



**AIRSTREAMS**

**Renewables, Inc.**

*Experts in Renewable Energy Career Training*

*410 West J Street, Suite B*

*Tehachapi CA 93561*

*661-822-3963*

*[www.air-streams.com](http://www.air-streams.com)*

*School Catalog*

*Fall 2018 through 2022*

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**Airstreams Renewables, Inc.**  
**410 West J Street, Suite B**  
**Tehachapi, CA 93561**  
**661-822-3963**

Effective September 1, 2018 through December 31, 2022

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## School Information

**Name of Institution:** Airstreams Renewables, Inc.

**Website:** [www.air-streams.com](http://www.air-streams.com)

### Main Branch

**Physical Address:** 410 West J Street, Suites B and C  
Tehachapi, CA 93561

**Mailing Address:** 410 West J Street, Suite B  
Tehachapi, CA 93561

**Telephone Number:** (661) 822-3963

**Fax:** (661) 822-6966

**Office Hours:** 8:00 am – 5:00 pm, Monday through Friday

### Branch Campuses:

*Joint Base Lewis-McChord (JBLM)*  
Buildings R9653 and R9656  
Fort Lewis, WA 98433  
Phone: 253-328-8030  
Fax: 253-301-0597

*Fort Riley*  
Building 7175 Apennines Drive  
Fort Riley, KS 66442  
Phone: 785-530-5080  
Fax: 785-530-5081

*Camp Lejeune*  
Building 1413 East Rd.  
Camp Lejeune, NC 28547  
Phone: 910-939-6290  
Fax: 910-939-6291

*Fort Irwin*  
TR 4015 1<sup>st</sup> Street  
Fort Irwin, CA 92310  
Phone: 760-383-7100  
Fax: 760-383-7102

*Fort Hood*  
4938 Santa Fe Avenue  
Fort Hood, TX 76544  
Phone: 785-613-1590  
Fax: 785-613-1591

*Fort Bliss*  
620 Taylor Road  
(aka 620 Doniphan Road)  
Fort Bliss, TX 79916  
Phone: 915-600-7701  
Fax: 915-600-7703

*Fort Benning*  
6500 Dickinson Drive, Bldg.  
9063  
Fort Benning, GA 31905  
Phone: 706-478-3050  
Fax: 706-478-3051

**Airstreams Renewables, Inc. is a private institution and is licensed to operate by the Bureau for Private Postsecondary Education.**

**Airstreams is accredited by the Accrediting Council for Continuing Education & Training. ACCET is listed by the U. S. Department of Education as a nationally recognized accrediting agency.**

**Airstreams is approved by the California State Approving Agency to enroll Veterans and other eligible persons in our program.**

**Catalog certified as true and correct for content and policy.**

*Kim Coleman*

Kim Coleman, Accreditation Manager, September 1, 2018

## **Mission**

***Provide career skills Training, Education, And Mentoring that prepares our students to transition into successful careers and provides our industry partners with safety focused graduates who share our values of Accountability, Respect and Integrity.***

## **Company Overview**

Airstreams Renewables, Inc. (“ARI” or the “Company”), is a California Corporation currently based in Tehachapi, California. Mr. David Schulgen, Owner and Founder, is the Chief Executive Officer and Mr. Jeff Duff, Owner and Co-founder, is the Chief Financial Officer.

ARI is a veteran led, for profit post-secondary vocational training company providing compliance driven and industry-specific accelerated safety and hazardous duty technical training for the service and construction branches of the energy and industrial sectors. Its current customer list includes a wide range of industries including Wind Energy, safety equipment manufacturers (OEM’s), Oil and Gas, Utility and Telecommunications sectors. ARI growth is being driven by major industry demand and request for qualified new hires who have successfully completed their training within our program.

***ARI 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, and has NOT 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.)***

# School Governing Body, Administrators, Staff and Faculty

## Airstreams Executive Leadership

CEO/Founder  
President/CFO  
Vice President of EHS and Quality  
Vice President, Business Development  
Vice President of Operations  
Vice President of Finance and Administration

Dave Schulgen  
Jeff Duff  
Mike Messier  
Grant Johnston  
Matt Barnes  
Margie Cox

## Office Administration

Executive Administrative Assistant (*Primary VA Certifying Official*)

Sharon Hunsaker

## Finance

Staff Accountant  
Accounting Clerk  
Funding Advisor (*VA Certifying Official*)  
Office Assistant

Sherry Holloway  
Carlos Martinez  
Brandyn Davis  
Kimberly Misiura

## Admissions

Admissions and Career Placement Manager  
Admissions Supervisor (*VA Certifying Official*)  
Internal Admissions Advisor (*VA Certifying Official*)  
Internal Admissions Advisor  
Internal Admissions Advisor  
Internal Admissions Advisor

Robert Beardsley  
Melannie Mosby  
Rebecca Barrett  
Courtney Hunsaker  
Carolyn Rowley  
Sarai Diaz

## Regional Admissions

Regional Admissions Representative Manager  
Regional Admissions Representative  
Regional Admissions Representative  
Regional Admissions Representative  
Regional Admissions Representative  
Regional Admissions Representative  
Regional Admissions Representative

Adrian Cervantes  
Eric Aliste  
Thomas Blakemore  
Carl Box  
Ramon Garcia  
Michael Lakis  
Brad Pilkington

## Career Services

Senior Career Placement Coordinator  
Career Placement Advisor  
Career Placement Advisor

Wendy Jorgensen  
Dominique Maez  
Melissa Meunier

## Student Services

Student Services Representative

Susie Buehn

## Licensing and Accreditation

Accreditation Manager  
Accreditation Assistant

Kim Coleman  
Jessica Corey

## EHS and Quality

EHS Manager  
Quality Standards Specialist  
Quality Advocate Specialist

Mike Cervantes  
Rick Gould  
Jason Stanley

## Faculty

Training Supervisor  
Training Specialist/Instructor  
Training Specialist/Instructor  
Training Specialist/Instructor  
Training Specialist/Instructor  
Training Specialist/Instructor  
Training Specialist/Instructor  
Training Specialist/Instructor  
Training Specialist/Instructor  
Training Office Assistant

Jake Li  
Dennis Arnold  
Kim Carter  
Jerry Curnutt  
Mike Degrood  
Norman Ingram  
Bernie Miranda  
Jeremy Wolverton  
Valerie Peacon

*All instructors possess the academic, experiential and professional qualifications to teach, including a minimum of three years of experience, education and training in current practices of the subject area they are teaching, or equivalent qualifications. Instructors maintain their knowledge by completing continuing education. All instructors are in compliance with all state requirements as outlined in section 71720 of Division 7.5 of Title 5 of the CCR.*

## Welcome

From all of our staff, welcome to Airstreams Renewables, Inc. (ARI). We take the decision you made to attend our Renewable Energy and Communications Tower Technician Program seriously and are committed to doing everything we can to assist you in the short time you are with us to prepare you to transition in to a new career.

The Renewable Energy and Communications Tower Technician Program is fast paced and packed with information. Our instructor led program is designed to transfer years of experience our faculty and staff bring from the energy, telecom tower, construction, and education industries while tapping into the experiences you each bring into the program to maximize your success.

ARI's quality and reputation have led to our program becoming a nationally recognized vocational training program. As part of the DoD Skill Bridge program, our program assists transitioning service members gain the valuable certificates our graduates receive which support new career opportunities.

The ARI certificate of completion is recognized throughout industries that hire our graduates and ensures that the holder has consistently met or exceeded the necessary requirements for successful graduation and are prepared for career employment with one of the many of our industry partners. Establishing a focus of safety while attending ARI is a primary objective of our staff and program to prepare you to approach your new career with a culture of safety and not just see it as an event.

Airstreams Renewables, Inc.'s mission is to train, educate and mentor each student with accountability, respect and integrity so that upon graduation you each become part of TEAM ARI.

We are very pleased that you have chosen Airstreams Renewables, Inc. to achieve your career goals!

On behalf of the administration, faculty, and staff, we welcome you to our program.

## Instructional Facilities

The school's main campus address is 410 West J Street, Suite B and C, Tehachapi, California 93561. The student and public entrance is located at the door marked Suite C. The school consists of approximately 5200 total square feet of offices on two floors of the building. There are three modular classrooms located on the South side of the main building. Each classroom provides approximately 1040 additional square feet of training/lab area. In addition, a large bay/lab area of 1150 square feet is located on the first floor. We have the capacity in our training facility to serve up to 48 students at any given time. The classrooms are equipped with student tables and chairs, whiteboards, instructor laptops and projectors. The hands-on lab equipment is located in the bay and modular areas. Our simulated climbing towers are located outside. All indoor areas provide appropriate lighting and heating/cooling systems. There are restrooms available in each modular classroom and one available in the break-room area on the first floor of the main building. There is an indoor break room area in the main building on the first floor. The Faculty/Instructor offices are located in both the modular classrooms and in the main building. The Admissions, Student Services, and Career Placement Services Offices are located on the first floor of suite B of the main building and the Administrative office is on the second floor. In addition to the training center, students also make visits to a local Tehachapi wind project.

There is currently no library located on our campus. Instructors provide supplemental reading materials and/or refer students to resources on the internet on an as-needed basis. There is a public library available in the community of Tehachapi for students interested in enriching their knowledge of subjects covered in the program. All of our instruction is classroom and hands-on based with no requirement of resources outside of the curriculum.

Maximum number of students for each course is as follows:

- **AS1007 – Renewable Energy and Communications Tower Technician Program (30 Days)**  
**24 students**

**Student/Teacher Ratios are outlined in the course description (included in this catalog).**

## Admission Requirements

Standards for Admission:

- Must be at least 18 years of age.
- Must possess a high school diploma (or equivalent). A copy of the diploma or equivalent must be provided upon enrollment. Equivalent documentation may be a copy of a GED, a high school transcript, a military DD Form 214 or written certification by an authority for home-schooled students.

Students with special needs are asked to contact the Admissions Department to discuss any requests for special accommodations. Individual assistance with enrollment will be provided.

The Airstreams program is taught in English and all student material is written in English.

Visa services for foreign students are not currently available.

In accordance with Title 38, Code of Federal Regulations, students paying for their tuition with their military education benefits, must provide a copy of their military transcript, e.g. Joint Services Transcript (JST).



## Physical Requirements

Our course includes climbing requirements for which the student must have the physical ability to climb 300-foot towers and weigh less than 285 pounds (due to equipment specifications) or more than 130 pounds with equipment on.

**Physical Exertion Disclaimer:** Portions of the training are considered physical in nature and will include climbing and hanging from towers up to 300' in height in all conceivable weather conditions. If a student has limitations or concerns with training in a physically exerting environment, this course is not recommended for them. If any student encounters any physical limitations while attending this institution, they are responsible for notifying an instructor or staff member immediately and it is the student's responsibility to cease any activity or activities that could cause themselves to become injured or sick.

## Enrollment Policy

Students must complete an enrollment agreement. An example can be found at the end of this catalog or can be mailed to you. Students may enroll during Airstreams business hours, Monday through Friday, 8:00 am to 5:00 pm Pacific Time. Students will be contacted via phone or e-mail and receive a letter confirming enrollment upon successfully completing registration requirements.

There will be a \$100.00 nonrefundable application fee for our course. For students using Veterans Administration benefits, the non-refundable application fee is \$10.00.

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.

Payment in full shall be received before or on the first day of training or as agreed upon by Airstreams Renewables, Inc.

## Non-Discrimination Policy

Airstreams Renewables, Inc. does not discriminate against any individual or group of individuals on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, veteran status, or marital status. In compliance with the Americans with Disabilities Act of 1990, as amended, Airstreams Renewables, Inc. provides qualified applicants and students who have disabilities with reasonable accommodations that do not impose undue hardship.

## Student Disability Services and Accommodations

Airstreams Renewables, Inc. provides equal educational opportunities for qualified students with disabilities in accordance with applicable state and federal laws and regulations, including the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. Applicants or students with disabilities that wish to request disability accommodations must make a request to Admissions and provide documentation of a diagnosed disability which required accommodations and adequate information on the functional impact of the disability so that the appropriate actions can be identified. Students with disabilities that request disability accommodations will receive a written response to their request. Accommodation determinations may be appealed via the "Student Grievance and Appeal Process". A copy of the grievance and appeal process can be obtained from the Student Services Office.

## Course Description and Fees

The course is designed to address specific vocational needs. The course description is as follows:

### Renewable Energy and Communications Tower Technician Program

**Course Number: AS1007**

Duration of course: 30 days (8 hours each)

Ratio: Classroom-24 students to 1 instructor;  
Lab-8 students to 1 instructor

Hours of Instruction: 8 hours per day, 5 days per week, 40 hours per week, 6 weeks, for a total training period of 240 clock hours.



*This course is recommended for anyone interested in an entry-level position in any energy or industrial sector including, but not limited to, wind and communication towers.*

#### Synopsis of course:

This course offers a complete complement of safety and technical modules designed to prepare each student for an entry-level position in the wind, communication tower and many other industrial focused industries. Emphasis will be placed on working safely in all aspects of the technician job and the basic technical skills required when working with electricity and hydraulics. Students will be able to explain, identify, and demonstrate the safe troubleshooting and maintenance procedures utilized in the wind, cellular communication tower and other industrial based industries. Throughout the course students apply their knowledge during verbal reviews, quizzes, hands-on lab practical evaluation sessions, and final exams.

**Tuition:** \$14,000.00

**Non-Refundable Application Fee:** \$100.00

**Admission requirements:** 18 years of age. High School diploma or equivalent. Must be capable of climbing and working at heights of up to 300 feet. Weight limit of 285 pounds (due to equipment specifications).

#### This course curriculum consists of the following required modules and approximate hours:

- Student Orientation and Tablet 101 2 Hours
- Intro to Wind and Communication Tower Industries 1 Hour
- Resume and Cover Letter Workshop 2.5 Hours
- Safety in the Industries 2 Hours
- CPR/First Aid/AED 6 Hours
- OSHA 10 Hour Construction Safety 10 Hours
- Signalperson 6 Hours
- Level 1 Crane Rigging 12 Hours
- Authorized Climber and Rescue (and Mock Interviews) 40 Hours
  - Prerequisite for Lines and Antennas Practical Evaluation
- Direct Current Theory and Alternating Current Theory 8 Hours
- Voltage Test Procedures, Electrical Measurement Safety, Electrical Meters, and Electrical Meter Labs 32.5 Hours
- Fasteners, Torque and Tension 4 Hours
- Basic Hydraulics 4 Hours
- Torque/Tension, Interview Workshop Labs 24 Hours
- Wind Turbine Virtual Tour 2 Hours

• Electrical System, Components and Schematics	5 Hours
<b>Renewable Energy and Communications Tower Technician Program (continued)</b>	
• Drivetrain Gearboxes, Yaw Systems	3 Hours
• Maintenance Practices	2 Hours
• PLC and SCADA Demo	4 Hours
• Electrical Simulator Labs	24 Hours
• Cell Cite Basics	1.5 Hours
• Radio Frequency Awareness	1 Hour
• Capstan Hoist	.5 Hour
• Lines and Antennas	1 Hour
• CADWELDING	1 Hour
• Lines and Antennas, Capstan Hoist, CADWELDING	34 Hours
• Final Exam (s)	8 Hours
• Homework packets include: Electric Static Discharge, SCADA/Data Analysis, Fiber Optics, and Communication Tower Vocabulary	
<b>Total</b>	<b>240 Hours</b>

**Certificates/Completion Cards received upon successful graduation:** Authorized Climber and Rescue Certificate and ID Card; Electrical and Electrical Metering Safety Certificate; Fasteners, Torque and Tension Certificate; OSHA 10 Hour Construction Safety Card; American Red Cross First Aid/CPR/AED Card; Level 1 Crane Rigging Certificate; Signaller Certificate; Capstan Hoist Certificate; CADWELD Certificate; ARI Renewable Energy and Communication Tower Technician Program Certificate

**Required equipment:** Sturdy work/hiking boots (composite or steel toed preferred, but not required) steel or fiberglass shank with a defined heel. Cotton pants, (jeans are acceptable), cotton long and short sleeve shirts. Form fitting, durable work gloves (Examples: CLC Handyman, Mechanix Wear, Iron Clad). Cold weather gear (Examples: Wind resistant lined work jackets, hooded sweatshirt, balaclava, insulated overalls or coveralls, natural fiber upper/lower “long johns”). If you have a class 4 hard hat and your own personal safety glasses, it is acceptable to bring them for your use. Otherwise, hard hats and safety glasses PPE will be provided.

**Student material:** All student materials required for class are provided by Airstreams.

**Attendance:** Students are expected to attend each day class is in session. If a student must miss a day due to illness or an emergency, it is the student’s responsibility to make arrangements with the instructor to make-up the necessary work.

**Grading plan:** In order to successfully graduate from the program, students must pass all final exams with 80% accuracy for safety related lessons and 70% for the technical related lessons. Practical evaluations must be completed at a “pass” rating; these evaluations are pass or fail. For subjects that include both a practical evaluation and a written final exam, both assessments must be completed satisfactorily to pass that subject. 90% attendance is also required.

Weekly assessment gates are noted throughout the course outline given to you in your syllabus. Written quizzes relate to current topics and are presented upon completion of the topics. The quizzes will be remediated to 100% and serve as a study tool for the written final exams. In addition, practical lab assessments and field tests occur after the appropriate instruction is given. Students will have 3 attempts to successfully complete the practical evaluations.

The planned program of activities is controlled by Airstreams Renewables, Inc.

## Course Schedule Fall 2018 through 2022

All course dates/schedule is subject to change. In observance of the following holidays, classes will not be offered on:

- New Year's Day
- Memorial Day
- Independence Day (4<sup>th</sup> of July)
- Labor Day
- Veterans Day
- Thanksgiving Day
- Friday, Day after Thanksgiving
- Christmas Day

### ***AS1007 Renewable Energy and Communications Tower Technician Program 30 Days (6 weeks/240 Hours)***

(\*Make up days/Saturdays for no school holidays are to be determined based on class progress)

**All scheduled dates are subject to change.**

#### ***2018***

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1. September 10 – October 19
2. October 1 – November 9
3. October 22 – December 7 (No school November 12, 19-23)
4. November 13 – January 4, 2019 (No school November 12, 19-23, December 24-28, January 1)
5. December 10 – January 25, 2019 (No school December 24-28, January 1)

#### ***2019***

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1. January 7 – February 15
2. January 28 – March 8
3. February 18 – March 29
4. March 11 – April 19
5. April 1 – May 10
6. April 22 – May 31 (No school May 27)
7. May 13 – June 21
8. June 3 – July 12 (No school July 4)
9. June 24 – August 2 (No school July 4)
10. July 15 – August 23
11. August 5 – September 13 (No school September 2)
12. August 26 – October 4 (No school September 2)
13. September 16 – October 25
14. October 7 – November 15 (No school November 11)
15. October 28 – December 13 (No school November 11, 25-29)
16. November 18 – January 10, 2020 (No school November 25-29; December 23-27; January 1)
17. December 16 – January 31, 2020 (No school December 23-27; January 1)

#### ***2020***

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1. January 13 – February 21
2. February 3 – March 13
3. February 24 – April 3
4. March 16 – April 24
5. April 6 – May 15
6. April 27 – June 5 No school May 25)
7. May 18 – June 26 (No school May 25)
8. June 8 – July 17 (No school July 3)
9. June 29 – August 7 (No school July 3)
10. July 20 – August 28

***2020 continued***

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11. August 10 – September 18 (No school September 7)
12. August 31 – October 9 (No school September 7)
13. September 21 – October 30
14. October 12 – November 20 (No school November 11)
15. November 2 – December 18 (No school November 11, 23-27)
16. November 30 – January 15, 2021 (No school December 21-25; January 1)
17. December 28 – February 5, 2021 (No school December 21-25; January 1)

***2021***

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1. January 18 – February 26
2. February 8 – March 19
3. March 1 – April 9
4. March 22 – April 30
5. April 12 – May 21
6. May 3 – June 11 (No school May 31)
7. May 24 – July 2 (No school May 31)
8. June 14 – July 23 (No school July 5)
9. July 6 – August 13
10. July 26 – September 3
11. August 16 – September 24 (No school September 6)
12. September 7 – October 15
13. September 27 – November 5
14. October 18 – December 3 (No school November 11, 22-26)
15. November 8 – December 31 (No school November 11, 22-26; December 20-24, January 1)
16. December 6 – January 21, 2022 (No school December 20-24, 31)

***2022***

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1. January 3 – February 11
2. January 24 – March 4
3. February 14 – March 25
4. March 7 – April 15
5. March 28 – May 6
6. April 18 – May 27
7. May 9 – June 17 (No school May 30)
8. May 31 – July 8 (No school July 4)
9. June 20 – July 29 (No school July 4)
10. July 11 – August 19
11. August 1 – September 9 (No school September 5)
12. August 22 – September 30 (No school September 5)
13. September 12 – October 21
14. October 3 – November 10 (No school November 11)
15. October 24 – December 9 (No school November 11, 21-25)
16. November 14 – January 6 (No school November 11, 21-25; December 26-30)
17. December 12 – January 27 (No school December 26 - 30)

## Instructional Schedule

Training hours are Monday through Friday. Class periods typically meet on the following schedule:

Instruction	8:00-10:00
Break	10:00-10:15
Instruction	10:15-12:00
Lunch	12:00-1:00
Instruction	1:00-3:00
Break	3:00- 3:15
Instruction	3:15-5:00

Some days of instruction may last up to nine hours, on an as-needed basis (e.g. the Authorized Climber and Rescue lesson may require slightly longer days of instruction due to student climbing activities).

Exception to lunch schedule: Students will be notified of exceptions to the scheduled lunch break as far in advance as possible. Potential reason for lunch schedule exceptions: Lunch may be taken slightly earlier or slightly later, or extended by 30 minutes.

## Instructional Delivery

Airstreams currently administers courses primarily in instructor-led, classroom and lab based format. These courses are designed to be delivered at the Airstreams Campus. The Airstreams program is taught in English and all student material is written in English. Any assessments/assignments that require instructor review will be processed and returned with scores within 5 days.

Portions of some lessons are taught out in the field, as the authentic experience is necessary to facilitate the required learning. In these cases, all sites and equipment used are inspected to ensure the safety of the location/equipment and students are provided all necessary Personal Protective Equipment, as well as training on how to properly use it.

All equipment utilized in our course is comparable to equipment generally used in all energy related industries. Equipment is inspected monthly and is in good working condition. The equipment used for instructional purposes provides the student with the necessary experience and skills to prepare each student for an entry-level position in the wind, oil, natural gas, communication tower and other industrial focused industries and to perform the tasks associated with those positions.

Airstreams utilizes a Process and Guidelines for Training Development that provides a thorough method for planning, implementing, and evaluating coursework and learning events. Learning events are promoted as an important investment because education is essential to sustaining growth and competitiveness. Airstreams is committed to providing quality education that responds to an identified need and results in on-job performance.

## Required Dress

**No shorts, sleeveless shirts, or sandals allowed.** Sturdy work/hiking boots (composite or steel toed preferred, but not required) steel or fiberglass shank with a defined heel. Cotton pants, (jeans are acceptable), cotton long and short sleeve shirts. Form fitting, durable work gloves (Examples: CLC Handyman, Mechanix Wear, Iron Clad). Cold weather gear (Examples: Wind resistant lined work jackets, hooded sweatshirt, balaclava, insulated overalls or coveralls, natural fiber upper/lower “long johns”). If you have a class 4 hard hat and your own personal safety glasses, it is acceptable to bring them for your use. Otherwise, hard hats and safety glasses PPE will be provided.



## Attendance Policy

At the beginning of each course, students are required to sign in on the appropriate course roster during registration. The instructor keeps a daily attendance record.

Daily attendance is required. One of the most significant factors that contribute to success in a course is class attendance. Failure to attend not only hurts you, but also places an extra burden on the instructor and detracts from the overall quality of the course. Consider attendance at Airstreams as a job interview. Employers will be looking for graduates with perfect (or near-perfect) attendance records. Students must attend at least 90% of the scheduled class hours on a cumulative basis. You are expected to call the Tehachapi front office (661) 822-3963 if you will be absent.

## Absence

If a student misses a class, it is the student's responsibility to work with the instructor or Training Supervisor to make-up the missed instruction in both content and time, e.g. hours or days missed, lesson, exam, or practical evaluation missed. If a student misses class (up to 10%), the Training Supervisor will evaluate, on a case-by-case basis, whether or not the missed instruction can be made-up. Make-up hours must be prearranged with the instructor and/or Training Supervisor, must not interfere with other scheduled class hours/activities, and must be completed by the end of the course or within the maximum timeframe of 150% of the class time. If the missed instruction cannot be made-up or if a student misses more than 10% of the instruction and falls below the 90% attendance requirement, the student will not receive certification for the missed portion of the course and the student will not be a graduate of the course. Any student who is absent from class for three consecutive days without contacting the instructor or school and without a valid excuse will be considered automatically withdrawn from the course.

## Tardiness/Early Departure

Students are expected to be in their seats at the scheduled times, ready for instruction at the beginning of class and following any lunches or breaks. Tardiness is a disruption to the learning environment and is not acceptable. A tardy is a late arrival for any scheduled start time.

In addition, early departure from class (leaving before the instructor releases the class) is counted as a tardy.

Tardiness and early departures will be counted toward the 90% attendance policy as follows:

- 3 tardies or early departures = written/documented counseling.
- 4 tardies or early departures = one-half (1/2) day of absence.
- Tardiness or early departures in conjunction with absence will count cumulatively toward the 90% attendance rule which could result in academic probation.

## Progress Policies

Learning outcomes are established for each ARI course. All learning outcomes state the performance expected of each student and under which condition the behavior is performed. All learning outcome statements meet the following criteria:

1. States the expected performance in measurable terms.
2. Specifies the condition under which the learner is to perform.
3. Specifies the criteria for acceptable performance.
4. Is directly related to the subject matter and content.



It is ARI's goal to ensure that each of our students meet all established learning outcomes within our program. Our instructors closely monitor student progress and adjust instruction as needed. Instructors will work with you and are here to help, so please be sure to communicate with them if you are struggling.

## **Grading Plan**

In order to successfully graduate from the program, students must pass all final exams with 80% accuracy for safety related lessons and 70% for the technical related lessons. Practical evaluations must be completed at a "pass" rating; these evaluations are pass or fail. For subjects that include both a practical evaluation and a written final exam, both assessments must be completed satisfactorily to pass that subject. 90% attendance is also required.

Weekly assessment gates are noted throughout the course outline given to you in your syllabus. Written quizzes relate to current topics and are presented upon completion of the topics. The quizzes will be remediated to 100% and serve as a study tool for the written final exams. In addition, practical lab assessments and field tests occur after the appropriate instruction is given. Students will have 3 attempts to successfully complete the practical evaluations.

## **Satisfactory Academic Progress**

Satisfactory academic progress is evaluated at least weekly throughout the program.

The student is required to make quantitative progress toward program completion. To be making satisfactory academic progress, a student must attend at least 90% of the scheduled class hours on a cumulative basis. The student's academic average is reviewed to determine qualitative progress. The minimum required is 80% at the conclusion of each evaluation period for the safety assessments and 70% for the technical assessments. Incomplete grades are not given, and students must repeat any assessment in which they earn less than an 80% average or 70% average accordingly. Work repeated may adversely affect a student's academic progress in terms of the maximum time frame.

Students who withdraw from the program will receive a grade of 0% in each class interrupted by the withdrawal. All interrupted classes must be repeated upon readmission to ARI.

## **Probation**

Students who are making unsatisfactory progress (less than 90% attendance and/or less than 80% or 70% accordingly on weekly assessments) will be contacted by the Training Supervisor to offer support and assistance along with being placed on academic probation at that time. Students will be notified in writing when they are placed on probation and the steps necessary to be removed from probationary status. This can include retaking an assessment within one week of the failure or demonstrating sustained academic progress toward program completion. These discussions will be documented via a Student Progress Report.

If after receiving additional support, the student continues to not be successful with the initial retake of the exam or practical evaluation, an additional conference will be held between the Training Supervisor and the Student to evaluate the student's continuance in the program and to determine the best course of action. Students will be allowed two attempts to retake any assessment required. If unsuccessful after a total of two retakes, the student will be notified of termination verbally and in writing.

If you are using VA educational benefits and are placed on academic or attendance probation, ARI is required to notify the VA. You will receive a probation letter from the VA in the mail that gives you some additional information about VA tutorial assistance and other resources that may help you improve your academic situation. The letter will go to the address that the VA has on file.

In the case of a termination due to unsatisfactory academic progress and the student notifies ARI that they wish to re-enroll (which must be in writing), the student will be placed on a waiting list and re-enrolled in another administration of the same course, as space is available. Re-enrollment or re-entrance will be approved only after evidence is shown to the Vice President of Operations satisfaction that conditions that caused the interruption for unsatisfactory progress have been rectified. Upon return, the student will be placed on an academic plan.

## **Appeal Process**

The student may submit a written appeal of his/her placement on academic leave within five calendar days of their receipt of the dismissal notice. The appeal should be addressed to the Vice President of Operations. The appeal must be accompanied by documentation of the mitigating circumstances that have prevented the student from attaining satisfactory academic progress. Only extraordinary circumstances will be considered, such as death or severe illness in the immediate family. Airstreams will assess all appeals, and determine whether the student may be permitted to continue in school on a probationary status, despite not meeting the satisfactory progress requirements. The student will be sent the written decision within ten days of ARI's receipt of the appeal. The decision of the Vice President of Operations is final.

Students reinstated upon appeal are on a probationary status with a written academic plan for the next evaluation period, during which time they must meet the terms and conditions set out in the letter granting the appeal. At the end of the evaluation period, and at the end of every evaluation period thereafter, the student's academic status will be reviewed. The student may continue on probation as long as he or she meets the terms of the probation, until such time as satisfactory academic progress status is regained.

## **Maximum Time Frame**

All program requirements must be completed within a **maximum time frame** of 1.5 times the normal program length, as measured in calendar time. The Renewable Energy and Communications Tower Technician (AS1007) Program, 6 weeks in length, must be completed within 9 calendar weeks.

Students exceeding the maximum time frame will be administratively withdrawn.

**For VA Students only:** All VA students are required to finish their program requirements within the allotted timeframe for the course contract offered.

## **Tuition Funding Options/Assistance**

Payment arrangements for courses must occur before or on the first day of instruction. Payment may be made by cash, check, money order or credit card (Visa, MasterCard or American Express).

**Workforce Innovation and Opportunity Act:** You may be eligible for funding to assist with the cost of training if you are unemployed and/or a "dislocated" worker (such as those who lose their jobs because of permanent layoffs or plant closings). Airstreams is an approved Eligible Training Provider (authorized to accept the WIOA funding) in the several states. We encourage you to contact us to find out if Airstreams is

approved in your state. You may contact our Admissions Department at 661-822-3963. For further information on the WIOA program, contact your local One-Stop Career Center through this link: <http://www.servicelocator.org/> Once approved, Airstreams finance staff completes all of the necessary paperwork to secure the student's funding prior to enrollment.

**Military Education Benefits:** Airstreams is approved by the California State Approving Agency for Veterans Education to enroll Veterans and other eligible persons in our program. If you are a Veteran and/or a survivor or dependent, you may have access to benefits to assist you in furthering your education. Our VA School Certifying Officials work with Veterans and assist with the procedure to obtain the benefits. Once a Veteran student is approved, Airstreams processes the necessary paperwork with the VA to get the Veteran all of his or her benefits.

**Grants:** Airstreams accepts grants for students who qualify. Our Admissions Department acts as a liaison between the grant providers and potential students to verify which students qualify for each grant. Once a prospective student is matched with a grant provider, Airstreams finance staff completes the necessary paperwork to assist the student in receiving the grant.

**Airstreams Monthly Payment Plan:** Airstreams offers students the option to pay for a portion of their tuition and expenses using a payment plan. Students interested in applying for this option should contact the ARI Funding Office for more information.

*If you have obtained a loan or a payment plan to pay for this educational program you will have the responsibility to repay the full amount of the loan. While placement assistance is provided, there is no guarantee of employment upon completion of the training. If you have received federal student financing funds, you are entitled to a refund of moneys not paid from federal aid program funds.*

*The information regarding the 1098-T below is not intended as legal or tax advice. Tax scenarios may vary by each individual. The Institution highly recommends each student consult with a tax practitioner about personal tax situations.*

*The 1098-T form is used by eligible educational institutions to report tuition and educational related expenses to the Internal Revenue Services ("IRS") and to the students as required by the Internal Revenue Code.*

*Currently, the Institution is not required by the IRS to furnish the 1098-T to any student. If this should change, the student will be notified immediately.*

## **State of California Student Tuition Recovery Fund**

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by California residents who were students attending certain schools regulated by the Bureau for Private Postsecondary Education. You may be eligible for STRF if you are a California resident, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees are any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.

4. There was a decline in the quality of the course of instruction within 30 days before the school closed or, if the decline began earlier than 30 days prior to closure, the period of decline determined by the Bureau.
5. An inability to collect on a judgment against the institution for a violation of the Act. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

You must pay the state imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student, who is a California resident and prepays all of part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident.
2. Your total charges are paid by a third party such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

## **Cancellation and Refund Policies**

**Each student who drops will be given a comparison of drop calculations from ALL regulatory bodies that Airstreams is approved through which includes BPPE (<http://www.bppe.ca.gov/>), ACCET (<https://accet.org/>), and the California State Approving Agency for Veterans Education (<https://www.calvet.ca.gov/CSAAVE>). Airstreams will always use the drop calculation for refund that is most favorable for the student.**

A student must contact Admissions or the Training Supervisor to cancel or drop. Per the California Private Postsecondary Education Act, (<http://www.bppe.ca.gov/lawsregs/index.shtml>), a notice of cancellation shall be in writing, and a withdrawal may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance.

### **BPPE**

You have the right to cancel the 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. Airstreams shall refund 100 percent of the amount paid for institutional charges, less a \$100.00 application (if applicable), if notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later.

Any student canceling an enrollment agreement or withdrawing from the program after it begins, will be refunded a pro-rata amount, through the first 60% of the course. Any student dropping after 60% of the course has been completed will not be refunded any portion of the course tuition. The institution shall pay or credit refunds within 45 days of a student's cancellation or withdrawal.

### **ACCET**

### **Cancellations**

If an applicant is rejected for enrollment by Airstreams, a full refund of all monies paid must be made to the applicant, less a maximum application/registration fee of \$100.00 if such charges are clearly itemized in the enrollment agreement as non-refundable.

If Airstreams cancels a program subsequent to a student's enrollment, Airstreams must refund all monies paid by the student.

If an applicant accepted by Airstreams cancels prior to the start of scheduled classes or never attends class (no-show), Airstreams must refund all monies paid, less a maximum application/registration fee of \$100.00 if such charges are clearly itemized in the enrollment agreement as being non-refundable, and any actual housing costs (if applicable) incurred by the institution.

### **Withdrawal or Termination After the Start of Class and after the Cancellation Period**

Refund amounts will be based on a student's last date of attendance (LDA). When determining the number of weeks completed by the student, Airstreams may consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

During the first week of classes, tuition charges withheld must not exceed 10 percent (10%) of the stated tuition up to a maximum of \$1,000.

After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained must not exceed a pro rata portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed, up to a maximum of \$1,000. Institutions that do not retain any unearned tuition may assess an administrative fee associated with withdrawal or termination not to exceed \$100.

After fifty percent (50%) of the period of financial obligation is completed by the student, the institution may retain the full tuition for that period.

When calculating a refund, the percentage of tuition retained by the institution must be based on the portion of the program the student was attending through his or her last date of attendance when the student dropped not the tuition charged for the entire program listed on the enrollment agreement.

### **Refund Due Dates**

If an applicant never attends class (no-show) or cancels the contract prior to the class start date, all refunds due must be made within forty-five (45) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.

For an enrolled student, the refund due must be calculated using the last date of attendance (LDA) and be paid within forty-five (45) calendar days from the documented date of determination (DOD). The date of determination is the date the student gives written or verbal notice of withdrawal to the institution or the date the institution terminates the student, by applying the institution's attendance, conduct, or Satisfactory Academic Progress policy. If a student provides advanced notice of withdrawal such that the 45-day window for refund processing ends before the last date of attendance, the refund must be paid within forty-five (45) calendar days from the last date of

attendance.

## Definitions

- Cancellation: A student who never attends classes at the institution after enrolling and informs the institution.
- No Show: A student who never attends class at the institution after enrolling and does not inform the institution. Note that the ACCET policy treats no shows identical to cancellations.
- Withdrawal: A student who attends at least one class at the institution, but does not complete his/her program.
- Termination: A type of withdrawal initiated by the institution due to failure to meet one or more institutional policies.
- Period of Financial Obligation: The portion of the program for which the student is legally obligated to pay, which may be less than the full program and may not, under any circumstances, exceed a period of 12 months.
- Last Date of Attendance (LDA): The final date the student attends class.
- Date of Determination (DOD): The date the student notifies the school of his or her withdrawal, or the date the institution terminates or administratively withdraws the student.

## Veteran Cancellation/Refund Policy (VA Regulation 21.4255)

**The student must contact Admissions or the Training Supervisor to drop or cancel.** The \$10.00 registration fee, if assessed, is non-refundable. Students who withdraw will be refunded their tuition on a pro rata basis using the following formula:

$(\# \text{ of days of instruction remaining}) \div (\# \text{ of instructional days in the course}) \times (\text{tuition charged})$

In the event that the veteran/VA student fails to enter the course or withdraws or is discontinued at any time prior to completion of the course, the unused portion of the tuition, fees and other charges paid by the individual shall be refunded. The unused portion of the tuition fees and other charges paid by the VA for the individual will be refunded promptly within forty (40) calendar days of notification of a student's change of status. Airstreams pays any refund directly to the VA on behalf of the student.

VA students will not be required to apply for this refund; it will be made when the school becomes aware of the individual's failure to enter the course, withdrawal or other discontinuance there from.

## Reimbursement to Veterans and Eligible Persons

For information or for resolution of specific payment problems, the veteran should call the DVA nationwide toll free number at 1-800-827-1000.

## Delinquent Tuition Collection Policy

It is the responsibility of the student account holder (a) to provide Airstreams Renewables, Inc. with a current address and phone number and (b) to contact the Finance Office if he or she will have difficulty meeting any payment deadlines.



The student account holder is responsible for all interest, fines, penalties, and collection costs associated with a past due or delinquent student account. The student account holder is responsible for the amount owed, even if the student no longer receives bills from Airstreams Renewables, Inc.

If a student fails to make payment to a monthly payment plan in accordance to the agreement, the account will be determined to be delinquent. Once the account is determined to be delinquent, Airstreams Renewables Inc., Finance Department will send a formal letter to request payment and remind the student that failure to make payment will result in the account being sent to an outside collection agency. The student may lose access to services related to their certifications including access to: additional course registration, transcripts, graduation, and certifications/recertifications. If the student fails to respond within 30 days, the account will be sent to an outside collection agency.

## **Credit Evaluation Policy**

Upon request, Airstreams will review any student's previous education and training for evaluation of transfer credit. Transcripts, course descriptions, and/or certifications will be evaluated and credit will be granted as appropriate, up to a maximum of 50% of a course. Any course/training submitted for evaluation must have been passed with at least a C/70%. Courses/certifications that will be considered are any that can be verified as offering the **same wind and communication tower specific content and rigor as ARI courses**. Because of the nature of our accelerated training, transferability of credit is extremely limited. Course fees will be adjusted accordingly (approximately \$300 per day of training for which transfer credit is accepted). Please contact the Funding Advisor to request credit evaluation. The result of the credit evaluation will be communicated to any student, as well as being included in the student's written record. If you would like to appeal a transfer of credit determination please contact the Manager of Admissions.

### ***Notice Concerning Transferability of Credits and Credentials Earned At Our Institution***

The transferability of credits you earn at ARI is at the complete discretion of an institution to which you may seek to transfer. ARI will assist with providing a transcript, course descriptions, and certificates you have earned. Acceptance of the certificates you earn in the name of ARI is also at the complete discretion of the institution to which you may seek to transfer. If the credits/certificates 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. Airstreams does not have an articulation agreement with any 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 ARI to determine if your credits/certificates will transfer.

## **Copyright Policy**

All student material issued to students by ARI, printed or electronic, is the copyrighted property of Airstreams Renewables, Inc.

Airstreams Renewables, Inc. strictly enforces its policy for copyright violations and complies with all copyright applicable laws and regulations. Any student who engages in the unauthorized distribution of copyrighted material, in any form, is subject to discipline by the school and copyright violation liabilities per U.S. Copyright laws, for each separate act of infringement. Copyright infringement may also be subject to criminal prosecution.

## **No Tolerance Conduct Policy**

ARI reserves the right to remove any student who is disruptive to the learning environment. Students shall conduct themselves in an orderly and considerate manner and shall appear for classes in an alert and receptive condition. Violation of this condition is just cause for dismissal from the program.

ARI does not allow firearms or explosives of any kind on campus or at any training activity. Violation of this policy will result in immediate expulsion.

ARI facilities are violence free and any altercations resulting in verbal threats or physical violence of any kind will result in termination.

## **No Tolerance Alcohol and Drug Policy**

We proudly welcome each of our students to ARI and commit to producing a healthy and safe environment for each of the students who attend our school, as well as the instructors and faculty who work at our institution. Airstreams maintains a drug-free environment. In compliance with the Drug Free Schools and Campuses Act of 1989, ARI prohibits the illegal use, purchase, sale, distribution, manufacture, or possession of drugs and alcohol on its campus or during any training activity. This policy applies to all employees and students. Due to the dangers involved in the course (heights, electrical hazards, etc.) we reserve the right to remove any student from class immediately if we suspect alcohol abuse, use of illegal substances, or abuse of legal drugs.

## **Smoking Policy**

There is a non-smoking policy within the classrooms, offices, vehicles, and company shops. Smoking is prohibited within 30 feet of an entrance to any of the school buildings. There is no smoking in or around turbines, transformers or any equipment.

## **FERPA-Records Policy**

Airstreams maintains a permanent student record, electronically and original copies, that includes registration information, course title, date, instructor name, and location. Records also include quiz, final exam and practical evaluations results, certificates, and cards of completion issued, and all other required documentation (pursuant to Article 3, Section 71920 of CCR Title 5). Upon successful completion of a course, the student's information is recorded in the individual student's paper file and in the electronic file. Electronic files will be maintained for 50 years in the state of California. Students have a right to review their records at any time. Please contact the Student Services Office to arrange for access.

The Family Educational Rights and Privacy Act (FERPA) is a federal law enacted in 1974 that guarantees the confidentiality of a student's records. As a student of Airstreams Renewables, Inc. (ARI), you are entitled, in compliance with the Federal Family Education Rights and Privacy Act of 1974 (FERPA), to have all information concerning your educational records (e.g., academic, student financing, billing data) kept confidential. This information cannot be discussed with anyone (parent, spouse, relative, sponsor, organization, etc.). Schools must have written permission from the student in order to release any information from a student's education record.

However, FERPA allows schools to disclose those records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):



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

Airstreams may disclose, without consent, "directory" information. Airstreams policy is to only release student's name, dates of attendance and degrees, honors and awards. You may request that the school not disclose directory information about you in writing.

Please be aware that if anyone contacts Airstreams on your behalf, staff will be limited to providing directory information that would not generally be considered harmful or an invasion of privacy if disclosed unless written permission from you is on file. If you would like to grant permission for someone to have access to your records (e.g., potential employers), please complete a Release of Information Form and return to Admissions on the first day of class.

This policy is adhered to without exception.

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to their education records. These include:

1. The right to inspect and review the student's education records within 45 days after the day Airstreams Renewables, Inc. receives a request for access. A student should submit a written request that identifies the record(s) the student wishes to inspect. The school official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
2. The right to request an amendment of the student's education records that the student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.
3. The right to provide written consent before Airstreams Renewables, Inc. discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by Airstreams Renewables, Inc. to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:

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

## Transcripts

The student will receive the first copy of their transcript electronically for free. For any additional copies of a transcript, there will be a \$5.00 charge each. Contact the main office 661-822-3963 for a Transcript Request Form.

## **Personalized Flash Drive**

Upon completion of the program, students receive a personalized USB flash drive which includes:

- Program curriculum
- Student's updated Resume and a sample Cover Letter
- Reference material
- Copies of earned certificates
- Transcript

If a replacement USB flash drive is required, there is a \$15.00 replacement fee. Please contact the Main office at 661-822-3963 if a replacement flash drive is needed.

## **Certificate Distribution**

All certificates will be mailed to the certificate mailing address the student has on their Certificate Mailing Form. Certificate Mailing Forms will be distributed prior to the last day of the scheduled program. If not distributed at graduation, certificates will be mailed approximately 7 business days after the graduation date. All certificates are mailed via the U.S. Postal Service.

**NOTE:** Students with a financial hold for tuition or housing will not receive their certificates until the hold is released. Students who have unsatisfactory completion grade levels, attendance below 90%, withdrawal or termination for any reason will not be considered for certificates.

## **Certificate Replacement**

All applicable course certificates are issued to the student upon graduation. If a replacement certificate is required, there is a \$25.00 replacement fee per certificate and accompanying ID card as applicable. Please contact the main office at 661-822-3963 if replacement certificates are needed.

## **Audio and Video**

No videotaping of class instruction by students is allowed. Audio taping is permitted during instruction. Students must notify instructors when a student intends to audio record instruction.

## **Pets/Service Animals**

Students are not permitted to bring pets to the Airstreams campus. Service animals, defined by the American Disabilities Act (ADA) are allowed. Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. If you fall into this category, please speak with the Admissions Department.

## **Course and Instructor Evaluations**

Students complete an End of Course Questionnaire which includes evaluation of the overall experience at Airstreams. The results of the questionnaires are summarized and put into a report format. These reports are reviewed and discussed by staff, and changes/improvements are made accordingly.

## Student Services

### Student Lodging

Securing lodging or housing is the responsibility of the student. Airstreams does not provide lodging. There are several hotels and motels in the Tehachapi area as well as some apartment complexes who offer monthly rates. When contacting them, mention you are attending the Airstreams class as some offer discount rates.

Airstreams contracts with a local lodging provider who works with our students who need housing and are looking for a safe, affordable place to stay during their training. Lodging facilities are shared by two or more students and students must agree to share a bedroom. Each student will have their own bed.

- Students will be supplied with their own new bedding linens, pillows, bath and kitchen linens.
- All kitchen cookware, appliances and eating utensils are provided.
- Lodging facilities include onsite washers or dryers including laundry soap.
- Upon arrival, all clothing must be in a sealed bag with the date of the last cleaning clearly marked. In the event the clothing is unsealed, those items will be washed by the lodging staff prior to entering the home.
- The student may be held financially liable if any damages to the facility (as a result of the student) are found.
- Prior to taking responsibility of the facility, ensure you sign the initial building inspection form
- The local lodging provider will conduct a lodging orientation upon arrival, covering rules and regulations to abide by while residing in student lodging.
- For more information regarding housing, feel free to speak with their General Manager, Tiffani Hughes at 661-810-7372.

Payment for student lodging will be paid directly to the Airstreams Renewables, Inc. Funding Advisor. Ensure that checks are made payable to Airstreams Renewables, Inc. Other payments are accepted; however, checks are the preferred method. Other payments in the form of Cash, MasterCard, Visa, or American Express are accepted. For questions pertaining to finance, contact the Accounting Department at 661- 822-5624.

### Student Mail

If a student needs to receive mail while attending our Tehachapi campus, it must be sent as follows:

Airstreams Renewables, Inc.  
Attn: "Student Name"  
410 West J Street, Suite B  
Tehachapi, CA 93561

Mail will not be received if it is sent to any of the housing addresses.

### Airports/Transportation

Arrangements for travel/transportation are the responsibility of the student. The following airports are within travel distance to our main campus in Tehachapi, CA:

Meadows Field-Bakersfield, CA (BFL)	40 miles from Tehachapi
Bob Hope Airport-Burbank, CA (BUR)	65 miles from Tehachapi
Los Angeles International-Los Angeles, CA (LAX)	82 miles from Tehachapi

## **New Student Orientation**

The Student Services department facilitates the orientation presentation on the first day of class. The orientation introduces students to the Airstreams team of employees and what their specific functions are to help students. The orientation also provides a list of rules and expectations for new students and allows them to better understand what to expect and what they will gain from their studies at Airstreams.

## **Student Counseling**

Student Services management provides counseling services for any student who is struggling in specific areas. This counseling may include discussions pertaining to obstacles which may be preventing students from focusing in class, concerns with necessary accommodations, including hidden disabilities.

## **On Campus Computers**

Airstreams Student Services offers a computer for students who do not have a laptop or other computer access. The computers are located in the student break area.

## **Graduation Ceremony Luncheon**

Student Services conducts a formal graduation ceremony at which students receive a class photo and a celebration luncheon.

## **Career Placement Services**

Airstreams Renewables, Inc. cannot guarantee job placement after graduation, but we do assist students in a variety of ways. The first step in assisting our students is the training they receive on resume writing, cover letter writing, and interviewing skills which includes mock interviews. Our Career Placement Services department provides all students career opportunity listings via the student job board, email, and text, both during the time students are in class and after graduation. Hiring company contact information is included and we assist, as needed with application submission. Students are also provided with links to pertinent job boards and encouraged to post their resumes. ARI has dedicated staff members who work closely with dozens of companies to fill their open positions and career placement assistance doesn't end at graduation. We maintain career profiles for each student to ensure they receive the most current job listings available.

## **Student's Rights/Complaint Policy**

Students have the right to receive a quality education and fair, supportive treatment from our staff. If you have any difficulties or problems while attending our programs, we encourage you to communicate with the ARI staff to resolve any issue of concern. If, in working with our other staff, you do not find a resolution, then please contact the Director of Operations. The complaint will be investigated and a written response will be provided upon request.

Students may request a copy of the Airstreams policy, "Student Grievance and Appeal Process" from any Student Services staff member.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau of Private Postsecondary Education at P.O. Box 980818,

Sacramento, CA 95798-0818, <http://www.bppe.ca.gov/>, 916- 431-6959, fax 916-263-1897. A student or any member of the public may file a complaint about this institution with the Bureau of Private Postsecondary Education by calling 888-370-7589 or by completing a complaint form, which can be obtained on the Bureau's internet website <http://www.bppe.ca.gov/>.

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and Airstreams to ensure that educational training programs of quality are provided. When problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution. However, in the event that a student has exercised the channels available within the institution to resolve the problem(s) by way of the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to contact ACCET as follows: ACCET, Chair, Complaint Review Committee, 1722 N Street, NW Washington, DC 20036. Telephone 202-955-1133, Fax 202-955-1118, email [complaints@accet.org](mailto:complaints@accet.org), website [www.accet.org](http://www.accet.org).

## Student Handbook/Catalog Acknowledgement

I acknowledge that I have received, read, understood and will comply with the information and policies contained in this School Catalog.

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Student's Name (Print)

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Student Signature

Date