPA states that schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. If students wish to have directory information withheld for any reason, they must submit a written request to Student Services upon enrollment or as early as possible.

3. Student Complaints

If you have any sort of issues, questions, concerns, or a serious complaint we encourage you to send us an email to studentservices@hvacredu.net. Our mission includes our dedication to student success and our policy is to respond to student emails within 24 hours, on regular business days. Note: Weekends and Holidays may take longer. If you have a concern that cannot wait for an email response, we encourage you to use our toll free Student Services number (888-655-4822 and enter 4) for immediate assistance. The email contacts and phone number are also found on our web site.

We Recommend the Following Course of Action:

- 1) Email the instructor of your course first at livesfaculty@hvacredu.net. If the instructor is not able to resolve the question or issue immediately, the instructor will contact one of the administrators and stay in contact with you.
- 2) If the instructor does not satisfactorily respond to or resolve your question or issue, you are encouraged to email studentservices@hvacredu.net or call student services to reach an administrator.
- 3) If you so choose, you may also email or call any of the administrators.

If your issue cannot be immediately resolved, it may require the collaborative resolution of more than one department. Administrators may research the issue and meet to discuss and develop an appropriate response. This meeting may be via group emails or conference calls and will be conducted within one week of your complaint.

You will be contacted via email or phone with the response. If the response involves action from more than one department, you may receive emails or phone calls from each department involved in the response.

Appeals Process:

If you are not satisfied with the response, you may contact the CEO, Chris Compton directly via email (ccompton@hvacredu.net) or telephone (888-655-4822 and enter 1116). The CEO will conduct an inquiry into all aspects of the stated complaint or concern and may engage all the administrators and faculty closest to the situation. The CEO may interview the student again or ask for additional information from the student via email or telephone. The CEO will make a decision and communicate it to all involved via email within two weeks of the appeal notice. The CEO's response will be final.