



SCHOOL POLICIES AND PROCEDURES – TIER PLUMBING COURSE

The plumbing tier courses are designed by test review clock hours and tiered based on previous tier knowledge. (248 CMR 11.06(2)(b) 1-7). Each Tier shall contain 110-clock hours, shall be consecutive, and shall be designed to coincide with the years of experience of the apprentice student. Students shall be required to demonstrate proficiency and competency in each tier by passing an examination designed by the school and/or the instructor. Students may not advance from one Tier to another until the clock hour and examination requirements of the preceding Tier have been successfully completed and documented. Regular class hour attendance is required. Each class time is posted in the calendar advertisement and kept through the class total hour period.

Attendance:

- **Sign-in:** Student must sign attendance sheets for each class attended. Student hours for each class will not be recorded if he/she did not sign in or it is not legible. Attendance will be recorded by the full hour(s) attended only. The sign in sheet for each class is the official recorded document for attendance and scores. Any student signing another students name or falsifying times or scores is grounds for disciplinary action up to and including termination from the class.
- **Tardiness:** Any student arriving more than 10 minutes late for class shall sign in with the instructor upon arrival and the instructor shall record the time of arrival on the sign in sheet. Attendance will be recorded by the full hour(s) attended only, partial hours will be dropped and have to be made up.
- **Absenteeism:** Attendance hours are required. Serious illness, doctor's excuse or a family death are acceptable reasons for absence. Students are allowed to make-up up to two missed classes for acceptable absentness at no charge during the school year. Students must discuss acceptable make-up schedules with their instructor. Any other unacceptable absentness may only be made up at a fee of the current class hour rate times 1.5, paid in full prior to the make-up and approved by the instructor and office.
- **Leave of absence:** Students requiring a leave of absence must notify their instructor or the office in writing. A school hour attendance certificate will be issued for partial credit hours only, and might not be acceptable at another institution for continuation of the course. Refunds will be handled per the refund policy. Student may opt to continue the course within 1 year if left paid in full.
- **Dismissal:** The instructor is in charge of his class. A student may be dismissed from a class with no credit obtained for any of the following reasons: Verbal abuse of any member of the faculty or another student, excessive use of profanity, disruption of the class, defacing or destruction of school property and/or appears to be under the influence of a controlled substance.
- **Breaks:** At least one, fifteen minute break will be given in each class at or about midway through the time. Any other breaks are at the discretion of the instructor. Tardiness after breaks will be recorded as written above.

Acceptance and payment:

- All apprentices attending the tier plumbing program must have a valid, current Massachusetts plumbing apprentice registration and be employed by a master plumber at time of sign-up, except for tier 1 students. (248 CMR 11.02)
- All apprentices applying for tiers 2 – 5 must show documentation of completing previous tiers.
- All journeyman attending the tier 5 apprentice program for acceptance to the masters exam must hold a current Massachusetts journeyman plumbing license.
- All students must be paid in full upon completion of the first class unless other arrangements have been made in writing with the office. Cash, money orders, checks and credit cards are accepted.

Course Materials Needed:

- Copy of 248 CMR 1.00 – 11.00
- Copy of NFPA 54 – 2012 Edition
- Copy of NFPA 58 – 2011 Edition
- Highlighters, pencils, red, blue and black pens, ruler, 3 ring binder

Weather:

- The instructor of the class will make the final call to postpone class, set up for a different date because of weather conditions.
- Cancellations should be posted on major TV websites, students should call their instructor to check

Grading:

- Students shall be required to demonstrate proficiency and competency in each tier by passing an examination designed by the school and/or the instructor.
- The minimum passing grade for any graded material is 70%.
- Instructors may opt to average the homework and quizzes from each lesson section as a final grade provided each and all lesson sections are tested and recorded individually.
- Final exams cannot be made up and will determine pass/fail for that tier, credit issued and close of the tier.
- Homework and quizzes may be made up if failed, only 1 make-up is allowed after 48 hours and the higher of the 2 scores will be recorded. All failed quizzes will be kept by the instructor and the student must go back to the original material for study of the make-up.
- Copyright and other rules and laws require the instructors to collect and retain certain quizzes, tests and answer/score sheets.
- Student attendance and scores will be posted on the classroom bulletin board so that the student will know his progress and average score, and the make-up classes and tests required.

Cell phone:

- All cell phones in class must be on vibrate mode and put out of sight.
- No texting or phone calls are allowed during class
- No phone use is allowed in the classroom including the use of the calculator

Smoking:

- No smoking is allowed in the building. Smoking is allowed outside during break. Please use the butt container

Discrimination Policy:

- The school will not tolerate any discrimination of a student or teacher in regards to race, gender, sexual orientation, or religious beliefs.

Student Complaint Procedure:

- If a student has a complaint, he/she should bring it to the attention of the teacher present within the class.
- Student complaints shall be filed in writing to the attention of the director of the school before the end of the semester.
- Students can fill out a complaint form provided by the school.
- This school is licensed by the Office of Private Occupational School Education, Division of Professional Licensure. Any comments, questions, or concerns about this school's license should be directed to Occupational.Schools@state.ma.us or 617-727-5811.

Refund Policy: (As per M.G.L. Chapter 255, Section 13K)

1. You may terminate this agreement at any time.
2. If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.
3. If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
4. If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
5. If you terminate this agreement during the second quarter of the program, you will receive a refund of at least fifty percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
6. If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
7. If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made a part of this agreement.
8. If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day, such writing is mailed.
9. The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.

Classes need eight (8) students per class to run all the classes, or forty (40) for all five (5) tiers. Any classes that cannot meet the minimum criteria for attendance will be cancelled on the first night and any tuition paid will be refunded in full within 10 days of cancellation.