



INSPECTION  
TRAINING OF ARIZONA

*Arizona's "Hands On" Inspection Training School*

# Course Catalog

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**Volume No. 11**

**Licensed by the  
Arizona State Board for Private Postsecondary Education**

[www.azppse.gov](http://www.azppse.gov)

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## **Introduction**

Inspection Training of Arizona (hereinafter referred to as ITA/School) offers the finest technology and equipment for student training and is staffed with qualified, approved instructors. Our instructors are not simply teaching the courses... they live it! All of our instructors have experience teaching as well as being active home inspectors. You will be learning from the best Instructors/Inspectors in the valley.

The School is owned by Comprehensive Property Services, LLC. The director of the school is Keith Smith.

## **Faculty Members**

K. Smith, Officer/Manager/Director/Instructor  
N. Brogren, Instructor  
B. Plemons, Instructor  
R. Lindley, Instructor  
D. Grossi, Instructor  
J. Freestone, Instructor  
A. Stoilkov, Instructor  
M. Argenbright, Instructor

## **Programs/Courses Offered**

Diploma/Certificate Programs:

### **1. FULL RESIDENTIAL INSPECTION COURSE**

*CLASSROOM AND LAB*

91.5 Hours

Occupational Objective:

This 91.5 hour Full Residential Inspection training program teaches the student how to inspect a home in compliance with the State of Arizona Board of Technical Registration, and numerous nationally recognized home inspection associations' Standards of Practices.

ITA provides a "Hands on" experience, the student will conduct a real home inspection, will learn report writing techniques and learn how to set up and run a successful Home Inspection business. There is no prior experience required in the building industry to become a home inspector.

Inspection Training of Arizona will prepare the student in two ways to proceed in this profession, successfully operate their own business (self employed) or to join an established inspection company.

After registering for class, the student will receive our classroom textbook, Principles of Home Inspection: Systems and Standards, Third Edition, Carson Dunlop & Associates and Code Check Complete, by Taunton Press Inc. The student is encouraged to read this material prior to class.

The Home Inspection business is an emerging field with limitless potential. Salaries are based on work ethic. The Home Inspector could expect their starting income to be around \$24,000 per year, if starting their own business, while established home inspectors could expect to make around \$100,000 per year.

This course satisfies the required educational requirements set by the Arizona State Board of Technical Registration, R4-30-247 A.5.

#### **R4-30-247. Home Inspector Certification**

- A. An applicant for certification as a home inspector shall submit an original and one copy of a completed application package that contains the following:
1. Evidence of successful completion, within two years before the date of application, of the National Home Inspector Examination as administered by the Examination Board of Professional Home Inspectors;
  2. The information in subsections (B)(1) through (10);
  3. A completed fingerprint card;
  4. Applicable fees;
  5. **Evidence of successful completion of 84 hours of classroom training or an equivalent course conducted by an educational facility that is licensed by the applicable post-secondary education regulatory agency in the home state of the facility, or accredited by the Accrediting Commission of the Distance Education and Training Council, or by an accrediting agency approved by the United States Department of Education.**
  6. An applicant who has lawfully conducted home inspections as part of a business shall provide evidence of successful completion of 100 home inspections that meet the standards referenced in R4-30-301.01 on a form provided by the Board. An applicant under this subsection shall meet all other requirements for certification in this Section;
  7. To complete a home inspector in-training program, an applicant who otherwise qualifies for certification as a home inspector except for meeting the qualification in subsection (A)(6), shall present evidence of completion of 30 parallel inspections. The 30 parallel inspections and home inspection report shall meet the standards in R4-30-301.01 and be retained by the applicant for at least two years from the date of application. The applicant shall conduct these inspections on separate residential dwelling units and shall list them on a log provided by the Board. The log shall include, with respect to each inspection, the address of the property, the date of the inspection, and the name and certification number of the supervising home inspector. The Board may hold the applicant's package for a period of one year based solely on the need for time to permit the applicant to complete the required parallel inspections. All time-frames promulgated under A.R.S. Title 41, Chapter 6, Article 7.1 are suspended during this period.

## 2. LIVE WEBINAR - FULL RESIDENTIAL INSPECTION COURSE

### *LIVE WEBINAR*

91.5 Hours

#### Occupational Objective:

This 91.5 hour Full Residential Inspection training program teaches the student how to inspect a home in compliance with the State of Arizona Board of Technical Registration, and numerous nationally recognized home inspection associations' Standards of Practices.

Inspection Training of Arizona will prepare the student in two ways to proceed in this profession, successfully operate their own business (self employed) or to join an established inspection company.

After registering for class, the student will receive our classroom textbook or ebook, Principles of Home Inspection: Systems and Standards, Third Edition, Carson Dunlop & Associates and Code Check Complete, by Taunton Press Inc. The student is encouraged to read this material prior to class.

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  2. The information in subsections (B)(1) through (10);
  3. A completed fingerprint card;
  4. Applicable fees;
  5. **Evidence of successful completion of 84 hours of classroom training or an equivalent course conducted by an educational facility that is licensed by the applicable post-secondary education regulatory agency in the home state of the facility, or accredited by the Accrediting Commission of the Distance Education and Training Council, or by an accrediting agency approved by the United States Department of Education.**
  6. An applicant who has lawfully conducted home inspections as part of a business shall provide evidence of successful completion of 100 home inspections that meet the standards referenced in R4-30-301.01 on a form provided by the Board. An applicant under this subsection shall meet all other requirements for certification in this Section;
  7. To complete a home inspector in-training program, an applicant who otherwise qualifies for certification as a home inspector except for meeting the qualification in subsection (A)(6), shall present evidence of completion of 30 parallel inspections. The 30 parallel inspections and home inspection report shall meet the standards in R4-30-301.01 and be retained by the applicant for at least two years from the date of application. The applicant shall conduct these inspections on separate residential dwelling units and shall list them on a log provided by the Board. The log shall include, with respect to each inspection, the address of the property, the date of the inspection, and the name and certification number of the supervising home inspector. The Board may hold the applicant's package for a period of one year based solely on the need for time to permit the applicant to complete the required parallel inspections. All time-frames promulgated under A.R.S. Title 41, Chapter 6, Article 7.1 are suspended during this period.

### 3. FULL RESIDENTIAL INSPECTION COURSE

ONLINE

100 Hours

Occupational Objective:

The ONLINE course is an interactive web experience. There are 13 training modules, specifically designed to allow the student to complete his/her training at their leisure. At the end of each module the student will take a quiz to help assess his/her retention of the new material. For those students looking to become a licensed home inspection in the State of Arizona, we supplement the 100 ONLINE course with our Pool and Spa Inspection class at an additional fee.

This 100 hour ONLINE COURSE Full Residential Inspection training program teaches the student how to inspect a home in compliance with the State of Arizona Board of Technical Registration, and numerous nationally recognized home inspection associations' Standards of Practices.

This course satisfies the required educational requirements set by the Arizona State Board of Technical Registration, R4-30-247 A.5.

#### **R4-30-247. Home Inspector Certification**

- A. An applicant for certification as a home inspector shall submit an original and one copy of a completed application package that contains the following:
1. Evidence of successful completion, within two years before the date of application, of the National Home Inspector Examination as administered by the Examination Board of Professional Home Inspectors;
  2. The information in subsections (B)(1) through (10);
  3. A completed fingerprint card;
  4. Applicable fees;
  5. **Evidence of successful completion of 84 hours of classroom training or an equivalent course conducted by an educational facility that is licensed by the applicable post-secondary education regulatory agency in the home state of the facility, or accredited by the Accrediting Commission of the Distance Education and Training Council, or by an accrediting agency approved by the United States Department of Education.**
  6. An applicant who has lawfully conducted home inspections as part of a business shall provide evidence of successful completion of 100 home inspections that meet the standards referenced in R4-30-301.01 on a form provided by the Board. An applicant under this subsection shall meet all other requirements for certification in this Section;
  7. To complete a home inspector in-training program, an applicant who otherwise qualifies for certification as a home inspector except for meeting the qualification in subsection (A)(6), shall present evidence of completion of 30 parallel inspections. The 30 parallel inspections and home inspection report shall meet the standards in R4-30-301.01 and be retained by the applicant for at least two years from the date of application. The applicant shall conduct these inspections on separate residential dwelling units and shall list them on a log provided by the Board. The log shall include, with respect to each inspection, the address of the property, the date of the inspection, and the name and certification number of the supervising home inspector. The Board may hold the applicant's package for a period of one year based solely on the need for time to permit the applicant to complete the required parallel inspections. All time-frames promulgated under A.R.S. Title 41, Chapter 6, Article 7.1 are suspended during this period.

#### **4. PARALLEL INSPECTIONS**

Occupational Objective:

To become a licensed home inspector in the state of Arizona each student is required to complete 30 parallel inspections. After completing your classroom or online training ITAZ offers parallel inspections to graduate students. These inspections are conducted side by side with a licensed inspector. Inspection Training of Arizona offers these 30 parallels to help fulfill the state of Arizona licensing requirement. ITA will schedule each student with a mentor inspector. These inspectors are licensed inspectors and have committed to providing each student with exceptional hands on experience. ITA has established relationships throughout the valley and Tucson.

#### **5. POOL AND SPA INSPECTION COURSE**

Online or Classroom

5.5 Hours

Occupational Objective:

This 1 day, 5.5-hour classroom Pools and Spas Inspection training program teaches the student how to inspect Pools and Spas in accordance with the State of Arizona Board of Technical Registration standards, and numerous nationally recognized home inspection associations' Standards of Practices. ITA provides a "Hands on" experience, the student will learn how pools are constructed, of what materials, how the pool equipment works and inspecting for pool safety. The Pool and Spa inspection certificate will provide the home inspector with another value added service to offer their customers.

Upon the successful completion of this course and final exam the student will have the knowledge and training requirements to perform Pool and Spa inspections in compliance with the State of Arizona Board of Technical Registration and the Arizona American Society of Home Inspectors' Standards of Practice.

This course satisfies the required educational requirements set by the Arizona State Board of Technical Registration.

**Program/Course Costs**

	<u>Tuition</u>	<u>Registration</u>	<u>Total Tuition/Fees</u>	+	<u>Text or Ebook</u>
<b>1. FULL RESIDENTIAL INSPECTION COURSE (Classroom)</b>					
	\$1,670	\$0	\$1,670		\$0
<b>2. FULL RESIDENTIAL INSPECTION COURSE (Live Webinar)</b>					
	\$1,300	\$0	\$1,300		\$0
<b>3. FULL RESIDENTIAL INSPECTION COURSE (Online)</b>					
	\$700	\$0	\$700		\$0
<b>4. PARALLEL INSPECTIONS</b>					
<u>ITAZ Full Residential Classroom and Webinar Students</u>					
ALL 30 Inspections	\$2250	\$0	\$2250		\$0
(\$75 per inspection)					
Per Inspection	\$100	\$0	\$0		\$0
<u>ITAZ Full Residential ONLINE Students</u>					
ALL 30 Inspections	\$3000	\$0	\$3000		\$0
(\$100 per inspection)					
Per Inspection	\$100	\$0	\$0		\$0
<u>Non ITAZ Student</u>					
Per Inspection	\$125	\$0	\$125		\$0
<b>5. POOL AND SPA INSPECTION COURSE</b>					
	\$175	\$0	\$175		\$0



## **Program/Course Outlines**

### **1. Full Residential Home Inspection Course – 91.5 hours**

*CLASSROOM or LIVE WEBINAR*

This course complies with all of the requirements required by the Arizona State Board of Technical Registration as defined below in their **RULES OF THE BOARD OF TECHNICAL REGISTRATION**. Please see BTR website for requirements at <http://www.btr.state.az.us/regulations/rules.asp>

#### **R4-30-247. Home Inspector Certification**

91.5 hours of classroom training. The course of study shall encompass all of following major content areas:

- a. Structural Components,
- b. Exterior,
- c. Roofing,
- d. Plumbing,
- e. Heating,
- f. Cooling,
- g. Electrical,
- h. Insulation and Ventilation,
- i. Interiors,
- j. Fireplaces and Solid Fuel-Burning Device
- k. Appliances
- l. Swimming Pools & Spas, and
- m. Professional Practice

The classroom textbooks used for class will be Principles of Home Inspection: Systems and Standards, Third Edition, Carson Dunlop & Associates and Code Check Complete, by Taunton Press Inc. Instructors for the classroom sessions will be using Power Point presentations and lab aides when applicable. ITA will also provide the student with the information and training for setting up and running a successful home inspection business. Upon completion of the course and passing the final exam a course completion certificate will be awarded to the student.

At the completion of the required subject lessons the student will perform their first parallel inspection, as a field exercise the last day of class.

### **2. Full Residential Home Inspection Course – ONLINE**

This course complies with all of the requirements required by the Arizona State Board of Technical Registration as defined below in their **RULES OF THE BOARD OF TECHNICAL REGISTRATION**. Please see BTR website for requirements at <http://www.btr.state.az.us/regulations/rules.asp>

#### **R4-30-247. Home Inspector Certification**

100 hours of Online training, the course of study shall encompass all of following major content areas:

- a. Communication and Professional Practice
- b. Exterior
- c. Roofing
- d. Structure
- e. Insulation and Ventilation
- f. Interiors
- g. Electrical Systems
- h. Gas Furnaces
- i. Oil Furnaces

- j. Hot Water Boilers
- k. Other Aspects of Heating
- l. Air Conditioning and Heat Pumps
- m. Plumbing
- n. Appliances
- o. Swimming Pools & Spas (additional fee)

Upon completion of the course and passing the final exam a course completion certificate will be awarded to the student.

### **3. PARALLEL INSPECTIONS – Field Inspections**

Occupational Objective:

To become a licensed home inspector in the state of Arizona each student is required to complete 30 parallel inspections. After completing your classroom or online training ITAZ offers parallel inspections to graduate students. These inspections are conducted side by side with a licensed inspector. Inspection Training of Arizona offers these 30 parallels to help fulfill the state of Arizona licensing requirement. ITA will schedule each student with a mentor inspector. These inspectors are licensed inspectors and have committed to providing each student with exceptional hands-on experience. ITA has established relationships throughout the valley and Tucson.

### **4. Pool and Spa Inspections – 5.5 hours ONLINE or Classroom**

The course of study shall encompass all of following major content areas:

- a. interior finish materials.
- b. decks, steps and *coping*.
- c. pumps, motors, blowers, skimmer, filter, drains, heaters, automatic safety controls, gauges,
- d. visible piping and valves.
- e. water supply systems for *cross connections*.
- f. external bonding of the pump motors, blowers, and heaters.
- g. conduit, visible electrical components, and the operation of underwater lighting, ground fault
- h. circuit interrupters, and timer assemblies.
- i. permanently installed handrails and ladders.
- j. for the presence of child safe barrier provisions.
- k. for the presence of *entrapment prevention components*.

Upon completion of the course and passing the final exam a course completion certificate will be awarded to the student.

**Program/Course Clock Hours**

**FULL RESIDENTIAL INSPECTION COURSE**  
*CLASSROOM AND LIVE WEBINAR*

	<u>Clock Hours</u>			
	Classroom Lecture	Lab/Shop Ind. Study	Externship/ Internship	Total
<u>Communication &amp; Professional</u>				
<u>Practices</u>	4			4
<u>Business Planning</u>	4			4
<u>Exterior</u>	8			8
<u>Roofing</u>	10			10
<u>Structural Components</u>	8			8
<u>Insulation and Ventilation</u>	4			4
<u>Interiors</u>	6			6
<u>Electrical</u>	10			10
<u>Heating</u>	18			18
<u>Cooling</u>	4			4
<u>Plumbing</u>	8			8
<u>Appliances</u>	2			2
<u>Swimming Pools and Spas</u>	5.5			5.5
<b>TOTAL ALL SECTIONS</b>	<u>91.5</u>			<u>91.5</u>

**FULL RESIDENTIAL INSPECTION COURSE ONLINE**

	<u>Clock Hours</u>			
	Classroom Lecture	Lab/Shop Ind. Study	Externship/ Internship	Total
<b>ONLINE</b>				
<u>Communication &amp; Professional</u>				
<u>Practices</u>	6			6
<u>Exterior</u>	9.5			9.5
<u>Roofing</u>	8.5			8.5
<u>Structural Components</u>	9.5			9.5
<u>Insulation and Ventilation</u>	6			6
<u>Interiors</u>	6			6
<u>Electrical</u>	9.5			9.5
<u>Heating</u>	25			25
<u>Cooling</u>	6			6
<u>Plumbing</u>	9.5			9.5
<u>Appliances</u>	2.5			2.5
<u>Final Exam</u>	2			2
<b>TOTAL ALL SECTIONS</b>	<u>100.0</u>			<u>100.0</u>

**PARALLEL INSPECTIONS**  
*INDIVIDUALLY*

	<u>Clock Hours</u>			Total
	Classroom Lecture	Lab/Shop Ind. Study	Externship/ Internship	
Per Parallel Inspection	_____	_____	_____	<u>.45</u>
Report Review	_____	_____	<u>.15</u>	<u>.15</u>
<b>TOTAL ALL SECTIONS</b>	_____	_____	_____	<u>1</u>

**POOL AND SPA INSPECTION COURSE**

	<u>Clock Hours</u>			Total
	Classroom Lecture	Lab/Shop Ind. Study	Externship/ Internship	
Pool/Spa Placement and Fencing	<u>1.5</u>	_____	_____	<u>1.5</u>
Shell and Coping	<u>1.25</u>	_____	_____	<u>1.25</u>
Equipment and Electrical	<u>1.5</u>	_____	_____	<u>1.5</u>
Inspection Techniques	<u>1.25</u>	_____	_____	<u>1.25</u>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
<b>TOTAL ALL SECTIONS</b>	<u>5.5</u>	_____	_____	<u>5.5</u>

### **Entrance Requirements**

The school does not discriminate based on race, sex, religion, ethnic origin, or disability.

Prospective students must have a high school diploma or equivalency diploma to be accepted for enrollment. If applicants are beyond the age of compulsory school attendance in Arizona and do not possess a diploma or equivalency diploma, they may complete an ability to benefit test. The school does not administer the test, but will provide information on availability when requested.

### **Enrollment**

Prospective students may enroll anytime.

### **Placement Assistance**

**Inspection Training of Arizona** does not offer employment assistance to graduates, consisting of job lead referrals and job skills development. While assisting in your job search, we make no guarantee, expressed or implied, of future employment. Current law prohibits any school from guaranteeing job placement as an inducement to enroll students.

### **Payment Schedules**

Payment is due no later than the first day of class

## **Cancellation and Refund Policy**

**Denial:** An applicant denied by the school is entitled to a refund of all monies paid.

**Three-Day Cancellation:** An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund.

**Other Cancellations:** An applicant requesting cancellation more than three days after signing an enrollment agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all monies paid, less the cancellation fee of \$200 for the Full Residential Inspection Class and \$100 for the Pool and Spa Inspection Class)

### **Refund after the commencement of classes:**

1. Procedure for withdrawal/withdrawal date:
  - A. A student choosing to withdraw from the school after the commencement of classes is to provide written notice to the Director of the school. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
  - B. There will be no refunds given for Pool and Spa Classes once class has started.
  - C. For a student who is on authorized Leave of Absence, the withdraw date is the date the student was scheduled to return from the Leave and failed to do so.
  - D. A student will be determined to be withdrawn from the institution if the student has not attended any class for 30 consecutive class days.
  - E. The student has 30 days after the completion of the course to request for a refund.
  - F. All refunds will be issued within 30 days of the determination of the withdrawal date.
  
2. Tuition charges/refunds:
  - A. Before the beginning of classes, the student is entitled to a refund of 100% of the tuition (less the cancellation fee)
  - B. After the commencement of classes, the tuition refund (less the cancellation fee) amount shall be determined as follows:

<b>% of the clock hours attempted:</b>	<b>Tuition refund amount:</b>
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50% and less than or equal to 60%	40%
More than 60% and less than or equal to 70%	30%
More than 70% and less than or equal to 20%	20%
More than 80% and less than or equal to 90%	10%
More than 90% and less than or equal to 100%	0%

**\*No refunds given for Pool and Spa Classes once class has started**

The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the program.

**Books, supplies and fees:** All books and course material that has been sent to the student or handed out in class is the property of the student. A cancellation fee has been charged to offset the expense of these materials.

**Refunds** will be issued within 30 days of the date of student notification, or date of school determination (withdrawn due to absences or other criteria as specified in the school catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

### **Academic Policies:**

#### **Attendance Requirements**

Students are expected to arrive on time for class with proper materials. An overall attendance rate of 100% is required. Any time and subject missed must be made up at a future class. There is no cost to the student for make up attendance.

Students who are unable to continue classes for medical reasons or severe personal problems will be required to take a leave of absence until they are able to return to class. Proper documentation will be required to substantiate a student's withdrawal.

#### **Postponement of Start Date**

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A deadline for the new start date, beyond which the start date will not be postponed.

If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

#### **Satisfactory Academic Progress:**

Throughout this course, the student will take progress exams to ensure all subjects are completely understood. A final exam will be given to each student after completing the 90 hour course. A score of 70% or better is required to successfully complete this course. If the student fails to successfully pass the final exam, ITA will administer additional training at no cost to the student in the subject matters that were not successfully completed on the final exam. After successfully completing this course, the student will have the knowledge and training requirements to take the National Home Inspector Exam, be able to perform a home inspection and write a detailed inspection report in compliance with the State of Arizona Board of Technical Registration and the Arizona American Society of Home Inspectors' Standards of Practice.

## **Grading System**

90 – 100 = A	Excellent
80 – 89 = B	Above Average
70 – 79 = C	Average
60 – 69 = D	Below Average
Under 60 = U	Unsatisfactory

## **Conduct Policy**

All students are expected to act maturely and are required to respect other students and faculty members. Possession of weapons, illegal drugs, and alcohol of any kind are not allowed at any time on school property. Any violation of school policies may result in permanent dismissal from school.

## **Dismissal**

Any student may be dismissed for violations of rules and regulations of the school, as set forth in school publications. A student also may be withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, or makes unsatisfactory progress. The director, after consultation with all parties involved, makes the final decision.

The Director of Education may temporarily suspend students whose conduct is disruptive or unacceptable to the academic setting. After appropriate counseling, students who demonstrate a genuine desire to learn and conform to school standards of conduct, may be allowed to resume attendance. The director will review each case and decide upon re-admittance.

## **Previous Credits**

ITA does not accept credit for previous education from other institutions.

## **Student Records**

All student academic and financial records are maintained and filed in a secure and safe manner in perpetuity. Students are allowed to view their records, but the records must not leave the school. Official transcripts will be provided to the student at no charge, additional copies are available for \$5.00.

Should the institution cease operation, whether voluntarily or involuntarily, all educational records or legible true copies shall be filed with the Arizona State Board for Private Postsecondary Education within 15 days of ceasing educational operations.



## **Student Grievance Procedure**

### **GRIEVANCE PROCEDURE:**

1. If the student has a complaint, grievance or dispute with Inspection Training of Arizona, the student agrees to the comply with the following procedure;
  - (a) Informally meet with the instructor that precipitated this complaint, grievance or dispute.  
  
If the informal meeting does not resolve the complaint;
  - (b) Provide a written document to the instructor or administrator detailing the complaint, grievance or dispute.
  - (c) ITA shall respond to or investigate to the complaint, grievance or dispute within 10 days of receipt of the written document.
  - (d) Meet with ITA officer to resolve the issue.

If the complaint is still not resolved;

*“If the complaint cannot be resolved after exhausting the institution’s grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is 1740 W. Adams, Ste. 3008, Phoenix, AZ 85007, phone # 602-542-5709, website address: [www.ppse.az.gov](http://www.ppse.az.gov).”*

### **Class Schedule**

Normal class hours are Monday thru Friday 9am to 6pm  
Saturday classes may be scheduled for field inspections  
Classes are not held on the following holidays:

New Year’s Day  
Thanksgiving Day & the Friday following  
Christmas Eve  
Christmas Day

### **Facilities**

The school is located at 16815 S. Desert Foothills Parkway Suite 115, Phoenix, Arizona, 85048. Our classrooms are furnished with modern equipment. Computer programs, charts, diagrams and videos to enhance classroom activities are available.

Updated 8/22