

## **HISTORY**

Having experience being a truck driver, driver's mentor and trainer and eventually owning a trucking company, **EVOLVED EXPRESS LLC**, we started the **COMMUNITY TRUCK DRIVING SCHOOL LLC** to support and encourage those seeking careers in the trucking industry with new technology and hands-on accelerated training for achieving a successful career in the trucking industry.

Demand for qualified commercial drivers is currently growing rapidly which means it is truly a great time to be a commercial truck driver with a CDL. Our commitment is to our students, providing new technology training to assist them in pursuing their new career path. Learning to do it right the first time is paramount to excelling in this endeavor.

Our mission is to deliver high quality, convenient, cost-effective and comprehensive career training to equip entry-level truck drivers with the tools necessary to obtain gainful employment in the transportation industry.

### Approvals

**Community Truck Driving School LLC** is approved and regulated by the **Texas Workforce Commission; Career Schools and Colleges**, Austin, Texas.

## **DESCRIPTION OF AVAILABLE SPACE, FACILITIES AND EQUIPMENT**

**Community Truck Driving School LLC**, is located in the Chisholm Professional Plaza building, 1611 Chisholm Trail, Suite 470, Round Rock, Texas 78681 Our facility is accessible to persons with disabilities and has one (1) computerized classroom equipped with an Audio/Video digital LED projector and screen; Two (2) administrative offices, a breakroom across the hallway equipped with a refrigerator, microwave, coffee maker and a water fountain. Restrooms are right off the breakroom. There is a smoking area outside with a big parking area; and an eighteen (18) wheel tractor trailer.

**We are working on being able to provide limited classes to students with disabilities although we are not there yet. Please feel free to contact us so we would be able to contact you when such classes would be available.**

## **OWNERSHIP AND STAFF**

**School Director & Co-owner . . . Brenda Kamanda**

**School Representative & Co-owner . . . Thomas Kamanda Sr.**

**Classroom Instructor . . . David Brooks**

**Graduated University of Texas 1995, BS in Communication**

**Computers:** *Windows (current versions); internet security software, Word, Excel, Paint Shop Pro*

**Sales and Services:** *Customer service, problem solving, and one-on-one sales presentations*

**Industrial:** *Licensed to operate all commercial vehicles except passenger transport vehicles. Familiar with rules and regulations regarding transport and management of hazardous materials.*

**Academic training** *in persuasion, research and writing; 2 years Spanish*

## TUITION AND SPECIAL CHARGES

The cost to attend **COMMUNITY TRUCK DRIVING LLC** is \$4200 and this includes tuition\*, books, miscellaneous supplies, DOT physical, drug screening\*\*, moving violation report and CDL license fee.

Tuition (includes books/supplies)	\$ 4000
DOT physical	\$ 60
Drug Screen**	\$ 60
Moving Violation Report	\$ 20
CDL License Fee	\$ 60
Free Transportation for Local Students***	\$ 00
TOTAL	\$ 4200

\*All tuition charges are due on or before the first day of classes. Special arrangements may be made for those applicants who have difficulty meeting this schedule by submitting a request to the **Director of the School, Brenda Kamanda**.

\*\*This allows for a drug screening prior to entrance; it is possible that we would require another drug test(s) on a random basis or for cause, to make sure that no student is abusing the driving privileges in driving a truck. These random testing will be free of charge to the students.

\*\*\*The School will provide free transportation to local students in the Austin metro area, to and from school. For further information re transportation contact the **School Director, Brenda Kamanda**.

## SCHOOL CALENDAR

### Holidays to be observed\*

New Year's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Day After Thanksgiving
Labor Day	Christmas Day

\*Any holiday that lands on a school day will have to be made up to meet the 160-hours total required to complete the course. Any questions on this, contact your instructor.

### Class Enrollment Periods, Start/End Dates of Terms

Classes for full time students begin January 3, 2018 with successive classes beginning approximately every four (4) weeks thereafter.

## NORMAL HOURS OF OPERATION

School . . . Monday through Friday; 8:00 a.m. to 5:00 p.m. with 1-hour meals and breacktime.

Office: . . . Monday through Friday, 9:00 a.m. to 5:00 p.m.

Saturday\* By Appointment for Make-up Classes

Sunday: Closed

A (10) ten-minute break will be taken every hour at (10) ten minutes until the hour and lunch will be from 12:00 p.m. until 1:00 p.m.

## **ADMISSION/ENROLLMENT POLICIES\***

### Minimum Age

Entrance requirement for students applying to **Community Truck Driving School LLC** is **21 years** or older in addition to requirements noted below:

All applicants who satisfy the criteria also specified below, will be asked to sign an enrollment agreement upon acceptance to school.

### Specific Entrance Requirements (HS, GED, ATB)

Admission to **Community Truck Driving School LLC** is open to any high school graduate or GED (Equivalent). Individuals with no high school diploma or GED can be admitted provided such applicants are able to pass an ability to benefit examination Wonderlic (WBST) Test which will be administered by the School at no charge prior to attending.

This test assesses the student's ability to read, write and understand the English language as well as some basic mathematics. Student must take all 3 portions:

- (a) Language; minimum score of 42
- (b) Reading, minimum score of 43
- (c) Numerical, minimum score of 41

### Other Requirements

- (a) A student must also provide a copy of a valid driver's license
- (b) Applicants required to pass DOT physical and drug test
- (c) Obtain a current Department of Motor Vehicle moving violation report

## **CREDIT**

**Community Truck Driving School LLC** will review all prior education and training during the enrollment period.

### Credit from Previous Education, Training or Experience

**Community Truck Driving School LLC** has not entered into an articulation transfer agreement with any accredited college, university or postsecondary school. And will not accept transfer of credit hours from other institutions. Students will be required to complete the full course or training program to obtain a Certificate of Completion from **Community Truck Driving School LLC**.

### Limitation on Transferability of Earned Credit

The transferability of credit you earn at the **Community Truck Driving School LLC** is at the complete discretion of the institution to which you may seek transfer. Acceptance of the certificate you earn in the Educational Program is also at the complete discretion of the institution to which you seek to transfer. If the credit or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending **Community Truck Driving School LLC** to determine if your credit or certificate will transfer.

## CANCELLATION AND REFUND POLICIES

### 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 Saturday, Sunday and legal holidays) after the enrollment contract is signed.

A full refund will also be made to any student who cancels enrollment within the first three (3) scheduled class days; except that the school may retain not more than \$100 for any administrative fees charged; or 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. Leave of absence, suspensions and school holiday 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-hours 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 bear 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 school 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 option 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 owned 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 the previously unpaid balances of the original tuition, fees, and charges for the 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.

## 1. PROGRAM DESCRIPTION:

## **TRUCK DRIVER TRAINING PROGRAM (CDL)**

The Truck Driver program is designed to teach students the skills and abilities to safely operate a tractor-trailer on rural, city streets and highways under various traffic weather and road conditions. Students will also learn how to transport hazardous materials, Air braking system, combination vehicles, plan trips, read maps, complete permits, hours of service logs, conduct vehicle inspections and the importance of compliance with commercial motor vehicle regulations. Student will receive at least 20 clock hours of actual behind the wheel (BTW) training on the school's range. They will also receive at least 24 clock hours of actual BTW training on rural, city streets and highways during their four weeks of training.

The program is designed to meet the needs of companies across the country. It is the foundation of our truck driving training program and meets the needs for many companies and for many students to get started in the trucking industry.

The student will apply for and be prepared to pass the Texas State Commercial Driver's License written examination, the physical skills test; pre-trip vehicle inspection, basic vehicle control skills test and on-road test. Students should be able to enter the Trucking industry as entry-level CDL truck driver.

- Number of clock hours for lecture, lab, BTW range driving, actual BTW street/road driving, and observation for subject
- Total number of clock hours for lecture, lab, BTW range driving, BTW street/road driving, and observation for the program.

### **2. PROGRAM OUTLINE:**

WEEK	SUBJECT	CLOCK HRS Lecture/Lab	BTW CLOCK HRS Range/Road/Observation	TOTAL Clock Hrs
1	Orientation and introduction to CDL	35/05	00/00/00	40
2	Safe operating practices	05/01	10/10/14	40
3	Vehicle control	06/02	10/10/12	40
4	<u>General driving/Testing</u>	04/00	08/14/14	40
Total Hours		50/08	28/34/40	160

The approximate time required to complete the Truck Driver program CDL is four weeks.

### **3. SUBJECTS DESCRIPTION**

**(Lecture/Lab/BTW Range/BTWRoad/BTW Observation - Total clock hours)**

**1. Orientation and Introduction to CDL (35/05/00/00/00 – 40)**

The purpose of this section is to introduce the student to the trucking industry and present the concept of industry regulation and the professional truck driver. Student will learn:

The importance of the Trucking industry, the importance of Compliance with Applicable Regulations, procedure for Obtaining a CDL, the Driver Qualifications they are subject to in the industry and the Commercial motor vehicle.

Written test preparation is designed to prepare and pretest the student in the following areas: General knowledge, Air brakes, Combination vehicles, Doubles and Triples Trailer, Tank Vehicles and Hazardous materials.

Proper application procedure is shown, and the student is advised about and assisted in placement

Final written test is given at the *Texas Department of Public Safety*; upon passing the final test the student will receive an *Instruction Learner's Permit for Training*.

- Prerequisites: 1. Orientation and Introduction to CDL.

**2. Safe Operating Practices (05/01/10/10/14 – 40)**

The purpose of this section is to introduce the student to basic backing and driving skills needed to pass the Skill Test and Road Test for the CDL license. Students will learn:

- (a) Putting the vehicle in motion
- (b) Control systems
- (c) Vehicle system
- (d) Visual search
- (e) Speed management
- (f) Railroad crossings
- (g) Night driving
- (h) Extreme driving conditions
- (i) Hazard perception

- Prerequisites: 2. Safe Operating Practices

**3. Vehicle Control (06/02/10/10/12 – 40)**

The purpose of this section is to further the student's driving skills along with review and practice of previous skills. In this phase of the program, students should learn the following driving procedures:

- (1) Special rigs
- (2) Basic control skills
- (3) Shifting
- (4) Backing

- (5) Skid control and recovery
- (6) Making turns
- (7) Emergency maneuvers
- (8) Pre-testing and confident driving abilities on how to pass the CDL final test.

- Prerequisites: 3 Vehicle Control

#### 4. General Driving/Testing (04/00/08/14/14 – 40)

This section is the final phase of the program, the purpose is to further the student's general driving skills and Testing. Student will learn:

- (1) On-the-road Combination of; Highway, City and Rural Driving
- (2) Final pre-test of all program sections of the CDL Test
- (3) The student is then taken to the *Texas Department of Public Safety (DPS)* for the *Driving and Skill Test*.

### **COMPLETION/GRADUATION REQUIREMENTS**

To complete the program, a student must have a minimum overall grade point average of "C" and maintain an 80% attendance ratio, fulfill all other requirements stated in this catalog, be in good financial standing with the School and pass the *Texas Department of Public Safety (DPS) Driving and Skill Test*. A Certificate\_of\_Completion is awarded once these requirements are fulfilled.

### **SCHOOL POLICY FOR STUDENT SATISFACTORY PROGRESS**

There will be testing throughout the four (4) weeks of training. Satisfactory academic progress is defined as meeting acceptable standards as defined by predetermined objectives of the institution. These objectives are directly correlated with the performance standards set by the school.

Students are evaluated on a regular basis, on theory and practical driving skills. The evaluations are measured on a standard percentile basis and the percentage equated to a letter grade. Students must maintain a 70% average to maintain satisfactory academic status. The system detailed below is the grading system utilized in this school. Students must have good coordination, show an aptitude for trucking and possess the ability to learn the various phases of truck driving. A student who is not making satisfactory progress will be placed on academic probation for the remainder of the progress evaluation period. The **School Director** will counsel the student placed on probation 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. If the student does not achieve satisfactory progress by the end of the probationary period, the student's enrollment will be terminated.



## GRADE SYSTEM

Students must maintain a grade average of at least 70%. The grading scale is shown below.

<b>90%-100%</b>	<b>A</b>	<b>EXCELLENT</b>
<b>80%-89%</b>	<b>B</b>	<b>ABOVE AVERAGE</b>
<b>70%-79%</b>	<b>C</b>	<b>SATISFACTORY</b>
<b>60%-69%</b>	<b>D</b>	<b>UNSATISFACTORY</b>
<b>60%-BELOW</b>	<b>F</b>	<b>FAILING</b>
<b>INCOMPLETE</b>	<b>I</b>	<b>--</b>
<b>WITHDRAWAL</b>	<b>W</b>	<b>--</b>

### Program Report

Grade reports are issued to students and such reports are recorded in the permanent office record. This record is the basis for all future recommendations. Each instructor makes regular progress reports, including the attendance of each student in class. Students who are falling behind in the work are notified and advised to bring up their standing.

Anyone having trouble with a section or phase of the studies can address the issue with the Instructor who will determine what kind of remedial assistance would be needed. This is an accelerated course, so we encourage each student to fully prepare themselves the evening before for the next day's lessons otherwise they could find themselves in a difficult position re their studies. Again, the instructors are there to help you be successful, but it is up to you to be at-the-ready each day.

## ATTENDANCE

Students are expected to attend all scheduled classes. To complete a successful training program, the ratio of absences or tardies must not exceed 25% of the program time. Attendance evaluation will occur on the first day of class each week. Students not meeting this requirement will be placed on attendance probation. In addition, **a student who is absent three (3) consecutive days will be subject to dismissal or attendance probation.** If a student is absent for 10 consecutive school days or more than 25% of scheduled course time, whichever is less, the student's enrollment in the course will be terminated.

A student whose enrollment was terminated for violation of the attendance policy may not re-enroll before the start of the next progress evaluation period. This provision does not circumvent the approved refund policy.

**Students are encouraged to schedule personal appointments after school hours and to notify the school in advance when an absence is going to occur.**

## **TARDINESS**

Tardiness is a disruption of the learning process. Three (3) incidents of tardiness, or of leaving school early without a legitimate excuse, within 30 days, be considered as one absence. Tardiness exceeding three (3) days will result in the student being placed on attendance probation and shall be required to make up on Saturday.

## **LEAVE OF ABSENCE**

The **School Director** may grant a leave of absence after determining that good cause is shown. A student may have no more than two (2) leaves of absence in a 12-month calendar period, and may be on leave of absence no more than thirty (30) calendar days during that 12-month calendar period. 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. A student's enrollment in the program will be terminated if the student fails to return as scheduled from an approved leave of absence.

## **ABSENCE TO TERMINATION**

Students will receive a warning letter after two (2) unexcused absences. Unless arrangements are made with the **School Director**, a student who has four (4) consecutive absences will be sent a drop letter from our program. If the student fails to respond to the drop letter in a reasonable time, the will be dropped from the program. Students who miss ten (10) consecutive days or 20% of total course will be terminated.

## **INCOMPLETES AND WITHDRAWALS**

A student who withdraws for reason unrelated to the student's academic status after the 75% 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 program.

A grade of incomplete with the designation "*withdrawn-military*" for course in the program other than courses for which the student has previously received a grade on the student's transcription 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 books for the program.

The assignment of an appropriate final grade or credit for the courses in the program but only if the instructor(s) of the program determine that the student has satisfactorily completed at

least 90% of the required coursework for the program and demonstrated sufficient mastery of the program material to receive credit for completing the program.

#### Make-up Work

No more than 5% of the total course time hours for a course 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 and 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.

Students will be allowed to make up all assignments, examinations, texts, or other work missed because of any excused or unexcused absence. The instructor may assign additional outside make-up work if deemed necessary. All make-up work must be made up within one week of returning from an absence, on a Saturday for no extra charge.

### **SCHOOL POLICY REGARDING STUDENT CONDUCT**

1. Students must be on time for all scheduled classes and drive sessions.
2. Excused absences must be in writing and given to COMMUNITY TRUCK DRIVING SCHOOL LLC, Instructor or staff member. Excused absences are either from a doctor or hospital; written notice or a death of the immediate family. Excused absences must be documented in writing. Late or absent, please call the office at 512-814-0102 or toll-free 833-814-0102.
3. No horseplay or practical jokes, no abuse of equipment.
4. Firearms, ammunition and personal weapons are prohibited.
5. No use of alcohol, drugs or cigarettes while in school and/or operating equipment\*.
6. No profanity, racial or gender-insensitive comments or offensive conduct.
7. Sexual harassment will not be tolerated.
8. Keep grounds and equipment clean.
9. No drinks (bottles/cans) except in authorized area.
10. No smoking/tobacco products in any school building, trucks or around fueling areas.
11. Seat belts must be worn at all times.
12. Stay with your truck or class assignment. Remain in class until excused.
13. Park cars in designated areas. It is the student's responsibility to ensure that they are parked in a manner and in a location to prevent damage to their vehicle and other property.
14. The school is not responsible for lost, stolen or damaged property of students.
15. Treat other students, school staff and the public with respect.
16. Follow instructions without deviation or ask for permission.
17. No arguing with instructors. If you have a concern, see the **School Director**.
18. Keep a positive attitude with an open and receptive mind.
19. Review the training schedule for the next day to make sure you are aware of updates.

20. In class speak only when called upon. No noises or disturbances in class.
21. No fraternization is allowed with instructors or school staff.
22. Keep long hair and loose clothing secure so they are not a safety factor.
23. Dress neatly, professionally and appropriately for class.
24. Work clothes, gloves, safety glasses and shoes are recommended when working with heavy equipment.
25. All students are subject to the **Federal Motor Carrier Safety Administration Regulations (FMCSR)** while attending school.
26. Always check with an instructor **BEFORE** moving a vehicle.
27. No use of alcohol or drugs while in school. See policy below.
28. Turn off cell phones while in the class and the truck. If you need to make a call in the truck, pull over and stop the truck in a safe area. Or ask the Instructor.
29. Firearms, ammunition and personal weapons are prohibited.

**Community Truck Driving School LLC** reserves the right to suspend or terminate any students who violate the above student conduct policy and whose academic standing does not meet the School's standards and regulations.

## **RE-ADMISSION**

A student who has been dismissed due to poor conduct as listed above, unsatisfactory attendance or poor academic progress may request re-admission to **Community Truck Driving School LLC** by writing to the **Director of the School**. The **Director of the School** will consider the request, determining whether or not the student will be re-admitted at the beginning of the next scheduled start.

**IMPORTANT NOTE; ANY EMPLOYEE OR STUDENT WHO HAS A CONFIRMED POSITIVE DRUG TEST OR ALCOHOL TEST (GREATER THAN .04) WILL BE REMOVED FROM DUTY (I.E., DUTY PERFORMING A SAFETY SENSITIVE FUNCTION), ANY INFORMED, EDUCATIONAL AND/OR REHABILITATION PROGRAM AVAILABLE, MUST BE EVALUATED BY A SUBSTANCE ABUSE PROFESSIONAL (SAP). A POSITIVE DRUG AND/OR ALCOHOL TEST COULD ALSO RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION.**

## **JOB PLACEMENT ASSISTANCE POLICY**

**Community Truck Driving School LLC** provides job placement assistance services to every student who wants it while enrolled in school as well as after graduation. Graduates can contact the school at any time for assistance in locating a job. They can avail themselves of the network that **Community Truck Driving School LLC** taps into for high quality local, regional and national employers that are willing to hire **Community Truck Driving School LLC** students. No school can guarantee a student a job, but we do guarantee that we will use our best efforts to prepare and assist you. We are proud of our partnerships with some of the best trucking companies in the country.

**Community Truck Driving School LLC** Certificate of Completion gives you the credentials

required by so many trucking employers. It tells the employer that you've been trained to one of the highest standards for entry level drivers. Few carriers will hire you without these credentials, even if you are licensed.

Our experienced staff will assist you in evaluating employers, developing interviewing skills, completing job applications and making contact with your companies of choice.

We are dedicated to assisting students in bringing together their educational background, work experience and personal preferences to secure the job they want.

## **POLICIES/PROCEDURES TO RESOLVE STUDENT GRIEVANCES/COMPLAINTS**

**COMMUNITY TRUCK DRIVING SCHOOL LLC** instructors and staff are always concerned that our students are getting everything that was expected from our programs. Therefore, your comments, suggestions and complaints are important to the **School**. The one certain way to ensure that our programs are effective and continually improving is to hear from those directly affected, the **STUDENTS!**

Students wishing to bring information to the attention of the **School** regarding any aspect of a program, the facilities, the staff or any other matter are asked to first notify the **instructor**, the **School Director** or any other **School** official you wish to speak with. This may be done orally or in writing and may be in person or without identifying yourself.

All issues raised by students will be addressed by the appropriate individual as soon as possible. Our students will be personally contacted to discuss matters raised to the attention of the **School**. If you do not receive a timely and satisfactory response you may contact the **State agency** responsible for the licensing of the **School**.

**TEXAS WORKFORCE COMMISSION  
CAREER SCHOOLS AND COLLEGES, ROOM 226T  
101 EAST 15TH STREET  
AUSTIN, TEXAS 78778-0001  
512/936-6959  
<http://csc.twc.state.tx.us/>**

**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.

---

Thomas Kamanda Sr.  
School Representative and Co-owner

---

Brenda Kamanda  
School Director and Co-owner