



Trainee Handbook

Spring 2025

SPRING 2025 SEMESTER SCHEDULE

| | | |
|--------------|-----------------|---|
| 20 | January | New Student Orientation |
| 27 | January | 1 st Day for Monday/Wednesday Classes → Brief Returning Student Orientation |
| 28 | January | 1 st Day for Tuesday/Thursday Classes → Brief Returning Student Orientation |
| 24-27 | February | Campus Closed |
| 3-4 | March | Campus Closed – Mardi Gras |
| 1 | April | Registration opens for – Current students, High School Students, and new students from member companies |
| 21-22 | May | 1 st two Make-up nights for missed or failed tests |
| 26-27 | May | 2 nd two make-up nights for missed or failed tests |
| 27 | May | Last night of semester |

Fall 2025 Dates:

| | | |
|----|--------|---|
| 25 | August | Semester starts – Returning Students Monday/Wednesday Classes |
| 26 | August | Semester starts – Returning Students Tuesday/Thursday Classes |

SPRING 2025 CLASS SCHEDULE & INSTRUCTORS

Class time each evening is 6:00-9:00pm [3-Hour period REQUIRED] with one 15-minute break

| Instructor | Craft | Days |
|-------------------|---------------------------|-------------|
| Jacob Culver | Electrical 100 | M/W |
| Justin Dupre | Electrical 200 | T/TH |
| Jacob Shields | Electrical 300 | T/TH |
| Chris Boneno | Electrical 400 | M/W |
| Justin Jacob | Industrial Electrical 100 | T/TH |
| Quinn Lovetro | Industrial Electrical 200 | M/W |
| David Smith | Industrial Electrical 300 | T/TH |
| NO CLASS | Industrial Electrical 400 | M/W |
| Nick Musmeci | Instrumentation 100 | T/TH |
| Julian Breaux | Instrumentation 200 | M/W |
| John Retif | Instrumentation 300 | T/TH |
| Ramiro Quiroz | Instrumentation 400 | M/W |
| Weber & Company | Welding 100 & 250 | M/W |
| Weber & Company | Welding 150 | T/TH |
| Weber & Company | Welding 200 | M/T |
| Weber & Company | Welding 300 | M/T |
| Weber & Company | Welding 350 | M/T |

POLICIES & PROCEDURES

TRAINEE INFORMATION

NCCER CARD NUMBER: Each Trainee is required to create an NCCER Account that creates their NCCER number when registering for class(es).

REGISTERED APPRENTICES

All Registered Apprentices are required to keep monthly On-The-Job Training (OJT) reports. You are required to submit the OJT reports to *your instructor* bi-monthly on a scheduled basis, please refer to the OJT schedule for the current year in your OJT packet. Foreman signatures (comments if you can get them from your foreman) are required.

COURSE INSTRUCTION

Classes begin promptly at 6:00pm, and end at 8:45pm.

Course curricula: The curriculum for each level is to be administered following the NCCER-accredited textbook, and in module sequence. (*Instructors can modify order of modules with approval from the Vice President of Workforce Development.*)

Early Class Dismissal: Instructors needing to end class earlier than 9:00pm are required to notify the VP of Campus Operations.

Transfer of NCCER Credits: All NCCER module credits that are registered with the NCCER Registry transfer by craft and will allow students to be placed in level of highest completed modules. *High School Students may be asked to audit first completed levels to review and gain real world examples.

Semester Completion: The semester calendar has been scheduled to meet ABC/NCCER requirements, and class sessions are to be conducted through the end of the planned time period. Semesters will not be concluded early without advance approval by the Vice President of Workforce Development, and will be based on 100% module completion.

CORE CURRICULUM

New Trainees: Trainees in all 100-level craft classes (excluding welding) will receive the CORE curriculum as part of their instruction. This training will be done in the summer through NCCERConnect online and the schedule will be given to the students in the course.

CLASS/COURSE CANCELLATION

ONLY the ABC New Orleans/Bayou Chapter President and/or Vice President of Workforce Development and/or Vice President of Campus Operations have the authority to cancel a scheduled class during the semester. Class cancellation will only take place due to inclement weather determined by one of the above persons, or if a substitute instructor cannot be confirmed to replace the regular class instructor.

In the event a class is cancelled, the Chapter office will notify the instructor(s) and all Trainees. If we are unable to get to our office to have access to student records, then we will update our website at www.abcbayou.com of campus closure.

Course Cancellation – ABC New Orleans/Bayou Chapter reserves the right to cancel/postpone any level course if there are not enough students to hold the course. All courses will be considered for cancellation/postponement if there are not greater than 5 students. No entry level course will be started with fewer than 15 students. If a course is cancelled, all registration fees and tuition will be refunded. If a class is postponed, ABC and each student will decide.

TRAINEE ABSENCES & GRADES

Instructors will take daily attendance for each class session using the “Trainee Attendance Roster” form. Employers and/or sponsors will be notified at the end of each week of their “Trainees” attendance record.

Excessive absenteeism will result in dismissal from class. A Trainee can have **4 absences** each semester. Any amount of time over 4 absences, the Trainee will be dismissed from class and his/her employer will be notified of training termination.

A weekly attendance update will be provided to each instructor on the first night of their class each week. **ALL trainees are responsible for monitoring their time and reporting any discrepancies in a timely manner.**

Rain out days are NOT excused and does not mean we are cancelling class.

REASONS FOR EXCUSED ABSENCES AND REQUIRED DOCUMENTATION:

- 1) **Long-Term Medical Leave:** If a trainee has a doctor diagnosed health problem that could lead to him/her missing extended amounts of time during a semester;
 - a. the trainee needs to notify the Office of Student Services of the potential of long term care
 - b. if it requires hospital stay, the student must provide authorized paperwork with the admission date, and release date clearly shown on hospital letterhead
 - c. each case will be reviewed individually
 - d. excused absences will NOT be granted for trips to Urgent Care, only long-term care with proper paperwork
- 2) **Birth of Child:** If your significant other is expecting a child during the semester, please do the following so we can excuse your absence:
 - a. Email us the due date so we know when to expect you to possibly miss
 - b. Send an email to student@abcbayou.com with intake/discharge papers or the bracelet the hospital puts on your child

Tardy/Leaving Early:

If a student is tardy to class or leaves early, the instructor will note the time the student arrived or left. This time will be docked in 15 minute increments, when in doubt, err on the side of more rather than less time used. (i.e arrive at 6:12 – 15 minutes, arrive at 6:25 – 30 minutes)

Once this amount of time is equal to 3 hours, they will be issued an absence. However, if you have 4 absences and 15 minutes for being tardy or leaving early, it is grounds for termination of training.

If an instructor is not in the classroom at 6pm, the trainees should remain in place until the Vice President of Campus Operations or one of his appointed welding instructors comes to dismiss the class. Failure to do so will result in absence.

Leaving Campus Early:

If a student leaves class with the purpose of leaving the campus, or decides to leave campus, the student MUST SIGN OUT or let your instructor know you are leaving. If you do not let your instructor know you are leaving, you will be marked absent for the ENTIRE night.

MODULE TESTING

Trainees will be evaluated and graded based on the NCCER standardized construction and maintenance curricula. Instructors may go beyond the curriculum if time permits, but Trainees' final grades are based on the standardized tests only. Closed-book module testing is required at the end of each module, and regular instructor-Trainee progress and performance feedback is necessary throughout the semester. ***Per NCCER regulations, successful completion of a course is passing ALL modules test with a 70% or above, and passing ALL performance/hands-on tests that are associated with the module test. If this requirement is not met, trainees will have to repeat the course.***

Written testing guidelines and rules – to be given via online platform:

- All tests will be given online. ***Students must be in testing room at scheduled time of tests or will be locked out of testing room.***
- All NCCER books and notebooks should be cleared away before the tests are administered
→ Absolutely No Open Book Tests ←
- Trainees should be separated as much as possible in the classroom.
- Cell phones are prohibited in the classroom & labs, except where authorized by the Vice President of Workforce Development (*See page 8, Cell Phone Usage*)
- A time limit and test rules will be stated in advance.
- Any Trainee caught cheating will receive 0%, and cannot retake the test.
- Retesting → Trainees will be given two opportunities to retake failed tests, scheduled the final week of classes. This goes for students who failed the first time or where absent for any reason. If a student misses/fails a test and misses the make-up day or fails the module test on the make-up day, the student will be required to repeat the course before moving to the next level.

- If you pass a module exam the first time, that is the grade that is recorded. No retests given on passed module exams.

Grading Scale:

A grade report for each Trainee will be distributed at the end of the semester when requested by the employer and/or sponsors.

Grading chart:

| | |
|-------------|---|
| 100 – 93% | A |
| 92 – 84% | B |
| 83 – 77% | C |
| 76 – 70% | D |
| 69% & below | F |

The Trainee must pass each written test with a minimum score of 70%.

MAKE-UPS FOR CLASSES & MODULE TESTING

Class → Due to the NCCER required hours for each craft level, Trainees are encouraged to attend all class sessions – there will be no make-up class sessions.

Testing → Trainees will be given two opportunities to retake failed tests, scheduled for the final nights of classes. This goes for students who failed the first time or where absent for any reason. If a student misses/fails a test and misses the make-up day or fails the module test on the make-up day, the student will need to speak with Workforce Development department to determine the best path forward.

ELECTRICAL 4-year: If you do not pass a semester, you will need to schedule a time to speak with the Vice President of Workforce Development to determine the best path forward.

PERFORMANCE TESTING

1. Performance testing should be conducted as scheduled by the instructor
2. The Trainee should demonstrate the complete task in a safe manner
3. Instructors may require the Trainee to state the steps and procedures as performed
4. No other Trainee may assist
5. Retesting → If a Trainee does not pass a performance skills test, and the problem(s) are minor, the Trainee is allowed to retest within a 48-hour period. Performance retests are to be given during scheduled test make-up days

The instructor determines if a Trainee has successfully completed and passed a performance skills test. It is essential for program credibility that the instructor actually witnesses the task performed.

REGISTRATION FOR RETURNING STUDENTS

★ **REGISTRATION PERIOD:**

- 1) *Open Registration* – designated in semester schedule, until the final night of class
- 2) *Late/Closed Registration* – you will not be able to register for classes after the final night of class. You will have to come the first night of class to see if there is space for you in our classes. We WILL NOT accept current student registrations during Late/Closed Registration period.
 - ★ **a. IF you do not register by the final night of class, you will be assessed a \$250 late fee, and be considered absent until your application has been processed and you are on the roster**

RETURNING STUDENTS, DO NOT RETURN YOUR APPLICATION THROUGH YOUR JOBSITE. FOLLOW DIRECTIONS AS GIVEN, AND YOUR REGISTRATION WILL BE PROCESSED CORRECTLY AND ON TIME.

APPLICATION: Approximately 3 weeks prior to the end of classes, returning students will receive:

- 1) *Application*; (If you are not using a payroll deduct, you will have to provide your most current pay stub as proof of employment with your company.)
- 2) *Payroll deduct form* (if your company uses one); and/or
- 3) *ABC invoice* with the amount each student owes per our records

PAYMENT: Acceptable payment should come in the form of: **(only full payments will be accepted)**

- 1) *Invoicing company* (application must be accompanied by a payroll deduct form where used, or noted on top of application if your company does not use a payroll deduct form);
- 2) *Money Order or Cashier's Check*; or
- 3) *Credit/Debit Card* - NOTE: There will be convenience fee of \$10 added to all Credit/Debit Card charge up to \$500, and \$15 for \$501 and over.

SUBMISSION OF APPLICATION, ADDITIONAL PAPERWORK, AND PAYMENT: **ALL STUDENTS MUST ADHERE TO THE REGISTRATION PROCESS, DO NOT GIVE YOUR APPLICATION TO YOUR INSTRUCTOR OR SOMEONE AT WORK.**

- 1) *Company pays or Money Order/Cashier's Check* – put application, all documentation, and/or payment in an envelope with your name written on the outside and drop it in the drop box (NO OJT reports) provided in either of the two lounge areas. (Instructors CAN NOT take applications! If you give your application to your instructor, it will be returned, and you run the risk of it getting lost in the shuffle.)
- 2) *Credit/Debit Cards* – taken during business hours only (see last page for hours). Student is responsible for submitting their application in the dropbox and calling with credit/debit card information to the front office for processing. Please note the convenience fee mentioned in the **PAYMENT** section.

ELIGIBILITY: A trainee who registers for the upcoming semester prior to the semester being completed, must remain in good academic and attendance standing to be eligible to attend. If the trainee quits or is dropped due to attendance violations before the semester ends, he/she will only

be refunded the allowable tuition portion the monies paid and have to sit out a semester before returning.

COMMENCEMENT CEREMONY

Each spring semester a Commencement Ceremony will be planned. It is up to the graduating students to register themselves, and any/all guests for the event by or before the registration deadline. The Office of Students Services reserves the right to cancel the ceremony if not enough registrations are received.

The Commencement Ceremony is a special tribute to both Trainees and Instructors, and both groups are expected to dress appropriately for the occasion (*further explanation on this topic can be provided by the Vice President of Workforce Development.*)

SAFETY POLICY & PROCEDURES

Instructors and Trainees will practice and promote safety in the classroom, labs, and on the Training Campus grounds.

Safety is a priority in all ABC training. Only Safe Practices are to be demonstrated in class and any unsafe practices by Trainees will not be tolerated.

Equipment and tools will be inspected regularly. Unsafe and worn out items should be removed from use and the Vice President of Campus Operations promptly notified.

Good housekeeping is also an important component of Safe Practices. Safe Practices include **daily** organization & clean-up of tools, equipment, classrooms, labs, and grounds used for the purpose of instruction after every class session – this is a responsibility of both instructors and Trainees. Clean-up may consist of, but is not limited to, emptying trash and sweeping the floor.

Emergencies – Accident or Illness: In the event of an emergency, the policies and procedures of the facility where classes are held should be followed.

Emergency Course of Action:

1. Evacuate Trainees if necessary & call 911
2. A qualified person may provide First Aid &/or CPR if needed
3. Report the emergency to the Lead Instructor & Vice President of Campus Operations

Evacuation: Routes are posted in each classroom and shop, and they should be reviewed by trainees and instructors. Periodic fire drills and emergency evacuation drills may occur each semester.

TRAINEE CONDUCT & CAMPUS POLICIES

Trainees are expected to be mature and responsible in their behavior while on Training Campus property. They are expected to attend all classes and to be punctual.

Trainees are expected to obey national, state, and local laws; respect the rights and privileges of others; be forthright and honest in all their social and academic conduct; and, in general, to conduct themselves in a manner which brings credit to themselves and to Associated Builders & Contractors.

ABC New Orleans/Bayou Chapter reserves the right to dismiss any Trainee whose behavior is considered undesirable or harmful to the institution. The administration may dismiss, or suspend, Trainees who have not upheld the social or academic standards of the Chapter, following the due process guidelines. Trainees who are dismissed or suspended for disciplinary or academic reasons may apply for readmission after a stated period of time set by the administration. ABC, at the discretion of the administration, may remove from classes any Trainee who is convicted of a felony, or who is felt to be a threat to the campus community (*Trainee body/faculty/staff*).

DRESS CODE: All Trainees are required to dress in work attire. Jeans or Pants must be full length, no Capri or Crop jeans/pants or Spandex workout clothes. Work shoes must be tennis shoes or work boots with closed toes. Shoes, pants and shirts must be worn at all times. No shorts, tank-tops or open toe shoes are to be worn in classrooms or labs. (*This includes Crocs, Slippers and soft slip on shoes.*)

NO SMOKING/NO TOBACCO: Smoking, Electronic Cigarettes, and the use of smokeless tobacco is **NOT** permitted on campus property – Disciplinary action, including expulsion, will be taken for persons violating the No Smoking/No Tobacco policy. **First offense, a written warning will be issued with a copy to be placed in Trainee’s records. Second offense, Trainee suspended for two class periods. Third offense, Trainee will be expelled and employer will be notified of said expulsion.**

CRIMINAL PROBATION: If a trainee is on probation that requires a probation officer, ankle bracelet, or other monitoring service, the trainee needs to alert the Office of Student Services to this fact by emailing at student@abcbayou.com. If you are required to monitor your phone during class hours, we will need this information in writing from your probation officer, so that our office can confidentially alert your instructor. If you have taken care of all of your responsibilities on this point, and have to take call or answer a text during class time, please step out of the class and into the hallway to take care of your business.

CELL PHONES: Cell phones, earbuds and smart watches are prohibited in classrooms and labs at all times (including break). If you bring your phone into class, it must be placed in the cell phone holder on the back of the door. If you do not adhere to this rule, your instructor has the authority to dismiss you from class with an absence.

If you are on call at your place of employment, which must be the same place of employment on record for schooling, you **MUST** submit a letter on company letterhead from your supervisor, by

the last night of the first week of class, stating this fact. If you abuse this privilege, your company will be notified and you will be dismissed from class.

Trainees are free to keep their cell phones in their vehicle and use them during authorized break time outside of the classroom.

RESOURCE MATERIALS AND CALCULATORS FOR MODULE TESTING: A list of allowed resources and calculators by module is posted in the Testing Lab. For the current crafts we teach, here is what is allowed:

- 1) Electrical: NEC Code Book for all levels (**students must use their own NEC code books. If you do not have your code book, you will have to test without the book. No sharing allowed.**)
- 2) Instrumentation Module 12301: Non-programmable scientific calculator

CLASS PARTICIPATION: A student who is not prepared or ready/willing to participate in class can be sent home for the night - absence.

A student will be prepared for class by achieving the following:

1. Textbook and other craft specific books visible on the table
2. All craft related tools required by ABC – schedule determined by instructor
3. Pen/Pencil, notebook and Highlighter out and ready for use
4. Calculator ready (when necessary)
5. Awake and ready/willing to participate
6. Willingly engage with instructor and classmates in instructor led hands-on activities
7. **Daily** organization & clean-up of tools, equipment, classrooms, labs, and grounds used for the purpose of instruction after every class session

****If a student does not come prepared for class or lab exercises with required books and/or tools, the student will be marked absent and sent home for the night.**

DRUGS AND ALCOHOL: No Trainee, employee, or guest may bring any alcoholic intoxicant or harmful/illegal drug on to the campus, or appear under the influence of such substances while on campus. ABC will not tolerate the use, possession, or sale of such substances on campus; instructors will be dismissed from ABC employment and Trainees will be expelled from the Training Campus program immediately if caught in violation of this rule. Employers and/or sponsors of Trainees violating this policy will be notified of the reason for expulsion. [Note: Should unopened or empty alcoholic beverage bottles or cans be in your automobile upon arrival to campus, please do not remove them for any reason (*including for the purpose of intended disposal*).]

PRESCRIBED MEDICATIONS: If a Trainee is on prescribed medication, the drugs must be in the original container with their name clearly indicated, and the prescription date must be within the same year as the consumption date.

If prohibitory caution is advised for use of the prescribed “medication while operating machinery” is indicated, the Trainee should not be attending class while on this medication, and the Vice

President of Workforce Development or Vice President of Campus Operations should be notified of the reason for absence.

WEAPONS AND FIREARMS: Trainees, employees, or guests are not allowed to be in possession of any type of weapon, firearm, or ammunition, whether on their person or in their automobile, in any ABC facility or on the campus property (*including parking lot*). Any person found in use, transportation, sale, or possession of the aforementioned articles will be subject to disciplinary action up to and including expulsion.

FIGHTING: Fighting and/or rough horseplay are unacceptable behaviors at the workplace and in the classroom or shop, and will not be tolerated on the ABC campus. Any and all instructors and/or Trainees involved in fighting will be subject to disciplinary action up to and including expulsion. Employers and/or sponsors of Trainees violating this policy will be notified of the reason if expelled.

FOOD & BEVERAGE: Eating and/or drinking of non-banned substances is allowed on campus in the Lounge (located in the Welding Building), and in the classrooms. Clean up and disposal of all trash is required at the end of every class period. This policy will remain unchanged unless students leave trash, food, and messes in the classrooms. → **Adherence to this policy helps eliminate rodents and insects in the training facilities.**

INSTRUCTION TIME: Under no circumstances should instructors or students recruit and/or solicit Trainees for employment with the instructor's company, another student's company or membership into any organized group. Class time is a time for instruction and hands on practice and should follow the NCCER curriculum as written.

DIVERSITY ON CAMPUS AND HARASSMENT OR DISCRIMINATION GRIEVANCE: Recruitment, selection, and training of ABC trainees is without discrimination on the basis of race, color, religion, national or ethnic origin, sex, age, or physical handicap. Therefore, we train on a diverse campus, with people of ALL backgrounds and beliefs. All Instructors and Trainees are to treat each other with respect, regard, and in a manner that all would want to be treated. If a problem should arise, an instructor should be notified IMMEDIATELY to deal with the issue at hand. If the instructor is part of the issue, please contact the Vice President of Workforce Development to discuss the issue at hand and any possible resolutions.

If you do not feel the problem has been rectified, or that it needs more attention, please request a formal Grievance Form from student@abcbayou.com.

GRIEVANCE POLICY (OTHER): If you have a concern about grades, ABC New Orleans/Bayou Chapter or its Policy, your first course of action is an informal discussion with an instructor, or ABC Bayou Staff member. If you do not feel that your concern/grievance was resolved, please contact us at student@abcbayou.com to request a formal Grievance Form.

ACADEMIC DISHONESTY POLICY: Trainees are expected to do their own work on module tests and final exams, and in preparation of all assignments. They are also expected at all times to uphold high standards of integrity. Plagiarism, cheating, and any other form of theft of intellectual property are all examples of academic dishonesty and are prohibited.

Cheating is an attempt to deceive the instructor in his or her efforts to evaluate an academic exercise. Cheating includes copying another Trainee's homework, classwork, or a required project, whether in part or whole, and presenting this material to the instructor as the Trainee's own work. It also includes giving, receiving, offering, selling, buying, and or/soliciting information on a quiz, test, or examination.

In fairness to all Trainees, each instructor must enforce strict regulations to ensure honesty. Any Trainee who violates the regulations may receive a "0" in the specific assignment or examination. The instructor will also submit a written report of the incident to the ABC Vice President of Workforce Development for documentation in the Trainee's permanent campus record. In case of repeated infractions, other disciplinary sanctions will be imposed. Under the specific circumstances of multiple incidents, the Trainee may be dropped from the class for academic dishonesty; and the circumstances leading to this removal from the class be entered in the Trainee's permanent record. Continued infractions of this policy will result in the Trainee's expulsion and the reason for this expulsion will be entered on the Trainee's permanent record.

If the Trainee believes an erroneous accusation of academic misconduct has been made and the final course grade lowered as a result, the Trainee may submit an appeal to the ABC Vice President of Workforce Development.

EMERGENCY LOCK-DOWN PROCEDURE

In case of an emergency on campus that requires the campus to be on lock-down, ABC New Orleans/Bayou Chapter has installed an emergency alarm system and inside door deadbolts for the safety of our students and instructors. If there is an instance where the alarm has to be sounded, ALL instructors will be equipped with a portable remote alarm, and specified instructors will call 911 once the alarm has sounded.

If an alarm is sounded, 911 will be called and the sequence of response is as follows:

- 1) All students and instructors must remain in their classrooms
- 2) The inside door lock needs to be engaged on all doors to the interior hallway
- 3) All students and instructors will remain in the locked classrooms until a policeman, or the Vice President of Campus Operations has visited your class to sound the all clear (alarm will remain active until campus has been cleared of any threats)

NOTE: Any student that falsely claims an alarm, or pushes the instructors remote alarm will be immediately terminated from classes and will face criminal charges for their actions.

Safety and Campus Policing:

For added safety and campus policing, once a student has entered the classroom/lab building, they will not be allowed to return to their vehicle except for the express purpose of leaving the premises. Please make sure you have all necessary books and materials that you need for class before entering the building. If you are caught in your car, you will be sent home for the remainder of the night.

TRAINEE SERVICES

The Workforce Development staff support and augment the philosophy, purpose, and goals of the ABC New Orleans/Bayou Chapter Construction Training Center. In its concern for the individual Trainee and his/her progress toward educational and occupational goals, the Chapter will provide a comprehensive program of services and activities to assist each Trainee in making full use of the total educational program available to them.

TRAINEE REQUESTS

When a student needs to request information concerning their training, general information, or requesting a transcript, they need to do so through the email student@abcbayou.com. When requesting information, please include a date you need the information. Please allow for sufficient time to process the request, they will be processed in one to two class periods.

TRAINEE INFORMATION UPDATE

If a Trainee has a change of address, email, or phone number, they need to submit that change to our office as soon as possible. Change can be emailed to student@abcbayou.com.

If a trainee has an employer change, they need to alert the Workforce Development Department as soon as possible at 504-468-3188. If the change requires verification of employment, the Workforce Department will let you know what to submit.

TUITION REFUND POLICY

Tuition refunds are computed according to the date the trainee drops the course. Tuition refunds must be requested in writing by the trainee or the trainee company using the **Tuition Refund Request Form**. To request a Tuition Refund Request Form, please email us at student@abcbayou.com, or at the office during regular work hours.

Non-tuition fees (**registration fees, book fees, and consumable fees**) are **non-refundable** unless the course is cancelled by ABC New Orleans/Bayou Chapter.

Tuition will be reimbursed on the following schedule:

| Refund Schedule: | Tuition Refund | Tuition Obligation |
|--|-----------------------|---------------------------|
| Dropping course before the official first date of class | 100% | - |
| Dropping course within six calendar days after the scheduled opening date | 75% | 25% |
| Dropping course between the 7th & 12th calendar days after the scheduled opening date | 50% | 50% |
| Dropping course between the 13th and 17th calendar days after the scheduled opening date | 25% | 75% |
| Dropping course(s) beyond the 17th calendar day after the scheduled opening date | 0% | 100% |

ABC NEW ORLEANS/BAYOU CHAPTER CONTACT INFORMATION:

Office phone – 504.468.3188 (Hours of operation: M-TH 8 to 5, F 8 -4:30)

ABC New Orleans/Bayou Chapter Website:

www.abcbayou.com

Vice President, Campus Operations:

Chris Weber

Vice President, Workforce Development:

Claire Obgartel

Workforce Development Coordinator:

Heather Trimmier

Workforce Development Contact email:

student@abcbayou.com