Student Handbook

2026

100 Ezell Drive
Desoto, Texas 75115
972-262-5395
www.mttrainingcenter.org

Table of Contents

WELCOME 5
PURPOSE 5
WHAT IS MT TRAINING CENTER? 5
MT TRAINING CENTER'S MISSION 5
QUALITY MANAGEMENT FOCUS 5
CONTACTS 5
HOURS OF OPERATION 5
CALENDAR 5
ADMINISTRATION AND STAFF 6
ACCREDITATION AND LICENSURE 7
NEW STUDENT ORIENTATION 8
MANAGEMENT OF ADMINISTRATION AND EDUCATIONAL INFORMATION 8
QUALITY ASSURANCE 8
INSTRUCTOR/STUDENT RATIO 8
BENEFITS OF STUDYING WITH MT TRAINING CENTER 8
ADMISSION INTO TRAINING PROGRAMS 8
FRESH START AN ABILITY TO BENEFIT PROVISION 9
STUDENT SERVICES 9
ACCESS AND EQUITY 10
CANCELLATION POLICY 10
PAYMENT OPTIONS 10
REFUND POLICY 10
WITHHOLDING OF RECORDS 12
CONFIDENTIALITY & SECURITY OF RECORDS AND OUTCOMES 12
STUDENT RECORDS 13
PRE-COURE REQUIREMENTS 13
WHAT MT TRAINING CENTER EXPECTS OF YOU 13
FLEXIBILE LEARNING AND ASSESSMENT 13
LANGUAGE LITERACY AND NUMERACY SUPPORT 13
SUBMISSION OF WORK 14
REASSESSMENT PROCEDURE 14
ISSUANCE OF CERTIFICATION 14

APPEALS AGAINST ASSESSMENT 14
EVALUATION AND CONTINUOUS IMPROVEMENT 14
CODE OF GOOD TRAINING PRACTICE 14
OPEN DOOR POLICY 15
GRIEVANCES/COMPLAINTS 15
OCCUPATIONAL HEALTH AND SAFETY 16
SCHOOL POLICIES 16
Attendance & Conduct 16
Leave of Absence 16
School Rules 16
Disciplinary Action 17
Student Dress Code 17
Transfer Between Programs 17
Probation 18
Grading Standards 18
Grading Scale 18
Repeating A Course 18
Job Placement Assistance 18
Welfare and Guidance 18
Confidentiality 18
Drug-Free Campus Policy 19
Prohibitions 19
Disciplinary Action 19
Campus Crime 20
Firearm Policy 22
Sexual Harassment 23
Definition 23
MT Training Center's Responsibility 23
Complaint Procedure for Reporting Sexual Harassment 23
Retaliation Prohibited for any Sexual Harassment Claims 23
Email/Internet Policy 23
Media Services 23

Equipment 23
Emergency Policy 24
Emergency Closing/Early Release 24
Evacuation Procedures 24
Fire Drills 24
Policy for Tornado, Hurricane or Flood 24
Policy for Robbery 25
Policy for Hostage Situation 25
Policy for Bomb Threat Called In 25
Policy for Bomb Threat in Person 25
Staff Organizational Chart 26
VERIFICATION OF RECEIPT OF STUDENT HANDBOOK 27

WELCOME

Welcome and thank you for choosing to enroll with MT Training Center. We are committed to helping you successfully complete your studies by providing a quality learning experience. This handbook has been designed to provide you with information on our policies and procedures that may assist you while you are completing your training with us. Full details of MT Training Center policies and procedures are available upon request.

On behalf of the staff, we wish you a successful and enjoyable program(s) of study at MT Training Center.

PURPOSE

This information handbook contains important details regarding the school and its policies. It is used as a major part of your induction into MT Training Center Training programs. Please read all of it and ask questions about anything you do not understand.

WHAT IS MT TRAINING CENTER?

MT Training Center is a specialist occupational training facility with its offices and training center at 100 Ezell Drive, Desoto, Texas 75115.

MT TRAINING CENTER'S MISSION

Our mission at MT Training Center is to empower individuals through high-quality vocational education and training that fosters professional growth, skills development, and lifelong learning. We are committed to providing accessible, hands-on programs that meet the evolving needs of the workforce while promoting inclusivity and diversity. By fostering an engaging and supportive learning environment, we aim to equip our students with the knowledge, confidence, and experience necessary to succeed in their chosen careers, ultimately contributing to our community's economic vitality and success.

QUALITY MANAGEMENT FOCUS

MT Training Center has a commitment to providing quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

CONTACTS

100 Ezell Drive, Desoto, Texas 75115
Telephone: (972) 262-5395
Fax: (972) 606-2563
Web: www.mttrainingcenter.org

HOURS OF OPERATION

Monday – Friday 7:00AM – 4:30 0PM

CALENDAR

The following holidays are observed by MT Training Center. Classes will not be held on these days:

New Year's Day (January 1)	Seumas' Remembrance Day (January 3)
Martin Luther King Day (January 15)	President's Day (February 16)
Good Friday (March 29)	Anita's Remembrance Day (May 2)
Cinco de Mayo (May 6)	Memorial Day (May 27)
Juneteenth (June 19)	Independence Day (July 4)
Labor Day (September 2)	Veteran's Day (November 11)
Thanksgiving Break (November 24-29)	Christmas Break (December 24-26)

New Year's Eve (December 31)
Additional holidays may be declared by the Chief Administrative Officer.

ADMINISTRATION AND STAFF

Proprietors
Melissa Cuellar, DBD and Jeffrey S. Crocoll, DC

Chief Executive Officer
Melissa Cuellar, DBD

Chief Administrative Officer
Martin Cuellar

Director of Main Campus
Jacob Way

Admissions
Irma Rodríguez, Director; Erica Salto

Financial Aid
Carrie Cooke, Director; Luz Martínez

Bursar
Olufunke Filani, Gabrielle Roseman

Student Recruitment Advisor
Missy McDonnell

Registrar
Trina Jenkins
Shauna Isaac (Assistant)

Social Media Coordinator
Kenny Roseman,

Community Outreach
Kenith Roseman

Director of Compliance
Michael Sims

Director of Human Resources
Gabrielle Roseman

Career Placement Specialist
Jessie Gardner

Store Manager
Samantha Rodriguez

Director of Transportation
Kenith Rodeman

Re-Entry Coordinators
Dahlia Cox,
Kavian Kerr

Office Manager
Valerie Moreno

Marketing
Troy Williams, Zebastian Ramirez

Operations Manager
Miguel Loredo

Instructors:

Charles Bush	Michael Tulowitzki	Fabian Siordia
Junior Mata	James Burson	Michael Amrein
Robert Edwards	Luke Price	David Piper
Zachary White	Rudy Cobarrubias	

ACCREDITATION AND LICENSURE

Accreditation

MT Training Center, hereby referred to as MTTC, is accredited by the Council on Occupational Education – **COE.**

Council on Occupational Education
7840 Roswell Road, Bldg. 300, Suite 325
Atlanta, GA 30350
(800) 917-2081
Fax (770) 396-3790
www.council.org

Licensure

MT Training Center is approved and regulated by the Texas Workforce Commission (TWC) Career Schools and Colleges Section.

Career Schools and Colleges
Proprietary Schools Section
Texas Workforce Commission
101 E 15th Street, Austin, Texas 78778-0001
Telephone Number: (512) 936-3100
Complaint Hotline: 800-252-3642

Branch Campus

MT Training Center offers a branch campus located at 4603 FM 1960 Rd. W, Humble, Texas 77338. Telephone Number: (346) 522-2656

Director: Kim Patton **Administrative Assistant:** Kamora Camel
Instructors: Chevy Chavarria, Dale Lawson

The branch campus offers the following programs:

- Advanced CDL Training for the Entrepreneur (Hybrid Course)
- Truck Driver (Class A CDL) (Hybrid Course)
- CDL Prep
- Class B CDL (Hybrid Course)

MT Training Center is approved to participate in the Federal Title IV, HEA Student Financial Assistance programs as a Proprietary Institution of Higher Education by the U.S. Department of Education. Current programs approved for Federal Title IV, HEA Financial Assistance are:

- Advanced CDL Training for the Entrepreneur
- Combination Welding
- Computerized Accounting: Distance Education
- Computer Numerical Controller (CNC) Machinist Program
- Gunsmithing
- Advanced Gunsmithing
- Advanced Refrigeration, Heating and Air Conditioning (HVAC-R) Program
- Advanced Electrical Lineworker

MT Training Center is approved by the Texas Veterans Commission. Current programs approved for Veterans' training are:

- Advanced Electrical Lineworker
- Advanced CDL Training for the Entrepreneur
- Class B CDL
- Truck Driving (Class A CDL)
- CDL Prep Program
- Computer Numerical Control (CNC) Machinist
- Computerized Accounting: Distance Education
- Combination Welding
- Gunsmithing
- Advanced Gunsmithing
- Advanced Refrigeration, Heating and Air Conditioning (HVAC-R) Program

NEW STUDENT ORIENTATION

New student orientation is held during the first week of enrollment by a school representative for all programs. The new student will be acquainted to the School's policies, rules, functions, and personnel. The School Catalog and the Student Handbook are reviewed with the student. The student must sign the last page of the Handbook acknowledging receipt and understanding of the School's rules and procedures. Students are also taken on a tour of the facilities and introduced to personnel and faculty.

MANAGEMENT OF ADMINISTRATION AND EDUCATIONAL INFORMATION

MT Training Center has policies, procedures and management strategies, which ensure sound financial and administrative practices. Management guarantees the School's sound financial position. We have a refund procedure, which is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request.

QUALITY ASSURANCE

MT Training Center demonstrates a focus on quality and consistency in the development and provision of its services, products and operations.

INSTRUCTOR/STUDENT RATIO

In order to provide an environment that is conducive to learning our instructor to student ratios never exceed 20:1.

BENEFITS OF STUDYING WITH MT TRAINING CENTER

The benefits of completing a program with MT Training Center include:

- Courses that have been designed to assist you in furthering your career prospects
- Personal instruction tailored to individual need
- Our instructors bring over 30 years of industry training to your studies and are specialists in their fields.

ADMISSION INTO TRAINING PROGRAMS

The MT Training Center is open to all candidates without regard to race, color, nationality, national origin, religion, creed. age, sex, sexual orientation, gender, gender identity, disability, or marital status. The admission standards are in complete compliance with the Texas Workforce Career School and Colleges Regulatory Board, the Veterans Administration Education Department, and the U.S. Department of

Education's regulations. Details of the institution's admission policies can be found in the School's Catalog, the School's Consumer Guide and the School's website: www.mttrainingcenter.org.

FRESH START AN ABILITY TO BENEFIT PROVISION

- The Ability to Benefit (ATB) program allows students without a high school diploma or its equivalent to apply for Title IV aid by enrolling in an Eligible Career Pathway Program (ECPP) and completing one of the following:
  1. passing an independently administered ATB test—the student must obtain at minimum a score of 233 (Reading), 235 (Writing), and 230 (Arithmetic) on the Accuplacer Exam, which is approved by the U.S. Department of Education. These passing scores are dictated by the U.S. Department of Education and the test manufacturer. If an applicant does not obtain a satisfactory score, the school allows the test to be retaken after 14 days of the original test date. This examination is administered by a proctor and by appointment only—or
  2. completing at least six credit hours or 225 clock hours that are applicable toward a degree or certificate offered by the post secondary institution.
  As part of MT Training Center's dedication to the improvement of our student's education, we enroll eligible students without a high school diploma—or its equivalent, such as a GED— into our online GED Prep Program without cost to the student. To be eligible for the online GED Prep Program, a student must be enrolled in one of MT Training Center's vocational programs. Students who were enrolled in an eligible educational program of study **before** July 1, 2012 may continue to be considered Title IV, HEA program funding eligible under either the ATB test or credit hour standards.
- **For students who are not seeking Federal Title IV, HEA funding**, MT Training Center adheres to the Texas Workforce Commission Career Schools and Colleges regulations and the Council on Occupational Education guidelines on admittance of students on an "Ability to Benefit" (ATB) basis. To be eligible for admission on an ATB basis, an applicant must be able to read and write English and;
- Be beyond the compulsory school attendance age and have the ability to benefit from the occupational education offered by the School.
- Must obtain at minimum a score of 233 (Reading), 235 (Writing), and 230 (Arithmetic) on the Accuplacer Exam, which is approved by the U.S. Department of Education. These passing scores are dictated by the U.S. Department of Education and the test manufacturer. If an applicant does not obtain a satisfactory score, the School allows the test to be retaken after 14 days of the original test date. This examination is administered by a proctor and by appointment only.
- Admission for ATB students is based on achievement of the required passing test scores in conjunction with the School's admission policies.

STUDENT SERVICES

Student services are available to all MT Training Center students, graduates, and non-graduate completers who enrolled and completed the necessary skills needed to transition into employment. The students will be provided with employment placement services through a joint effort among the Student Placement Services Department, administrative staff, instructors, and director.

MT Training Center instructors will monitor student's progress throughout classroom training and provide feedback and career advice. MT Training Center instructors will refer students to career and/or academic counseling with the Student Placement Services Department to help the student maintain satisfactory progress to secure placement.

The Placement Services Department meets with each student on an individual basis to determine specific services needed and to develop customized employment placement services to meet the student's individual

needs. The services include, but are not limited to, completing an employment application, reviewing employment resume, mock interview, interview preparation, employment referral and follow-up.

ACCESS AND EQUITY

MT Training Center's policy is to treat all students equally with fair and equal opportunities without regard to race, color, nationality, national origin, religion, creed, age, sex, sexual orientation, gender identity, disability, or marital status.

Access: Refers to the ability of an individual to enter training. Improving access for equity groups may therefore involve such strategies as:

- Improving physical access to a training venue.
- Ensuring that selection criteria for entering a training program do not discriminate against learners.
- Adapting marketing activities to encourage learners.

Equity: Refers to the capacity for all learners to achieve results in training and to receive training in an inclusive environment. Inclusive environments acknowledge and value the differences between people and cultures; they include rather than exclude.

- All individuals have the same right to study at any educational institution. To ensure this, MT Training Center complies with state and federal regulations.

CANCELLATION POLICY

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed or within the student's first three scheduled class days (does not apply to Seminars).

PAYMENT OPTIONS The MT Training Center accepts the following forms of payment: cash, personal checks, money orders and credit cards. Financial assistance is also available for those who qualify.

REFUND POLICY

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
   (a) The last day of attendance, if the student is terminated by the school;
   (b) The date of receipt of written notice from the student; or
   (c) Ten school days following the last date of attendance. (***applies to all students EXCEPT those receiving Federal Student Aid***)
3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than $100 in nonrefundable administrative fees shall be retained by the school for the entire residence program or synchronous distance education course.
4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than $100 in nonrefundable administrative fees for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.

(a) During the first week or one-tenth of the course, whichever is less, ninety percent of the remaining tuition and fees;

(b) After the first week or one-tenth of the course, whichever is less, but within the first three weeks of the course, eighty percent of the remaining tuition and fees?

(c) After the first three weeks of the course, but within the first quarter of the course, seventy-five percent of the remaining tuition and fees;

(d) During the second quarter of the course, fifty percent of the remaining tuition and fees;

(e) During the third quarter of the course, ten percent of the remaining tuition and fees; and

(f) During the last quarter of the course, the student may be considered obligated for the full tuition and fees.

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

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

7. A full refund of all tuition and fees is due and refundable in each of the following cases:

(a) An enrollee is not accepted by the school;

(b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or

(c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

(d) For students who have visited the school facility prior to enrollment have the opportunity to withdraw without penalty within three days following either attendance at a regularly-scheduled orientation or following a tour of the facilities and inspections of the equipment.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges. All refunds will be made without requiring a request from the student.

The School has 45 days from the date the school determined that the student withdrew to return all unearned Title IV, HEA funds for which it is responsible. The School is required to notify the student if they owe a Title IV, HEA repayment via written notice. The student is not required to request the refund.

8. **REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE**

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

(a) If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;

(b) A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or

(c) The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
(1) Satisfactorily completed at least 90 percent of the required coursework for the program; and
(2) Demonstrated sufficient mastery of the program material to receive credit for completing the program.

9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 45 days after the effective date of termination. All refunds will be made without requiring a request from the student.

The School has 45 days from the date the school determined that the student withdrew to return all unearned Title IV, HEA funds for which it is responsible. The School is required to notify the student if they owe a Title IV, HEA repayment via written notice. The student is not required to request the refund.

WITHHOLDING OF RECORDS

The MT Training Center shall withhold a student's transcript or Certificate of Completion of training until the student has fulfilled his/her financial obligations to the school.

CONFIDENTIALITY & SECURITY OF RECORDS AND OUTCOMES

Information provided by the student concerning program enrollment, prior experience, competencies demonstrated during assessments, and standards achieved will be maintained in accordance with the U.S. Family Educational Rights and Privacy Act (FERPA). The institution may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. Students have the right to request in writing that the institution not disclose directory information about them. Students have the right to inspect and review their records maintained by the school. The institution is not required to provide copies of records. Students have the right to request that the school correct records which they believe to be inaccurate or misleading. The institution requires written permission from the student in order to release any information from a student's education record, except for information allowed for disclosure without written consent from the FERPA to the following parties or under the following conditions:

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities pursuant to specific State Law.

This information will be maintained in a secure environment and confidentiality is guaranteed. All students are likewise required to maintain security of information about other students.

STUDENT RECORDS

Student's records are kept in both electronic and hard copy formats and maintained by the school's administrative staff. These results are kept on file for a minimum period of 5 years after completion of the relevant course.

PRE-COURE REQUIREMENTS

Participants must:

- Be a minimum of 18 years of age (17 years of age with parental consent); 21 years of age for CDL (truck driving program if goal is to drive out of state).
- Wear enclosed steel cap footwear while in shop-related training.
- Present ID at Enrollment (if applicable).
- Bring in any current competencies (if applicable).
- Be able to read and understand the English language for occupational training programs.
- Inform the Admission's Department of any medical problems/conditions before the commencement of the training program.

WHAT MT TRAINING CENTER EXPECTS OF YOU

We expect that you:

- Work and interact in respectful ways that demonstrate safety, integrity, communication and ethics.
- Submit your assignments to your instructor when due.
- Attempt to meet all criteria to be deemed competent.
- Maintain a level of commitment to completing the training.
- Contact your instructor if you have any problems or concerns with the instruction so that they can be resolved as quickly as possible.
- Attend all scheduled training classes and study groups. If unable to attend, contact us prior to class to explain absence.
- Respect MT Training Center's materials, equipment and property.
- Ensure your name is on all cover sheets of assignments submitted.
- If you are dissatisfied with the services provided, contact the Chief Executive Officer at (972) 262-5395.

FLEXIBILE LEARNING AND ASSESSMENT

Training can be delivered in a variety of methods depending on the individual needs of learners. We specialize in customizing training resources to suit the individual requirements of each student. We seek feedback from all participants, and our policy is to evaluate and improve all services on a continual basis.

If require additional assistance or guidance, please discuss your needs with your instructor.

LANGUAGE LITERACY AND NUMERACY SUPPORT

All training materials, training programs and assessments are in English. However, you should inform your instructor if you have any special needs so that additional assistance can be given to you: this may include assistance with reading, writing or comprehension.

Students who feel they may not be able to complete course requirements through literacy or numeracy skills are most welcome to discuss these areas in private with the instructor or Director. Additional instruction and tutorials are available. Alternatively, we can refer you for appropriate external assistance.

SUBMISSION OF WORK

When you submit your work, by whatever method the instructor prefers, (in person or email), please include a signed cover sheet clearly identifying who you are and exactly what you are submitting. Please ensure all assignments are legible and prepared as assigned. Those that are illegible or constructed incorrectly will be returned unmarked, and re-submission will be requested.

Students must comply with copyright protection provided by the Copyright Act 1976. More information on copyright can be obtained from the website http://www.copyright.gov/. Work submitted by students must be original and their own work.

REASSESSMENT PROCEDURE

Students will be given the opportunity to be reassessed where competency is not achieved within a reasonable timeframe. Consultation will be undertaken between the student and the instructor to determine a suitable time and place for reassessment.

There is no pass or fail in competency-based learning. You will either be deemed competent or not yet competent for each unit. If a student has been deemed not yet competent, it means the student needs more time to provide evidence of competency.

ISSUANCE OF CERTIFICATION

MT Training Center issues Certificates of Completion for each program offered.

APPEALS AGAINST ASSESSMENT

MT Training Center has an Appeals Policy in place that allows candidates to challenge the assessment decision and enables them to be reassessed. Where an appeal against an assessment decision is made, MT Training Center will ensure that all details surrounding the decision are fully explained to the complainant and where possible, the appeal is settled internally. The complainant will be provided with feedback about the outcomes of the assessment process and will be provided with guidance on future options in relation to those outcomes.

In the event of an appeal not being settled, MT Training Center will ensure the complainant has all the necessary contact details for other avenues of appeal. A record will be kept in the Appeals and Complaints file by the Director of any problems arising which could constitute a ‘high risk’ of action at a future date.

EVALUATION AND CONTINUOUS IMPROVEMENT

Evaluation and feedback is welcomed from all students to help us continually improve our services. Additionally, student post-course feedback is sought through follow-up surveys and instructor evaluations. This is done during the student exit process.

CODE OF GOOD TRAINING PRACTICE

MT Training Center has a Code of Practice to guarantee you quality service and good practice in all areas of training. Good practice applies to the way services are marketed, operation of business, management of finances, and administration of training programs.

OPEN DOOR POLICY

The School maintains an "open door" policy so that all students have the right to discuss matters directly with any member of the staff/faculty he/she selects. Generally, complaints or suggestions may be discussed with the instructor or Chief Administrative Officer. We recognize and value student's suggestions and note that often they may find their way into actual practice. If satisfactory action is not taken, you should discuss the matter with the Chief Administrative Officer. If still not satisfied, a formal complaint/grievance can be filed.

GRIEVANCES/COMPLAINTS

A grievance may be a complaint, grievance, an appeal against assessment results, problem of equitable treatment and/or an appeal against disciplinary action.

Before making a formal grievance, the student should ask for verbal clarification of the issue. This does not lessen his or her right in any way to make a formal grievance. Grievance/Complaint forms can be obtained from the Director. A formal grievance will be handled based on a formal written presentation of the complaint to the Director. The written complaint will be entered in the MT Training Center's complaints/grievances register and a copy of the written complaint filed.

A complaint is a statement expressing dissatisfaction with service supplied by or dealings with MT Training Center. We will respond to complaints promptly with minimum distress and maximum protection to all parties.

We are committed to:

- Transparency in decision making
- Ethical and responsible management
- An accessible and fair complaints process

If the complaint is substantiated, MT Training Center will take prompt action to rectify the problem immediately and any action will be documented.

If you experience a situation that causes you serious concern or distress, we have established the following procedure:

Step 1: If possible, contact the administrator responsible for the service for which you have the grievance against. Explain the grievance and try to resolve the problem.

Step 2: If no acceptable resolution can be reached, you should fill out a written description with all details and persons involved and submit it to the Chief Administrative Officer or Director. Your complaint will be assessed, and you will be contacted in an attempt to resolve the complaint.

Step 3: If an acceptable resolution cannot be reached, an arrangement will be made for the appeal to be heard by an independent arbitrator.

All complaints/grievances will be handled regarding confidentiality, impartiality, protection from victimization and procedural fairness and will be recorded in writing. If the Chief Administrative Officer and student fail to reach a reasonable solution or the student that has a complaint or grievance concerning the Chief Administrative Officer or Chief Executive Officer, the student may direct unresolved grievances to: Proprietary Schools Section, Texas Workforce Commission Career Schools and Colleges Division, 101 E 15th Street, Austin, Texas 78778-0001. Telephone Number: (512) 936-3100. You may also contact the

Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, Georgia, 30350. Telephone Number: (770) 396-3898. www.council.org.

OCCUPATIONAL HEALTH AND SAFETY

It is MT Training Center's goal to provide a safe and healthy working environment for all staff and students. Please notify an MT Training Center staff member immediately should an incident or injury occur when attending training courses.

SCHOOL POLICIES

Attendance & Conduct

Attendance is utilized for Satisfactory Academic Progress assessment and graduation eligibility. Students must attend a minimum of 80% of the total clock hours in their program of study in order to be eligible for graduation. A student's attendance pace is determined by the following formula: Cumulative clock hours of actual attendance as of the evaluation date ÷ Cumulative clock hours of scheduled attendance as of the evaluation date. An absence of more than 20% of the total clock hours in the program, without an approved Leave of Absence, may result in termination. Students whose enrollment is terminated for violation of the attendance policy may not-re-enter before the start of the next grading period. Additionally, punctuality is recommended so that the classroom environment is not disrupted. Students must notify the school in advance of all intended absences. Students will have the opportunity to make-up a percentage of their missed classes. All arrangements will be made by the instructor as to the date and time of make-up work.

Leave of Absence

In the event of an emergency, the School may grant a leave of absence for students. A leave of absence must be requested in writing and submitted to the Registrar prior to the beginning of the leave. A leave of absence must be approved by the Chief Administrative Officer/Director and shall not exceed the lesser of thirty (30) school days or sixty (60) calendar days, and shall be for specific and acceptable purposes. A student shall be granted only one leave of absence per 12-month period and a leave of absence may not be extended.

All students must provide supporting documentation to validate their leave of absence. The School will not approve a leave of absence until supporting documentation has been submitted. (Example: A student's mother passed away after a battle with cancer. Example supporting documentation: hospital records, death certificate or an obituary.**)**

School Rules

The MT Training Center Center has attempted to establish an environment which is conducive to the learning process. The MT Training Center expects students to conduct themselves in a manner which is compatible with our standards. The following behaviors are considered to be in conflict with the educational objectives of the MT Training Center, and may result in disciplinary action:

A) Theft or damage to the school premises, property, or to the property of a member of the school.
B) Undue profanity.
C) Physical abuse of any person on the school premises or at functions sponsored or supervised by the school.
D) All types of dishonesty, including but not limited to cheating, plagiarism, knowingly furnishing false information to the school, and forgery. Any alteration or use of school documents or identification with intent to defraud.
E) Intentional obstruction of teaching, administration, disciplinary proceedings, public meeting, or other school activities.
F) Failure to comply with directions of school officials acting in the performance of their duties.
G) Use of alcoholic beverages and/or controlled substances on the school premises.

H) The viewing or e-mailing of any content which contains violence, pornography, gambling, or any racial, ethnic, or religious hate speech or pictures.

Disciplinary Action

Actions taken against a student for violation of school policies may include, but is not limited to: (1) verbal warning, (2) written warning, (3) suspension, and/or (4) dismissal. Disciplinary actions are at the sole discretion of the Chief Administrative Officer (i.e., Melissa Cuellar), who *is not required* to follow an ascending level of disciplinary actions for violations (e.g., 1st violation – verbal warning, 2nd violation – written warning, etc.) Violatations of school policy which are deemed aggregious by the Chief Administrative Officer may result in immediate dismissal even in the absence of previous disciplanary actions.

Students who are dismissed from the school will receive written notification as to the reason(s) for their dismissal. Any student who wishes to re-apply subsequent to their dismisssal may do so, in writing, through the Chief Administrative Officer. The decision to re-instate or to deny re-admission is at the sole discretion of the Chief Administrative Officer.

Student Dress Code

MT Training Center trains its students to enter the workforce, and as part of this training we include a dress code to prepare our students for a professional entry into their chosen field. Welding, Computer Numerical Control (CNC) Machinist and Advanced Refrigeration, Heating and Air Conditioning (HVAC-R) Program students should follow the standards laid out in the Shop Safety Handbook. Cosmetology Operator and Class A Barber students must wear black scrubs, or black jeans or slacks with a black top with sleeves. Commercial Driver License Students should dress appropriately for the weather but must not wear skirts or dresses, sleeveless shirts, or open toe shoes, sandals, flip-flops, slides or crocks.

MT Training Center prohibits revealing clothing, clothing with offensive language, and shorts that are shorter than the student's finger tips when their arms are down their side. All students must wear their shorts, scrubs, jeans or slacks at waist level. Students who do not adhere to these rules will be asked to adjust their clothing or return home to change into appropriate clothing. MT Training Center will follow the Disciplinary Actions above for students who consistently dress inappropriately. For reasopns of safety and consideration for classmates, faculty, and staff, excessive fragrances and aromas of alcohol or illicit drugs are prohibited.

Transfer Between Programs

MT Training Center will allow students to transfer between programs offered at the school upon approval from the Chief Administrative Officer. Students that request to change their program should request an appointment with the Chief Administrative Officer to discuss their reason for the change. All transfer requests will be reviewed and decided upon within 3 business days. The student will be notified verbally by the Chief Administrative Officer.

If the transfer is granted to the student, the Chief Administrative Officer will notify the registrar, financial aid office, instructors and all other required offices of the change. The student's clock hours for the transfer will be calculated by the school's director and documented in the student's permanent file. The student will receive a copy of the final program schedule, graduation amendment, and any other pertinent documentation.

Probation

Students whose grade point averges for courses within the program fall below 70% (GPA 2.0) are notified that they are being placed on probation, which will begin at the start of the next grading period. (Next Term). The student is on probation for that grading period, and must have a cumulative average of 70% (GPA 2.0) or higher at the end of the probation period to remain in school. The school may allow a student whose enrollment was terminated for unsatisfactory progress to re-enroll after a minimum of one progress evaluation period. Such re-enrollment does not circumvent the approved refund policy.

Grading Standards

Grades are issued at the completion of each subject within a program. The grading system in use is the five letter grade (A,B,C,D,F). The mark "I" represents an incomplete subject and is given at the discretion of the instructor. Failure to complete the work within the agreed time results in an "F". A student obligated for the full tuition may request a grade of "incomplete" if the student withdraws for an appropriate reason unrelated to the student's academic merit. A student receiving a grade of incomplete may reenroll during the 12-month period following the date the student withdraws and complete those incomplete subjects without payment of additional tuition. The mark "TO" is assigned when subjects have been successfully challenged. "TR" is used when credit is granted through transfer. A "W" is given for subjects dropped between the first day of class and the mid-point of the class. A grade will be issued for any class dropped after the mid-point. Students will be assessed mid term to ensure appropriate academic progress.

Grading Scale

Grade	GPA	Description	Scale %
A	4.0	Excellent	90-100
B	3.0	Above Average	80-89
C	2.0	Satisfactory	70-79
D	1.0	Unsatisfactory	60-69
F	0.0	Failing	0-59

Repeating A Course

Students must repeat all required courses in which a grade of "F" or "W" is given. Permission for a student to repeat any course must be approved by the Chief Adminsitrative Officer. Students must repeat a failed course at the first available opportunity or at a time designated by the Chief Administrative Officer. Course repeats will be on a space-available basis. The School will require that a course be repeated before a student continues to subsequent courses in any instance in which courses are prerequisites. When a student repeats a sujbect with an "F" and receives a passing grade, he/she will be given credit for the subject.

Job Placement Assistance

The school's Career Placement Department's goal is to assist every student in finding employment in his or her field of study. The Texs Workforce Commission's Career Schools and Colleges Regulations do not permit any school to *guarantee* a job to students or perspective students. Students are encouraged to visit the Career Placment Department for assistance.

Welfare and Guidance

The administrative staff shall provide guidance and advising pertaining to MT Training Center programs, especially regarding training and assessment programs and their relationship to career structures and further study.

Confidentiality

According to the Family Educational Rights and Privacy Act - FERPA (20 U.S.C. § 1232g; 34 CFR Part 99), administrators of MT Training Center may disclose, without consent, "directory" information such

as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. The student has the right to request in writing that the institution not disclose directory information about them. Students have the right to inspect and review their records maintained by the school. The institution is not required to provide copies of records. Students have the right to request that the school correct records which they believe to be inaccurate or misleading. The institution requires written permission from the student to release any information from a student's education record, except for information allowed for disclosure without written consent from the FERPA to the following parties or under the following conditions:

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities pursuant to specific State Law.

Students have the right to elect to restrict directory information or only to release information to specific entities.

Drug-Free Campus Policy

Prohibitions

Pursuant to federal and state drug laws, students, staff and faculty members are prohibited from the unlawful manufacture, distribution, possession, sale or use of illicit/illegal drugs in on all School controlled property, including parking lots. Each student will, as a condition of attendance, abide by this policy. MT Training Center also enforces state laws regarding underage drinking.

The possession and consumption of alcoholic beverages in public places or common areas on campus is prohibited. The definition of public or common areas includes, but is not limited to, any outdoor area, parking lot, vehicles, lawn, stairway, lawn, or sidewalk which is part of MT Training Center property.

MTTC prohibits the possession and consumption of alcoholic beverages on campus. This prohibition applies while on the property of the School or when participating in any institutional activity. Students or employees who violate this policy will be subject to disciplinary action up to, and including, expulsion from school or termination of employment.

Disciplinary Action

Any student of MT Training Center who violates the prohibitions under this policy or who is convicted under a criminal drug statue for a violation whether occurring in the workplace or outside the workplace will be subject to the School's disciplinary procedures up to and including suspension or separation from the School.

Campus Crime

The following statistics are provided incompliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. Set forth below are statistics available to the students, staff, and the public concerning the occurrence of criminal offenses in the listed categories which were reported to campus authorities or local police agencies.

CALENDAR YEAR									
	2022			2023			2024		
CRIMINAL OFFENSES	On Campus	Non Campus Buildings and Property*	Public Property**	On Campus	Non Campus Buildings and Property*	Public Property**	On Campus	Non Campus Buildings and Property*	Public Property**
Robbery	0	0	0	0	0	0	0	0	0
Aggravated Assault	0	0	0	0	0	0	0	0	0
Burglary/Theft	0	0	0	0	0	0	0	0	0
Motor Vehicle Theft	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0
Criminal Homicide:	0	0	0	0	0	0	0	0	0
Murder & Non-negligent Manslaughter	0	0	0	0	0	0	0	0	0
Negligent Manslaughter	0	0	0	0	0	0	0	0	0
Sex Offenses:	0	0	0	0	0	0	0	0	0
Forcible	0	0	0	0	0	0	0	0	0
Non-Forcible	0	0	0	0	0	0	0	0	0
TOTALS	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Hate crimes are identified by hate crime category (race, gender, religion, etc.)

CALENDAR YEAR									
	2022			2023			2024		
HATE CRIMES	On Campus	Non Campus Buildings and Property*	Public Property**	On Campus	Non Campus Buildings and Property*	Public Property**	On Campus	Non Campus Buildings and Property*	Public Property**
Robbery	0	0	0	0	0	0	0	0	0
Aggravated Assault	0	0	0	0	0	0	0	0	0
Burglary/Theft	0	0	0	0	0	0	0	0	0
Motor Vehicle Theft	0	0	0	0	0	0	0	0	0
Arson	0	0	0	0	0	0	0	0	0
Criminal Homicide:	0	0	0	0	0	0	0	0	0
Murder & Non-negligent Manslaughter	0	0	0	0	0	0	0	0	0
Negligent Manslaughter	0	0	0	0	0	0	0	0	0
Sex Offenses:	0	0	0	0	0	0	0	0	0
Forcible	0	0	0	0	0	0	0	0	0
Non-Forcible	0	0	0	0	0	0	0	0	0
TOTALS	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Arrests/Persons Referred for Campus Disciplinary Action

CALENDAR YEAR									
	2022			2023			2024		
	On Campus	Non Campus Buildings and Property*	Public Property**	On Campus	Non Campus Buildings and Property*	Public Property**	On Campus	Non Campus Buildings and Property*	Public Property**
Liquor Law Violations:	0	0	0	0	0	0	0	0	0
Arrests	0	0	0	0	0	0	0	0	0
Disciplinary Action	0	0	0	0	0	0	0	0	0
Drug Abuse Violations:	0	0	0	0	0	0	0	0	0
Arrests	0	0	0	0	0	0	0	0	0
Disciplinary Action	0	0	0	0	0	0	0	0	0
Weapons Possessions:	0	0	0	0	0	0	0	0	0
Arrests	0	0	0	0	0	0	0	0	0
Disciplinary Action	0	0	0	0	0	0	0	0	0
TOTALS	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

**On public property within or immediately adjacent to campus.*

***In or on non-campus buildings or property that your institution owns or controls.*

Firearm Policy

MT Training Center prohibits students, employees, visitors and guests from bringing open carry firearms of any type onto School property, including all buildings, parking lots, open areas and lawns. Pursuant to section 30.07, Penal Code (Trespass by license holder with an openly carried handgun), a person licensed under subchapter H, Chapter 411 Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly. In order to avoid any confusion, students and employees are strongly encouraged to disclose to School administration of their legal intent to carry a concealed forearm (License to Carry).

Sexual Harassment

Definition

Set forth by the Equal Employment Opportunity Commission (EEOC). The EEOC defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of your employment.
- Submission to or rejection of such conduct by you is used as the basis for employment decisions affecting you.
- Such conduct has the purpose or effect of unreasonably interfering with your work performance or creating an intimidating, hostile or offensive working environment.

MT Training Center's Responsibility

- The school wants you to have a learning environment that is free of sexual harassment by other students, the administrative staff and instructors with whom you must interact during your studies. Sexual harassment is specifically prohibited as unlawful and as a violation of the school's policy. The school is responsible for preventing sexual harassment in the facility, for taking immediate corrective action to stop sexual harassment in the facility and for promptly investigating any allegation of school-related sexual harassment.

Complaint Procedure for Reporting Sexual Harassment

If you experience or witness sexual harassment in the workplace, report it immediately to Melissa Cuellar, Chief Administrative Officer. You may also report harassment to any other member of the school's administrative staff. All allegations of sexual harassment will be quickly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of that investigation.

Retaliation Prohibited for any Sexual Harassment Claims

The school shall not permit any student or employee retaliation against anyone who brings a complaint of sexual harassment or who speaks as a witness in the investigation of a complaint of sexual harassment.

Email/Internet Policy

Students are expected to use the Internet responsibly and productively. Internet access is limited to school related activities only and personal use is not permitted.

Media Services

MT Training Center is dedicated to maintaining a variety of current and relevant educational materials. The scope of Media Services is to provide educational materials for all programs offered at MTTC. To this end, MTTC maintains educational materials and equipment such as reference books, business, professional, technical, and industrial manuals; Audio-visual equipment; internet access; and other materials. The Media Center is open to all students, faculty, and staff during regular school hours.

Equipment

The students attending MT Training Center will be taught using a variety of instructional devices. Computers will be equipped with Windows operating systems and all software programs will have Windows based applications. Business office training will utilize different models of transcribers, dictation machines, and office equipment so that students are exposed to a wide variety of machines. Classroom lectures will be enhanced with overhead projections, audiovisuals and anatomical models.

Emergency Policy

Emergency Closing/Early Release

If offices are closed due to a severe ice storm, snowstorm, power failure, or other emergency, notification will be made through the school's Emergency Notification System which all students to students are encouraged to subscribe. School closings will also be posted on School social media outlets such as Twitter and Facebook. Cancellation of classes does not affect the regular operation of the main office. Students can call the main school phone number and a recorded message will announce adjusted school hours or delays. MT Training Center severe weather closings are closely related to the Grand Prairie ISD's severe weather closings. In the event the Grand Prairie ISD closes for severe weather, MT Training Center follows suit. In the event conditions change during the day, students will be notified through the School's Emergency Notification System.

- Should an event warranting an early release, such as a heavy snowstorm, occur during the workday, the Chief Executive Officer will inform personnel and students of early dismissal.

Evacuation Procedures

In case of an evacuation:

a. Form a double line and walk quickly out of the building through the nearest exit to designated meeting areas.

b. Walk, DO NOT RUN. Do not take personal belongings.

c. Silence will be enforced. This allows everyone to listen to any specific instructions from instructors.

d. Everyone is required to meet in the designated area. The designated area is the Southeast Corner of the Front Parking Lot.

e. Roll call will be conducted. Instructors will report the results of the roll call to the Director.

Fire Drills

Fire drills are conducted quarterly. All staff, students, and instructors are required to participate.

At the sound of the alarm, everyone will:

a. Form a double line and walk quickly out of the building through the nearest exit to designated meeting areas.

b. Walk, DO NOT RUN. Do not take personal belongings.

c. Silence will be enforced. This allows everyone to listen to any specific instructions from instructors.

d. Everyone is required to meet in the designated area. The designated area is the Southeast Corner of the Front Parking Lot.

e. Roll call will be conducted. Instructors will report the results of the roll call to the Director.

Documentation of each drill will be kept in the Director's office.

Policy for Tornado, Hurricane or Flood

Should the MT Training Center be threatened by severe weather such as tornado, hurricane or flooding, it is important to remain calm and follow instructions from the Chief Administrative Officer or designated staff member. The Chief Administrative Officer or staff member will monitor the situation and if deemed necessary will alert the instructor of each class how to proceed. The designated areas for a tornado, hurricane or flood are the CNC and GED classrooms. When asked to move to those areas, it is vital that everyone move quickly but stay calm and understand it is for their safety. We will remain in those safe areas until the all clear is given by the Chief Administrative Officer or designated staff member.

Policy for Robbery

In the event the MT Training Center is robbed, all students and staff should remain calm. If the chance exists and if the students and staff are safely able to do so, exit the building using the nearest exit that is away from the robber. It is extremely important that you not try to be the "hero" and endanger your life as well as the lives of fellow students and staff. If able to do so, or once you have exited the building, the first person out should contact the police as soon as safely possible.

Policy for Hostage Situation

In a hostage situation, if possible, everyone should exit the building if not told to remain. It is imperative that, if you are in direct contact with the intruder, you do as you are requested. It is important to remember not to try to be the "hero" because it will endanger your life as well as the lives of others. The first person safely out of harm's way should call 911 to alert police of the situation. If asked to do so, remain on the line with police. Unless it is safe to do so, DO NOT call police if you are still in the building, again, it would endanger your life and the lives of others. Remember that if you do call police they will ask you to stay away from the intruder but provide as much information as to the location of the intruder. It is extremely important that you stay calm and convey only the information that is relevant to the situation and understand that if police enter the building they will not know who the intruder and the hostage are, so you must stay down and follow instructions.

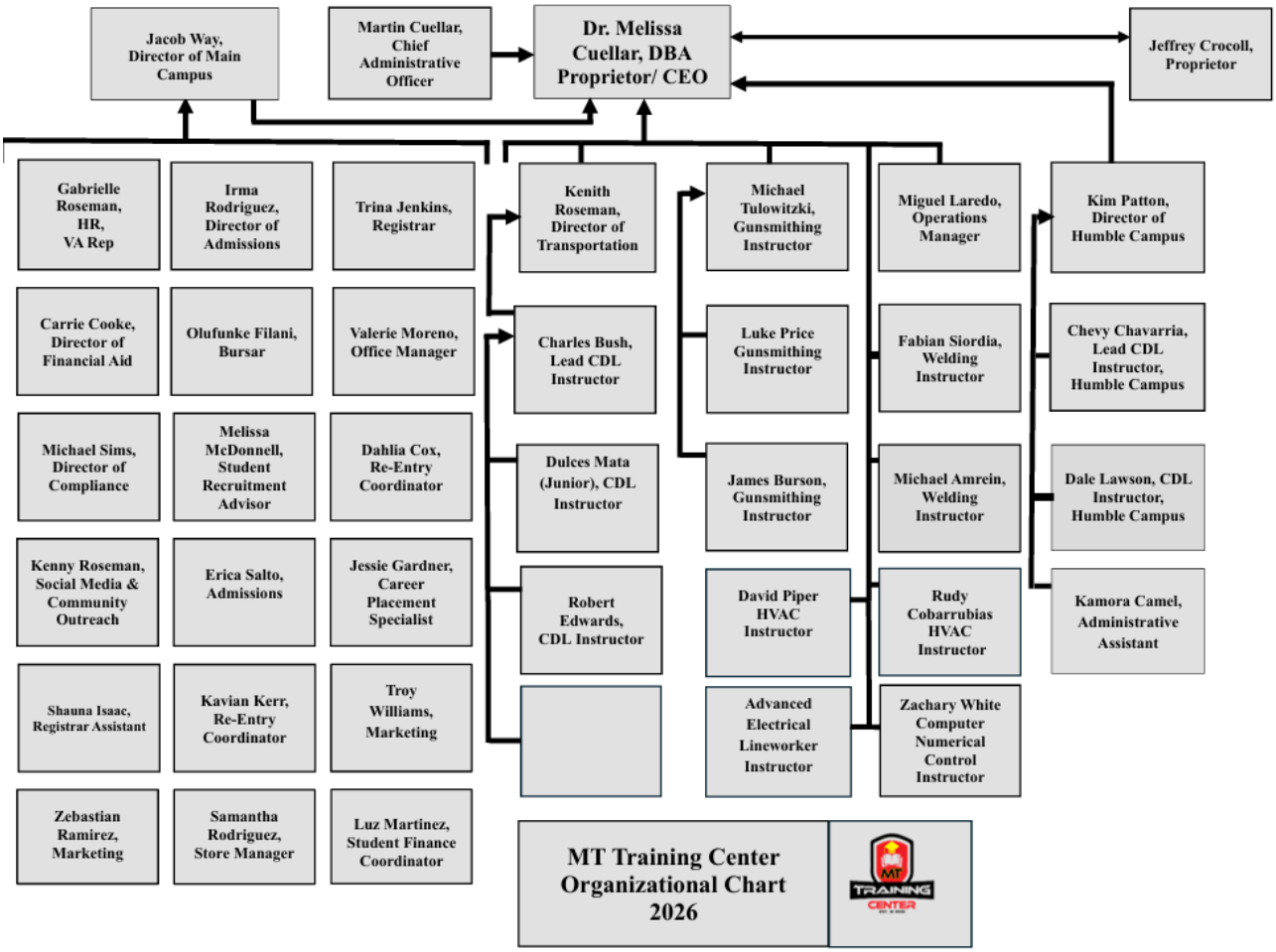
Policy for Bomb Threat Called In

If a bomb threat is called in, the person taking the call will alert the Chief Administrative Officer who will initiate an evacuation as outlined in the Evacuations Procedures plan. The person taking the call will then immediately call 911 to alert police of the bomb possibility. Once the building is evacuated, there will be no re-entry until the police have given the "all clear" to the Chief Administrative Officer.

Policy for Bomb Threat in Person

If a person makes a bomb threat to a representative or student of MT Training Center, the representative or student should immediately alert the Chief Administrative Officer so that evacuation can be initiated using the Evacuation Procedures plan that is in place. The Chief Administrative Officer will then call 911 to contact police. Once the police have arrived, the person to whom the threat was made will explain to the police what exactly was said and where it was implied the bomb was located. Once the building is evacuated, there will be no re-entry until the police have given the "all clear" to the Chief Administrative Officer.

Staff Organizational Chart



VERIFICATION OF RECEIPT OF STUDENT HANDBOOK

I _____, acknowledge receipt of MT Training Center's Student Handbook and understand the rules, policies, and procedures outlined in it.

A representative has reviewed this information with me and answered questions.

I am in full acceptance and understanding of the rules, polices, and procedures of MT Training Center.

_____	_____
Printed Name of Student	Date
_____	_____
Signature of Student	Date
_____	_____
Signature of School Representative	Date