



AUSTIN CAREER INSTITUTE, LLC

SCHOOL CATALOG

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www.austincareerinstitute.edu

CATALOG VOLUME 34
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History of ACI

Austin Career Institute LLC (ACI) was established in 2012 by a licensed professional engineer, Shahram Jamali, and Texas State University Activate program graduate and computer programmer, Rosha Teimuri. ACI was licensed by Texas Workforce commission in 2013 and accredited by Council on occupational Education (COE) in 2018. ACI recognizes the worth and dignity of all people and is sensitive to the diversity of its student population. All students are encouraged to reach their potential within the framework of their individual needs, interests, and capabilities. ACI believes that education should promote the development of positive self-esteem and the ability to be self-sufficient. ACI provides services that support the students' efforts to succeed academically, vocationally, and personally. These services include individual advising, academic tutoring, and assistance in locating needed social services.

Statement of Legal Control

The owners of the school are Rosha Teimuri and Shahram Jamali.
Austin Career Institute, LLC

Approvals

ACI is approved by Texas Workforce Commission Career Schools and Colleges, and a vendor to Texas Workforce Solutions and the US Department of Veterans Affairs.

ACI is Accredited by the Commission of the Council on Occupational Education.

Council on Occupational Education
7840 Roswell Road, Building 300, Suite 325
Atlanta, GA 30350
Telephone: 770-396-3898 / FAX: 770-396-3790, www.council.org

Mission Statement

To lift low income individuals, Veterans, displaced or laid off workers and New Americans into better paying, in demand careers through quality, short-term education while simultaneously filling industry labor shortages, reducing the amount of government dependency, and strengthening the US Economy.

Vision Statement

Transforming workforce challenges into opportunities through innovative education and collaborative partnerships with leading community service providers, enabling upward mobility.

Institutional Learning Outcomes

- Educate and develop skilled employees who can obtain employment and earn a living wage within the trades industry.
- Utilize innovative methods to help train, fund, and employ our students and graduates.

Administrative Staff and Faculty

Shahram (Shawn) Jamali, CTO and CEO, Campus Director, Director of Education, Substitute Instructor, and Distance Instructor. Mr. Jamali holds a BS in Mechanical Engineering from UT Austin specializing in HVAC-R systems and mechanical systems design. He also holds Professional Engineering (PE) and a Mechanical Contracting License in the State of Texas. He has twenty-four years of combined experience as a MEP Engineer and as an HVAC contractor. Shawn also has experience running a postsecondary school. He has served as a Campus Director for years, with four years of experience in Admissions and three years in Career Services. He is bilingual in Farsi and English.

The Co-Founder and President, as well as CTO, is Rosha Teimuri. Rosha Teimuri is a Texas State University Activate program graduate and has a BS in Computer Science. She has seventeen years of combined experience as CTO and programmer/analyst, as well as four years of experience in Financial Aid. She is bilingual in Farsi and English.

Amanda Pincock is the Director of Student Services. She is a returned Peace Corps Volunteer, has a BA in Education, and an MA in Applied Linguistics with a focus on Adult Literacy. She has more than twenty years of experience as an educator and has worked extensively with immigrant and refugee populations overseas and in the US. She is bilingual in English and French.

Carlos Rangel is the Director of Financial Aid. He has 14 years of experience in Financial Aid, HR and Accounting, and as Director of Operations, and over 20 years of experience working in the University system. He has a BS in Business Management with a concentration in Finance. He is bilingual in Spanish and English.

Alexia Infante is the Associate Admission and Business Development Representative. She has a BA in Business Management and Ethics. She has coordinated and supported recruitment efforts, nonprofit organizations, promotional opportunities and events in the higher education industry. She is bilingual in Spanish and English.

Austin Career Institute is fortunate to have one AmeriCorps Volunteer on full-time staff. Each volunteer has been interviewed for their dedication to service and desire to help students reach their full potential. AmeriCorps Volunteers have Bachelor's Degrees and experience working in many fields related to education and service.

Faculty (full-time and part-time listed separately) with degrees held and the conferring institution

1. Shahram Jamali – Part Time
HVAC-R
Mechanical Engineer, UT, Austin
20 years related work experience

2. Agustin Wong – Part Time
HVAC-R
HVAC-R Austin Career Institute Program, Austin, Texas
20 years related work experience

3. Matt Stroh – Part Time
HVAC-R
HVAC-R Austin Career Institute Program, Austin, Texas
20 years related work experience

4. Jocelyn Mays – Part Time
CCMA
Allied Health Careers Institute: Austin, Texas
11 years related work experience

Facilities, Equipment and Hours of Operation

The school is 3,702 square feet with three lab/classroom combos, three offices, one resource room and one reception area. The classrooms have desks, chairs, a white board, a projector and the following lab equipment:

Equipment	Equipment: Student Ratio
Heat Pump system variable speed on cart	1:10
Heat pump 3 speed on cart	1:10
Gas heat HVAC system variable speed on cart	1:10
Gas heat HVAC system 3 speed on cart	1:10
System diagram poster	1:10
Ice Maker	1:10
Freezer wiring board	1:10
Gas heat HVAC wiring board	1:10
Heat pump wiring board	1:10
Torch sets	1:10
Vacuum pumps	1:10
Evacuation pumps	1:10
Evacuation tanks	1:10
Tool boxes and tools	1:10

Lockout/tagout devices	1:10
Basic electrical circuits	1:10
Meters (including Analog meter, Multimeter, Voltmeter, Clamp-on ammeter, Ohmmeter, Continuity Tester, and Voltage tester)	1:10
Panelboard	1:10
Relays	1:10
Transformers	1:10
Motors	1:10
Various motor switches	1:10
Thermostats	1:10
Exam Table	1:15
Flat top treatment table	1:15
Otoscope/Ophthalmoscope	1:15
Accucare Blood Pressure Wall Mount	1:15
Sphygmomanometer	1:15
EKG with Interpretation	1:15
Phlebotomy chair	1:15
Sterilizer	1:15
Specula dispenser	1:15
IV Pole Hanger	1:15
Pneumatic Adjustable Stools	1:15
Rolling stools	1:15
Scale with Height Rod	1:15
Exam Light	1:15
Hemoglobin/Glucose Machine	1:15
Electronic Medical Records Software	1:15
Blood Pressure Cuff-Electric	1:15
Venipuncture Arm	1:15
Vein Viewer	1:15
Axis Scientific Life Size Skeleton Model 5' 6" Full Size	1:15
Thermometer - Digital	1:15
Surgical Instruments	1:15

All equipment used for instruction is owned by ACI.

Hours of Operation and Technical Assistance

ACI holds classes from 6:00am to 10:00pm Monday through Friday, 7:30am to 7:00pm on Saturdays, and 7:30am to 1:00pm on Sundays (excluding holidays). Technical assistance for students attending online classes is available 10:00am to 6:00pm Monday through Thursday and 10:00am to 4:00pm on Fridays. Our administrative office hours are Monday through Friday 9:00am to 5:00pm and on Saturdays from 10:00am to 5:00pm.

Program Descriptions

For licensing and criminal background requirements for students' chosen field of study, students must visit his or her desired state's licensing boards.

Medical and Allied Health licensing specialized Certifications will be offered by NAHP. The MA student graduates will be qualified to test for the following licenses:

NRCMA - Nationally Registered Certified Medical Assistant
NRCPT - Nationally Registered Certified Phlebotomy Technician
NRCEKG - Nationally Registered Certified EKG Technician
NRCCHA - Nationally Registered Certified Administrative Health Assistant

*MA students are required to take only the NRCMA test.

HVAC-R student graduates will be qualified to test for the following license:

EPA 608 Technician Type Universal

Licensing will be offered by VGI Training – <https://www.vgitraining.com/>.

Students must pass certification exams for credentialing.

MEDICAL ASSISTANT – Diploma Hybrid and Traditional

Length: 900 Clock Hours; Instructional Month: Approximately 10

Program Quarter Credits: 52

Credential Awarded: Diploma

Mode of Delivery: Traditional & Hybrid

Language of Delivery: English

OBJECTIVE:

Medical Assistants are a multi-skilled allied health professional that demonstrates proficiency in entry-level ambulatory health care settings. A Medical Assistant will perform both administrative and clinical roles while assisting physicians, physician assistants, nurse practitioners, and other healthcare professionals. The need for well-trained Medical Assistants continues to grow significantly, as such the objective of the Medical Assistant Program is to provide training and enable students to gain knowledge and skills necessary for entry-level employment in medical offices, clinics, urgent care centers and specialty practices.

DESCRIPTION:

The Medical Assistant program includes administrative and clinical competencies expected of entry-level positions in a variety of health care settings. Students develop skills in front office administration with an introduction to health insurance and basic billing practices. The back-office portion focuses on direct patient contact and typical clinical and laboratory skills, such as minor clinical procedures, EKG, phlebotomy, injections, and lab screenings. Students will also learn Universal Precautions, OSHA regulations, HIPAA requirements, confidentiality, and the legal aspects applicable to any allied health environment. Duties of Medical Assistants vary from office to office depending on office location, size, and specialty. They report directly to an office manager, physician, or other health practitioner.

EXTERNSHIP

An externship course is included in this program to provide students with the opportunity to apply their knowledge and skills to real-life situations in a healthcare setting. Students are required to complete the required externship hours and other related learning activities prior to graduation. Students are not permitted to be paid for work performed during their externship experience.

CREDENTIALING EXAMS

Medical and Allied Health licensing specialized Certifications will be offered by NAHP. The MA student graduates will be qualified to test for the following licenses:

- NRCMA - Nationally Registered Certified Medical Assistant
- NRCPT - Nationally Registered Certified Phlebotomy Technician
- NRCEKG - Nationally Registered Certified EKG Technician
- NRCAHA - Nationally Registered Certified Administrative Health Assistant

MA students are required to take only the NRCMA test.

TOTAL REQUIRED CLOCK HOURS:	900	QUARTER CREDIT HOURS:	59.7
Total number of clock hours available via distance education	342	Total number of quarter hours available via distance education	34.2

COURSE NAME (Use one line for EACH COURSE within the program.)	LECTURE Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			LABORATORY Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			WORK-BASED ACTIVITIES Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			Course Totals	
	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock	Credit
MA101 The Profession of Healthcare	39	3.9	X	41	2.0					80	5.9
MA102 Cardiology & Respiratory	39	3.9	X	41	2.0					80	5.9
MA103 Blood & Lymphatic	39	3.9	X	41	2.0					80	5.9
MA104 Reproductive, Urinary & Pharmacology	39	3.9	X	41	2.0					80	5.9
MA105 Digestive & Musculoskeletal	39	3.9	X	41	2.0					80	5.9
MA106 Endocrine & Integumentary	39	3.9	X	41	2.0					80	5.9
MA107 Nervous & Special Senses	39	3.9	X	41	2.0					80	5.9
MAO101 Medical Office Procedures	39	3.9	X	41	2.0					80	5.9
MAO102 Electronic Health Records	30	3.0	X	30	1.5					60	4.5
MAX101 Externship							180	6		180	6
MAX102 Certification Review	20	2.0								20	2
TOTAL ALL COLUMNS	362	36.2		358	17.5		180	6		900	59.7

Residential Heating, Ventilation, & Air Conditioning Certificate Program - HVAC Hybrid and Traditional

360 clock-hours, 4 months (15 weeks), excluding holidays).

Credential Awarded: Diploma

Mode of Delivery: Traditional & Hybrid

Language of Delivery: English & Spanish

Program Objectives:

- Identify components of residential heating, ventilation and air conditioning systems
- Define EPA requirements related to residential HVAC systems
- Describe the safety equipment used when installing or maintaining residential HVAC systems
- Solve problems using basic algebra and geometry related to the measurement of lines, area, volume, weights, angles, pressure, vacuum, and temperature
- Explain concepts of heat transfer and air flow measurement
- Interpret wiring diagrams, blueprints, and other industry-related schematics
- Identify types of tubing and fittings used in the HVAC/R industry and how they are mechanically joined
- Discuss principles of condensation, evaporation and compression as they relate to refrigeration
- Demonstrate use of equipment used to install or maintain residential HVAC systems
- Demonstrate the troubleshooting, maintenance and installation of residential HVAC systems
- Use industry paperwork and recordkeeping methods
- Define customer service and identify work habits that contribute to success on the job
- Interworking of evaporator, its behavior during normal operation of an HVAC system, diagnosis of abnormal operation and repairing of this component
- Interworking of refrigerant metering device, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component.
- Interworking of condenser, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Interworking of compressor, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Interworking of electrical system for residential HVAC systems, its behavior during normal operation of an HVAC system, diagnosis of abnormal operation and repairing of this component
- Interworking of gas heat and heat pump systems, their behavior during normal operation of an HVAC system, diagnosis of abnormal operation and repairing of this component

Graduates of this program will find entry level positions in the Residential HVAC industry. The program is comprised of three courses. All courses are independent of each other and can be taken without prerequisite.

TOTAL REQUIRED CLOCK HOURS:	360	Semester CREDIT HOURS:	16.5
Total number of clock hours available via distance education	174	Total number of semester hours available via distance education	10.5

COURSE NAME (Use one line for EACH COURSE within the program.)	LECTURE Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			LABORATORY Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			WORK-BASED ACTIVITIES Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			Course Totals	
	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock	Credit

CRT 102-Refrigeration	58	3.5	X	62	2					120	5.5
CRT 103-Electrical & Heating	58	3.5	X	62	2					120	5.5
CRT 104-Systems & Components	58	3.5	X	62	2					120	5.5
TOTAL ALL COLUMNS	174	10.5		186	6					360	16.5

Residential & Commercial HVAC & Commercial Refrigeration Certificate Program HVAC – R Hybrid and Traditional

720 clock-hours, 9 months (36 weeks)

Credential Awarded: Diploma

Mode of Delivery: Traditional & Hybrid

Language of Delivery: English & Spanish

Program Objectives:

- Use American National Standards Institute (ANSI) hand signals to identify components of residential and commercial heating, ventilation and air conditioning systems
- Describe the safety equipment used when installing or maintaining residential and commercial HVAC systems
- Solve problems using basic algebra and geometry related to the measurement of lines, area, volume, weights, angles, pressure, vacuum, and temperature
- Explain concepts of heat transfer and air flow measurement
- Interpret wiring diagrams, blueprints, and other industry-related schematics
- Identify types of tubing and fittings used in the HVAC industry and how they are mechanically joined
- Discuss principles of condensation, evaporation and compression as they relate to refrigeration
- Demonstrate use of equipment used to install or maintain residential HVAC systems
- Demonstrate the troubleshooting, maintenance and installation of residential HVAC systems
- Use industry paperwork and recordkeeping methods
- Define customer service and identify work habits that contribute to success on the job
- Understand interworking of evaporator, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of refrigerant metering device, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of condenser, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of compressor, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of electrical system for residential HVAC systems, its behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of gas heat and heat pump systems, their behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component

- Understand interworking of commercial and industrial HVAC systems, their behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component
- Understand interworking of commercial and industrial refrigeration systems, their behavior during normal operation of a HVAC system, diagnosis of abnormal operation and repairing of this component

Graduates of this program will find entry level positions in the Residential and Commercial HVAC-R industry. The program is comprised of six courses. All courses are independent of each other and can be taken without prerequisite.

TOTAL REQUIRED CLOCK HOURS:	720	Semester CREDIT HOURS:	33
Total number of clock hours available via distance education	348	Total number of semester hours available via distance education	21

COURSE NAME (Use one line for EACH COURSE within the program.)	LECTURE Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			LABORATORY Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			WORK-BASED ACTIVITIES Place an 'x' in the far right column if any course instruction is <i>available</i> via distance education delivery.			Course Totals	
	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock Hours	Credit Hours	DE	Clock	Credit
CRT 101-Core	58	3.5	X	62	2					120	5.5
CRT 102-Refrigeration	58	3.5	X	62	2					120	5.5
CRT 103-Electrical & Heating	58	3.5	X	62	2					120	5.5
CRT 104-Systems & Components	58	3.5	X	62	2					120	5.5
CRT 105-Commercial Air Systems	58	3.5	X	62	2					120	5.5
CRT 106-Commercial & Industrial	58	3.5	X	62	2					120	5.5
TOTAL ALL COLUMNS	348	21		372	12					720	33

Advanced Electrical Technician Certificate Program* Hybrid and Traditional

***ACI is not enrolling students for this program at this time**

677.5 clock-hours, 8 months (29 weeks)

Credential Awarded: Diploma

Mode of Delivery: Traditional & Hybrid

Language of Delivery: English

Program Objectives:

- Describe the safety equipment used when installing or maintaining electrical systems
- Define the units of measurement that are used to measure the properties of electricity
- Demonstrate the use of equipment used to troubleshoot, install or maintain electric systems
- Define capacitive reactance and state how it is affected by frequency

- Describe the component parts and operating characteristics of a three-phase motor
- Explain the relationship between voltage and current in RL circuits, RC circuits, LC circuits, and RLC circuits
- Explain basic transformer action
- Classify lighting fixtures by type and application
- Properly select, install, and support pull and junction boxes and their associated fittings
- Use NEC tables
- Describe the wiring methods permitted for branch circuits and feeders in specific hazardous locations
- Select branch circuit conductors and overcurrent protection devices for electric heat, air conditioning equipment, motors, and welders
- Select contactors and relays for use in specific electrical systems
- Calculate loads for various residential and commercial applications
- Define the different categories for voice-data-video (VDV) cabling systems
- Use industry paperwork and recordkeeping methods
- Define customer service and identify work habits that contribute to success on the job

Graduates of this program will qualify for entry level positions in the Commercial and Residential Electrician industry. The program is comprised of six courses. All courses are independent of each other and can be taken without prerequisite.

Blended Full Time Advanced Electrical Technician Program										
Module	Total Clock Hours	Weeks	Lab Hours Per Week	Total Lab Hours	Lab Semester Credit Hrs.	Online Hours Per Week	Total Online Hours	Online Semester Credit Hrs.	Total Module Hrs.	
ERT 101-Core/Introduction to Electricity	125	5	12.25	64	2.0	11.75	61	4.0	6	
ERT 102-Introduction to Wiring	110	5	12.25	56	1.5	11.75	54	3.5	5	
ERT 103-Advanced Wiring	112.5	5	12.25	57	1.5	11.75	55	3.5	5	
ERT 104-Motors, Electronics, and Transformers	105	4	12.25	54	1.5	11.75	51	3.0	4.5	
ERT 105-Residential and Commercial Systems	112.5	5	12.25	57	1.5	11.75	55	3.5	5	
ERT 106-Special/Advanced Electrical Systems	112.5	5	12.25	57	1.5	11.75	55	3.5	5	
									Total Semester Hrs.	30.5
									Total Clock Hrs.	677.5

Full Time Advanced Electrical Technician Program									
Module	Total Clock Hours	Weeks	Theory Hours Per Week	Total Lecture Hours	Total Lecture Semester Hrs.	Lab Hours Per Week	Total Lab Hours	Lab Semester Credit Hrs.	Total Semester Credit Hrs.
ERT 101-Core/Introduction to Electricity	125	5	12.25	64	2.0	11.75	61	4.0	6.0
ERT 102-Introduction to Wiring	110	5	12.25	56	1.5	11.75	54	3.5	5.0
ERT 103-Advanced Wiring	112.5	5	12.25	57	1.5	11.75	55	3.5	5.0
ERT 104-Motors, Electronics, and Transformers	105	4	12.25	54	1.5	11.75	51	3.0	4.5
ERT 105-Residential and Commercial Systems	112.5	5	12.25	57	1.5	11.75	55	3.5	5.0

ERT 106-Special/Advanced Electrical Systems	112.5	5	12.25	57	1.5	11.75	55	3.5	5.0
								Total Semester Hrs.	30.5
								Total Clock Hrs.	677.5

Students who use VA funding cannot register for Blended Full-Time or Online programs.

Program Costs

Blended Hybrid Residential & Commercial Heating, Ventilation & Air Conditioning & Commercial Refrigeration Certificate Program 720 hours, 24 hr/wk, 8 months (30 weeks)*, 32 semester credits		
	Blended	
Registration	\$100.00	
Tuition	\$14,395.00	
Books	\$500.00	
Total Cost	\$14,995.00	

Residential Heating, Ventilation & Air Conditioning Certificate Program 360 hours, 24 hr/wk, 4 months (16 weeks)*, 15 semester credits		
	Blended	
Registration	\$100.00	
Tuition	\$8,395.00	
Books	\$500.00	
Total Cost	\$8,995.00	

Full-time Residential & Commercial Heating, Ventilation & Air Conditioning & Commercial Refrigeration Certificate Program 720 hours, 24 hr/wk, 8 months (30 weeks)*, 32 semester credits		
		Traditional
Registration		\$100.00
Tuition		\$14,395.00
Books		\$500.00
Total Cost		\$14,995.00

**Blended Hybrid Advanced Electrical Technician Certificate Program
677.5 hours, 24 hr/wk, 8 months (30 weeks)*, 28.5 semester credits**

	Blended	
Registration	\$100.00	
Tuition	\$14,395.00	
Books	\$500.00	
Total Cost	\$14,995.00	

We are not enrolling students for the Electrical Technician Certificate Program at this time.

**Full time Advanced Electrical Technician Certificate Program
677.5 hours, 24 hr/wk, 8 months (30 weeks)*, 28.5 semester credits**

		Traditional
Registration		\$100.00
Tuition		\$14,395.00
Books		\$500.00
Total Cost		\$14,995.00

We are not enrolling students for the Electrical Technician Certificate Program at this time.

**Blended Hybrid Medical Assistant Certificate Program
900 hours, 24 hr/wk, 10 months (38 weeks)*, 52 quarter credits**

	Blended	
Registration	\$100.00	
Tuition	\$14,395.00	
Books/Supplies	\$500.00	
Total Cost	\$14,995.00	

**Full time Medical Assistant Certificate Program
900 hours, 24 hr/wk, 10 months (38 weeks)*, 52 quarter credits**

		Traditional
Registration		\$100.00
Tuition		\$14,395.00
Books/Supplies		\$500.00
Total Cost		\$14,995.00

Agency & Agency-referred students may have a discounted tuition.

Current interest charged for self-pay students must be stated and disclosed on the enrollment agreement prior to student enrollment.

***The stated length months and weeks are an estimate.**

Retaking failed courses

Students will only be allowed to repeat courses as required by ACI due to academic problems or attendance violations, and only as scheduling permits. Students are permitted to repeat courses under the following conditions:

- * Students who previously passed a course may only repeat that course one additional time (two total attempts).
- * Students who have attempted but not passed a course may repeat the course two additional times (three total attempts).
- *The highest grade received on the repeated courses becomes the final grade and supersedes all other grades for that course. It will replace all other grades for that course in the CGPA calculation.
- * All final grades are reflected on the official transcript; repeated courses are designated by "***".
- *Students who do not successfully pass a required course three times will be dismissed from the program. Students dismissed from a program for failing a required course three times cannot be readmitted into the same program or into another program that requires the same course.
- * All program-specific grading requirements and restrictions on course repeats stipulated by state regulatory and accrediting bodies or the campus catalog must be followed.
- * Repeated courses must be paid for by the student.

Tuition Payment

Prior to enrolling at the Institution, all applicants are encouraged to explore the availability of financial funding through state agencies and the Veterans Administration. Financial assistance information and application assistance are provided to help each student and his/her family clearly understand their financial situation before entering into a contractual agreement. Payment plans are available for self-pay students.

Admissions Requirements

- 1) Applicants must be 18 years old or older
- 2) Applicants must complete an Application for Admissions
- 3) Applicants must have a Diploma or GED, or take and pass an entrance exam*
- 4) Applicants must speak English or Spanish or take and pass an entrance exam (ESL programs are available to students so that they are able to improve their English and be able to pass the Entrance Exam and enter the English language trade classes)
- 5) Applicants desiring to enroll in blended courses will be required to complete a Distance Learning Assessment to confirm they are well suited for online coursework
- 6) Applicants must meet with an Admissions Representative to determine the type of class schedule that will best meet the applicant's objectives, and sign an enrollment agreement
- 7) FSA applicants must have valid proof of successful completion of high school as evidenced by any of the items on the following non-exhaustive list:

1. Copy of the student's valid high school diploma or G.E.D. certificate (or equivalent)
 - i. In mitigating circumstances, as an alternate to show proof of completion of high school, an official high school transcript (bearing signature of a high school official) listing the student's graduation date
 - ii. Austin Career Institute accepts online diplomas when the **diploma** comes from an **online school** that has accreditation from the proper regional board.
 - iii. Have evidence of completion of home schooling that state law treats as a home or private school; or a copy of state-issued credential for secondary school completion if homeschooled (if applicable)
 - iv. An academic transcript of a student who has successfully completed at least a two-year program that is acceptable for full credit towards an Associates or Bachelor's degree
 - v. Any foreign diploma must be verified for high school completion by an approved outside agency that is qualified to translate into English in order to confirm the academic equivalence to a U.S. High School Diploma
 - vi. A former member of the military who is unable to obtain documentation of his or her high school diploma (or its recognized equivalent), an institution may accept as alternative documentation a DD Form 214—Certificate of Release or Discharge From Active Duty— if the DD Form 214 indicates the individual is a high school graduate or equivalent.

*ACI has developed an entrance exam which has proven successful in determining an applicant's ability to successfully understand and complete the requirements of the programs offered. A minimum passing score of 70% is required. Applicants who fail the exam will be allowed to retake the exam in 24 hours. A third attempt at the exam will be provided one week following the second exam attempt. A fourth attempt at the exam will not be provided for 1 month following the third attempt.

HOME SCHOOLING

To receive FSA Funds, a student must be qualified to study at the post-secondary level. A student qualifies if they:

- Have a high school diploma (for qualifying international students, it must be equivalent to a U.S. high school diploma)
- Have a recognized equivalent of a high school diploma, such as a general educational development or GED certificate or other state sanctioned test or diploma –equivalency certificate
- Have completed homeschooling at the secondary level as defined by state law; or
- Have completed secondary school education in a homeschool setting, which qualifies for an exemption from compulsory attendance requirements under state law, as Texas state law does not require a homeschooled student to receive a credential for their education.
- A student may self-certify on the FAFSA that she / he has received a high school diploma or high school equivalency certificate or that she / he has completed secondary school through homeschooling as defined by state law. If a student indicates that she / he has a diploma or high school equivalency certificate,

Austin Career Institute is required to ask for copy of the diploma or high school equivalency certificate and not rely on the student's self-certification alone.

Admissions Process

Interested applicants can call or visit ACI to set up an appointment with an Admissions Representative. Applicants are encouraged to visit to see the facilities firsthand, and meet the staff.

During the admissions appointment, the programs offered, the admissions requirements, program costs and the catalog will be reviewed with the applicant. Applicants will also need to take the Distance Learning Assessment.

Only after the applicant has satisfied all the admissions requirements will the applicant be provided an enrollment agreement. The enrollment agreement is the contract between the applicant and ACI. The enrollment agreement lists the program description, the program hours, class schedule, academic delivery and cost for program completion.

The applicant becomes a student only after the enrollment agreement has been accepted by ACI.

2020 Academic Calendar (Start Dates)

HVAC-R (English)

720 Hours

1-06-20	2-17-20
3-30-20	5-04-20
6-15-20	7-20-20
8-24-20	10/05/20
	11/09/21
	01/04/21

HVAC (English) *No currently enrolled

360 Hours

1-06-20	2-17-20
3-30-20	5-04-20
6-15-20	7-20-20

8-24-20

11-09-20

HVAC-R (English)

720 Hours

1-07-20	2-04-20
3-10-20	4-21-20
5-26-20	6-30-20
8-4-20	9-08-20
10-13-20	11-17-20

Electrical (English)

720 Hours

1-07-20	2-04-20
3-10-20	4-21-20
5-26-20	6-30-20
8-4-20	9-08-20
10-13-20	11-17-20

HVAC (English)

360 Hours

1-07-20	1-28-20
3-03-20	4-14-20
5-19-20	6-23-20
7-28-20	9-01-20
10-06-20	11-10-20
1-05-21	

HVAC-R (English)

720 Hours

12-16-19	2-03-20
3-09-20	4-20-20
5-26-20	6-30-20
8-04-20	9-09-20
11-19-20	1-06-21

HVAC-R (English)

720 Hours

1-03-20	1-24-20
3-06-20	4-17-20
5-22-20	6-26-20
8-07-20	9-11-20
10-16-20	11-20-20

HVAC (English)

360 Hours

1-03-20	1-24-20
2-28-20	4-10-20
5-15-20	6-19-20
7-24-20	8-28-20
10-02-20	11-06-20
12-18-20	

HVAC-R (English full-time)

720 Hours

2-21-20	4-03-20
5-08-20	6-19-20
7-31-20	9-04-20
10-16-20	11-20-20

HVAC (English)

360 Hours

2-01-20	3-07-20
4-18-20	5-30-20
7-11-20	8-15-20
9-26-20	10-31-20
12-12-20	1-23-21

Medical Assistant Program (English)

10 Months

1-06-20	2-03-20
3-02-20	4-06-20
5-04-20	6-01-20
6-29-20	7-27-20
	8-17-20
	9-14-20
	10-12-20
	11-09-20
	12-07-20

Recognized Holidays

ACI Holiday Class Closure

- Christmas Eve through New Year's Day and weekends after Christmas and New Year's
- Martin Luther King, Jr. Day
- Spring Break Week
- Memorial Day and previous weekend
- Independence Day
- Labor Day and previous weekend
- Veteran's Day
- Thanksgiving Day, the day after Thanksgiving, and weekend after Thanksgiving

ACI Holiday Office Closure

- Christmas Eve, Christmas Day, New Year's Eve and New Year's Day
- Memorial Day and previous weekend
- Independence Day, observed previous Friday if falls on a weekend

- Labor Day and previous weekend
- Thanksgiving Day and the day after Thanksgiving

Note: Class schedules are extended for holidays, so that the total hours of instruction for each class is provided.

Class Schedule

Traditional

Students in the full-time program will attend class for 24 hours of instruction each week.

The session hours for traditional instruction are as follows:

Monday –Friday	Weekends
6:00am to 12:00pm	Saturdays 7:00am to 7:30pm
11:00am to 5:00pm	(Saturday 12:00pm to 12:30pm lunch)
5:00pm to 11:00pm	Sundays 7:00am to 1:00pm

A ten-minute break will be taken every after every fifty minutes of instruction.

Hybrid

Students will attend three days per week of traditional instruction (12.5 hours instruction), and two days on-line (11.5 hours of on-line instruction), for a total of 24 hours of instruction each week. For more information please see ACI's Distance Education Policy on our website www.austincareerinstitute.edu.

Course Sequences and Frequency

Courses are taught in a wheel. For example, the HVAC Certificate Program, CRT 101, is followed by CRT 102, which is then followed by CRT 103, until all 6 courses have been taught. Once the last course is taught the wheel starts over with CRT 101. Students may start at the beginning of any course, as each course is self-standing (no pre-requisites). If a student fails a course, the student cannot retake the course until it is scheduled to be offered again.

Academic Delivery

Programs will be delivered in some combination of classroom, lab, and online instruction. The Institute's online platform is located at: www.nccerconnect.com. Programs are taught by qualified instructors. ACI's online course is a specialized Internet-based application presented to both the students and the instructor. Unlike traditional classroom instruction, which often relies on improvisation driven by a desire to cover the material, The Institute's online courses are fully developed and realized before the first lesson ever takes place. Following enrollment, students will have access to the following support services:

- Orientation to the campus

- Orientation to the traditional and digital classroom
- Technology and Equipment Requirements for Digital Instruction

In order to enroll in a program with a digital instruction component, students must have access to a computer with the minimum requirements.

Online Student Identity Authentication and Privacy

The online classroom has restricted access and is a password protected electronic environment. Prior to entering, 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 ACI in accordance with established institutional privacy and confidentiality policies, with access provided only to agents of ACI who require immediate and necessary use of the information to fulfill the various activities. 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 ACI. 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.

ACI's application for admission requires a driver's license number, which may be used for identity verification. Several other measures assist in verifying that the individual submitting work online is the enrolled student appearing for traditional lab work. For example, quizzes may be given in any lab course, in class.

Technology Requirements for Online Coursework

The minimum computer requirements for participation in online coursework are as follows: The Institution will assess a prospective student's ability to be successful in a digital instruction environment using the following assessments, prior to admission:

- Student must complete an online assessment to determine if digital instruction is a good fit for them. Additionally, as part of the admission process for programs that have a digital learning component, students are required to attest to certain competencies in the use of technology. Students must have the following skills:
 - Ability to use e-mail to correspond with faculty, staff, and students.
 - Ability to access, create, and save documents in Microsoft Office formats. At a minimum, students must be familiar with Microsoft Word
 - Ability to browse the Web, including downloading and installing common plug-ins (listed in the Technology and Equipment Requirements for Digital Instruction section of this catalog) and configuring common browser options
- Student must have ability to configure and run applications, including an antivirus application, to ensure that the student's system is secure and transmitted files are virus free. Students that enroll in an online program must have the following minimum technology requirements:

- A functioning email addresses
- Access to Microsoft 2010 or Microsoft Office 365
- Intel I3 Processor or higher
- A monitor capable of displaying 1024x768 at 16bit color
- Minimum 4 GB of RAM
- High-speed Internet access on LAN connection (DSL or faster)
 - Wireless connection (802.11n or ac)
 - While dial-up may work, it may not be suitable for many applications
- A supported web browser
 - Mozilla Firefox, version 37 or greater
 - Internet Explorer, version 10 or greater
 - Safari, version 6 or greater
- Sound card and computer speakers to listen to audio presentations
- Headset/microphone
- Adobe Flash, version 17 or greater
- Adobe Reader, version DC
- Java, version 8 or greater

ACI has computers at student disposal to be used at the school. These computers will meet the minimum requirements listed above.

Transfer Credit

Transfer Out

The transferability of credits you earn at ACI is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn is also at the complete discretion of the institution to which you may seek to transfer. If the credits 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.

Transfer In

All credits earned towards the completion of a certificate must be earned at ACI. No credit will be offered for past education or experience.

Program Transfers

If a student decides to transfer into another ACI program, the credits earned for courses completed in the first program with a grade of “C” or higher, which are also course requirements in the new program, will be transferred to the new program. The student will be financially responsible for all courses attempted in the first program, as well as the additional courses required to be completed in the new program.

Financial Aid

ACI is currently certified to participate in Title IV Federal Financial Aid Programs, and will begin assisting students with this in January 2020.

Students who intend to use VA Benefits (GI Bill) can only register for **traditional** programs.

- The student's Title IV loans (if applicable) will enter into repayment 6 months from the student's last date of attendance.
- Any consumer loan repayment will be per the terms of the consumer loan.

Grading Policy

Grades will be provided to students and posted to the student's record each time they take an online exam and at the end of every lab session. ACI uses average grade points as they accumulate through each program of study to assess student performance. A percentage grade will be provided at end of each course for classroom participation, written reports, online tests, and lab skill demonstration.

Traditional and online attendance will count for 80% of the student's grade, and the online quizzes count for 20% of the grade. Online quizzes must be completed in order to fulfill the online portion of graduation requirements. Transcripts are created based on these records and are available upon request. ACI is committed to providing each student with the very best training experience with an emphasis on individual attention as may be necessary.

Grades will be determined using the following scale:

90% - 100% performance of skills	= A	(4 Grade Points)
80% - 89% performance of skills	= B	(3 Grade Points)
70% - 79% performance of skills	= C	(2 Grade Points)
60% - 69% performance of skills	= D	(1 Grade Point) - Unacceptable
0% - 59% performance of skills	= F	(0 Grade Points) - Unacceptable
Incomplete Grade	= I	
Withdrawal	=W	

An "I" is awarded only by student request, and only if the course has been fully paid, and the student must withdrawal from the program prior to course completion.

A "W" is posted only by student request, and only if the student intends to continue in the program, but is unable to complete the current course enrolled. Students will be charged tuition for retaking a course for which a "W" was posted.

ACI will refresh and retest students who achieve a D or an F grade on an exam as the instructor deems necessary throughout the course to help improve their individual understanding of the material and to help elevate their academic standing. Final course exams may not be retaken.

Satisfactory Academic Progress Policy

Satisfactory Academic Progress (SAP) ensures that students are progressing through their program of study both academically and in a timely manner. To be considered as making

satisfactory progress, a student must both maintain a minimum cumulative grade point average (CGPA) and completion rate (pace).

CUMULATIVE GRADE POINT AVERAGE (CGPA) / PROGRAM COMPLETION RATE (PACE)

The CGPA measures the quality of a student's coursework. Pace measures a student's progress in completing the program within the Maximum Time Frame. Pace is calculated by dividing the number of credits/hours earned by the number of credits/hours attempted at each evaluation.

The minimum cumulative grade point average (CGPA) and pace required for maintaining SAP in the various programs is a 2.0 and 70% completion rate.

EVALUATION PERIODS

For programs 30 weeks or more in length, academic progress is evaluated at the completion of 2 courses. For programs less than 30 weeks, academic progress is evaluated at the end of every course.

At the end of each evaluation period, if the student has less than the minimum cumulative grade point average and/or has not maintained the minimum pace, he or she will be notified and placed on Academic Warning for the next evaluation period (i.e. if you do not meet the CGPA and/or pace requirements in your first evaluation, you will be placed on warning until the next evaluation). A student on Academic Warning continues to be eligible to receive financial aid. If the student regains SAP by the end of the evaluation period, he or she will be notified and removed from Academic Warning. If a student fails to achieve SAP by the end of the evaluation period in which they are on Academic Warning, the student will be notified and withdrawn from the program (unless the student files and is granted an appeal as defined below). All periods of enrollment count toward Satisfactory Academic Progress.

Satisfactory Academic Progress Appeals, Probation, and Academic Plans

A student may appeal the school's determination of withdrawal due to failure to re-establish satisfactory progress by the end of the Academic Warning period to the Director of Education based upon extenuating circumstances. These might include the death of a relative, an illness of or injury to the student or other extraordinary situations. The student's appeal must be received on or before the 3rd day of the new evaluation period.

The written appeal must contain 1) an explanation of why the student failed to meet the SAP standards; and 2) a description of what has changed in the student's situation that will enable him or her to again meet the satisfactory progress standards. Supporting documentation should be submitted if possible.

The Director of Education will review the information submitted in the context of the student's entire academic record, and notify the student of the decision within 24 hours. This decision is final. If the appeal is granted, the student will be placed on probation for the evaluation period, and the Director of Education's notice to the student will outline the requirements of the academic plan the student must follow. The terms of the academic plan must ensure the student will be able to complete the program within the maximum timeframe (1.5 times the program length) and with the required CGPA for graduation.

At the end of the probationary period of evaluation, the student's progress will be evaluated based upon the academic plan. If the student is meeting SAP standards, the student will be notified and removed from a probationary status. If the student is not making SAP but has met all the terms of the academic plan, the student will be eligible to remain in school on a probationary status.

If the student fails to meet the terms of the academic plan at the end of a probationary period of evaluation, the student will be notified and dismissed from school. Second appeals in this situation will only be granted at the discretion of the Executive Director of Education, and based upon very exceptional circumstances.

Procedure for re-establishing Satisfactory Academic Progress (SAP)

A student can re-establish SAP by improving their CGPA and/or completion rate to the minimum requirements specified for SAP. A student who is placed on Academic Warning and re-establishes SAP at the end of the Academic Warning period will be removed from Academic Warning. A student who is placed on Probation and re-establishes SAP at the end of the Probation period will be removed from Probation.

COURSE REPETITIONS

A student who receives an F or D grade must repeat the course and earn a passing grade. A student may also repeat a course with a grade other than F or D to earn a higher grade.

Once a student fails a course, it may not be possible for him/her to graduate on time (within 100% of the program length.) The higher of the two grades earned for a repeated course will be used in calculating the CGPA. The credits attempted for both courses (both initial and repeat attempt of a course) are included in the calculation of the completion rate.

INCOMPLETE GRADES

Incomplete grades do not affect the CGPA, but the credits attempted but not earned are included in calculating the completion rate.

WITHDRAWAL FROM A COURSE

Course withdrawals are not included in the calculation of the CGPA. Course withdrawals are included in calculating the completion rate.

TRANSFER CREDITS/HOURS

ACI does not accept transfer credits.

NON-CREDIT / REMEDIAL COURSEWORK

ACI does not offer non-credit and remedial courses as part of its approved programs.

ACI offers courses for no credit and individual courses for credit without being enrolled in an approved program. Satisfactory academic progress standards do not apply to these courses. Students are not eligible for financial assistance for these courses.

CHANGING PROGRAMS / ADDITIONAL CREDENTIALS

When a student changes programs or wants to enroll in another program to seek an additional credential, any courses applicable to the new program/credential must be included in the calculation of the CGPA and Maximum Time Frame for the new program.

Re-entry for students dismissed due to failure to meet SAP

If a student is terminated for unsatisfactory progress and pursuant to Title 40, Texas Administrative Code, Section 807.221.224, the student cannot be readmitted until a minimum of one grading period has passed. Upon reentering the program, the student would be placed on academic probation for one grade period. If the student does not show satisfactory progress during their probation period, they will again be terminated and will not be readmitted to the program.

Pursuant to Texas Education Code, Section 132.061(f), students who withdraw from a program for an appropriate reason, not related to their academic status, and who are paying full tuition, may request a grade of incomplete. A student receiving a grade of incomplete may reenroll during the 12 months following their withdrawal in the class or classes they are receiving an incomplete in at no additional tuition cost.

Student Participation / Attendance

Any student who does not provide documented attendance either **in class** or online for 10 consecutive days may be automatically withdrawn from the program if contact with the student cannot be made to confirm he/she intends to return to class by participating in the required activities. If contact is made with the student, and the student intends to continue, an additional seven days may be granted to provide time for the student to post attendance.

Due to the nature of the hybrid distance learning format provided by ACI, students are required to attend online classes AND the traditional scheduled lab hours. Students are required to read the online material. Participation in the on-demand online classes will be evaluated per ACI's Distance Education Policy.

Assignments and critiques are most often done in the live lab sessions, which are both crucial and beneficial for students to scrutinize. The work posted by the student on the online test and quizzes and their understanding of the lab material will reflect the participation and understanding of the course work.

Lack of attendance at either the traditional or online scheduled hours will result in failure to maintain a 2.0 average which will result in probation and potentially termination from the program.

Only during COVID-19 pandemic students who are registered in a HVAC or HVAC-R hybrid program are required to attend all the 24 hours of their weekly schedule in Zoom classes.

School conduct policy

The following behaviors are not in harmony with the educational goals of ACI:

1. Academic dishonesty, such as cheating, plagiarism, or knowingly furnishing false information to ACI
2. Forgery, alteration, misuse, or mutilation of ACI documents, records, identifications, educational materials, or ACI property
3. Obstruction or disruption of teaching, administration, disciplinary procedures, or other activities, including public service functions or other authorized activities on the campus
4. Interfering with the learning process of other students, classroom presentations, or individual instruction being conducted in any class, laboratory, authorized activity or online session of the school
5. Physical or verbal abuse of, or threats toward, any person, including harassment or stalking, or conduct which threatens or endangers health or safety of individuals or the campus community at large
6. Theft of or unauthorized removal of or damage to property of ACI, or using or attempting to use ACI property in a manner inconsistent with its designed purpose
7. Unauthorized entry to, use, or occupation of ACI facilities
8. Intentional and unauthorized interference with a right of access to ACI facilities or freedom of movement or speech of any person on the premises
9. Use or possession of illegal drugs, firearms, ammunition, knives, or other dangerous weapons, substances, or materials (except as expressly authorized by ACI), bombs, explosives, or incendiary devices prohibited by law
10. Disorderly conduct or lewd, indecent, or obscene conduct or expression
11. Violation of a federal, state, or local ordinance including, but not limited to, those covering alcoholic beverages, narcotics, dangerous drugs (as detailed in the Drug Free Schools Act), peer-to-peer file sharing, identity theft, gambling, sex offenses, or arson, which violation occurs on or through use of ACI property
12. Rioting, or aiding, abetting, encouraging, or participating in a riot
13. Failure to comply with the verbal or written directions of any ACI official acting in the performance of his/her duty and in the scope of his/her employment, or resisting designated campus security personnel while acting in the performance of his/her duties
14. Aiding, abetting, or inciting others to commit any act of misconduct set forth in numbers 1 through 12 above
15. Conduct which leads to formal charges and/or a conviction for a serious crime. (Upon the filing of formal charges involving an offense which is of a serious nature including felonies and some drug-related offenses, a student may be suspended pending disposition of the charges in civil court.)

Disciplinary proceedings and sanctions specific to peer-to-peer file sharing and drug- and alcohol-related offenses are available through student support. Re-admission will be on a probationary basis only. Any further infraction of the policies and rules will necessitate permanent suspension.

Requirements for Graduation

To graduate from the courses of instruction offered by ACI, students must satisfy the following requirements:

1. Complete all required courses with a minimum cumulative 2.0 GPA
2. Satisfy all financial obligations to ACI
3. Complete the program within the scheduled time frame (within 150% of the program length)
4. Satisfactory progress and turning in of the assigned homework

Academic Transcripts and Certificates

Copies of unofficial academic transcripts may be requested at a cost of \$5.00. Current or former students may request a free copy of their unofficial transcript by submitting a written request to the Institution including their name and physical address and/or email address where the unofficial transcript should be mailed or emailed. Transcripts will be marked to indicate they are unofficial copies. Official transcripts may be requested at a cost of \$15.00. Graduates will be provided a Certificate of Completion once all graduation requirements have been met.

Placement Assistance

ACI offers placement assistance. ACI works closely with local employers to assist in placement of the students after graduation at no charge to the graduate. Employment opportunities from prospective HVACR companies contacting the school are made available to students upon graduation as well as assistance with resume preparation, addresses for the many HVAC Companies in the US and the world, and contact data for placement service personnel who may assist students with locating a position as a HVAC technician. ACI does not guarantee graduate employment.

Grievances

Student grievances should first be directed to the instructor. If the grievance cannot be resolved with the instructor, then the student may meet with the School Director or Director of Education to discuss his or her grievance. If the grievance cannot be resolved with the Director, then the student may direct unresolved grievances to:

Texas Workforce Commission
Career Schools and Colleges
101 East 15th Street
Austin, Texas 78778-0001
&

Council on Occupational Education
7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350
<http://council.org/>

Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas. ACI is Accredited by the Commission of the Council on Occupational Education. TWC school number is S4226 and COE school ID number is 348100.

Cancellation Policy

A full refund of tuition and fees collected will be made in the event that:

1. The student cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the Enrollment Agreement is signed, or
2. Students who have not visited the school facility prior to enrollment have the opportunity to withdraw without penalty within three days following either attendance at a regularly-scheduled orientation or following a tour of the facilities and inspection of the equipment, or
3. An enrollee is not accepted by the school, or the course of instruction is discontinued by the school and this prevents the student from completing the course, or
4. The student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.
5. If the course of instruction is discontinued by the school and this prevents the student from completing the course

A student who cancels enrollment within the student's first three scheduled class days, or fails to ever attend a class, will receive a full refund of tuition except that the school may retain not more than \$100 in administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the Enrollment Agreement.

Refunds are issued within 45 days of the planned or actual class start date.

GI BILL AND VR&E BENEFICIARIES

GI Bill and VR&E beneficiaries (Chapter 33 and Chapter 31 beneficiaries) can attend a course of education or training for up to 90 days from the date the beneficiary provides a certificate of eligibility, or valid VAF 28-1905. This allows a student to attend the course until VA provides payment to the institution. ACI will not impose a penalty, or require the beneficiary to borrow additional funds to cover tuition and fees due to late payments from VA. Section 103 requires a State Approving Agency (SAA), or the Department of Veterans Affairs (VA) when acting in the role of the SAA, to disapprove certain courses of education. VA can grant a waiver to these requirements.

Refund Policy

Refund computations will be based on the percentage of course time remaining in the period of financial obligation as of the effective date of termination. Leaves of absence, suspensions and school holidays do not impact this computation.

The effective date of termination for refund purposes will be the earliest of the following:

- (a) The last day of attendance, if the student is terminated by the school;
- (b) The date of receipt of written notice from the student; or
- (c) Ten school days following the last date of attendance.

The last day of attendance is defined as the last day of attendance in a **traditional** course, or the last day of an academically related activity online, whichever is later.

If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in nonrefundable administrative fees for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if 75 percent or more of the total number of hours in the portion of the program for which the student has been charged has elapsed as of the effective date of termination.¹

Refunds for items of extra expense to the student, such as books, tools, or other supplies should be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

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

Refund Policy for Seminars:

1. Refund computations will be based on the period of enrollment computed on basis of course time (clock hours).
2. The effective date of termination for refund purposes will be the earliest of the following:

¹ More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to the 75% completion mark, after which no refund is due. Form PS-1040R provides the precise calculation.

- (a) the last date of attendance; or
 - (b) the date of receipt of written notice from the student.
3. If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than \$100 shall be retained by the school.
4. If the student fails to enter the program, withdraws, or is discontinued at any time before completion of the program, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the program after the effective date of termination bears to the total number of class hours in the program.
5. A full refund of all tuition and fees is due in each of the following cases:
 - (a) an enrollee is not accepted by the school;
 - (b) if the program of instruction is discontinued by the school and this prevents the student from completing the program; or
 - (c) if the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE

A student of ACI who withdraws from ACI as a result of being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- (a) If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal; or
- (b) A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- (c) The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
 - (1) Satisfactorily completed at least 90 percent of the required coursework for the program; and
 - (2) Demonstrated sufficient mastery of the program material to receive credit for completing the program.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 45 days after the effective date of termination.

Leave of Absence:

- An authorized Leave of Absence (LOA) is a temporary interruption in the student's program of study.
- The LOA refers to a specific period of time in which a student is not in attendance.

- An LOA is not required during an institutional break, however; a scheduled break may occur during an LOA.
- An LOA must meet certain conditions to be counted as a temporary interruption (LOA) instead of being counted as a withdrawal, which would then require Austin Career Institute to perform a withdrawal calculation.
- Austin Career Institute will not assess the student any additional charges as a result of the LOA.
- A student who must take an approved Leave of Absence (LOA) or must withdraw from training for nonacademic reasons may return to Austin Career Institute with no loss of SAP if the student was making SAP when the student left.
- To qualify for an authorized LOA:
 - The student must follow Austin Career Institute's Leave of Absence Policy when requesting an LOA.
 - There must be reasonable expectations that the student will return from the LOA.
 - The LOA must be requested and approved in writing according to Austin Career Institute's LOA Policy and prior to LOA occurring unless there is an unforeseen circumstance that would prevent the student from requesting in advance.
 - The LOA must be dated and signed by the student.
 - The student must provide documentation to substantiate the LOA.
 - The student is required to list the reason for the LOA.
 - Emergency LOA, without prior written request, may be granted provided the student completes the LOA form and returns it to Austin Career Institute via mail or in person within a reasonable resolution of the emergency.
 - The first date of the LOA would be the beginning date of the approved LOA where the student, due to an emergency situation, was unable to attend Austin Career Institute.
 - A student granted an LOA that meets the criteria is not considered to have withdrawn, and no refund calculation is required at that time.
 - A student may be granted a LOA for any of the following reasons:
 - 1) Emergency medical issues
 - 2) Military requirements
 - 3) Jury duty
 - 4) Mitigating circumstances beyond the student's control
 - 5) Academy staff recommendation
- The day the student returns from an LOA, the student is required to inform staff in the financial aid office and education office of their return.
- A leave of absence extends the student's contract period and maximum time frame by the same number of days taken in the Leave of Absence without penalty to the student.
 - All parties must initial changes to the contract period on the Enrollment Agreement or an addendum must be signed and dated by all parties to reflect the new contract end date.
- If the student takes an unapproved LOA or does not return from an approved LOA, at the expiration of the LOA:
 - Austin Career Institute is required to take attendance, therefore; the withdrawal date for the purpose of calculating a refund is always the last date of attendance as listed in the student's attendance records.
- Austin Career Institute permits more than one LOA provided the total number of days of all LOAs does not exceed 180 calendar days in any 12-month period.

- If a student needs an extension to their LOA, pending all 180 calendar days have not been used in prior LOA(s), the student must complete a new LOA request form, prior to concluding the current LOA, outlining the details for the requested extension.
- If the student is receiving consumer loans and/or federal funding, no aid (consumer or federal aid funding) will be disbursed during the LOA.
- If the student does not return from the LOA, the student will be dropped from Austin Career Institute.
 - The student's Title IV loans (if applicable) will enter into repayment 6 months from the students last date of attendance.
 - Any consumer loan repayment will be per the terms of the consumer loan.

Completed forms, inquiries, or corrections to the individual information contained in this form shall be sent to the TWC Career Schools and Colleges, 101 East 15th Street, Room 226T, Austin, Texas 78778-0001, (512) 936-3100. Individuals may receive and review information that TWC collects about the individual by emailing to open.records@twc.state.tx.us or writing to TWC Open Records, 101 E. 15th St., Rm. 266, Austin, TX 78778-0001.

“The information contained in this catalog is true and correct to the best of my knowledge.”

(Signature)

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