PARSEC Group

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Approved and Regulated by the Colorado Department of Higher Education, Private Occupational School Board

I hereby certify that this catalog is true and correct in content and policy

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PARSEC Group School Catalog

Introduction

Since 1986, PARSEC Group (hereinafter referred to as the School), has been providing world class services to hundreds of consulting clients and has trained tens of thousands of technical professionals worldwide. PARSEC Group offers open-enrollment courses at our corporate headquarters in Arvada, Colorado for OpenVMS, Linux and Ruby Programming language and is staffed with qualified, approved instructors with an average of 30+ years experience. The officer of the school is Wayne Sauer, President.

Faculty Members

Strider Sauer, Dean of Students

Lorin Ricker, Instructor

Swift Griggs, Instructor

Dan Fleury, Instructor

Paul Williams, Instructor

Wayne Sauer, Instructor

Tracks/Courses Offered

Stand Alone Course:

Ruby Immersion, 160 Hours   Course PRI01

This 4 week (20 day) course delivered in one intensive four week course that focuses on the Ruby programming language as a general purpose software development tool. This course will provide the essential skills necessary to be a Ruby programmer including introduction to object-oriented programming, Ruby programming toolkit and software development practices, syntax and semantics, creation of practical and representative programs addressing real-world problems, metaprogramming, introspection and reflection. The occupational objective is a career as a Ruby software programmer. This course is delivered via classroom instruction.

OpenVMS Academy Utilities and Commands   Course VM100

This 5-day (40 hour) course teaches students how to use the OpenVMS operating system to create, manipulate, and manage files. It discusses how to tailor the user environment using logical names and DCL symbols. The course describes the command language interpreter and the command line interface. Students will be taught to develop basic command procedures and create a LOGIN.COM command file to tailor their login session. The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

OpenVMS Academy System Administration   Course VM210

This 5-day (40 hour) course provides the system manager who is going to manage an OpenVMS system or cluster the core information and essential skills needed to examine the system, the software and

hardware configuration, and the administrative setup already in place.   The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

OpenVMS Academy Advanced System Administration   Course VM220

This 5-day (40 hour) course covers tasks to create new OpenVMS environment, which include the installation of the OpenVMS software and performing the post installation tasks such as registering licenses, configuring the network and cluster environment. It also covers installing layered products, configuring the network and customizing the system. The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

OpenVMS Performance Management   Course U3727S

This 5 day (40 hour) course presents OpenVMS performance under three subsystems: Memory Management, I/O and CPU. This course features: Isolating performance bottlenecks to one of the three subsystems; Effects of SYSGEN parameters on each of the subsystems, when to change these parameters and when other management modifications or the purchase of new hardware will be required; Sufficiency (keeping the system running), as well as tuning considerations; the relative merits/drawbacks of using AUTOGEN. The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

OpenVMS Programming Features   Course HE634S

This 5 day (40 hour) course is intended to quickly bring the application programmer up to speed in an OpenVMS environment. The scope of material is fairly broad from basic compiling to advanced system services. Although some of the material will be provided as an exposure to capabilities available to the programmer, it is expected that the students will be able to program at an in depth level upon completion of this course. The course covers the following categories: General Programming, Synchronization, File System and RMS, Processes and Scheduling, and Memory Management. The occupational objective is a career as a programmer in the OpenVMS environment. This course is delivered via classroom instruction.

OpenVMS Accelerated System Administration   Course HB519S

This 5-day (40 hour) course is designed for students who need a fast-track to performing the tasks required to manage an OpenVMS system, and who have enough previous experience with system management that they can grasp concepts quickly. Students will learn how OpenVMS is structured, how to perform security, DCL, and utility procedures, how to install software applications, and how to set up and configure an OpenVMS cluster. The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

Unix Fundamentals   Course 51434S

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This 5-day (40 hour) course outlines the basics of Unix systems, and teaches students fundamental commands and concepts. Students will learn command syntax, structure of the file system, shells and scripting, and an understanding of the process environment. This course supports all flavors and versions of Unix. The occupational objective is a career as an Unix system administrator. This course is delivered via classroom instruction.

Linux for Unix Administrators   Course GL615

This 5 day (40 hour) course is an accelerated course combining the topics in the GL250 "Enterprise Linux Systems Administration", and the GL275 "Enterprise Linux Networking Services". Students will explore installation, configuration and maintenance of Linux systems. The course focuses on issues universal to every workstation and server. The course material is designed to provide extensive hands-on experience.   In addition, students will learn a wide range of network services useful to every organization. Special attention is paid to the concepts needed to implement these services securely, and to the trouble-shooting skills which will be necessary for real-world administration of these network services.   Topics include: Security, DNS concepts and implementation; LDAP concepts and implementation; Web services; FTP; caching, filtering proxies; installation and configuration; the boot process; user and group administration; filesystem administration, FACLs, RAID and LVM; task automation; client networking; troubleshooting; and more. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Enterprise Linux Systems Administration   Course GL250

This 5 day (40 hour) course is an in-depth course that explores installation, configuration and maintenance of Linux systems. The course focuses on issues universal to every workstation and server. The course material is designed to provide extensive hands-on experience. Topics include: installation and configuration; the boot process; user and group administration; filesystem administration, including quotas, FACLs, RAID and LVM; task automation; client networking; SELinux; software management; log files; troubleshooting; and more. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Enterprise Linux Network Services   Course GL275

This 5 day (40 hour) course is an expansive course that covers a wide range of network services useful to every organization. Special attention is paid to the concepts needed to implement these services securely, and to the trouble-shooting skills which will be necessary for real-world administration of these network services. Like all our courses, the course material is designed to provide extensive hands-on experience. Topics include: Security with SELinux and Netfilter, DNS concepts and implementation with Bind; LDAP concepts and implementation using OpenLDAP; Web services with Apache; FTP with vsftpd; caching, filtering proxies with Squid; SMB/CIFS (Windows networking) with Samba; and e-mail concepts and implementation with Postfix combined with either Dovecot or Cyrus. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Linux Fundamentals   Course GL120

This 5 day (40 hour) course is a challenging course that focuses on the fundamental tools and concepts of Linux and Unix. Students gain proficiency using the command line, beginners develop a solid foundation in Unix, while advanced users discover patterns and fill in gaps in their knowledge. The course material is designed to provide extensive hands-on experience. Topics include: basic file manipulation; basic and advanced filesystem features; I/O redirection and pipes; text manipulation and regular expressions; managing jobs and processes; vi, the standard Unix editor; automating tasks with shell scripts; managing software; secure remote administration; and more. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Red Hat Enterprise Linux Systems Administration I*   Course GL124

This 5 day (40 hour) course is designed to follow an identical set of topics as the Red Hat® RH124 course with the added benefit of very comprehensive lab exercises and detailed lecture material. The topics covered include essential command line tools, installing RHEL, remote administration techniques, managing local storage, system monitoring, basic user and security, administration, connecting to a network and deploying FTP and Web servers. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Red Hat Enterprise Linux Systems Administration II*   Course GL134

This 5 day (40 hour) course is designed to follow an identical set of topics as the Red Hat® RH134, RH135 courses with the added benefit of very comprehensive lab exercises and detailed lecture material. The topics covered include automating installation with Kickstart, intermediate and advanced level command line building blocks and tools, troubleshooting, network file sharing server configuration, connecting to a directory service, managing advanced security settings, maintenance tasks, and kernel tuning. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Tracks:

SalesForce Administration Course

This 15 day track will provide the essential skills needed to be proficient in SalesForce Administration and will also teach the student how to pass the SalesForce Administration 201 exam. This course will show students the structure of how the SFDC system is setup, so with any role that they are in, they will be able to understand the SFDC platform. They will become skilled at how to manage users by configuring the difference profiles, roles and permission along with why they are needed. They will learn how to manage and keep data integrity for the SFCD instance. They will learn how to set up automatic workflows for field updating, tasks and email alerts. And they will also learn, how to get the best the analytics from data by building reports & dashboards.

Helpdesk/Desktop Support Technician

This 28 day track will provide the essential skills needed to be proficient in Helpdesk/Desktop Support and will also teach the student how to pass the CompTIA A+, CompTIA Network+, CompTIA Security+ and ITIL Foundations Certifications. The combination of the CompTIA A+, Network+, Security+ and ITIL certifications enables clients to gain a true understanding of the basics of Information Technology when starting a career in this field. By being trained on everything from how to take a computer apart and back together, to learning about how routers and switches work, to understanding how to safeguard their own personal networks and computers from intruders, and methodologies that organizations use in the IT field, the combination of these certifications enable someone with no experience or just a little experience to show a potential employer that they are serious and ready for a career in Information Technology by taking the training and passing the certification exams.

Network Administration Course

This 15 day track will provide the essential skills needed to be proficient in Network Administration and will also teach the student how to pass the CompTIA Network+, Cisco Routing and Switching Certifications. This course **covers network technologies, installation and configuration, media and topologies, management, and security. Candidate job roles include network administrator, network technician, network installer, help desk technician and IT cable installer.**

Red Hat Certified Engineer Track*

Linux Fundamentals	Course GL120
Enterprise Linux Systems Administration	Course GL250
Enterprise Linux Network Services	Course GL275
Linux Troubleshooting	Course GL314

This 4 course (20 day) track will provide the essential skills needed to be proficient in Linux and obtain a Red Hat Engineer certification. Students will learn command line, day-to-day administrative tasks, troubleshooting giving the student an in-depth look at common and not so common Linux system problems, setup and maintenance of many of the most popular network services available for Linux paying special attention to implementing these services securely all in order to excel as a Red Hat Engineer. The occupational objective is a career as a Red Hat Certified Engineer. This course is delivered via classroom instruction.

Red Hat Certified System Administrator Track*

Red Hat Enterprise Linux Systems Administration I	Course GL124
Red Hat Enterprise Linux Systems Administration II	Course GL134
RHCSA Exam Prep	Course GL199

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This 3 course (15 day) track will provide the essential skills needed to be proficient in Linux and obtain a Red Hat System Administrator certification. Students will learn skills such as beginner to advanced command line tools and building blocks, remote administration techniques, managing local storage, system monitoring, basic user and security administration, connecting to a network, deploying FTP and Web servers, troubleshooting, network file sharing server configuration, maintenance tasks and kernel tuning, and managing advanced security settings. The occupational objective is a career as a Red Hat Certified System Administrator. This course is delivered via classroom instruction.

LPI Level 1 Certification Track

Linux Fundamentals	Course GL120
Enterprise Linux Systems Administration	Course GL250
LPIC-1 Exam Prep Course 1	Course LPI102
LPIC-1 Exam Prep Course 2	Course LPI102

This 4 course (13 day) track will provide the essential skills needed to be proficient in Linux and obtain a LPI level 1 certification. Students will learn the fundamental tools and concepts of Linux and Unix gaining proficiency using the command line, installation, configuration and maintenance of Linux systems. Topics include: basic file manipulation; basic and advanced filesystem features; I/O redirection and pipes; text manipulation and regular expressions; managing jobs and processes; vi, the standard Unix editor; automating tasks with shell scripts; managing software; secure remote administration; installation and configuration; the boot process; user and group administration; filesystem administration, including quotas, FACLs, RAID and LVM; task automation; client networking; SELinux; software management; log files; troubleshooting; and more. Finishing out this track are two exam preparation courses so students will feel confident taking the LPI LPIC-1 101 and LPI LPIC-1 102 exams in classroom assessments and practice exams. The occupational objective is a career as a Junior Linux System Administrator.

LPI Level 2 Certification Track

Linux Fundamentals	Course GL120
Enterprise Linux Systems Administration	Course GL250
Enterprise Linux Network Services	Course GL275
Linux Troubleshooting	Course GL314
LPIC-1 Exam Prep Course 1	Course LPIC101
LPIC-1 Exam Prep Course 2	Course LPIC102
LPIC-2 Exam Prep Course 1	Course LPIC201

This 8 course (36 day) track will provide the essential skills needed to be proficient in Linux and obtain a LPI level 2 certification. Students will learn the fundamental tools and concepts of Linux and Unix gaining proficiency using the command line, installation, configuration and maintenance of Linux systems. Students will learn a wide range of network services useful to every organization. Special attention is paid to the concepts needed to implement these services securely, and to the trouble-shooting skills which will be necessary for real-world administration of these network services. Topics include: basic file manipulation; basic and advanced filesystem features; I/O redirection and pipes; text manipulation and regular expressions; managing jobs and processes; vi, the standard Unix editor; automating tasks with shell scripts; managing software; secure remote administration; installation and configuration; the boot process; user and group administration; filesystem administration, including quotas, FACLs, RAID and LVM; task automation; client networking; SELinux; software management; log files; troubleshooting; and more; security with SELinux and Netfilter, DNS concepts and implementation with Bind; LDAP concepts and implementation using OpenLDAP; Web services with Apache; FTP with vsftpd; caching, filtering proxies with Squid; SMB/CIFS (Windows networking) with Samba; and e-mail concepts and implementation with Postfix combined with either Dovecot or Cyrus. Finishing out this track are 4 exam preparation courses so students will feel confident taking the LPI LPIC-1 101, LPI LPIC-1 102, LPI LPIC-2 201 and LPI LPIC-2 202 exams in classroom assessments and practice exams. The occupational objective is a career as a Linux System Engineer.

OpenVMS Academy System Administrator Track

OpenVMS Academy Utilities and Commands   Course VM100

OpenVMS Academy System Administration   Course VM210

OpenVMS Academy Advanced System Administration   Course VM220

OpenVMS DCL Procedures   Course HB517S

This 4 course (20 day) track will provide the essential skills needed to be proficient in OpenVMS including how to create, manipulate and manage files, how to tailor the user environment using logical names and DCL symbols, command language interpreter and command line interface, examining the system, software and hardware configuration, administrative setup, how to identify what is on an existing system and how to asses and modify as needed, how to create a new OpenVMS environment, such as installing OpenVMS software, layered products, configuring the network and cluster environment as well as performing the post installation tasks, setting up security environment and customizing the system, and techniques for creating DCL command procedures. The occupational objective is a career as an OpenVMS System Administrator. This course is delivered via classroom instruction.

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PARSEC Ruby Academy

Introduction to Ruby	Course PRA1
Intermediate Ruby	Course PRA2
Advanced Ruby	Course PRA3

This 3 course (15 day) track is an intensive three-week coding class-sequence which focuses on the Ruby programming language as a general purpose software development tool. Unlike the dozens of other "Ruby on Rails" classes that are currently available, the PARSEC Ruby Academy is truly "Ruby only" -- Rails will certainly be mentioned, but it's not the subject or focus of this class. The occupational objective is a career as a Ruby software programmer. This course is delivered via classroom instruction.

Track/Course Costs/Educational Services

	Tuition	Books	Equipment
Ruby Immersion, 160 Hours	$4250	$150	BYO laptop
OpenVMS Academy Utilities and Commands	$3300	$200	Provided
OpenVMS Academy System Administration	$3300	$200	Provided
OpenVMS Academy Advanced System Administration	$3300	$200	Provided
OpenVMS Performance Management	$3800	$200	Provided
OpenVMS Programming Features	$3800	$200	Provided
OpenVMS Accelerated System Administration	$3300	$200	Provided
OpenVMS DCL Procedures	$3300	$200	Provided
Unix Fundamentals	$2475	$200	Provided
Linux for Unix Administrators	$2395	$200	Provided
Enterprise Linux Systems Administration	$1995	$200	Provided
Linux Fundamentals	$1995	$200	Provided
Red Hat Enterprise Linux Systems Administration I*	$2195	$200	Provided
Red Hat Enterprise Linux Systems Administration II*	$2195	$200	Provided

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Linux Troubleshooting	$2195	$200	Provided
Enterprise Linux Network Services	$1995	$200	Provided
RHCSA Exam Prep	$2195	$200	Provided
LPIC-1 Exam Prep Course 1	$1795	$200	Provided
LPIC-1 Exam Prep Course 2	$1795	$200	Provided
LPIC-2 Exam Prep Course 1	$1795	$200	Provided
LPIC-2 Exam Prep Course 2	$1795	$200	Provided
OpenVMS Academy System Administrator Track	$13,200	$800	Provided
Red Hat Certified Engineer Track*	$8180	$800	Provided
Red Hat Certified System Administrator Track*	$6585	$600	Provided
LPI Level 1 Certification Track	$7580	$800	Provided
LPI Level 2 Certification Track	$15360	$1600	Provided
PARSEC Ruby Academy	$5850	$150	BYO laptop
SalesForce Administration Course	$6000	$250	Provided
Helpdesk/Desktop Support Technician	$13000	$1000	Provided
Network Administration Course	$7000	$7500	Provided

 **Books are Non-refundable; Costs subject to Change

Class Schedule

Full time Students: Monday through Friday 8:30am-5:00pm with a 30 minute lunch break.

When an unexpected closure occurs due to extraordinary conditions such as inclement weather, students will be notified as soon as possible by phone and/or email. Classes are not held on the following holidays:

New Year's Eve	Labor Day
New Year's Day	Thanksgiving Day & the Friday following
Memorial Day	Christmas Eve
Independence Day	Christmas Day

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Entrance Requirements

PARSEC Group does not discriminate based on race, sex, religion, ethnic origin, or disability.

It is required that students have a high school diploma or GED and basic knowledge of computer use and terms. It is also required that students have an ability to think and execute with clarity and precision, as well as a strong desire to learn and be engaged. Courses may have their own specific prerequisites which can be found on our website at www.parsec.com/training/training.php.

Course Schedule

An updated schedule of courses is available at our website www.parsec.com/training/vocational.php.

Enrollment

Prospective students may enroll anytime up to one week before the start of class.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

      a. Whether the postponement is for the convenience of the school or the student, and;
      b. A proposed new start date.

The school reserves the right to cancel any non-guaranteed course two weeks prior to the scheduled start date and will notify students at that time. If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

Placement Assistance

PARSEC Group does not provide placement assistance.

Attendance Requirements

It should be the goal (commitment) of every student to attend 100% of the class. However, if an unavoidable absence must occur, the student and instructor will work together to determine and assign suitable make-up work and activities, to be performed outside of regular classroom time, sufficient to account for the missed day(s).

Students must arrive on time for each day's and session's classroom work, and with appropriate materials. An overall attendance rate of at least 95% for a four week class and 100% for a week long class (including any assigned make-up work) is required. Instructor will require a student's withdrawal from the program if absence exceeds 90% or tardiness is persistent.

Students who may become unable to continue the program for medical reasons or other severe personal problems will be required to take a leave of absence until they can rejoin a subsequent (later)

class. Proper documentation will be required to substantiate a student's withdrawal and/or leave of absence. If the student has provided proper documentation, the student may reschedule for a later class.

Progress Policy
Because of the short duration of these classes, students will earn points for attendance, classroom work and participation as follows:
a) 2 points for each day's (full) attendance (1 point each for morning and afternoon sessions);
b) from 1 to 3 points awarded by instructor for participation in and quality of daily lab and/or team work;
c) resulting in a minimum of 0 (zero, for an absence) to 5 points earned for each full day of class attendance and participation.
Each student's daily point awards shall be made by the Instructor, and will be based solely on his/her assessment of attendance, participation and quality of work.

Each student must maintain an accumulating (running-sum) point-score of no less than 80% of the then-available points (e.g., at the end of Friday of a one week class, the student's accumulated score must be at least 20 points; for multiple week classes, the first week scoring will apply and at the end of Friday of the second week, that score must be at least 40). For a four week class, the program maximum of 100 points are available (5 points/day x 20 days), and the average student will not have difficulty in maintaining a 95% running score for the class's duration.

Students will be given progress updates at the end of each week. Any student who falls behind this running-sum threshold will be placed on probation for the next week of class, and if the probationary student fails to exceed that next week's threshold, that student may be terminated from the program. Upon advice and notification of failure status from the Instructor, the student's termination shall be at the school Dean of Students' discretion, and the Dean of Students has final authority and shall notify the student of that final decision.

Grading System
Because of the short duration of these classes and the professional nature of the subject materials, each student's overall grade for the program shall be Pass or Fail. To receive a Pass grade, the student must earn a minimum of 75% of the total points available based on attendance, participation and achievement; any student who earns 74% or less shall receive a Fail grade. Students will receive progress/grade reports at the end of each week. All progress records are kept by PARSEC Group.

Conduct Policy
All students are expected to act maturely and are required to respect other students and faculty members. Possession of weapons, and/or illegal drugs of any kind are not allowed at any time on school property. Any violation of school policies may result in permanent dismissal from school.

Dismissal

Any student may be dismissed for violations of rules and regulations of the school, as set forth in school publications. A student also may be withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, or makes unsatisfactory progress. The Dean of Students, after consultation with all parties involved, makes the final decision. The Dean of Students may temporarily suspend students whose conduct is disruptive or unacceptable to the academic setting.

Facilities

The school is conveniently located at 5610 Ward Road Suite 110, Arvada, Colorado 80002. Our classrooms provide a comfortable and quiet atmosphere for students to learn. Students are provided the use of desktop computers which have all necessary applications available for use. The exception to this is our Ruby Immersion course in which students are expected to bring their own laptops. A class book with be provided along with supplemental materials and diagrams. Students will also have access to morning and afternoon snacks, coffee, tea, and soda.

Previous Credits

PARSEC Group does not guarantee the transferability of its credits to any other institution unless there is a written agreement with another institution. Acceptance of previous credits will be evaluated on a case-by-case basis and will be approved where applicable. A written credit evaluation for each student will be maintained in student records.

Student Grievance Procedure

A student may pursue a grievance if he or she believes that a member of the School has violated his or her rights as it applies to alleged discrimination on the basis of race, color, religion, sex (including sexual orientation and gender identity and expression), age, national origin, or disability, as well as, problems between a student and the School that are not governed by other specific grievance procedures. All grievances will be reviewed fairly and in a just manner.

Informal Resolution

Students are strongly encouraged, but are not required, to discuss his or her grievance with the person who allegedly caused the grievance. The discussion should occur immediately either verbally or in writing to the person who allegedly caused the grievance. In either case, the person who allegedly caused the grievance must respond to the student promptly, either verbally or in writing. If complaints are not resolved in a non-formal manner, complaints may be submitted in writing within five days to the Dean of Students who will meet with the student at a mutually acceptable time to resolve the issue.

Formal Resolution

If a student decides not to present his or her grievance to the person who allegedly caused the grievance or if the student is not satisfied with the response, he or she may present the grievance in writing to the Dean of Students.

All written grievances must be received by the Dean of Students no later than five calendar days after the student first became aware of the facts which caused the grievance. (If the grievance is against the Dean of Students, the student should address his or her grievance to the President). The Dean of Students will conduct a formal investigation as warranted to resolve any factual disputes. Based upon the facts, the Dean of Students will make a determination and submit his or her decision in writing to the student and to the person who allegedly caused the grievance within five calendar days of receipt of the written grievance. The written determination will include the reasons for the decision, indicate the remedial action to be taken if any, and inform the student of the appeal process should they not agree with the findings.

Appeal Process

Within five calendar days of receipt of the Dean of Student's decision, a student who is not satisfied with the written determination from the formal resolution may appeal the decision by submitting the written grievance, along with the Dean of Student's written decision, to the President. The President's actions are to review the findings concerning the Dean of Student's decision. The President may, but is not required to, direct that further facts be gathered or that additional remedial action be taken. Within five calendar days of receipt of the request to appeal, the President will submit his or her decision in writing to the student and to the person who allegedly caused the grievance. The written determination will include the reasons for the decision, and it will direct a remedy for the offended student if any.

Attempting to resolve any issue with the School first is strongly encouraged. Student Complaints may be brought to the attention of the Division of Private Occupational Schools online at http://highered.colorado.gov/dpos, 303-862-3001. There is a two-year statute of limitations from the student's last date of attendance for the Division to take action on a student complaint.

REFUND POLICY FOR VA STUDENTS
NON-ACCREDITED COURSES
IN ACCORDANCE WITH VA REGULATION 21.4255-1

Students not accepted by the school and students who cancel the contract by notifying the school within three business days are entitled to a full refund of all tuition and fees paid. If any student withdraws after three business days, but before commencement of classes, he/she is entitled to a full refund of all tuition and fees paid including the registration fee in excess of $10.

In the case of students withdrawing after commencement of classes, the school will retain a cancellation fee of $150 plus a percentage of tuition and fees, which is based on the percentage of contact hours attended, as described in the table below. The refund is based on the last date of recorded attendance.

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REFUND TABLE FOR VA STUDENT(S)

Student entitled upon withdrawal/termination	Refund
10% of program completed	90% Refunded
20% of program completed	80% Refunded
30% of program completed	70% Refunded
40% of program completed	60% Refunded
50% of program completed	50% Refunded
60% of program completed	40% Refunded
70% of program completed	30% Refunded
80% of program completed	20% Refunded
90% of program completed	10% Refunded

- ❖ The student may cancel this contract at any time prior to close of the third business day after signing the enrollment agreement.
- ❖ The official date of termination for refund purposes is the last date of recorded attendance. All refunds will be made within 30 days from the date of termination.
- ❖ The student will receive a full refund of tuition and fees paid if the school discontinues a course/program within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
- ❖ Complaints, which cannot be resolved by direct negotiation between the student and the school, may be filed with the Division of Private Occupational Schools of the Colorado Department of Higher Education. The Division shall not consider any claim that is filed more than two years after the date the student discontinues his/her training at the school.

REFUND POLICY FOR VOCATIONAL STUDENTS

Students not accepted to the school are entitled to all moneys paid. Students who cancel this contract by notifying the school within three (3) business days are entitled to a full refund of all tuition and fees paid. Students, who withdraw after three (3) business days, but before commencement of classes, are entitled to a full refund of all tuition and fees paid except the maximum cancellation charge of $150.00 or 25% of the contract price, whichever is less. In the case of students withdrawing after commencement of classes, the school will retain a cancellation charge plus a percentage of tuition and

fees, which is based on the percentage of contact hours attended, as described in the table below. The refund is based on the official date of termination or withdrawal.

REFUND TABLE FOR VOCATIONAL STUDENTS

Student is entitled to upon withdrawal/termination	Refund
Within first 10% of program	90% less cancellation charge
After 10% but within first 25% of program	75% less cancellation charge
After 25% but within first 50% of program	50% less cancellation charge
After 50% but within first 75% of program	25% less cancellation charge
After 75% [if paid in full, cancellation charge is not applicable]	NO Refund

1. The student may cancel this contract at any time prior to midnight of the third business day after signing this contract.
2. All refunds will be made within 30 days from the date of termination. The official date of termination or withdrawal of a student shall be determined in the following manner:
   a. The date on which the school receives written notice of the student's intention to discontinue the training program; or
   b. The date on which the student violates published school policy, which provides for termination.
   c. Should a student fail to return from an excused leave of absence, the effective date of termination for a student on an extended leave of absence or a leave of absence is the earlier of the date the school determines the student is not returning or the day following the expected return date.
3. The student will receive a full refund of tuition and fees paid if the school discontinues a Program/Stand Alone course within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
4. The policy for granting credit for previous training shall not impact the refund policy.