

DEW HVAC TRAINING SERVICES CENTER, LLC

Program Catalog

LOCATION

3820 Faber Place Dr., Ste. 300, North Charleston, SC 29450

1-844-SCDEWAC (723-3922)

www.dewhvactrainingsc.com

Volume I

October 2023

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Mission Statement

DEW HVAC Training Services Center, LLC's mission is to provide training for services in the field of HVAC to individuals to become professional, certified, and employable in the field of HVAC through hands-on learning, field experience, simulations, and much more. We promote knowledge and understanding for the field of HVAC, build character, and provide service for communities by teaching HVAC technicians positive morale, customer service excellence, and customer relation through real life and real time learning experiences.

Motto:

We train you to DEW the work of HVAC by Transforming HVAC Careers through Comprehensive Training

Directory

Owner, Dr. O'Kechia White

Doctor of Education
Curriculum and Instructor
Capella University, 2019

President, Edward White, Jr

HVAC experience since 1997
Owner of EW Services, LLC ~ est. 2003
EPA and Nate Certified
HVAC Program Director for Virginia College: 2017-2019

HVAC Instructor I – requirements include NATE and EPA certified and 10+ years of field experience, teaching experience preferred but not required.

HVAC Instructor II – requirements include NATE and EPA certified and 10+ years of field experience, teaching experience preferred but not required.

HVAC Program Director – requirements include NATE and EPA certified, 10+ years of field experience, at least 3 years of supervisory experience, teaching experience preferred but not required, experience in supporting recruitment, hiring, and onboarding efforts as appropriate to develop an exceptional team, foster a collaborative culture that enhances employee satisfaction, engagement, and results-orientation while encouraging innovation and creativity.

Student Information Analyst – requirements include strong analytical and problem-solving skills with the ability to analyze complex datasets and extract meaningful insights, proficiency in data analysis tools and software, familiarity with data visualization tools, knowledge of research methodologies and statistical techniques, excellent communication skills (written and verbally), ability to effectively communicate technical information to all stakeholders, attention to detail and ability to work with large datasets while maintaining accuracy and data integrity, strong organizational skills and ability to manage multiple projects and priorities, and familiarity with privacy regulations and the ability to handle sensitive student data confidentiality.

Executive Director of Marketing and Events – bachelor's degree or higher in marketing, communications, or a related field. Strong understanding in marketing principles and techniques, expertise in digital marketing strategies and tactics, excellent written and verbal communication skills, with the ability to create compelling and engaging content, proficiency in utilizing various marketing channels, including social media platforms, email marketing platforms, content management systems, and analytics tools, ability to think strategically and creatively, with strong problem-solving and decision-making abilities, experience managing budgets and measuring marketing ROI, strong project management skills, with the ability to manage multiple projects simultaneously and meet deadlines, collaborative mindset with the ability to work effectively in cross-functional teams, knowledge of the

events industry, trends, and best practices, and attention to detail and high level of accuracy in all aspects of work.

Description of Facilities

The facility is located at 3820 Faber Place Ste. 300, North Charleston, SC 29405. *Please see the blueprint of facility for exact facility measurements.*

Students will use the following equipment for training purposes but not limited to:

- Oxygen Acetylene
- Freon Gauges
- A variety of service & hand tools
- Refrigerant recovery machines
- A variety of HVAC Trainers that include but not limited to 1.5 Ton HVAC Systems, Ductwork, Thermostat supply and return plenum, refrigerant lines, and much more.
- Sheet Metal Break
- Modern Refrigeration and Air Conditioning 21st Edition (book)

The minimum class size is 1 student per instructor and the maximum class size is 20 students per instructor. Our facilities do not provide living quarters. We do not offer room and board options.

Accrediting Agency

We are not an accreditation institution.

CHE Licensure Disclaimer

Licensed by the South Carolina Commission on Higher Education, 1122 Lady Street, Suite 300, Columbia, SC 29201, Telephone 803-737-2260, www.che.sc.gov. Licensure indicates only that minimum standards have been met; it is not an endorsement or guarantee of quality. Licensure is not equivalent to or synonymous with accreditation by an accrediting agency recognized by the US Department of Education.

Job Placement Assistance

We provide paid and unpaid apprenticeships in various areas in the field of HVAC. Completion of the HVAC certificate program includes completing the 12 – 18 weeks course, 346 hours (216 contact hours, 80 online hours, 10 Osha training hours, and 40 field work hours), and passing all assessments and assignments given in person and online with at least 80%. Although we offer EPA and NATE testing for HVAC certification, passing it is not required to complete the program with a certificate of completion. Passing the EPA testing and GED testing (if applicable) are required for individuals to participate in the Technicians showcase held by DEW HVAC Training Services Center, LLC at the end of the HVAC program. Having a high school diploma or GED is required to complete DEW HVAC Training Services Center, LLC's HVAC Certification Program.

EPA certification is required for most employers to be considered for employment. In most cases, NATE certification is preferred but not required. The completion of the certification program, including passing EPA and/or NATE exams and obtaining HVAC certification and/or GED completion, does not guarantee employment. A criminal record may prevent an individual from obtaining employment.

Transfer Credit

DEW HVAC Training Services Center, LLC does not accept any credits from any other institution or training services/center. We provide our own HVAC certificate and GED preparatory program. If an individual is removed from, withdrew, or dropped from DEW HVAC Training Services Center, LLC and is interested in reenrollment, the individual must restart the program(s) from the beginning.

Program(s) Offered

DEW HVAC Training Services Center, LLC offers the following:

- 12 – 18 weeks HVAC Training Certification program that includes EPA testing, 216 in person hands-on training, 80 hours of theory through online works, 40 hours of apprenticeship and 10 hours of Osha coursework/training.
- 12 – 14 weeks GED Preparatory program that includes all tests.
- NATE Certification and testing is offered as an additional service option.
- Onsite watch care services for individual participants only when participants are onsite **and** in class.

Admission Policy

- Students must be at least 16 years of age to attend DEW HVAC Training Services Center, LLC.
- **Services must be paid in full by the 15th date of the previous month before the start date of the cohort for each program.**
- Students must have earned a high school diploma or GED. If not, DEW HVAC Training Services Center, LLC will provide a GED preparatory program including testing for individuals for an additional cost.
- Students are allowed to complete the GED preparatory program and the HVAC certification program concurrently only if both services are provided by DEW HVAC Training Services Center, LLC. The student will need to complete the GED program receiving their GED before receiving a certificate of completion of the HVAC program. A student will not be admitted in the HVAC Program if GED program is taken concurrently through a different entity. The student will need to complete the GED program and receive their GED if completing it through a different entity before being admitted to DEW HVAC Training Services Center, LLC's HVAC certification program. In this case, individuals are encouraged to reapply for DEW HVAC Training Services Center, LLC's HVAC certification program upon completion of their GED or high school diploma.
- Students with a criminal background could possibly be accepted in our program(s) and are encouraged to apply. The acceptance will be on a case-by-case basis. Restrictions may apply. Please contact the school's President to discuss before remitting payment.
- Students must complete an Enrollment Agreement.
- Students can only sign up for our add-on NATE Certification if they are admitted to DEW Training Services Center, LLC's HVAC Certification Program and have received their high school diploma or GED before the start of the first day of class and payment is received in full.

The minimum number of students in the HVAC Certification program is 1, and the maximum number of students in the HVAC certification classroom section is 20. The maximum number of students in the GED Preparatory program classroom section is 10, and the minimum is 1. The maximum number of child(ren) for Watch Care Services is 10 per session, and the minimum is 1. NATE Certification does not have a maximum/minimum number of students; however, only students enrolled in the HVAC Certification program with a high school diploma or GED before the start of the program are eligible to participate for the NATE Certification.

HVAC Certification Program:

If a section needs to be added or rescheduled due to maximum enrollment, students will be notified by phone, text, and email. Students will have the choice of a full refund or attending the next scheduled class. Enrollment comes on a first come first serve basis of enrollment qualifications and receipt of full payment. A waitlist will be provided in case someone drops the course within the first 2 weeks from the start of the cohort. If a student starts after the start date, they will be notified, payment will need to be received in full immediately and they will be notified about making up hours missed so that they can fulfill the requirement for the certificate of completion.

GED Preparatory Program:

If the course needs to be added or rescheduled due to maximum enrollment, students will be notified by phone, text, and email. Students will have the choice of a full refund or attending the next scheduled class. Enrollment comes on a first come first serve basis with receipt of full payment. Individuals enrolled in the HVAC Certification Program have priority enrollment and will be enrolled first. This program is open to any individual seeking this service regardless of enrollment in the HVAC Certificate Program or has been removed from DEW HVAC Training Services Center, LLC's HVAC Certificate Program unless individual was expelled for misconduct. A waitlist will be provided in case someone drops the course within the first 2 weeks from the start of the cohort. If a student starts after the start date, receipt of full payment is permitted immediately, and they will be notified about making up the content so that the GED Prep can be completed for all 5 content areas and testing.

Any individual can apply for DEW HVAC Training Services Center, LLC's GED preparatory program. The individual does not have to apply for HVAC certification program to apply for GED preparatory program. However, students that apply for HVAC certification program and in need of the GED preparatory program to fulfill the requirement of the HVAC certification program will have priority of acceptance. Individuals will be notified of acceptance or unenrollment due to priority. DEW Training Services Center, LLC will pay for 1 retake of 1 test, and the student will be responsible for any additional payments for retake(s).

Watch Care Services

DEW HVAC Training Services Center, LLC watch care services is a watch care program that we offer only to any participant enrolled in any program or services that is offered by DEW HVAC Training Services Center, LLC. We want to ensure that our participants can attend class/session without the added stress of childcare. This service does not provide educational services but may provide tutoring services or homework services depending upon the age of child(ren) and only upon parent(s) request. We also may provide breakfast, lunch, dinner, and snacks in between based on the time services are rendered. To participate in this service, parents must be on campus for class and in class. Participants will not be allowed to be dropped off and a part of the watch care service if parent(s)/guardian(s) is/are not on campus AND in class. This is not a babysitting service or a after school care program or a day care program. This is only offered to participants who are enrolled in at least 1 of the services we provide, are on campus, and in class. If a participant does not attend class, their child(ren) is/are not allowed to participate in the watch care service in parent/guardian's absence. We do not provide transportation to and from DEW Training Services Center, LLC facilities for participants and their child(ren).

Nate Certification

DEW Training Services Center, LLC is offering NATE Certification Prep and testing as an optional add on service for an additional fee. Only participants signed up for the HVAC certification program and have their high school diploma or GED before the start of the HVAC Certification Program are eligible to add this service for a fee. The fee includes materials, books, application, core test, and heat pump specialty test. For more information regarding NATE certification/recertification, please visit www.natex.org.

This add-on service provides NATE prep for the core and Heat Pump test ONLY. This service also provides both tests. This service is not provided as a standalone but can only be taken concurrently with the HVAC Certification Program and can't be taken with the bundle (HVAC plus GED Prep). NATE Certification requires passing of a core and a specialty test. Anyone with their NATE certification must recertify every 2 years by completing at least 16 CEU's or 30 hours of Osha coursework/training. DEW Training Services Center, LLC is not responsible for any payment(s) required by NATE for recertification. DEW Training Services Center, LLC will pay for certification for participants who pass both Core and Heat Pump test for NATE certification only if tests are passed in the time frame participant is enrolled in the NATE Certification program while at DEW Training Services Center, LLC.

Important Calendar Dates

DEW HVAC TSC’s HVAC Certification Program

First Day of Cohort 1	02/06/2024	
First Day of Cohort 2	08/12/2024	
Last Day to Drop Program C 1	02/09/2024	With 100% Refund
Last Day to Drop Program C 2	08/15/2024	With 100% Refund
Last Day to Drop Program C 1	04/05/2024	With 0% Refund
Last Day to Drop Program C 2	10/4/2024	With 0% Refund
Midterm Point C1	04/12/2023	Progress Report Meeting w/Instructor & President
Midterm Point C2	10/11/2023	Progress Report Meeting w/Instructor & President
Last Day of Class C1	05/21/2024	
Last Day of Class C2	12/20/2024	
Anticipated Graduation Date C1	06/02/2024	
Anticipated Graduation Date C2	12/22/2024	

Holidays Observed

- New Year's Eve
- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Juneteenth Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

Important Class Meetings

Meeting Times are subject to change:

HVAC CERTIFICATION PROGRAM

Class Section	Days	Times
1	M-Thurs.	8:30 am – 12:30 pm
2	M-Thurs.	1:00 pm – 5 pm
3	M-Thurs.	5:30 pm – 9:30 pm

Field Hours Experience: Participants will need to complete at least 40 hours of field training (externship, internship, etc.) before the last week of the HVAC Program. Sign up for field hours will begin at the start of the course.

It is the participant’s responsibility to keep up with their scheduled time(s). Participants will sign up for a date(s) they are available for field hours. Field hours must be completed on a non-class day. Participants are not allowed to complete field hours during their class time. They must complete a minimum of 40 hours of field experience. This can be completed consecutively or non-consecutively. Transportation will not be provided by DEW HVAC Training Services Center, LLC. The participant will need to ensure transportation to and from the jobsite on time.

Attendance Policy & Class Participation

Attendance will be taken at the beginning of each class meeting, capturing the student's name, date and time of arrival and departure. Participants are expected to attend all class meetings, as their attendance and participation is vital. Participation will be evaluated based on participant's engagement in the class, contribution to class discussions, evidence of having completed the readings and online coursework and maintaining a positive attitude. It is crucial for participants to arrive at class on time, dressed in training uniform, and be prepared. Participants must attend all classes and stay until the end of the class.

An assigned student information analyst will contact a participant (regardless of program) if the participant is ever absent, tardy, and/or showcasing lack of engagement in online course work, in class training, and/or field training. If a participant chooses to withdraw from the program, please view the refund reschedule.

Tardiness

Two instances of tardiness or early leave will count as one absence in the DEW HVAC Training Services Center, LLC's HVAC certification program.

Tardy = 5 min after start of class

Early Leaving = 5 min before class ends

Makeup Work

In the event of an absence, it is the participant's responsibility to meet with the instructor and/or President to arrange ways to make up the hours and assignments that were missed. DEW HVAC Training Services Center, LLC offers many days throughout the program that simply cannot be missed, and this work might have to be made up before the next class or next available class section if the class section is not at maximum capacity. The participant may be allowed to enter the next session to make up the work only two times before being removed from the program.

If a participant is unable to attend a class, the participant must communicate with the President or HVAC Instructor. If approved, the participant will need to schedule a make-up day and time with the President or HVAC Instructor. Participants are only allowed to miss 1 class without penalty.

It is the participant's responsibility to drop the course to receive a refund depending upon dropped date. If a participant misses a class and do not schedule the make-up day with President before the 12th week of the HVAC Program or at least 1 week after missed class, the student will be dropped from the program and a refund will not be permitted.

If a participant misses a class in the GED preparatory program, it is the participant's responsibility to communicate with GED instructor for assistance with any missed content.

Conduct & Re-Admission Policy

Professional behavior is required while on campus. Failure to follow the classroom conduct guidelines could result in expulsion from the program. A refund is not permitted for individuals expelled from a program.

The following guidelines must be followed:

- Participate and engage in the learning process throughout the class. Ask and answer questions and be self-motivated and patient in the learning process.
- Be on time, prepared, in proper uniform, and have all necessary materials by the start time indicated.
- Disruptive and disrespectful behavior will not be permitted. Foul, vulgar, or offensive behavior/language is not permitted at any time.
- Drinks and snacks may be permitted during classroom time, according to your instructor.
- Respect the rights, privacy, and property of others. Vandalism and theft are immediate causes for expulsion and legal action.
- Participants must be respectful towards all staff, faculty, and students.

- Cell phones must be on vibrating, silent or off during class and out of sight. Cell phones are not to be used in the classroom for calls, texts, browsing, games, etc.
- Training uniform must be worn during class time, while on campus, and often on field trips, etc. There might be a dress code for apprenticeships.
- Smoking is only allowed in the smoking area.

Participants may be terminated or suspended from DEW HVAC Training Services Center, LLC due to misconduct and/or academic failure. A participant is eligible for a refund of tuition paid if termination/withdrawal is within the first 60% of the program. Please see the refund schedule. If a participant is terminated or expelled request for re-entry must be in writing and submitted to the President for review. Participants may be subject to an interview with the President for re-enrollment into the program. The President will make the final decision.

Academic Performance & Completion Requirements

Maintenance of Student Records

All records of participants will be kept on file electronically for at least 6 years. Academic records will be retained for completed records, including the lifelong retainment of academic transcripts (minimum of fifty years). The management of records should the institution close, reorganize, or undergo a change of ownership, at which time academic records will be retained at the South Carolina Commission of Higher Education for all future requests.

South Carolina Commission of Higher Education
1122 Lady St. Ste 400
Columbia, SC 29201
803-737-2260

Records include a copy of enrollment agreement or contract and other instruments relating to the payment for educational services, student information – student name, permanent or other address at which student may be reached, records relating to financial payments and refunds, record of attendance and training hours – , date of completion or termination and the reason(s) therefore, record of any student grievance and subsequent resolution, and copies of correspondence and other records relating to the recruitment, enrollment and placement of the student.

Process for obtaining Student Record

Participants will need to contact their student information analyst by email, phone, or in person to request an official copy of their record. This process can take up to 5 business days to complete. Participants will be able to view, immediately, an unofficial copy of their records online through the institution's website or their student portal.

Graduation Requirements

To receive a certificate of completion from DEW HVAC TSC, each student must:

- Have a high school diploma or GED.
- Successfully complete 346 hours of program. 216 contact hours and 80 online coursework hours and 40 field work hours and 10 hours of Osha coursework/training.
- Pass all assignments and assessments given in the program (in person or online) with an average of 90% or higher.
- Per GED preparatory program, pass each test.
- Pay all tuition and associated fees in full by the 15th day of the previous month before the start date of the student's cohort unless in a payment plan arrangement (*adhere to the terms and conditions of payment plan*).
- Have no more than 1 absence from the HVAC certificate program and have completed make up days for missed days.
- If signed up for NATE Certification, participant must complete at least 10 additional hours of online coursework and pass the core test and the heat pump specialty test.

Progress Reports & Academic Probation and Suspension Policy

Participants will receive progress reports during the midpoint of the HVAC certificate program through a brief one-on-one meeting session with the HVAC instructor or President. During this meeting, academic performance, professionalism, and field experience will be discussed. If a participant's average is below 90% then an academic contract will be established with the participant, specifying deadline dates for academic improvement to a minimum grade of 90%. If the participant is unable to meet contractual agreement, then the participant will be dismissed from the program and no refund will be provided in accordance with the institution's refund policy. If the participant wishes to re-enroll, they must adhere to the Conduct & Re-Admission policy. The institution does not provide academic tutoring; however, participants are encouraged to seek assistance from peers and/or meet with the instructor or president for counsel prior to the midpoint of program and/or clinicals. This does not apply to the GED Preparatory program.

Grading Scale

DEW HVAC Training Services Center, LLC uses a ten-point grading scale for the HVAC certification program. Ten points will be deducted from the overall grade for each absence. However, this can be added back based on attendance of makeup day. Assignments, quizzes, and tests will be graded according to scale, and this scale will be used for pass/fail; students will only be allowed to pass and qualify for EPA testing with at least 80% average:

A	90 – 100
B	80 – 89
C	70 – 79
D	60 – 69
F	0 – 59

Tuition

Name of Program	Total Hours	Total Cost	Program Length	Circle Session Attending
<i>Watch Care Services</i>	<i>12 hours (HVAC)</i>	<i>\$1080</i>	<u>12 - 18</u> Weeks	Full-Time Part-Time
	<i>8 hours (GED)</i>	<i>\$520</i>	<u>12 - 14</u> Weeks	
	<i>Combination of both</i>	<i>\$1600</i>	<u>12 - 18</u> Weeks	

- Payment method is credit/debit and ACH only via online, processing fees may be applicable. Payments will not be taken in person.
 - Background check nonrefundable fee is paid to a third-party company and may vary in price and DEW HVAC Training Services Center, LLC is not responsible for payment or has anything to do with payment or receipt of payment. Participant will need to contact the
- company issuing the background check if any question.
 - Prices for books and supplies are subject to change.
 - Tuition and associated fees must be paid in full by the 15th day of the previous month of the start date of the cohort unless a part of a payment plan option, in this case, please adhere to the terms and conditions of the payment plan

Name of Program	Total Hours	Tuition	Program Length	Circle Session Attending
<i>HVAC Certificate Program</i>	<i>346</i>	<i>\$5000.00</i>	<u>12 - 18</u> Weeks	Full-Time Part-Time

BOOKS/SUPPLIES: \$ 900.00

TOOL BAG/KIT \$ 1200.00

MISC. EXPENSES: \$ 2400.00 (itemize below)

- Itemize item and cost Maintenance fee: \$150
- Itemize item and cost Instructor fee: \$850

- Itemize item and cost Building and Utilities fee: \$850
- Itemize item and cost EPA Testing fee: \$100.00
- Itemize item and cost Technology fee: \$350.00
- Itemize item and cost Administrative fee: \$100

TOTAL COST: \$ 9500.00

- Payment method is credit/debit and ACH only via online, processing fees may be applicable. Payments will not be taken in person.
- Background check nonrefundable fee is paid to a third-party company and may vary in price and DEW HVAC Training Services Center, LLC is not responsible for payment or has anything to do with payment or receipt of payment. Participant will need to contact the company issuing the background check if any question.
- Prices for books and supplies are subject to change.
- Tuition and associated fees must be paid in full by the 15th day of the previous month of the start date of the cohort unless a part of a payment plan option, in this case, please adhere to the terms and conditions of the payment plan.

Name of Program	Total Hours	Tuition	Program Length	Circle Session Attending
<i>GED Preparatory Program</i>	<i>At least 48 hours</i>	<i>\$250.00</i>	<u>12 - 18</u> Weeks	<u>Full-Time</u> Part-Time

BOOKS/SUPPLIES: \$ 75.00

MISC. EXPENSES: \$ 675.00 (itemize below)

- Itemize item and cost Maintenance fee: \$50
- Itemize item and cost Instructor fee: \$250
- Itemize item and cost Building and Utilities fee: \$50
- Itemize item and cost GED Testing fee (5 tests): \$150.00
- Itemize item and cost Technology fee: \$150.00
- Itemize item and cost Administrative fee: \$25.00

TOTAL COST: \$ 1000.00

- Payment method is credit/debit or ACH only via online, processing fees may be applicable. Payments will not be taken in person.
- Background check nonrefundable fee is paid to a third-party company and may vary in price and DEW HVAC TSC is not responsible for payment or has anything to do with payment or receipt of payment. Participant will need to contact the company issuing the background check if any question.
- Prices for books and supplies are subject to change.
- Tuition and associated fees must be paid in full by the 15th day of the previous month of the start date of the cohort unless a part of a payment plan option, in this case, please adhere to the terms and conditions of the payment plan.

Name of Program	Total Hours	Total Cost	Program Length	Circle Session Attending
<i>NATE Certification</i>	<i>At least 10 additional hours</i>	<i>\$1500 Additional services</i>	<u>5</u> Weeks	<u>Full-Time</u> Part-Time

TUITION: \$ 200

BOOKS/SUPPLIES: \$ 900

MISC. EXPENSES: \$ 400

- Itemize item and cost NATE testing fee: \$350.00
- Itemize item and cost Administrative fee: \$50.00

TOTAL COST: \$1500

- Payment method is credit/debit or ACH only via online, processing fees may be applicable. Payments will not be taken in person.
- Background check nonrefundable fee is paid to a third-party company and may vary in price and DEW HVAC TSC is not responsible for payment or has anything to do with payment or receipt of payment. Participant will need to contact the company issuing the background check if any question.
- Prices for books and supplies are subject to change.
- Tuition and associated fees must be paid in full by the 15th day of the previous month of the start date of the cohort unless a part of a payment plan option, in this case, please adhere to the terms and conditions of the payment plan.

Cancellation & Refund Policy

Refunds only include tuition cost not fees unless student drops program(s) before the start date (not including the day of) for each program. Please see the 3-day cancellation policy for 100% refund including fees.

Rejection: An application rejected by the institution is entitled to a refund of all monies paid.

Three- Day Cancellation: An applicant may cancel this agreement without penalty by notifying the institution within **three business days after signing this agreement**, excluding weekends and holidays; all monies paid will be refunded 100%. After the third day, **but before classes begin**, the institution will retain a \$100 administrative fee for HVAC program, \$25 for GED Prep Program, \$0 for Watch Care Services and \$50 for NATE Certification.

Other Cancellations: The minimum enrollment for the HVAC Certification, GED Prep, and Watch Care Services to conduct is 1 student. The maximum number of students in the HVAC certification cohort is 20. The maximum number of students in the GED Preparatory cohort is 10. The maximum number of children in the childcare services is 10 at a time per session. If a cohort has reached its maxed capacity, the applicant will be notified by phone text, and email. Applicants will have the choice of a refund of all monies paid or attend the next scheduled cohort. If the cohort start date is changed for a second time, the student will be eligible for a full refund of all monies paid. If applicant signed up for watch care services, all monies will be refunded at 100%. No administrative fee will be administered.

Withdrawal: A participant is eligible for a refund of tuition paid if withdrawal is within the first 60% of the program. Please see the refund schedule. The institution will retain a \$100 administrative fee (HVAC Program) and/or \$25 (GED Prep Program) after the three-day cancellation or after classes begin for all withdrawals or removals. Participants who signed up for watch care services will be subject to the refund policy below.

Refunds are issued within 40 days after the effective date of cancellation or last date attended.

Refund calculation for HVAC Certification Program: *TUTION ONLY*

Hours Attended	Tuition Only
1 – 33	90%
34 - 67	80%
68 - 100	70%
101 - 133	60%
134 - 167	50%
168 - 200	40%
201 - 346	0%

Student Complaints

If you encounter any problems concerning the education or administration of this program, please contact your student information analyst or President immediately and state your grievance in writing to allow us to help you.

The issue will not be addressed until a written grievance has been submitted to the following:

DEW HVAC TSC staff:

1st Level: Instructor

2nd Level: Student Information Analyst

3rd Level: President or Director of Program

If participants are not satisfied with DEW HVAC TSC assistance plan and have exhausted all staff levels of the grievance procedure, students may appeal in writing to the South Carolina Commission on Higher Education:

South Carolina Commission on Higher Education
1122 Lady Street, Suite 300
Columbia, South Carolina 29201
843-737-2260
www.che.sc.gov

The complaint form is available at the following link.

http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf