



WORKFORCE TRAINING ACADEMY

School catalog

Arizona — 2025 - 2026

Training Locations:

Chandler, Arizona

3029 North Alma School Road, Suites 110 & 111, Chandler, AZ 85224

Phoenix, Arizona

3417 W. Broadway Road, Phoenix, AZ 85009

Tucson, Arizona

3820 S. Palo Verde Road, Ste 113, Tucson, AZ 85714

7820 S Camino Huivism, Tucson, AZ 85757

Workforce Training Academy USA

Corporate Address: 3443 E. Fort Lowell Road, Tucson, AZ 85716

Phone: (520) 777-6462

Email: info@wta4usa.com

Web: www.wta4usa.com

CATALOG DISCLOSURES

Publication date: July 30, 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.

TABLE OF CONTENTS

CATALOG DISCLOSURES.....	2
ABOUT WORKFORCE TRAINING ACADEMY USA LLC.....	4
Mission	4
Objectives	4
About Us	4
Ownership & Board of Trustees.....	4
Statement of Licensing.....	4
Statement of Non-Accreditation.....	4
Facilities and Equipment.....	5
Institution Management.....	5
Delivery Methods.....	5
Programs Offered.....	6
HEAVY EQUIPMENT PROGRAMS.....	7
Forklift Operator	7
Heavy Equipment Operator.....	9
TLL/TSS Crane Operator with Rigger and Signal	11
Tower Crane Operator with Rigger and Signal	13
AVIATION PROGRAMS	14
Aviation Sheet Metal.....	14
DENTAL PROGRAMS.....	17
Dental Assisting.....	17
MEDICAL PROGRAMS	20
Medical Assistant.....	20
SCHOOL POLICIES	24
Admissions Policies.....	24
Academic Policies.....	25
Student Policies.....	26
STUDENT SERVICES.....	28
FACULTY	28
FINANCIAL INFORMATION	28
Cancellation & Refund Policy.....	28
Tuition and Fees: Heavy Equipment Programs.....	30
Tuition and Fees: Aviation Programs	31
Tuition and Fees: Dental Programs.....	32
Tuition and Fees: Medical Programs.....	33
SCHOOL CALENDAR.....	34
Holidays.....	34
Enrollment Start/End Dates: Tucson and Chandler Locations	35

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.

Ownership & Board of Trustees

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

Statement of Licensing

Workforce Training Academy USA LLC is licensed and regulated by the Arizona State Board for Private Postsecondary Education.

Arizona State Board of Private Postsecondary Education
1740 W. Adams, Suite 3008, Phoenix, AZ 85007
Phone: 602-542-5709
<http://ppse.az.gov>

Statement of Non-Accreditation

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

Facilities and Equipment

The facilities and equipment are in compliance with all federal, state and local ordinances and regulations, including requirements for fire safety, building safety, handicapped access and health.

Institution Management

Greg Taylor	Site Administrator
Charles Aragon	Administrator
Ramon Serrato	Chief Executive Officer

Delivery Methods

The Academy offers Microsoft Teams, online training, hybrid, and in class training. Classes are instructed by certified professionals. All classes include demonstration, study, and practice in an environment appropriate for the field of training.

The instructor provides assistance by integrating technology into instruction and emphasizes student-centered learning and by placing more responsibility on the students to take the initiative for meeting the demands of various learning tasks. The method of instruction includes lecture, discussion, audiovisuals, return demonstration, group and individual conferences, group and paired activity and practical/lab experience.

Students enrolled in programs identified as “hybrid” are required to complete part of their instruction online and the hands-on component of the program in either a virtual reality setting or in-class at one of our training locations.

For online programs, training begins with Absorb LMS, which includes online training for the program.

Absorb LMS online training can be taken on any computer, tablet, or smart phone. High speed internet or Wi-Fi is suggested.

Programs Offered

The Academy offers the following programs:

HEAVY EQUIPMENT PROGRAMS

Forklift Operator

6 clock hours

Heavy Equipment Operator

196 clock hours

TLL/TSS Crane Operator with Rigger and Signal

101 clock hours

Tower Crane Operator with Rigger and Signal

104 clock hours

AVIATION PROGRAMS

Aviation Sheet Metal

320 clock hours

DENTAL PROGRAMS

Dental Assisting

186 clock hours

MEDICAL PROGRAMS

Medical Assistant

440 clock hours

HEAVY EQUIPMENT PROGRAMS

Forklift Operator

6 clock hours

Heavy Equipment Operator

196 clock hours

TLL/TSS Crane Operator with Rigger and Signal

101 clock hours

Tower Crane Operator with Rigger and Signal

104 clock hours

Forklift Operator

Program Description

The purpose of this program is to help students become a safe lift truck operator. This one-day course covers the safe operation of the most common type of forklift in use today: the sit down, counterbalanced forklift. Students review construction of the lift, inspection criteria, operational characteristics, load handling, center of gravity and the stability of the lift, fueling and general forklift information.

Program Overview

- Six (6) clock hour program.
- Program meets the Federal OSHA Standard 29 CFR1910.178.
- This is a hands-on program.
- Graduates receive a Certificate of Completion from Workforce Training Academy USA LLC.

Occupational Objective

Graduates will be prepared to obtain employment as a Forklift Operator in a variety of industries.

Program Outline

Course Titles	Classroom Hours	Lab Hours	Total Hours
Safety Manual	2	0	2
Forklift Practice	0	4	4
Total	2	4	6

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.
- Complete an interview.

The application and enrollment process begins with the completion of a general questionnaire and an initial interview with an admissions representative.

All applicants are required to have a personal interview with an admissions representative. 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.

Tools, Equipment and Technology Requirements

Tools and equipment needed for skills training are provided by the Academy and are available in the parking area outside of the classroom.

- One (1) front-load forklift*
- Training course traffic cones
- Wooden pallets for lifting exercises

*The Academy rents forklifts from a local equipment rental company and therefore is not responsible for the year of the forklift, condition of the equipment, etc.

Information on Practical Training

Practical training takes place outside the school facility in a coned-off area of the parking lot.

Graduation Requirements

- Maintain a minimum attendance rate of 85% of classroom hours;
- Pass all required courses and exams; and
- Fulfill all financial obligations to the school.

Requirements for Graduates to Practice

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

The OSHA Federal Regulation 29CFR1910.178, paragraph L, (6), Operator Training, Powered Industrial Trucks states that it is the employer's responsibility to train and evaluate each operator regardless of previous experience or prior training.

- It is the employer's responsibility to train, test, evaluate and authorize every one of their forklift operators.
- Training and Evaluation(s) are the employer's responsibility, regardless of previous experience or prior training.

Driving evaluation tests must be conducted and filed for each forklift operator for every forklift that they operate to include loaners, rentals or any new or used forklifts acquired.

Graduate Employment Opportunities

Graduates are prepared for entry level forklift positions in the following types of industries:

- Warehousing and Storage
- Building Material and Supplies Dealers Employment Services
- Grocery and Related Product Merchant Wholesalers
- General Freight Trucking

Workforce Training Academy USA LLC does not guarantee job placement.

Tuition and Fees

Please see the tuition and fee schedule of this catalog for complete details on the tuition and fees for this program. Also, please see the Refund Policy for more information on which fees are refundable in the event that there is an interruption in enrollment.

COURSE DESCRIPTIONS

Safety Manual

Two (2) clock hours. Students watch the Forklift Operator Training video and study the safety manual which covers safety requirements relating to the design, maintenance, and safe use of forklift trucks. The manual is designed to help students learn to evaluate the workplace and determine if loads can be safely moved.

Forklift Practice

Four (4) lab clock hours. The practice hours cover inspection of the equipment, lift limitations, understanding fulcrum and center of gravity, and safe operation in all phases of using the lift. The student will be responsible for demonstrating proper lift use and inspection.

Heavy Equipment Operator

Program Description

The Heavy Equipment Operator training program covers the foundational skills of safety, pre- and post-operation checks, site planning and layout, and operations for a range of light-duty and heavy equipment.

Heavy Equipment Operations supports multiple unique training pathways and credentials for skid steer, backhoe, loader, forklift, and excavator.

The Heavy Equipment Operations curriculum is designed to be used flexibly in conjunction with other craft training materials. Participants will receive an in depth understanding of NCCER Core, forklift operation, work zone flagger, OSHA 10 Construction, and Empire CAT level one heavy equipment operator.

Program Overview

- 196 one-hundred ninety-six (196) clock hour program.
- Program falls under Infrastructure and Construction.
- Students will have a combination of Online with a virtual instructor, classroom, and hands on training.
- Competencies to be achieved: Orientation to the trade; heavy equipment safety; identification of heavy equipment; basic operational techniques; construction forklift, skid steer, backhoe/loader, excavator.
- Graduates receive a NCCER Core, National Forklift Foundation, National Safety Council Work Zone Flagger, OSHA 10 Construction, and Empire Caterpillar Certifications as well as Occupational Skills Gain.

Occupational Objective

Graduates will be prepared to obtain employment as a Heavy Equipment Operator in a variety of industries.

Program Outline

Course Titles	Classroom Hours	Total Hours
NCCER Core	75	75
OSHA 10 Construction	10	10
Forklift	8	8
Work Zone Flagger	7	7
Empire CAT-Level One	96	96
Total	196	196

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.
- Complete an interview.
- Be able to travel to the Practical Training location provided by the Pascua Yaqui Tribe at 7820 South Camino Huivism, Tucson, AZ 85757.

The application and enrollment process begins with the completion of a general questionnaire and an initial interview with an admissions representative.

All applicants are required to have a personal interview with an admissions representative. 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.

Tools, Equipment, Supplies and Technology Requirements

Tools and equipment needed for skills training are provided by Workforce Training Academy USA

- Books, Hard Hat, Safety Vest, Safety Glasses, Tape Measure, Calculator, Architect Scale, Earmuffs, Gloves.
- Heavy Equipment provided by the Pascua Yaqui Tribe located at 7820 South Camino Huivism, Tucson, AZ 85757.

Information on Practical Training

Practical training takes place at 7820 S Camino Huivism, Tucson, AZ 85757.

Class Schedules

- Option 1: Mornings – 16 weeks – Monday-Thursday – 9:00am-12:00pm
- Option 2: Evenings – 16 weeks – Monday-Thursday – 6:00pm-9:00pm
- Option 3: Weekends – 7 months – Saturday – 8:00am-5:00pm

Graduation Requirements

- Maintain a minimum attendance rate of 85% of classroom hours;
- Pass all required courses and exams; and
- Fulfill all financial obligations to the school.

Requirements for Graduates to Practice

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

Nationally Recognized Industry Association or Organization: NCCER - National Center for Construction Education & Research.

Stackable: After completing NCCER Core students can work with employers in an apprenticeship program to be able to move up & become a NCCER Level 1, Level 2 & Level 3 operator.

Graduate Employment Opportunities

- Construction, Heavy Equipment Operation
- Portable: NCCER certification is an Industry Recognized credential
- Caterpillar certification is recognized globally by industry.
- NCCER Accredited Curriculum
- National Forklift Foundation (NFF), National Safety Council (NSC) Work Zone Flagger, and OSHA 10 Construction are industry recognized certifications.

Workforce Training Academy USA LLC does not guarantee job placement.

Tuition and Fees

Please see the tuition and fee schedule of this catalog for complete details on the tuition and fees for this program. Also, please see the Refund Policy for more information on which fees are refundable in the event that there is an interruption in enrollment.

COURSE DESCRIPTIONS

NCCER Core

Seventy-five (75) clock hours. The first 75 hours of training is online training & also has a live virtual instructor to help students. Classroom Discussion, Computer based training, machine simulator. Skills evaluations, comprehensive and NCCER modules, pre and post Evaluations. Topics include but not limited to Build Your Future in Construction, Basic Safety, Introduction to Construction Math, Introduction to Hand Tools, Power Tools, Construction Drawings, Basic Communication, and Employability Skills.

OSHA 10 Construction

Ten (10) clock hours. The OSHA 10 Construction course is taught concurrently with the NCCER Core course within the program. This course ensures participants understand essential safety and health regulations within the construction industry including but not limited to hazard recognition, personal protective equipment (PPE), health and safety programs, regulatory compliance, and general workplace safety. Participants who successfully complete this course will be prepared to sit for the OSHA 10-Hour General Industry Certification exam.

National Forklift Foundation

Eight (8) clock hours. Participants will gain knowledge and skills needed for safe and efficient operation of standard construction forklifts. The course covers forklift safety, equipment handling, load stability, pre-operation inspections, hazard identification, and proper maneuvering techniques. They will be prepared to sit for the National Forklift Foundation (NFF) certificate exam.

Work Zone Flagger

Seven (7) clock hours. Participants will learn how to safely direct traffic through work zones and learn flagger responsibilities, traffic control devices, hand signaling techniques, safe work zone setup, and how to respond to hazardous situations. Upon successful completion, participants will be prepared to sit for the Work Zone Flagger Certification exam from the National Safety Council (NSC).

Empire CAT Heavy Equipment Operator – Level One

Ninety-six (96) clock hours. Participants will learn the basic functions and controls, safety protocols, and techniques for effective operation in various environments of the following equipment: skid steer, backhoe, loader, construction forklift, and excavator. Classroom and hands on learning will ensure that participants gain practical experience and understanding of equipment operation, maintenance and safety measures.

TLL/TSS Crane Operator with Rigger and Signal

Program Description

Mobile TLL/TSS Crane Operator with Rigger and Signal combines the Mobile TLL/TSS crane Operator program with Rigger Prep program and the Signalperson Prep program. Students will train to take the National Commission for the Certification of Crane Operator's (NCCCO) written and practical exams for TLL and TSS mobile crane, rigger, and signalperson. Occupational Safety and Health Administration and American Society of Mechanical Engineer's rules and regulations pertaining to mobile crane, rigger, and signalperson will be reviewed. Students will also get hands-on training in load control, concrete bucket control, long boom, standing columns and pipe, crane set-up, inspections, hoisting personnel, operational aids and working around powerlines. The objective of the program is to prepare students to successfully complete the NCCCO written and practical exams for mobile crane, rigger, and signalperson.

Program Overview

- 101 one-hundred one (101) clock hour program.
- Program falls under Infrastructure, Construction.
- Students will have a combination of in-class and hands-on training.
- Competencies to be achieved: Communication, equipment maintenance, safety procedures and protocols, teamwork, coordination, lever and pedal controls, and inspecting cranes.
- Graduates receive a Certificate of Completion in TLL/TSS Crane Operator with Rigger and Signal and can sit for the NCCCO testing to become NCCCO TLL/TSS Crane, Rigger, and Signalperson Certified.
 - Patriot Crane and Rigging Consultants will offer testing for NCCCO National Certifications. Patriot Crane and Rigging Consultants are located at: 3331 W. Broadway Rd. Phoenix, AZ 85041. Phone: (623) 300-8477.

Occupational Objective

Graduates will be prepared to obtain employment as a Crane Operator/Rigger/Signalperson in a variety of industries.

Program Outline

Course Titles	Classroom Hours	Total Hours
In-class Training with Instructor	40	40
Hands-on Training with Crane Equipment	61	61
Total	101	101

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.
- Complete an interview.
- Be able to travel to the Practical Training location provided by Patriot Crane and Rigging Consultants.

The application and enrollment process begins with the completion of a general questionnaire and an initial interview with an admissions representative.

All applicants are required to have a personal interview with an admissions representative. 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.

Tools, Equipment, Supplies and Technology Requirements

Tools and equipment needed for skills training are provided by Workforce Training Academy USA

- Hard Hat, Safety Boots, Safety Vest, Safety Glasses, Tape Measure, Calculator, Earmuffs, and Gloves.
- Books and Crane Equipment provided by Patriot Crane and Rigging Consultants.

Information on Practical Training

Practical training takes place at Patriot Crane and Rigging Consultants.

Graduation Requirements

- Maintain a minimum attendance rate of 85% of classroom hours;
- Pass all required courses and exams; and
- Fulfill all financial obligations to the school.

Requirements for Graduates to Practice

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

Graduate Employment Opportunities

- Construction, Crane Equipment Operation
- NCCCO certification is an Industry Recognized credential

Workforce Training Academy USA LLC does not guarantee job placement.

Tuition and Fees

Please see the tuition and fee schedule of this catalog for complete details on the tuition and fees for this program. Also, please see the Refund Policy for more information on which fees are refundable in the event that there is an interruption in enrollment.

COURSE DESCRIPTIONS

In-class Training with Instructor

Forty (40) clock hours. The first 40 hours of training in a classroom setting with instructor to cover the following course material: M101 Mobile Crane ASME Rules and Regulations, M102 Mobile Crane OSHA Rules and Regulations, M103 NCCCO Load Chart Prep, S101 Signalperson Prep Study Course, and R101 Rigger Prep Study Course. Classroom Discussion, Computer based training, machine simulator. Skills evaluations, comprehensive and NCCCO modules, pre and post Evaluations.

Hands-on Crane Equipment Training

Sixty-one (61) clock hours. Hands on training includes assessing obstructions and site conditions, performing a pre-operational inspection, learning the basics of crane setup and maintenance, learning to operate the controls, erecting and stowing jibs and extensions, learning to use load charts to lift light and heavy loads, learning to use load charts to identify lift problems, learning to safely maneuver crane, and learning about attachments.

Tower Crane Operator with Rigger and Signal

Program Description

Tower Crane Operator with Rigger and Signal combines the Mobile TLL/TSS (Tower) crane Operator program with Rigger Prep program and the Signalperson Prep program. Students will train to take the National Commission for the Certification of Crane Operator's (NCCCO) written and practical exams for tower crane, rigger, and signalperson. Occupational Safety and Health Administration and American Society of Mechanical Engineer's rules and regulations pertaining to mobile crane, rigger, and signalperson will be reviewed. Students will also get hands-on training in load control, concrete bucket control, long boom, standing columns and pipe, crane set-up, inspections, hoisting personnel, operational aids and working around powerlines. The objective of the program is to prepare students to successfully complete the NCCCO written and practical exams for mobile tower crane, rigger, and signalperson.

Program Overview

- 104 one-hundred four (104) clock hour program.
- Program falls under Infrastructure, Construction.
- Students will have a combination of in-class and hands-on training.
- Competencies to be achieved: Communication, equipment maintenance, safety procedures and protocols, teamwork, coordination, lever and pedal controls, and inspecting cranes.
- Graduates receive a Certificate of Completion in Tower Crane Operator with Rigger and Signal and can sit for the NCCCO testing to become NCCCO Tower Crane, Rigger, and Signalperson Certified.
 - Patriot Crane and Rigging Consultants will offer testing for NCCCO National Certifications. Patriot Crane and Rigging Consultants are located at: 3331 W. Broadway Rd. Phoenix, AZ 85041. Phone: (623) 300-8477.

Occupational Objective

Graduates will be prepared to obtain employment as a Crane Operator/Rigger/Signalperson in a variety of industries.

Program Outline

Course Titles	Classroom Hours	Total Hours
In-class Training with Instructor	32	32
Hands-on Training with Crane Equipment	72	72
Total	104	104

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.
- Complete an interview.
- Be able to travel to the Practical Training location provided by Patriot Crane and Rigging Consultants.

The application and enrollment process begins with the completion of a general questionnaire and an initial interview with an admissions representative.

All applicants are required to have a personal interview with an admissions representative. 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.

Tools, Equipment, Supplies and Technology Requirements

Tools and equipment needed for skills training are provided by Workforce Training Academy USA

- Hard Hat, Safety Boots, Safety Vest, Safety Glasses, Tape Measure, Calculator, Earmuffs, and Gloves.
- Books and Crane Equipment provided by Patriot Crane and Rigging Consultants.

Information on Practical Training

Practical training takes place at Patriot Crane and Rigging Consultants.

Graduation Requirements

- Maintain a minimum attendance rate of 85% of classroom hours;
- Pass all required courses and exams; and
- Fulfill all financial obligations to the school.

Requirements for Graduates to Practice

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

Graduate Employment Opportunities

- Construction, Crane Equipment Operation
- NCCCO certification is an Industry Recognized credential.

Workforce Training Academy USA LLC does not guarantee job placement.

Tuition and Fees

Please see the tuition and fee schedule of this catalog for complete details on the tuition and fees for this program. Also, please see the Refund Policy for more information on which fees are refundable in the event that there is an interruption in enrollment.

COURSE DESCRIPTIONS

In-class Training with Instructor

Thirty-two (32) clock hours. The first 32 hours of training in a classroom setting with instructor to cover the following course material: T101 Tower Crane ASME Rules and Regulations, T102 Tower Crane OSHA Rules and Regulations, S101 Signalperson Prep Study Course, and R101 Rigger Prep Study Course. Classroom Discussion, Computer based training, machine simulator. Skills evaluations, comprehensive and NCCCO modules, pre and post Evaluations.

Hands-on Crane Equipment Training

Seventy-two (72) clock hours. Hands on training includes assessing obstructions and site conditions, performing a pre-operational inspection, learning the basics of crane setup and maintenance, learning to operate the controls, erecting and stowing jibs and extensions, learning to use load charts to lift light and heavy loads, learning to use load charts to identify lift problems, and learning about attachments.

AVIATION PROGRAMS

Aviation Sheet Metal

320 clock hours

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 to become certified 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.

Occupational Objective

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

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

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.
- High school diploma or equivalent.

The application and enrollment process begins with the completion of a general questionnaire and an initial interview with an admissions representative.

All applicants are required to have a personal interview with an admissions representative. 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.

Tools, Equipment, Supplies and Technology Requirements

Students will need access to a computer and the Internet.

Graduation Requirements

- Maintain a minimum attendance rate of 85% of classroom hours;
- Pass all required courses and exams; and
- Fulfill all financial obligations to the school.

Requirements for Graduates to Practice

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

Graduate Employment Opportunities

- General Aircraft Mechanic
- Airframe Technician
- Power Plant Mechanic

Workforce Training Academy USA LLC does not guarantee job placement.

Tuition and Fees

Please see the tuition and fee schedule of this catalog for complete details on the tuition and fees for this program. Also, please see the Refund Policy for more information on which fees are refundable in the event that there is an interruption in enrollment.

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.

DENTAL PROGRAMS

Dental Assisting
186 clock hours

Dental Assisting

Program Description

The following subjects found in the Course Descriptions section are covered in depth from both a didactic and a practical clinical experience. The course consists of a total of 186 clock hours which includes the X-ray Certification Review, 3D Scanning, and Coronal Polishing courses. Participants will be prepared to sit for the exams offered by danb.org to attain the Radiation Health and Safety (RHS) and Coronal Polishing industry recognized credentials. There will be a lecture and clinical hands-on training in the operation of all the equipment, instrumentation and materials used in our state-of-the-art practicing dental office. One hundred (100) hours of externship at a dental office is required to receive the Academy's Certificate of Completion. The Dental Assistant externship can be completed during or after the Dental Assistant Course.

Occupational Objective

Graduates of this program are prepared for a career pathway as a Dental Assistant.

Program Overview

- One hundred eighty-six (186) clock hour program.
- The course includes the X-Ray Review, 3D Scanning, and Coronal Polishing classes.
- Graduates receive a ***Certificate of Completion*** from Workforce Training Academy USA LLC.
- Program is taught by Dolores Finegold of Chairside Dental Academy of AZ, LLC.
 - Graduates will also be scheduled to sit for the Dental Assistant National Board Certification in Radiation Health and Safety as well as Coronal Polishing.
 - *Receipt of these credentials is dependent on graduate passing the exam offered through DANB.org.*
- Four options for class schedule dependent on availability detailed in Class Schedules section.

Program Outline

Course Title	Classroom Hours	Lab/Independent Study Hours	Total Hours
Orientation / Dental Theory and Terminology	4	4	8
Reception	4	4	8
Four-handed Dental Assisting	4	4	8
Radiology	4	4	8
Impressions and Model Trimming	4	4	8
Sterilization Techniques	4	4	8
Career Services	4	4	8
X-Ray Certification Review	6	0	6
3D Scanning	1	7	8
Coronal Polishing	8	8	16
Externship	0	100	100
Total	43	143	186

COURSE DESCRIPTIONS

Orientation / Dental Theory and Terminology *Eight (8) clock hour*

Students are welcomed to the program and informed of the program format, content, schedule, and expectations.

- Dental and oral anatomy, tooth numbering system
- Instrument nomenclature and identification for all aspects of General Dentistry
- Dental terminology
- Equipment operation, chair positioning, assistant equipment usage

Reception *Eight (8) clock hour*

- Front office operations
- Phone techniques and appointment book control
- Billing and accounting systems
- Billing: accounts receivable and accounts payable, collections
- Insurance forms and pre-treatment estimates
- Filing and basic secretarial skills

Four-handed Dental Assisting *Eight (8) clock hour*

- Instrument transfer techniques, chairside assisting for:
 - Operative Dentistry
 - Oral Surgery
 - Crown and Bridge
 - Endodontics
 - Periodontics
 - Pedodontics
 - Orthodontics
- Handpiece, burr and instrument delivery and maintenance

Radiology *Eight (8) clock hour*

- X-ray theory and technique; use of Rinn holders and other methods
- Intraoral, bitewing, panoramic, and endodontic exposure methods
- X-ray safety and precautions

Impressions and Model Trimming *Eight (8) clock hour*

- Impression materials and practice in their use, alginate mixing
- Wax bites, counter impressions and alginate study model practicing
- Model pouring and trimming

Sterilization Techniques *Eight (8) clock hour*

- Sterilization theory and terminology, autoclave operation
- Instrument and equipment sterilization/disinfection
- Treatment room disinfection and asepsis techniques

Career Services *Eight (8) clock hour*

- Proper image, dress, and preparation for job interviews
- Resume preparation

X-ray Certification Review *Six (6) clock hour*

- Prepares students to take the RHS (Radiation Health and Safety) Exam through DANB.org.

3D Scanning *Eight (8) clock hour*

- Enables students to learn scanner features, develop scanning techniques to assist a doctor to create their optimal treatment plan.

Coronal Polishing *Sixteen (16) clock hour*

- Prepares students to take the Coronal Polishing Exam through DANB.org.
- This course prepares students for the Arizona Coronal Polishing (AZCP) exam certification.

Externship *One hundred (100) clock hour*

- The externship can take place during or after the Dental Assisting course.
- Participants will gain hands-on experience from a working dental office.

CLASS SCHEDULES**Option 1**

Offered over 12 weeks on Saturday [8:00am-4:00pm]

Option 2

Offered over 12 weeks on Monday/Wednesday [5:00pm-9:00pm]

Option 3

Offered over 12 weeks on Tuesday/Thursday [5:00pm-9:00pm]

Option 4

Offered over 12 days on Monday-Friday [8:00am-4:00pm]

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.
- 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.

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

Book and Supplies

- *Concepts in Dental Assisting*, Erickson (White Workbook)

Tools, Equipment and Technology Requirements

Dental tools, materials, and equipment including X-ray and technology needed for training are provided by the Academy and are available in the program classrooms and hands-on lab. This includes desks, chairs, computers, large screen TV, dry erase board, Microsoft PowerPoint.

Information on Practical Training

Practical training takes place in the hands-on learning location: 3029 N Alma School Rd Suite 110, Chandler, AZ 85224.

Graduation Requirements

- In-person format: maintain a minimum attendance rate of 85% of classroom hours;
- Pass all required courses and exams; and
- Fulfill all financial obligations to the school.
- One hundred (100) hour externship. The Dental Assistant externship can be completed during or after the Dental Assistant Course.

Requirements for Graduates to Practice

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

Graduate Employment Opportunities

Graduates will be prepared to obtain the X-ray Certification called Radiation Health and Safety (RHS) and the Coronal Polishing Certification taken through the testing site DANB.org and apply for employment as a Dental Assistant.

Workforce Training Academy USA LLC in partnership with Chairside Dental Academy of AZ, LLC does not guarantee job placement.

Tuition and Fees

Please see the tuition and fee schedule of this catalog for complete details on the tuition and fees for this program. Also, please see the Refund Policy for more information on which fees are refundable in the event that there is an interruption in enrollment.

MEDICAL PROGRAMS

Medical Assistant

440 clock hours

Medical Assistant

Program Description

The Skilltrade Medical Assistant Hybrid Program prepares students for entry-level positions in various healthcare settings by combining online coursework with hands-on, in-person lab training that they will attend every-other week. The curriculum integrates core medical knowledge and practical clinical skills through advanced educational technologies, including interactive videos, interactive modules, virtual 3D simulations, and AI-driven immersive scenarios. In-person lab sessions provide students with the opportunity to practice and refine essential clinical skills under the guidance of experienced medical assistant professionals.

The program covers critical topics such as medical terminology, anatomy and physiology, infection control, pharmacology, clinical procedures, and administrative tasks. Students will learn how to perform key clinical duties, including taking vital signs, administering medications, performing phlebotomy, conducting EKGs, and assisting with specialty procedures. They will also develop competencies in medical office administration, such as electronic health records (EHR) management, medical billing and coding, and patient communication. Additionally, training in telehealth equips students to support modern healthcare delivery systems.

The hybrid format allows students to gain hands-on experience in simulated healthcare settings during in-person labs, where they will practice vital skills like injections, phlebotomy, and assisting with procedures, ensuring they are job-ready upon graduation. The program concludes with comprehensive Certified Clinical Medical Assistant (CCMA) certification exam preparation, including review modules, practice tests, and live practice scenarios.

Students will also complete career development training focused on professionalism, resume building, interview skills, and job search strategies. Upon completion of coursework and in-person lab training, students will take the CCMA exam.

Program Overview

- 440 Four Hundred Forty Clock Hour Program
- Program Length: 20 weeks
- Program falls under Medical Assistants.
- Graduates receive a Certificate of Completion from Workforce Training Academy USA LLC.
- Graduates will be prepared to sit for the Certified Clinical Medical Assistant certification exam.

Program Outline

Course Titles	Classroom Hours	Lab / Externship Hours	Total Hours
Foundations of Medical Assisting	48	8	56
Medication Administration and Diagnostic Testing	48	4	52
Cardiac and Respiratory Assisting	32	4	36
Administrative Procedures	16	4	20
Specialized Clinical Assisting I: Neurology, Dermatology, and Nutrition	48	4	52
Specialized Clinical Assisting II: Surgical, Multiorgan Systems, and Reproductive Care	48	8	56
Specialized Patient Care Assisting	48	4	52
Professional Development and Certification Review	32	4	36
Medical Assistant Externship	0	80	80
Total	320	120	440

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.
- Have a High School Diploma or GED
- Pass a Background Check and Drug Test
- Possibly obtain a CPR card
- Immunization Policy
 - The CDC and public health authorities recommend that students receive Hepatitis B, Tdap/TD, MMR, and Varicella (chickenpox) vaccinations. Due to the potential risks to patients and healthcare workers, the school strongly recommends that every student receive these vaccines. Additionally, the COVID-19 vaccination is commonly required for externships and employment, so students should consider its requirements as well. Providing documentation of vaccination or a serum titer confirming immunity, signed by a healthcare provider within the past twelve (12) months, is a requirement for admission into the Medical Assistant Hybrid Program.
 - **Immunization Documentation**
 - Students must provide documentation for the following vaccinations:
 - Influenza: Must be received annually.
 - Tetanus-Diphtheria-Pertussis (Tdap): Must be current within the past ten (10) years.
 - Measles-Mumps-Rubella (MMR): Documentation of vaccination required.
 - Hepatitis B: A complete three-injection series must be finished before admission into the program.
 - Varicella (Chickenpox): Students may provide a physician-documented history of the disease as an alternative to providing a shot record or serum titer.
 - Tuberculosis Screening Requirements: Students must receive a non-reactive, two-step Purified Protein Derivative (PPD) skin test for Tuberculosis and submit the results to the school. The cost will be the student's responsibility and will vary based on insurance coverage, availability, and provider. Testing is performed by appointment only; students can contact their local health department for appointment availability

The application and enrollment process begins with the completion of a general questionnaire and an initial interview with an admissions representative.

All applicants are required to have a personal interview with an admissions representative. 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.

Tools, Equipment, Supplies and Technology Requirements

Tools and equipment needed for skills training are provided by Workforce Training Academy USA

Assigned Program Textbooks

- Kinn's The Clinical Medical Assistant, 15th Edition

Graduation Requirements

- Maintain a minimum attendance rate of 85% of classroom hours;
- Pass all required courses and exams; and
- Fulfill all financial obligations to the school.

Requirements for Graduates to Practice

Graduates of the program will be eligible to sit for the National Healthcareer Association (NHA) Certified Clinical Medical Assistant (CCMA) exam. While the state of Arizona does not require licensure to work as a Medical Assistant, most employers require or prefer certification. This national credential enables graduates to be competitive in the job market and meet hiring standards for clinical support roles across Arizona and the U.S.

Graduate Employment Opportunities

- Graduates will be fully equipped to pursue entry-level positions in healthcare settings such as clinics, hospitals, and private practices.

Workforce Training Academy USA LLC does not guarantee job placement.

Tuition and Fees

Please see the tuition and fee schedule of this catalog for complete details on the tuition and fees for this program. Also, please see the Refund Policy for more information on which fees are refundable in the event that there is an interruption in enrollment.

COURSE DESCRIPTIONS

Foundations of Medical Assisting

Fifty-six (56) clock hours. This subject introduces students to the essential roles and responsibilities of medical assistants, emphasizing collaboration within healthcare teams and compliance with healthcare laws and ethics. Students will gain foundational knowledge in healthcare delivery models, governing bodies, and infection control practices such as aseptic handwashing, PPE usage, and biohazard waste management. Lab sessions provide hands-on training in vital signs measurement, aseptic techniques, and exam room preparation. Students will also explore professional communication skills and practice these techniques in virtual simulations, preparing them for real-world patient interactions.

Medication Administration and Diagnostic Testing

Fifty-two (52) clock hours. This subject focuses on safe and effective medication administration, blood collection, and diagnostic testing. Students will learn pharmacology principles, including drug classifications, dosing calculations, and routes of administration. Lab sessions emphasize hands-on training in medication preparation and administration, including injections and reconstitutions. Students will also practice venipuncture and capillary punctures, adhering to proper safety protocols. Diagnostic testing skills are developed through virtual practice and lab training, covering clinical lab procedures, CLIA-waived testing, and specimen handling, with a focus on accuracy and patient safety.

Cardiac and Respiratory Assisting

Thirty-six (36) clock hours. This subject covers essential cardiology, pulmonology, and emergency response skills. Students will learn to perform and interpret EKGs, recognize cardiac abnormalities, and conduct pulmonary function tests such as spirometry and peak flow. Emergency response training includes Basic Life Support (BLS) certification, CPR, and AED use. Lab sessions provide hands-on practice in lead placement, waveform analysis, and emergency procedures, preparing students to manage critical situations with confidence.

Administrative Procedures

Twenty (20) clock hours. This subject prepares students to manage administrative responsibilities in healthcare settings, including medical records management, insurance verification, and appointment scheduling. Students will explore medical coding, billing, and claim processing, along with financial management techniques like handling petty cash and

processing payments. Lab sessions reinforce practical skills, including documentation in simulated electronic health records (EHR) systems and applying office management strategies to ensure smooth operations.

Specialized Clinical Assisting I: Neurology, Dermatology, and Nutrition

Fifty-two (52) clock hours. This subject focuses on specialized areas of patient care, including neurology, dermatology, and nutrition. Students will learn to assess mental health and neurological conditions, provide patient referrals, and conduct mental health screenings. Training includes dermatological procedures, sensory system testing, and nutrition education for health promotion. Lab sessions feature hands-on practice in vision screenings, skin condition assessment scenarios, and dietary coaching techniques, emphasizing effective patient education and care.

Specialized Clinical Assisting II: Surgical, Multiorgan Systems, and Reproductive Care

Fifty-six (56) clock hours. Students will develop skills for assisting with surgical procedures, multiorgan system diagnostics, and reproductive healthcare. Training includes sterile technique, surgical instrument handling, and patient preparation for minor surgeries. Topics also cover endocrinology, gastroenterology, urology, and OB/GYN care, with practical training in specimen collection, urinalysis, and pregnancy testing. Lab sessions provide hands-on opportunities to practice sterile field preparation and diagnostic procedures, in addition to common clinical skills, ensuring students are prepared for advanced clinical roles.

Specialized Patient Care Assisting

Fifty-two (52) clock hours. This subject emphasizes advanced patient care in pediatric, orthopedic, and geriatric settings. Students will learn to administer pediatric immunizations, assist with musculoskeletal conditions, and support aging patients with mobility and rehabilitation protocols. In addition to the standard clinical skills covered, these lab sessions also include hands-on practice in simulated scenarios such as pediatric intake and injections and geriatric patient transfers. Emphasis is placed on communication, safety, and the unique needs of these patient populations.

Professional Development and Certification Review

Thirty-six (36) clock hours. This subject equips students with the professional skills needed for career success and certification. Students will refine resumes, practice interview techniques, and develop job search strategies. They will complete a focused review of key Certified Clinical Medical Assistant (CCMA) exam domains using practice exams, study guides, and test-taking strategies. The course concludes with students sitting for the CCMA exam, prepared to transition into entry-level roles with confidence.

Medical Assistant Externship

Eighty (80) clock hours. The externship provides students with a supervised, real-world training experience in a healthcare setting, allowing them to apply the knowledge and skills gained during the program. Over the course of 80 hours, students will have the opportunity to observe and assist with clinical procedures under the guidance of experienced healthcare professionals. Depending on the site, tasks may include supporting patient intake processes, observing vital signs assessment, assisting with basic procedures, and gaining familiarity with clinical workflows.

SCHOOL POLICIES

Admissions Policies

Application Process

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. (does not apply to Forklift)
- 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.

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

Workforce Training Academy USA LLC is committed to providing an educational environment that is free from discrimination, harassment, and retaliation. We ensure equal opportunity for all students, faculty, and staff in all aspects of

education. The academy does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, sexual orientation, gender identity, or any other characteristic protected by applicable federal, state, or local laws. Workforce Training Academy USA LLC seeks to foster an inclusive, respectful, and supportive environment for all members of our community.

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 students other grades to determine the grade point average.

Grading System

Grades are based on assignments, tests, and examinations given with each unit of learning. The minimum acceptable passing grade for exams is 70%.

The Grading Scale is as follows:

Pass/Fail	ALPHA	NUMERIC
Pass	A	90-100
Pass	B	80-89
Pass	C	70-79
Fail	D	60-69
Fail	F	0-59

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 Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details.

The State Board address is:
 Arizona State Board of Private Postsecondary Education
 1740 W. Adams, Suite 3008
 Phoenix, AZ 85007
 Phone: 602-542-5709
<http://ppse.az.gov>

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 your 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.

STUDENT SERVICES

The Academy offers student activities and services that enhance the student's learning experience as well as assists 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.

FACULTY

Greg Taylor – Heavy Equipment Operator Program

Professionals of Empire Caterpillar – Heavy Equipment Operator Program

Professionals of Patriot Crane and Rigging Consultants – Crane Operator Programs

Jaime Godinez – Forklift Program

Dolores Finegold, Chairside Dental Academy of AZ LLC – Dental Programs

FINANCIAL INFORMATION

Payment Options. All students may pay the total charges for their program by cash, credit card or check. The Academy does not offer scholarships.

Please see the Tuition & Fees Section for program-specific information.

Military Discount. Eligible members of the military veterans and service members may receive 10% military discount. Veterans, service members and their spouses qualify for 10% discount.

Federal Financial Aid. The Academy **does not** offer state or federal financial aid programs.

Cancellation & Refund Policy

If for any reason an applicant is not accepted by the Academy, the applicant is entitled to a refund of all monies paid.

Three-Day Cancellation. An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday, and federal and state holidays) of signing an Enrollment Agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

Other Cancellations. An applicant requesting cancellation more than three days after signing an Enrollment Agreement and making an initial payment, but prior to entering the Academy, is entitled to a refund of all monies paid, less the registration fee of \$200.00.

Refund After the Commencement of Classes:

I. Procedure for withdrawal/withdrawal date:

- A. A student choosing to withdraw from the Academy after the commencement of classes is to provide written notice to the School Administrator. The notice is to indicate the expected last date of attendance and be signed and dated by the student.

- B. For a student who is on authorized Leave of Absence, the withdraw date is the date the student was scheduled to return from the Leave and failed to do so.
- C. A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days. The last date of attendance is the last date the student posted attendance either online or in-seat.
- D. All refunds will be issued within 30 days of the determination of the withdrawal date.

2. Tuition charges/refunds:

- A. Before the beginning of classes, the student is entitled to a refund of 100% of the tuition (less the registration fee of \$200.00).
- B. After the commencement of classes, the in-class tuition refund (less the registration fee of \$200.00) amount shall be determined as follows:

% of the clock hours attempted:	Tuition refund amount:
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	No Refund is required

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

Forklift Program Only: As a short-term program consisting of six hours of coursework, the Academy will follow the above published pro-rata refund policy for a student who starts the program and who notifies the school that he/she does not wish to complete all the scheduled hours. In this case, a student's start date and last date of attendance are the same, and the number of hours attended will be divided by six (6) to determine the percentage of clock hours attempted and the corresponding tuition refund amount.

Books, supplies, and fees. Books, materials, or supplies are not refundable once the student has taken possession of the materials due to current the 2021 COVID precautions. Students who cancel will be responsible for the full cost of any books, materials, or supplies received.

Refunds. Refunds will be issued within 30 days of the date of student notification, or date of Academy determination (withdrawn due to absences or other criteria as specified in the Academy catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return. If any portion of your tuition was paid from loan proceeds, the refund will be sent to the lender or agency that guaranteed the loan. Any remaining refund amount will first be used to repay any agencies from which you received benefits, to the extent of benefits received. Any remaining amount will be paid to you the student.

Tuition and Fees: Heavy Equipment Programs

The Tuition and Fees for the Academy's Heavy Equipment programs are as follows.

PROGRAM INFORMATION

Program Title Each program awards a "Certificate of Completion"	Forklift Operator	Heavy Equipment Operator	TLL/TSS Crane Operator with Rigger and Signal	Tower Crane Operator with Rigger and Signal
Program Clock Hours	6	196	101	104
Registration Fee (Non-refundable after 3-day cancellation period.)	\$200.00	\$200.00	\$200.00	\$200.00
Cost of Books	\$50.00	\$100.00	\$350.00	\$420.00
Cost of Students Supplies	N/A	\$250.00	N/A	N/A
Testing/Exam Fees	N/A	\$150.00	\$2,640.00	\$2,780.00
State Application Fees, Background Check, Other	N/A	N/A	N/A	N/A
Tuition Fees	<u>\$250.00</u>	<u>\$4,300.00</u>	<u>\$4,510.00</u>	<u>\$6,800.00</u>
Total Charges for the Program Selected	\$500.00	\$5,000.00	\$7,700.00	\$10,200.00

Each of the following payment options is available to all students. This information is provided on each student's Enrollment Agreement. Students may pay the total charges for their program by cash, credit card or check.

1. Full Payment Option <i>Full payment due after the payment of the \$200 Registration Fee</i>	\$300.00	\$4,800.00	\$7,500.00	\$10,000.00
I choose the "Full Payment" Option	_____	_____	_____	_____
2. Partial Payment Option. <i>Partial payment option available after payment of \$200 Registration Fee</i>				
Payment of 25% of the remaining charges for the program due with the signed Enrollment Agreement	NA	\$1,200.00	\$1,875.00	\$2,500.00
Amount remaining subject to financing	NA	\$3,600.00	\$5,625.00	\$7,500.00
Interest Rate Percent	0.00%	0.00%	0.00%	0.00%
Total Finance Charge.	NA	\$0.00	\$0.00	\$0.00
Monthly payment amount until paid in full.	NA	\$600.00	\$937.50	\$1,250.00
Number of consecutive monthly payments.	NA	6	6	6
Total of Payments. <i>The amount you will have paid after you have made all payments as scheduled.</i>	NA	\$3,600.00	\$5,625.00	\$7,500.00
Total Sale Price (The total cost of the program on credit, including the initial down payment and registration fee.)	NA	\$5,000.00	\$7,700.00	\$10,200.00
I choose the "Partial Payment Option"	_____	_____	_____	_____
3. Partial Payment Option. <i>Partial payment option available after payment of \$200 Registration Fee</i>				
Payment of 25% of the remaining charges for the program due with the signed Enrollment Agreement	NA	\$1,200.00	\$1,875.00	\$2,500.00
Amount remaining subject to financing	NA	\$3,600.00	\$5,625.00	\$7,500.00
Interest Rate Percent	2.00%	2.00%	2.00%	2.00%
Total Finance Charge.	NA	\$72.00	\$112.50	\$150.00
Monthly payment amount until paid in full.	NA	\$306.00	\$478.13	\$637.50
Number of consecutive monthly payments.	NA	12	12	12
Total of Payments. <i>The amount you will have paid after you have made all payments as scheduled.</i>	NA	\$3,672.00	\$5,737.50	\$7,650.00
Total Sale Price (The total cost of the program on credit, including the initial down payment and registration fee.)	NA	\$5,072.00	\$7,812.50	\$10,350.00
I choose the "Partial Payment Option"	_____	_____	_____	_____

4. Other Payment Arrangements Option. *You may make payment arrangements with other financing; this option is available to those who qualify.*

I choose the “Other Payment Arrangements Option” | | | |

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).

Tuition and Fees: Aviation Programs

The Tuition and Fees for the Academy’s Aviation Programs are as follows.

PROGRAM INFORMATION

Program Title	Aviation Sheet Metal
Each program awards a “Certificate of Completion”	
Program Clock Hours	320
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	<u>\$4,850.00</u>
Total Charges for the Program Selected	\$7,000.00

Each of the following payment options is available to all students. This information is provided on each student’s Enrollment Agreement. Students may pay the total charges for their program by cash, credit card or check.

PAYMENT OPTIONS	Aviation Sheet Metal
1. Full Payment Option <i>Full payment due after the payment of the \$200 Registration Fee</i>	\$6,800.00
2. Other Payment Arrangements Option. <i>You may make payment arrangements with other financing; this option is available to those who qualify.</i>	

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).

Tuition and Fees: Dental Programs

The Tuition and Fees for the Academy's Dental programs are as follows.

Program Title	Dental Assisting
Each program awards a “Certificate of Completion”	
Program Clock Hours	186
Registration Fee (Non-refundable after 3-day cancellation period.)	\$200.00
Books and Supplies	\$180.00
Testing Fees	\$540.00
Tuition for the entire program	<u>\$4,580.00</u>
Total Charges for the Program of Study Selected	\$5,500.00

Each of the following payment options is available to all students. This information is provided on each student's Enrollment Agreement. Students may pay the total charges for their program by cash, credit card or check.

1. Full Payment Option <i>Full payment due after the payment of the Registration Fee.</i>	\$5,300.00
I choose the “Full Payment” Option	
2. Partial Payment Option. <i>Partial payment option available after payment of \$200 Registration Fee</i>	
Payment of 25% of the remaining charges for the program due with the signed Enrollment Agreement	\$1,325.00
Amount remaining subject to financing	\$3,975.00
Interest Rate Percent	0.00%
Total Finance Charge.	\$0.00
Monthly payment amount until paid in full.	\$662.50
Number of consecutive monthly payments.	6
Total of Payments. <i>The amount you will have paid after you have made all payments as scheduled.</i>	\$3,975.00
Total Sale Price (The total cost of the program on credit, including the initial down payment and registration fee.)	\$5,500.00
I choose the “Partial Payment Option”	
3. Partial Payment Option. <i>Partial payment option available after payment of \$200 Registration Fee</i>	
Payment of 25% of the remaining charges for the program due with the signed Enrollment Agreement	\$1,325.00
Amount remaining subject to financing	\$3,975.00
Interest Rate Percent	2.00%
Total Finance Charge.	\$79.5
Monthly payment amount until paid in full.	\$337.88
Number of consecutive monthly payments.	12
Total of Payments. <i>The amount you will have paid after you have made all payments as scheduled.</i>	\$4,054.50
Total Sale Price (The total cost of the program on credit, including the initial down payment and registration fee.)	\$5,579.50
I choose the “Partial Payment Option”	
4. Other Payment Arrangements Option. <i>You may make payment arrangements with other financing; this option is available to those who qualify.</i>	
I choose the “Other Payment Arrangements Option”	

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)

Tuition and Fees: Medical Programs

The Tuition and Fees for the Academy's Medical programs are as follows.

Program Title	Medical Assistant
Each program awards a "Certificate of Completion"	
Program Clock Hours	440
Registration Fee (Non-refundable after 3-day cancellation period.)	\$200.00
Books and Supplies	\$530.00
Testing Fees	\$320.00
Tuition for the entire program	<u>\$4,950.00</u>
Total Charges for the Program of Study Selected	\$6,000.00

Each of the following payment options is available to all students. This information is provided on each student's Enrollment Agreement. Students may pay the total charges for their program by cash, credit card or check.

5. Full Payment Option <i>Full payment due after the payment of the Registration Fee.</i>	\$5,800.00
I choose the "Full Payment" Option	
6. Partial Payment Option. <i>Partial payment option available after payment of \$200 Registration Fee</i>	
Payment of 25% of the remaining charges for the program due with the signed Enrollment Agreement	\$1,450.00
Amount remaining subject to financing	\$4,350.00
Interest Rate Percent	0.00%
Total Finance Charge.	\$0.00
Monthly payment amount until paid in full.	\$725.00
Number of consecutive monthly payments.	6
Total of Payments. <i>The amount you will have paid after you have made all payments as scheduled.</i>	\$4,350.00
Total Sale Price (The total cost of the program on credit, including the initial down payment and registration fee.)	\$6,000.00
I choose the "Partial Payment Option"	
7. Partial Payment Option. <i>Partial payment option available after payment of \$200 Registration Fee</i>	
Payment of 25% of the remaining charges for the program due with the signed Enrollment Agreement	\$1,450.00
Amount remaining subject to financing	\$4,350.00
Interest Rate Percent	2.00%
Total Finance Charge.	\$87.00
Monthly payment amount until paid in full.	\$369.75
Number of consecutive monthly payments.	12
Total of Payments. <i>The amount you will have paid after you have made all payments as scheduled.</i>	\$4,437.00

Total Sale Price (The total cost of the program on credit, including the initial down payment and registration fee.)	\$6,087.00
I choose the “Partial Payment Option”	
8. Other Payment Arrangements Option. <i>You may make payment arrangements with other financing; this option is available to those who qualify.</i>	
I choose the “Other Payment Arrangements Option”	

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

Holidays

The Academy observes the following **2025 holidays**:

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 Start/End Dates: Tucson and Chandler Locations

All programs are blended delivery format except the Forklift Operator program.

Open Enrollment: Students can begin the online portion of the course at any time. The live instruction can be completed on-site or via Microsoft Teams on the days scheduled at either campus; schedules are based on program enrollment. The student must complete the program within six months of enrollment.

Online program: Instruction is offered online in a self-paced format.

Blended: A blend of online, self-paced instruction and required LIVE instruction on campus or via Microsoft Teams on the dates specified.

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.

HEAVY EQUIPMENT PROGRAMS	
Forklift Operator On-Site only, one day*	Starts on the 1 st day of each month
Heavy Equipment Operator	
TLL/TSS Crane Operator with Rigger and Signal	
Tower Crane Operator with Rigger and Signal	
AVIATION PROGRAMS	
Aviation Sheet Metal	Starts on the 1 st day of each month
DENTAL PROGRAMS	
Dental Assisting	Starts on the 1 st day of each month
MEDICAL PROGRAMS	
Medical Assistant	Starts on the 1 st day of each month

****On-site class dates are subject to change based upon the number of students enrolled.***



Workforce Training Academy USA LLC is an Equal Opportunity Employer/Program and auxiliary aids and services are available upon request.
29 CFR38.31

Arizona - 2024-2025

Training Locations:

Chandler, Arizona

3029 North Alma School Road, Suites 110 & 111, Chandler, AZ 85224

Phoenix, Arizona

3417 W. Broadway Road, Phoenix, AZ 85009

Tucson, Arizona

3820 S. Palo Verde Road, Ste 113, Tucson, AZ 85714

7820 S Camino Huivism, Tucson, AZ 85757

Workforce Training Academy USA

Main Address: 3820 S. Palo Verde Road, Ste 113, Tucson, AZ 85714

Phone: (520) 777-6462

Email: info@wta4usa.com

Web: www.wta4usa.com