

Catalog of Classes



National RV Training Academy, LLC
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History

The National RV Training Academy, LLC (d.b.a 'NRVTA') was founded by a motivated group of RVers. As a result, the NRVTA is an organization with a committed group of faculty members who are not only talented, but also inspired to make a difference.

In 2013, Mr. Terry Cooper had a dream of improving the educational experience as well as to support the increasing demands of qualified RV Technician professionals.

Mr. Cooper is the Managing Director of the National RV Training Academy, LLC as well as its founder and original teacher. Better known as the Texas RV Professor, Cooper brings to the table his experience from years of teaching RV Technicians at Texas State Technical College in Waco, Texas and RV Technician courses for the online program for Northampton Community College in Bethlehem, PA. In the intervening years he conducted mobile RV Tech courses throughout the country at various dealerships and service centers and took on the role of managing a few select RV service departments. Cooper is the heart and soul of the National RV Training Academy, LLC. The mission of the academy is in fact his own personal mission. His zeal is contagious. Even a brief conversation with this man is inspirational on multiple levels. Mr. Cooper is the recipient of the *National Scholastic Achievement Award* from the RVIA (Recreational Vehicle Industry Association).

In 2017, The Big Red Schoolhouse and Community Center (a 501(c)3 non-profit) opened its doors as the new home base of the National RV Training Academy, LLC. The mission of the Big Red School House is to provide a safe, meeting place for Citizens of Henderson County & Surrounding Areas to Gather, Learn and Prosper. The 15,000-square-foot facility with three large classrooms and a large open training facility is adaptable to a multitude of training needs such as RV Technical Training, Welding Education, Solar Systems and so much more. The approximately 6000-square-feet of open floor space can also provide adaptable facilities for larger theater-style meetings, or sit-down, round-table events. It is estimated that the space will accommodate up to 600 guests when set theater-style and 300+ when set dinner-style. We encourage you to reach out to us with your event needs and let us determine if we can be of service to you.

The National RV Training Academy, LLC offers training for all types of students. Whether you are an RV dealership with service technicians, an RV professional running your own mobile RV Tech or RV Inspection business, or simply an RV owner that wants to learn the ins-and-outs of your RV, we have the training you need to build your RV maintenance and repair confidence! Our courses are all less than one weeklong and utilize a combination of classroom and hands-on labs to ensure you learn only what you really need to know in today's ever-changing environment.

Approvals

National RV Training Academy, LLC: Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

National Recreational Vehicle Inspectors Association

The National Recreational Vehicle Inspectors Association (NRVIA) is the certifying body and professional membership organization providing credentials for professional recreational vehicle inspectors across North America. NRVIA's mission is to provide credibility through the testing and awarding of credentials to qualified inspectors. The NRVIA Certified RV Inspector is one of the most highly sought-after certifications in the RV inspection industry.

- **Recreational Vehicle (RV) Inspector Program**

Certification is designed to assist the RV industry and the public in identifying those professionals who have demonstrated the knowledge and ability to satisfy established standards in RV diagnostic and assessment procedures. Eligible candidates must complete one comprehensive exam consisting of 105 multiple choice questions. The candidate has 95 minutes to complete the test. The passing score for the exam is 70% or 74/105 correct answers. In addition, an onsite practical RV inspection is required demonstrating the candidate's knowledge and ability to satisfy established standards in RV inspections. The practical is pass or fail.

Recreational Vehicle Technicians Association of America

The National Recreational Vehicle Technician Association (RVTAA) is the certifying body and professional membership organization providing credentials for professional recreational vehicle technicians across North America. The RVTAA certifications are designed to assist the RV industry and the public in identifying those professionals who have demonstrated the knowledge and ability to satisfy established standards in RV diagnostic and repair procedures.

- **Recreational Vehicle (RV) Service Technician**

The registered technician certification exam establishes that the technician is proficient in core knowledge areas such as propane, basic electrical, plumbing, fire & life safety, weight knowledge, and other technical skills as outlined in the RV Service Training Council (RVST Council) Standard/DACUM. This is the first step in becoming a Certified RV Service Technician. Once a technician has achieved Registered technician status, they are eligible to move forward and become a Certified Technician. The certification exam consists of 105 multiple choice questions. The candidate has 95 minutes to complete the test. The passing score for the Registered Technician certification exam is 76.2% or 80/105 correct answers.

NOTE: Those currently certified or those with an expired certification are exempt from the Registered Technician certification exam. All other applicants are required to take the Registered certification exam as the first step of the certification process.

- Advanced Recreational Vehicle (RV) Service Technician**

Once a technician has achieved the RV Service Technician status, they are eligible to take the Certified RV Service Technician certification exam. The Certified RV Service Technician exam is the second level in advancing in the RV service technician's career. The certification exam is a comprehensive assessment designed to evaluate both general and specific knowledge as outlined in the RV Service Training Council (RVST Council) Standard/DACUM. The certification exam consists of 200 multiple choice questions. The candidate has three hours (180 minutes) in which to complete the certification exam. The passing score for the certification exam is 76.5% or 153/200 correct answers.
- Master Recreational Vehicle (RV) Service Technician**

Once a technician has achieved the Advanced RV Service Technician status, they are eligible to take the Master Certified RV Service Technician certification exam after successful completion of three years of documented Certified RV Service Technician work experience. The master certification exam is a comprehensive assessment of advanced knowledge as outlined in the RV Service Training Council (RVST Council) Standard/DACUM. The certification exam consists of 200 multiple choice questions. The candidate has three hours (180 minutes) in which to complete the certification exam. The passing score for the master certification exam is 90.0% or 180/200 correct answers.

Facilities and Equipment

The 15,000-square-foot Big Red Schoolhouse & Community Center was constructed in 2017 for the dual purpose of teaching people how to maintain, repair and inspect RVs, as well as to provide a space for members of the surrounding community to hold events. With climate-controlled RV bays big enough to park multiple RVs in, the NRVTA has the room for all the equipment and tools that students need to get the hands-on training required to learn the systems on today's RVs. The three large classrooms feature state-of-the-art equipment including projectors and video cameras connected to big screen televisions to ensure you don't miss a thing during class. Even with all the space inside, we required outside storage for all the RV equipment, appliances, and parts we keep on hand for students to take apart and learn with.

The Big Red Schoolhouse & Community Center, home of the NRVTA, is located on the grounds of the Texan RV Park and Campus in Athens, Texas. The park contains:

- 99 RV sites
- Three small lakes that are well stocked with fish
- Six rental cabins
- Five tiny home rentals

The RV park is situated on 37.4 lush, green acres in beautiful East Texas 66 miles Southeast of downtown Dallas, Texas. The Texan RV Park provides a clean, comfortable, convenient, and relaxing place for our students to stay during the weeks of their classes.

Owner Information

Members: Jazzy Films, LLC and Workamper International, Inc.

Managers of National RV Training Academy, LLC:

Terry Cooper
cooper@nrvt.com

Steve Anderson
sanderson@nrvt.com

Key Staff and Faculty

<u>Name</u>	<u>Degree</u>	<u>Specialized Training</u>	<u>Area of Instruction</u>
Terry Cooper	B.B.A	Master RV Technician	RVTF 200 – RV Fundamentals Training RVTP 900 – RVTAA Registered RV Service Technician Certification Exam Review RVTA 301 – RV Air Conditioners & Heat Pumps RVTE 301- RV Exterior Systems RVTR 301 – RV Absorption Refrigerators RVTW 301– RV Water Heaters & Furnaces RVTP 910 – RVTAA Certified RV Service Technician Certificate Exam Review RVTG 301 – Generators RVTS 301 – Solar Power RVTP 920 – RVTAA Master Certified RV Technician Certification Exam Review
Leon Booth		Master RV Technician	RVTF 200 – RV Fundamentals Training RVTA 301 – RV Air Conditioners & Heat Pumps RVTE 301- RV Exterior Systems RVTR 301 – RV Absorption Refrigerators RVTW 301 – RV Water Heaters & Furnaces

Todd Henson	B.A	Master RV Technician	RVTF 200 – RV Fundamentals Training RVTP 900 – RVTAA Registered RV Service Technician Certification Exam Review RVTA 301 – RV Air Conditioners & Heat Pumps RVTE 301- RV Exterior Systems RVTR 301 – RV Absorption Refrigerators RVTW 301– RV Water Heaters & Furnaces RVTP 910 – RVTAA Certified RV Service Technician Certificate Exam Review RVTG 301 – Generators RVTS 301 – Solar Power RVTP 920 – RVTAA Master Certified RV Technician Certification Exam Review RVTP 990 - NRVIA Certified RV Inspector Exam Review
Howard Jaros	B.S.	RV Inspector	INSP 201 – Principles of an RV Inspection INSP 301 – Advanced RV Inspector Training RVTP 990 – Certified RV Inspector Review
Craig Johnson	Diploma	Master RV Technician	RVTG 301 – Generators
Steven Anderson	B.S.	Business	Representative
Jennifer Beard		Student Advisor	Representative
Evada Cooper		Student Advisor	Representative
Karen Cupp		Student Advisor	Representative
Tony Flammia		Student Advisor	Representative
Stephanie Henson		Student Advisor	Representative
Deanna Scholl		Student Advisor	Representative

Laura Stewart	Student Advisor	Representative
Tonya Taylor	Student Advisor	Representative
Gina Minter	Student Advisor	Representative

Fees, Tuitions, and/or Special Charges

Program - Recreational Vehicle (RV) Inspector

Tuition	\$4,893.00
Registration Fee	\$100.00
Booklets & Supplies	\$450.00
Total Course Price	\$5,443.00*

Note: Taking a single subject is permitted if all required prerequisites for that subject have been met.

* Students will be required to purchase tool kits on their own.

Program – Recreational Vehicle (RV) Service Technician

Tuition	\$1,893.00
Registration Fee	\$100.00
Booklets & Supplies	\$250.00
Total Course Price	\$2,243.00*

Note: Taking a single subject is permitted if all required prerequisites for that subject have been met.

* Students will be required to purchase tool kits on their own.

Program - Advanced Recreational Vehicle (RV) Service Technician

Tuition	\$7,893.00
Registration Fee	\$100.00
Booklets & Supplies	\$650.00
Total Tuition Amount	\$8,643.00*

Note: Taking a single subject is permitted if all required prerequisites for that subject have been met.

* Students will be required to purchase tool kits on their own.

Program - Master Recreational Vehicle (RV) Service Technician

Tuition	\$3,249.00
Registration Fee	\$100.00
<u>Booklets & Supplies</u>	<u>\$350.00</u>
Total Tuition Amount	\$3,699.00*

Note: Taking a single subject is permitted if all required prerequisites for that subject have been met.

* Students will be required to purchase tool kits on their own.

Methods of Payment

The National RV Training Academy, LLC accepts cashiers checks, bank checks, cash and all major credit / debit cards.

Tuition and Fees Due:

Registration date over 30 days to the first day of class - Full payment of balance is due. Or, 25% of tuition & booklet cost, plus \$100 Registration Fee at the time of registration. The remaining balance is due 30 days before first day of class begins.

30 days or less before first day of class – Full payment is due.

Holidays

- Thanksgiving Day
- The Friday after Thanksgiving Day
- Christmas Eve Day
- Christmas Day
- New Year's Eve Day
- New Year's Day

Daily Class Schedule

Students will attend class Monday through Friday from 8:00 AM to 5:00 PM for the National RV Training Academy, LLC program classes. A ten-minute break will be taken for the last ten minutes of each hour of instruction, Lunch will be from 12:00 PM to 1:00 PM

The NRVIA and RVTAA credentialing Exam Review classes will be held on Saturday from 8:00 AM to 5:00 PM. A ten-minute break will be taken for the last ten minutes of each hour of instructional review. Lunch will be from 12:00 PM to 1:00 PM.

Course Time Hours

The course time hour is at least 50 minutes of instruction/lab during the 60-minute period.

Office Hours

The National RV Training Academy, LLC office hours are generally from 8am – 5pm Central Time zone, Monday through Friday. When classes are not in session, the offices will be closed for lunch from 11:45 AM to 1:00 PM.

Enrollment Periods

Enrollment periods are the four calendar weeks prior to the first day of classes for each program

National RV Training Academy, LLC - TRAINING SCHEDULE*							
2021	A-Track	Technical	Technical	RV Inspector	B - Track	RV Inspector	
Jan 4-8	Week 1 - RVTF 200	Week 1 - INSP 200					
Jan 11-15	Week 2 - RVTA 301 Section A	Week 3 - RVTR 301 Section A	Week 2 - INSP 201				
Jan 18 - 22	Week 2 - RVTA 301 Section B	Week 3 - RVTR 301 Section B	Week 3 - INSP 301	Week 1 - RVTF 200	Week 1 - INSP 200		
Jan 25 - 29	Week 4 - RVTW 301 Section A	Week 5 - RVTE 301 Section A		Week 2 - RVTA 301	Week 2 - INSP 201		
Feb 1 - 5	Week 4 - RVTW 301 Section B	Week 5 - RVTE 301 Section B		Week 3 - RVTR 301	Week 3 - INSP 301		
Feb 8-12	Week 6 - RVTG 301			Week 4 - RVTW 301			
Feb 15-19	Week 7 - RVTS 301			Week 5 - RVTE 301			
Feb 22-26	Week 1 - RVTF 200	Week 1 - INSP 200					
Mar 1 - 5	Week 2 - RVTA 301 Section A	Week 3 - RVTR 301 Section A	Week 2 - INSP 201				
Mar 8 - 12	Week 2 - RVTA 301 Section B	Week 3 - RVTR 301 Section B	Week 3 - INSP 301	Week 1 - RVTF 200	Week 1 - INSP 200		
Mar 15 - 19	Week 4 - RVTW 301 Section A	Week 5 - RVTE 301 Section A		Week 2 - RVTA 301	Week 2 - INSP 201		
Mar 22 - 26	Week 4 - RVTW 301 Section B	Week 5 - RVTE 301 Section B		Week 3 - RVTR 301	Week 3 - INSP 301		
Mar 29 - Apr 2	Week 6 - RVTS 301			Week 4 - RVTW 301			
April 5 - 9	Week 7 - RVTG 301	Week 1 - RTVF 200		Week 5 - RVTE 301			
April 12 - 16	Week 1 - RVTF 200	Week 1 - INSP 200					
April 19 - 23	Week 2 - RVTA 301 Section A	Week 3 - RVTR 301 Section A	Week 2 - INSP 201				
April 26 - 30	Week 2 - RVTA 301 Section B	Week 3 - RVTR 301 Section B	Week 3 - INSP 301	Week 1 - RVTF 200	Week 1 - INSP 200		
May 3 - 7	Week 4 - RVTW 301 Section A	Week 5 - RVTE 301 Section A		Week 2 - RVTA 301	Week 2 - INSP 201		
May 10 - 14	Week 4 - RVTW 301 Section B	Week 5 - RVTE 301 Section B		Week 3 - RVTR 301	Week 3 - INSP 301		
May 17 - 21	Week 6 - RVTS 301			Week 4 - RVTW 301			
May 24 - 28	Week 7 - RVTG 301	Week 1 - RTVF 200		Week 5 - RVTE 301			
May 31 - Jun 4	Week 1 - RVTF 200	Week 1 - INSP 200					
Jun 7 - 11	Week 2 - RVTA 301 Section A	Week 3 - RVTR 301 Section A	Week 2 - INSP 201				
Jun 14 - 18	Week 2 - RVTA 301 Section B	Week 3 - RVTR 301 Section B	Week 3 - INSP 301	Week 1 - RVTF 200	Week 1 - INSP 200		
Jun 21 - 25	Week 4 - RVTW 301 Section A	Week 5 - RVTE 301 Section A		Week 2 - RVTA 301	Week 2 - INSP 201		
Jun 28 - July 2	Week 4 - RVTW 301 Section B	Week 5 - RVTE 301 Section B		Week 3 - RVTR 301	Week 3 - INSP 301		
July 5 - 9	Week 6 - RVTS 301			Week 4 - RVTW 301			
July 12 - 16	Week 7 - RVTG 301	Week 1 - RTVF 200		Week 5 - RVTE 301			
July 19 - 23	Week 1 - RVTF 200	Week 1 - INSP 200					
July 26 - 30	Week 2 - RVTA 301 Section A	Week 3 - RVTR 301 Section A	Week 2 - INSP 201				
Aug 2 - 6	Week 2 - RVTA 301 Section B	Week 3 - RVTR 301 Section B	Week 3 - INSP 301	Week 1 - RVTF 200	Week 1 - INSP 200		
Aug 9 - 13	Week 4 - RVTW 301 Section A	Week 5 - RVTE 301 Section A		Week 2 - RVTA 301	Week 2 - INSP 201		
Aug 16 - 20	Week 4 - RVTW 301 Section B	Week 5 - RVTE 301 Section B		Week 3 - RVTR 301	Week 3 - INSP 301		
Aug 23 - 27	Week 6 - RVTS 301			Week 4 - RVTW 301			
Aug 30 - Sept 3	Week 7 - RVTG 301	Week 1 - RTVF 200		Week 5 - RVTE 301			
Sept 6 - 10	Week 1 - RVTF 200	Week 1 - INSP 200					
Sept 13 - 17	Week 2 - RVTA 301 Section A	Week 3 - RVTR 301 Section A	Week 2 - INSP 201				
Sept 20 - 24	Week 2 - RVTA 301 Section B	Week 3 - RVTR 301 Section B	Week 3 - INSP 301	Week 1 - RVTF 200	Week 1 - INSP 200		
Sept 27 - Oct 1	Week 4 - RVTW 301 Section A	Week 5 - RVTE 301 Section A		Week 2 - RVTA 301	Week 2 - INSP 201		
Oct 4 - 8	Week 4 - RVTW 301 Section B	Week 5 - RVTE 301 Section B		Week 3 - RVTR 301	Week 3 - INSP 301		
Oct 11 - 15	Week 6 - RVTS 301			Week 4 - RVTW 301			
Oct 18 - 22	Week 7 - RVTG 301	Week 1 - RTVF 200		Week 5 - RVTE 301			
Oct 25 - 29	Week 1 - RVTF 200	Week 1 - INSP 200					
Nov 1 - 5	Week 2 - RVTA 301 Section A	Week 3 - RVTR 301	Week 2 - INSP 201				
Nov 8 - 12	Week 2 - RVTA 301 Section B	Week 3 - RVTR 301	Week 3 - INSP 301	Week 1 - RVTF 200	Week 1 - INSP 200		
Nov 15 - 19	Week 4 - RVTW 301 Section A	Week 5 - RVTE 301		Week 2 - RVTA 301	Week 2 - INSP 201		
Nov 22-26	OFF WEEK - BREAK						
Nov 29 - Dec 3	Week 4 - RVTW 301 Section B	Week 5 - RVTE 301		Week 3 - RVTR 301	Week 3 - INSP 301		
Dec. 6-10	Week 6 - RVTS 301			Week 4 - RVTW 301			
Dec 13 - 17	Week 7 - RVTG 301	Week 1 - RTVF 200		Week 5 - RVTE 301			
Dec 20 - 24	OFF WEEK - BREAK						
Dec 27 - Jan 1	OFF WEEK - BREAK						

Admission / Enrollment Policies / Requirements

Individuals applying for National RV Training Academy, LLC courses are required to:

- Interview with a Student Advisor.
- Be at least 18 years of age (applicants under the age of 18 require proof of secondary education).
- Present proof of secondary education (high school diploma, GED certificate or home schooled high school diploma).
- Take a live or virtual tour of the school.
- Payment in full of tuition, fees, booklets and supplies or 25% deposit of tuition, booklets and supplies and 100% of the registration fee (\$100)

Note: If student enrolls 30 days or less from the start of class full payment is required.

Credit for Previous Training, Education, and Experience

An enrolling student may be granted credit for prior education, training or experience.

To apply for consideration of credit, a written request with documentation of the education/training/experience must be submitted to the managing director or his/her representative no later than the time of enrollment.

The student may be required to pass a qualification exam with a grade of at least 70 to receive credit. If the credit is granted, the student will not be required to attend classes for that subject and will not be charged tuition or fees for books and supplies for that course.

Cancellation Policy

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed. A full refund will also be made to any student who cancels enrollment within the student's first three scheduled class days, except that the school may retain not more than \$100 in any administrative fees charged, as well as items of extra expense that are necessary for the portion of the program attended and stated separately on the enrollment agreement.

Refund Policy

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.
2. The effective date of termination for refund purposes will be the earliest of the following:
 - (a) The last day of attendance, if the student is terminated by the school;
 - (b) The date of receipt of written notice from the student; or
 - (c) Ten school days following the last date of attendance.

3. If tuition and fees are collected in advance of entrance, and if after expiration of the 72-hour cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.

4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated after the cancellation period, the school or college may retain not more than \$100 in any administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.

5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for a reason unrelated to the student's academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.

7. A full refund of all tuition and fees is due and refundable in each of the following cases:

- (a) An enrollee is not accepted by the school;
- (b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
- (c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

8. Refund Policy for Students Called To Active Military Service.

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

(a) If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal.

(b) A grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or

(c) The assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:

(1) satisfactorily completed at least 90 percent of the required coursework for the program; and

(2) demonstrated sufficient mastery of the program material to receive credit for completing the program.

9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s) within 60 days after the effective date of termination.

Courses/Program Descriptions

Program - Recreational Vehicle (RV) Inspector

This program prepares individuals to apply technical knowledge and skills to build, test, inspect, repair, service and maintain recreational vehicles, systems, and interior and exterior components. Includes instruction in brake, hydraulic, and towing systems; electrical systems; propane systems and propane and electric appliances; carpentry; plumbing; welding; and structural frames. Upon completion, the Recreational Vehicle (RV) Inspector, the student will gain inspection skills in the areas of propane, electrical, plumbing, fire & life safety, weight knowledge, and other technical skills as outlined in the RV Service Training Council. The Recreational Vehicle (RV) Inspector provides a comprehensive focus on evaluating and reporting operational status of the RV systems found in today's RVs. Students might expect to find employment at inspection firms, insurance industry, banking, extended service agreement companies, Federal Emergency Management Agency (FEMA), dealerships, repair shops, and/or via small business ownership.

Note: Taking a single subject is permitted if all required prerequisites for that subject have been met.

Program Outline - Recreational Vehicle (RV) Inspector

Subject Number	Subject Title	Contact Hours			
		Lecture	/Lab	/Externship	/Total Contact Hours
INSP-200	RV Fundamentals	28	/ 12	/ 00	/ 40
INSP-201	Principles of an RV Inspection	16	/ 24	/ 00	/ 40
INSP-301	Advanced RV Inspector Training	16	/ 24	/ 00	/ 40
RVTP-990	Certified RV Inspector Review	08	/ 00	/ 00	/ 08
Total Hours		68	/ 60	/ 00	/ 128

The time required to complete the program is 128 hours over three weeks.

Subject Descriptions - Recreational Vehicle (RV) Inspector

INSP 200 – RV Fundamentals Training

Subject Hours: 40 Course time hours (28 hours lecture, 12 hours lab)

Prerequisites: None *Note: RVTF 200 can be substituted for INSP 200*

Subject Description: The student will gain skills to assess and troubleshoot the key RV systems including: DC electrical systems, AC electrical systems, propane systems, plumbing systems, RV refrigerator, air conditioner, water heater, and furnace.

INSP 201 – Principles of an RV Inspection

Subject Hours: 40 Course time hours (16 hours lecture, 24 hours lab)

Prerequisites: INSP 200 or RVTF 200

Subject Description: The student will obtain the skills of assessment and diagnostic analysis of RV systems to deliver a thorough inspection report. With a large focus on hands-on inspection training, the student will experience how to accomplish a top-quality report for your future clients by completing two full RV Inspections.

INSP 301 – Advanced RV Inspector Training

Subject Hours: 40 Course time hours (16 hours lecture, 24 hours lab)

Prerequisites: INSP 200 or RVTF 200 and INSP 201

Subject Description: The student will advance their inspection skills via a through application of industry specific software and hardware. In addition, the course advances existing inspection skills, methods, and techniques to perform more efficient federal contractor inspections such as Federal Emergency Management Agency (FEMA) and Department of Homeland Security.

RVTP 990 – NRVIA Certified RV Inspector Exam Review

Subject Hours: 8 Course time hours (8 hours lecture, 0 hours lab)

Prerequisites: INSP 200 or RVTF 200, INSP 201, and INSP 301

Subject Description: The purpose of this day long course is to help NRVTA students prepare for the NRVIA Certified RV Inspector exam. The review helps students prepare to take and pass the test, typically taken the next day. This study day reviews the following systems for inspection: RV Propane Systems, RV Electrical Systems, RV Water Systems, RV Exterior, RV Water Heaters & Furnaces, RV Air Conditioning, and RV Refrigerators.

Program - Recreational Vehicle (RV) Service Technician

This program prepares individuals to apply basic technical knowledge and skills to build, test, inspect, repair, service and maintain recreational vehicles, systems, and interior and exterior components. Includes instruction in brake, hydraulic, and towing systems; electrical systems; propane systems and propane and electric appliances; carpentry; plumbing; welding; and structural frames. The Recreational Vehicle (RV) Service Technician program is focused on the entry level skills and training required for new technicians entering the RV industry including pre-delivery inspector (PDI). The RV Service Technician curriculum covers the core skill areas such as propane management, basic electrical operations, plumbing, fire & life safety, weight distribution, and other technical skills as outlined by the RV Service Training Council. Once the student has acquired their RV Service Technician knowledge and skills, they are eligible to take the RVTAA Registered RV Service Technician Exam to join the ranks of Registered RV Service Technician professionals. Students might expect to find employment at insurance industry, banking, extended service agreement companies, Federal Emergency Management Agency (FEMA), dealerships, vendors, equipment suppliers, repair shops, and/or via small business ownership.

Note: Taking a single subject is permitted if all required prerequisites for that subject have been met.

Program Outline – Recreational Vehicle (RV) Service Technician

Subject Number	Subject Title	Contact Hours			
		Lecture	/Lab	/Externship	/Total Contact Hours
RVTF-200	RV Fundamentals Training	28	/ 12	/ 00	/ 40
RVTP-900	RVTAA Registered RV Service Technician Certification Exam Review	08	/ 00	/ 00	/ 08
	Total Hours	36	/ 12	/ 00	/ 48

The time required to complete the program is 48 hours over one week.

Subject Descriptions - Recreational Vehicle (RV) Service Technician

RVTF 200 – RV Fundamentals Training

Subject Hours: 40 Course time hours (28 hours lecture, 12 hours lab)

Prerequisites: None *Note: RVTF 200 can be substituted for INSP 200*

Subject Description: The student will gain skills to assess and troubleshoot the key RV systems including: DC electrical systems, AC electrical systems, propane systems, plumbing systems, RV refrigerator, air conditioner, water heater, and furnace.

Note: *Taking a single subject is permitted if all required prerequisites for that subject have been met.*

*RVTF 200 - Single Subject Price includes:
\$1,644 tuition + \$100 Registration Fee + \$150 booklets/supplies*

RVTP 900 – RVTAA Registered RV Service Technician Certification Exam Review

Subject Hours: 8 Course time hours (8 hours lecture, 0 hours lab)

Prerequisites: RVTF 200

Subject Description: The purpose of this day long course is to help NRVTA students prepare for the RVTAA Registered RV Service Technician Exam. The review helps students prepare to take and pass the test, typically taken the next day. This study day reviews the following systems: RV Propane Systems, RV Electrical Systems, RV Water Systems, RV Exterior, RV Water Heaters & Furnaces, RV Air Conditioning, and RV Refrigerators.

Program - Advanced Recreational Vehicle (RV) Service Technician

This can also be the entry level point for the Recreational Vehicle (RV) Service Technician occupation or the next step in advancing the RVTAA Registered RV Service Technician's knowledge. This program prepares individuals to apply technical knowledge and skills to build, test, inspect, repair, service and maintain recreational vehicles, systems, and interior and exterior components. Includes instruction in brake, hydraulic, and towing systems; electrical systems; propane systems and propane and electric appliances; carpentry; plumbing; welding; and structural frames. This program advances the student's skills in the areas of propane, electrical, plumbing, fire & life safety, weight knowledge, and other technical skills as outlined in the RV Service Training Council. The Advanced RV Technician curriculum provides a comprehensive focus on hands- on troubleshooting and reconstruction of RV systems. Once the student has acquired their Advanced RV Service Technician knowledge and skills, they are

eligible to take the RVTAA Certified RV Service Technician Exam to join the ranks of RVTAA Certified RV Service Technician professionals. Students might expect to find employment at insurance industry, banking, extended service agreement companies, Federal Emergency Management Agency (FEMA), dealerships, vendors, equipment suppliers, repair shops, and/or via small business ownership. In addition, the advanced training could lead to being promoted to service technician instructor, service manager, parts advisor, shop foreman at these entities.

Note: Taking a single subject is permitted if all required prerequisites for that subject have been met.

Program Outline - Advanced Recreational Vehicle (RV) Service Technician

Subject Number	Subject Title	Contact Hours			
		Lecture	/Lab	/Externship	/Total Contact Hours
RVTF-200	RV Fundamentals Training	28	/ 12	/ 00	/ 40
RVTA-301	RV Air Conditioners & Heat Pumps	11	/ 24	/ 00	/ 35
RVTE-301	RV Exterior Systems	11	/ 24	/ 00	/ 35
RVTR-301	RV Absorption Refrigerators	11	/ 24	/ 00	/ 35
RVTW-301	RV Water Heaters & Furnaces	11	/ 24	/ 00	/ 35
RVTP-910	RVTAA Certified RV Service Technician Certification Exam				
	Review	08	/ 0	/ 00	/ 08
	Total Hours	80	/ 108	/ 00	/ 188

The time required to complete the program is 188 hours over five weeks.

Subject Descriptions - Advanced Recreational Vehicle (RV) Service Technician

RVTF 200 – RV Fundamentals Training

Subject Hours: 40 Course time hours (28 hours lecture, 12 hours lab)

Prerequisites: None *Note: RVTF 200 can be substituted for INSP 200*

Subject Description: The student will gain skills to assess and troubleshoot the key RV systems including: DC electrical systems, AC electrical systems, propane systems, plumbing systems, RV refrigerator, air conditioner, water heater, and furnace.

RVTA 301 – RV Air Conditioners & Heat Pumps

Subject Hours: 35 Course time hours (11 hours lecture, 24 hours lab)

Prerequisites: RVTF 200 or INSP 200

Subject Description: Students advance assessment, diagnostic, and troubleshooting skills on the operations of the Dometic and Coleman brands and models of RV air conditioners and heat pumps. The students will learn skills to identify the thermostats and temperature controls used in today's RVs and how to use equipment for determining proper operation. Specifically, they will utilize wiring diagrams, identify the various test points for the low voltage controls, and study the 120-volt AC power voltages. Hands-on labs will enhance the skills of the student by way of live troubleshooting, diagnosing, and repair of the various Dometic and Coleman models of the RV air conditioners and heat pumps.

RVTE 301 – RV Exterior Systems

Subject Hours: 35 Course time hours (11 hours lecture, 24 hours lab)

Prerequisites: RVTF 200 or INSP 200

Subject Description: Students advance assessment, diagnostic, and troubleshooting skills on the operations of electric and hydraulic slide outs and leveling systems. The skills involve identifying the types of materials, construction techniques for roofs and sidewalls, and the components of the running gear (axles, suspension, and tires). Hands-on labs on the various RVs of the school fleet allows the students to practice and perfect their skills.

RVTR 301 – RV Absorption Refrigerators

Subject Hours: 35 Course time hours (11 hours lecture, 24 hours lab)

Prerequisites: RVTF 200 or INSP 200

Subject Description: Students advance assessment, diagnostic, and troubleshooting skills of operation of the propane and electrical circuits of the Dometic and Norcold brands of RV absorption type of refrigerators. Students will learn to identify the various temperature controls used to maintain the cooling of the freezer and refrigerator areas. They will learn to read the wiring diagrams for the current models and troubleshoot the 12 volts DC and 120 volts AC test points of the circuit board along with the propane function of this type of refrigeration. The hands-on troubleshooting labs allow the students to walk through the test points of electrical and gas circuits verifying their test procedures.

RVTW 301 – RV Water Heaters & Furnaces

Subject Hours: 35 Course time hours (11 hours lecture, 24 hours lab)

Prerequisites: RVTF 200 or INSP 200

Subject Description: Students advance assessment, diagnostic, and troubleshooting skills of operation of the Suburban, Dometic/Atwood water heaters and furnaces. They will learn to read the circuit flow charts and wiring diagrams, test key points of both the water heater and the furnace, identify burner sequence of firing operation, the 120-volt AC heating element, and the various types of thermostats used in today's water heaters and furnaces. The hands-on troubleshooting labs allow the students to walk through the test points of electrical and gas circuits verifying their test procedures.

RVTP 910 – RVTAA Certified RV Service Technician Certification Exam Review

Subject Hours: 8 Course time hours (8 hours lecture, 0 hours lab)

Prerequisites: RVTF 200 or INSP 200, RVTA 301, RVTE 301, RVTR 301, and RVTW 301

Subject Description: The purpose of this day long course is to help NRVTA students prepare for the RVTAA Certified RV Service Technician Exam. The review helps students prepare to take and pass the test, typically taken the next day. This study day reviews the following systems at an advanced level: RV Propane Systems, RV Electrical Systems, RV Water Systems, RV Exterior, RV Water Heaters & Furnaces, RV Air Conditioning, and RV Refrigerators.

Program - Master Recreational Vehicle (RV) Service Technician

Once the Advanced Recreational Vehicle (RV) Service Technician has achieved proficiency in the areas of RV propane, electrical, plumbing, fire & life safety, and weight knowledge, the student is eligible to advance their skills further as a Master Technician. The Master Recreational Vehicle (RV) Technician curriculum provides a comprehensive focus on all aspects relative to RV living, troubleshooting, and reconstruction of RV systems. In addition, the Master Recreational Vehicle (RV) Technician will learn essential theory on precept, mentoring, and teaching the next generation of RV technicians and inspectors. Once the student has acquired their RVTAA Certified RV Service Technician credentials, has 3-years of experience and has acquired the necessary knowledge and skills, they are eligible to take the RVTAA Master Certified RV Service Technician Exam to join the ranks of the RVTAA Master Certified RV Service Technician professionals. Students might expect to find employment at insurance industry, banking, extended service agreement companies, Federal Emergency Management Agency (FEMA), dealerships, vendors, equipment suppliers, repair shops, and/or via small business ownership. In addition, the master training could lead to being promoted to service manager, parts advisor, shop foreman, vice president of operations, servicer underwriter, or master service technician instructor.

Note: Taking a single subject is permitted if all required prerequisites for that subject have been met.

Program Outline - Master Recreational Vehicle (RV) Service Technician

Subject		Contact Hours			
Number	Subject Title	Lecture	/Lab	/Externship	/Total Contact Hours
RVTG-301	Generators	11	/ 24	/ 00	/ 35
RVTS-301	Solar	11	/ 24	/ 00	/ 35
RVTP-920	RVTAA Master Certified RV Service Technician Certification Exam Review	08	/ 00	/ 00	/ 08
	Total Hours	30	/ 48	/ 00	/ 78

The time required to complete the program is 78 hours over three weeks.

Subject Descriptions - Master Recreational Vehicle (RV) Service Technician

RVTG 301 – Generators

Subject Hours: 35 Course time hours (11 hours lecture, 24 hours lab)

Prerequisites: None

Subject Description: This course is designed for the RV Technician, RV Inspector, or RV owner that is interested in power generation equipment for the RV. Students advance assessment, diagnostic, and troubleshooting skills of generator operations. Students will learn how to select, install, operate, and maintain portable and mobile generators, as well as how to isolate and repair generator problems. This course can help RV owners avoid power failure and ensure their generator power is sustainable.

Note: *Taking a single subject is permitted if all required prerequisites for that subject have been met.*

*RVTG 301 - Single Subject Price includes:
\$1,500 tuition + \$100 Registration Fee + \$150 booklets/supplies*

RVTS 301 – Solar

Subject Hours: 35 Course time hours (11 hours lecture, 24 hours lab)

Prerequisites: None

Subject Description: This course is designed for the RV Technician, RV Inspector, or RV owner that is interested in solar power equipment for the RV. Students advance assessment, diagnostic, and troubleshooting skills of solar power as it relates to RV operations. Students will learn how to select, install, operate, and maintain solar energy as well as how to isolate and repair solar equipment problems. RV owners will find this course will help them avoid power failure and ensure their solar power can be maintained at a lower cost.

Note: *Taking a single subject is permitted if all required prerequisites for that subject have been met.*

*RVTS 301 - Single Subject Price includes:
\$1,500 tuition + \$100 Registration Fee + \$150 booklets/supplies*

RVTP 920 – RVTAA Master Certified RV Service Technician Certification Exam Review

Subject Hours: 8 Course time hours (8 hours lecture, 0 hours lab)

Prerequisites:

- 3-years of experience as an RVTAA Certified RV Service Technician
- Completed RVTG 301 – Generators
- Completed RVTS 301 – Solar
- 24 qualifying Continuing Education Units (CEUs) of RV manufacturer factory training on RV systems

Subject Description: The purpose of this day long course is to help NRVTA students prepare for the RVTAA Master Certified RV Service Technician Exam. The review helps students prepare to take and pass the test, typically taken the next day. This study day reviews the following advanced level of the following systems: RV Propane, RV Electrical, RV Water, RV Exterior, RV Water Heaters & Furnaces, RV Air Conditioning, and RV Refrigerators.

Grading and Marking System Used

All courses require a 70% passing score on the final exams to pass the course. Remediations are available for those students not obtaining a passing score.

Numeric Percentage	Grade Used
>70%	Pass
<69.9%	Fail
Incomplete	I
Withdrawal	W

Satisfactory Progress

A cumulative grade average of at least 70% is required for a student to pass the course. Progress will be evaluated at the end of the classes for each subject.

Academic Probation, Incompletes, and Withdrawals

A student who is not making satisfactory progress as defined above at the completion of a subject class will be placed on academic probation for the next subject class. If a student on academic probation achieves satisfactory progress for the subsequent subject class, but does not achieve the required grades to meet overall satisfactory progress for the course, the student may be continued on academic probation for one more subject class. If a student on academic

probation fails to achieve satisfactory progress for the first probationary subject class, the student's enrollment will be terminated. The enrollment of a student who fails to achieve overall satisfactory progress for the program at the end of two successive subject classes will be terminated.

When a student is placed on academic probation, the school will counsel the student prior to the student returning to class. The date, action taken, and terms of probation will be clearly indicated in the student's permanent file. A student whose enrollment was terminated for unsatisfactory progress may reenroll in a subsequent term in the next 12 calendar months. Such reenrollment does not circumvent the approved refund policy. The school will place a student who returns after his/her enrollment was terminated for unsatisfactory progress on academic probation for the next subject class of the term. The school will advise the student of this action and it will be documented in the student's file. If the student does not demonstrate satisfactory progress at the end of this probationary period, that student's enrollment will be terminated.

*Incomplete: An "I" for Incomplete is assigned when all the work of a subject class cannot be completed due to circumstances beyond the control of the student. The student may complete the work by the end of the term, or the student can notify the school registrar for readmission for one opportunity to complete the work in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was assigned the "I". There will be no additional administrative or tuition fees charged for students who exercise this option; however, there may be additional fees for booklets, supplies.

**Withdrawal: Under Texas Education Code §132.061(f), a student who is obligated for the full tuition and is withdrawing for an appropriate reason unrelated to the student's academic status may request a grade of "I" for incomplete.

A "W" for Withdrawal indicates that the student officially withdrew or was administratively withdrawn from the subject class. A student with a grade of "W" cannot complete the course of study and will be issued a refund in accordance with the refund policy below.

Remedial Work and Repeat Courses

The National RV Training Academy, LLC does not offer remedial work. When a subject class is repeated, tuition, booklets and supplies will be applied. The higher grade for the repeated subject class will be considered in the determination of the student's grade average for the course of study.

Attendance

Students are expected to attend all lectures, labs, and the externship and to be punctual in attending classes. Instructors will maintain a positive record of attendance for the evening classes and for both the morning and afternoon sessions of the day classes. A tardy is defined as arriving in the classroom after the designated time for the beginning of the class or for the continuation of class after breaks. Five tardies to class will be counted as one absence. All tests missed due to the absence of a student must be taken on the first day of attendance after the student's absence.

Each instructor is responsible for maintain a daily “Attendance Roll” sheet. The student is required to sign in on the sheet at the beginning of class and sign out at the end of class.

The instructor will turn in the Attendance Roll sheet at the end of the 5-day training class to the Student Concierge at the front desk. The Student Concierge will upload the completed Attendance Roll to the main class file and place a copy in each student file for records.

MAKE-UP WORK

No more than 5% of the total course time hours for a program may be made up. Make-up work shall:

- (1) Be supervised by an instructor approved for the class being made up;
- (2) Require the student to demonstrate substantially the same level of knowledge or competence expected of a student who attended the scheduled class session;
- (3) Be completed within two weeks of the end of the grading period during which the absence occurred;
- (4) Be documented by the school as being completed, recording the date, time, duration of the make-up session, and the name of the supervising instructor; and
- (5) Be signed and dated by the student to acknowledge the make-up session.

A student who misses more than 10% of class hours will be placed on attendance probation with conditions stipulated by the school director. Enrollment in the program will be *terminated for a student who is absent for more than 20% (41 hours) of the class hours of the program. A student whose enrollment was terminated due to unsatisfactory attendance may reenroll on attendance probation in a subsequent term in the next 12 calendar months. Such reenrollment does not circumvent the approved refund policy. If the reenrolled student on attendance probation is absent for more than 20% of the class hours the student's enrollment in the program will be *terminated, and the student will not be readmitted to the program.

*National RV Training Academy, LLC will not terminate the enrollment of a student for lack of attendance at a point at which a refund would not be due.

Leave of Absence

The school director may grant a leave of absence after determining that good cause is shown. School attendance records will clearly define the dates of the student's leave of absence. A written statement of the reason(s) leave of absence was granted, signed by both the student and the school director indicating approval, will be placed in the student's permanent file.

STUDENT CONDUCT EXPECTATIONS

Students on the National RV Training Academy, LLC campus are expected to behave in a manner that will create a safe and orderly academic environment for themselves and others. Students found in violation of these conduct expectations will be subject to disciplinary action which may include written warning, suspension, dismissal, and/or referral to law enforcement officials. Below is a partial list of inappropriate behaviors that will be subject to disciplinary action. This list is not all-inclusive.

1. Academic dishonesty, including any form of plagiarism, cheating, falsification of records, or collaboration with others to defraud
2. Actions that disrupt teaching, learning, administration, or interfere with the rights of others
3. Non-compliance with the directives of school faculty and staff
4. Violation of written policies, rules, or procedures
5. Theft of any kind, and related behaviors such as possessing stolen property or using the property of others without their permission
6. Damage to property or destruction of property
7. Creation of unsafe conditions
8. Carrying out a false alarm or creating an emergency situation such as a fire or a bomb threat
9. Hurting others, threatening others, or engaging in behavior that may result in harm to others
10. Selling, consuming, and/or possessing alcoholic beverages
11. Possessing or using drugs not prescribed for the student by a physician; selling any drugs; possessing or using illegal drugs or narcotics
12. Possessing a firearm or other deadly or dangerous weapons such as knives, knuckles, clubs, baseball bats, and hammers while on the property of the school or in any part of the school building
13. Sexual harassment in any form by students or any member of the administration, faculty, or staff is prohibited. The school is committed to creating and maintaining an environment for all school personnel and students that is free of harassment, forced sexual activity, or any other sexual communication or conduct that interferes with performance in the classroom or the workplace.

Sexual Harassment

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- a. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
- b. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals, or
- c. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Reenrollment after Dismissal for Violation of Student Conduct Expectations

A student whose enrollment was terminated for violation of student conduct expectations that did not result in the involvement of law enforcement officials will have one opportunity for reenrollment in a subsequent term in the next 12 calendar months.

Course Graduation Requirements

A Certificate of Completion will be awarded to each student who completes all the subjects of the course of study with a minimum passing grade of 70%. A student who has completed the course of study but does not meet course completion requirements can contact the registrar to for one opportunity to repeat subject classes with unsatisfactory grades in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was originally enrolled. There will be no additional registration fees charged for students who exercise this option; however, there may be additional fees for tuition, booklets and supplies.

Placement Job Services

The National RV Training Academy, LLC continually seek and develop working relationships with RV industry experts, RV dealerships, and small business owners in the RV repair and inspection sector. The following is a partial list of companies whose employees we have trained at the NRVTA:

- HMRVI Corporation
- Road Life Project
- Safe Journey RV, LLC
- Will-Live EZ RV Inspections and Repair
- RV Onsite Services, LLC
- American Dream Home Inspections
- PPL Motor Homes
- On The Move Mobile RV Tech and RV Inspections
- Evoke Consulting, LLC
- The Tew Companies
- Strength-Based Solutions, LLC
- Do It Wright RV Services
- RV Inspector with Time4T,LLC
- Mobile RV Repairs
- Tom's RV Inspections
- Miles From Monday RV Inspections
- McGeorge's RV—A Camping World Company
- The Full Hookup RV Inspections and Service LLC.
- Here or There RV Repair
- That Mobile RV Guy
- Parker Oceanic Inspection & Testing
- Cook's RV Services LLC
- RV Industry Association
- MORR RV Services LLC
- RV Texas Y'all
- Mid GA RV Inspections & Repairs

- Versatile Links RV Services
- RV InfoNow
- Drake's Garage - Mobile Repair Service
- Sun Chasers RV Repair and Inspections
- RV Inspection Specialists, LLC
- All RV Inspection, LLC
- Prime RV Services, LLC
- DJ's RV Services
- Amayzin RV Inspections & Services
- Safe Journey RV, LLC
- Road Worthy RV
- Certified RV Inspection
- WorryFree RV Services, LLC
- All Things RV, LLC
- Pinnacle RV Inspections, LLC
- WRVI, Inc.
- SA Mobile RV Repair and Inspections
- Beckley's Camping Center
- Sioux Falls KOA Journey
- On-site RV Maintenance Training
- Ted's Mobile RV Service & Inspections
- Tech-Reational Vehicle Services, Inc.
- Art Horton, LLC, RV Inspection Service
- Professional RV Inspections, LLC

Student Complaints & Grievances

Complaints are defined as any student concern regarding the school programs, services, or staff. A student who has a concern about a school-related issue is encouraged to schedule a conference with the school director to find resolution. If an issue is not resolved to a student's satisfaction through the conference, the student can file a formal complaint in writing with the school director who will formally investigate the complaint, take appropriate action, and provide a written response to the student by the 10th business day after the day the formal written complaint is received by member of the school faculty or staff.

Note: a conference with the director is not required before a student files a formal written complaint

Notification of Complaint to the Texas Workforce Commission.

A student who is dissatisfied with the school director's response can file a complaint with the Texas Workforce Commission:

Texas Workforce Commission Career Schools and Colleges,
 Room 226T101 East 15thStreet
 Austin, Texas 78778-0001
 Phone: (512) 936-3100

Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges Website at texasworkforce.org/careerschools.

Readmission

Timelines and conditions for reenrollment are described under the following titles of this catalog: Attendance Policy, Grading Policy/Incomplete, Course Completion Requirements, Academic Probation, and Student Conduct Expectations. Students wishing to be readmitted and enrolled should contact the school at (903) 386-0444.

If the student enrolls to repeat a subject that is no longer offered, the school director will select an appropriate substitute subject for the student to meet that part of the program requirement.

True and Correct Statement

I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.

A handwritten signature in black ink that reads "Terry D Cooper". The signature is written in a cursive style with a large, sweeping initial "T".

Terry Cooper, Director