



WORKFORCE TRAINING ACADEMY

School Catalog

Texas

Training Location:

Dallas, Texas
5661 Mariner Drive
Dallas, TX 75237

Workforce Training Academy USA

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CATALOG DISCLOSURES

Publication date: January 1, 2025

The information contained in this catalog was accurate at the time of publication. Following publication, any catalog information may change without notice, including without limitation, the information regarding tuition, fees, costs, class schedules, the student calendar, the program outline, the course descriptions, curricula, faculty, advisory committees, student services, administrative policies, program objectives and career opportunities for graduates of the program. New courses as well as course changes are included in this edition of the catalog. Students pursuing a Certificate under a previous edition of the catalog should refer to that edition to determine course requirements for their program.

This catalog is published to inform students and others of Workforce Training Academy USA LLC' academic programs, policies, calendar, tuition, fees, administration, and faculty. The information provided is current and accurate as of the date of publication. Workforce Training Academy USA LLC cannot ensure that changes will not occur that will affect this information.

Workforce Training Academy USA LLC reserves the right to make changes within the term of this catalog, which may affect any of the information published, and to make such changes, if necessary, without prior notice to individual students. As such changes may occur, these will be published in a catalog addendum, which should be regarded as an integral part of this catalog.

In this Catalog, the words "Student", "I", "me", and "my" means the person who has applied, has been accepted, and/or who is attending Workforce Training Academy USA LLC in one of the education programs described in this Catalog. The words "Academy" and "school" means Workforce Training Academy USA LLC.

Workforce Training Academy USA LLC expects its students to read and understand the information published in this document and in any subsequent addenda identified as belonging to this catalog. Failure to read and understand this catalog will not excuse any student from the application of any requirement or regulation published herein. Furthermore, it is the responsibility of each student to remain apprised of current graduation requirements of his/her program.

Workforce Training Academy USA LLC makes all decisions regarding recruitment, hiring, promotion and all other terms and conditions of employment without discrimination on grounds of race, color, creed or religion, sex or sexual orientation, gender identity, genetic information, national origin, age, physical or mental disadvantage, or other factors, which cannot lawfully be the basis for an employment decision.

Workforce Training Academy USA LLC affirms its policy of administering all educational programs and related supporting services and benefits in a manner that does not discriminate because of a student's race, color, creed or religion, sex or sexual orientation, gender identity, genetic information, national origin, age, physical handicap, or any other characteristic.

Reservation of Rights

The Academy reserves the right to:

- Modify existing or new programs by addition, deletion, or variation.
- Re-schedule or consolidate classes.
- Change faculty members by replacement or substitution.
- Relocate facility, within reasonable distance.

ABOUT WORKFORCE TRAINING ACADEMY USA LLC

Mission

Provide quality education and training to help you advance in your career or get the career you want.

Workforce Training Academy USA LLC (“Academy”) exists to provide quality career education, in multiple employment industries, that is relevant to both the current and prospective needs of the community. The entire team of the Academy is dedicated to student success.

Objectives

- To help students achieve a superior level of basic skills in program areas.
- To provide variable and accessible training opportunities that remain current with today’s needs.
- To hire faculty members who are industry experts that have demonstrated professional and academic expertise in their respective fields.
- To deliver educational support services that meet student life demands and schedules.

About Us

Workforce Training Academy USA LLC is a professional vocational training Academy based in Arizona, locally owned and operated since 2008. The owner partners of the Academy have the necessary experience to ensure students receive the right training to get their career started. Faculty members are appropriately licensed and have multiple certifications and many years of experience in their respective fields of instruction.

Workforce Training Academy USA LLC is a licensed testing facility for various software programs. Students are not required to take their certification exams at the Academy.

Statement of Approval and Regulation

Workforce Training Academy USA LLC is approved and regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

Texas Workforce Commission Career Schools and Colleges
101 E 15th Street Austin, TX 78778
Phone: 800-628-5115
<https://www.texasworkforce.org>

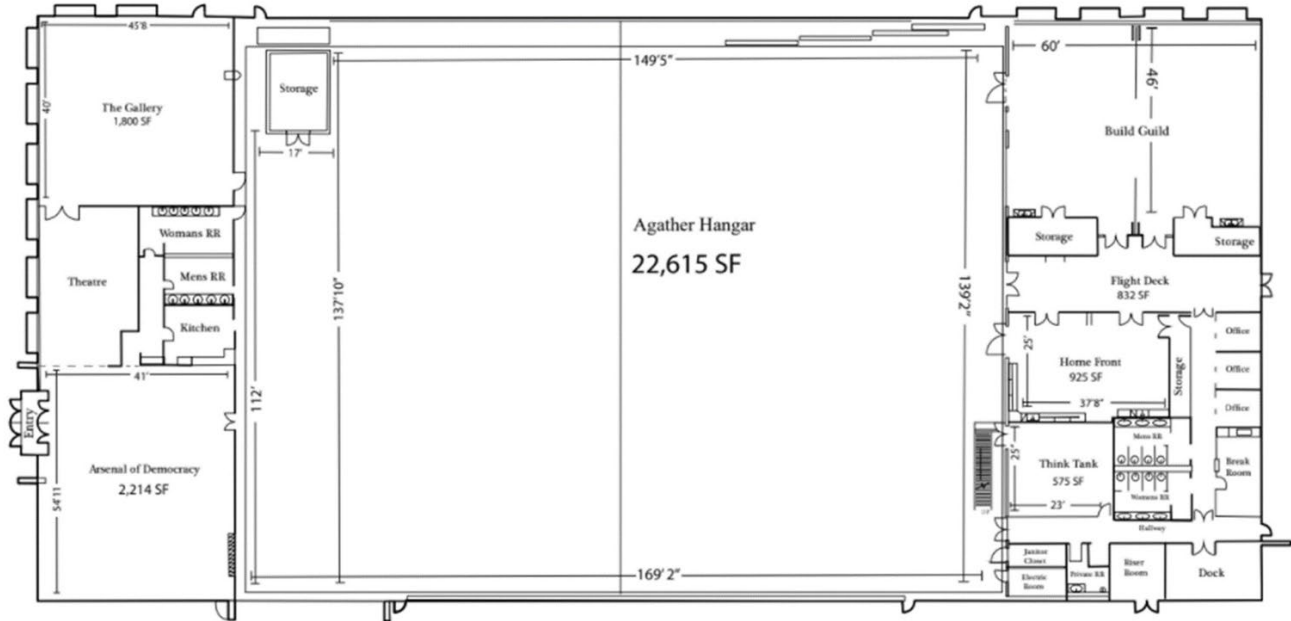
Statement of Non-Accreditation

Workforce Training Academy USA LLC is not accredited by a nationally recognized accrediting association or any accrediting body.

Facilities & Equipment

Facilities Description:

Approximately 22615 sq ft space within the Commemorative Air Force Hanger at Dallas Executive Airport.



Equipment:

The students will also be working with standard power tools as well as a variety of Aviation Industry tools.

1. 2 square metal worktables with lockers underneath
2. 1 large metal break
3. 2 small metal breaks mounted to the table.
4. 1 standalone drill press
5. Numerous stools



Institution Management

Ramon Serrato

Chief Executive Officer

Greg Taylor

Site Administrator, Tucson, Arizona

Charles Aragon

School Director

Ownership

Workforce Training Academy USA LLC is owned by Serrato Corporation, which is wholly owned by Ramon Serrato.

Key Staff & Faculty

Charles Aragon	Texas School Director MA Arts in Education
William Rhett Rechenmacher	Aviation Sheet Metal Instructor Industry Expert – 30+ years of experience

Fees, Tuition, Special Charges

The Tuition and Fees for the Academy’s Aviation Sheet Metal program are as follows.

PROGRAM INFORMATION

Program Title Each program awards a “Certificate of Completion”	Aviation Sheet Metal
Registration Fee (Non-refundable after 3-day cancellation period.)	\$200.00
Cost of Books	\$400.00
Cost of Students Supplies	\$1,550.00
Testing/Exam Fees	N/A
State Application Fees, Background Check, Other	N/A
Tuition Fees	\$4,850.00
Total Charges for the Program Selected	\$7,000.00

HOLDER IN DUE COURSE STATEMENT: Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor (FTC Rule effective 5-14-76).

School Calendar

2024 Scheduled Holiday & Vacation Periods:

New Year’s Day	January 1
Martin Luther King Jr. Day	January 15
President’s Day	February 19
Good Friday	March 29
Memorial Day	May 27
Juneteenth	June 19
Independence Day	July 4
Labor Day	September 2
Columbus Day	October 9
Veterans Day	November 11
Thanksgiving Holiday	November 27-29
Christmas Holiday	December 24-25

Enrollment Period:

Live instruction/on-campus: The dates listed are for the start and end dates of the on-site, in-seat coursework. In-person instruction is required.

March 4, 2024	September 9, 2024
May 6, 2024	November 4, 2024
July 8, 2024	

Hours of Operation

School Hours of Operation:

8:00am – 5:00pm Monday - Friday

Office Hours of Operation:

8:00am – 5:00pm Monday - Friday

Class Schedule: Aviation Sheet Metal

8:00am – 5:00pm Monday – Friday

Meal Break: 12:00pm – 1:00pm

Admission/Enrollment Policies

Admission Requirements:

A prospective student must meet the following requirements:

- Be at least 18 years of age.
- Be able to read, write, speak, and understand English.
- Provide proof of High School Diploma or G.E.D or equivalent - OR - Pass the Wonderlic ATB test with a score of 12 or more administered by the Academy.
- Complete a general questionnaire.
- Complete a personal interview with an admission representative to discuss entrance requirements for the training program and various aspects of the program including, but not limited to tuition and fees, financing options, and entrance requirements. The admission representative will discuss the various aspects of the training program offered, tuition, financing, and entrance requirements. If qualified, applicants may fill out application forms and complete the enrollment agreement or they may return to enroll at a later date.

If qualified, applicants may fill out application forms and complete the enrollment agreement or they may return to enroll at a later date.

Enrollment Process

Prospective students may enroll anytime. Late enrollments will be accepted on a case-by-case basis and may require extended study hours/days.

To complete the enrollment process, the prospective student must receive, read, and sign all required pre-enrollment

disclosures:

- School Catalog.
- Enrollment Agreement.
- Financial arrangement to cover tuition and fees.

Admission Exam

The Academy utilizes the nationally recognized Wonderlic exam. The Wonderlic test measures students' ability to acquire and use knowledge and skills. Student's cognitive ability is also measured. The test provides the best support to interpret student capabilities across both school and work environments.

Admission Decision

The program director has the responsibility to review and approve each enrollment agreement and to ensure that the applicant has met the proper criteria in accordance with admission standards. Applicants who are denied admission are notified promptly and any fees paid are refunded.

The final determination for admission is based on motivation, appropriate attitude, ability-to-benefit, employment potential and general attitude for the chosen field. Applicants are assessed on an individual basis to determine their ability to successfully complete the course of study.

Re-Enrollment and Re-Admission

Students wishing to re-enroll after a period of non-attendance will be required to submit a new application. Students who were terminated due to unsatisfactory attendance, unsatisfactory academic progress or breach of the Code of Conduct may be re-admitted only at the discretion of the Academy.

Previous Training

The Academy does not award credit for acquired life experience, prior experiential learning or education or training from other institutions, nor does it consider these factors in admissions decisions.

Statement of Non-Discrimination

No person shall be excluded from participation, denied any benefits, or subjected to any form of discrimination based on sex, race, age, creed, religion, national origin, or physical disability.

Credit

We do not accept transfer credits.

Cancellation & Refund Policies

Cancellation Policy

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any 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.

Refund Policy

Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.

The effective date of termination for refund purposes will be the earliest of the following: The last day of attendance, if the student is terminated by the school; The date of receipt of written notice from the student; or Ten school days following the last date of attendance.

If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.

If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated after the cancellation period, the school or college may retain not more than \$100 in any administrative fees charged 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 the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.

Refunds for items of extra expense to the student, such as books, tools, or other supplies are to 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 refund of all tuition and fees is due and refundable in each of the following cases: An enrollee is not accepted by the school; If the course of instruction is discontinued by the school and this prevents the student from completing the course; or If 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.

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 students called to active military service

A student of the school or college who withdraws from the school or college as a result of the student 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: 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; 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 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: satisfactorily completed at least 90 percent of the required coursework for the program; and 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 60 days after the effective date of termination.

Programs Offered

Program Title: Aviation Sheet Metal

Program Description

Aviation Sheet Metal will prepare students to begin the career pathway in FAA Airframe and Power Plant Industry. Students will participate in 320 hours of in class and hands on training. This program offers extensive training in aircraft maintenance, focusing on developing tangible skills preparing a student to be able to test through the FAA. Participants will acquire practical experience across diverse areas of aircraft maintenance. The program includes fundamental competencies and understanding in Mathematics, Aircraft Drawings, Materials and Processes, Cleaning and Corrosion, and Sheet Metal Structures.

Program Overview

- 320 three-hundred twenty (320) clock hour program.
- Program falls under aircraft mechanics and service technician.
- Program is offered with in class and hands on training.
- Competencies to be achieved: Attention to detail, safety awareness, communication, problem solving, knowledge of aircraft, and mechanical skills.
- Graduates receive a Certificate of Completion in Aviation Sheet Metal.
 - The certificate provides the beginning pathway for a career in the FAA Airframe and Power Plant Industry.
 - Participants will be prepared to sit for the Structural Sheetmetal Assembly Certification offered by Snap-On a partner of the National Coalition of Certification Centers (NC3).

Occupational Objective

- Graduates will be prepared to pursue a career pathway in the FAA Airframe and Power Plant Industry.

Instructor: Occupational Expert

Prerequisites:

- High school diploma or equivalent.
- Basic math and measurement skills

Textbooks:

- Aviation Maintenance Technician Handbook – General (FAA-H-8083-30B)
- Aviation Maintenance Technician Handbook – Airframe (FAA-H-8083-31B)
- Acceptable Methods, Techniques & Practices Aircraft Inspection, Repair Alterations (AC43.13-1B CHG 1) (AC 43.13-2B) (Optional)

Program objectives:

By the end of the program, participants will:

1. Perform the basic math calculations required in the execution of aircraft maintenance tasks.

2. Correctly interpret aircraft drawings and schematics and will be able to produce shop sketches acceptable for use in aircraft records.
3. Acquire the skills needed for the safe use of hand tools and precision measuring instruments, selection of aircraft hardware.
4. Demonstrate the basic skills needed to select appropriate cleaning products for a given material, clean aircraft components, and identify and treat corrosion.
5. Develop skills needed for the safe use of hand tools and precision measuring instruments, selection of aircraft hardware, and develop skills required to accomplish basic aircraft structural repairs, including selection of appropriate materials, lay-out, forming, bending, cutting, and riveting.

Learning outcomes:

1. Perform basic arithmetic operations (addition, subtraction, multiplication, division) with decimal numbers, whole numbers and decimal fractions, common fractions, and mixed numbers.
2. Accurately measure and convert units commonly used in aviation, such as inches, feet, meters, and pounds.
3. Apply precision measuring instruments to obtain accurate readings for aircraft components.
4. Analyze data using statistical and mathematical techniques to assess the performance and reliability of aircraft systems.
5. Interpret graphs and charts commonly found in aviation documentation.
6. Apply mathematical problem-solving skills to diagnose and troubleshoot aircraft systems.
7. Use mathematical reasoning to identify and rectify issues in aircraft components.
8. Apply mathematical concepts to ensure compliance with safety regulations in aircraft maintenance.
9. Utilize mathematical skills to accurately document and report maintenance activities.
10. Ensure precision in recording measurements, calculations, and adjustments made during the maintenance process.
11. Complete the assigned problems using the appropriate tools and schematics, or graphs and charts.
12. Interpret and understand several types of aircraft drawings, including blueprints, schematics, and diagrams.
13. Identify and label different components, parts, and systems on aircraft drawings.
14. Interpret symbols and notations commonly used in aircraft drawings to represent different elements and features.
15. Read and comprehend information presented in aircraft blueprints, including dimensions, tolerances, and material specifications.
16. Apply knowledge of regulatory standards to ensure that aircraft drawings adhere to safety and maintenance guidelines.
17. Draw a sketch of the repair with sufficient detail to be included on the FAA Form 337 Major Repair or Alteration.
18. Determine the various parts of an aircraft structure.
19. Use basic hand and measuring tools used in aircraft maintenance.
20. Distinguish between the several types of materials used processes used in aircraft maintenance.
21. Use the correct power tools used in aircraft maintenance.
22. Demonstrate safety practices used in aircraft maintenance.
23. Differentiate between the several types of corrosion common to aircraft structures.
24. Select the appropriate cleaning products, correctly identify any corrosion present, and follow the appropriate procedures for treating the corrosion.
25. Evaluate how aircraft sealant prevents corrosion.
26. Effectively use manufacturing paperwork common to aircraft manufacturing.
27. Examine the engineering processes used in aircraft manufacturing and repair.
28. Install common aircraft fasteners used in aircraft manufacturing and repair.
29. Demonstrate proper drilling and countersinking techniques used in aircraft manufacturing and repair.

30. Demonstrate proper riveting techniques used in aircraft manufacturing and repair.

Program Outline:

Course Titles	Classroom Hours	Lab/Independent Study Hours	Total Hours
Mathematics	20	12	32
Aircraft Drawings	25	15	40
Materials and Processes	20	16	36
Aircraft Cleaning & Corrosion Control	20	12	32
Basic Sheet Metal Structures	48	132	180
Total Hours	133	187	320

COURSE DESCRIPTIONS

Mathematics

Thirty-two (32) clock hours. Perform the basic math calculations required in the execution of aircraft maintenance tasks. Perform basic arithmetic operations (addition, subtraction, multiplication, division) with decimal numbers, whole numbers and decimal fractions, common fractions, and mixed numbers. Accurately measure and convert units commonly used in aviation, such as inches, feet, meters, and pounds. Analyze data using statistical and mathematical techniques to assess the performance and reliability of aircraft systems. Apply mathematical problem-solving skills to diagnose and troubleshoot aircraft systems. Use mathematical reasoning to identify and rectify issues in aircraft components. Apply mathematical concepts to ensure compliance with safety regulations in aircraft maintenance. Utilize mathematical skills to accurately document and report maintenance activities.

Aircraft Drawings

Forty (40) clock hours. Correctly interpret aircraft drawings and schematics and will be able to produce shop sketches acceptable for use in aircraft records. Interpret graphs and charts commonly found in aviation documentation. Complete the assigned problems using the appropriate tools and schematics, or graphs and charts. Interpret and understand several types of aircraft drawings, including blueprints, schematics, and diagrams. Identify and label different components, parts, and systems on aircraft drawings. Interpret symbols and notations commonly used in aircraft drawings to represent different elements and features. Read and comprehend information presented in aircraft blueprints, including dimensions, tolerances, and material specifications. Apply knowledge of regulatory standards to ensure that aircraft drawings adhere to safety and maintenance guidelines. Draw a sketch of the repair with sufficient detail to be included on the FAA Form 337 Major Repair or Alteration.

Materials and Processes

Thirty-six (36) clock hours. Acquire the skills needed for the safe use of hand tools and precision measuring instruments, selection of aircraft hardware. Apply precision measuring instruments to obtain accurate readings for aircraft components. Ensure precision in recording measurements, calculations, and adjustments made during the maintenance process. Determine the various parts of an aircraft structure. Use basic hand and measuring tools used in aircraft maintenance. Distinguish between the several types of materials used processes used in aircraft maintenance. Use the correct power tools used in aircraft maintenance.

Aircraft Cleaning and Corrosion Control

Thirty-two (32) clock hours. Demonstrate the basic skills needed to select appropriate cleaning products for a given material, clean aircraft components, and identify and treat corrosion. Demonstrate safety practices used in aircraft maintenance. Differentiate between the several types of corrosion common to aircraft structures. Select the appropriate

cleaning products, correctly identify any corrosion present, and follow the appropriate procedures for treating the corrosion. Evaluate how aircraft sealant prevents corrosion.

Basic Sheet Metal Structures

One hundred eighty (180) clock hours. Develop skills needed for the safe use of hand tools and precision measuring instruments, selection of aircraft hardware, and develop skills required to accomplish basic aircraft structural repairs, including selection of appropriate materials, lay-out, forming, bending, cutting, and riveting. Effectively use manufacturing paperwork common to aircraft manufacturing. Examine the engineering processes used in aircraft manufacturing and repair. Install common aircraft fasteners used in aircraft manufacturing and repair. Demonstrate proper drilling and countersinking techniques used in aircraft manufacturing and repair. Demonstrate proper riveting techniques used in aircraft manufacturing and repair.

Methods of Instruction:

- Instructor led lecture and lab environment.
- Instructor guided lab assignments.
- PowerPoint presentation

Assessment:

- Formative assessment during class period
- Practical projects grading
- Lecture quiz assessments
- Moodle quiz
- Final project
- Final course assessment testing

Tool and Materials:

- Basic sheet metal tools
- Material Safety Data Sheet (MSDS)
- Aircraft drawings
- Sheet Metal
- Pen, paper, and pencils
- Structural Repair Manual (SRM)

Grading/Marking System

100-90 A
89-80 B
79-70 C

Every student must achieve 70 or higher to pass the program.

System for Progress Reporting: Instructors will complete weekly progress reports which are then reviewed and provided to each student.

Academic Policies

Attendance Policy

If a student must be tardy or absent, he/she should inform the Academy via phone no later than 30 minutes prior to class. Attendance requirements for graduation are listed in the catalog under each individual program.

Please note: The Academy's attendance policy approximates the expectations found in a work situation. It is essential that each student learn the discipline of regular and prompt attendance as well as the skills involved in the workplace. At the time the student moves from education and training into a career, employers will be very interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present on the job. The faculty and staff of the Academy consider each moment in class imperative for success.

Course Incompletes

An "incomplete" cannot be given as a final grade. However, at the end of the program a student may, with Management's approval, be granted an extension of no more than ten (10) days of class in order to complete all the required course work, assignments, and tests. The extension cannot be used to make up accrued absences from class. If the student does not complete the required course work, assignments, and tests within the extension period, he/she will receive a grade of "F" or "zero", which will be averaged with the student's other grades to determine the grade point average.

Make-Up Work

Assignments and projects not completed on schedule during a course must be made-up within the time frame of that course (by the last day of the course). Arrangements to submit makeup work **MUST** be made with the instructor. There is no charge for make-up work.

Probation

The Academy does not place students on probation. Students should closely monitor their academic performance and contact the Program Director for assistance if they are in danger of making unsatisfactory academic progress.

Satisfactory Academic Progress

A 70% passing grade will apply for all examinations. For all skills evaluations, grading will be based on a pass or fail system. Students who do not pass a lab skill may repeat the evaluation twice, for a total of three tries. If a student fails to meet the standard after three attempts, or if their cumulative grade drops below 70%, they will be considered not making satisfactory academic progress and will be terminated from the program. The Academy shall refund the student according to the Cancellation and Refund Policy.

Student Policies

Change of Address

When students have a change of address, they must notify the Management immediately. It is very important that the Academy has the correct address and phone number of students.

Class Schedules

Class schedules are set by the discretion of Workforce Training Academy USA LLC. Therefore, classes may be combined, and times changed. The Academy will make every effort to provide notice to students by phone in advance of class schedule changes. Classes can be scheduled on holidays and off hours for your convenience.

The Academy reserves the right to cancel a class due to insufficient registration. If we cancel a class due to low enrollment or other reasons, you will be notified by phone before the class start date, and we will automatically issue a school credit to the student's account or refund any monies paid toward to the class.

Customer Service

All students may contact customer service about any question or issue by emailing info@wta4usa.com.

Dress Code

Hair must be clean and neat. All facial hair must be clean and trimmed. Students must always be properly attired, which means wearing shirts with sleeves (no tank tops), long pants, and rubber-soled tennis / work shoes (no bare feet, sandals, canvas-type, or slick-soled shoes are allowed for safety purposes). No excessively loose clothing is allowed.

Grievance Procedure

Students seeking to resolve problems or complaints should first contact the school's faculty and/or staff orally to see if the problem or complaint can be resolved informally.

Informal Process

The student will be asked to discuss the matter directly with an instructor or administrator. That instructor or administrator will engage in an informal process endeavoring to settle the dispute in good faith. That informal process will involve three steps:

- an effort to define the problem,
- an effort to identify acceptable options for resolution, and
- an attempt to resolve the conflict through the application of one or more of those options for resolution.

Formal Process

Only after the informal process is exhausted and the student remains unsatisfied should the student submit their complaint through the formal process. To do so, the student must submit a written complaint to the School Administrator or designee. Any formal complaints shall include a description of the specific allegations and the desired remedy, accompanied by any available documentary evidence and statements from other parties and witnesses.

- 1) The School Administrator or designee shall respond in writing that a complaint has been received within two (2) business days of receipt, acknowledging receipt of the complaint and either responding to the complaint immediately or requesting two (2) business days to investigate and respond to the complaint.
- 2) All formal (written) complaints will be recorded into the institution's official log. After the investigation is complete, but no later than ten (10) business days after receipt of the complaint, the institution shall respond to the complaint.

If the student complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Texas Workforce Commission using the information below.

Texas Workforce Commission, Career Schools and Colleges
101 East 15th Street Austin, Texas 78778-0001
<https://www.texasworkforce.org/careerschoolstudents>

Inclement Weather

The Academy may cancel classes when inclement weather conditions occur. Students should listen to local radio stations for announcements as to public and private school closings. Students will not be considered absent on these days.

Leave of Absence

At the discretion of the Academy, a Leave of Absence (LOA) may be granted if the student is unable to complete the program due to personal circumstances or illness. At the discretion of the Academy, a student may take one leave of absence for a maximum of 60 days. In the case of a student's prolonged illness or injury, or other circumstances that make it impractical to complete the program, the Academy shall refund the student according to the Cancellation and Refund Policy.

Student Code of Conduct

Students must adhere to the rules and regulations of the training center. Those students whose conduct reflects discredit upon him or herself or the Academy may be subject to termination. Each student must adhere to conduct that will not interfere with the learning process of other students, the classroom presentation by the instructor, presentations by visitors, or the progress of the class or the Academy in general.

The Academy's administration reserves the right of judgment to terminate a student on any of the following grounds:

- Non-conformity of the rules of the Academy
- Conduct that is unsatisfactory to the Academy, its staff, faculty, and/or its students.
- Unsatisfactory academic progress.
- Excessive absences or tardiness.
- Failure to pay fees when due and/or to make available required documents.
- Cheating on tests or exams.
- Falsifying Academy records.
- Breach of the Enrollment Agreement.

- Demonstrating poor judgment or inability to perform properly and/or professionally.
- Entering the Academy's premises while under the influence of alcohol, drugs, or narcotics.
- Carrying a concealed or potentially dangerous weapon
- Using, selling, buying, distributing, or offering for sale any illegal substance.
- Aiding, abetting, or inciting others to commit an act that would detract from the normal operation of the Academy.
- Theft.

Student Records

The Academy will maintain student records as required by state law. Student transcripts will be maintained indefinitely. Students have a right to access their records anytime that the institution is open and during normal business hours. Students desiring to view their records may request to see their records in the school office during normal business hours or may schedule a time to review records that is convenient to both the student and the school administration.

Transcript Request

A student may obtain a permanent transcript of their grades from the School Administrator. Educational records will not be released to students until all financial obligations to the Academy are fulfilled.

Termination Policy

Students to be terminated will be notified in writing and may appeal to the School Administrator, or in the School Administrator's absence to the Program Director, within 2 business days of receiving their Notice of Termination.

Withdrawal after Commencement of Classes

The Academy's policy for determining the effective date of termination is the date on which the Academy receives written notice of the student's intent to discontinue training or the date on which the student violates an Academy policy which results in a decision of termination.

Graduation Requirements

Graduation Requirements

- In-person format: maintain a minimum attendance rate of 85% of classroom hours.
- Every student must achieve 70 or higher to pass the program.
- Fulfill all financial obligations to the school.
- Maximum Time Allowed: 6 months

Requirements for Graduates to Practice

There are no local, state, or national requirements for graduates to practice.

Placement Assistance Policy

The Academy offers student activities and services that enhance the student's learning experience as well as assisting students to prepare for employment. These include student advisement, payment advising and academic counseling.

The school does not offer placement assistance. While the school may assist in job search, we make no guarantee, expressed or implied, of future employment. Current law prohibits any school from guaranteeing job placement as an inducement to enroll students.

The school has a small reference library on campus open to students. Students have access to wireless internet, reference texts and materials useful in completing their program of study. Materials are to be used on campus and are available during normal class hours.

I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.

SIGNED BY DIRECTOR OR OWNER



Workforce Training Academy USA LLC is an Equal Opportunity Employer/Program and auxiliary aids and services are available upon request.

29 CFR38.31

Training Location:

Dallas, Texas

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