

STUDENT HANDBOOK



TransWestern

TRUCK DRIVING SCHOOLS

Operated by Charter College



TransWestern

TRUCK DRIVING SCHOOLS

2014

Student Handbook

August 2014

TransWestern Truck Driving Schools
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Introduction

Mission

TransWestern Truck Driving Schools strives to be a leader in private postsecondary, career-focused education, serving a diverse population in a student centered and collaborative learning environment, while assisting course completers to advance, enrich or change their careers.

Objectives

- Serve and offer access to a diverse student population
- Offer courses with technical, skill based and career-oriented curricula
- Provide knowledgeable and experienced teaching faculty
- Provide a caring and nurturing environment
- Provide classrooms with appropriate technical equipment
- Assist course completers in obtaining positions in their chosen field

Handbook Preparation

This Handbook was prepared by Prospect Education, LLC with the assistance of the leadership at TransWestern Truck Driving Schools and Charter College. Policies, curricula, fees, and other content are subject to change without notice at the discretion of TransWestern Truck Driving Schools and Prospect Education. Any updates to the Handbook may be reflected in an addendum or supplement. The Handbook is updated annually.

Accreditation and Licensure

TransWestern Truck Driving Schools is accredited by the Accrediting Council for Independent Schools and Schools, 750 First Street N.E., Suite 980, Washington, DC, 20002-4242, 202-336-6780. The Accrediting Council for Independent Colleges and Schools is listed as a nationally recognized accrediting agency by the United States Department of Education and is recognized by the Council for Higher Education Accreditation.

TransWestern Truck Driving Schools, operated by Charter College, is approved to operate by the California Bureau for Private Postsecondary Education. The Bureau for Private Postsecondary Education is located at 2535 Capitol Oaks Drive, Suite 400, Sacramento California, 95833. The mailing address is P.O. Box 980818, West Sacramento, CA 95798-0818. The phone number is 916-431-6959.

State of California Disclosures

As a prospective student, you are encouraged to review this Handbook prior to signing a Course Application. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing a Course Application.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet web site (www.bppe.ca.gov).

Ownership

TransWestern Truck Driving Schools, operated by Charter College, is a private, postsecondary institution that is owned and operated by Prospect Education LLC, 750 Sandhill Road, Suite 100, Reno, NV 89521. Prospect Education LLC has a four (4) member Board of Managers. The members are Gunnar Bjorklund, Chairman; Michael L. Dawson, CEO; Leslie Pritchard, Manager; and, Elise Scanlon, Manager.

Locations and Facilities

TransWestern Truck Driving Schools is located at 45761 Division Street in Lancaster, California. The facility occupies 644 square feet and includes a multi-purpose classrooms, offices and an open parking lot for driving trucks. The facility also houses multiple vehicles for student driving. The managing campus of TransWestern Truck Driving Schools, Charter College, is located at 43141 Business Center Parkway, Suite 102 Lancaster, CA occupies 26,500 square feet.

Admissions

Admissions Requirements

Students must comply with one of the following:

1. Provide a copy of a high school diploma, official transcript, or Proof of Graduation Letter
2. Provide a GED certification
3. Provide documentation of having passed a State-authorized examination recognized as the equivalent of a high school diploma (e.g., California High School Proficiency Examination, High School Equivalent Test (HiSET) or Test Assessing Secondary Completion (TASC), or other State-authorized examination)

Prior to enrollment, all prospective students may be interviewed to determine if they have the maturity, motivation, commitment and dedication to succeed in the courses they have chosen and the qualities of personality that will help make placement assistance effective.

Students who have been convicted of a crime, which may affect their ability to be eligible for employment in their chosen field, may be denied admission to the School.

In order to be admitted to TransWestern Truck Driving Schools, prospective students who are not citizens of the United States of America must provide TransWestern Truck Driving Schools with official documents verifying their current authorization from United States Immigration and Naturalization Service to attend School. Furthermore, because all courses are taught in English all applicants must demonstrate competence in the English language. This requirement may be met by submitting a diploma from a secondary school in a system in which English is the official language of instruction. If English is not the applicant's primary language, the applicant may be required to demonstrate English proficiency.

Admission Requirements for the Truck Driving Course

In addition to the above requirements, applicants must:

- Be 18 years of age or older to drive intrastate (i.e. within the state)
 - Be 21 years of age or older to drive interstate (i.e. outside the state)
- Provide a 10 year DMV print out
 - If the applicant has any DUI convictions or more than three moving violations, the applicant will not be considered for enrollment
- Provide a valid driver's license from the student's resident state
- Provide a copy of a valid social security card
- Pass the Department of Transportation physical exam
- Pass a NIDA five (5) drug screen test.
 - According to the U.S. Department of Transportation Regulation 382.103, student drivers are required to test even though they may not yet possess a commercial driver's license
- Provide a copy of a California State Learner's Permit
 - This must be submitted prior to being able to drive

Admissions Disclosure

Because most employers conduct background checks prior to hiring, it is important to make our prospective students aware that many career fields prohibit or discourage hiring individuals with a history of criminal background. It is important to provide full disclosure of past criminal history (misdemeanors and/or felonies) to your Admissions Representative prior to enrolling to the School. Failure to disclose this history may affect employment opportunities upon completion of this course.

TransWestern Truck Driving Schools will deny enrollment to any prospective student on the basis of a felony or misdemeanor criminal history. Only the state licensure requirements for California were researched. TransWestern

Truck Driving Schools recommends that all potential employability questions are discussed with the campus Director of Career Services.

The following courses require some form of licensure and a prospective student with any felony and/or drug or monetary theft related misdemeanor offenses may not apply to:

- Truck Driving (All Courses)

The following courses have employment limitations for individuals who fail to pass a drug test and/or background check. Employment opportunities are limited for individuals without a valid driver's license. Additionally, a prospective student with any violent felonies, DUIs and/or a suspended or revoked driver's license within the past three (3) years may not apply to:

- Truck Driving (All Courses)

Student's Right to Cancel

Students who have signed a new Course Application have the right to cancel the Course Application for a course of instruction including any equipment such as books, materials and supplies or any other goods related to the instruction offered in the Agreement up until midnight of the seventh calendar day after the first scheduled class.

Cancellation shall occur when a student has given written Notice of Cancellation at the School address shown on the top of the front page of the Course Application. A student can do this by mail, e-mail, hand delivery, or fax; the Notice of Cancellation must include a signature from the student. The written Notice of Cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid.

The written Notice of Cancellation need not take any particular form, and, however expressed, it is effective if it shows that a student no longer wishes to be bound by the Course Application. If the School has provided any equipment, including books or other materials, the student shall return them to the School within seven (7) days following the date of Notice of Cancellation. If a student fails to return this equipment, including books, or other materials, in good condition within the seven (7) day period, the School may deduct its documented cost for the equipment from any refund that may be due. Once students pay for the equipment, it is theirs to keep without further obligation.

Within five (5) days of receipt of Notice of Cancellation, the School will acknowledge to the student in writing the receipt of the Notice with the effective cancellation date. If a student cancels this agreement, the School will refund any monies paid, less any deduction for equipment not timely returned in good condition, within thirty (30) days after Notice of Cancellation is received.

Cancellation of Classes

The School reserves the right to cancel a starting class if the number of students enrolling is insufficient. Such a cancellation will be considered a rejection by the School and will entitle students to a full refund of all money paid.

Financial Information

Student Financial Services

Preparing for a lifelong career requires not only a commitment of time and effort, but also a financial investment. TransWestern Truck Driving Schools assists the student and their family in developing a payment plan to enable the student to complete their course. All tuition and fees must be paid prior to the commencement of classes or appropriate arrangements must be made with the School.

Payment Requirements – Truck Driving Course

Students enrolled in the Truck Driving course will be required to pay \$500 at the time of enrollment in the form of cash, credit card, or check (there will be a \$25 fee assessed to the students account for all returned checks and the student could be dismissed from the course). Students will be not be cleared to complete the field training portion of the course until the balance owed to the school is paid in full.

Students Using Third-Party Funding

Students sponsored by foundations, companies, or governmental agencies, including, but not limited to, the California Department of Rehabilitation (DOR), the Veteran’s Affairs Department of Vocational Rehabilitation (VA-DVR) and the Workforce Investment Act (WIA) or STEP, must provide written approval from the sponsoring agency affirming the student’s authorization for the academic year. Any portion of tuition and fees not covered by the sponsoring agency will need to be paid by the student. Check with a School Official to determine if the course you are interested in is eligible for third-party funding.

Prior to attending classes, TransWestern Truck Driving Schools must receive verbal authorization from an official of the organization to sponsor students. Within two weeks after the verbal authorization, the School must have received written authorization in order for sponsored students to continue attending class. The organization will be billed within 30 days of receipt of signed authorization.

Student Tuition Recovery Fund (STRF)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational course, who is a California resident, or are enrolled in a residency course, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government course or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency course, or
2. Your total charges are paid by a third party, such as an employer, government course or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational courses who are California residents, or are enrolled in a residency courses attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency course, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.

3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan course as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

Withdrawal or Dismissal

Students have the right to withdraw from a course of instruction at any time. If a student attends the School and officially withdraws or is involuntarily withdrawn (see Voluntary and Involuntary Withdrawal sections) or dismissed, the student is obligated to pay for the institutional charges (tuition and fees) and possible equipment costs.

The amount of tuition and fees owed to the School is prorated based on the week of the last day of attendance. Students are obligated to pay for all of the tuition and fees if they attend more than 60% of the financial payment period (see the Refunds section).

If a student obtains equipment, as specified in the Course Application, and returns it in good condition within thirty (30) days following the date of withdrawal, the School will not charge for the equipment. If a student fails to return the equipment in good condition, allowing for reasonable wear and tear, within thirty (30) days, the School may charge the student for the cost of the equipment. A student will be liable for the amount, if any, if the cost of the equipment exceeds a prorated refund amount. A list of equipment costs is available at the School.

The amount of tuition and fees owed to the School and charges for equipment are subtracted from the amount a student paid for tuition and fees. **If the amount owed is more than the amount paid to the student's account, the student must make arrangements to pay the School the outstanding balance.** Student balances that remain unpaid for a period of thirty (30) days without payment will be forwarded to an agency for collection. Additional fees will apply and this further attempt to collect the outstanding debt will adversely affect a student's permanent credit history.

If the amount paid for institutional charges is more than the amount owed, a refund will be made available to the student within forty-five (45) days of withdrawal.

Refunds

The following schedule is used to calculate refunds of tuition and fees. For example, if a student's last day of attendance is during week 2 of the quarter, the student will be refunded 60% of the tuition and fees for that quarter. A student that attends after the sixth week will not receive a refund of tuition and fees.

Last Week Attended	% Refund
Week 1	100%
Week 2	60%
Week 3	50%
Week 4	30%
Week 5	0%

Academics

Academic Dishonesty

Academic honesty is essential in student conduct. An academic honesty violation includes, but is not limited to, cheating, plagiarism, forgery, falsification, alteration, copying, fabrication, bribery, and collaboration without expressed permission. TransWestern Truck Driving Schools students are responsible for the preparation and presentation of work representing their own effort, skills and achievements. Students will cite any quotations, materials or paraphrased materials taken from the work of others and fully acknowledge and identify the sources. *The work of others* includes published works as well as work completed by other students, and encompasses projects, assignments, computer exercises and exams.

Cheating, including plagiarism, will result in an “F” grade for the course and may be grounds for dismissal from the School.

Academic Freedom

TransWestern Truck Driving Schools provides instructors with the freedom to teach and pursue knowledge and skills and to discuss them openly, consistent with the requirements and expectations of the subject matter and the School curriculum. Instructors at TransWestern Truck Driving Schools are entitled to express professional points of view within the limits of the mission and academic policies and procedures.

Attendance

The School emphasizes the need for all students to attend classes in order to develop the skills and attitudes necessary to compete in the highly competitive labor market. Since much of each course is conducted in a hands-on environment, attendance is critical to proper skill building.

Attendance is mandatory for all courses. Students are expected to attend every scheduled class, be on time, and attend for the entire scheduled class time. Attendance is taken in each class and is recorded permanently. Students arriving late for a class or leaving early are considered tardy. Tardiness and absenteeism will affect a student’s grades.

Students at TransWestern Truck Driving Schools are responsible for completing all course assignments. Students who know in advance that they need to be absent must inform their instructors early so that appropriate make-up work can be arranged. Instructors will determine whether students who are absent from an exam may make it up.

Students are advised to call the administrative offices of TransWestern Truck Driving Schools when they are going to be absent from their course(s). Office hours are 8:00 a.m. to 8:00 p.m., Monday through Thursday and 8:00 a.m. to 5:00 p.m. on Friday. A message may be left with anyone answering the phone.

Students who fail to attend classes for more than fourteen (14) calendar days will be subject to involuntary withdrawal (see Involuntary Withdrawal) from the School.

Copyright Policy

It is the policy of TransWestern Truck Driving Schools to comply with the Copyright Laws of the United States, and therefore, copyright infringement is not allowed by employees or students of TransWestern Truck Driving Schools.

Copyright infringement is the unauthorized reproduction, use, or display of copyrighted work without the permission of the copyright owner. Copyrighted work includes many forms of protected work including literary, musical, dramatic, and audiovisual creations, but not limited to these. Copyright protects the particular way an author has expressed himself; it does not extend to any ideas, systems, or factual information conveyed in the work.

The 1961 Report of the Register of Copyrights on the General Revision of the U.S. Copyright Law cites examples of activities that courts have regarded as fair use: “quotation of excerpts in a review or criticism for purposes of illustration or comment; quotation of short passages in a scholarly or technical work, for illustration or clarification of

the author's observations; use in a parody of some of the content of the work parodied; summary of an address or article, with brief quotations, in a news report; reproduction by a library of a portion of a work to replace part of a damaged copy; reproduction by a teacher or student of a small part of a work to illustrate a lesson; reproduction of a work in legislative or judicial proceedings or reports; incidental and fortuitous reproduction, in a newsreel or broadcast, of a work located in the scene of an event being reported.”

Unless the doctrine of fair use would clearly apply to the situation, TransWestern Truck Driving Schools recommends that permission is obtained from the copyright owner before using copyrighted material. If there is any doubt, don't copy the work.

Course Schedules and Registration

Courses may be scheduled any day of the week Monday through Sunday, morning, afternoon and evening. Students may be scheduled for an online, on-ground, or blended course delivery. Days and times of attendance may vary by course and may change from module to course.

Students are registered for courses by the Education Department. Students wishing to change their schedules must contact the Education Department on or before the first day of a course.

Completion Certificates

Students who successfully complete the course will be issued a Course Completion Certificate. The Course Completion Certificate is not a license. The student must register and pass the approved state Commercial Driver's License exam.

Grading System

Evaluation of student achievement will be based on meeting the objectives for each course. At the beginning of each course, the instructor will provide students with a course outline identifying the objectives and grade determination criteria. Instructors base assessment on assignments, tests and quizzes, and course participation. The standard scale of Pass or Fail are considered earned grades. Official grades are issued at the completion of each module. Students who wish to dispute a grade must complete the process within 48 hours of receipt of the grade. All grades are considered final within 14 calendar days after the end of the course.

Letter Grade	%	Quality	Quality Points
F	0	Fail	0.0
P	N/A	Pass	0.0

Failure

Any course that is failed must be repeated and passed (see Repeating a Course.)

Completion Requirements

To be eligible for completion of the course, students must:

1. Complete all required courses with a “P”;
2. Meet the specific grade and other course requirements for specific courses (if applicable);

Holidays and Weather Closures

Occasionally the School will close due to holidays, bad weather or other natural phenomena. Make-up days for holidays are scheduled and can be found in the Handbook supplement. If the School closes for more than one (1) day, classes will meet on an unscheduled day. In the case of an unexpected closure, if possible, students will be given notice at least one (1) week in advance so that arrangements can be made to attend. When the School closes unexpectedly, students should anticipate making up the time before the end of the module.

Homework

In addition to attendance in all courses, students may be required to complete out-of-class assignments. These assignments include but are not limited to reading, exercises and problem solving, projects, research, papers, and presentations.

Out-of-class assignments such as papers, projects and presentations and sometimes exercises and problem solving will be graded and included in the final evaluation of a student’s grade in a course. The course outline for each course provides the criteria used to determine the grade in the course.

Involuntary Withdrawal

A student who meets any of the following criteria will be subject to involuntary withdrawal from the School:

- failure to attend classes for more than fourteen (14) calendar days
- certification test not successfully completed (if applicable to course)
- violation of the rules of student conduct

The last date of attendance will be determined by the Education Department using attendance records. Re-admission to the School following involuntary withdrawal will be at the discretion of the School.

Leave of Absence

Students are not allowed to take a leave of absence (LOA). Students who are not attending will be withdrawn and must follow the established process for reentry.

Notice Concerning Transferability of Credits and Credentials Earned at Our Institution

The transferability of the course completion certificate earned at TransWestern Truck Driving Schools is at the complete discretion of an institution to which you may seek to transfer. If the credits, degree, diploma, or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending TransWestern Truck Driving Schools to determine if your credits, degree, diploma or certificate will transfer.

Online / Blended Courses

TransWestern Truck Driving Schools offers courses in an online or blended format. These courses are equal to those taught at any of our campuses.

Course requirements are the same whether the course is taken online, on-campus or in a blended modality. Student fees, textbook requirements, and grade and credit hour awards for courses taken in an online format are equal to the same courses taken on-campus. Students taking courses online must complete the online orientation.

Blended and online courses require students to be dedicated and have self-discipline in order to succeed in their courses. In addition, students enrolled in blended or online courses are required to have available a computer and high-speed Internet access, and a supported web browser (including Mozilla Firefox, Internet Explorer, Chrome, and Safari). Other system requirements include the following:

- A functioning e-mail account
- Access to Microsoft Office Word, Excel, and PowerPoint
- Intel Pentium 4 Processor
- 1 GB of RAM (recommended)
- High-speed internet access
- While dial-up may work, it may not be suitable for many applications
- A supported web browser
 - Mozilla Firefox
 - Internet Explorer, version 9 or 10
 - Chrome
 - Safari (Some content, i.e. Flash, will not work in Safari)
- Sound card and computer speakers to listen to audio presentations
- Headset/microphone
- Operating Systems for PC users
 - Windows XP with SP3 - 32 or 64 bit
 - Windows Vista with SP2 - 32 or 64 bit
 - Windows 7 - 32 or 64 bit
 - Windows 8
- Operating Systems for Mac users
 - OS X 10 - version 10.4x or newer
- Adobe Flash Player
- Adobe Reader
- Java
- A Media Player
 - Windows Media
 - Apple QuickTime

To check your computer's compatibility visit <http://onlinecoursesupport.com/chartercollege>

The platform for online courses is MoodleRooms. Students enrolled in online courses must sign in to the course during the first week of the course. Additionally, students will need to complete the Online Orientation prior to the first day of the first course.

Online Course Support Center

Support for online distance education courses is available through the Online Course Support Center (AELearn) by calling 1-888-998-6030. Students may also request support by submitting an online help ticket; a hot link to <http://onlinecoursesupport.com/charterschool> is located in the upper right portion of the screen. AELearn is available by phone from 9 A.M. to 9 P.M. (Pacific Time). 24 hour support is available for tickets submitted through the website; after submitting a ticket, students will receive a callback within four (4) hours from AELearn.

Online Student Identity Authentication and Privacy

The School Learning Management System (LMS) for online students is a restricted access and password protected electronic environment. Prior to entering the LMS, an online student's identity must be verified by way of an assigned unique login and password that is provided to each student upon enrollment and class registration. Verification of student information is provided at no extra cost to the student. Student identity will be maintained in a private format by the School in accord with established institutional privacy and confidentiality policies with access provided only to agents of the School who require immediate and necessary use of the information in order to fulfill the various academic activities of the School. It is the student's responsibility to strictly preserve the privacy of their login and password information. Students are prohibited from sharing login and password information. Any such intentional compromise of the integrity of the privacy of a student's login and/or password (i.e., sharing of this information) will result in the student being subject to immediate termination from TransWestern Truck Driving Schools. In the event a student believes the privacy associated with their login and password information has been compromised, they are required to contact school officials for an immediate reset of their information. This is also done at no extra cost to the student.

Repeating a Course

A student who has received a failing grade ("F") in a course, must repeat the course to meet the requirements of the student's course. A student will be charged the current tuition price for all repeats.

Textbooks

The cost of textbooks is part of the course tuition. Textbooks will be provided to students on or before the first day of a course. Textbooks are provided for student use during the course and are not required to return their textbooks.

Transcripts

TransWestern Truck Driving Schools will provide a transcript of the student's academic record upon written request by the student. An official copy will be mailed to the appropriate person and/or institution. An unofficial copy could be provided directly to a student upon completion, provided the student is not past due on financial obligations to the institution.

Transfer Credit from TransWestern Truck Driving Schools to Another Institution

The transferability of credits earned at TransWestern Truck Driving Schools is at the complete discretion of an institution to which a student may seek to transfer. Acceptance of the certificate of completion earned in a course of study is also at the complete discretion of the institution to which a student may seek to transfer. If the certificate of completion earned at TransWestern Truck Driving Schools are not accepted at the institution to which a student seeks to transfer, the student may be required to repeat some or all of the coursework at that institution. For this reason a student should make certain that attendance at TransWestern Truck Driving Schools will meet his or her educational goals. This may include contacting an institution to which a student may seek to transfer after attending TransWestern Truck Driving Schools to determine if the credits or degree, diploma or certificate will transfer. A student should assume that no credits or degree, diploma or certificate will transfer to another institution.

Voluntary Withdrawal

Students may voluntarily withdraw from the School by providing to the Education Department official notification either orally or in writing of their intent to withdraw. The Education Department will determine the last date of attendance based on the date of the official notice. Within five (5) days of receipt of Notice of Withdrawal, the School will acknowledge to the student in writing the receipt of the Notice of Withdrawal with the effective withdrawal date.

Re-admission to the School following voluntary withdrawal will be at the discretion of the School.

Student Services

Career Services

The Campus President, Education Department, and Career Services work closely together to develop a partnership between graduates and future employers. The Career Services Department informs the truck driving community of the courses of study and the education of the graduates. Career Services assists students with resume preparation and coaches them on effective interview techniques. The office also matches graduates with positions available in the community, arranges interviews and provides job notices.

Career Services administers an Exit Interview process prior to graduation whereby a student:

- completes a resume,
- prepares for interviews,
- charts a short and long term career plan,
- learns job search techniques,
- arranges a plan of contact to maintain relationships with Career Services after graduation in order to continue to receive notice of job leads that come available in his or her field of study.

The School continues to work with students even after graduation. Finally, the Career Services Department sends out surveys to both graduates and employers to provide additional feedback to the School.

Policy on Accommodation for Disabled Individuals

TransWestern Truck Driving Schools policy is to make its courses and services accessible to individuals defined as disabled in Section 504 of the Rehabilitation Act of 1973. The School provides evaluation of individual needs, advisement and appropriate support services when indicated. Students are responsible for identifying their needs to each instructor no later than the first day of a course. If any problems arise, please contact the Education Department or the Campus President.

Students with Disabilities

TransWestern Truck Driving Schools seeks the success of all students, including those who may be experiencing disabilities. Toward that end, TransWestern Truck Driving Schools will work with students to determine what, if any, accommodations might be available. However, TransWestern Truck Driving Schools also expects students to be active participants in this process. Accordingly, students who have an impairment that qualifies as a disability requiring an accommodation should contact the Campus President either upon enrollment or as soon as it becomes apparent that assistance may be necessary.

1. Students who will be requesting an accommodation may first be required to provide documentation from a professional qualified to address the particular disability, verifying the disabling condition. Additionally, if the accommodation requested does not seem to correspond with the type or severity of the disability, TransWestern Truck Driving Schools reserves the right to require additional documentation to support the appropriateness of the request. Students assume the cost, if any, of the required documentation.
2. The law governing disability does not find that impairment is a disability for which a school or a business is obliged to provide an accommodation. For instance, a condition that is short-term, such as a broken arm, is not a disability for purposes of consideration for an accommodation plan. Impairments must be long-term and/or permanent to be considered for an accommodation. Similarly, a physical or mental impairment that is corrected by medication or other measures is not considered to be a disability. For example, where a person's vision impairment is corrected with glasses or contacts, the impairment is not considered a disability. In such situations, TransWestern Truck Driving Schools also does not provide an accommodation. The above are only examples of situations where impairment may not be considered a disability. TransWestern Truck Driving Schools reserves the right to determine whether a student's impairment is a disability requiring consideration for accommodation.
3. Once a disability is acknowledged, the School will work with students to develop an Accommodation Plan that TransWestern Truck Driving Schools and the student will agree is reasonable and appropriate under the circumstances. Students will be assisted on an individual basis. Therefore, what is deemed a reasonable and

appropriate accommodation for one (1) student may be different for another student. The accommodation provided, if any, will be dependent upon the disability of the student, the cost of a requested accommodation and other available alternative accommodations.

4. TransWestern Truck Driving Schools will work to design an Accommodation Plan that will allow a student to participate in the academic environment without materially altering the nature of the instructional course or causing any undue burden on other students or the School. A student must contact the Education Department and complete a Request for Accommodation Plan in order to be considered for an accommodation. While the student's preference will be considered in developing the Plan, the School will make the final determination regarding the type of accommodation provided. The type of service provided may not be the type preferred by the student. TransWestern Truck Driving Schools does not provide services of a personal nature that are not necessary for participation in the academic environment.

Library

The TransWestern Truck Driving Schools Library is a virtual library. The traditional library provides access to physical resources such as books, magazines, and media resources. The library at Charter College also provides students with a quiet place to study and write papers, and complete homework assignments. The library computer lab provides access to computer software utilized by students in their classrooms. The virtual library provides access to a wide variety of online full-text research databases, an online computer skills training library, and a growing collection of electronic books. Students may access the virtual library from on or off campus once accounts are set up.

Student Advising

Students may experience educational, personal, or financial problems during their enrollment. The School welcomes the opportunity to assist students in working out solutions to these problems. Students experiencing difficulties in these areas are advised to contact the Education Department. Students requiring other types of professional assistance beyond that offered by the School will be referred to the Student Success Office.

Tutoring

Tutoring is available for students who need additional assistance in their studies. Upon the request of the student faculty members are available for help. Students who need assistance should contact their instructor or Education Department.

Additional Student Services

TransWestern Truck Driving Schools is committed to the academic and personal support of all of our students. TransWestern Truck Driving Schools Student Success department can assist students with finding resources for ride sharing, housing referrals, and child care services. Students who wish to seek out any type of personal assistance should visit the Student Success Office at Charter College immediately to learn of any resource the School has available.

Student Conduct

Students are expected to observe the following policies and those described in this Handbook and Student Handbook:

- Accept assigned duties and responsibilities.
- Demonstrate initiative and productivity.
- Demonstrate sensitivity, compassion and a caring attitude towards peers, patients, and clients.
- Maintain professional grooming and personal hygiene at all times.
- Demonstrate a cooperative, supportive team attitude toward peers, instructors and directors.

Students will be held accountable for, or should report, the following violations while on the School or externship property:

- All forms of dishonesty, including cheating, plagiarism, forgery and intent to defraud through falsification, alteration, or misuse of School documents.
- Theft or destruction of School or the private property of individuals associated with the School.
- The possession or sale of firearms or other weapons, explosives, or dangerous chemicals.
- Any type of harassment, horseplay, threats, verbal abuse, or violence of any kind as they will not be tolerated and may be reported to local authorities.
- The use of profanity, insubordination, dishonesty and violation of safety rules.
- Possess or be under the influence of illegal drugs or alcohol while on the campus and/or surrounding structures.
- Smoking on campus.
- No visible body piercings are acceptable (including tongue piercing). Only pierced ears are permitted.
- Food or drink in the classrooms.
- Inappropriate use of pagers, cell phones, or other electronic devices. All electronic devices must be in the “off” position while in the classroom.
- Failure to comply with all emergency evacuation procedures, disregarding safety practices, tampering with fire protection equipment, or violation of any other safety rules or regulations.
- Failure to successfully pass a random drug or alcohol test.

Violation of the rules of conduct present in the Handbook and Student Handbook may lead to dismissal from the School. All disciplinary matters will come before the Administration, which will review the complaint, interview the person(s) involved and make a determination of the action. Results may include: dismissal of the charge, dismissal of the student, probation, or suspension for a specified period of time. The finding will become part of the student’s permanent file, possibly affecting a recommendation from TransWestern Truck Driving Schools to future employers. TransWestern Truck Driving Schools reserves the right to dismiss any student for whom it feels continuation would be a detriment to the student, fellow students and/ or the School.

Weapons

For the safety of everyone, all types of weapons are prohibited on campus. This includes, but is not restricted to, firearms, illegal knives, ammunition, explosives, gas or spring-loaded guns, crossbows, bows and arrows, spring-type guns, slingshots, firecrackers, fireworks and cherry bombs. Anyone possessing or using any of these weapons can and will be subject to disciplinary action or arrest.

Illegal Drugs and Alcohol

TransWestern Truck Driving Schools has standards that prohibit the unlawful possession, use or distribution of illicit drugs and alcohol by students, faculty and staff on campus property or as part of campus activities.

The unlawful possession or distribution of illicit drugs and alcohol is a violation of state and federal law.

For those who want to obtain direct assistance, there are several sources within the local community. These sources are listed in the “yellow pages” of the local phone book under “Alcohol and Drug Abuse.”

TransWestern Truck Driving Schools Truck Driving Campus Dress Code

TransWestern Truck Driving Schools expects Truck Driving students to dress appropriately at all times. Our dress code is based on the expectations of the employers in the truck driving fields. Students should maintain a professional appearance by wearing clean clothing that are have no rips or stains; hair that is appropriately cleaned; shoes that are closed and minimal piercings. Failure to comply with the dress code will result in a warning from the instructor for the first lapse. A student will not be allowed in class for any subsequent incidents.

<u>Appropriate</u>	<u>Inappropriate</u>
<u>Clothing</u>	
<ul style="list-style-type: none"> • Neat • Clean and pressed 	<ul style="list-style-type: none"> • Wrinkled clothes • Dirty, bleached or torn clothes
<u>Shirts, Tops, Pants, and Jackets</u>	
<ul style="list-style-type: none"> • T-Shirt / Collared Shirt • Pants / Jeans 	<ul style="list-style-type: none"> • Shirts with profanity or inappropriate images
<u>Shoes and Footwear</u>	
<ul style="list-style-type: none"> • Closed Top Shoes 	<ul style="list-style-type: none"> • Any other shoes
<u>Tattoos</u>	
<ul style="list-style-type: none"> • Be aware that visible tattoos will impede your job search 	<ul style="list-style-type: none"> • Offensive tattoos must be covered at all times
TransWestern Truck Driving Schools ID must be worn at all times	

Grievance and Appeals Policy

Occasionally, a problem may arise between a student and another party, or with some aspect of the School. Students are encouraged to verbally communicate their concerns to the appropriate person. The following are the steps the student should take to resolve concerns:

Step 1: Communicate with the appropriate instructor or staff member.

Step 2: Communicate with the Campus President. A “Complaint Form” can be obtained from the Campus President or the Education Department.

Step 3: The Campus President will meet with the student to discuss the issue. The Campus President may also meet with the other party(ies) to attempt to resolve the issue.

Step 4: Unresolved concerns may be appealed within fourteen (14) days to the Grievance Committee in writing. The Grievance Committee may be comprised of the following people, but is not limited to, the Campus President, instructor and/or Course Chairperson.

The following steps must be followed:

- a. All parties involved must complete a “Complaint Form”.
- b. All documentation must be received prior to the meeting.
- c. All persons involved with the incident/complaint will be in attendance.
- d. Testimony will be presented by the student and all other parties involved and will be recorded in the official minutes.
- e. After all testimony is presented, the student and other parties will be excused.
- f. The Grievance Committee has the responsibility for reaching a decision within fourteen (14) days that is in balance with the best interests of both the student and the School.

Step 5: If a student believes that the School did not address the complaint or concern, the student may consider contacting the Chief Compliance Officer at 775-525-2117.

Step 6: Any questions a student may have regarding this Handbook that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, (888) 370-7589 or by fax (916) 263-1897

Other interested individuals or agencies with a concern or grievance should contact TransWestern Truck Driving Schools administration. This information will then be forwarded to the appropriate department for review and possible resolution.

Step 7: If a student does not feel that the School has adequately addressed a complaint or concern, the student may consider contacting the School’s accrediting agency.

All complaints must be in written form, with permission from the complainant(s) for the Council to forward a copy of the complaint to the School for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Council. Please direct all inquiries to:

*Accrediting Council for Independent Schools and Schools
750 First Street N.E., Suite 980
Washington, DC, 20002-4223
202-336-6780*

Student Sexual Harassment Policy

Title IX of the Education Amendment of 1972 prohibits discrimination on the basis of sex including, but not limited to sexual harassment, in any federally funded education institution.

Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. It can have the effect of unreasonably interfering with a person's or a group's educational or work performance or can create an intimidating, hostile, or abusive educational or work environment. Examples of sexual harassment include but are not limited to unwelcome sexual advances, requests for sexual favors and lewd, vulgar or obscene remarks, jokes, posters or cartoons, and any unwelcome touching, pinching or other physical contact.

TransWestern Truck Driving Schools is strongly opposed to sexual harassment and is committed to providing a working and educational environment for all faculty, staff, and students that is free from sexual harassment. Sexual harassment is prohibited by state and federal laws including Title IX.

The Campus President serves as one (1) of the Title IX Coordinators. If students feel that they have experienced sexual harassment, students must report any violations to the Campus President immediately. If the potential sexual harassment incident involves the Campus President, directly or indirectly, the student should report the violation to the Campus President or the Chief Compliance Officer (refer to Step 5 of the Grievance and Appeals policy). The School takes all reports seriously and will provide a prompt and equitable response to all reports of sexual harassment in accordance with the School's Student Sexual Harassment Policy. A prompt and equitable response may include an early resolution of the issue, a formal investigation, and/or targeted training or educational courses. If an investigation is warranted, the School shall maintain confidentiality for all parties to the extent permitted by law. However, complainants should be aware that in a formal investigation due process requires that the identity of the charging party and the substance of the complaint be revealed to the person charged with the alleged harassment. Nonparty witnesses who participate in sexual harassment investigations shall not share with involved parties, other witnesses, or any others, information revealed to them during the investigation. Students, staff and faculty are protected by law from retaliation for reporting alleged unlawful harassment or discrimination or for otherwise participating in processes connected with an investigation, proceeding or hearing conducted by the School or a government agency with respect to such complaints.

Students, staff and faculty are protected by law from retaliation for reporting alleged unlawful harassment or discrimination or for otherwise participating in processes connected with an investigation, proceeding or hearing conducted by the School or a government agency with respect to such complaints.

The School recognizes that sexual harassment frequently involves interactions between persons that are not witnessed by others or cannot be substantiated by additional evidence. Lack of corroborating evidence or "proof" should not discourage individuals from reporting sexual harassment. However, making false charges of sexual harassment is a serious offense. If a report is found to have been intentionally false or made maliciously without regard for truth, the claimant may be subject to disciplinary action. This provision does not apply to reports made in good faith, even if the facts alleged in the report cannot be substantiated by an investigation.

The U.S. Department of Education Office for Civil Rights ("OCR") investigates complaints of unlawful harassment of students in educational courses or activities. This agency may serve as a neutral fact finder and will attempt to facilitate the voluntary resolution of disputes with the parties. For more information, visit the OCR website at: <http://www.hhs.gov/ocr/>.

Prospect Education and TransWestern Truck Driving Schools Student Sexual Harassment Policy

Introduction

Prospect Education LLC. and TransWestern Truck Driving Schools, LLC. (the "School") are committed to providing a working and educational environment for all faculty, staff, and students that is free from sexual harassment. Every member of the School community should be aware that the School is strongly opposed to sexual harassment, and that such behavior is prohibited by state and federal laws including Title IX of the Education Amendments of 1972.

As part of the School’s commitment to providing a harassment- free working and learning environment, this policy shall be disseminated widely to the School community through publications, the School website, new employee orientations, student orientations, and other appropriate channels of communication. The School provides training to key staff members to enable the School to handle any allegations of sexual harassment promptly and effectively. The School will respond quickly to all reports of sexual harassment, and will take appropriate action to prevent, to correct, and if necessary, to discipline behavior that violates this policy.

Definitions

Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, and it can have the effect of unreasonably interfering with a person’s or a group’s educational or work performance or can create an intimidating, hostile, or abusive educational or work environment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors and lewd, vulgar or obscene remarks, jokes, posters or cartoons, and any unwelcome touching, pinching or other physical contact.

All acts of sexual violence are considered forms of sexual harassment under Title IX. Sexual violence is a sexual act perpetrated against a person’s will or where a person is incapable of giving consent, whether because of an intellectual disability or due to drug or alcohol consumption. Sexual violence includes rape, sexual assault, sexual battery, and sexual coercion.

Sexual harassment can take many forms, and the determination of what constitutes sexual harassment will vary according to the particular circumstances. Sexual harassment may involve behavior by a person of either gender against a person of the same or opposite gender. Sexual harassment may include incidents between any members of the School community, including faculty, staff, students, and non-employees participants in the School community, such as vendors, contractors, and visitors.

Retaliation Prohibited

Employees and students are protected by law from retaliation for reporting alleged unlawful harassment or discrimination or for otherwise participating in processes connected with an investigation, proceeding or hearing conducted by the School or a government agency with respect to such complaints. The School will take disciplinary action up to and including the immediate termination or expulsion of any employee or student who retaliates against another employee or student for engaging in any of these protected activities.

Complaint Procedure

Any member of the School community may report conduct that may constitute sexual harassment under this policy. In addition, managers and other designated employees are responsible for taking whatever action is necessary to prevent sexual harassment, to correct it when it occurs, and to report it promptly to the Title IX Coordinator (Sexual Harassment Officer).

Any individual may file a complaint or grievance alleging sexual harassment by contacting the School’s Title IX Coordinator:

Campus	Title IX Coordinator	Phone	Address
Lancaster	Campus President	661-341-3500	43141 Business Center Parkway, Suite 102 Lancaster, CA 93535

Response to Sexual Harassment Allegations

The School takes all reports seriously and will provide a prompt and equitable response to all reports of sexual any student with a sexual harassment complaint should contact the campus Title IX Coordinator immediately. A prompt and equitable response may include an early resolution of the issue, a formal investigation, and/or targeted training or educational courses. If an investigation is warranted, the School shall maintain confidentiality for all parties to the extent permitted by law. However, complainants should be aware that in a formal investigation due process requires that the identity of the charging party and the substance of the complaint be revealed to the person charged with the alleged harassment.

Nonparty witnesses who participate in sexual harassment investigations shall not share with involved parties, other witnesses, or any others, information revealed to them during the investigation.

False Reports

The School recognizes that sexual harassment frequently involves interactions between persons that are not witnessed by others or cannot be substantiated by additional evidence. Lack of corroborating evidence or “proof” should not discourage individuals from reporting sexual harassment under this policy. However, making false charges of sexual harassment is a serious offense. If a report is found to have been intentionally false or made maliciously without regard for truth, the claimant may be subject to disciplinary action. This provision does not apply to reports made in good faith, even if the facts alleged in the report cannot be substantiated by an investigation.

Additional Information

The U.S. Department of Education Office for Civil Rights (“OCR”) investigates complaints of unlawful harassment of students in educational courses or activities. This agency may serve as a neutral fact finder and will attempt to facilitate the voluntary resolution of disputes with the parties. For more information, visit the OCR website at: <http://www.hhs.gov/ocr/>.

General Information

Administrative Hours of Operation

TransWestern Truck Driving Schools administrative office hours are 8:00 a.m. to 8:00 p.m. Monday through Thursday and 8:00 a.m. to 5:00 p.m. on Friday.

Campus Visitors

Parents, spouses, prospective employers/ students, etc. are cordially invited to visit the campus at any time with appropriate notice to the School. All visitors must check in at the front desk. To ensure classroom instruction is not disrupted, special arrangements may be made for groups.

Children on Campus

Students may not bring children with them to TransWestern Truck Driving Schools. It is disturbing to others and it may be hazardous for the children. TransWestern Truck Driving Schools is not equipped to serve children and cannot assume responsibility for them. As a matter of policy, therefore, TransWestern Truck Driving Schools does not permit students to bring children to the school.

FERPA

Based on the Family Education Rights and Privacy Act (FERPA), TransWestern Truck Driving Schools students (if under 18 years of age, their parents) may request to inspect their academic records by submitting a written request to the Education Department. TransWestern Truck Driving Schools will make records available for review within 45 days of receipt of the request. Students may then request amendment of their academic records by notifying the Education Department in writing. After evaluations of these requests, students will be notified in writing of the outcome.

In compliance with FERPA, TransWestern Truck Driving Schools will release “directory information” on all students. Directory information includes student names, student statuses, professional certifications, TransWestern Truck Driving Schools High School Scholarship awards, academic award and commencement information. Students may consent to release additional personally identifiable information in their academic records and/or decline release of directory information by completing the form titled Authorization to Release Information. Students who wish to decline to release directory information must complete a separate form.

TransWestern Truck Driving Schools will honor requests by students to withhold certain information from parties requesting it, except where governed by law and/or regulation.

Under FERPA, TransWestern Truck Driving Schools may release student information without student consent to school officials. This includes TransWestern Truck Driving Schools officials and those officials of other institutions who have a legitimate educational interest and need the information in order to fulfill their professional responsibilities. The School is also authorized to release student information to various federal and state agencies, accreditation agencies and to appropriate parties when so ordered by a federal or state court. Additionally, in the event of an emergency, TransWestern Truck Driving Schools will release student information to protect the health and safety of students, staff and faculty.

TransWestern Truck Driving Schools responses to student requests for academic record amendments may be appealed in accordance with TransWestern’s Career School Grievances and Appeals Policy. After exhausting all appeals, students who have a grievance regarding the release of their personally identifiable information may file a complaint with the U.S. Department of Education, Family Policy Compliance Office, 400 Maryland Avenue, S.W., Washington, D.C. 20202-4605.

Messages for Student

TransWestern Truck Driving Schools is neither staffed nor organized to deliver personal messages to students. Nonetheless, the School realizes the importance of delivering messages regarding medical or police emergencies. To assist students, TransWestern Truck Driving Schools will take and deliver messages to students while they are in class, during normal office hours, 8:00 a.m. to 7:30 p.m., Monday through Thursday, under the following provisions only: a) the call is a bona fide medical emergency (including calls from child care providers) and/or b) the call is a bona fide police emergency (from an official police agency). The caller will be required to disclose fully the nature of the call.

Non-discriminatory Policy

TransWestern Truck Driving Schools is an equal opportunity institution providing an educational and working environment free from discrimination for students and employees. The School does not discriminate on the basis of race, color, national origin, sex, gender, sexual orientation, religion, disability, or age in its courses and activities. Contact the President of the School with any inquiries and complaints regarding the Non-Discrimination Policy.

Photo Release

TransWestern Truck Driving Schools students give to the School absolute rights and permission to use photographic portraits, pictures or videos of them in character form for advertising or any other lawful purpose.

Placement Release

Monthly the Career Services Department announces to all campus staff the graduates by name and course who have secured career positions in their field of study. The message is sent via email in a celebratory fashion allowing all campus staff the opportunity to celebrate the career success of graduates. A course completer of TransWestern Truck Driving Schools may choose to “opt out” of such announcements by providing a request in writing to the Director of Career Services at the time of or prior to securing employment.

Course Disclosure

To obtain more information about any course regarding Classification of Instructional Courses (CIP) numbers, related occupation information, median debt information, completion rates, and placement rates, please visit <http://www.chartercollege.edu>.

Report a Criminal Offense

As mentioned above under “Reporting Criminal Actions” the best method of reporting a non-emergency criminal action is to fill out an “Incident Report” located in the Education Department. A student who wishes may also speak with the School President if further concerns exist. For emergency criminal actions or life threatening situations, call 911.

Security on Campus

As mentioned above, the students, faculty, staff and community members themselves are responsible for measures to ensure personal safety and to protect property on TransWestern Truck Driving Schools Campuses. The School does not have law enforcement or security personnel located on the facilities.

To inform students and employees about campus security procedures, various measures are taken. The Handbook, which is updated on an annual basis, is the main source of information pertaining to School policies in regards to campus security.

Effective October 1, 2003, under the Violent Crime Control and Law Enforcement Act of 1994, Schools must make students aware of the web address concerning registered sex offenders, which is: <http://caag.state.ca.us/megan/index.htm>.

Security Report

In compliance with federal regulations, TransWestern Truck Driving Schools is required to disclose crime statistics for the previous three (3) calendar years as part of a campus security report to be published annually by each institution. This report details statistics regarding campus security issues and is distributed to all faculty, staff and students as a “Campus Security Report”. The report includes information regarding on and off campus offenses, drug awareness and sexual assault courses.

The occurrence of the following crimes must be reported:

- Murder and non-negligent
- Manslaughter
- Negligent manslaughter
- Forcible sex offenses
- Non-forcible sex offenses
- Robbery
- Aggravated assault
- Burglary
- Motor vehicle theft
- Arson

In addition, TransWestern Truck Driving Schools is required to report on liquor law violations, drug law violations and illegal weapons possession. Campus crime statistics must be reported by location: on campus and public property (streets, sidewalks, lots adjacent to campus).

The TransWestern Truck Driving Schools Annual Campus Security Report

TransWestern Truck Driving Schools is committed to promoting a safe and secure environment for all campus members and visitors. TransWestern Truck Driving Schools has developed policies and procedures designed to ensure that every possible precaution is taken to protect persons on campus from harm or theft.

On the TransWestern Truck Driving Schools campuses, the students, faculty, staff and community members themselves are responsible for measures to ensure personal safety and to protect property. The cooperation and involvement of students and employees in a campus safety course are absolutely necessary.

Crime statistics for the previous three (3) calendar years are available. A daily log, which records all crimes reported to the campus, is maintained by the Campus President and open to public inspection during normal business hours. Limited information may be withheld to protect victim confidentiality. TransWestern Truck Driving Schools is also required to provide timely warning/notices of crimes that pose an on-going threat to students and employees.

The annual report is made available to all current students upon enrollment and employees upon hire. Prospective students and employees are to be notified of its existence and afforded an opportunity to request a copy. Paper copies are available upon request through the Campus President.

Articulation Agreements

TransWestern Truck Driving Schools has not entered into any articulation or transfer agreements with any other School or university.

Bankruptcy Statement

TransWestern Truck Driving Schools does not have a pending petition in bankruptcy, nor is operating as a debtor in possession, nor has filed a petition within the preceding five years, or has had a petition in bankruptcy filed against the School within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. sec. 1101 et seq).

Student Housing

TransWestern Truck Driving Schools has no responsibility to find or assist students in finding housing. The Student Success Department will be able to provide resources to students upon request.

Courses

All courses listed in this section may include out-of-class activities including but not limited to reading, exercises, problem solving, projects, research, papers, and presentations.

Course Codes

The six (6) character course number assigned to each course provides substantial information. The first two (2) characters are letters that indicate the area of study. They are as follows:

Area of Study	
TD	Truck Driving

The four (4) numeric digits indicate the level of the course. Course numbers that are 1000-level, and 2000-level indicate lower division courses generally taken early in a course.

Course Modification

The School reserves the right to modify the course content, structure, and schedule without additional charges to the student and within regulatory guidelines. The School reserves the right to amend the Handbook and Student Handbook as required.

Commercial Driver Training – Class A: CDL Course

(Available at Lancaster Campus Only – Not for Academic Credit)

The Class A – CDL course is designed to prepare drivers in the skills required to obtain the California Commercial Driver’s License (CDL) test and successful employment through an intensive five week course. Field and classroom training will be a combined total of 160 hours. The Class A – CDL training includes D.O.T safety rules and regulations, state regulations, and proficiency development in the skills required to obtain employment in the trucking industry.

Students attend 40-hours of classroom training covering D.O.T., logbooks, defensive driving, and job search techniques. Preparation for the CDL permit is done in class in addition to the D.O.T. required Driver Wellness module per CFR 49 regulations.

Field training includes both observation and behind the wheel time totaling 120 hours. The field training consist of driving in training areas that include a combination of highway, city, and heavy traffic driving. There is an emphasis on defensive driving, backing, and safety. Emergency procedures are also practiced extensively. The training also consists of DMV skill practice and road testing. Homework may be assigned as this is an intensive course.

NOTE: Before any field training can start, the student must obtain a valid California Class A - CDL Learner’s Permit. Regulations also require that a drug screen test be administered and passed before any field training can begin. Upon successful completion of the course and passing of the appropriate state examination, students could seek or obtain entry-level employment as a Class A Truck Driver or related field.

Course Code	Course Title	Contact Hours
	Concentration Requirements	
TD1100	Class A Truck Driving	160
	Grand Total	160

Course Descriptions

TD1100 Class A Truck Driving

160 Clock Hours

Prerequisite: None

This course presents the registration and orientation (licensing, permits, history of the trucking industry); vehicle and licenses required (commercial driver's license, department of transportation requirements); types of truck transmissions; understanding air brakes; engine retarders; defensive driving; professional driver's attitude development; department of transportation rules; truck electrical system; truck engine; drive train; steering; tires and wheels; trailers; tractors; alignment; putting the truck in motion; accident/fire prevention/reporting; economy driving (speed management, gravity, road management); cargo documentation/management; endorsement and procedures; trip planning; preventative maintenance; understanding continuing education and preparation for the driving exam.



STUDENT HANDBOOK ADDENDUM LANCASTER

Handbook Page Reference: 15

Effective Date: 09/19/2014

The following was revised to read:

Online/Blended Courses

TransWestern Truck Driving Schools offers courses in an online or blended format. These courses are equal to those taught at any of our campuses.

Course requirements are the same whether the course is taken online, on-campus or in a blended modality. Student fees, textbook requirements, and grade and credit hour awards for courses taken in an online format are equal to the same courses taken on-campus. Students taking courses online must complete the online orientation.

Blended and online courses require students to be dedicated and have self-discipline in order to succeed in their courses. In addition, students enrolled in blended or online courses are required to have available a computer and high-speed Internet access, and a supported web browser (including Mozilla Firefox, Internet Explorer, Chrome, and Safari). Other system requirements include the following:

- A functioning e-mail account
- Access to Microsoft 2013 or Microsoft Office 365
- Intel Pentium 4 Processor
- 1 GB of RAM (recommended)
- High-speed internet access
- While dial-up may work, it may not be suitable for many applications
- A supported web browser
 - Mozilla Firefox
 - Internet Explorer, version 9 or 10
 - Chrome
 - Safari (Some content, i.e. Flash, will not work in Safari)
- Sound card and computer speakers to listen to audio presentations
- Headset/microphone
- Operating Systems for PC users
 - Windows XP with SP3 - 32 or 64 bit
 - Windows Vista with SP2 - 32 or 64 bit
 - Windows 7 - 32 or 64 bit
 - Windows 8
- Operating Systems for Mac users
 - OS X 10 - version 10.4x or newer
- Adobe Flash Player
- Adobe Reader
- Java
- A Media Player
 - Windows Media



STUDENT HANDBOOK ADDENDUM LANCASTER

- Apple QuickTime

To check your computer's compatibility visit <http://onlinecoursesupport.com/chartercollege>

The platform for online courses is Moodle Rooms. Students enrolled in online courses must sign in to the course during the first week of the course. Additionally, students will need to complete the Online Orientation prior to the first day of the first course.



STUDENT HANDBOOK ADDENDUM LANCASTER

Handbook Page Reference: 9 **Effective Date: 11/17/2014**

The following was revised to read:

Student's Right to Cancel

Students who have signed a new Course Application have the right to cancel the Course Application for a course of instruction - including any equipment such as books, materials and supplies or any other goods related to the instruction offered in the Agreement - up until midnight of the seventh (7th) business day (excluding weekends and holidays) after the first scheduled class.

Cancellation shall occur when a student has given written Notice of Cancellation at the School address shown on the top of the front page of the Course Application. A student can do this by mail, e-mail, hand delivery, or fax; the Notice of Cancellation must include a signature from the student. The written Notice of Cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid.

The written Notice of Cancellation need not take any particular form, and, however expressed, it is effective if it shows that a student no longer wishes to be bound by the Course Application. If the School has provided any equipment, including books or other materials, the student shall return them to the School within seven (7) days following the date of Notice of Cancellation. If a student fails to return this equipment, including books, or other materials, in good condition within the seven (7) day period, the School may deduct its documented cost for the equipment from any refund that may be due. Once students pay for the equipment, it is theirs to keep without further obligation.

Within five (5) days of receipt of Notice of Cancellation, the School will acknowledge to the student in writing the receipt of the Notice with the effective cancellation date. If a student cancels this agreement, the School will refund any monies paid, less any deduction for equipment not timely returned in good condition, within thirty (30) days after Notice of Cancellation is received.



STUDENT HANDBOOK ADDENDUM LANCASTER

Handbook Page Reference: 28

Effective Date: 12/03/2014

The following was revised to read:

Course Codes

The seven (7) character course number assigned to each course provides substantial information. The first three (3) characters are letters that indicate the area of study. They are as follows:

Area of Study	
NDS	Non-Degree Seeking

The four (4) numeric digits indicate the level of the course. Course numbers that are 8000-level indicate non-degree seeking courses.



STUDENT HANDBOOK ADDENDUM LANCASTER

Handbook Page Reference: 29

Effective Date: 12/03/2014

The following was revised to read:

Commercial Driver Training – Class A: CDL Course

(Available at Lancaster Campus Only – Not for Academic Credit)

The Class A – CDL course is designed to prepare drivers in the skills required to obtain the California Commercial Driver’s License (CDL) test and successful employment through an intensive five week course. Field and classroom training will be a combined total of 160 hours. The Class A – CDL training includes D.O.T safety rules and regulations, state regulations, and proficiency development in the skills required to obtain employment in the trucking industry.

Students attend 40-hours of classroom training covering D.O.T., logbooks, defensive driving, and job search techniques. Preparation for the CDL permit is done in class in addition to the D.O.T. required Driver Wellness module per CFR 49 regulations.

Field training includes both observation and behind the wheel time totaling 120 hours. The field training consist of driving in training areas that include a combination of highway, city, and heavy traffic driving. There is an emphasis on defensive driving, backing, and safety. Emergency procedures are also practiced extensively. The training also consists of DMV skill practice and road testing. Homework may be assigned as this is an intensive course.

NOTE: Before any field training can start, the student must obtain a valid California Class A - CDL Learner’s Permit. Regulations also require that a drug screen test be administered and passed before any field training can begin. Upon successful completion of the course and passing of the appropriate state examination, students could seek or obtain entry-level employment as a Class A Truck Driver or related field.

Course Code	Course Title	Contact Hours
	Concentration Requirements	
NDS8025	Class A CDL Classroom	40
NDS8026	Class A CDL Field	120
	Grand Total	160



STUDENT HANDBOOK ADDENDUM LANCASTER

Handbook Page Reference: 30 **Effective Date: 12/03/2014**

TD1100 Class A Truck Driving was revised to read:

NDS8025 Class A CDL Classroom

40 Clock Hours

Students attend 40-hours of classroom training covering D.O.T., logbooks, defensive driving, and job search techniques. Preparation for the CDL permit is done in class in addition to the D.O.T. required Driver Wellness module per CFR 49 regulations.

NDS8026 Class A CDL Field

120 Clock Hours

Field training includes both observation and behind the wheel time totaling 120 hours. The field training consist of driving in training areas that include a combination of highway, city, and heavy traffic driving. There is an emphasis on defensive driving, backing, and safety. Emergency procedures are also practiced extensively. The training also consists of DMV skill practice and road testing. Homework may be assigned as this is an intensive course.



STUDENT HANDBOOK ADDENDUM LANCASTER

Handbook Page Reference: 10-11

Effective Date: 03/16/2015

The Student Tuition Recovery Fund assessment is no longer collected.

Student Tuition Recovery Fund (STRF)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational course, who is a California resident, or are enrolled in a residency course, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government course or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency course, or
2. Your total charges are paid by a third party, such as an employer, government course or other payer, and you have no separate agreement to repay the third party.

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational courses who are California residents, or are enrolled in a residency courses attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education. You may be eligible for STRF if you are a California resident or are enrolled in a residency course, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan course as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."



STUDENT HANDBOOK ADDENDUM LANCASTER

Handbook Page Reference: 21

Effective Date: 03/16/2015

Step 5 of this section was revised.

Grievance and Appeals Policy

Occasionally, a problem may arise between a student and another party, or with some aspect of the School. Students are encouraged to verbally communicate their concerns to the appropriate person. The following are the steps the student should take to resolve concerns:

Step 1: Communicate with the appropriate instructor or staff member.

Step 2: Communicate with the Campus President. A "Complaint Form" can be obtained from the Campus President or the Education Department.

Step 3: The Campus President will meet with the student to discuss the issue. The Campus President may also meet with the other party(ies) to attempt to resolve the issue.

Step 4: Unresolved concerns may be appealed within fourteen (14) days to the Grievance Committee in writing. The Grievance Committee may be comprised of the following people, but is not limited to, the Campus President, instructor and/or Course Chairperson.

The following steps must be followed:

- a. All parties involved must complete a "Complaint Form".
- b. All documentation must be received prior to the meeting.
- c. All persons involved with the incident/complaint will be in attendance.
- d. Testimony will be presented by the student and all other parties involved and will be recorded in the official minutes.
- e. After all testimony is presented, the student and other parties will be excused.
- f. The Grievance Committee has the responsibility for reaching a decision within fourteen (14) days that is in balance with the best interests of both the student and the School.

Step 5: If a student believes that the School did not address the complaint or concern, the student may consider contacting the Chief Operations Officer at 775-525-2109.

Step 6: Any questions a student may have regarding this Handbook that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818, www.bppe.ca.gov, (888) 370-7589 or by fax (916) 263-1897



STUDENT HANDBOOK ADDENDUM LANCASTER

Other interested individuals or agencies with a concern or grievance should contact TransWestern Truck Driving Schools administration. This information will then be forwarded to the appropriate department for review and possible resolution.

Step 7: If a student does not feel that the School has adequately addressed a complaint or concern, the student may consider contacting the School's accrediting agency.

All complaints must be in written form, with permission from the complainant(s) for the Council to forward a copy of the complaint to the School for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Council. Please direct all inquiries to:

Accrediting Council for Independent Schools and Schools
750 First Street N.E., Suite 980
Washington, DC, 20002-4223
202-336-6780



STUDENT HANDBOOK ADDENDUM LANCASTER

Handbook Page Reference: 8

Effective Date: 06/18/2015

The following was revised to read due to admission requirement changes:

Admissions Admissions Requirements

Prior to enrollment, all prospective students may be interviewed to determine if they have the maturity, motivation, commitment and dedication to succeed in the courses they have chosen and the qualities of personality that will help make placement assistance effective.

Students who have been convicted of a crime, which may affect their ability to be eligible for employment in their chosen field, may be denied admission to the School.

In order to be admitted to TransWestern Truck Driving Schools, prospective students who are not citizens of the United States of America must provide TransWestern Truck Driving Schools with official documents verifying their current authorization from United States Immigration and Naturalization Service to attend School. Furthermore, because all courses are taught in English all applicants must demonstrate competence in the English language. This requirement may be met by submitting a diploma from a secondary school in a system in which English is the official language of instruction. If English is not the applicant's primary language, the applicant may be required to demonstrate English proficiency.



STUDENT HANDBOOK SUPPLEMENT LANCASTER

Administration

Effective: 07/20/2015

Sharon Ahearn
Campus President

Babette Garica
Director of Career Services

Open
Corporate Librarian

Andy Gulati
Director of Admissions

Paul Dilger
Director of Student Success
ADA Coordinator

Joel Nelson
Director of Academic Operations

Faculty

<u>Name</u>	<u>Job Title</u>	<u>Subject Area</u>	<u>Credentials</u>
Sandra J. Tremiti	Instructor	Truck Driving	CDL-A



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Academic Calendar

Effective: 06/29/2015

Holidays and Make-Up Days

Due to certain annual holidays, course make-up days are required. These make-up days are identified below.

2014	
Holiday	Make-Up Day
Thanksgiving November 27-30, 2014	December 5, 2014 & December 12, 2014
Winter Break December 22, 2014- January 4, 2015	N/A

2015	
Holiday	Make-Up Day
Memorial Day May 25, 2015	May 29, 2015*
Independence Day July 4, 2015	N/A
Labor Day September 7, 2015	September 11, 2015
Thanksgiving November 26-29, 2015	November 20, 2015 & December 4, 2015
Winter Break December 21, 2015 – January 3, 2016	N/A

The make-up day for the morning shift of NDS8025 Class A: CDL, Classroom was scheduled for June 6, 2015 from 09:00 AM to 1:00 PM.



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Tuition and Fees

Effective: 05/25/2015

Courses

Courses	Clock Hours	Tuition	Recovery Fund*	Books & Supplies	Fees	Total
Truck Driving – Class A	160	\$2,700	0	\$0	\$0	\$2,700

*The Student Tuition Recovery Fund Assessment is no longer collected.

Other Costs

DMV Permit	\$70
Physician Fee	\$50
Drug Screen	\$60
DMV Driving Record	\$5
Official Transcript Fee	\$7
Official Transcript Fee (24-hour processing)	\$25
Duplicate Certificate Fee	\$50