

**NATIONAL COMMUNICATIONS  
TRAINING CENTERS, INC.**

**SCHOOL CATALOG**

**INCLUDING VA ADDENDUM**

**NETWORK CABLING  
TECHNICIAN**

Including CAT 5/6 and Telephone Systems

January 1, 2017 to December 31, 2017

**Campus Location**

**1324 E. Mission Rd.  
San Marcos, CA 92069**

**Phone 760-471-9561  
Fax 760-432-8991**

**nctcfiber.com**

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Published January 1, 2017

## **MISSION STATEMENT**

National Communications Training Centers (NCTC) is committed to training qualified technicians to meet the needs of a fast growing, highly technical fiber optic field. The 'hands on' approach used throughout the school program supports student success.

NCTC has developed a 3-week 105 hour curriculum in fiber optics and category 5/6, including telephone systems. This course will be taught by leaders in the fiber optic field. Job duties could be as installers of fiber, fiber splicer technicians, data cable technicians, CAT 5/6 installers, telephone PBX and key systems installers, assemblers of fiber cable and repair, test and inspection of fiber.

The school provides a unique 75% hands on curriculum and provides a proper balance between theory, diagnosis and laboratory work. The school certifies students in broadband technology who will be employed in many fiber optic positions available today and tomorrow. Our program is intensive and skill focused which provides an intelligent alternative to the college system.

## **PHILOSOPHY**

NCTC provides a proper balance between theory, diagnosis and laboratory work. The school certifies students in broadband technology who could be employed in many fiber optic positions available today and tomorrow. Our program is intensive and skill focused, which provides an intelligent alternative to the college system.

## **PERSONNEL QUALIFICATIONS**

### **Peggy Small, Owner/Director**

With 20 years experience in administration and management with such prestigious companies as, Medtronic, Prudential Securities and Wachovia Securities and a "take charge" attitude, Peggy has taken the leadership role as Director of National Communications Training Centers with enthusiasm, dedication, and a commitment to student needs.

### **Kent Streets, School Administrator**

Kent Streets has been the School Administrator at National Communications Training Centers, Inc. since its inception in 2000. His responsibilities include day to day operations of the school and interaction with students who have questions about the program. He also takes care of all necessary supplies required for the program.

### **Terry Pullum, Instructor**

Terry began his cabling career in 2002 when he entered the U.S. Marine Corps as a ground-based communications equipment technician. During the next 11 years, Terry

worked on a variety of telephony and data systems to include Redcom and Nortel private branch exchange switches, personal computers and related networking equipment and various tactical fiber optic assemblies. In 2009 Terry was certified as an instructor for the Marine Corps Communications School in 29 Palms, CA where he taught a variety of subjects including data switching fundamentals, transmission media repair and basic telephony.

Terry is also certified in electronic theory, micro-miniature circuit card repair and curriculum development.

### **STATEMENT OF INSTITUTIONAL HISTORY**

In March 2000 the California Bureau for Private Postsecondary Education ([www.bppe.ca.gov](http://www.bppe.ca.gov)) approved our Network Cabling Technician program. Our location at that time was at 340 Rancheros Dr., #264-D, San Marcos, CA. In April 2004 we were granted re-approval of our program and in August 2004 we moved our facility to its present location at 1324 E. Mission Rd. in San Marcos, California.

### **APPROVAL STATUS**

**This institution is a private institution and is approved to operate by the bureau in compliance with state standards as set forth by the bureau**

### **REQUIRED STATEMENTS**

*(A) "Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the"*

**Bureau for Private Postsecondary Education**

**Mailing Address:**

**Bureau for Private Postsecondary Education**

**P.O. Box 980818**

**West Sacramento, CA 95798-0818**

**Bureau for Private Postsecondary Education**

**2535 Capitol Oaks Drive, Suite 400**

**Sacramento California, 95833**

**Phone: (916) 431-6959**

**Toll Free: (888) 370-7589**

**Main Fax: (916) 263-1897**

**Licensing Fax: (916) 263-1894**

**Enforcement/STRF/Closed Schools Fax: (916) 263-1896**

**Web site: [www.bppe.ca.gov](http://www.bppe.ca.gov)**

**E-mail: [bppe@dca.ca.gov](mailto:bppe@dca.ca.gov)**

*(B) “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.”*

*(C) “A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau’s Internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov). ” §94909(a)(3)*

### **BANKRUPTCY STATUS**

National Communications Training Centers does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or 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.) §94909(a)(12)

### **LOCATION OF CLASS SESSIONS**

All class session are held at **1324 E. Mission Rd. San Marcos, CA 92069**

### **ADMISSION REQUIREMENTS**

Admission requirements are based largely upon the student’s ability to meet the requirements of his/her occupational goal. Strong motivation to learn and a desire to pursue a career are important considerations. Applicants are admitted as regular students if they are beyond the age of compulsory school attendance in California, with a high school diploma or a General Equivalency Certificate (GED).

The school also admits as regular students persons who are beyond the age of compulsory school attendance in California and who have the ability to benefit from the training offered. If you do not have a high school diploma or equivalent, you must to take the **Wonderlic Basic Skills Test™**. This must be arranged with an independent test administrator. No further progress in the enrollment process can proceed until the results of the **Wonderlic Basic Skills Test™** are received. You may not proceed further until the results of this exam have been received by the school. A graduate of a non-accredited high school, who is at least 18 years of age, or a transfer from a non-accredited collegiate institution, may be admitted if the Director or designee determines the student is capable of profiting from the instruction offered at National Communications Training Centers and they successfully pass the **Wonderlic Basic Skills Test™**. A **minimum Verbal score of 200** and a **minimum Math score of 210** are required. If admitted, you will be on a provisional status and thereafter must comply with all school rules and regulations and remain in good standing as a condition of remaining enrolled at National Communications Training Centers. Upon completion of 50 hours of work at National Communications Training Centers with a minimum grade-point average of 2.0, full status will be granted.

Testing must be completed prior to signing the **ENROLLMENT AGREEMENT**. You will be notified of your test results in person, by mail, email, or by telephone.

An applicant may be denied admission if he/she is color blind as a student with a color deficiency may not be able to safely perform the requisite functions in the field.

There are no provisions for a student to receive credit for previous courses completed at other institutions.

### **ADMISSIONS PROCEDURES**

To apply for admission, applicants should contact the School Administrator to schedule an appointment for an interview and a tour of the school facilities. If the applicant decides to attend the school, he/she would then complete the application for enrollment and receive a copy of the school's Catalog and School Performance Fact Sheet. The applicant would be asked for the registration fee of \$75 at this time. This fee will be returned if the student cancels as per the enrollment agreement. Applicants are also informed they must provide a copy of a high school diploma or transcript, or a copy of their GED Certificate prior to the first class session. Applicants who do not have a high school diploma or a GED will be required to take and pass a Wonderlic Basic Skills Test™. School officials will review the application for enrollment and notify the applicant either by phone or in writing the status of his/her admission to the school.

### **POLICY FOR ADMITTING STUDENTS FROM OTHER COUNTRIES**

NCTC does not admit students from other countries.

### **TRANSFER and EXPERIENTIAL LEARNING POLICIES**

NCTC does not accept transfer credits. NCTC does not grant credit for prior experiential learning.

### **NON-DISCRIMINATION CLAUSE**

National Communications Training Centers provides equal opportunity to all applicants for training without regard to race, color, creed, national origin, age, sex or handicap. No person will be denied admission, certification or any other rights and privileges of the school due to race, sex, creed, color, religion or national origin.

### **FINANCIAL AID**

NCTC does not provide private financial aid. NCTC does not participate in any federal or state financial aid programs.

## **EDUCATIONAL OBJECTIVES**

The Network Cabling Technician program consists of 105 hours of training. Students will learn the basic codes and standards of the industry and be able to perform all entry level requirements after completion of the course. Classroom time is divided into lecture and hands-on training. Each day consists of approximately 1 to 2 hours of lecture and discussion in an open forum. The remaining class time is spent accomplishing specific tasks associated with cable and connection installation. All students will be able to perform basic installation requirements of employers and can operate independently, if required, within the first three months of employment. Graduates are capable of being employed as entry to mid level cable installers, depending on prior experience.

Career Opportunities: Network Cabling Technicians may find entry-level employment as installers of fiber, fiber splicer technicians, data cable technicians, CAT 5/6 installers, telephone PBX and key systems installers, assemblers of fiber cable and repair, test and inspection of fiber.

## **PROGRAM CLOCK HOURS**

The Network Cabling Technician program is 105 clock hours

## **GRADING SYSTEM**

The student must show proficiency in meeting the hands-on portion of the program as well as academic level. The exam consists of 100 matching and multiple choice questions. Students are required to successfully answer 75% of the questions in order to pass. The student will be given a pass or fail grade.

Comparable 4.0 Grading Scale:

A	=	4.0	=	100% - 95%
B	=	3.0	=	94% - 88%
C	=	2.0	=	87% - 82%
D	=	1.0	=	81% - 75%
Failing	=			Below 75%

## **DEFINITION OF CLOCK HOURS**

The Network Cabling Technician program consists of 22.5 clock hours of lecture (1.5 hours per day for 15 days) with a minimum of 18 hours in order to graduate.

The program also consists of 82.5 clock hours of hands-on training (5.5 hours per day for 15 days) with a minimum of 66 hours in order to graduate.  
A clock hour is 60 minutes.

## **LENGTH OF TIME FOR COMPLETION**

The student will be required to attend 105 hours of training during a 3 week period. Evening class students will be required to attend 105 hours of training during a 6 week period.

## **TITLE, SCOPE AND SEQUENCE**

Network Cabling Technician Program  
National Certification  
105 Credit Hours – 3 Weeks

### **First and Second Weeks**

Fiber Optic Introduction/Lecture	15 hours
Fiber Optic Lab Exercises	55 hours

### **Third Week**

Copper Introduction/Lecture	7.5 hours
Copper Lab Exercises	27.5 hours

\* Courses are usually taken in this sequence; however, the school reserves the right to modify the sequence as needed.

## **DESCRIPTION OF THE PHYSICAL FACILITY**

All classes will be conducted at the main campus at 1324 E. Mission Rd. in San Marcos, California.

The school occupies approximately 1800 square feet in a one story block building situated in a retail center. The classroom space is air conditioned and has a maximum seating capacity of 15 students, which may be used for lecture or laboratory purposes. In addition to the classroom, there is a reception area, administrative and faculty offices, a library of technical publications for student reference, an equipment storage space and a records room. The student lounge is equipped with a microwave oven and a refrigerator. The classroom and laboratory are equipped with the necessary telecommunications equipment and materials for training Network Cabling Technicians including a Fujitsu OTDR, a Secor Model 75 Fusion Splicer, and Fluke DSP 2000 meters.

The facility and the equipment it uses will fully comply with all federal, state and local ordinances and regulations, including those requirements for safety, building safety, and health. Parking facilities and handicapped parking are provided.

## **POLICY RELATING TO ATTENDANCE**

To maintain satisfactory attendance, students must be present for 80% of the program in order to receive an FOA certificate of completion and be considered a graduate of NCTC. If a student falls below 80% attendance, that student will be given the opportunity to make up the time by making arrangements with the instructor.

Tardiness – Tardiness is a disruption of a good environment and is discouraged. Tardiness without legitimate reason on two occasions in one class will be considered as one unexcused absence.

## **POLICY RELATING TO MAKE-UP WORK**

Students will be required to make up all assignments, exams, or other work missed as a result of any excused or unexcused absence. The student must make arrangements with the instructor to ensure that all work is made-up before the end of the program. All arrangements are subject to approval by the school's director.

## **POLICY RELATING TO LEAVE OF ABSENCE**

Due to the shortness of the program, a leave of absence cannot be granted. However, in emergency situations, students may leave and attend the next available program without additional charge.

## **POLICY RELATING TO CONDUCT**

Students shall at all times when on the school premises conduct themselves in an orderly and considerate manner, and shall appear for classes in a sober and receptive condition. Violations of the school's conduct policy include, but are not limited to, the following:

- Destroying or damaging school property.
- Use any illegal drugs or alcohol while on school property or attending school while under the influence of illegal drugs or alcohol.
- Cheating on a school examination.
- Engaging in any unlawful action.
- Exhibiting violence, insubordination, or inappropriate language toward any school staff or another student.

## **LANGUAGE**

This institution does not provide English as a second language instruction. All instruction is done in English. Students must read, speak and write at a high school level.



## **STUDENT RECORDS**

This school maintains student educational transcripts and necessary financial records indefinitely. All records are located in a secure location in a locked, fire resistant cabinet, protected against fire, theft and vandalism.

## **POLICY RELATING TO TERMINATION**

If a student decides to withdraw from the program, it must be in writing. If such notification is not received, NCTC will consider a student's withdrawal to have taken place on his or her last day of actual attendance.

NCTC may suspend or terminate a student's instruction for any of the following reasons:

1. Unsatisfactory Progress
2. Tuition Delinquency
3. Poor or Improper Conduct, as outlined in the previous section, Policy Relating to Conduct.

In the event of termination, NCTC will inform the student in writing and specify the date of termination. At the same time NCTC will refund any tuition due the student, in accordance with our Refund Policy

## **REQUIRED LEVELS OF PERFORMANCE FOR GRADUATION**

The following requirements must be met in order to become a certified Network Cabling Technician:

- Attend at least 80% of the scheduled hours of the program
- Score 75% or higher on the certification exam
- Complete all designated lab exercises within timelines
- Satisfy all financial obligations to the school

## **SATISFACTORY PROGRESS POLICY**

Students are monitored daily and their progress is documented (Daily Activities Sheets) in order to ensure they are completing exercises within the allotted timelines. Students are made aware of their progress at the end of each day. The timelines are gradually decreased in order to evaluate whether the student is making progress toward expected standards in the industry they are being trained for. The final day of a portion of the course students are given a timed exercise quiz to ensure they are able to complete tasks within the industry timelines. Any student who is not able to complete the task is given the same task again until they are able to achieve the standard.

Before the final day of each portion of the course the instructor reviews all the material in the form of a visual and vocal review. The following day students are given a written comprehension quiz. Students must score 75% or higher in order to move to the next portion of the course. If a student does not score 75% or higher then additional testing is given and the instructor dedicates one on one time until the student is able to accomplish the required score.

Each student must complete all training within the 105 hour/3weeks of the program.

### **PROBATION POLICY**

At the end of each week a quiz or test is administered to ensure students are meeting a 75% comprehension level. Any student that does not achieve 75% is placed on probation for one day of class and is given the same test the following day. If a student does not successfully achieve 75% after probation, they are dismissed from the program. All students that are placed on probation are given their status in writing in the form of a Probation Form.

### **TYPE OF DOCUMENT AWARDED UPON GRADUATION**

Upon satisfactory completion of all requirements of the Network Cabling Technician program and the FOA (Fiber Optic Association) test, each student will receive a certificate from NCTC.

### **TUITION AND OTHER STUDENT CHARGES**

Registration Fee	\$ 75.00 Non refundable
Tuition	5,200.00
Books/Equipment/Supplies	313.00
STRF Fee	0.00
Fiber Optic Association Certification Fee	50.00
Consumables	<u>162.00</u>
<b>TOTAL COST OF THE PROGRAM</b>	<b>\$5,800.00</b>
<b>TOTAL CHARGES FOR PERIOD OF ATTENDANCE</b>	<b>\$5,800.00</b>

\*The student keeps the course books and tool kit after leaving the program.

### **STUDENT LOANS**

If a student obtains a loan, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

## **STUDENT'S RIGHT TO CANCEL**

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. Class day means, except for home study or correspondence, a day on which students were scheduled to attend a class session. Cancellation occurs when you give written notice of cancellation at School address shown on the front page of this Agreement. You can do this by mail, email, fax or telegram. The notice of cancellation, if mailed, is effective when deposited in the mail, properly addressed with postage prepaid. This notice need not take any particular form; it needs only to state you wish to cancel the Agreement. You will be given a notice of cancellation form on the first day of class, but you can use any written notice that you wish. If you cancel this Agreement, School will refund any money that you paid, less an application/registration fee not to exceed \$0, within 30 days after your notice is received. If the Student is rejected for training or if a course is canceled, the Student will receive a refund of all monies paid.

## **REFUND POLICY**

You may withdraw from a course at any time after the cancellation period and obtain a pro rata refund, less a \$75.00 registration fee. To determine your refund you would deduct a registration fee not to exceed seventy-five dollars (\$75.00) from the tuition charge. You would then divide this figure by the number of hours in the program. The quotient is the hourly charge for the program. The amount owed by the student for the purpose of calculating a refund is derived by multiplying the total hours attended by the hourly charge for instruction plus the amount of the registration fee and the documented cost of any books or equipment that were not returned. For example if the student completes 10 hours of a 40-hour course and paid \$400.00 tuition and a registration fee of \$100.00, the student would receive a refund of \$300.00. \$500.00 tuition & registration fee, less the registration fee (\$100.00 divided by the 40 hours of the program by the net tuition \$400.00). This will give you the hourly quotient \$100.00 per hour. Multiply this quotient times the hours completed-10 hours completed X \$10.00 per hour, totaling \$100.00 for the tuition charge. This charge plus registration fee would be deducted from the amount paid. Total paid \$500.00 less registration fee \$100.00 less tuition charge of \$100.00, refund paid \$300.00.

The school will also refund money collected for sending to a third party on the student's behalf such as license or application fees. If the school cancels or discontinues a course or educational program, the school will make a full refund of all charges. Refunds will be paid within 30 days of cancellation or withdrawal.

## **PLACEMENT ASSISTANCE**

Job search assistance is offered to all of our students. Although we cannot make job promises or guarantees, the school will attempt to place every available graduate.

Description of Placement Services – At the start of the class, the student emails are requested and will be put in our job placement mailing list. Using this list we send out emails with the names of companies that are hiring. If the student does not have an email address, we help them open one and show them how to access it and use it.

The first day of class we also request the student’s existing resume so we can edit/add to the resume. If the student does not have a resume, we help them create one.

On the last two days of the course our students are shown how to use job hunting websites such as Monster.com, Jobbit.com, TheBlueBook.com, etc. We show them how to access these sites, create accounts and how to post their resumes.

During the last two days of class we also go over how to attach and email resumes to potential employers. We review interview etiquette, what to ask during an interview and maybe a few things to avoid asking during an interview.

On graduation day students receive a paper copy and digital copy of their resume and they are given contacts of companies that are currently hiring. We continue to email students the job leads from companies after they have graduated – until they have found a job.

## **STUDENT SERVICES**

This school is committed to providing support to our student’s educational and other needs. **These services include:**

**Student Resource Center (Library)** – The majority of resources regarding the fiber optic industry is located on the internet. NCTC makes internet access available to all students during the program, as well a listing of pertinent sites to visit. Our resource center also includes books and journals relating to the fiber optic industry. The student library is available to students during the day when they take breaks or in the afternoon during lab time. Students can use the library at any time during lab time while in the class. We provide various up-to-date industry books, magazines, dictionaries, N.E.C. Code books and monthly trade journals. The library is open for student access from 8:00 A.M. – 4:30 P.M. Monday – Friday.

Computer access to students is available Monday – Friday during breaks, lunch and after class (3:30 P.M. – 4:30 P.M.). Students have full internet access as well as access to word processing software.

**Housing** – This school does not offer dormitory facilities or housing, but will assist out of town students with suggestions on motels located within 1 mile of the campus. Costs at these motels range from \$49.00/night to \$60.00/night.

**Parking** – Our school is located in a retail center. There is ample parking available for all students.

**Tutoring** – The instructor is available (by appointment) to assist students who require additional tutoring.

**Financial Aid** – NCTC is dedicated to assisting students with tuition payment options and working with students to find the best choice for their financial situation. These options are discussed with the student during the interview.

**Student Records** – This school maintains student educational and necessary financial records permanently. All records are located in a secure location, protected against fire, theft and vandalism.

**Transcripts** – Students are provided with an official transcript upon completion of the program.

## **SCHOOL CALENDAR**

The school observes the following holidays:

New Years Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

## **CLASS SCHEDULE**

The class schedule is subject to change. The program start date will be reviewed with the student during the interview.

## **STATE OF CALIFORNIA STUDENT TUITION RECOVERY FUND**

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

- 1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition 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, or are not enrolled in a residency program, or**
- 2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party."**

**"The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.**

**You may be eligible for STRF if you are a California resident or are enrolled in a**

residency program, 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 or 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 material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

It is important that you keep copies of the **ENROLLMENT AGREEMENT**, receipts, or any other information that documents the money paid to the school. Questions regarding the STRF may be directed to the:

**Bureau for Private Postsecondary Education**

**Mailing Address:**

**Bureau for Private Postsecondary Education  
P.O. Box 980818  
West Sacramento, CA 95798-0818**

**Bureau for Private Postsecondary Education**

**2535 Capital Oaks Drive, Suite 400  
Sacramento, CA 95833  
Telephone: (916) 431-6959  
[www.bppe.ca.gov](http://www.bppe.ca.gov)**

**TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED**

*“NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION*

*The transferability of credits you earn at National Communications Training Centers is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the (degree, diploma, or certificate) you earn in Network Cabling Technician is also at the complete discretion of the institution to which you may seek to transfer. If the (credits or degree, diploma, or certificate) that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include*

*contacting an institution to which you may seek to transfer after attending National Communications Training Centers to determine if your (credits or degree, diploma or certificate) will transfer.” §94909(a)(15)*

## **CATALOG UPDATES**

National Communications Training Centers updates this catalog annually in January.

## **STUDENT GRIEVANCE PROCEDURES**

This institution is dedicated to fair dealing and professional conduct. Should any student have a complaint, the student is asked to discuss the matter directly with an instructor or administrator. That instructor or administrator will engage in an informal process endeavoring to settle the dispute in good faith. That informal process will involve three steps:

- 1: an effort to define the problem,
- 2: an effort to identify acceptable options for resolution, and
- 3: an attempt to resolve the conflict through the application of one or more of those options for resolution.

The student may thereafter choose to file a written complaint directly with the institution's Chief Administrative Officer (CAO) who will work to resolve the matter. The CAO is the individual designated to resolve student complaints. That individual will investigate all formal (written) complaints, endeavor to resolve all such complaints, and record an entry into the institution's official log. The formal process will involve:

1. The student's submission of a written description of the specific allegations and the desired remedy, accompanied by any available documentary items. The filing deadline is 60 days after the beginning date of the term following that in which the dispute(s) occurred or are alleged to have occurred.
2. The student may terminate the formal process should, in the interim, the informal process produce a satisfactory resolution.
3. The CAO will notify all parties involved of the receipt and nature of the grievance. If a policy is being grieved, the administrator responsible for the policy will be notified.
4. A timeline for resolution will be delivered to the principals by the CAO.
5. Interested parties will communicate with the CAO in order to make recommendations to resolve the grievance.
6. The party responsible for implementing the selected method of resolution will notify the principals of the decision reached. In the event that a student does not agree to the resolution proposed, the student retains the right to file a complaint with the Bureau for Private Postsecondary Education, 2535 Capital Oaks Drive, Suite 400, Sacramento, CA 95833. Telephone 916-431-6959

# NATIONAL COMMUNICATIONS TRAINING CENTERS

## VA CATALOG ADDENDUM

Published January 2017

### **VETERAN POLICY STATEMENT**

#### Refund Policy for Nonaccredited Courses, CFR 21.4255

This school has and maintains a policy for the refund of the unused portion of tuition, fees and other charges in the event the veteran or eligible person fails to enter the course or withdraws or discontinues therefrom at any time prior to completion and provided that the amount charged to the veteran or eligible person for tuition, fees and other charges for a portion of the course does not exceed the approximate pro rate portion of the total charges for tuition, fees, and other charges that the length of the completed portion of the course should bear to its total length.

NOTE: The maximum non-refundable registration fee allowed by VA is \$10.00 for non-accredited courses.

#### Credit for Prior Training, CFR 21.4254 (4)

This institution will inquire about the previous education and training of veterans and eligible persons, request transcripts and other documentation for evaluation, grant credit as appropriate, and report prior credit to VA on the enrollment certification.

#### Full-time Class Schedules are as follows (clarification of catalog information):

##### Day Students:

Monday – Friday from 8:00 am to 3:30 pm, 7 hours per day,  
35 hours per week, 3 weeks

8:00 – 12:00 am	Lecture/Lab/Discussion
12:00 – 12:30 pm	Lunch
12:30 – 3:30 pm	Lecture/Lab/Discussion

NOTE: Students are permitted two 10-minute breaks per class session



Evening Students:

Monday – Friday from 6:00 to 10:00 pm, 3.5 hours per day,  
18 hours per week, 6 weeks

6:00 – 8:00 pm	Lecture/Lab/Discussion
8:00 – 8:30 pm	Lunch/Dinner
8:30 – 10:00 pm	Lecture/Lab/Discussion

NOTE: Students are permitted one 10-minute break per class session

Satisfactory Academic Progress (CFR 21.4254 (b)(6))

Students are evaluated weekly in order to assess academic performance in relation to the minimum standard of 75%. Students whose academic performance falls below the minimum standard will be placed on probation for a maximum of one week. Students placed on probation will receive individualized tutoring during the probation period to enhance the likelihood for success in the program. Those students who do not improve their grade average to 75% by the end of the probationary period will have their veteran benefits terminated.

Attendance (CFR 21.4254 (b)(5))

Student attendance is evaluated weekly to assess compliance with the minimum standard of 80%. Students whose attendance falls below the minimum standard will be placed on probation for one week. Students are given the opportunity to make up missed class hours during this period. Those students who have not achieved an attendance average of 80% by the end of the probationary period will have their veteran benefits terminated.

**REGISTRATION**

Due to the high percentage of hands-on training and equipment available, class size will be held to a maximum of 14 students. A registration fee of \$10 is normally required to hold a place in the program. This fee will be returned if the student cancels as per NCTC Enrollment Agreement.

**TUITION**

Tuition for Veteran students is \$5,190 plus a \$10.00 registration fee. Fiber Optic coursebook \$30, Category 5 coursebook \$30, Cabling toolkit \$240, FOA test fees for Fiber \$50, FOA test fees for Cat 5 \$50, FOA certification fees for Fiber \$50, FOA certification fees for Cat 5 \$50 and consumables \$100. The student keeps the coursebook and toolkit after leaving the program. **THE TOTAL COST OF THE PROGRAM IS \$5,800.**

## **CONDUCT POLICY**

Students shall at all times when on the school premises conduct themselves in an orderly and considerate manner and shall appear for classes in a sober and receptive condition. Violation of this conduct is a just cause for dismissal.

**NATIONAL COMMUNICATIONS TRAINING CENTERS**  
**EDUCATIONAL HISTORY QUESTIONNAIRE**  
**FOR VETERANS AND ELIGIBLE PERSONS**

Identify all previous education and training, including traditional college, vocational school and military training.

NOTE: You must provide all transcripts/records or prior training for evaluation to National Communications Training Centers

<u>College or Training Establishment</u>	<u>Subjects or Classes Taken</u>	<u>Dates</u>	<u>Degree or Certificate Earned</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Transcripts received on: \_\_\_\_\_

Forwarded to \_\_\_\_\_ for evaluation on \_\_\_\_\_

Results of evaluation: \_\_\_\_\_  
(units granted to student)

Annotated transcripts attached \_\_\_\_\_.  
(initials)

I have received a copy of the National Communications Training Centers Catalog and Veteran Policy Statement, which contain the policies, regulations, course completion requirements and costs for the specific course in which I have enrolled.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_