

# UNITED TRUCK DRIVING SCHOOL CATALOG



COMMERCIAL VEHICLE TRAINING PROGRAM

1-800-764-2020

[www.DriveTrucks.com](http://www.DriveTrucks.com)

# **UNITED TRUCK DRIVING SCHOOL**

Accredited with the Council on Occupational Education

## **CATALOG**

Corporate Office and S.D. Classroom: 2425 Camino Del Rio South #250, San Diego, CA 92108  
San Diego Yard: 6980A Mission Gorge Rd, San Diego, CA 92120  
Riverside Classroom: 1737 Atlanta Avenue #H-7, Riverside, CA 92507  
Riverside Yard: 2240 Fleetwood Dr, Riverside, CA 92509

**(800) 764-2020** [www.drivetrucks.com](http://www.drivetrucks.com)  
94909(a)(1),94909(a)(4)

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# **UNITED TRUCK DRIVING SCHOOL**

Please review the entire catalog and Performance Fact Sheet before enrolling.

## **STATEMENT OF PHILOSOPHY**

United Truck Driving School strives to educate and train students to become professional caliber commercial drivers prepared for employment in the transportation industry. This is accomplished through classroom training using written materials, mixed media, visual aids, and a lecture format. Training includes practical experience driving, maneuvering, inspecting and proper use of the commercial vehicle equipment.

## **MISSION STATEMENT** 71810(b)(2)

Our mission is to....

*Train Individuals to become Quality Drivers in the Transportation Industry*

## **HOURS OF OPERATION**

Office hours: 9:00 a.m. to 4:30 p.m. Monday through Friday.

Instructional Hours: Vary depending on course. Hourly breaks are provided, lunch break is 30 minutes. Driving instruction may be held days, evenings and weekends as necessary to accommodate the requirements of the program and the times are subject to change.

## **APPROVAL DISCLOSURE STATEMENT** (94909(a)(2)

United Truck Driving School is a private institution approved to operate by the Bureau for Private Postsecondary Education of the State of California. The approval means the institution and its operation comply with the minimum standards established under the law for occupational instruction by private educational institutions; approval does not imply any endorsement or recommendation by the state. All locations are accredited by Council on Occupational Education.

## **GENERAL INFORMATION:**

This institution is in good financial standing and does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11 U.S.C. Sec. 1101 et seq.). **94909(a)(12)**

San Diego class sessions will be held at 2425 Camino Del Rio S. #250, San Diego, CA 92108 and field training will be held at 6980A Mission Gorge Rd., San Diego, CA 92120. Riverside class sessions will be held at 1737 Atlanta Ave. #H7, Riverside, CA, 92507 and field training will be held at 2240 Fleetwood Dr., Riverside, CA 92509.

We issue diplomas to successful graduates.

To be eligible to receive a commercial driver's license you must be a California resident and pass the required testing by the State of California Department of Motor Vehicles. This includes written, pre-trip, skills and driving tests. Once students have successfully passed the commercial license test they will be prepared to take a job as a commercial driver or in many entry level commercial driving industry jobs. Prospective students are encouraged to visit the physical facilities of the school and to discuss personal educational and occupational plans with school personnel prior to enrolling or signing an enrollment agreement.

**Housing:** The school does not have dormitory facilities under its control. The median price for a home in the San Diego area is \$600,000 and the average rent for a one-bedroom apartment in the San Diego area is \$1700 per month. The median price for a home in the Riverside area is \$360,000 and the average rent for a one-bedroom apartment in the Riverside area is \$1200 per month. The institution has no responsibility to find or assist a student in finding housing.

## **AMINISTRATION**

Ownership: United Truck & Car Driving School, Inc.

President of Corporation

Cheryl Hanley

Directors of Operation

Cindy Stullich, Bonnie Trown

## **HISTORY**

United Truck Driving School has been training commercial drivers since 1978. We have also been retraining professional drivers employed for local delivery work and those driving other company vehicles. United Truck & Car Driving School, Inc owns the school. We have expanded our training to include all classes and combinations of vehicles. In 1997 the San Diego campus was re-located. Training locations were also expanded to include Riverside. In 2003, the Accrediting Commission of Career Schools and Colleges accredited the San Diego campus. In 2010, the Council on Occupational Education accredited both locations.

## **MEMBERSHIP IN PROFESSIONAL ASSOCIATIONS**

### **Commercial Vehicle Training Association**



## **FACULTY**

The teaching faculty members hold a Commercial Driver's License and have multiple combined years of truck driving and instructional experience. Their experience and training techniques enable our students to learn and demonstrate the skills for licensure. 94909(a)(7)

## **YARD SUPERVISORS AND INSTRUCTORS:**

Edwin Marroquín, Yard Supervisor (10 years experience), Eric Rohr, Yard Supervisor (5 years experience), Wayne Ewing, Instructor (29 years experience), Amber Simmons, Instructor (5 Years experience), Jason Sanders, Instructor (5 years experience), Harley Mayers, Instructor (3 years experience), Anthony Blas, Instructor (3 years experience), Michael Northup, Instructor (3 years experience), Isaac Herrera (4 years experience)

## **FACILITIES AND EQUIPMENT**

San Diego is a main campus and the corporate offices. The facility includes two classrooms, admissions office, and administrative offices. There is ample parking. The equipment yard is located a few miles from the classroom and provides room for training and parking.

Riverside is a branch location and includes two classrooms and an admissions office. There is ample parking available. The equipment yard is located a few miles from the classroom and provides room for training and parking.

Truck and trailers include Freightliner Conventional Tractors and dry vans with both fixed and sliding tandems. The school also operates buses for Class B and passenger endorsement training.

The school maintains a library area in each location. The library has resources related to the transportation industry available for the students to review and is open to students during normal operating hours. 71810(b)(10),94909(a)(4)

## **STUDENT SERVICES** 71810(b)(12)

United Truck Driving School provides placement assistance to students and graduates with access to a vast employment sector with serious shortages of qualified applicants. Income and benefit levels are excellent and provide stable career opportunities for the successful graduate. **Job Placement is not guaranteed.**

### **Placement Assistance:**

Placement activities on behalf of students include maintenance of current employer lists and contact information. The placement department arranges referrals to prospective employers and on-site presentations by OTR companies. Placement assistance is offered to graduates. The placement department at the school processes student applications, when possible, to over-the-road carriers. Office staff, upon receiving permission from students, supplies information requested by potential employers. 94909(a)(13)

### **Records Retention:**

Enrollees are advised and cautioned that state law requires this educational institution to maintain school and student records for only a five (5) year period. Transcripts are kept permanently.

**Academic Advising:**

The School Director is available to provide students with academic advising services. Students are permitted to change programs during their enrollment at the school with the Director's approval. The Director reviews student progress weekly and will advise students at risk of academic probation. Students needing information or assistance with counseling, transportation, child care, or other personal issues that impact their academic performance will be referred to the school director as a first response and referral as necessary to the network of county Workforce Career Centers and other state, county and city agencies. These agencies include the County of San Diego Health & Human Services Department and the Riverside County Department of Public Health.

**Student Records and Support:**

Office staff will maintain student records for use in placement and verification for five (5) years. Request for records can be processed by fax, providing the student has given the school permission to distribute such information. Hard copy records retained include dates of attendance, grades received, and diploma date for a period of five (5) years. A data base including transcripts for each student is maintained permanently. 71810(b)(15)

**Tuition Assistance:**

Payments are accepted by cash, check or credit card. Financing is available as described below. The school is not an approved training provider by the United States Department of Education under Title IV and therefore it does not participate in any federal aid programs as administered by that agency. However, the school is an approved training provider for other federal and state agencies: Veterans Administration's Post 911 and VA Rehabilitation, U.S. Department of Defense MyCAA Program, CA Department of Rehabilitation and the California Employment Development Department via the Workforce Partnership Career Centers. These agencies offer educational assistance to qualifying individuals based on available funding and other factors. 94909(a)(10)

The Admissions Representative is available to advise students on tuition assistance programs available.

**Financing:**

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the moneys not paid from federal student financial aid program. 94909(a)(11)

The school offers internal financing based on a student's reasonable assurance that he or she has the means and resources to repay any charges financed by the school. Students who request tuition financing must complete a credit application prior to enrollment. Monthly payments vary according to the down payment, interest rate and length of time (number of months) defined in the payment contract. Students who do not make payment arrangements or fail to make their scheduled payments may be subject to suspension, termination and/or having the student's account turned over for collection.

**Student Debt Collection Policy**

The responsibility for ensuring payment of all financed charges remains the responsibility of the student. Students who qualify for a monthly installment loan are required to enter into a Retail Installment Contract which obligates the student in accordance with the terms and conditions contained in the contract and with all federal and state 'truth-in-lending' regulations. Students are required to adhere to the terms and conditions of the Retail Installment Contract, including timely payment of monthly installments. If any required monthly installment payment is more than fifteen (15) business days past due, a \$15 late fee will be assessed. The following actions may be taken against a student with past-due debt: If the account is delinquent for over 30 days, the entire outstanding loan balance may become due and payable. Academic progress reports may be withheld. Attendance reports may be withheld. Student transcripts may be withheld. Students may be unable to graduate and receive a certificate. Student installment loans more than ninety (90) days past due may be placed with a collection agency.

All tuition and fees must be paid prior to commencement of classes unless other arrangements have been made.

**SCHEDULE OF CLASSES**

Instruction is competency based. Students commence training on a space and equipment available basis. Students will be advised of start dates at the time they enroll. Students will be notified in advance concerning important scheduling information such as operating hours, holidays, class schedules and revisions to schedules. Over-the-Road Driving Instruction is scheduled as necessary to accommodate the requirements of the program. Classes are held 12 months per year. The following legal holidays will be observed: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas.

Classes start Monday each week. Class starts vary by location.

### Courses Offered:

CLASS A - TRUCK DRIVING	160 Clock Hours	\$5,450
CLASS A/P TRUCK AND BUS DRIVING	186 Clock Hours	\$5,950
CLASS B/P TRUCK AND BUS DRIVING	120 Clock Hours	\$3,950

**Definition of Clock Hours:** A clock hour is defined as 50 minutes of instruction per each 60-minute hour.

**Time Frame:** Full time students will be scheduled 40 hours a week.

## **CURRICULUM of COURSES**

### **CLASS A – TRUCK DRIVING 160 HOURS**

**Commercial Driver Training CIP #49.0205**

#### COURSE DESCRIPTION

94909(a)(5)

#### GOALS AND OBJECTIVES

The course objective is to prepare students for a successful career as a commercial truck driver in either a local or over-the-road setting. Program includes classroom training and behind-the-wheel instruction. Training includes the DMV competencies required for a Class A commercial license and endorsements. Job placement assistance is included in the course. Successful graduates receive a diploma and their transcripts remain available for potential employers to review. In order to obtain licensure, students will be required to pass written and behind the wheel driving exams through the CA Department of Motor Vehicles (DMV). Internships or externships are not required.

#### **Registration/Orientation**

\*Rules and regulations of school \* Course explanation \* Information regarding employment opportunities \*License/Permits

#### **Vehicle and License Required**

\*Commercial Driver's License (C.D.L.) \*Department of Transportation (D.O.T.) requirements  
\*Medical exam \* C.D.L. class for various vehicles and combinations of vehicles

#### **Types of Truck Transmissions**

\*Concept of transmitting force \*Shifting gears  
\*Automatics \*Various geared transmissions, splitters, range controls, etc. \*Double clutching/Floating

#### **Air Brakes**

\*Basic components \*Service/Emergency \*Governors/Reservoir/Valves  
\*Spring brake \*Service brake \*Use of brakes

#### **Engine Retarders**

\*Brake saver \*Use of retarders

#### **Smith System (Plus) Attitude**

\*Defensive driving \*Beyond defensive driving \*Space management \*Visual search, etc. \*Attitude

#### **Professional Drivers Attitude Development**

\*Use/nonuse of alcohol, drugs \*Safe driving attitude

#### **Department of Transportation Rules (D.O.T.)**

\*Drivers obligation to know \*Qualifications \*Regulations  
\*Hours of Service for Drivers (FMCSR 395.1) \*D.O.T. examinations

#### **Truck Electrical System**

\*Basic knowledge \*Trouble shooting \*Lighting requirements, \*Dashboard gauges

#### **Truck Engine**

\*Components \*Principle of operation \*Auxiliary systems

#### **Drive Train**

\*Clutch \*Driveline \*Differential \*Axles \*Frame \*Suspension

#### **Steering**

\*Components \*Types of steering \*Control

#### **Tires and Wheels**

\*Types \*Regulations \*D.O.T. requirements \*State requirements

#### **Trailers**

\*Towed unit \*Constructions and components \*Types and sizes \*Special units \*Combination trailers

## **Tractors**

\*Power unit \*Components \*Types \*Special units \*Drivers responsibility

## **Alignment - Coupling and Uncoupling**

\*Fifth wheel \*Landing gear \*Doubles

## **Putting the Truck in Motion**

\*Knowledge of equipment \*Start/warm-up \*Pre-trip \*Brake check

\*Shifting \*Double clutching \*Gear selection/Up-down

## **Attitude Review**

\*Safe, smooth driving \*Driving techniques \*Seat/Mirror-adjustment \*Seatbelts \*Steering wheel

\*Maneuvering \*Stopping \*Starting \*Shutdown

## **Accident/Fire Prevention/Reporting**

\*Rules \*Condition/Attitude \*Adverse driving conditions \*Brake inspection \*Grades \*Adverse weather

\*Use of retarders \*Load management

## **Economy Driving**

\*Speed management \*Natural forces \*Gravity \*Inertia \*Proper gear selection \*Trip planning

\*Road management \*Fuel saving \*Aerodynamic design

## **Cargo Documentation/Management**

\*Hours of service \*Bill of lading \*Freight bill \*Way bill \*Manifest \*Loading and unloading \*Heights

\*Widths \*Lengths \*Types of trailers \*Weight distribution \*Sealing \*Packing \*Protection \*Securing

\*Platform equipment operation

## **Endorsements and Procedures**

\*Hazardous Materials \*Special handling \*Regulations (knowledge, handling, requirements)

\*Categories \*Placards \*Classifications \*Doubles & triples endorsement

\*Tank vehicle endorsement \*On-road: Tire inspection \*Parking \*Routing \*Railroad crossing

\*Accident \*Protect the scene \*Notification \*Air Brake Certification

## **Trip Planning**

\*Map reading \*Map symbol \*Mileage \*Time zone \*Weather

## **Preventative Maintenance**

\*Drivers daily inspection reports \*Service checks \*Cleaning the truck

## **Getting the Job of a Professional Driver**

\*Application \*Qualifications \*Documentation \*Attitude/Preparation \*Communication \*Resume

\*Interview \*Attitude \*Preparation

## **Life of a Professional Truck Driver**

\*Planning \*Time management \*Road expenses/Management \*Physical fitness \*State of mind – attitude \*Drugs and alcohol \*Sexual Harassment in the Workplace

## **Continuing Education**

\*Professional associations \*Periodicals & Trade magazines

## **Maneuvering - Road/Range (Tractor-Trailer)**

\*Backing (safety) \*Preposition/Blind - clear side \*Straight back \*Various degrees \*Parallel

\*Equipment control \*Range portion is conducted in controlled area.

## **Refinement of Driving Ability**

\*Various driving terrain/conditions \*Shifting \*Equipment control \*Attitude

## **Preparation for Driving Exam/Range & Road**

\*D.M.V. Pre-trip, brake check, road test \*D.O.T. road test

## **Life on the Road**

\*Dealing with road stress \*Proper on-the-road diet \*On-the-road exercise \*Dealing with fatigue

## **Exams/Tests**

\*Mid-Term \*Logbook \*Final \*Skills & Maneuvering \*Pre-Trip/Airbrakes \*Coupling/Uncoupling

\*Final Road

# **CLASS A/P TRUCK AND BUS DRIVING**

**186 Hours**

**Commercial Driver Training CIP #49.0205**

**COURSE DESCRIPTION** 94909(a)(5)

## **GOALS AND OBJECTIVES**

The course objective is to prepare students for a successful career as a Class A commercial Truck Driver and/or Bus Driver in either a local or over-the-road setting. Program includes classroom training and behind-the-wheel instruction. Training includes the DMV competencies required for a Class A commercial license and endorsements. Job placement assistance and applications are included in the course. Successful graduates receive a diploma and their transcripts remain available for potential employers to review. In order to obtain licensure, students will be required to pass written and behind the wheel driving exams through the CA Department of Motor Vehicles (DMV). Internships or externships are not required.



## **Registration/Orientation**

\*Rules and regulations of school \* Course explanation \* Information regarding employment opportunities \*License/Permits

## **Vehicle and License Required**

\*Commercial Driver's License (C.D.L.) \*Department Of Transportation (D.O.T.) requirements  
\*Medical exam \* C.D.L. class for various vehicles and combinations of vehicles

## **Types of Truck Transmissions**

\*Concept of transmitting force \*Shifting gears \*Automatics \*Various geared transmissions, splitters, range controls, etc. \*Double clutching/Floating

## **Air Brakes**

\*Basic components \*Service/Emergency \*Governors/Reservoir/Valves \*Spring brake \*Service brake  
\*Use of brakes

## **Engine Retarders**

\*Brake saver \*Use of retarders

## **Smith System (Plus) Attitude**

\*Defensive driving \*Beyond defensive driving \*Space management \*Visual search, etc. \*Attitude

## **Professional Drivers Attitude Development**

\*Use/nonuse of alcohol, drugs \*Safe driving attitude

## **Department of Transportation Rules (D.O.T.)**

\*Drivers obligation to know \*Qualifications \*Regulations \*Hours of Service for Drivers (FMCSR 395.1)  
\*D.O.T. examinations

## **Truck / Bus Electrical System**

\*Basic knowledge \*Trouble shooting \*Lighting requirements, \*Dashboard gauges

## **Truck / Bus Engine**

\*Components \*Principle of operation \*Auxiliary systems

## **Drive Train**

\*Clutch \*Driveline \*Differential \*Axles \*Frame \*Suspension

## **Steering**

\*Components \*Types of steering \*Control

## **Tires and Wheels**

\*Types \*Regulations \*D.O.T. requirements \*State requirements

## **Trailers**

\*Towed unit \*Constructions and components \*Types and sizes \*Special units \*Combination trailers

## **Tractors**

\*Power unit \*Components \*Types \*Special units \*Drivers responsibility

## **Alignment - Coupling and Uncoupling**

\*Fifth wheel \*Landing gear \*Doubles

## **Putting the Truck / Bus in Motion**

\*Knowledge of equipment \*Start/warm-up \*Pre-trip \*Brake check \*Shifting \*Double clutching \*Gear selection/Up-down

## **Alignment - Coupling and Uncoupling**

\*Fifth wheel \*Landing gear \*Doubles

## **Putting the Truck / Bus in Motion**

\*Knowledge of equipment \*Start/warm-up \*Pre-trip \*Brake check \*Shifting \*Double clutching \*Gear selection/Up-down

## **Attitude Review**

\*Safe, smooth driving \*Driving techniques \*Seat/Mirror-adjustment \*Seatbelts \*Steering wheel  
\*Maneuvering \*Stopping \*Starting \*Shutdown

## **Accident/Fire Prevention/Reporting**

\*Rules \*Condition/Attitude \*Adverse driving conditions \*Brake inspection \*Grades \*Adverse weather  
\*Use of retarders \*Load management

## **Economy Driving**

\*Speed management \*Natural forces \*Gravity \*Inertia \*Proper gear selection \*Trip planning  
\*Road management \*Fuel saving \*Aerodynamic design

## **Cargo Documentation/Management**

\*Hours of service \*Bill of lading \*Freight bill \*Way bill \*Manifest \*Loading and unloading \*Heights  
\*Widths \*Lengths \*Various types of trailers \*Weight distribution \*Sealing \*Packing \*Protection  
\*Securing \*Platform equipment operation

## **Endorsements and Procedures**

\*Hazardous Materials \*Special handling \*Regulations (knowledge, handling, requirements)  
\*Categories \*Placards \*Classifications \*Doubles & triples endorsement  
\*Tank vehicle endorsement \*On-road: Tire inspection \*Parking \*Routing \*Railroad crossing  
\*Accident \*Protect the scene \*Notification \*Air Brake Certification

## **Trip Planning**



- \*Map reading \*Map symbol \*Mileage \*Time zone \*Weather
- Preventative Maintenance**
- \*Drivers daily inspection reports \*Service checks \*Cleaning the truck
- Getting the Job of a Professional Driver**
- \*Application \*Qualifications \*Documentation \*Attitude/Preparation \*Communication \*Resume
- \*Interview \*Attitude \*Preparation
- Life of a Professional Truck Driver**
- \*Planning \*Time management \*Road expenses/Management \*Physical fitness \*State of mind – attitude \*Drugs and alcohol \*Sexual Harassment in the Workplace
- Continuing Education**
- \*Professional associations \*Periodicals & Trade magazines
- Maneuvering - Road/Range (Tractor-Trailer)**
- \*Backing (safety) \*Preposition/Blind - clear side \*Straight back \*Various degrees \*Parallel
- \*Equipment control \*Range portion is conducted in controlled area.
- Refinement of Driving Ability**
- \*Various driving terrain/conditions \*Shifting \*Equipment control \*Attitude
- Preparation for Driving Exam/Range & Road**
- \*D.M.V. Pre-trip, brake check, road test \*D.O.T. road test
- Life on the Road**
- \*Dealing with road stress \*Proper on-the-road diet \*On-the-road exercise \*Dealing with fatigue
- Exams/Tests**
- \*Mid-Term \*Logbook \*Final \*Skills & Maneuvering \*Pre-Trip/Airbrakes \*Coupling/Uncoupling
- \*Final Road

## **CLASS B/P TRUCK AND BUS DRIVING 120 HOURS**

**Commercial Driver Training CIP #49.0205**

**COURSE DESCRIPTION** 94909(a)(5)

### **GOALS AND OBJECTIVES**

The course objective is to prepare students for a successful career as a Class B Truck Driver and/or professional bus driver in a local setting. Program includes classroom training and behind-the-wheel instruction. Training includes the DMV competencies required for a Class B commercial license and endorsements. Job placement assistance and applications are included in the course. Successful graduates receive a diploma and their transcripts remain available for potential employers to review.

In order to obtain licensure, students will be required to pass written and behind the wheel driving exams through the CA Department of Motor Vehicles (DMV). Internships or externships are not required.

### **Registration/Orientation**

- \*Rules and regulations of school \* Course explanation \* Information regarding employment opportunities \*License/Permits

### **Vehicle and License Required**

- \*Commercial Driver's License (C.D.L.) \*Department Of Transportation (D.O.T.) requirements
- \*Medical exam \* C.D.L. class for various vehicles

### **Types of Truck/Bus Transmissions**

- \*Concept of transmitting force \*Automatics

### **Air Brakes**

- \*Basic components \*Service/Emergency \*Governors/Reservoir/Valves \*Spring brake \*Service brake
- \*Use of brakes

### **Smith System (Plus) Attitude**

- \*Defensive driving \*Beyond defensive driving \*Space management \*Visual search, etc. \*Attitude

### **Professional Drivers Attitude Development**

- \*Use/nonuse of alcohol, drugs \*Safe driving attitude

### **Department of Transportation Rules (D.O.T.)**

- \*Drivers obligation to know \*Qualifications \*Regulations \*Hours of Service for Drivers (FMCSR 395.1)
- \*D.O.T. examinations

### **Truck/Bus Electrical System**

- \*Basic knowledge \*Trouble shooting \*Lighting requirements, \*Dashboard gauges

### **Truck/Bus Engine**

- \*Components \*Principle of operation \*Auxiliary systems

### **Drive Train**

- \*Driveline \*Differential \*Axles \*Frame \*Suspension

### **Steering**

- \*Components \*Types of steering \*Control

## **Tires and Wheels**

\*Types \*Regulations \*D.O.T. requirements \*State requirements

## **Vehicles**

\*Components \*Types \*Special units \*Drivers responsibility

## **Putting the Truck/Bus in Motion**

\*Knowledge of equipment \*Start/warm-up \*Pre-trip \*Brake check

## **Attitude Review**

\*Safe, smooth driving \*Driving techniques \*Seat/Mirror-adjustment \*Seatbelts \*Steering wheel  
\*Maneuvering \*Stopping \*Starting \*Shutdown

## **Accident/Fire Prevention/Reporting**

\*Rules \*Condition/Attitude \*Adverse driving conditions \*Brake inspection \*Grades \*Adverse weather  
\*Load management

## **Economy Driving**

\*Speed management \*Natural forces \*Gravity \*Inertia \*Proper gear selection \*Trip planning  
\*Road management \*Fuel saving \*Aerodynamic design

## **Cargo Documentation/Management**

\*Hours of service \*Bill of lading \*Freight bill \*Way bill \*Manifest \*Loading and unloading \*Heights  
\*Widths \*Lengths \*Weight distribution \*Sealing \*Packing \*Protection  
\*Securing \*Platform equipment operation

## **Endorsements and Procedures**

\*Hazardous Materials \*Special handling \*Regulations (knowledge, handling, requirements)  
\*Categories \*Placards \*Classifications \*Tank vehicle endorsement \*Passenger endorsement  
\*On road: \*Tire inspection \*Parking \*Routing \*Railroad crossing \*Accident \*Protect the scene  
\*Notification \*Air Brake Certification

## **Trip Planning**

\*Map reading \*Map symbol \*Mileage \*Time zone \*Weather

## **Preventive Maintenance**

\*Drivers daily inspection reports \*Service checks \*Cleaning the truck / bus

## **Getting the Job of a Professional Driver**

\*Application \*Qualifications \*Documentation \*Attitude/Preparation \*Communication \*Resume  
\*Interview \*Attitude \*Preparation \*Communication

## **Life of a Professional Truck / Bus Driver**

\*Planning \*Time management \*Road expenses/Management \*Physical fitness \*State of mind –  
attitude \*Drugs and alcohol \*Sexual Harassment in the Workplace

## **Continuing Education**

\*Professional associations \*Periodicals & Trade magazines

## **Maneuvering - Road/Range (Truck / Bus)**

\*Backing (safety) \*Preposition/Blind - clear side \*Straight back \*Various degrees \*Parallel  
\*Equipment control \*Range portion is conducted in controlled area.

## **Refinement of Driving Ability**

\*Various driving terrain/conditions \*Equipment control \*Attitude

## **Preparation for Driving Exam/Range & Road**

\*D.M.V. Pre-trip, brake check, road test \*D.O.T. road test

## **Life on the Road**

\*Dealing with road stress \*Proper on-the-road diet \*On-the-road exercise \*Dealing with fatigue

## **Exams/Tests**

\*Mid-Term \*Logbook \*Final \*Skills & Maneuvering \*Pre-Trip/Airbrakes \*Final Road

## **SCHOOL POLICIES**

Instruction is conducted in English only. No English language services are provided. The applicant must be proficient in English, their oral comprehension and expression must be sufficient for effective class participation. The applicant's reading comprehension and writing skills must be sufficient for responding clearly and accurately to course assignments. The applicant's verbal and quantitative (math) skills should be at a fifth-grade level or above. Visa services are not provided, and the institution cannot vouch for student status.

## **ADMISSION PROCESS & REQUIREMENTS**

### **Each applicant to the school must:**

- Submit a completed Application for Enrollment to Admissions
- Provide valid driver's license from student's resident state
- Provide valid social security card
- Provide the school with a high school diploma, GED, DD-214, or college transcripts or pass an Ability to Benefit test. Pursuant to California Code of Regulation, Section 71770 (a)(1) each student admitted to an undergraduate degree program, or a diploma program, shall possess a high school diploma or its equivalent or otherwise successfully take and pass the relevant

examination as required by section 94904 of the Code. Students without a high school diploma or GED must complete an US Department of Education approved Ability of Benefit Test. That test will be scheduled by admissions if necessary.

- Meet with an Admissions Representative to discuss educational program and tour the facility
- Receive a school catalog and school performance fact sheet
- Be 18 years of age in order to receive a commercial license (Students between the ages of 18 and 21 can obtain a commercial driver's license to drive within the state of issuance.)
- Be able to meet the medical requirements for a commercial driver (Pass a physical and drug screen.)
- As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. 94909(a)(3)(B),(C)(6),(C)(8)(A), 94909(a)(5)
- Complete the Enrollment Agreement that includes a \$250.00 application fee and state required STRF Fee.

### **SPECIAL NOTICE TO APPLICANTS**

**Please discuss any applicable items with your admissions representative prior to enrollment.**

1. More than one D.U.I. on your driver's license record in a lifetime
2. A D.U.I. conviction in the past five years (involving alcohol)
3. A D.U.I. conviction within a lifetime involving a controlled substance
4. A felony conviction of any type in the past ten years
5. Recent hospitalization or under a physician's care for emotional or mental instability
6. Currently taking prescription drugs under a physician's care (Schedule 1 Drugs)
7. More than two tickets in one year
8. More than three tickets in three years
9. More than one at fault accident in past 12 months, or two accidents in past 5 years
10. License suspension in the past three years (Except for parking or registration)
11. Reckless driving or other misdemeanors in the past 5 years
12. Driver must be 21 years of age for interstate driving
13. Driver must be 18 years of age for intrastate driving
14. Driver has held a Class C license for at least 1 year
15. Driver must have no delinquencies on child support
16. Driver cannot be currently addicted to drugs or alcohol
17. Driver must be capable of reading and speaking the English language sufficiently to converse with the general public, to understand highway traffic signs and signals in the English language, to respond to official inquiries and to make entries on reports and records. The applicant's verbal and quantitative (math) skills should be at a fifth-grade level or above. English language services are not available. (94909(a)(6), 94909(a)(5))

### **GRANTING CREDIT** 94909(a)(8)(A)

United Truck Driving School has not entered into an articulation or transfer agreement with any other college or university. United Truck Driving School does not accept any prior experiential learning.

### **NOTICE CONCERNING TRANSFERABILITY OF CREDITS EARNED AT OUR INSTITUTION**

The transferability of credits you earn at United Truck Driving School is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the diploma you earn in the educational program is also at the complete discretion of the institution to which you may seek to transfer. If the diploma that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending United Truck Driving School to determine if your diploma will transfer. 94909 (a)(15)

### **TRANSFER POLICY:**

If a student chooses to transfer between programs, he/she should speak to the Admissions staff or the Director. The school will determine if a refund is due or if the student will owe additional tuition. A transfer form should be completed and the student is informed of any schedule changes.

### **ATTENDANCE, PROBATION & DISMISSAL POLICIES**

**Absence** will be considered excused under the following circumstances: illness, death, or birth in the immediate family, and other valid reasons substantiated in writing and at the discretion of the director. Other absences will be unexcused. (94909)(8)(D). Students must attend at least 90% of the scheduled hours of the program.

**Tardiness** is a disruption of a good learning environment and is discouraged. Tardiness will be considered unexcused absence.

**Make-up work** may be required for any absence. However, hours of make-up work cannot be accepted as hours of classroom attendance. The student must arrange make-up work with the individual instructor or the school director.

**Leave of Absence** will be considered and may be granted to students at the discretion of the school director. Leave not to exceed 180 days and student signature will be required. If student fails to return, school's refund policy applies. (94909)(8)(E)

**Absences and tardiness** will be recorded. Students are expected to attend classes as scheduled as they would be expected to be present for work.

**Probation** - Students failing to maintain satisfactory attendance may be placed in probationary status in an attempt to warn the student of possible dismissal if attendance and/or school performance is not brought up to the appropriate standard. (94909)(8)(C)

**Dismissal** - Students failing to maintain satisfactory attendance will be advised by the administration. If attendance fails to improve, the school may dismiss a student for unsatisfactory attendance. Re-admittance may be permitted if the cause for unsatisfactory attendance has been corrected. (94909)(8)(C)

**Satisfactory Progress Policy** - Each student must maintain a minimum cumulative grade point average (GPA) of 1.0 at the end of the first week (25% of the program) of instruction; a 1.5 GPA at the end of the second week (midpoint of the program) of instruction; 2.0 GPA by the end of the third week of instruction (75% of the program); and a cumulative 2.0 GPA upon graduation. (Assuming the traditional 4.0 scale.)

Student progress will be reported at the end of the first 10-day [two week] interval. If the student falls below the above stated grade point average, the student may be placed on formal probation. The student will be given lesson plans to bring their grade up to a minimum cumulative grade point average, this must be accomplished within 5 days. Any student that fails to bring their GPA up within the above-mentioned time frame would be dismissed from school. The student may be reinstated into the school providing that they bring their GPA up to minimum standards. This should be accomplished within the maximum time frame allowed to complete the training which is one and a half times the length of the course.

## **GRADING SYSTEM**

The percentage grading system listed below is used for all courses.

A	90 - 100%	4.0
B	80 - 89%	3.0
C	70 - 79%	2.0
D	60 - 69%	1.0
F	59 - Below	Failure

Course withdrawal will not affect a student's GPA. 71810(b)(8)

## **REQUIRED LEVELS OF PERFORMANCE**

A student must meet the following requirements in order to qualify for a Diploma:

- \* Achieve a cumulative grade point average of 2.0 or higher.
- \* Attend at least 90% of the scheduled hours of the program.
- \* Complete all designated requirements (tests, assignments, etc.) of the program.
- \* Satisfy all financial obligations to the School.
- \* Complete all State of California requirements (written and skills tests) of the licensee.
- \* Provide employment verification to the school.

## **TERMINATION POLICY**

A student is subject to termination for violating any of the following:

- \* The school must terminate any student who is unable to satisfactorily achieve the knowledge and skills required by the occupation for which the training is intended.
- \* Failure to meet the minimum grade point average or failure to complete the training within the maximum time frame, if applicable the student must be dismissed.
- \* Failure to comply with the school's attendance policy.
- \* Failure to comply with the school's conduct policy.
- \* Failure to meet all financial obligations to the school.
- \* Violation of any of the conditions set forth and agreed to in the Enrollment Agreement.

## **CONDITIONS FOR REINSTATEMENT**

Reinstatement will be approved only after evidence is shown to the Director's satisfaction that conditions, which caused the interruption for unsatisfactory progress, have been rectified.

## **STUDENT CONDUCT**

At the discretion of the school administration; a student may be dismissed from school for any serious incident or repeated incident of intoxicated or drugged state of behavior, possession of drugs or alcohol upon school premises, possession of weapons upon school premises, disobedient or disrespectful behavior

to another student, an administrator or faculty member, or any other stated or determined infraction of conduct. This is a drug free environment. Discrimination of any kind is not allowed.

**COURSE CHARGES AND FEES** 94909(a)(9)

**Course Title: Class A/P Truck and Bus Driving (186 Hours)**

Registration fee	\$250.00
Tuition – Institutional Charges	\$5,308.00
Non-Institutional Fees	\$231.00 (non-refundable after 1st day of attendance) <i>Medical Exam \$100, Drug Test \$50, DMV permit \$81</i>
Book Fees	\$161.00 (non-refundable once received by student)
Student Tuition Recovery Fund (STRF)	\$0.00

<b><u>TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE</u></b>	<b>\$5,950.00</b>
<b><u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u></b>	<b>\$5,950.00</b>
<b><u>THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT</u></b>	<b>\$5,950.00</b>

**Course Title: Class A-Truck Driving (160 Hours)**

Registration fee	\$250.00
Tuition – Institutional Charges	\$4,808.00
Non-Institutional Fees	\$231.00 (non-refundable after 1st day of attendance) <i>Medical Exam \$100, Drug Test \$50, DMV permit \$81</i>
Book Fees	\$161.00 (non-refundable once received by student)
Student Tuition Recovery Fund (STRF)	\$0.00

<b><u>TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE</u></b>	<b>\$5,450.00</b>
<b><u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u></b>	<b>\$5,450.00</b>
<b><u>THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT</u></b>	<b>\$5,450.00</b>

**Course Title: Class B/P Truck and Bus Driving (120 Hours)**

Registration fee	\$250.00
Tuition – Institutional Charges	\$3,308.00
Non-Institutional Fees	\$231.00 (non-refundable after 1st day of attendance) <i>Medical Exam \$100, Drug Test \$50, DMV permit \$81</i>
Book Fees	\$161.00 (non-refundable once received by student)
Student Tuition Recovery Fund (STRF)	\$0.00

<b><u>TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE</u></b>	<b>\$3,950.00</b>
<b><u>ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM</u></b>	<b>\$3,950.00</b>
<b><u>THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT</u></b>	<b>\$3,950.00</b>

**Non-Institutional fees include Medical Exam - \$100, Drug Test \$50, DMV permit fees \$81**

Book fees include Bumper to Bumper \$100, Student Study Guide \$61

Additional Training Cost per day \$400

- The DOT Medical exam and one drug test are included in the above Tuition and Fees. Any re-test fees a student incurs are the responsibility of the student.
- The initial DMV Permit fee is included in the above Tuition and Fees. Any re-test fees a student incurs are the responsibility of the student.
- Students failing a commercial drive test at the DMV will be charged a \$35 retest fee by the DMV and that fee is the responsibility of the student. The school will not impose a charge for the retest.

Note: Any person applying for or renewing a California commercial driver license (CDL) with a hazardous materials (HAZMAT) endorsement is required to undergo a federal Transportation Security Administration (TSA) security threat assessment (background check) before the endorsement can be issued. The program was implemented to meet the requirements of the USA Patriot Act of 2001.

\*\*The TSA background check fee is not included in the school's tuition and fees.\*\*

## **School Performance Report**

This information is provided for you to be informed about the past success rate of the students that have attended the school. United Truck Driving School has campuses in Southern California. We have provided the 2015-16 information for your review. We have been training students as commercial truck drivers since 1978. We are committed to our students and their success in the essential transportation industry.

### **San Diego Campus**

Program	Enrolled	Students Graduated	Percentage	Employed in the Field	Percentage	Annual Salary Range
Class A	202	169	84%	151	89%	\$35,000 - \$60,000
Class A/P	172	119	70%	104	87%	\$35,000 - \$60,000
Class B/P	43	40	93%	29	73%	\$24,000 - \$37,000
Overall	417	328	79%	284	87%	

### **Riverside Campus**

Program	Enrolled	Students Graduated	Percentage	Employed in the Field	Percentage	Annual Salary Range
Class A	114	100	88%	87	87%	\$35,000 - \$60,000
Class A/P	70	49	70%	44	90%	\$35,000 - \$60,000
Class B/P	16	12	75%	9	75%	\$24,000 - \$37,000
Overall	200	161	81%	140	87%	

## **STUDENT TUITION RECOVERY FUND**<sup>94909(a)(14), 76215</sup>

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.

7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollecting may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

## **STUDENTS RIGHT TO CANCEL AND REFUND RIGHTS**

1. **Refund Policy:** You have the right to cancel your enrollment agreement and obtain a refund of charges paid through attendance at the first-class session or the seventh day after enrollment, whichever is later. If the student has received federal student financial aid funds, the student is entitled to a refund of monies not paid from federal student financial aid program funds. Cancellation period is through the first day of class or seven days after enrollment, whichever is later. Cancellation occurs when you give written notice of cancellation at the school address shown on the first page of this catalog. You can do this by mail, in person, or by fax. The notice of cancellation, if mailed, is effective when deposited in the mail, properly addressed with postage prepaid. This notice need not take any particular form, it needs only to state you wish to cancel the agreement. If you cancel the agreement, the school will issue refunds within 45 days after your notice is received.

2. Books are refundable in the seven-day cancellation period as long as they are returned in good condition.

3. You have the right to withdraw from School at any time. If notice of cancellation is given during the cancellation period (cancellation period is through attendance at the first-class session or the seventh day after enrollment, whichever is later), School will remit a refund of 100% of the amount paid for institutional charges, registration fee, non-institutional fees of \$231 (medical exam, drug test and DMV permit fees) and any STRF fee, within 45 days following your withdrawal. After the cancellation period, the institution provides a pro rata refund of all funds paid for tuition charges to students who have completed 60 percent or less of the program. If you are entitled to a refund, you are obligated to pay only for educational services rendered. The refund shall be the amount you paid for tuition minus the hours of instruction you have not received but for which you have paid. If the amount you have paid is more than the amount that you owe, then a refund will be made within 45 days of withdrawal. If the amount that you owe is more than the amount that you paid, then you will have to make arrangements to pay it. Once more than 60 percent of the enrollment period in the entire course has elapsed (including absences), there will be no refund to the student. Refunds, when due, are made without requiring a request from the student. No tuition or fees will be retained for a student who does not commence class.

### ***HYPOTHETICAL REFUND EXAMPLE:***

*Assume you, upon enrollment in a 160-hour course, pay \$4,808 for tuition, \$250 for registration, \$231 for non-institutional fees, \$161 for non-refundable books and withdraw after completing 80 hours (50%).*

*\$4,808 + \$250 + \$231 + \$161 = \$5,450 amount paid, \$642 is non-refundable*

*\$4,808 tuition / 160 hours = \$30.05/hour or \$240.40 per 8-hour day*

*\$30.05 x 80 hours of instruction = \$2,404.00*

*\$2,404.00 tuition refunded to you*

## **REVISION OF PROGRAMS**

The School reserves the right to change or modify, without notification, the program content, equipment, staff, or materials and organization as necessary, with approval of the Bureau for Private Postsecondary Education, if required. Such changes may be required to keep pace with technological advances and to improve teaching methods. In no event will any changes diminish the competency of any program or result in tuition changes for current attending students.

## **NONDISCRIMINATION AND EQUAL OPPORTUNITY POLICY**

United Truck Driving School prohibits discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status and gender identity), national origin, age, disability, political affiliation or belief; or, for beneficiaries, applicants and participants only, on the basis of citizenship status or participation in a WIOA Title I-financially assisted program or activity.

**United Truck Driving School is an equal opportunity employer and our WIOA Title 1 financially assisted programs are equal opportunity programs.**



## **REASONABLE ACCOMMODATION**

United Truck Driving School will make every effort to provide an appropriate, reasonable accommodation to the known physical or mental disability of qualified individuals, unless doing so would fundamentally alter the nature of its programs or services or cause undue hardship. An undue hardship means that a specific accommodation would require significant difficulty or expense.

In situations where an individual has a disability that is not obvious or when it is not apparent how the requested accommodation relates to an individual's disability, UTDS may request the individual to provide information related to the functional impairment from a healthcare provider in order to fully and fairly evaluate the accommodations request.

## **GRIEVANCE / COMPLAINT PROCEDURE**

The school has a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a verbal complaint or concern, the student may consider contacting the school in writing. All complaints in written form should include permission from the complainant(s) for the school to forward a copy of the complaint to the school staff for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the school.

Under the school's Grievance / Complaint procedure, you are entitled to the following within the specified days from the day you file a grievance or complaint: 71810(b)(14)

1. Assistance from your training school director or representative in preparing your complaint in writing, within the first day. School's Point of Contact: Cindy Stullich
2. An informal conference with the school director or representative and the applicant / participant to identify and clarify issues of disagreement in an attempt to reach a mutually satisfactory resolution within five (5) days.
3. An informal hearing on your complaint with the school director within fifteen (15) days.
4. A final decision on your complaint from the school director within thirty (30) days.
5. A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888)370-7589 or by completing a complaint form, which can be obtained on the bureau's Internet Web site ([www.bppe.ca.gov](http://www.bppe.ca.gov)). (94909(a)(3)(c))

If a student has a problem that they are unable to resolve with the school directly they may contact the Council on Occupational Education, 7840 Roswell Road, Bldg 300, Suite 325, Atlanta, Georgia 30350, 770-396-3898. Their website is [www.council.org](http://www.council.org).

SBETA WIA Participants: Students enrolled through the City of San Bernardino Employment and Training Agency (SBETA), who have exhausted the school's complaint and / or grievance procedures without a satisfactory resolution of the issue, shall be referred to their Career Manager and / or the SBETA EEO Officer for disposition of the case.

SDWP WIOA Participants: Students enrolled through the San Diego Workforce Partnership (SDWP), who have exhausted the school's complaint and / or grievance procedures without a satisfactory resolution of the issue, shall be referred to SDWP so that a formal complaint may be filed.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at: Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 [www.bppe.ca.gov](http://www.bppe.ca.gov), (888) 370-7589, Fax (916) 263-1897 (94909(a)(3)(A)).

## **Notice of Student Rights**

1. Cancellation, withdrawal and refund policies are outlined in this catalog under that heading. The student has all rights specified there.
2. After the end of the cancellation period, you also have the right to stop school at any time, and you have the right to receive a refund for the part of the course not taken under 60% of the program.
3. If the school closes before you graduate, you may be entitled to a refund. Contact the Bureau for Private Post-Secondary Education, PO Box 98018, West Sacramento, CA 92598, and telephone (916) 431-6959.
4. If you have any complaints, questions, or problems which you cannot work out with the school, call or write the Bureau at the address mentioned in #3 above.