

TORO TRUCKING ACADEMY

STEER YOUR CAREER

CDL Class Catalog 2021-2022

(833) 867-6235

www.ToroTruckingAcademy.com

Email: Admin@ToroCDL.com

School Locations

Tacoma

1321 109th St. E.
Tacoma, WA 98445

Kent

8601 S. 218th St.
Kent, WA 98031

Table of Contents

TABLE OF CONTENTS	2
MISSION STATEMENT	3
PHILOSOPHY	3
EQUAL OPPORTUNITY POLICY	3
PRIVACY POLICY	3
FACILITIES AND EQUIPMENT	4
ADMISSION INFORMATION	4
CLASS SIZE	4
ABILITY TO BENEFIT TESTING POLICY	4
REQUIREMENTS PRIOR TO ENROLLMENT	4
TUITION AND FEES.....	4
COURSE DETAIL	5
SCHOOL CALENDAR	7
SCHOOL POLICIES	8
ATTENDANCE:	8
ABSENCE:	8
TARDINESS:.....	9
MAKEUP WORK:	9
PRIOR EDUCATION:.....	9
DELAYS & CLOSURES:	9
GRADING PROCEDURES	9
EVALUATIONS:.....	9
STATE CDL EXAM & GRADUATION	10
JOB PLACEMENT ASSISTANCE	10
FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)	10
VETERANS ASSISTANCE PROGRAMS	11
RELIGIOUS ACCOMMODATION	12
WITHDRAWAL/CANCELLATION AND REFUND POLICY	13
STUDENT CODE OF CONDUCT	13
CONDITIONS FOR DISMISSAL:.....	14
DISCIPLINE POLICY:.....	14
STUDENT GRIEVANCE POLICY	15
WASHINGTON	15

MISSION STATEMENT

To provide a proficient environment of learning whereby future truck drivers obtain an optimal level of driving skills with emphasis on the safety standards as outlined by the State of Washington and the Federal laws that preside over the Industry. Graduates of Toro Trucking Academy will not only learn the proper techniques of truck driving but also proper defensive driving skills that ensure graduates are in accordance with DOT Rules and Regulations. It is our goal to have our drivers maintain immaculate driving records and always show professionalism and courtesy on our nation's highways as well having the knowledge and tools needed should they later opt to the business operation side of the industry.

PHILOSOPHY

It is important to Toro Trucking Academy that graduates are well informed of every aspect of the transportation industry; to better prepare future drivers of what is expected, lessening chances of road, safety, permit, and tax violations. We believe in and provide continued education sessions to graduates, and anyone in the industry, to keep them informed of constantly changing State, Federal, and DOT Rules and Regulations. Our unique curriculum not only provides instruction on truck driving but also an incredibly insightful view on safety, compliance, and business components of operations in order to ensure that our students have a full understanding of the industry and their role as a truck driver. It is our belief that students should be informed of all the options available to commercial drivers so during our program students will be exposed to a large client base of company owners' showing possible opportunities for job placement.

EQUAL OPPORTUNITY POLICY

Toro Trucking Academy is an equal opportunity education facility and does not discriminate in admissions, educational programs, or any activity on the basis of race, religion, nationality, sexual preference, age, or physical handicap. This non-discrimination policy extends to all other legally protected classifications. Publication of this policy is made pursuant to applicable federal and state laws. Students with disabilities must inform school administrator about their disability in order to get assistance with accommodations. School administrator will make sure that all reasonable accommodations are available during the training provided by Toro Trucking Academy. Any person unlawfully discriminated against, as described in ORS345.240, may file a complaint under ORS659A.820 with the Commissioner of the Bureau of Labor and Industries. All instructors and staff have read and agreed to the school's non-discrimination policy and will be held to the school's policies if found to have engaged in discriminatory behavior.

PRIVACY POLICY

At Toro Trucking Academy we maintain our privacy policy in accordance with the General Education Provisions Act, Section 438. Student information is not disclosed to outside resources without the express written consent of the student. All student records are deemed confidential and are maintained in the admissions office. Students have the right to inspect and review their own records and may make amendments to their own files for the purposes of accuracy of personal information. Amendments by students to academic evaluations are not permissible, but students who disagree with evaluations may submit a written document stating the reason for disagreement, which will then be incorporated into their file.

After graduation, students who request information from their student files must do so in writing, properly notarized, with a minimum of ten days' notice and an administrative fee of \$100 in the form of a check or money order made payable to Toro Trucking Academy. All student records will be kept on file for a minimum of 50 years.

FACILITIES AND EQUIPMENT

Courses are taught in a classroom environment located in either our Tacoma, Washington or Kent, Washington locations. A driving range is utilized for behind the wheel instruction, practice and testing. Our school locations are conveniently located among city, highway, and rural roads for on road instruction, practice and testing.

Training equipment includes Automatic transmission tractors, Manual transmission tractors, 28' trailers, 53' trailers, and 24' box trucks.

ADMISSION INFORMATION

Class Size

Class enrollment is limited to 20 students per session for courses offered at Toro Trucking Academy. The classroom ratio will be (instructor:student) 1:12; the driving ratio will be no more than 4:1, in some cases driving ratio may be 1:1. Based on course registration, students may be asked to opt for a different session and/or sessions may be cancelled. Students will be notified of acceptance or denial of admission at the time of application. Students denied admission may reapply at any time.

Ability to Benefit Testing Policy

Students who have not obtained a high school diploma or GED will be required to take a basic skills assessment test to determine their ability to complete and benefit from the selected CDL course. A score of 80% must be achieved for admission in to any program. Students who do not achieve a score of at least 80% will be deemed not able to benefit from the program and will be recommended to complete basic proficiency courses. Students may retake the basic skills assessment test upon completion of basic proficiency courses or after a 30-day waiting period.

Requirements prior to enrollment

- Must be 18 years of age or older
- Must have High School Diploma, GED, or pass the basic skills assessment
- Must have a clear driving record (please submit driving abstract from DMV)
- Must have at least 1 year of driving experience in a motor vehicle
- Must meet the DOT physical requirements
- Must be prepared to take and pass a drug test shortly after course session begins.

Tuition and Fees

Payment of tuition is expected when an enrollment application is submitted. Should payment not be received 3 days prior to the beginning of students' selected session; there may be a delay in processing possibly resulting in a later start date for the student. Toro Trucking Academy accepts tuition in the form of state funded programs, check, debit/credit cards, cashier's check, and cash.

To obtain your CDL there are several non-tuition fees paid to various entities. The student is responsible to pay these fees to the appropriate entity either directly or through the school in certain circumstances. These fees are detailed in the table below.

Our course tuition includes the use of School equipment for up to two (2) state exams. If the student needs to take the exam more than twice, there will be an Equipment Use fee of \$175 paid to the school for each and every exam after the second.

State examination fees will be paid to the WA State Department of Licensing (DOL) for the final CDL skills exam. This fee covers up to two DOL exams. If more than 2 State Exams are needed, the student will pay the associated State DOL Exam fees for each subsequent pair of exams.

We do not currently offer any kind of fee waiver or in-house scholarships.

Course Tuition & Fees		Non-Tuition Fees	
Class A CDL – Automatic Trans	\$4400	DOT Physical Exam	\$80-120
Class A CDL – Manual Trans	\$4900	Drug Screening	\$40-60
Class B CDL	\$3250	DOL Permit Test	\$35
Class A Upgrade	\$3250	DOL Permit Fee	\$40
Passenger Bus Endorsement	\$900	DOL CDL Exam	\$253
School Bus Endorsement	\$1200	DOL CDL License Fee	\$95
Passenger + School Bus Endorsement	\$1500	MVR Driving Record	\$13
Hazmat Class	\$750	3 rd Party Hazmat Fees	\$233.50
Advanced Shifting	\$2500		
Non-Refundable Registration Fee	\$100		
Administration Fee	\$150		
*Exam Equipment Rental	\$175		

* Equipment use is included in tuition for up to 2 DOL Exams

COURSE DETAIL

We have integrated insight on safety compliance and the business components of trucking operations into our course programs, which gives our students a fuller understanding of the industry. Each of our programs prepares the graduate for entry level driving positions for the class of CDL the student completes. At Toro Trucking Academy, we offer the following programs:

CDL - A Course (Monday -Friday 8:00am to 4:30pm): Total of 160 hours including 40 hours of classroom, 70 hours range/lab/observe activity, 50 hours behind the wheel activity. Program Length: Day classes are 8 hours per day, full time enrollment in the CDL Class A will take 4 weeks to complete.

OVERVIEW: (CR=classroom hrs./ BTW=behind the wheel hrs./RLO=Range,Lab,Observ.)

Basics of Operation (40 CR) - Classroom instruction in basic operations. Subjects include but are not limited to: Classroom orientation; introduction to trucking; control systems; CDL Permit preparation; basic controls; shifting; and job skills.

Safe Operating Practices for Basic Operation (50 BTW) - Subjects includes but are not limited to: Safe operating practices on streets, highways and cities; Backing; and shifting, braking and turning.

Advanced Operating Practices (61 RLO) - Subjects include but are not limited to: Vehicle inspections; control systems; advanced shifting; safe operating practices; hazard and emergency procedures; and vehicle maintenance.

Non-Vehicle Activities (9 RLO) - Subjects include but are not limited to: Handling cargo; map reading; and hazardous materials and documentation.

CDL – B Course (Monday -Friday 8:00am to 4:30pm): Total of 80 hours including 40 hours of classroom, 10 hours range/lab/observe activity, 30 hours behind the wheel activity. Program Length: Day classes are 8 hours per day, full time enrollment in the CDL Class B will take 2 weeks to complete.

OVERVIEW: (CR=classroom hrs./ BTW=behind the wheel hrs./RLO=Range,Lab,Observ.)

Basics of Operation (40 CR) - Classroom instruction in basic operations. Subjects include but are not limited to: Classroom orientation; introduction to trucking; control systems; CDL Permit preparation; basic controls; shifting; and job skills.

Safe Operating Practices for Basic Operation (30 BTW) - Subjects includes but are not limited to: Safe operating practices on streets, highways and cities; Backing; and shifting, braking and turning.

Advanced Operating Practices (9.5 RLO) - Subjects include but are not limited to: Vehicle inspections; control systems; advanced shifting; safe operating practices; hazard and emergency procedures; and vehicle maintenance.

Non-Vehicle Activities (0.5 RLO) - Subjects include but are not limited to: Handling cargo; map reading; and hazardous materials and documentation.

CDL Upgrade Class B to Class A (Monday -Friday 8:00am-4:30pm): Total of 2 weeks/80 hours including 30 hours range/lab/observe activity, 50 hours behind the wheel activity.

OVERVIEW:

Range/lab/observation - Subjects includes but are not limited to: vehicle inspection; control systems; basic controls; shifting; safe operating (speed management, coupling/uncoupling, space management, ect); advanced operating procedures (hazard perception, emergency maneuvers, skid control, ect); and non-vehicle activities.

Behind the wheel activity - Subjects include but are not limited to: Safe operating practices (street-highway & city driving); backing (straight line, alley dock, parallel-sight side); shifting; braking; and turning.

Passenger (P1) Endorsement Class (Monday -Friday 8:00am-4:30pm): Total of 1 week/14 hours including 4 hours of classroom, and 10 hours proficiency.

OVERVIEW:

Classroom - Subjects include but are not limited to: Classroom orientation; introduction to passenger endorsements, Post-Crash procedures, emergency procedures, vehicle orientation, pre-trip and trip inspections, fueling and idling, baggage/cargo management, passenger safety briefings and passenger management, ADA compliance, hours of service, and safe driving practices.

Proficiency - Subjects includes but are not limited to: vehicle operation, pre-tip and trip inspections, baggage/cargo management including ADA devices, passenger safety and management, and safe driving practices including railroad and highway crossings.

Passenger & School Bus (P1, S) Endorsement Class (Monday -Friday 8:00am-4:30pm): Total of 2 weeks/30 hours including 20 hours of classroom, and 10 hours proficiency.

OVERVIEW:

Classroom - Subjects include but are not limited to: Classroom orientation; introduction to passenger endorsements, danger zone identification, Post-Crash procedures, emergency procedures, emergency exit and evacuation, vehicle orientation, pre-trip and trip inspections, fueling and idling, baggage/cargo management, student and passenger management, ADA compliance, hours of service, school bus security and safe driving practices.

Proficiency - Subjects includes but are not limited to: vehicle operation, pre-trip and trip inspections, emergency exit and evacuation procedures, special safety considerations, baggage/cargo management

including ADA devices, passenger safety and management, and safe driving practices including railroad and highway crossings.

School Bus (S) Endorsement Class (Monday -Friday 8:00am-4:30pm): Total of 2 weeks/30 hours including 20 hours of classroom, and 10 hours proficiency.

OVERVIEW:

Classroom - Subjects include but are not limited to: Classroom orientation; introduction to passenger endorsements, danger zone identification, loading and unloading, vehicle orientation, post-crash procedures, emergency exit and evacuation, student management, pre-trip and trip inspections, school bus security, route and safe driving practices.

Proficiency - Subjects includes but are not limited to: danger zones and mirror use, loading and unloading, emergency exit and evacuation, pre-trip and trip inspections, and safe driving practices.

Hazmat (H) Endorsement Class (Monday -Friday 8:00am-4:30pm): Total of 1 week/16 hours including 16 hours of classroom.

OVERVIEW:

Classroom (16 hrs) - Subjects include but are not limited to: Classroom orientation; introduction to hazmat and hazmat endorsement, vehicle operation, rash and release reporting, loading and unloading, passenger vehicles, bulk packages, operating emergency equipment, emergency response procedures, fueling, tire and vehicle inspections, routes and planning, and HMSP permits.

Advanced Shifting (Monday -Friday 8:00am-4:30pm): Total of 1 weeks/12 hours including 2 hours of classroom, and 10 hours proficiency.

OVERVIEW:

Classroom - Subjects include but are not limited to: Classroom orientation; introduction to gear shifting pattern, up shifting, down shifting, shifting on hills, engine speed timing, clutch work, double clutching, safe driving practices.

Proficiency - Subjects includes but are not limited to: double clutching, gear floating, engine speed timing, shifting up and down, shifting on hills, shifting in intersections.

School Calendar

We have rolling start dates for our four-week CDL classes, and we operate every week of the year. The school observes the following national holidays and will be closed on those days. Students are expected to make up any missed hours due to holiday closures.

Holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

2022 Class Start Dates

Tacoma	Kent
12/27/22	01/03/22
1/17/22	01/24/22
1/31/22	02/07/22
2/21/22	02/28/22
3/14/22	03/21/22
4/4/22	04/11/22
4/25/22	05/02/22
5/16/22	05/23/22
6/6/22	06/13/22
6/27/22	07/04/22
7/18/22	07/25/22
8/1/22	08/15/22
8/22/22	09/05/22
9/19/22	09/26/22
10/10/22	10/17/22
10/31/22	11/07/22
11/28/22	12/05/22

Class end dates vary depending on the course:

- Class A courses are 4 weeks long
- Class B courses are 2 weeks long

SCHOOL POLICIES

Attendance:

It is essential that each student learns the discipline of regular and prompt attendance as well as the skills involved in the trucking industry. It is the student's responsibility to arrive for classes on time, return from breaks on time and remain in class until dismissed. Attendance is monitored daily by all instructors as well as the administration staff. Attendance will be documented in quarter hour increments for late arrivals and early departures. Each student is required to sign in when arriving and sign out when leaving. Sign-in sheets become the official source document for recording attendance. No alteration may be made on the attendance record without an instructor's approval and signature. Due to the short-term nature of some of the courses, regular attendance is very important during the training program.

If the student is absent from the course even once or twice, it will be very difficult to make up, especially the field training and students may not be able to graduate on time, unless the student makes an effort to make up missed training. We encourage all students to let us know if they cannot attend a class in advance due to sickness or family emergency and will make other arrangements to make up for lost school time. Failure to attend regularly and progress satisfactorily may result in loss of desired attendance schedule or possible dismissal from the program. All students are required to complete their program of choice within 5 business days of the stated program length, unless arrangements have been made due to illness or family emergency.

Absence:

An absence will be considered "excused" under the following conditions: Sickness, death, or birth in the immediate family. All excused absences must be in writing and at the discretion of the lead instructor and/or the school director. All other absences will be considered "unexcused". If at any time during the

course, a student has been absent for 10% or more of the accumulated course time, that student may be dismissed from class and subject to our refund policy.

Tardiness:

Tardiness is a disruption to a good learning environment and is strongly discouraged. Punctuality is very important not only during the course but also in the trucking profession as a whole. Students who arrive more than 20 minutes after the scheduled start time for any given class will be recorded as incomplete and considered absent for that class hour. Tardiness without good reason on three occasions will be considered "unexcused".

Makeup work:

Only excused absences will qualify for makeup work. Students must schedule makeup work with the instructor. All unexcused absences will have to be made up at the next offering (i.e., when that subject is taught again) and may delay graduation. All incomplete work must be made up before a student can graduate from the course.

Prior Education:

Hours earned at Toro Trucking Academy may not transfer to another educational institution and hours earned at another educational institution may not be accepted by Toro Trucking Academy. You should obtain written confirmation that Toro Trucking Academy will accept previous hours you may have earned at another educational institution before you execute an enrollment contract or agreement.

You should also contact any educational institutions that you may want to transfer hours earned at Toro Trucking Academy to, to determine if such institutions will accept hours earned at Toro Trucking Academy prior to executing an enrollment contract or agreement. The ability to transfer hours from Toro Trucking Academy to another educational institution may be very limited. Your hours may not transfer, and you may have to repeat courses previously taken at Toro Trucking Academy if you enroll in another educational institution.

Delays & Closures:

In the case of severe weather conditions, administrative staff will contact students to inform of closures and/or delays.

Grading Procedures

Students are required to complete all required hours for each course. There will be a written test at the end of each classroom course within a session. A passing score of at least 70% will be required to qualify as a 'pass'. Should a student not obtain a passing grade there will be an opportunity to retake the test.

Additional instruction is available at the instructors' discretion and upon students' request. If additional instruction is required to meet standards, there may be additional cost to the student.

Behind the wheel courses will include both checklists and driving tests. Driving tests will be graded on a 1-10 proficiency scale (where 1-4 is frequent errors, 5-6 is some errors, 7-8 is few errors, 9-10 is no errors) based on the students' ability to perform specific maneuvers specified by the state DOL requirements. It will be at the instructors' discretion if student performance is at a specific range on the proficiency scale. Checklist tests will be scored based on the number of items correctly identified based on the total number of items included in the checklist.

Evaluations:

Daily evaluations will be kept on driving skills of each type of training. These evaluations will show whether student is doing satisfactory or unsatisfactorily and needs improvement. At the end of the course, students must show satisfactory performance of all the requirements in order to complete the course.

Student progress will be tracked continually throughout the course. If a student has a failing score or unsatisfactory progress, the student will be placed on probation and subject to a performance plan developed between the student and instructor. If the student continues to fail or does not adhere to the plan, then the student may fail the course or be dismissed.

State CDL Exam & Graduation

Upon completion of classroom and behind-the-wheel hours and competency requirements, students will receive a certification of completion enabling them to obtain their Class A or Class B, Commercial Driver's License (CDL). The school will provide the student with an appointment time and equipment necessary to take state skills test with a State approved examiner. If the student fails the skills test two times, the student will be responsible to pay the school for each additional test, as well testing fees charged by the Examiner.

If a student cancels an exam within 48 (business) hours of the scheduled time, or does not show up for an exam, the student will be issued his/her CDL certificate (assuming a passing grade and the fulfillment of all required hours). This will conclude the course and the student will forfeit any additional time at the school or use of equipment. In this situation the student will bear the responsibility for scheduling an exam with the State and procuring the necessary equipment.

Job Placement Assistance

Upon receipt of a CDL, students can use the school job placement program, which is available to all graduates. Please note, we cannot guarantee students a job, but we will do our best to help you apply for open positions in the industry with reputable trucking firms. With your certificate of completion from Toro Trucking Academy and your CDL, you will be able to qualify for entry level CDL driving positions for the class of license you have completed.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act requires institutions of higher education to establish written policies and guidelines governing the review, inspection, release, amendment and maintenance of student educational records. Toro Trucking Academy has established policies and guidelines to ensure that the education records of its students are treated responsibly in accordance with the act and U.S. Dept. of Education regulations.

Toro Trucking Academy directory information can be released without a student's permission. It includes student names, dates of attendance, dates of birth, course of study, and most recent previous educational institution attended. Release of non-directory information requires a release signed by the student. Students should be advised that military recruiters may request and receive address and phone listings as well as the above directory information without a signed release.

A student may request directory information be withheld from public release by filing an annual request with the Main Office. However, the school may authorize designated persons and agencies access to students' educational records under certain conditions listed in the school policy without the student's consent. Copies of the school's student educational records policies and procedures may be obtained from the Main Office. Students may file complaints concerning alleged failures by the school to comply with the Act or regulations promulgated there under with the United States Dept. of Education (FERPA), Office of the Review Board, Washington, D.C. 20202.

Veterans Assistance Programs

Selected programs of study at Toro Trucking Academy are approved by the Workforce Training and Education Coordinating Board's State Approving Agency (WTECB/SAA) for enrollment of those eligible to receive benefits under Title 38 and Title 10, USC.

Toro Trucking Academy does not and will not provide any commission, bonus, or other incentive payment based directly or indirectly on success in securing enrollment or financial aid to any persons or entities engaged in any student recruiting or admissions activities or in making decisions regarding the award of student financial assistance.

Toro Trucking Academy abides by the 85/15 Rule which prohibits paying Department of Veterans Affairs (VA) benefits to students enrolling in a program when more than 85% of the students enrolled in that program are having any portion of their tuition, fees, or other charges paid for them by the Education and Training Institution (ETI) or VA. If the ratio of Supported Students to Non-Supported Students exceeds 85%, only students maintaining continuous enrollment may receive benefits for that program.

The following staff School Certifying Officials work with our Veteran students and the VA benefits program:

- Mariana Bulgaru 833-867-6235 NWCDLSchool@gmail.com

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 and Employment (Ch. 31) benefits, while payment to the institution is pending from the VA. This school will not:

- Prevent the students enrollment;
- Assess a late penalty fee to;
- Require student secure alternative or additional funding;
- Deny their 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 Certificate of Eligibility by the first day of class;
- Provide written request to be certified;
- Provide additional information needed to properly certify the enrollment as described in other institutional policies

In accordance with VA code (38 CFR § 21.4254), prior related education and/or military experience of veteran students will be reviewed on an individual, case-by-case basis and appropriate credit awarded if deemed appropriate.

Toro Trucking Academy agrees that if a veteran student fails to enter the course, withdraws, or is discontinued at any time prior to completion of the course, the unused portion of paid tuition, fees, and other chargers will be refunded or the debt for such tuition, fees, and other charges will be canceled on a prorated basis, as follows:

(1) Registration fee. An established registration fee in an amount not to exceed

\$10 need not be subject to proration. Where the established registration fee is more than \$10, the amount in excess of \$10 will be subject to proration.

(2) Breakage fee. Where the school has a breakage fee, it may provide for the retention of only the exact amount of the breakage, with the remaining part, if any, to be refunded.

(3) Consumable instructional supplies. Where the school makes a separate charge for consumable instructional supplies, as distinguished from laboratory fees, the exact amount of the charges for supplies consumed may be retained but any remaining part must be refunded.

(4) Books, supplies and equipment.

a. The school will make a refund in full for the amount of the charge for unissued books, supplies and equipment when:

- The school furnishes the books, supplies and equipment,
- The school includes their cost in the total charge payable to the school for the course,
- The veteran or eligible person withdraws or is discontinued before completing the course.

b. The veteran or eligible person may dispose of issued items at his or her discretion even if they were included in the total charges payable to the school for the course.

(5) Tuition and other charges. Where the school either has or adopts an established policy for the refund of the unused portion of tuition, fees, and other charges subject to proration, which is more favorable to the veteran or eligible person than the approximate pro rata basis as provided in this paragraph, such established policy will be applicable. Otherwise, the school may charge a sum which does not vary more than 10 percent from the exact pro rata portion of such tuition, fees, and other charges that the length of the completed portion of the course bears to its total length. The exact proration will be determined on the ratio of the number of days of instruction completed by the student to the total number of instructional days in the course.

(6) Prompt refund. In the event that the veteran, spouse, surviving spouse or child fails to enter the course, or withdraws, or is discontinued there from at any time prior to completion of the course, the unused portion of the tuition, fees and other charges paid by the individual shall be refunded promptly. Any institution which fails to forward any refund due within 40 days after such a change in status, shall be deemed, prima facie, to have failed to make a prompt refund, as required by this subparagraph.

Should a VA student not obtain a passing grade initially, there will be an opportunity to retake the test. If the student does not obtain a 'pass' after the second attempt, the student may be required to take that course again. Should the student fail to pass the course after the second attempt, the student will be asked to attend the next available session from the beginning.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>." See the Trademark Terms of Use here: [https://benefits.va.gov/GIBILL/Trademark Terms of Use.asp](https://benefits.va.gov/GIBILL/Trademark%20Terms%20of%20Use.asp).

Religious Accommodation

Toro Trucking Academy, will make good faith efforts to provide reasonable religious accommodations to students who have sincerely held religious practices or beliefs that conflict with a scheduled course/program requirement. Students requesting a religious accommodation should make the request, in writing, directly to their instructor with as much advance notice as possible. Being absent from class or other educational responsibilities does not excuse students from keeping up with any information shared or expectations set during the missed class. Students are responsible for obtaining materials and information provided during any class missed. The student shall work with the instructor to determine a schedule for making up missed work.

Examples of religious accommodations may include: rescheduling of a scheduled CDL skill test, or allowing students to extend their program to make up the missed hours.

Withdrawal/Cancellation and Refund Policy

A student may cancel enrollment by giving written notice to the school. Unless the school has discontinued the program of instruction, the student is financially obligated to the school according to the following:

1. If cancellation occurs within five business days of the date of enrollment, and before the commencement of classes, all monies specific to the enrollment agreement shall be refunded.
2. The school must refund all monies paid if the applicant cancels within five business days (excluding Sundays and holidays) after the day the contract is signed or an initial payment is made, as long as the applicant has not begun classes.
3. The school may retain an established registration fee equal to ten percent of the total tuition cost, or one hundred dollars, whichever is less, if the applicant cancels past the fifth business day after signing the contract or making an initial payment. A registration fee is any fee charged by a school to process student applications and establish a student record system.
4. If training is terminated after the student enters classes, the school may retain the registration fee established under (3) of this subsection, plus a percentage of the total tuition as described in the following table:

Student tuition refunds are based on the amount of class hours the student has attended. The student refund amounts are set by the State of Washington School Board and are strictly adhered to as follows:

- Attendance up to 10%, the student receives 90% percent of tuition
- Attendance above 10.01% but less than 25%, the student receives 75% percent of tuition
- Attendance above 25.01% through 50%, the student receives 50% percent of tuition
- Attendance above 50.01%, the student receive zero tuition refund

When calculating refunds, the official date of a student's termination is:

- a. When the school receives written notice of the student's intention to discontinue the training program; or,
 - b. When the student is terminated for a violation of a published school policy which provides for termination; or,
 - c. When a student, without notice, fails to attend classes for thirty calendar days.
6. All refunds must be paid within thirty calendar days of the student's official termination date. Unless otherwise directed by the student, all refunds will be mailed to the student address on file. If tuition was paid by a 3rd party, any refund will be returned to the 3rd party at the address provided.
 7. Student may at any time withdraw from the school. If the student chooses to withdraw any refund or money owed to the school will be determined in accordance with the stated refund policy.

Student Code of Conduct

Toro Trucking Academy, may dismiss a student if found not in compliance with school policies and/or federal laws and regulations. Students are expected to conduct themselves in a lady-like or gentleman-like manner at all times. Students will be reprimanded or possibly dismissed for the following:

The following conduct is unacceptable and will not be tolerated:

1. All forms of bias including race, ethnicity, gender, disability, national origin, and creed as demonstrated through verbal and/or written communication and/or physical acts.
2. Sexual harassment including creating a hostile environment.
3. All types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the school (including falsifying hours), forgery, and alteration or use of institution documents with intent to defraud.
4. Intentional disruption or obstruction of teaching, administration, disciplinary proceedings, and programs, or other school activities.
5. Theft or damages to the school premises or damage to the property of member of the school community on the school premises. Intentional abuse of equipment.
6. Student acts of criminal behavior or behavior that place any person in imminent danger are prohibited on all school grounds.
7. Violation of the law on school premises. This includes, but is not limited to, the use of alcohol beverages or controlled substances.
8. Receiving an alcohol citation or testing positive on a drug screen before or during class. This will result in an automatic expulsion from the program.

Conditions for Dismissal:

Students may be dismissed from the school for the following reasons:

1. Not adhering to the school's rules, regulations, policies, and code of conduct.
2. Missing more than 10 percent of instruction time.
3. Not maintaining the minimum passing/proficiency scores.
4. Not meeting financial responsibilities to the school

The school director will notify the student in writing should it become necessary to dismiss the student. The dismissal letter will notify the appropriate lending institution if the student has a student loan or is receiving financial aid. Prepaid tuition will be refunded according to the school's refund policy.

Discipline Policy:

Students who fail to adhere to any part of the Student Code of Conduct or any other posted or written rules at their first offense will receive a verbal warning. A second offense will result in a written warning with the School Administrator. Additional offenses will result in dismissal from the program.

Any action that endangers staff or students will result in immediate dismissal from the program. Any student who is dismissed from the program will be subject to stated refund policies in this catalog based on the number of hours completed. If a student has been dismissed, the student may reapply to attend a later session upon approval of the school administrator.

Student Grievance Policy

Student Grievance Policy:

- Students who have a grievance against the school must first report the grievance to the course instructor, if the grievance is against the course instructor or the course instructor is not able to resolve the grievance,
- then the student must report the grievance to the Chief Instructor, if the Chief Instructor is not available or the grievance is against the Chief Instructor, or the Chief Instructor is not able to resolve the grievance,
- The student shall submit a written time-stamped copy of the students internal grievance via email or certified US mail, the student shall label this grievance, "Internal Grievance" so the school is aware of the intent of the student's email or certified US mail to the School Administrator. The School Administrator will respond to the students written time stamped "internal grievance" within 20 days and this response will be to the student in written form.
- Should the student dispute the School Administrator's decision, or if the student's grievance is against the School Administrator, the student may request in writing by Email or Certified mail that the grievance be heard by the School Director, the School Director will respond to the written time stamped request to hear the internal grievance within 10 days and this response will be given to the student in written form. The School Director's decision is final.

Washington

This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to the:

Workforce Board, 128 - 10th Ave. SW, Box 43105, Olympia, Washington 98504

Web: wtb.wa.gov

Phone: 360-753-5662

E-Mail Address: wtecb@wtb.wa.gov

Toro Trucking Academy Contacts

Owner: Ryan Kling

School Director: Henry Easterlin

School Administrator: Mariana Bulgaru

Instructors:

- Matthew Sowinski – CDL instructor (Tacoma, Kent)
- Henry Easterlin – CDL Instructor (Tacoma, Kent)
- Indalecio Garcia – CDL Instructor (Tacoma, Kent)
- Hussein Dualeh – CDL Instructor (Kent)
- Stephen Hewett - CDL Instructor (Kent)
- Ramiz Sadiki – CDL Instructor (Kent)
- Uladzimir Martynau – CDL Instructor (Tacoma)

Phone: (833) 867-6235

Website: www.ToroTruckingAcademy.com

Email: Admin@ToroCDL.com

School Hours:

Office: Monday -Friday 8:00am-4:30pm

Day Classes: Monday -Friday 8:00am-4:30pm

Night Classes: Monday -Friday 4:30pm-10:00pm (seasonal)

School Locations

Tacoma

1321 109th St. E.
Tacoma, WA 98445

Kent

8601 S. 218th St.
Kent, WA 98031

This catalog is not to be construed as a contract. Although every effort is taken to ensure the accuracy of the contained information, no responsibility is assumed by Toro Trucking Academy for clerical, editorial or print errors. From time to time some changes may be necessary but will be done so while adhering to the strict guidelines and approval of the Washington State Workforce Board.

This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to the: Workforce Board 128 10th Ave. SW. Box 43105, Olympia WA 98504, website: wtb.wa.gov; phone: (360) 753-5662; email: wtecb@wtb.wa.gov