



ANNUAL LICENSE

July 1, 2024 - June 30, 2025

www.TampaVocational.com

2605 North 43rd Street - Tampa, FL 33605



**Licensed by the Florida Commission for Independent Education
Florida Department of Education
License #4614**

**Additional information regarding this institution may be obtained by contacting the Commission at
325 West Gaines Street, Suite 1414
Tallahassee, Florida 32399-0400
Phone (888) 224-6684**

A non-public career education school providing technical training for people interested in pursuing a career in Introduction to Green Construction, Customer Service/Call Centers Representative, Computer Sciences, CDL Preparation and Compressed Natural Gas

**Tampa Vocational Institute, LLC
1907 East Hillsborough Avenue
Tampa, Florida 33610
(813) 231-4362**

Effective Dates: Fall Semester 2024 through Fall Semester 2025

Information in this catalog are CERTIFIED TRUE AND CORRECT IN CONTENT AND POLICY

**Vol. 11
REVISED July 2024**

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WELCOME!!

Dear Student:

Tampa Vocational Institute, LLC (TVI) welcomes you to our institution and congratulates you for having selected the right path into your future, Education. Our common efforts will allow you to develop skills that will enhance the course of your career.

Our institution offers a variety of programs ranging from entry-level to advanced training in the most in-demand technologies and occupations. Our faculty is composed of certified specialists who will work with you in the most professional and personalized manner toward achieving your goals.

You have made a commitment to your future and today we offer you our support to see you walk into the 21st century with one of the most powerful tools you will ever hold in your hands, an education.

Sincerely,
Faculty and Staff

HISTORY

Tampa Vocational Institute, LLC is a division of the Corporation to Develop Communities of Tampa, Inc. The Corporation to Develop Communities of Tampa, Inc. (CDC of Tampa, Inc.) (formerly Lee Davis Neighborhood Development Corporation) was incorporated in 1992 for the purpose of alleviating poverty and physical deterioration in Hillsborough County's East Tampa community. This community consisting of many neighborhoods was plagued with dilapidated, overcrowded housing and high rates of poverty, unemployment, teen pregnancy, school dropout/suspension and drug abuse.

In 2012, the Corporation to Develop Communities of Tampa formed the Tampa Vocational Institute, LLC to address the training needs for local area businesses and individuals. The Institute was a result of an increased demand for quick and effective career training with immediate results rather than a long, drawn-out study program.

TAMPA VOCATIONAL INSTITUTE, LLC is a Training and Testing Center, authorized to provide instruction and test proctoring services for Microsoft Office Specialist Training, NCCER Green Construction certification and Customer Service and Sales NRF certification. TAMPA VOCATIONAL INSTITUTE, LLC holds license number 4614 from the Florida Commission for Independent Education.

MISSION AND PURPOSE OF TAMPA VOCATIONAL INSTITUTE, LLC

To foster the economic development and growth of the Tampa Bay area through vocational and technical training aimed to make job candidates more marketable in the workplace.

PHILOSOPHY AND OBJECTIVE

TAMPA VOCATIONAL INSTITUTE, LLC is dedicated to the provision of vocational and technical education is directed to the needs of the individual, the community, and the nation's industries.

TAMPA VOCATIONAL INSTITUTE, LLC's educational aim is to train, guide, and help motivate its students to effectively make their way into a challenging and rewarding career. In addition to helping them acquire the necessary technical knowledge and skills, the Institute also places great emphasis on the student's personal development. TAMPA VOCATIONAL INSTITUTE, LLC's final objective is to assist all students secure employment within 6 months of graduation.

Ownership

Tampa Vocational Institute, LLC is a division of The Corporation to Develop Communities of Tampa, Inc., a 501(c)3 designated economic development corporation, licensed by the state of Florida.

Governing Body

Tampa Vocational Institute, LLC is governed by The Corporation to Develop Communities of Tampa, Inc., whose corporate headquarters are located at 1907 E. Hillsborough Avenue, Tampa, Florida 33610. The Corporation to Develop Communities of Tampa, Inc. is governed by a board of directors, representative of the business, education and professional communities of the Tampa Bay area.

Board of Directors		
Linda Porter Chairman VoltAir	Tony T. Brown Vice-Chair Tamp Bay Economic Development Council	David Ogburn Secretary Valley Bank
John Unger Finance Chair The Bank of Tampa	Albert Lee Member, Real Estate Committee Tampa Bay Black Business	Maya Mitchell Member, Finance Committee Fifth Third Bank
Suleman Makhani Fundraising Committee Sunturst Bank	Jerel McCants Member, Real Estate Committee Jerel McCants Architecture	
Keto Nord Hodges Member Hillsborough County Public Schools	Denise Meteye James Member, Programs Committee Retired	

Faculty and Staff

Ernest Coney, Jr

President/Site Administrator, Chief Academic Officer

M.S. Public Health, University of South Florida

B.S. Sociology, Dartmouth College

David (Drew) Diggins, P.E.

Adjunct Faculty—Compressed Natural Gas (CNG) Fuel Station Maintenance Program

B.S. Engineering, Texas A&M University

Professional Engineer Petroleum Engineering

Contractor A Class

Joel Mezerowski

Adjunct Faculty—Introduction to Green Construction Program

M.A. Industrial Technology, University of South Florida

B.A. Sociology, University of South Florida

A.S. Management, St. Pete Jr. College

National Center for Construction Education and Research Accreditation (NCCER) Core Carpentry, Electrical, Plumbing Certified Trainer

Dr. Vernetta Williams, PhD

Adjunct Faculty—Call Center/Customer Service Representative Program

Ph.D. English, University of South Florida

M.A. English, North Carolina Agricultural and Technical State University

B.A. Journalism and Mass Communication, University of North Carolina at Chapel Hill

Description of School Facilities

Tampa Vocational Institute, LLC is located at 1907 E. Hillsborough Avenue in Tampa, Florida. The school is conveniently located 2 miles from I-275 and is located along the HART bus route (#12 and #34). The Institute encompasses approximately 5000 square feet of air conditioned and well-lit classrooms, labs, testing rooms, and offices providing the students with confident teaching techniques. Our staff has in place all of the equipment and facilities to provide an enjoyable and worthwhile educational experience.

Policy Statement

Tampa Vocational Institute, LLC prohibits discrimination and harassment on basis of race, color, sex, creed and/or religion, national origin, age, or disability.

Compressed Natural Gas (CNG) Fuel Station Maintenance (48 Hours)

Description

Compressed Natural Gas (CNG) fuel station maintenance is vital to the safe and optimal operation of CNG vehicles. The two most critical performance issues for CNG vehicles are oil carryover and water in the natural gas stream. Proper maintenance of the CNG station will help ensure neither of these problems exist, thereby preventing consumer complaints and potential risk of engine damage.

Objective

The Compressed Natural Gas (CNG) Fuel Station Maintenance Program will build upon the existing knowledge of individuals' involved in general mechanical maintenance through the introduction of industry codes and maintenance techniques unique to CNG maintenance operations.

Prerequisites

Candidates must have basic knowledge of engine mechanical maintenance.

This training is recommended for the following candidates: Technicians who will perform maintenance on Compressed Natural Gas (CNG) vehicles; individuals involved in CNG fleet operations including Fleet Managers and supervisors, corporate/agency Safety Managers, and Risk Management staff.

Program Title	Course	In Course Lecture Hours	In Course Lab Hours	Sugg. Prep / Study Time**	Total Hours
Compressed Natural Gas (CNG) Fuel Station Maintenance	Intro to Properties of CNG: CNG 1001	6		2	
	Health Hazards of Natural Gas: CNG 1002	5		1	
	Gas Quality & NGV Technology: CNG 1003	5		1	
	Operation & Maintenance of CNG Heavy-Duty Vehicles: CNG 1004	2	4	2	
	CNG Fueling Station Equipment: CNG 1005	2	4	1	
	Safety Procedures & Guidelines: CNG 1006	2	1	1	
	CNG Facility Safety & Emergency Action Procedures: CNG 1007	2	3	1	
	Vehicle Defueling & Fueling: CNG 1008	2	4	1	
	Fueling an NGV, Waste Disposal: CNG 1009	2	1	1	
	Elements of a HAZOP Plan: CNG 1010	2	1	1	
	TOTALS	30	18	12	
	CLASSROOM TIME	48			60

An hour is defined as a minimum of 50 minutes of supervised or directed instruction with appropriate breaks.

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**Though the total classroom time (including Labs) is 48 hours, it is suggested students spend at least the designated hours per module as outlined above for homework, practice and study time outside of the classroom.

Introduction to Green Construction (93 Hours)

Description

The Introduction to Green Construction course prepares students to understand concepts surrounding construction standards and safety, forklift certification, OSHA requirements and certifications and NCCER Core (National Center for Construction Education and Research). Graduates of this program are eligible to work in entry level construction and environmental (brownfield) opportunities.

Objective

This course will prepare students to work in various capacities within the construction industry to include green and brownfield opportunities, warehousing, manufacturing and machinery. During the hands-on experience, we give each participant an opportunity to properly use various hand and power tools under supervision. During the hands-on experience, the participants work at Habitat for Humanity Job Sites gaining experience in a real-world residential construction environment and being exposed to all common trades involved in residential construction. Students will also visit “Green” job site such as local wastewater treatment facilities and/or brownfield remediation sites under supervision.

Prerequisites

Candidates must have a High School Diploma or equivalent.

Program Title	Course	In Course Lecture	In Course Lab	Suggested outside prep/study time**	Total Hours
Introduction to Green Construction	Basic Safety (OSHA): CT1001	10	4	4	111
	Introduction to Construction Math: 00102	8	4	4	
	Introduction to Hand Tools: 00103	8	4	2	
	Introduction to Power Tools: 00104	8	4	2	
	Introduction to Construction Drawings: 00105	8	2	2	
	Forklift Training and Certification: CT1006	4	4	-	
	Basic Job Communication Skills: 00107	8	2	2	
	Basic Employability Skills: 00108	8	2	2	
	Introduction to Materials Handling: 00109	5	-	-	
	TOTALS	67	26	18	
	CLASSROOM TIME	93			

LEED Training (CT1007) and OSHA HAZWOPER (CT1011) are electives for this program

* Course time includes hands on experience during exercises

An hour is defined as a minimum of 50 minutes of supervised or directed instruction with appropriate breaks.

**Though the total classroom time (including Labs) is 93 hours, it is suggested students spend at least the designated hours per module as outlined above for homework, practice and study time outside of the classroom.

Program Curriculum

Customer Service Representative (40 Hours)

Description

The Customer Service Representative Training Program, a full-time, industry focused program, provides extensive training, education, and assessment of skills development to those participants eager to meet the challenges of tomorrow's integrated multi-channel customer contact center (CCC).

Objective

The purpose of the Program is to provide technical training to develop the high-level skills demanded by today's leading retail and customer contact Centers, to enhance opportunities for recruitment and employment in this exciting, growing sector, and to provide occupation specific training that mirrors the industry.

Our training program must continue to anticipate and evolve to ensure our Customer Service Representative graduates possess the current and emerging skills, knowledge, and competencies required to succeed in the diverse, multi-media, multi-customer touch point, contact center industry now and in the future.

Prerequisites

Candidates must have a general background in Customer Service.

Program Title	Course	In Course Lecture Hours	In Course Lab Hours	Suggested outside prep/study time**	Total Hours
Customer Service Representative	Call Center Language & Linguistics Training: CS1001	2	2	4	40
	Hard and Soft Selling Skills: CS1002	2	2	4	
	Handling Rebuttals: CS1003	2	2	4	
	Understanding Call Center Metrics: CS1004	2	2	4	
	Simulating the Call Center Experience: CS1005	2	2	4	
	TOTALS	10	10	20	
	CLASSROOM TIME	20			

**Though the total classroom time (including Labs) is 40 hours, it is suggested students spend at least the designated hours per module as outlined above for homework, practice and study time outside of the classroom.

CDL—Commercial Drivers License (85 Hours)

Description

This program is designed to prepare students for employment as drivers in the logistics and transit industries. This course will prepare students for the Commercial Drivers License written examination to obtain their Florida Class-A CMV Drivers Permit. Upon successful completion of the program, students will be prepared to obtain their full Florida CDL-A License.

Objective

This course introduces the student to the trucking industry. The students will receive an overview of the State of Florida Class A Commercial Drivers License rules, orientation in tractor-trailer operations, air brakes, and combination vehicles. The program teaches driving skills. Students will learn basic vehicle control skills such as Straight Line Backing, Offset Backing, Parallel Parking and Alley dock exercises, rural and urban driving, etc. Instruction will focus on driving standards necessary to pass the CDL basic skills test.

Prerequisites

Candidates must have a High School Diploma or equivalent and must undergo and pass a DOT Physical Examination, a background Motor Vehicle Report and drug screen prior to starting class.

Program Title	Course	In Course Lecture Hours	In Course Lab Hours	Suggested outside prep/study time**	Total Hours
CDL— Commercial Drivers License	Driving Commercial Vehicles— Theory: CDL1001	55		15	100
	Driving Commercial Vehicles— Labs: CDL1002		30		
	TOTALS	55	30	15	
	CLASSROOM TIME	85			

An hour is defined as a minimum of 50 minutes of supervised or directed instruction with appropriate breaks.

**Though the total classroom time (including Labs) is 85 hours, it is suggested students spend at least the designated hours per module as outlined above for homework, practice and study time outside of the classroom.

Course Descriptions

Note: Hours list below reflect in-course time only (including labs). Suggested outside prep/study time is *not* included in the number of hours shown below. Though not required, it is recommended that students spend at least the recommended hours designated for each course.

Basic Employability Skills: 00108

10 Hours

Students will learn resume writing, interviewing techniques, time management, goal setting, ethics, and a host of other topics that will enable them to be successful in not only getting, but keeping a job.

Basic Job Communication 00107

10 Hours

Students will learn how to effectively communicate in the workplace, both in written and oral communication. Understanding cultural differences and how they play in communicating effectively is a key component of this course. Students will understand how non-verbal communication also plays a critical role in the workplace

Basic Safety (OSHA): CT1001

14 Hours

This course covers OSHA policies, procedures, and standards, as well as general industry safety and health principles. Topics include scope and application of the OSHA general industry standards. Special emphasis is placed on those areas that are the most hazardous, using OSHA standards as a guide.

Call Center Language & Linguistics Training: CS1001

14 Hours

Understanding that speech patterns and tone inflection affect sales is a true focal point of this component. In addition, several “common” words or phrases cause a negative customer experience. Representatives will undergo a linguistics training to understand the normal flow and syntax of a customer call. A “common word” list of mispronounced words and phrases will be covered in great detail, as representatives are often NOT aware of improper phrase usage in a call center or customer service experience.

CDL-Commercial Drivers License Prep Theory: CDL1001

55 Hours

This course introduces the student to the trucking industry. The students will receive an overview of the State of Florida Class A Commercial Drivers License rules, orientation in tractor-trailer operations, air brakes, and combination vehicles as outlined in the Official Florida CDL Handbook.

CDL-Commercial Drivers License Prep Lab: CDL1002

30 Hours

Students will learn basic vehicle control skills such as Straight Line Backing, Offset Backing, Parallel Parking and Alley dock exercises, rural and urban driving, etc. Instruction will focus on driving standards necessary to pass the CDL basic skills test.

CNG Fueling Station Equipment: CNG1005**6 Hours**

Learn the most critical tools required to maintain a CNG fueling station. Study and understand the most frequently needed spare parts for maintaining a CNG fueling station.

CNG Facility Safety & Emergency Action Procedures: CNG1007 5 Hours

Identify CNG station equipment and employ operation, maintenance, fueling, and safety practices and procedures. Identify major high-pressure components of a CNG vehicles and employ operation and safety procedures. Identify types of CNG cylinders, potential hazards, types of damage, and inspection requirements.

Elements of a HAZOP PLAN: CNG1010**3 Hours**

Understand elements of a HAZOP plan as they relate to a CNG fueling station. Understand federal safety regulations for CNG fueling stations. Knowledge a technician must have to pass the F1 ASA test.

Forklift Training and Certification: CT1006**8 Hours**

The purpose of this program is to help you become a safe lift truck operator. You are the most important part of the safe operation of a lift truck. Powered Industrial Truck Training Industrial Fork Lift Truck Training Meets the Federal OSHA Standard 29 CFR1910.178

Fueling and NGV and Waste Tracking Disposal: CNG1009 3 Hours

Become familiar with procedures required to perform fueling operation on a CNG powered vehicle. Understand key components of and how to conduct a CNG vehicle fueling safety evaluation. Understand waste tracking requirements for a CNG fueling station, including Hazardous Waste.

Gas Quality and NGV Technology: CNG1003**5 Hours**

Describe natural gas origin, physical properties, supply, and quality CNG. Understand NGV technology of CNG and identify differences.

Handling Rebuttals: CS1003**14 Hours**

Students are taught how to identify soft and hard “No’s” and how to combat softly while still providing a quality Customer Experience. Understanding that some “No’s” are often doorways into other “Yes’s” is critical, as a “lost sale” can sometimes turn into a cross-sell.

Hard and Soft Selling Skills: CS1002**14 Hours**

Provides students with the knowledge of the differences in soft and hard selling techniques. Being able to identify a “quick sale” versus a possible up-sell or cross-sell is critical. Customer Service training does not readily identify this component, and project specific training can be more efficient if students already know the difference between up-selling and cross-selling. Students are taught to identify customer needs and apply soft selling principles and probe customer for possible sales after the initial call.

Health Hazards of Natural Gas: CNG1002**5 Hours**

Understand causes and effects of gas quality and identify hazards in a CNG fueling station. Identify emissions from CNG powered vehicles and compare to liquid fueled internal combustion vehicles and hazards thereof.

Introduction to Construction Drawings: 001005**10 Hours**

Familiarizes trainees with basic terms for construction drawings, components, and symbols. Explains the different types of drawings (civil, architectural, structural, mechanical, plumbing/piping, electrical, and fire protection) and instructs trainees on how to interpret and use drawing dimensions. Four oversized drawings are included.

Introduction to Construction Math: 001002**12 Hours**

Reviews basic mathematical functions and explains their applications to the construction trades. Explains how to use and read various length measurement tools, including standard and metric rulers and tape measures, and the architect’s and engineer’s scales. Explains decimal-fraction conversions and the metric system, using practical examples. Also reviews basic geometry as applied to common shapes and forms.

Introduction to Hand Tools: 001003**12 Hours**

Introduces trainees to hand tools that are widely used in the construction industry, such as hammers, saws, levels, pullers, and clamps. Explains the specific applications of each tool and shows how to use them properly. Also discusses important safety and maintenance issues related to hand tools.

Introduction to Materials Handling: 00109**5 Hours**

Recognizes hazards associated with materials handling and explains proper materials handling techniques and procedures. Also introduces materials handling equipment, and identifies appropriate equipment for common job-site tasks.

Introduction to Power Tools: 001004**12 Hours**

Provides detailed descriptions of commonly used power tools, such as drills, saws, grinders, and sanders. Reviews applications, proper use, safety, and maintenance. Many illustrations show power tools used in on-the-job settings.

Intro to Properties of Compressed Natural Gas: CNG1001**6 Hours**

Describe natural gas origin, physical properties, health hazards, supply, and distribution techniques. Describe properties of CNG and identify differences as compared to liquid fuels. Describe pros/cons of CNG as a motor fuel.

LEED Training and Certification: CT1007**12 Hours**

The course is designed to introduce participants to the US Green Building Council, the Leadership in Energy and Environmental Design Rating System (LEED), green building principles and practices, and the synergies and tradeoffs of integrated building design. It includes a review of the LEED product suite and processes involved in the implementation of the LEED third party verification of high performing structures in preparation for the LEED Green Associates Exam

OSHA HAZWOPER (Hazardous Waste Operations) CT1011 40 Hours

This course covers OSHA policies, procedures, and standards relating to Hazardous Waste Operations and Emergency Response. This training course will help students assess the hazards associated with uncontrolled hazardous waste sites to determine whether work can be conducted in a safe manner.

Operation and Maintenance of CNG Heavy-Duty Vehicles: CNG1004 6 Hours

Become familiar with most common CNG vehicles and troubleshooting techniques and how to mitigate risks. Understand reasons for and components of CNG vehicle operation, maintenance, and fueling.

PowerPoint Level 1: MOS2010**8 Hours**

Students learn basic skills necessary to begin effectively creating presentations such as; how to create and edit bullet slides, use drawing tools, incorporate clip art and WordArt, create and enhance organization charts, and create and edit charts by using Microsoft Graph, and running a presentation.

PowerPoint Level 2: MOS2111**12 hours**

Students learn advanced features of PowerPoint including; customizing templates, the PowerPoint environment, and making a presentation interactive through hyperlinks and action buttons.

Safety Procedures and Guidelines: CNG1006**3 Hours**

Identify and employ CNG vehicle maintenance facility safety requirements and appropriate action to take upon identification of unsafe conditions. Become familiar with most common CNG fueling station troubleshooting techniques and how to mitigate risks with safety procedures.

Simulating the Call Center Experience: CS1005**14 Hours**

After training, the sales reps are then placed in a mock call session (unknown to the students). This is done to provide the students with an opportunity to prove their knowledge of the call center environment, customer experience, metrics, and sales tactics.

Understanding Call Center Metrics: CS1004**14 Hours**

Even with great sales, a representative must know and realize that phone time is company time, thus company money. Understanding how average talk time, average hold time, auxiliary time, and other metrics affect the company is crucial. Agent Yield or Staff to Paid time is covered to educate the representative that even great salespeople can negatively affect company performance if the sales rep does not adhere to staff paid hours.

Vehicle Defueling & Fueling: CNG1008**6 Hours**

Understand circumstances when it is necessary to defuel a CNG powered vehicle and identify safety hazards of CNG vehicle defueling. Become familiar with procedures required to perform a defueling operation on a CNG powered vehicle. Understand key components of and how to conduct a CNG fueling facility safety evaluation.

****The course numbering system used by Tampa Vocational Institute, LLC is an alpha-numeric identifier. The letters represent the type of course and the numbers represent the order in which each course is taught.****

FEE SCHEDULE

Program Name	Tuition	Books & Materials	Labs	Package Price
Compressed Natural Gas (CNG) Fuel Station Maintenance Program	2135.00	380.00	585.00	\$3100.00
Call Center/ Customer Service Representative	1690.00	360.00	450.00	\$2500.00
Introduction to Green Construction	1690.00	360.00	450.00	\$2500.00
CDL—Commercial Drivers License Preparation	2050.00	300.00	985.00	\$3335.00

Prices include certification exam vouchers (with 1 retake per voucher)

Student Financial Assistance and Payment Schedule

Financing is not currently available. Payment is required in full before the start of each program unless prior arrangements have been made with the Chief Administrative Officer.

VA Pending Payment Compliance Effective August 1, 2019

In accordance with Title 38 US Code 3679 subsection (e), this school adopts the following additional provisions for any students using U.S. Department of Veterans Affairs (VA) Post 9/11 G.I. Bill[®] (Ch. 33) or Vocational Rehabilitation & Employment (Ch. 31) benefits, while payment to the institution is pending from the VA. This school will not:

- Prevent the student's enrollment;
- Assess a late penalty fee to the student;
- Require the student to secure alternative or additional funding;
- Deny the student access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

However, to qualify for this provision, such students may be required to:

- Produce the VA Certificate of Eligibility (COE) by the first day of class;
- Provide a written request to be certified;
- Provide additional information needed to properly certify the enrollment as described in other institutional policies .

Admission Requirements

An applicant requesting admission to the school must be able to demonstrate basic reading (in English) and math skills. Although computer courses are not based on academic achievement, a student must be able to read and comprehend course materials and the computer screen. The requirements are tailored for each specific program. Detailed prerequisites are contained in the program curriculum section of this catalog.

Transferability of Credits

Admission in advance standing allows for courses completed at another institution. Enrollment will be subject to approval by the Chief Academic Officer of Tampa Vocational Institute, LLC. These courses must be substantially similar in content and duration to those offered in the program for which the student has applied. No more than 75% of a student's previous education will be transferred into Tampa Vocational Institute, LLC. Transferring of courses to another institution is at the discretion of the receiving institution. Tampa Vocational Institute, LLC cannot guarantee transferability. It is the student's responsibility to confirm whether or not credits will be accepted by another institution of the student's choice.

Course Starting & Ending Dates

Courses are on a rotating schedule that is published quarterly, as programs are available. In order for a course to be authorized, a minimum of three (3) students must be registered to participate in the course. Should the minimum number of students not be enrolled prior to 7 days before official start date, students will be notified of course postponement, and will be re-enrolled into the next available course.

- Quarter 1 - Enrollments Starts July 1, 2024
- Quarter 2 - Enrollments Starts October 1, 2024
- Quarter 3 - Enrollments Starts January 1, 2025
- Quarter 4 - Enrollments Starts April 1, 2025

Hours of Operation

Tampa Vocational Institute, LLC is in session throughout the year, with the exception of recognized holidays. Day courses are usually scheduled Monday through Friday from 9:00 a.m. to 2:00 p.m. with two 15 minute breaks and 30 minutes for lunch. Our evening courses are scheduled Monday through Friday from 3:00 p.m. to 6:00 p.m. with one 15 minute break. Weekend courses are unavailable.

Minors

Children are not permitted to accompany adults to courses or labs at Tampa Vocational Institute, LLC.

Holidays

School will not be held on the following holidays. Additional holidays may be declared at the discretion of the Chief Administrative Officer.

New Year's Day	Good Friday	Memorial Day	Independence Day
Labor Day	Thanksgiving Day	Day after Thanksgiving	
Christmas Day	Day after Christmas		

Graduation Requirements

Students must complete at least seventy-five (75%) of the course required hours at Tampa Vocational Institute, LLC in order to receive a Certificate of Completion for the program. In addition, all fees must be paid in full, the student must meet attendance requirements, demonstrate a working knowledge of the subject matter, and meet minimum scoring requirements (average) on all coursework and exams as required by the program. The certificate is designed to prepare the student to obtain employment as a skilled professional worker.

For students that are enrolled into programs that include industry recognized certification, upon successful passing of industry recognized certification exams, a separate Certificate of Licensure will be mailed to the student by the licensing authority. All certification exam vouchers include (1) retake exam should a student not pass the initial exam.

Grading

Grading

Students are graded at the end of each class on a Pass/Fail basis by the instructor's evaluation of the student's attendance (75% as noted above), complete the required labs (75% as noted above), and general comprehension of the subject (70% or better score on any course module comprehension tests). A Certificate of Completion will be issued to each student who successfully completes the course or program and satisfies all requirements. Students are encouraged to take their vendor certification exams.

Certificates of Completion

A Certificate of Completion is presented to the Student who has:

- Successfully completed all requirements for the class
- Maintained the required minimum attendance
- Fulfilled all monetary obligations to the School

Student Services

A. Housing

Tampa Vocational Institute, LLC does not provide housing for students. A list of reliable realtors and rental properties in close proximity to the School will be provided to the student that requests housing assistance at the time of enrollment.

B. Student Records

Tampa Vocational Institute, LLC permanently maintains records of students' educational record showing course date, course name, attendance record, number of lab hours, certificate of completion issued, vendor exam number, date of exam, exam score, certification received and instructor comments and evaluations. Student records are available upon individual request. Student records will be provided to employers and potential employers only after written request has been made by the student.

C. Student Placement

A Certificate of Completion will be issued to each student who successfully completes the program and satisfies all requirements. Upon successful completion of the program, the school will assist each graduate with job placement; however, the school does not guarantee employment. Inquiries made to the School from potential employers will be posted for the students to view.

Satisfactory Academic Progress

Tampa Vocational Institute, LLC exercises the pass/fail grading system. A pass/fail grading system is one in which the student receives either a passing grade or a failing grade rather than a more accurate ranking of success. Any student that does work above a failing level--defined by either the school or the instructor--will pass the class.

PASS/FAIL RUBRIC

	FAIL	PASS
Class participation	Student rarely participated in class discussion.	Student participated fully in discussions and activities.
Class assignments	Assignments were rarely completed and often not on time.	Assignments were complete, on time and quality was evident.
Completion	Student gave up on the completion of assignments	The Student completed assignments, including correspondence, follow-up, presentation, etc.
Hours	Less than 5 hours were given to the project.	A minimum of 5 hours was completed throughout the project.
Communication/Teamwork	Student struggled with criticism and feedback. Student didn't communicate well with instructor or peers.	Student was open to feedback and suggestions from the instructor and fellow students. Student kept instructor adequately informed.
Link to Curriculum	Student completed a volunteer project not related to classroom standards.	Project had goals directly linked to class objectives.
Goals	Student did not follow assignment instruction.	The student followed assignment instructions.
Meaningful	Evidence the student cared about the success of the program was not present.	Student took ownership of the program and looked for ways to make the their program meaningful to individuals and/or the community.
Self reflection	Evaluations and reflections were not sufficiently completed.	Student actively took part in project evaluation before, during and after completion.

Should a student NOT maintain satisfactory academic progress, he/she may be placed on academic probation for a period of 1 term. Failure to meet academic standards during the probationary period may result in suspension and/or termination of student's enrollment.

Students may attempt to re-enter if he/she is suspended from enrollment after two terms by providing proof that he/she is capable of maintaining satisfactory academic progress. Proof may consist of a letter detailing the decline in satisfactory academic progress and steps to remedy the situation, as well as a letter of support from a former or current teacher/instructor, and a letter of support from an employer or professional reference. Final decision as to the re-enrollment will be made by the Site Administrator.

Rules & Regulations

A. Attendance/Course Cuts

Course attendance is crucial to proper academic development and is expected. After 10 hours of unexcused absences, the student will be counseled by the Chief Administrative Officer and placed on probation. Should the student have another unexcused absence while on probation, they may be terminated at the discretion of the Chief Administrative Officer. Course cuts without prior approval of the instructor or the Chief Administrative Officer are not permitted and are considered an absence for the entire course.

B. Tardiness

A student arriving after attendance has been taken is considered late and may be marked absent. Students who are tardy more than 15 minutes will not be allowed in class unless approved by the Chief Academic Officer. All missed time must be made up by the student prior to graduation.

C. Conduct

Students are expected to conduct themselves in a professional manner at all times. Foul language, possession of unprescribed drugs or alcoholic beverages and disrespectful behavior is considered unsatisfactory conduct and will be grounds for dismissal. A student who conducts themselves in a manner detrimental to the School staff or other students will be terminated. Theft of property from the School or other students is grounds for immediate dismissal.

D. Make-up Work

Students who have been absent for any reason are required to make up any missed course work before proceeding to the next course of study with the approval of the Chief Academic Officer. A fee may be charged. A student may make up missed time by attending another course in session (if available) or by completing exercises assigned by the instructor.

E. Probation

A student that does not adhere to the attendance policy may be placed on probation. Should the student be absent while on probation he or she will be counseled by the Chief Administrative Officer, which may result in termination.

F. Interruptions in Training / Termination

A student is not terminated for failure to learn the required skills. A student who has not successfully passed the vendor required examinations at the end of each course is encouraged to perform extra practice. The student may retake the vendor examinations within a reasonable time as determined by the instructor. If the student fails to achieve a passing grade, he or she will be counseled by the Chief Administrative Officer as to the advisability of continuing. A Student may be prohibited from continuing with courses until the necessary vendor exams have been passed.

G. Leave of Absence

A student may be granted a leave of absence for no more than six months. A request must be submitted in writing to the Chief Academic Officer and include the date of expected return. If the student does not re-enter within the specified time and has not notified the School, the student's contract will be terminated and he/she is granted a refund according to the Refund Policy.

H. Re-entry

A student who has canceled a course or been terminated and desires to re-enter the program must notify the School and follow the required admission procedures. A student who was terminated for any reason must have an interview with the Chief Administrative Officer and show cause why he or she should be reinstated. The decision of the Chief Administrative Officer is final.

Refund Policy

Should a student's enrollment be terminated or cancelled for any reason, all refunds will be made according to the following schedule:

1. Cancellation can be made in person, by electronic mail, by Certified Mail or by termination.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.
3. Cancellation after the third (3rd) Business Day, but before the first class, will result in a refund of all monies paid, with the exception of the registration fee (not to exceed \$150.00).
4. Cancellation after attendance has begun through 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.
5. Cancellation after completing more than 40% of the program will result in no refund.
6. Termination Date: When calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice was received.
7. Refunds will be made within 30 days of termination of the student's enrollment or receipt of a Cancellation Notice from the student.

Grievance Procedures

Students have the right to be officially heard in matters where they feel they have a grievance against Tampa Vocational Institute, LLC disciplinary academic or disciplinary. Students are encouraged to work matters out amongst themselves prior to a formal grievance process, however, in the event that an issue cannot be worked out face to face, a written grievance must be initiated within three (3) business days of the date of the alleged occurrence. All students are encouraged to resolve problems when they first arise and with the parties involved. Only when problems cannot be solved informally in conference with the faculty or staff member involved should the student resort to formal grievance procedures. Grievances against Tampa Vocational Institute, LLC policy or personnel are categorized into two distinct types, "academic" or "disciplinary" and each type of grievance is separate. Prior to initiating any phase of the student grievance procedure, students must determine which category of grievance best represents their concern. Students will not be allowed to vacillate between academic and disciplinary grievance determinations once any phase of the student grievance procedure has been initiated.

Grievance steps:

- The grievance process must be presented in a written format: provide your name, last (4) digits of your SS#, mailing address, email address, phone number and program
- Name the grievance and/or person (faculty or staff) that the complaint is being filed against; include the date, time, and location of the incident
- Type a factual description of the grievance in the body of the letter; include any names of persons involved or witnesses
- Indicate if you have attempted to resolve this grievance in any other way
- List any actions or suggestions that you feel may resolve the grievance
- Sign and date the document
- Provide an original to the Director of Tampa Vocational Institute, LLC and request a copy for yourself.

Once the student has submitted a grievance a hearing will take place before the Chief Academic Officer and Director within (3) business days of the filing date. Any student having a question regarding this process should contact the Director of Tampa Vocational Institute, LLC. The decision of the Chief Academic Officer and/or Director will be final. Students who feel that a grievance is unresolved may refer their grievance to: Executive Director, Commission for Independent Education 325 West Gaines Street, Suite 1414 Tallahassee, FL 32399-0400 (850) 245-3200 or toll free (888) 224-6684.

Cancellation by School

Tampa Vocational Institute, LLC reserves the right to cancel a program or class due to the following reasons:

- 1: Low registration in a program
- 2: Inclement Weather (such as hurricane or flooding due to heavy rain)
- 3: Instructor illness or emergency

In the event of a cancellation students in said program will be moved to the next available date or given a full refund. Inclement Weather or Instructor illness or emergency will not typically result in a cancellation but rather a postponement of a class session which will be re-scheduled for the next available day. In the event a program were to be cancelled, all efforts will be made to teach-out the remainder of the program for all existing students. In the event that Tampa Vocational Institute, LLC were not able to teach-out the remainder of a cancelled program, the students enrolled in that program would be entitled to a full refund of tuition monies they had paid.



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