



School Catalog

CDL Training Programs

2023-2024

March 4, 2024

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1 About Tri-Area Trucking School

Tri-Area Trucking School has been training individuals in the safe, proper way to drive. Whatever type of commercial motor vehicle you intend to drive, ***we have a training program for you!***

Certification

This is to certify that this catalog is true in content and policy



1.1 Administration and Faculty

Tri-Area Trucking School employs both full-time and part-time instructors with years of real world truck driving experience as well as a full time support staff to assist students from enrollment through graduation. We provide lifetime career service assistance for all of our graduates.

Kimberly Tinson	Director
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1.2 Business Office Hours

While Tri-Area Trucking School prides itself in providing flexible training schedules, it also maintains regular business hours during which visitors, students or graduates may visit or contact our office. We are open Monday through Friday from 8:00am to 4:30pm.

1.3 Statement of Ownership/Governing Body

Tri-Area Trucking School is owned and governed by Ross Education Holdings, Inc. which is located at 22800 Hall Road, Suite 800, Clinton Township, MI 48036.

Ross Medical Education Center/Ross College underwent a change in its corporate structure effective February 1, 2021 whereby its corporate parent entity, Ross Education Holdings, Inc., converted to a Michigan nonstock nonprofit corporation pursuant to the Michigan Nonprofit Corporation Act becoming Ross Education Holding, Inc. Ross Education Holding, Inc. is classified as a public charity under the IRC Section 501(c)(3).

1.4 Contact Information

Tri-Area allows visitors, students, graduates, and any other organizations contact us in a variety of ways:

Tri-Area Trucking School

Main Location:

6272 Midland Rd.
Freeland, MI 48623
Phone: Call Admissions

Branch Locations:

1972 Pipestone Road
Benton Harbor, MI 49022

2177 Old U.S. 27, Suite B
St. Johns, MI 48879

4800 W 4 Mile Rd.
Grayling, MI 49838

admissions@triareatruckingschool.com

<http://www.triareatruckingschool.com>

2 Enrollment

2.1 Requirements

1. Students must be at least 18 years of age at date of enrollment.
2. Students must qualify to obtain (or have) a **Commercial Driver's License (CDL)** and a **Commercial Learner Permit (CLP)**. (Students may check with their local Secretary of State Office to determine your eligibility).
3. Students must have a valid **Michigan** Driver's License (Michigan State ID is not acceptable).
4. Students must not have had any disqualifying suspensions on their license within the last three (3) years.

Students must be able to pass a Department of Transportation (DOT) Physical and Drug screen. In order to pass the DOT physical, students must have at least 20/40 vision with or without corrective lenses. Students must not be taking insulin in shot form. You must not have any heart issues that are not controlled by medication. For additional health requirements or concerns, see the Director or consult with a Certified Medical Examiner.

2.2 Procedures

1. Tuition payment arrangements must be met *before* any individual enrolls into a Tri-Area training program. Half tuition paid at enrollment and the other half paid a week prior to in-person/virtual class.
2. Each individual must complete and sign a Tri-Area Trucking School's **School Registration Form**. The student will be asked a variety of questions regarding their driving record, work history, health, and criminal background. This application will help the school better determine if they are eligible for employment in the trucking industry and acceptance into the school.
3. Each individual will be required to read and sign a Tri-Area Trucking School Student **Enrollment Agreement**. This is a contract between the school and the individual receiving the training. It provides each student with an explanation of the instruction that they will receive and a breakdown of their tuition monies, the school's cancellation policy, and the school's rules and regulations.
4. Prior to the start of class, students must complete their Department of Transportation (DOT) physical and DOT Drug Screen. DOT Drug Screen must be completed and results returned prior to start of Virtual Class. The DOT Drug Screen must be current within 30 days of any class start, even in the case of a re-start or re-schedule. The student must then provide the school with a copy of the DOT medical card and drug screen. Students must show (and carry) a copy of their valid Michigan Driver's License, their Commercial Learner Permit (CLP), along with a copy of their current DOT medical card prior to starting the driving portion of their training.
5. Courses are scheduled on a 4 week course loop. Once the date(s) are set, any student who wishes to reschedule the date(s) of the yard training course, may experience a delay in their ability to complete the program in the normal four-week length of the program. Class "B" In-Person/Virtual Classes are every two (2) weeks; once In-Person/Virtual training is complete two (2) students begin Yard for "B".

3 Overall Program Descriptions

3.1 Class A CDL Program

The Class A CDL Program is a comprehensive training program that is ideal for all people interested in the trucking industry, whether they have prior driving experience or not. The program is four (4) weeks and includes both virtual class and behind the wheel training (BTW), yet focuses primarily on allowing students as much hands-on training as possible. In addition to a home study component, this program is divided into three areas. The virtual class portion of the program begins with the basics of the trucking industry and preparation in obtaining a CLP. It continues with vehicle familiarization, basic systems, Federal Motor Carrier Regulations, defensive driving, trip planning, map reading, and log-book instruction. This portion of the program allows students to get more in depth knowledge of the trucking industry and truck operations. This program follows the FMCSA requirements per 49 CFR Part 380 Subpart F Entry-Level Drivers Training Requirements that went into effect Feb 7, 2022.

Upon obtaining a CLP, DOT physical and Drug Screen, successful completion of the classroom portion of the program, the student may proceed to the skills portion of the program. Skills training will concentrate on the proper techniques of urban, rural and highway driving and include straight-line backing, alley docking, safe turns, and vehicle inspection. During this time, each student will have the opportunity to observe real world driving situations. Students will learn how to properly change lanes, downshift, upshift, and how to do traffic checks and other safe driving techniques, giving you confidence in your abilities to handle a tractor-trailer in all driving conditions. Safety is always stressed in and around vehicles and skill areas at all times.

Total Hours: 160

3.2 Class B CDL Program

The Class B CDL Program is a shortened version of the Class A Program, due to the more simplified operation of the vehicle involved. It includes three (3) days of In-Person/Virtual training that instructs an individual with little or no experience with commercial driving on how to correctly operate a Class B commercial vehicle. The training also consists of three (3) days of BTW instruction. Our instructors help prepare drivers for real life situations that can occur during highway, urban, rural, and interstate driving. You will be instructed on how to properly change lanes, how to do traffic checks, and other driving techniques that will help give you the confidence you need to handle a variety of driving conditions. However, students must get their CLP, DOT physical and Drug Screen before beginning training. This program follows the FMCSA requirements per 49 CFR Part 380 Subpart F Entry-Level Drivers Training Requirements that went into effect Feb 7, 2022.

Total Hours: 48

Note: All of the above programs (except those that are conducted one-on-one) have an instructor to student ratio of no more than three (3) students to one (1) instructor.

4 Program Details

4.1 Program Outline

Class A-#101

Course #	Description	Hours	Tuition
	Introduction to Truck Driving Hours of Service	40	\$1,600.00
	Home Study – Theory	40	(Included)
	Beginning Yard & Road Training	40	\$1,900.00
	Advanced Yard & Road Training	40	\$1,900.00
	Third Party Road Test Includes State Test and truck rental		(Included)
TOTAL		160	\$5,400.00

Class B-#103

Course #	Description	Hours	Tuition
	Introduction to Truck Driving* Home Study – Theory	24	\$600.00 (Included)
	Class B Yard & Road Training	24	\$1,800.00
	Third Party Road Test		(Included)
TOTAL		48	\$2,400.00

Class B-#104 School Bus/Passenger

Course #	Description	Hours	Tuition
	Introduction to Truck Driving* Home Study – Theory	24	\$600.00 (included)
	Class B Yard & Road Training	24	\$1,800
	Third Party Road Test		(included)
TOTAL		48	\$2,400.00

Additional Classes

Course #	Description	Hours	Cost
	Yard and Road Training (Refresher)	40	\$1,900.00
	Hazmat Training	8	\$175.00

**Drug Screens are the student's responsibility and have to be done with results turned in prior to scheduling Virtual Class.*

Additional Fees

Description	Fee
Truck Rental	\$150.00
Cancellations of Road Test w/o 48-hour notice	\$150.00
Make up time due to Attendance	\$280.00/Day
Theory / Home Book Replacement	\$55.00
Road Retest Fee (paid to State Tester)	\$150 - \$175**

***Exact/Actual fee is dependent location of road test*

4.2 Required Items

Responsibilities Prior to Class Start Date

Description	When
Tuition	Prior to being Scheduled for Virtual
Drug Test	Prior to being Scheduled for Virtual
DOT Medical Card	Must be presented no later than Day 1 of Yard
Commercial Learners Permit (CLP)	Must be presented no later than Day 1 of Yard
Theory / Home Study	Turned in on/before Day 1 of Yard training

To obtain a Commercial Driver's License, a student must also secure specific items before virtual training and/or graduation. The required items are as follows:

VIRTUAL TRAINING				
ITEM NEEDED FOR GAINING MY CDL LICENSE:	DESCRIPTION OF EACH ITEM:	WHERE DO I GO TO OBTAIN THIS ITEM?	WHEN DO I NEED TO HAVE THIS DONE?	COST TO OBTAIN EACH ITEM:
Department of Transportation Physical (DOT) & Drug Screen	Health Physical which provides you with a valid medical card under DOT standards	The DOT physical and drug screen is obtained by any Certified Medical Examiner	The DOT physical and drug screen needs to be completed prior to attending class.	See course description
Commercial Learner Permit (CLP) with Air Brakes Endorsement ONLY!	Permits you to drive with a certified instructor. (Typically good for 6 months, but can be renewed)	The CLP is obtained at any local Secretary of State's office	The Temporary Instruction Permit (CLP) needs to be completed prior to attending your yard training.	See course description
DURING & AFTER GRADUATION				
Final Road Test	General Road Skills test given by any 3 rd party examiner	The test will be scheduled by Tri-Area Trucking School & given by a 3 rd party examiner.	This test is given upon completion of your instruction with Tri-Area Trucking School	See course description
Chauffer's License	Addition to your operator's license to allow you to drive a commercial	The license is obtained at any local Secretary of State's office	Either before or after you graduate (Do not get with your	\$35
Final License Fee	Hard Copy obtained by giving any local Secretary of State's office your certificate received by the 3 rd party examiner	The final license is obtained at any local Secretary of State's office.	The final license can be obtained upon passing your final road test with a third party examiner.	\$18

4.3 Student Evaluation/Grading

Tri-Area Trucking School's goal is to help prepare each student for their final road test. The school cannot and does not guarantee that any individual will receive any CDL license. However, upon successful completion of any Tri-Area Trucking School program and after meeting all financial obligations, each student will receive a graduation certificate. The graduation certificate will display the student's name, and graduation date, along with their final scores for any classroom, yard, and road training taken.

Yard and Road Evaluations: Students are evaluated daily throughout the yard portion of their training based on their performance during vehicle inspections, straight line backing, alley docking, and off-set backing. Students are evaluated daily throughout the road portion of their training based on their performance during left turns, right turns, intersections, urban/rural straight, urban/rural lane changes, expressways, stops/starts, curves, upgrade/downgrade, railroad crossing, bridge/overpass/signs, general driving behavior, clutch/gear/brake usage, steering technique, traffic checks/search, vehicle spacing, speed/throttle control, lane/signal/seatbelt usage, and obedience to signs, signals, and laws. Each day all students will be given a percentage based on his or her daily progress, and competency of each required task. This helps the instructor to determine which areas the student needs the most improvement to successfully pass their final road test.

4.4 Program Credit

Any person that has received prior CDL training from another training organization within the last 90 days will be awarded credit for that training. The individual must be able to provide a certificate of completion or a letter from that organization stating details of the training that the individual has received. A copy of the student's attendance records must also be obtained including the dates and times of their prior training.

4.5 Graduation Requirements

In order to qualify for graduation, each student must successfully complete meet all of the following requirements:

- complete each course with 90% attendance in the classroom
- complete each course with 90% attendance on the range/road portion
- obtain 80% or greater on classroom, yard, and road test scores no later than their last day of training in the truck.

No certificates of completion or transcripts will be issued until all applicable course requirements are met and all financial arrangements concerning tuition and fees to the school are satisfied.

4.6 Road Testing

For those students that need to obtain their CDL, a road skills test will be administered after training. This test is conducted by a third-party examiner. The testing organization sets its own fees and schedules. Any cost for this test is outlined in the Student Enrollment Agreement.

Students will have the use of one of our vehicles for the test, but Tri-Area Trucking School cannot guarantee which vehicle may be available. In the event a student refuses to test in an available vehicle, or cancels their test without giving at least 48 hours' notice, they will be charged a fee of \$150.00.

4.7 Retraining/Retesting

The student is required to achieve a minimum of 80% in their coursework and 90% attendance in the classroom, 90% attendance in the range/road in order to take the final road test. If a student does not pass their final road test, the student may be allowed to retrain in the truck. The student may be charged for this extra training and testing. Extra training is based on instructor availability. The Director has the sole discretion to determine student's participation in the program to that point and from this determine whether retraining/retesting is granted and if additional charges are assessed. Charges are outlined in Section 3.3.

5 Rules

Tri-Area Trucking School is concerned about the safety of its students, their fellow student's, as well as the safety of its instructors. The school has established a goal of trying to maintain a safe and healthy condition during all areas of training.

Any student in violation of these rules will be subject to disciplinary action, up to and including immediate dismissal from the program.

The school requires that students be kind, courteous, and respectful to their fellow students, your instructors, and school staff at all times. Remember, students are here for one reason: TO LEARN!

Note: All students must initial their student enrollment agreement acknowledging that they have read and understand these rules and regulations.

5.1 General

1. No smoking is allowed in any building or vehicles; please use designated break areas.
2. Engaging in any physical disputes is not allowed and is grounds for dismissal. Violence of any kind is strictly forbidden.
3. Possession of any type of weapons (gun, knife, etc.) will not be tolerated and will be grounds for immediate dismissal.
4. Drugs or alcohol of any amount will not be allowed on the property, in the building, or in any vehicle. If any student is noticeably under the influence of drugs or alcohol, the student will be subject to a reasonable cause alcohol/drug screen. This will result in a loss of training time at the student's expense. Positive test results will result in immediate dismissal. If any student suspects another student is using drugs or alcohol, he/she must report it to their instructor immediately.
5. Participating in yard or road maneuvers while using medication that causes drowsiness or impaired judgment when operating a motor vehicle is prohibited. It is the responsibility of the student to make his/her instructor aware of any medications he/she may be taking. Tri-Area Trucking School has a zero tolerance policy concerning drugs and alcohol as part of its enrollment agreement.
6. No personal calls may be on corporate phones without instructor/staff approval. With permission, students must use the phones that are designated for student use.
7. No electronic devices are allowed during yard and road training sessions, except for designated breaks.

8. No training materials may be removed from school property without staff approval.
9. Students are responsible for their own trash (food wrappers, drink containers, etc.) and must remove or dispose of it at the end of each day. Students are also responsible for personal items and may not leave them at the school or in the vehicles.
10. Students must not put their feet on the desks or chairs or lean back on furniture. This is for your own safety!!
11. Offensive language or comments will not be tolerated.
12. Sexual harassment will not be tolerated. Please familiarize yourself with the Unlawful Harassment Policy contained in the Student Enrollment Agreement.
13. Tri-Area Trucking School is not responsible for any personal property that is lost, stolen, or broken.
14. During class, the student's primary objective is to learn. Consequently, please limit visits with office staff. Any student who needs to speak to a staff member, should schedule something in advance and only do so during class time with the instructor's approval.

5.2 Attendance

Students are expected to attend classes every day for their training program, but students may be excused from class under certain circumstances, providing those absences do not exceed 10% of their classroom training time (4 hours) and no more than 10% of their road/range training (8 hours). Students who wish to make up for absences that occur during their training can do so by scheduling a make-up day. Make-up days must be agreeable between the student and their instructor, and will be scheduled on the student's own personal time. However, there *may* be a charge of \$280 for each additional day of make-up training. Any student who exceeds the number of absences allowed for their particular training program will be given the option to schedule make-up days at their expense or be expelled from school.

1. Each student is required to initial an attendance sheet daily.
2. Training hours are Monday through Friday, 8:00am to 4:30pm unless otherwise authorized by your instructor.
3. Students are allowed periodic break periods throughout their training. They will be allowed at least one 5-minute break period for every hour of instruction, two 15-minute break periods daily, and a 30-minute lunch break period for every 8 hours of instruction.
4. Students must be on time for training. Classes cannot be delayed because of student tardiness. A student must contact the school or the instructor ahead of time for any absences or tardiness.
5. Personal calls are allowed only when other classes or functions are not being held.
6. Students must understand that absenteeism or tardiness may affect the amount of time spent on specific training functions. For example, not being in class at a certain time may preclude the student from participating in a vehicle inspection or going on driving time.

5.3 Dress Code

- 1) All students are required to follow an appropriate dress code for health and safety standards. Students in violation of the dress code will be asked to leave until dressed appropriately. This will result in lost training time at the student's expense.
- 2) A majority of training will be conducted outdoors. Students are responsible to dress suitably for each day's weather conditions.
- 3) No skirts are allowed. Shorts may be worn if they are not too short and are in good taste. Please see the instructor if further details are needed.

- 4) Tank tops, halter tops, and fish-net tops are not allowed. Shirts must not display offensive language or logos of any kind.
- 5) Students must wear comfortable and appropriate footwear. Open-toed shoes, high heels, sandals, flip-flops, etc. are not allowed. Shoes must be worn at all times.

5.4 Yard & Road

- 1) Please observe all safety signs and rules.
- 2) Any student involved in an accident will be required to complete an accident report as soon as possible. See the instructor or administrator for assistance if an accident occurs.
- 3) Smoking and eating are not allowed in or around the vehicles during training.
- 4) Students must use only the approved bathroom facilities. Going to the bathroom outside will result in expulsion.
- 5) No glass items are allowed during training.
- 6) Students may not leave the training area during class time without instructor approval.
- 7) No radios, iPod's, etc. are allowed during yard and road training sessions.
- 8) Students should use extreme caution while operating any vehicle in the event they believe the instructor cannot see them.
- 9) The instructor has the final say in all matters concerning training and testing. Listen to them carefully to avoid injury or disruption to learning.
- 10) Come to training prepared by bringing any materials, equipment, or additional clothing required/requested by the instructor.
- 11) When driving the vehicle, safety is the main concern! Be alert at all times and listen carefully to the instructor. **SAFETY IS EVERYONE'S RESPONSIBILITY!**
- 12) Wear a safety belt at all times in the vehicle.
- 13) Do not jump out of the vehicle; use all steps and handrails and use proper descending methods to prevent serious injury. Use 3 points of contact when entering and exiting the vehicle.
- 14) Maintain a distance of 15 feet when crossing in front or rear of the tractor/trailer. Keep in mind that a driver may not see someone who is directly in front, at the rear or in another blind spot.

5.5 Copyright Policy

The unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject students and individuals to civil and criminal liabilities. Almost all of the music, movies, television shows, software, games and images found on the Internet are protected by federal copyright law. The owner of the copyright in these works has the right to control their distribution, modification, reproduction, public display and public performance. It is therefore, generally illegal to use file sharing networks to download and share copyrighted works without the copyright owner's permission unless "fair use" or another exemption under copyright law applies.

Fair use under the Federal Copyright Act allows the use without permission of copyrighted material for the purpose of criticism, comment, news reporting or teaching under certain limited circumstances. There is no blanket exception from liability for students or employees of educational institutions, however, whether the use of copyrighted material without permission falls with "fair use" or one of the other exceptions in the Act depends on a very detailed, case-by-case analysis of various factors. Students should be aware that sharing music, videos, software and other copyrighted materials is very likely not to be considered a "fair use" and therefore may be a violation of the law. A violation of the school's copyright policy by students result in termination of the school's network access and/or other disciplinary action

including dismissal from school.

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or “statutory” damages. For more information, please see the website of the U.S. Copyright Office at www.copyright.gov.

Tri-Area Trucking School’s policies in regard to copyright infringement via the Internet prohibit the illegal downloading or unauthorized distribution of copyrighted materials using the school’s information technology system. The school’s policies prohibit use of Ross’ computer network to engage in illegal copying or distribution of copyrighted works such as by unauthorized peer-to-peer file sharing (i.e., the sharing of copyrighted works, typically in digital or electronic files) without permission and will subject the individual to disciplinary action up to and including possible dismissal from school.

5.6 Student Concerns/Complaints Procedure

Ross encourages students to submit suggestions and/or concerns. Suggestions or concerns should be directed to the Campus Administrator. If an issue has not been resolved after meeting with the Campus Administrator, please adhere to the following procedure:

Contact the Concern Resolution Department of Ross Education Holdings, Inc., Senior Vice President of Operations, via one of the following methods:

Address:

Ross Education Holdings, Inc.
Concern Resolution Department
22800 Hall Road, Suite 800
Clinton Township, MI 48036

Email:

RossStudentConcerns@rosseducation.edu

Phone:

(810) 637-6100, extension 20050

Procedure:

Concerns submitted to the Concerns Resolution Department will be forwarded to the appropriate corporate supervisor. A written concern will be acknowledged within three (3) working days, and a formal response to the concern will be provided in writing within ten (10) business days. All parties to the complaint will be made aware of its progress as it advances through the process and will also have the opportunity to speak on their own behalf regarding the complaint, as necessary. A meeting will be arranged for the concerned principals as needed. If the response does not rectify the situation, contact the Ross Student Resolution Department at (810) 637-6100, extension 20050.

5.7 Commitment to Students with Disabilities

Ross Education Holdings, Inc. (Ross) is committed to ensuring equal opportunity in educational programs in accordance with Section 503/504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, as amended by the ADA Amendments Act of 2008 (ADA). Ross prohibits discrimination against any student or prospective student on the basis of physical disability, mental disability or perceived disability. Ross will provide reasonable accommodations to enable students with disabilities to fully and equally participate in the programs and services offered by Ross.

Students with disabilities are encouraged to contact the Corporate Counsel and Compliance Officer about any necessary accommodations and services. The Corporate Counsel and Compliance Officer coordinates services for students with disabilities including assistance in registration, advisement, parking, referrals, adapted classroom activities and other special needs. It is the responsibility of the student to request any needed assistance from this office. Students may initiate their requests for reasonable accommodation through the Corporate Counsel and Compliance Officer, (810) 637-6100, extension 30015. Questions, difficulties or concerns should be directed to the Corporate Counsel and Compliance Officer as soon as possible.

ADA Definition of Disabled

The ADA's protection applies primarily, but not exclusively, to "disabled" individuals. "Disability" is defined as:

- A physical or mental impairment that substantially limits one or more major life activities;
- A record of a physical or mental impairment that substantially limited a major life activity; or
- An actual or perceived impairment

Requesting an Accommodation

All students seeking accommodation under the Americans with Disabilities Act or section 504 of the Rehabilitation of Act of 1973 must submit a completed Request for Reasonable Accommodation Form to the office of the Corporate Counsel and Compliance Officer. The form can be obtained by contacting the Corporate Counsel and Compliance Officer at (810) 637-6100, extension 30015. If the student's disability is not obvious, the student may be required to submit documentation from a qualified and licensed medical or testing source. Expenses incurred in obtaining the professional verification are the student's responsibility.

Timing: Making timely accommodation requests is essential. Some accommodation requests require more extensive activities to evaluate and/or to implement and involve greater time than other requests. In general, Ross tries to act upon a request for accommodation within one week after the individual has submitted the Request for Reasonable Accommodation form, together with supporting paperwork, if necessary. Requests relating to accommodations in the admissions process must be made at least two weeks in advance. Generally, requests for accommodations in a particular course or program should be made at least two weeks prior to the commencement of that course or program. However, requests will not be rejected solely based on untimeliness.

Academic Adjustments: Academic requirements for programs may be examined for modification based upon the needs of the student, and may require submission of appropriate documentation. Requests to modify academic requirements must be made to the Corporate Counsel and Compliance Officer.

Upon receipt of a Request for Reasonable Accommodation Form and any supporting documentation submitted or subsequently requested and submitted, the V Corporate Counsel and Compliance Officer will assess the request to ensure that the requested accommodation is reasonable, or whether an alternative accommodation is appropriate.

Undue Burden

Ross may deny a requested accommodation that fundamentally alters the nature of the program or presents an undue burden for Ross. However, even when a requested accommodation would result in a fundamental alteration or undue burden, Ross will nevertheless still provide an alternative accommodation, if one exists, to ensure that the student still receives the benefits of the program to the maximum extent possible.

Complaint Procedure

A student with concerns about Ross' legal obligations under federal or state disability laws, or who believes that Ross is not meeting those obligations, or who believes that he or she has been discriminated against because of a disability, should pursue one of the below options to bring a complaint. A student shall suffer no retaliation by Ross for filing a complaint or exercising any right protected by the ADA.

- Option #1 - The student may consult with the Corporate Counsel and Compliance Officer in an effort to resolve the complaint. The Corporate Counsel and Compliance Officer can be reached at (810) 637-6100 ext. 30015.
- Option #2 - The student may consult with Ross' Chief Administrative Officer in an effort to resolve the complaint. The Chief Administrative Officer can be reached at (810) 637-6100 ext. 20010 or via email at RossAdaCompliance@rosseducation.edu.
- Option #3 - The student may file a formal complaint with Ross' Chief Administrative Officer. To do so, the student should provide a written summary of his or her concerns and mail it to the Chief Administrative Officer at the following address: 22800 Hall Road, Suite 800, Clinton Township, MI 48036. The Chief Administrative Officer is responsible for formally investigating the facts and circumstances behind the complaint and, if warranted, ensuring that steps are taken to prevent recurrence of the event and to correct any improper conduct as appropriate.

Students may also file complaints with outside agencies, based on location, as listed below.

All locations:

U.S. Department of Justice
950 Pennsylvania Avenue, NW
Civil Rights Division
Disability Rights Section - NYA
Washington, DC 20530
Phone: (202) 307-0663 (voice and TTY)
Email: ADA.complaint@usdoj.gov

5.7 Commitment to Students with Disabilities

Ross prohibits discrimination against any student or prospective student on the basis of their national origin. Language assistance measures are communication accommodations that enable Limited English Proficiency (LEP) persons to access program services and or experience them at an acceptable level.

The purpose of this policy is to establish effective guidelines, consistent with Title VI of the Civil Rights Act of 1964 and Executive Order 13166, for agency personnel to follow when providing services to, or interacting with, individuals who have limited English proficiency (LEP). Following these guidelines is essential to the success of our mission.

Ross will provide reasonable accommodations to enable students with LEP to fully and equally participate in the programs and services offered by Ross.

Individuals with LEP are encouraged to contact the Corporate Counsel and Compliance Officer about any necessary accommodations and services. The Corporate Counsel and Compliance Officer coordinates services for students with LEP including assistance in admissions, registration, financial aid, advisement, adapted classroom activities and other special needs. It is the responsibility of the student to request any needed assistance from this office. Students may initiate their requests for reasonable accommodation through the Corporate Counsel and Compliance Officer, (810) 637-6100, extension 30015. Questions, difficulties or concerns should be directed to the Corporate Counsel and Compliance Officer as soon as possible.

5.8 Definition of Limited English Proficient

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English can be limited English proficient, or "LEP." These individuals may be entitled to language assistance with respect to a particular type or service, benefit, or encounter.

Timing: Making timely accommodation requests is essential. Some accommodation requests require more extensive activities to evaluate and/or to implement and involve greater time than other requests. In general, Ross tries to act upon a request for accommodation within one week after the individual has submitted the Request for Reasonable Accommodation form, together with supporting paperwork, if necessary. Requests relating to accommodations in the admissions process must be made at least two weeks in advance. Generally, requests for accommodations in a particular course or program should be made at least two weeks prior to the commencement of that course or program. However, requests will not be rejected solely based on untimeliness.

5.9 Unlawful Harassment Policy

Ross Education Holdings, Inc. strives to maintain a pleasant learning environment free from intimidation, humiliation, and insult. Harassment on the basis of any lawfully protected characteristic, which includes race, color, religion, gender, sex, pregnancy, national origin, age, disability, height, weight and marital status ("protected characteristics"), will not be tolerated.

Definition

Unlawful harassment is defined as verbal or physical conduct or communication based on a protected characteristic when:

1. Submission to the conduct or communication is made either an explicit or implicit term or condition of the staff-student or student-student relationship;
2. Submission to or rejection of the conduct or communication by an individual is used as a basis for a decision affecting that individual's relationship with Ross Education Holdings, Inc.; or

3. The conduct or communication has the purpose or effect of unreasonably interfering with an individual's relationship with Ross Education Holdings, Inc. or creating an intimidating, hostile or offensive learning environment.

Examples of prohibited sexual harassment include, but are not limited to: unwelcome sexual advances; requests for sexual favors and other verbal abuse of sexual nature; graphic verbal commentary about an individual's body, sexual prowess or sexual deficiency; sexually degrading, lewd, or vulgar words to describe an individual; leering; pinching or touching a private area of the body; displaying sexual suggestive objects, pictures, posters or cartoons.

Examples of prohibited harassment based on protected characteristics other than sex include, but are not limited to, insults, verbal, written, graphic or physical conduct or communication degrading or hostile to a person. Harassment prohibited by this policy must be distinguished from conduct or communication that, even though unpleasant or disconcerting, is not inappropriate in the context of carrying out instructional, advisory, counseling or supervisory responsibilities.

Reporting a Violation

If a student believes that a violation of this policy has occurred, the student has an obligation to report the alleged violation immediately, preferably within 48 hours, to the Campus Administrator, to the Chief Administrative Officer or to the CEO of the company. While there is no requirement that the incident be reported in writing, a written report that details the nature of the harassment, dates, times and other persons present when the harassment occurred will enable the Company to take effective, timely and constructive action.

An investigation of all complaints will begin promptly. If a Director or the CEO learns that a student believes this policy has been violated, he or she must take adequate steps to ensure that the complaint is investigated.

Investigation

After notification of the complaint, an investigation will be initiated to gather relevant facts about the complaint. An investigation may include interviews of possible witnesses including the person claiming the harassment occurred, and the person or persons claimed to be involved in or witnesses to the harassment. The Company will conduct all investigations as confidentially and objectively as possible, to the extent consistent with thorough investigation and appropriate corrective action.

Resolution

After the investigation has been completed, a determination will be made regarding the appropriate resolution of the matter. The determination will be reported to the student who was allegedly subjected to harassment. If the investigation establishes that unlawful harassment or other inappropriate behavior has occurred, immediate and appropriate corrective action, up to and including termination of the employee or student, will be taken to stop the harassment and prevent its recurrence. Misconduct, including unprofessional or harassing conduct or behavior, will be dealt with appropriately. Responsive action would be at the Company's discretion and could include but would not be limited to the following: counseling, warning, demotion, suspension, reprimand, decrease in pay, reassignment, or transfer, or termination of the employee or student.

Good Faith Rule and False Claims

Ross Education Holdings, Inc. takes all reports of harassment seriously, and will investigate all alleged violations of this policy. Therefore, employees are expected to bring violations to the Company's attention in good faith. Good faith means that the student has a sincerely held belief, even if erroneous, that the policy has been violated.

No Retaliation

The Company will not tolerate retaliation against any employee, student, or other person who in good faith reports a violation or perceived violation of this policy, or retaliation against any employee, student, or other person who participates in any investigation as a witness or otherwise. Retaliation is a serious violation of this policy and is subject to the investigation and corrective measures described in this policy. Any acts of retaliation must be promptly reported to the Campus Administrator, the Chief Administrative Officer, or to the CEO.

5.10 Disclosure of Educational Records

The Family Educational Rights and Privacy Act of 1974, as amended ("FERPA") sets out requirements designed to afford students certain rights with respect to their education records. (An "eligible student" under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.) In addition, it puts limits on what information the school may disclose to third parties without receiving prior written consent from the student.

1. Procedure to Inspect Education Records

Students have the right under FERPA to inspect and review their education records. A student who wishes to inspect and review his/her records should submit a written request to the Campus Administrator. The request should identify as precisely as possible the records the student wishes to inspect. If the requested records are subject to inspection and review by the student, arrangements for access will be made within a reasonable period of time but in no case more than 45 days after the request was made, and the student will be notified of the time and place where the records may be inspected. The school may require the presence of a school official during the inspection and review of a student's records. Certain limitations exist on a student's right to inspect and review their own education records. Those limitations include, for example, the following:

- Financial information submitted by parents
- When a record contains personally identifiable information about more than one student, the student may inspect and review only the information that relates to him/her personally.

2. Disclosure of Educational Records

The school generally will not permit disclosure of personally identifiable information from the records of a student without prior written consent of the student. Personally identifiable information is disclosed (some items are mandatory, some discretionary) from the records of a student without that student's prior written consent to the following individuals or institutions or in the following circumstances:

- To institution officials who have been determined by the school to have legitimate educational interests in the records. A school official is a person employed by the school or its corporate parent in an administrative, supervisory, academic or research, or support staff position. This includes, but is not limited to human resources and accounting staff for purposes of the tuition reimbursement plan; or a person employed by or under contract to the school to perform specific tasks, such as an auditor, consultant, or attorney, a person on the Board of Trustees, or a student serving on an

official committee or assisting another school official; or any school official who needs information about a student in the course of performing instructional, supervisory, advisory, or administrative duties for the school has a legitimate educational interest.

- To certain officials of the United States Department of Education, the Comptroller General of the United States, the Attorney General of the United States, and state and local educational authorities in connection with state or federally supported educational programs.
- In connection with the student's request for, or receipt of, financial aid necessary to determine the eligibility, amounts or conditions of financial aid, or to enforce the terms and conditions of the aid.
- To organizations conducting certain studies for or on behalf of the school.
- To accrediting commissions or state licensing or regulatory bodies to carry out their functions.
- To parents of a dependent student, as defined in Section 152 of the Internal Revenue Code.
- To comply with a judicial order or lawfully issued subpoena.
- To appropriate parties in health or safety emergencies.
- To officials of another school in which a student seeks or intends to enroll.
- To an alleged victim of a crime of violence or a non-forcible sexual offense, the final results of the disciplinary proceedings conducted by the school against the alleged perpetrator of that crime or offense with respect to that crime or offense.
- To persons in addition to the victim of a crime of violence or non-forcible sexual offense, the final results of the disciplinary proceedings described above but only if the school has determined that a student is the perpetrator of a crime of violence or non-forcible sexual offense, and with respect to the allegation made against him or her, the student has committed a violation of the institution's rules or policies. (The school, in such instances, may only disclose the name of the perpetrator -- not the name of any other student, including a victim or witness -- without the prior written consent of the other student(s)). (a) Both the accuser and the accused must be informed of the outcome of any institutional disciplinary proceeding brought alleging a sex offense. Compliance with this paragraph does not constitute a violation of the Family Educational Rights and Privacy Act (20 U.S.C. 1232g). For the purpose of this paragraph, the outcome of a disciplinary proceeding means only the institution's final determination with respect to the alleged sex offense and any sanction that is imposed against the accused.
- To a parent regarding the student's violation of any federal, state, or local law or of any rules or policy of the school governing the use or possession of alcohol or a controlled substance if the school determines that the student has committed a disciplinary violation with respect to that use or possession, and the student is under 21 at the time of the disclosure to the parent.

Directory information (see Section IV below).

- Student recruiting information as requested by the U.S. Military. Student recruiting information includes ONLY: name, address, telephone listing, age or date of birth, class level, academic major, place of birth, degrees received and most recent educational institution attended. It does not include and Ross will not provide: social security numbers, race, ethnicity, nationality, GPA, grades, low performing student lists, religious affiliation, students with loans in default, veteran's status, students no longer enrolled. Students who opt out of the directory also opt out of student recruiting information.

3. Record of Requests for Disclosure

Except with respect to those requests made by the student themselves, those disclosures made with the written consent of the student, or to requests by or disclosures to school officials with legitimate educational interests and disclosures of directory information (or other exceptions described in the

applicable regulations), Ross will maintain a record indicating the parties who have requested or obtained personally identifiable information from a student's education records and the legitimate interests those parties had in requesting or obtaining the information. This record may be inspected by the student.

4. Directory Information

Ross designates the following information as Directory Information. (Directory Information is personally identifiable information which may be disclosed without the student's consent):

- Student's name
- Address: local, email and website
- Telephone number (local)
- Date and place of birth
- Program of study
- Participation in officially recognized activities
- Dates of attendance
- Degrees and certificates awarded
- Most recent previously attended school
- Photograph of the student, if available
- Enrollment status (i.e., enrolled, continuing, future enrolled student, reentry, leave of absence, etc.)
- Student honors and awards received

Notice of these categories and of the right of an individual in attendance at Ross to request that his/her directory information be kept confidential will be given to the student during the financial aid process. Students may request nondisclosure of student directory information by specifying nondisclosure, in writing, to the Campus Director. Failure to request nondisclosure of directory information will result in routine disclosure of one or more of the above-designated categories of personally identifiable directory information.

5. Correction of Educational Records

Students have the right under FERPA to ask to have records corrected which they believe are inaccurate, misleading, or in violation of their privacy rights. The following are the procedures for the correction of records:

- A student must ask the Campus Administrator to amend a record. As part of the request, the student should identify the part of the record they want to have changed and specify why they believe it to be inaccurate, misleading, or in violation of his/her privacy rights.
- Ross may either amend the record or decide not to amend the record. If it decides not to amend the record, it will notify the student of its decision and advise the student of the right to a hearing to challenge the information believed to be inaccurate, misleading, or in violation of the student's privacy rights.
- Upon request, Ross will arrange for a hearing and notify the student reasonably in advance of the date, place, and time of the hearing. The hearing will be conducted by an individual who does not have a direct interest in the outcome of the hearing. That individual may be an official of the school. The student shall be afforded a forum for the opportunity to present evidence relevant to the issues raised in the original request to amend the student's education records. The student may be assisted by other people, including an attorney.
- The school will prepare a written decision based solely on the evidence presented at the hearing.

The decision will include a summary of the evidence, and the reasons for the decision.

- If, as a result of the hearing, the school decides that the information is inaccurate, misleading, or otherwise in violation of the privacy rights of the student, it will (a) amend the record accordingly; and (b) inform the student of the amendment in writing.
- If, as a result of the hearing, the school decides that the information in the education record is not inaccurate, misleading, or otherwise in violation of the privacy rights of the student, it shall inform the student of the right to place a statement in the record commenting on the contested information in the record or stating why he or she disagrees with the decision of the school.
- If a statement is placed in the education records of a student under the paragraph above, the Ross will:
 - (a) maintain the statement with the contested part of the record for as long as the record is maintained; and
 - (b) disclose the statement whenever it discloses the portion of the record to which the statement relates.

6. Student Right to File Complaint

A student has the right to file a complaint with the United States Department of Education concerning alleged failures by the school to comply with the requirements of FERPA. The name and address of the governmental office that administers FERPA is:

Family Policy Compliance Office
 U.S. Department of Education
 400 Maryland Avenue, SW
 Washington, DC 20202

5.11 Career Services

Tri-Area Trucking School is committed to assisting program graduates with career services. To help ensure the success of every graduate, Tri-Area offers job placement assistance at no additional charge. To help prepare students for an entry-level trucking position, professional development and communication skills are presented throughout the program to prepare each graduate for employment. This includes, but is not limited to, job seeking skills such as resume writing, networking and interviewing techniques.

The objective of Career Services is to assist students with the skills necessary to secure an entry-level position in trucking. Naturally, securing rewarding employment for a graduate depends upon a mutual effort between Tri-Area Trucking personnel and the graduate. Ross cannot in any way or any time guarantee employment.

5.12 Community Resources

Organizations	Website	Phone Number
Alcohol Abuse and Crisis Intervention	www.aa.org	1(800)234-0246
Al-Anon	www.al-anon.org	1(888)425-2666
Drug and Alcohol Helpline	http://www.alcoholdrughelp.org.nz	See website
Family and Children’s Services	www.acf.hhs.gov	See website
National Domestic Violence Hotline	www.thehotline.org	1(800)799-7233
Rape Crisis Center	www.therapeccrisiscenter.org	1(888)366-1640
Suicide Hotline	www.suicidepreventionlifeline.org	1(800)273-8255
United Way	www.unitedway.org	211
Truckers Against Trafficking Hotline	www.truckersagainstrafficking.org	See website

6 Closings

The school's office is closed for Thanksgiving, Labor Day, Memorial Day, Christmas, Independence Day, and New Year's Day. However, in certain cases classes may be held on those days. In the event of bad weather, please contact Tri-Area Trucking School for any school cancellations. The school reserves the right to reschedule classes in a manner it sees fit, and may change scheduling to allow for acts of God, war, labor disputes, or equipment availability. In the event that classes are postponed due to equipment malfunctions, bad weather, or any other reason, any missed training will be made up at no expense to the student. Make-up training may be scheduled in early morning, late evening, or on weekends to compensate students for any lost training. Makeup training will also be scheduled to fit the needs of the students if possible that lost any other training time.

7 Student Dismissals/Withdrawals

7.1 Refund Policy

- If a student fails to enter a program or withdraws, or is discontinued at any time prior to completion, the amount charged will be an approximate pro-rata portion of the total charges for tuition and other charges that the length of the completed portion of the program bears to its total length.
- Students absent for three (3) consecutive days shall be subject to termination of training. Any student terminated under these circumstances has the right to apply for new enrollment in any and all affiliated school training programs.
- Any veteran who needs to postpone their training for military purposes, and provides documentation of a military leave or equivalent, will be allowed to return to finish their training when they are available to do so. It will be noted in their student file of their leave and possible date of reentry. The school will maintain a written record of the previous education and training of the veteran or eligible person and clearly indicates that appropriate credit has been given for the previous education and training, with the training period shortened proportionately, and the veteran or eligible person will be notified. Depending on the length of the absence, the student may need to repeat the entire training program to refresh the training they have received thus far. The student will not have to pay additional tuition money for repeating training they have already completed at that time.

Any monies due a student will be paid within 30 days, upon approval from Ross Education Holdings, Inc. dba Tri-Area Trucking School.

7.2 Reentry Policy/Student Appeals Process

Any student expelled from training due to violation of school policy, rules, regulations, attendance policy, etc. will have the right to appeal their termination. Students must initiate the appeal process within three (3) business days from their expulsion, as determined by Tri-Area Trucking School staff. Students must initiate the appeal process by submitting a written request to the Director addressing the reason for termination, and make a substantial showing of good cause to justify their readmission. Submitting any form of documentation showing just cause such as doctor's notes, etc. will be helpful. The Director will make the final decision to whether or not the student will be allowed readmission into school.

Readmission/reentry is typically limited to one occurrence.

Calendar *Start dates may/can change based on enrollments

2024 Virtual Start Dates

1/02/2024

1/15/2024

1/29/2024

2/12/2024

2/26/2024

3/11/2024

3/25/2024

4/8/2024

4/22/2024

5/6/2024

5/20/2024

6/3/2024

6/17/2024

7/1/2024

7/15/2024

7/29/2024

8/12/2024

8/26/2024

9/9/2024

9/23/2024

10/7/2024

10/21/2024

11/4/2024

11/18/2024

12/2/2024

12/16/2024

12/30/2024

Hazmat – First Friday of every month – In-Person