



School Catalog

»» 2026 ««

Period covered by this catalog:

September 2026 – August 2027

Website: www.actrade.ac

Phone: **888-486-4464**

Address: **17860 Ideal Pkwy, Ste. A/B**

Manteca, CA 95336



Our Mission Statement

To improve the air conditioning and sheet metal trade by connecting each individual with their potential through proper training, while enhancing the validity of licensed contractors by providing mutually beneficial programs such as education, business development, licensing, and regulation advising.

State of California BPPE Approval

ACTA is a private institution and is approved to operate by the California Bureau for Private Postsecondary Education (BPPE). BPPE approval means compliance with state standards as set forth in the CEC and 5, CCR..

- i. Any questions a students may have regarding this catalog that not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at:

P.O. Box 980818, West Sacramento, CA 95798-0818

www.bppe.ca.gov

P: 916-574-8900, Fax: 916-263-1897

- ii. 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.

Our Programs

*ACTA is an unaccredited institution

Weekly class instruction is held online. Lab classes are held in person.

Our Addresses:

ACTA Mailing Address

1112 N. Main St #386

Manteca, CA 95336

ACTA Lab Class Address

17860 Ideal Pkwy, Ste A/B

Manteca, CA 95336

HVAC/R Service Technician Program

This program teaches Basic Electrical, Refrigeration, Heating and A/C skills and prepares students for their EPA 608 and NATE Certifications. You must complete 196 hours in order to complete this program. All online classes are taught weekly using Microsoft Teams and is “live” with an instructor in real time. All instruction is synchronous. In addition to our online training, each semester includes 2 in person hands-on labs. This program **does not** require any internships or externships. Once you successfully complete your 196 hours of training, you will receive a certificate of completion.

Overview of Course Curriculum

HVAC/R Service Technician Training (Total Clock Hours – 196)

- ❖ **101 Introduction to Service**
 - 30 Hours of Instruction, 16 Hours of Lab
 - ◆ Introduction to HVAC-R
 - ◆ General Safety
 - ◆ Tools, Instrumentation, Fasteners and Equipment
 - ◆ Basic Electricity and Magnetism
 - ◆ Automatic Controls and Controls Troubleshooting
 - ◆ Electric Motors, Motor Controls and Motor Troubleshooting
 - ◆ Heat, Temperature and Pressure
 - ◆ Matter and Energy
- ❖ **102 Refrigeration, EPA 608 and System Components**
 - 36 Hours of Instruction, 16 Hours of Lab
 - ◆ Refrigeration, Refrigerants and Oil
 - ◆ EPA 608
 - ◆ Tubing and Piping
 - ◆ Leaks, Evacuation and Charging
 - ◆ Evaporators, Condensers, Compressors and Expansion Devices
 - ◆ Special Refrigeration Components
 - ◆ Applications of Refrigeration
 - ◆ Refrigeration System Troubleshooting
- ❖ **201 Heat, IAQ, Installation and Troubleshooting**
 - 30 Hours of Instruction, 16 Hours of Lab
 - ◆ Electric, Gas, Oil and Hydronic Heat
 - ◆ Indoor Air Quality
 - ◆ Comfort and Psychrometrics
 - ◆ Air Conditioning Refrigeration
 - ◆ Air Distribution and Balance
 - ◆ Installation
 - ◆ Energy Auditing
 - ◆ Troubleshooting
- ❖ **202 Heat Pumps, Small Appliances, Chillers and Maintenance**
 - 36 Hours of Instruction, 16 Hours of Lab
 - ◆ Air Source and Geothermal Heat Pumps
 - ◆ Domestic Refrigerators and Freezers

- ◆ Room Air Conditioners
- ◆ High and Low Pressure Chillers
- ◆ Cooling Towers and Pumps
- ◆ Chilled Water Air Conditioners
- ◆ Commercial and Package Rooftop Systems
- ◆ VRF and VAV Systems

Assignment Requirements:

All students are assigned homework assignments each week after the online class. Homework assignments may consist of reading assignments, online quizzes, virtual simulations, and virtual knowledge checks. All assignments are due by 11:59p on the day before the next online class. All late assignments will result in receiving a zero grade. All grade results are available to the students immediately after completing the assignment via the platform being used. Your overall average grade for each week is available on the ACTA website and will be posted within one week after the assignment due dates.

Graduation Requirements:

Students must pass each semester with a 70% or higher in order to move onto the next semester. All students must pass the Final Exam at the end of Year 2 with a 70% or higher in order to receive a certificate of completion.

- a. Grade Requirements:
 - i. Homework (all homework assignments for each week are averaged together for the overall grade):
 1. Video Simulations – Pass/Fail (students must pass in order to move on to next section per Online Virtual Simulation Software)
 2. Knowledge Assessments – Pass/Fail (students must pass with an 80% in order to move on to next section per Online Virtual Simulation Software)
 3. Online Tests on Easy Test Maker – Graded (students can receive 0% to 100%)
 - ii. Hands-on Lab Assignments (all lab assignments are averaged together for each lab):
 1. Online Tests at Hands-on Lab – Graded (students can receive 0% to 100%)
 2. Lab Projects at Hands-on Lab – Graded (students can receive 0% to 100%)
- b. Grading System:
 - i. Attendance: 10% of their grade
 - ii. Homework (Video Simulations/Knowledge Assessments/Online Tests): 35% of their grade
 - iii. Mid Semester Lab: 15% of their grade
 - iv. Final Semester Lab: 40% of their grade

Faculty

Duke Diltz – Training Director – 40+ years in the Trade; ACTA Training Director since 2011; EPA 608 Certified; Certified Welder and Hazmat Certified.

Tyson Walton – Training Coordinator/Instructor – 10+ years in the Trade; ACTA Training Coordinator/Instructor since 2023; HVAC Sheet Metal Journeyman.

Javier Sandoval – Instructor – 32 years in the Trade; ACTA Instructor since 2024; EPA 608 Certified.

Admissions Policy & Acceptance of Credits

Admission Requirements – Must have a High School Diploma, it's equivalent or a GED. We do not accept the ability to benefit examination. Must be a U.S. Resident (we do not provide any visa services or vouch for student status). ACTA does not have any general education requirements with this training program. ACTA does not accept any credits earned at other institutions or achievement tests.

Admissions Standards

Applicants to ACTA's HVAC/R Service Technician Training Program must:

- Meet the compulsory age of 18 years
- Have a state issued ID card or Drivers License
- Possess a Social Security Card or Permanent Resident ID
- Possess one of the following criteria:
 - A High School Diploma or its equivalent (ex. High School Equivalency HSED)
 - A General Educational Development Test (GED)
 - A High School Equivalency Test (HiSET)
- Must pass the Online Skills and Competency Exam provided by ACTA

Prior Experiential Learning

ACTA does not award credit for prior experiential learning. The transferability of credits you earn at ACTA is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in ACTA's HVAC/R Service Technician program is also at the complete discretion of the institution to which you may seek to transfer. If the 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 ACTA to determine if your certificate will transfer. ACTA has no articulation agreements with any other colleges, universities or institutions.

Refund & Cancellation Policy

- Students may cancel or withdraw from class for any reason, up until the 1st day of class or 7 days after enrollment, whichever is later. If student cancels after the cancellation period they are subject to a pro-rata refund.
 - Cancellation Dates – September 1, 2026 or 7 days after your enrollment date 09/08/2026 (whichever is later)
 - Student must fill out a cancellation/refund form and submit to ACTA within the time frame above.
- Notice of Cancellation is effective if it shows that the student no longer wishes to be bound by this Agreement or to continue their attendance at ACTA. If the student cancels this Agreement, the student shall not be liable to ACTA and ACTA shall refund any money paid through attendance at the first class session or the seventh day after enrollment, whichever is later. The Student Tuition Recovery Fund fee paid by residents of California are nonrefundable.
 - If student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.
- Pro-rata Refund: Between the first day of instruction through the 60% date of the semester, refunds will be on a pro-rata basis using the official withdrawal date. Students are not eligible to receive a refund for dropping all classes or officially withdrawing after the 60% date. The pro-rata refund will be calculated by the number of Calendar days from the first day of the semester to the date of withdrawal. A pro rata refund shall be no less than the total amount owed by the student for the portion of the educational program provided subtracted from the amount paid by the student, calculated as follows:
 - (1) The amount owed equals the daily charge for the program (total institutional charge, divided by the number of days or hours in the program), multiplied by the number of days student attended, or was scheduled to attend, prior to withdrawal.

Probation & Dismissal Policy

Any student failing a semester will have until the end of that semester to bring their grade up to a 70% or higher. If unable to bring their grade up to a passing grade, the student will fail the semester and be required to re-take that semester again before moving onto the next semester.

ACTA does not have any Probation periods. Students may re-take classes as often as they need to in order to pass successfully. All classes to be re-taken will be at the current cost of the classes at the time of re-enrollment.

Students shall at all times conduct themselves in a manner that does not disrupt or disturb their own or other classes. Any student causing disruption of the class will be dismissed from the class and may only be readmitted with the consent of the instructor.

Any student that does not respond to the instructor within a timely manner during the online class, will be considered as not paying attention, and will be dismissed from the class.

Any student that loses their tempers with an ACTA staff member or instructor, including but not limited to screaming, cursing, and harassing, may result in being dropped from the course. Refer to our "Refund and Cancellation" policy for details on refunds.

The use or possession of intoxicants in or around the class site is prohibited. Students reporting to class in an intoxicated condition will be dismissed from class.

Discrimination and/or Sexual Harassment

Discrimination in any form will not be tolerated by anyone involved in or with the program. All people are to be treated equally, fairly, and with respect. Sexual harassment is partially defined as "unwanted or unsolicited sexual advances or other visual, verbal or physical harassment or conduct of a sexual nature. Any student who is directly or indirectly involved with any form of discrimination will be subject to disciplinary action including expulsion from the program. Be advised that you may be held accountable under the law.

Attendance

Attendance is the responsibility of the student. Failure to attend an online class will result in being marked absent. Any missed online classes, you will have one week after the original class date to review a recording of the presentation. There are no "excused" absences.

Any student logging into an online class after 1 minute from the start time and before 10 minutes of the start time will be considered Tardy. Any time after 10 minutes of the start time will be considered as an absence. There are no "excused" Tardies.

There are no make up hands-on lab dates. If you fail to attend a hands-on lab class, you will receive a zero grade for that lab. There are no "excused" absences.

Leave of Absence

Under certain circumstances, a student may be allowed to take a leave of absence for medical reasons or for active military duty.

Medical Leave:

- i. A student may be allowed to take a medical leave of absence if unable to attend online/lab instruction due to pregnancy, injury, or illness.
- ii. The student must submit a written request for a leave of absence to ACTA staff at least 30 calendar days in advance of the need for leave, or as soon as possible under the circumstances.



- iii. The leave request must be accompanied by a doctor's note which certifies that the student is unable to attend class and the anticipated duration of the leave (start and end dates). The doctor's note does not need to disclose the underlying medical condition.
- iv. The leave request will be submitted to the Board of Directors for consideration.
- v. Assuming the request for leave is approved, it is the responsibility of the student to keep ACTA staff informed regarding their status and to promptly update any expired doctor's notes, if necessary.
- vi. Before the student is allowed to participate in online/lab instruction, he/she must provide a doctor's release to return to work/class; failure to do so will delay the student's return to active participation in the program.
- vii. If a student's leave of absence results in the student missing a lab class or more than 3 online classes, the student will be required to repeat that semester's classes upon returning to the program.
- viii. If the leave of absence is for more than 30 days, the student's entire period of attendance may extend beyond the originally estimated program completion date.

Military Duty:

- i. Upon receiving his/her orders, the student should immediately notify the ACTA staff.
- ii. The student must submit a copy of his/her orders to the ACTA staff before leaving.
- iii. Upon returning from duty, the apprentice should immediately notify ACTA staff in order to be scheduled for the next available class year.

Student Achievement

Upon completion of the student's first year of school, students should be able to pass the EPA 608 Certification test and begin working at an entry level position in the HVAC Trade. Refer to "Graduation Requirements" of this catalog for information on successfully passing a class.

Employment Occupation

ACTA's HVAC/R Service Technician Program aims to prepare its graduate for employment in the Heating, Air Conditioning, Refrigeration Mechanics & Installers occupation (49-9021). These positions do not require licensure in this state.

Language Proficiency Requirements

All instruction is in English. If English is not your primary language, you must provide documentation of proficiency, such as the Test of English as a Foreign Language (TOEFL) with a passing grade of 80 points. ACTA does not provide any English language services or ESL classes.

Schedule of Charges

TOTAL CHARGES FOR THE CURRENT PERIOD OF ATTENDANCE (10 MONTHS) – TUITION
\$6000 + \$0 STRF (NON REFUNDABLE) = \$6000

ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM (20 MONTHS)
– TUITION \$12,000 + \$0 STRF (NON REFUNDABLE) = \$12,000

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT – 1ST MONTHS TUITION PAYMENT - \$600 + \$0 STRF (NON REFUNDABLE) = \$600

Class Fees:

- Pay class fees according to the most current price list at the time of enrollment
- If student obtains a loan to pay for the program, the student will have the responsibility to repay the full amount of the loan plus interest, less any refunds (if applicable)
- If student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:
 - The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
 - The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

Payment Plan Policy (optional):

1. Upon registration for the class, applicant will be required to pay the 1st month's payment along with the Student Tuition Recovery Fund fee (STRF – Non Refundable).
2. Invoices will be sent for the Class Fees via e-mail by the 20th of each month prior and are due by the 1st of the following month.
 - a. Example – The class fee invoice for September will be emailed by August 20th and is due on September 1st.
3. Payments must be made by Visa, Mastercard, or American Express.
 - a. Students will not be allowed to continue in the class for invoices past due 5 days or more until fees are paid and brought current.
 - b. Students will not be issued a Certificate of Completion until class fees are paid in full.

Students must request a payment plan in order to participate in the payment plan program.

Summary of Fees:

- Tuition - \$6000 (yearly)
- Student Tuition Recovery Fund Fee (non-refundable) - \$0

To be Purchased by Students on their own:

- A computer or tablet that connects to the internet, and a headset/microphone or dial in audio connection
- Long Pants, Work Boots, Sleeved Shirts, Work Gloves, and Safety Glasses

State and Federal Financial Aid

ACTA does not currently have any financial aid options available to students. ACTA does not currently participate in any federal and state financial aid programs.

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

If student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

- The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.

- The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

Bankruptcy

ACTA 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.

Placement Services

ACTA is a contractor member association. We have 60+ member companies throughout the State of California. In addition to our member contractors, ACTA works with several non-member contractors in the HVAC industry.

Upon completion of the student's first year of school, they are given the opportunity to test for their EPA 608 certification which allows them to begin working with refrigerants. At this point, they will have enough knowledge of the trade to begin working at an entry level position for an HVAC contractor.

For student's that have successfully passed the first year of schooling and passed the EPA 608 certification test, they can request to be put on the Job Placement list. ACTA will then reach out to our member contractors as well as the non-member contractors and let them know we have trained students ready to begin working in the HVAC trade.

Please note, ACTA does not promise or guarantee employment.

Student Tuition Recovery Fund Disclosure

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7489.

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

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the

institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.

4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess or tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the loan or loans.

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

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at ACTA is at the discretion of an institution to which you may seek to transfer. Acceptance of the Certificate of Completion that you earn in ACTA’s HVAC/R Service Technician Program is also at the complete discretion of the institution to which you may seek to transfer. If the Certificate of Completion that you earn at this institution is 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 ACTA to determine if your Certificate of Completion will transfer.

ACTA has not entered into an articulation or transfer agreement with any other college or university.

Facilities & Equipment

The ACTA facility is approx. 2500 sq. ft. of office with 4000 sq. ft. of enclosed shop space with 2 unisex restrooms. There are 18 work benches with stools for the students. There are 2 spot welders. 2 shears 4 sheet metal brakes various turning machines and 1 slip rolls for duct fabrication.

We have a functioning split system heat /cool mockup as well as many compressors, motors fans, and package units for the student to practice hands on work. Trade, specific tools include recovery units tank vacuum pumps, temp probe and manifold gauge sets are all new as of 2022 and demonstrate the latest advancement in the industry. Students will use these tools in their studies.

<i>IR Thermometer</i>	<i>Fieldpiece</i>	<i>SIG1</i>	<i>22060130</i>
<i>Digital Manifold</i>	Fieldpiece	SM480V	22061791AABT
<i>Meta Quest VR Goggles</i>	Meta		
<i>Digital Thermometer</i>	Fieldpiece	SPK1	
<i>Digital Thermometer</i>	Fieldpiece	SPK1	

Digital Thermometer	Fieldpiece	SPK1	
Digital Thermometer	Fieldpiece	SPK1	
Digital Thermometer	Fieldpiece	SPK1	
Digital Thermometer	Fieldpiece	SPK1	
Non Contact Voltage Sensor	Fieldpiece	SNCV1	
Non Contact Voltage Sensor	Fieldpiece	SNCV1	
TruBlu Starter Kit XL Evacuation Kit	AccuTools	A10757-1XL	
3 pack 5' Premium hoses	CPS	HP5E	
30# Refrigerant Recovery Tank	CPS	CRX430T	
30# Refrigerant Recovery Tank	CPS	CRX430T	
40,000 btu 2 ton Furnace	York	TG8S040A08MP11B	W1M3239174
2 Ton Condensor	Goodman	GSXN402410AA	2208205133
2 ton Evaporator Coil	Aspen	DE36D4414OR402	J22-00014044

Learning Resources

- Our institution does not have a physical library facility. Our curriculum requires students to reference one book, Refrigeration and Air Conditioning Technology, during the 2 year program. Each student is provided with the book at the time of enrollment as part of their regular tuition. Therefore, students will not have a need to access a library.
- Other Learning Resources:
 - a. ACTA Classes are taught online using Microsoft Teams each week for our “live” online classes which occur in real time with an instructor. Students do not have to purchase Microsoft in order to participate in the classes. Staff members of ACTA are available during class times in order to assist students with any problems logging in.
 - b. ACTA’s media center utilizes an online virtual simulator, powerpoint presentations, and video simulations which is accessible to students 24 hours a day, 7 days a week.
 - c. Homework assignments are assigned via our Online Virtual Simulator. Students are provided a link and password to access these assignments. The online virtual simulator is accessible to students 24 hours a day, 7 days a week. Staff members of ACTA are available from 8a-4:30p Monday through Friday to assist with any homework assignments.
 - d. ACTA utilizes service equipment such as refrigerant recovery systems, vacuum pumps, charging scales and cylinders, leak detectors, pressure gauges, electrical simulation boards, and a variety of hand tools for our hands-on lab classes. This equipment is accessible to students during the scheduled hands-on training classes.
 - e. All students will receive classroom instruction and staff support for any issues that may arise during their enrollment in the classes. Staff is available from 8a-4:30p Monday through Friday.

Student Services

First week of class orientation

Staff available to assist with accessing classes and completing assignments.

Dedicated staff member available for questions and help regarding classwork.



Housing Accommodations

ACTA does not provide housing accommodations, nor does ACTA hold the responsibility to find or assist a student in finding housing. Acta does not assist with finding housing or accommodations.

Housing may be available at the following locations (cost ranges from \$1800 per month).

Tesoro Apartments – 1005 E. Atherton Dr. Manteca CA 209-815-9424
Laurel Glen Apartments – 574 Button Ave, Manteca CA 209-740-4006
Stonegate Apartments – 1451 W. Center St., Manteca CA 209-821-1811

Complaints

Students who are displeased with the quality of classroom instruction are encouraged to contact the ACTA office at (888) 486-4464 without fear of reprisal. The student may request to meet with the Training Committee at its next scheduled meeting.

All students have the right to request an audience of the Training Committee, in writing, to discuss any problems pertaining to their training.

Any improper act not covered by these Rules and Regulations shall be handled as the Training Committee deems fair and appropriate.

If outcome is unsatisfactory, a student or 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.

Office of Student Assistance and Relief

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available service and relief options. The office may be reached by calling (888) 370-7589 or by visiting www.osar.bppe.ca.gov.

Student Records

Each student enrolled in the HVAC/R Service Technician Training Program will have an online student folder that includes all required student data per Article 9. Each student is ordered by last name, first name. Once student graduates from the program, they will be moved to a Graduate online folder by graduation year.

Each file will contain a copy of the enrollment application which includes their name, mailing address, email address, and date of enrollment. A transcript of records will be included in each student's online file as well as a copy of their certificate of completion once they graduate. All financial records will be kept in their online student file as well.

All student files will be retained for 5 years and transcripts will be retained indefinitely.