

## **TRAINING CATALOG**



**Approved and Regulated by the Texas Workforce Commission, Career Schools  
and Colleges, Austin, Texas**

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5005 Colleyville Boulevard, Suite 204, Colleyville, Texas 76034 phone (214) 206-1169 fax (469) 327-2712

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## **I. Catalog Administrative Data**

Brooke Transportation Training Solutions, LLC is located at 5005 Colleyville Blvd., Suite 204, Colleyville, Texas 76034. This catalog is Volume number XIV and was published January 1, 2024. This catalog is effective through the calendar year 2024.

## **II. History of Brooke Transportation Training Solutions, LLC.**

Brooke Transportation Training Solutions, LLC. was formed in September 2002 with a mission to help individuals in the transportation brokerage industry conduct and operate their businesses with higher ethical codes and standards of conduct. The first course was taught in November 2002 in Dallas, Texas, helping aspiring entrepreneurs new to the industry, as well as seasoned transportation professionals learn the process and principles of becoming a successful transportation intermediary.

In May of 2003, the company's name was changed from Transport Training of Texas, LLC (TTT) to Brooke Transportation Training Solutions, LLC (BTTS). The course of curriculum of BTTS is centered on honesty, integrity and the highest level of customer service. BTTS is a Ziglar Training Systems certified training company. BTTS has numerous strategic alliances in the industry that add value for each student that attends the course. The alliances include Ziglar Training Systems, Landstar Carrier Systems, Broker Pro, Transcore/Dat partners, Internet Truckstop, Post Everywhere, and Consulting Resources of Texas.

Many other transportation and business related service companies also provide valuable resources for our students. These companies include ISS Infinity Software, Aljex, Carrier Depot, Getloaded.com, Truckload Rate, DAT/Transcore 360 and more.

### **III. Training Facility and Equipment List**

**Brooke Transportation Training Solutions, LLC holds training in the conference room and Suite 213 at 5005 Colleyville Boulevard, Colleyville, Texas.**

#### **FACILITIES AND EQUIPMENT**

Projectors, Wall	2
Work Stations	8
Computers	6
Monitors	6
Speakerphones	2
Laptops	4
Printers	3
Chairs	21
Dry Erase Boards/Lg	1
Easels, Floor	2
CD Player	1
Flat Screen Lg TV	1

## **BTTS TRAINING FACILITY:**

CONFERENCE FACILITY/ 5005 Colleyville Blvd./Approx. 10 FT. WIDE X 17 FT. DEEP

Conference room set up with table with large screen at front of room.

### **IV. List of Officers**

**Jeff Roach- President**

**Janis Roach-Vice President**

### **V. List of Officer**

<u>Name</u>	<u>Position</u>	<u>Subject Taught</u>
Jeff Roach	Instructor	Freight Broker Training/ B.S., Abilene Christian University
		All except accounting/finance
Jan Roach	Instructor	Freight Broker Training/ B.S., Baylor University
	Director	All subjects

## **VI. Registration and Tuition**

**Registration: Course Fees: \* (\*subject to change)**

**All students will be required to fill out an enrollment packet.**

**One-week Basic course (M-F) is \$2495.00 and includes all workbooks and materials (price effective as of January 1, 2024).**

**This includes tuition, a \$100 non-refundable registration fee, and supplies. Credit and/or debit cards (Master Card or Visa), checks (minimum seven days prior to class), and cashier's checks or money orders are accepted as payment of tuition.**

**Tuition: \$2103.00**

**Registration: \$ 100.00 (non-refundable)**

**Workbook & Handouts: \$ 289.00**

**Pen & Paper: \$ 3.00**

**Total \$2495.00**

**One-week Advanced Course (M-F) is \$3995.00 and includes all workbooks and materials (price effective as of January 1, 2022).**

**This includes tuition, a \$100 non-refundable registration fee, and supplies. Credit and/or debit cards (Master Card or Visa), checks (minimum seven days prior to class), and cashier's checks or money orders are accepted as payment of tuition.**

**Tuition: \$3745.00**

**Registration: \$ 100.00 (non-refundable)**

**Workbook & Handouts: \$ 150.00**

**Total \$3995.00**

## **VII. Training Calendar and Holidays**

**The Basic Course Schedule for 2024 is as follows:**

**Jan. 22 – 26, 2024**

**Feb. 19 - 23, 2024**

**March 25 - 29, 2024**

**April 22 - 26, 2024**

**May 20 - 24, 2024**

**June 17 - 21, 2024**

**July 22- 26, 2024**

**Aug 19 – 23, 2024**

**Sept 23 – 27, 2024**

**Oct 21 – 25, 2024**

**Nov 11 – 15, 2024**

**Dec 9 – 13, 2024**

**The Freight Broker Virtual Distance Learning Basic Course is held the week directly preceding the DFW Live Course weeks. The Freight Broker Advanced Course is held on the week following the live Basic Course week, unless the week following the Basic Course falls on Thanksgiving or Christmas week.**

**. Holidays observed by BTTS are as follows:**

**New Year's Day, Memorial Day, Spring Break, Good Friday, Fourth of July, Labor Day, Veteran's Day, Juneteenth, Thanksgiving Day, Winter Break, Christmas Eve, Christmas Day and New Year's Eve.**

## **VIII. Hours of Operation**

**Brooke Transportation Training Solutions' Administrative hours of operation are from 0930 hours until 1730 hours Monday through Friday. The administration office of Brooke Transportation Training Solutions observes Federal Observed Holidays.**

**Basic Course Hours: 0900-1740 hours with a 40-minute lunch break and a 10-minute break for every hour of instruction. Lunch break is mid-day.**

## **IX. Entrance Requirements-**

**There is no credit granted for previous education, training or experience since the trainings don't exceed 40 hours; however, if the student has worked as a Freight Broker or Freight Broker/Agent for one year or more, they can place out of the Freight Broker Basic by test.**

**Individuals applying for this course are required to:**

- a) Interview with admissions counselor; and**
- b) Be at least 17 years of age (applicants under the age of 18 require written permission from parent or legal guardian); and**
- c) Have a High School diploma, GED or the equivalent.**



#### **X. Refund Policy**

1. Refund computations will be based on scheduled course time of class attendance through the last date of attendance. Leaves of absence, suspensions and school holidays will not be counted as part of the scheduled class attendance.

2. The effective date of termination for refund purposes will be the earliest of the following:

- (a) The last day of attendance, if the student is terminated by the school;
- (b) The date of receipt of written notice from the student; or
- (c) Ten school days following the last day of attendance.

3. If tuition and fees are collected in advance of entrance, and if after expiration of 72 hours cancellation privilege the student does not enter school, not more than \$100 in any administrative fees charged shall be retained by the school for the entire residence program or synchronous distance education course.

4. If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated after the cancellation period, the school or college may retain not more than \$100 in any administrative fees charged for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination. (More simply, the refund is based on the precise number of course time hours the student has paid for, but not yet used, at the point of termination, up to 75% completion mark, after which no refund is due.)

5. Refunds for items of extra expense to the student, such as books, tools, or other supplies are to be handled separately from refund of tuition and other academic fees. The

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student will not be required to purchase instructional supplies, books and tools until such time as these materials are required.

Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.

6. A student who withdraws for a reason unrelated to the student's academic status after 75% completion mark and requests a grade at the time of withdrawal shall be given a grade of "incomplete" and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for the portion of the course or program.

7. A full refund of all tuition and fees is due and refundable in each of the following cases:

- (a) An enrollee is not accepted by the school;
- (b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
- (c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violation of requirements for career schools and colleges.

#### **Refund Policies for Students Called To Active Military Service**

8. A student of the school or college who withdrawals from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:

- (a) If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges

owed by the student for the portion of the program the student does not complete following withdrawal;

- (b) A grade of incomplete with the designation “withdrawal-military” for the course in the program, other than courses for which the student has previously received a grade on the student’s transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
- (c) The assignment of an appropriate final grade or credit for the course in the program, but only if the instructor or instructors of the program determine that the student has:
  - 1. Satisfactorily completed at least 80 percent of the required coursework for the program; and
  - 2. Demonstrated sufficient mastery of the program material to receive credit for completing the program.

9. The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 60 days after the effective date of termination.

## **XI. Program Description and Outlines**

### **Basic Course- 5 Day Training**

The program teaches students how to set up, open and operate as a Freight Broker/Agent or a Broker in the \$700+ billion transportation intermediary field, focusing primarily on truckload and larger less-than-truckload shipments. The curriculum is centered on professional and personal growth and

development based on honesty, integrity, and service. Upon successful completion of this program students will have the basic skills and working knowledge needed to be successful in the transportation intermediary field. Graduates will have a full understanding of all requirements and duties; have the skill of how to set and develop goals; and how to build business relationships inside the transportation industry. Graduates of this course will have the skills necessary to do the job of a freight broker agent or become a broker and work from home or in an office setting.

The Freight Broker/Agent job is the direction the majority of students start with after training, but other related jobs besides Broker/Agent or Broker can also be Dispatcher, Freight Operations or Operations Manager (for a brokerage or a trucking company), Freight Account Sales, Freight or Logistics Customer Service, Logistics Operations and/or Traffic/Freight Manager.

Training and instructional methods include lectures, webinar and computer training, along with role play/ marketing calls. The course is given in 5 consecutive days full time.

## **PROGRAM OUTLINE: Forty (40) clock hours- 28 Lecture; 8 Lab; 4 Test (under lab)**

Subject Name	Code	Hours
Core Principles-Building A Reputation	PRIN 101	2 Lecture
Personal/SKILLS Development	PERDEV 101	1 LEC/1 LAB
Developing Goals	DEVGLS 101	1 LEC/1 LAB
Transportation Industry/Freight Brokering	TRAN 101	1 Lecture
History		
Getting Started-Licensing Requirements	LIC 101	2 Lecture
& Equipment Needs		
Building Shipper Information Packet	SPKT 101	1 Lecture
Building Carrier Information Packet	CPKT 101	1 Lecture

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<b>33 Step Brokerage Process</b>	<b>BKRPOC 101</b>	<b>2 Lecture</b>
<b>Operations-Dispatch, Tracking, Data Base Development</b>	<b>OPNS 101</b>	<b>2 Lecture</b>
<b>Operations-Calculating Pricing &amp; Routing Freight</b>	<b>OPNS 102</b>	<b>2 Lecture</b>
<b>Qualifying Customers</b>	<b>QUAL 101</b>	<b>1 Lecture</b>
<b>Record Maintenance</b>	<b>RECMNT 101</b>	<b>.5 Lecture</b>
<b>Pitfalls and Challenges in Transportation You will face</b>	<b>PTFL 101</b>	<b>.5 Lecture</b>
<b>Staffing Your Company</b>	<b>STAF 101</b>	<b>.5 Lecture</b>
<b>DISC Behavioral Study</b>	<b>DISC 101</b>	<b>1 Lecture</b>
<b>Building &amp; Executing a Marketing Plan</b>	<b>MKT 101</b>	<b>1 LEC/1 LAB</b>
<b>Sales Process and Objections</b>	<b>SLS 101</b>	<b>2 Lecture</b>
<b>Calling Techniques/Role Playing/ Marketing Calls</b>	<b>SLS 101</b>	<b>2 LEC/2 LAB</b>
<b>Information Technology</b>	<b>ITEC 101</b>	<b>1 Lecture</b>
<b>Internet Resources</b>	<b>ITEC 102</b>	<b>3 LAB</b>
<b>Financial Management &amp; Claims</b>	<b>ACC 101</b>	<b>2 Lecture</b>
<b>Invoice Factoring</b>	<b>ACC 102</b>	<b>1 Lecture</b>
<b>Alliance Partnerships</b>	<b>ALNC 101</b>	<b>.5 Lecture</b>
<b>Testing &amp; Review</b>	<b>TEST 101 a-d</b>	<b>4 test (lab)</b>

**A Certificate of Completion is awarded to each student upon successful completion of the training program by Brooke Transportation Training Solutions.**

#### **AC-Advanced Courses- 5 Days**

**The Freight Broker Advanced Course goes further in-depth on the subjects learned in Basic Training, with more in-depth hands on, help with specific models, personal growth and career skills development. From sales to operations to accounting, students will participate in real business transactions. Class is hands-on along with lecture and some video/webinar. Business casual.**

**Day 1- Requirements - Personal & Career Skills Development**

**Day 2- Sales & Marketing - Calling & Direct Marketing Lab**

**Day 3- Finance & Administration - Information Technology & Resources**

**Day 4- 29-Steps Brokerage Process & Broker Operations**

**Day 5- Additional Resources & Brokering Review**

#### **X. Subject Description: Basic & Advanced Courses:**

**Core Principles- Building A Reputation - Program of Instruction (POI) includes the basic principles in which to build and operate a successful business. Students learn what is needed to generate revenue and build a customer base along terminology of the industry is a highlight of this block instruction. 2-hours Lecture PRIN 101**

**Personal & Career Skills Development- This section outlines strategies for success. Students learn the values of honesty and integrity. Character building exercises and ideas presented to help the student**

**become successful through personal growth. Career Skills development. 2-hour Lecture/ 1-hour LAB. CARDEV 101**

**Developing Goals- Students learn goal setting processes and the need for setting short-term, mid-term, and long-term goals for career success. 1-hour Lecture/ 1-hour LAB. DEVGLS 101**

**Transportation Industry/Freight Brokering History- POI includes facts and figures pertaining to the transportation industry. Students will learn the necessary information about the industry and how to position themselves inside and industry in a constant state of change. 1-hour Lecture. TRAN 101**

**Getting Started-Licensing Requirements & Equipment Needs- POI includes the identification of the local, state, and federal laws in becoming a broker. Students will learn about the forms, fees and outside agencies are identified to streamline the process to receive a Broker Property License from the Federal Motor Carrier Safety Administration. Students also learn Agent Requirements. Office equipment needs are discussed in significant detail. 2-hour Lecture. LIC 101**

**Building Shipper Information Packet- POI includes the creation of and forms needed for putting together the necessary packet to send to freight-providers in order to become a vendor for shippers. Students will learn the need for credit checks and freight-provider requirements and procedures. 1-hour Lecture. SPKT 101**

**Building Carrier Information Packet- POI includes the creation of and forms needed for putting together the necessary packet to send to motor carriers that are needed to haul the freight-providers products. Students will learn the FMSCA's regulations for paperwork exchange along with laws and requirements. 1-hour Lecture. CPKT 101**

**34 Step Brokerage-Students will learn the step-by-step proprietary process from start to finish of moving a freight shipment, along with all processes and procedures in detail. 2-hours Lecture. BKRPROC 101**

**Operations- Dispatch, Tracking, Database Development- POI includes the basics of dispatching equipment for pickup and delivery. Students will learn In-route transportation management of the freight being hauled and the creation and management of critical data. 3-hours Lecture. OPNS 101**

**Operations- Calculating Pricing & Routing Freight- POI includes how to determine rate calculations for charging freight-providers and paying motor carriers. Students will learn the importance of properly routing freight, building any necessary accessorial fees, implementing special instructions, following laws and regulations, and understanding the effect of current supply and demand on freight rates. 3-hours Lecture. OPNS 102**

**Qualifying Customers- Students will learn how to check credit for potential freight-providers and how to check motor carriers for proper licensing and insurance. 1-hour Lecture. QUAL 101**

**Records Maintenance- Students will learn the necessary records for all transactions provided by freight brokering according to FMSCA's federal regulations. 30-minutes/.5 Lecture. RECMNT 101**

**Pitfalls and Challenges- Students will learn the potential obstacles that will be faced during the freight operations. This includes situations that need solutions that are created by Consignors, Motor Carriers, and Consignees. 30-minutes/.5 Lecture. PTFL 101**

**Staffing Your Company- Students will learn how to locate, interview, and determine the proper employees in which to hire as their operations grows. 30-minutes/.5 Lecture. STAF 101**



**DISC Behavioral Study-** Students will learn the DISC™ Model that identifies the four primary behavior styles all people can be characterized. The behavior model is administered to all students and an evaluation of the strengths and weaknesses of each styles are discussed. 1-hour Lecture. DISC 101

**Building & Executing a Marketing Plan-** Students will learn how to build a marketing plan that will help build long-term success in addition to the execution strategies of marketing and the need for a marketing plan. 1-hour Lecture/1-hour Lab. MKT 101

**Sales Process and Objections-** POI includes lecture and demonstration of Sales processes. Students will learn the importance of developing a personal sales technique that is focused in the customer since that is critical to the success of a freight broker. Concepts and ideas for building a personal technique highlight this block instruction. 1 1/2-hours Lecture. SLS 101

**Calling Techniques/Role-Playing/Marketing Calls-** Students will learn to overcome the fear of calling customers that have not been contacted before. Students learn how to make cold calls and then review techniques through a role-playing exercise. Marketing scripts help prepare and deliver proper marketing messages. The primary focus is on telephone delivery of the marketing message. The highlight of this block of instruction is in the actual live field calls made by students to apply techniques learned. 1 1/2-hours Lecture/2-hours LAB. SLS 102

**Information Technology-** Students learn necessary hardware and software needed to run a successful brokerage. 1-hour Lecture. ITEC 101

**Internet Resources-** The vast amount of web resources that can be found on the internet that are free of charge and fee-based are identified. Students will gain hands-on computer training of the various websites that are available for brokering. 2-hours LABS. ITEC 102

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**Financial Management & Claims- POI includes basic accounting procedures in brokering. Students will learn Accounts Payable and Receivable, Invoicing, Bill Auditing, in order to ensure student understands all the proper forms and procedures that are used to run the accounting department of their organization. This instruction also teaches how to handle freight claims from Consignees. 2-hours Lectures. ACC 101**

**Invoice Factoring- Students will learn about Factor Servicing Companies, how to set up Motor Carriers who use Factors, and the advantages and disadvantages of using Factors. 1-hour Lecture. ACC 102**

**Alliance Partnerships- Students will learn the importance of identifying other individuals and companies that can help build their career and provide value-added services. 30-minutes/.5 Lecture. ALNC 101**

**Testing & Review- Students will be tested on materials taught each day. A short review will process all testing requirements. 4-hours testing & review. TEST 101 / a-d**

**AC-Advanced Course**

**Subject Hours: 40 hours**

**Prerequisite: Brooke Transportation Training Solutions / Freight Broker Training Basic Course**

**Required Textbooks: Brooke Transportation Training Solutions, LLC. Freight Broker Training Workbook; Copyright 2004 (rev. 2022)**

**Instructional Methods:**

**Lecture/Lab/Video/Webinar**

**Maximum Student/Instructor Ratio: 14:1**

**Additional Materials and Media References: Ziglar Training Systems, Video Training Ziggets Series**

**Daily Content Overview Outline:**

**Day 1- Hands On and Advanced Sales & Operations**

**Day 2- Personal Career & Development/Growth**

**Day 3- Advanced Broker/Agent & Business Development**

**Day 4- Advanced Brokerage Operations & Sales Continued**

**Day 5- Additional Skills Training & Review**

**Subjects Description:**

**Students will get hands on training in the following areas while attending the Advanced Course:**

**Sales SLS 201- 16 hours/Lab- Hands-On Training in the following:**

- **“Warm” Calls & Setting Appointments**
- **Calls & Follow-up / Correspondence**
- **Contracts and Rates details / Email & Correspondence**
- **Truckload & LTL**
- **Rate Matrices (contract)**
- **Spot Quotes**
- **Referrals**
- **Promotional Activities & Items**
- **Selling & Closing Techniques**
- **Managing Objections & Handling Challenges**
- **Manufacturers & Shipper Directories**

- Shipper Information Packets
- Negotiations
- Qualify Shippers

**Freight Operations OPNS 201- 16 hours/Lab/ Hands-On Training in the following:**

- Carrier Directories
- Load Boards
- Carrier Information Packets
- Carrier Setup & Insurance
- Negotiations
- Qualifying Carriers
- Routing Freight
- Set Pickup and Delivery Appointments
- Messaging
- Operations Management Software
- Building Load Data
- Load Confirmations
- Dispatch

**Accounting- ACC 201- 8 hours/Lab- Hands-On Training in the following:**

- Invoice
- Accounts Payable
- Accounts Receivable
- Collections
- Setting Up A Shipper
- Bill Auditing
- Claims
- Load Confirmation
- W-9 Tax Information
- Cash Requirements
- Filing Systems
- Factoring Companies
- Early Pay Set Up

## **XII. Progress Status Requirements**

The Freight Broker Training Basic Course is graded numerically, and progress status requirement is evaluated through homework, quizzes, and a final exam. The following grading system is in effect:

90-100=A; 80-89=B; 70-79=C; 60-69=D; and below 60=F.

The Advanced Course is Pass/Fail with assignments and evaluations along with a progress report by the instructor during training to determine a student's progress and topics retention.

The Faculty and Staff are at the student's disposal during the entire course sessions as well as being a continued resource upon returning to your home destination. The commitment has been made by the school to help every student become successful in their career in the industry. The faculty and staff can be reached via telephone or e-mail after completion of the training.

The faculty will stay as long as needed for complete comprehension of training material while training is in session.

### **XIII. Attendance Policy**

#### **General**

Regular attendance of program training is expected, just as it is expected in the workplace. When training is in session, all students are expected to attend and be prepared to learn.

#### **Specific**

**Basic Course-** Students are required to attend the training in order to receive the Certificate of Completion. If an emergency arises that dictates a student must leave the class, a student can reschedule their training make-up hours. If a student misses 4 hours or less of training during the week, the instruction can be given after normal business hours.

**Advanced Course-** Students are required to attend the training in order to receive the Certificate of Completion. If an emergency arises that dictates a student must leave the class, a student can

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reschedule their training make-up hours. If a student misses 4 hours or less of training during the week, the instruction can be given after normal business hours.

Brooke Transportation Training Solutions will coordinate with each student emergency in order for all students to get satisfactory training in order to increase the student's career success.

#### **XIV. Conduct of Behavior Policy**

A student can be dismissed for violation of the Conduct of Behavior Policy. A student must sign the Conduct of Behavior Policy Agreement in the Enrollment Packet.

##### **Personal Conduct**

Just as in the workplace, we want the training environment to be professional to encourage learning and teambuilding.

For this reason, the following will not be tolerated under any circumstances. Behaviors listed below exhibited in the class will be grounds for Student dismissal, and monies will be refunded as outlined in the Cancellation Refund Policy.

1. Foul Language of any kind
2. Class disruption of any kind, including but not limited to:
  - a) Rude or belligerent comments or behavior toward an instructor or towards another student. Any type of harassment of any kind.

b) Excessive tardiness, personal business during training, or any other behavior disrupting the training.

c) No smoking will be allowed in the classroom. You may have a beverage if in a spill proof type container.

d) Cellular phones, wireless internet or other distractions should be turned off during classroom lectures and training.

3. A student terminated for behavioral misconduct will be refunded the appropriate monies according to the refund policy and will not be able TO reapply for attendance.

## **XV. Graduation Requirements**

Students in the Basic Course will be allowed to graduate with a cumulative average score of 60 or higher. Students must attend 80% or more hours to graduate.

Grades are assigned as follows:

**A=90-100**

**B=80-89**

**C=70-79**

**D=60-69**

**F=below 60**

Students in the Advanced Course will be given a final exam graded on a Pass/Fail basis.



## **XVI. Placement Assistance**

All students attending Brooke Transportation Training Solutions' Course will be assisted with job placement assistance in finding a Broker/Agent or related position. Multiple vendors are brought in to offer opportunities to help graduates get started as an Agent. If the student desires to start in another of the related jobs/careers, Brooke TTS can also help with job placement assistance to help get started, after course completion.

## **XVII. Policy for Grievance Filing**

If Brooke Transportation cannot fully resolve any grievance, every student has the ability to contact the Texas Workforce Commission to file a formal grievance. The address to file the grievance is as follows: Texas Workforce Commission/Career School and Colleges Dept., 101 East 15<sup>th</sup> Street, Austin, Texas 78778-001.

Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas. The information in this contained in this catalog is true to the best of our knowledge.

**Jan C. Roach, Director**

**(Volume XV, Revised January 1, 2024)**