

TRAINING CATALOG



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

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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 XVII and was published January 1, 2026. This catalog is effective through the calendar year 2026.

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 Broker Pro Software Solutions, DAT Freight and Analytics, Internet Truckstop, Landstar Systems, Ziglar Inc., and the Dorado Group.



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Many other transportation and business-related service companies also provide valuable resources for our students. These companies include Broker Pro Software Solutions, Descartes Aljex, Carrier 411, Truckload Rate, Dorado Group 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
Flat Screen Lg	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 (Co-owners)

Jeff Roach- President

Janis Roach-Vice President

V. List of Officers

<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



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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.

Basic Freight Broker training course is an immersive course and is one work week (M-F) full time. The cost is \$2495.00 and includes all workbooks and materials (price effective as of January 1, 2026). (*prices subject to change)

This includes tuition, a \$100 non-refundable registration fee, and supplies. Credit and/or debit cards (Master Card or Visa), checks (minimum seven business 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

Advanced Freight Broker training course is an immersive course and is one work week (M-F) full time. The cost is \$3995.00 and includes all workbooks and materials (price effective as of January 1, 2026). (*prices subject to change)



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This includes tuition, a \$100 non-refundable registration fee, and supplies. Credit and/or debit cards (Master Card or Visa), checks (minimum seven business 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:	<u>\$ 150.00</u>
Total	\$3995.00

VII. Training Calendar and Holidays

The Basic Course Schedule for 2026 is as follows (with Open Enrollment):

Jan. 12 - 16, 2026

Feb. 09 - 13, 2026

March 23 - 27, 2026

April 13 - 17, 2026

May 18 - 22, 2026

June 15 - 19, 2026

July 13 - 17, 2026

Aug 17 - 21, 2026

Sept 14 - 18, 2026

Oct 12 – 16, 2026

Nov 09 – 13, 2026

Dec 07 – 11, 2026

The Freight Broker Virtual Distance Learning Basic Course is held the week 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: 0840-1740 hours with an hour lunch break and a 10-minute break for every hour of instruction. Lunch break is mid-day.

IX. Entrance Requirements-

If the student has worked as a Freight Broker or Freight Broker/Agent for a minimum of one year or more, or the student has a Freight Broker Training Certificate from a certified Freight

Broker Program within the previous five years, they can place out of all or part of the Freight Broker Basic through testing.

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 minimum of a High School diploma, GED or a home school certificate, CDL or a Certificate Program documented, Associates or College/University transcripts or diploma.

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:

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- (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 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:

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- (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

Freight Broker Basic Course (FBB) - 5 Day Training

The program is immersive and 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. The purpose of the course is to help graduates develop 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. Dress is business casual.

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
34 Step Brokerage Process	BKRPOC 101	2 Lecture
Operations-Dispatch, Tracking, Data Base	OPNS 101	2 Lecture
Development		
Operations-Calculating Pricing & Routing	OPNS 102	2 Lecture
Freight		
Qualifying Customers	QUAL 101	1 Lecture
Record Maintenance	RECMNT 101	.5 Lecture
Pitfalls and Challenges in Transportation	PTFL 101	.5 Lecture
You will face		
Staffing Your Company	STAF 101	.5 Lecture
DISC Behavioral Study	DISC 101	1 Lecture
Building & Executing a Marketing Plan	MKT 101	1 LEC/1 LAB
Sales Process and Objections	SLS 101	2 Lecture
Calling Techniques/Role Playing/	SLS 101	2 LEC/2 LAB
Marketing Calls		

Information Technology	ITEC 101	1 Lecture
Internet Resources	ITEC 102	3 LAB
Financial Management & Claims	ACC 101	2 Lecture
Invoice Factoring	ACC 102	1 Lecture
Alliance Partnerships	ALNC 101	2.5 Lecture
Testing & Review	TEST 101	2 test (lab)

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

Curso Basico de Agente de Carga / Espanol (FBBS) – Capacitacion de 5 dias

Este programa de inmersión enseña a estudiantes cómo establecer, iniciar y operar como agentes o corredores de carga (“freight brokers”) dentro del sector de intermediación de transporte – un mercado valorado en más de \$700+ billones de dólares – centrándose principalmente en envíos de carga completa (“truckload”) y envíos de carga consolidada (“less-than-truckload”) de gran volumen. El plan de estudios se centra en el crecimiento y desarrollo profesional y personal, fundamentado en la honestidad, la integridad y el servicio.

Al finalizar con éxito el programa, los estudiantes poseerán las habilidades básicas y los conocimientos prácticos necesarios para triunfar en el ámbito de la intermediación de transporte. Los graduados comprenderán a fondo todos los requisitos y responsabilidades del puesto, sabrán cómo fijar y desarrollar objetivos, y aprenderán a establecer relaciones comerciales dentro de la industria del transporte. El objetivo del curso es ayudar a los graduados a desarrollar las competencias necesarias para ejercer como agentes o corredores de carga, ya sea trabajando desde casa o en una oficina.

Si bien la mayoría de los estudiantes comienzan su trayectoria laboral como agentes o corredores de carga tras la capacitación, existen otras oportunidades profesionales relacionadas, tales como: despachador (“dispatcher”), especialista en operaciones de carga o

gerente de operaciones (para una agencia de corretaje o una empresa de transporte), ventas de servicios de carga, atencion al cliente en logistica o transporte de mercancías, operaciones logisticas y/o gerente de trafico o de carga.

Los metodos de ensenanza y capacitacion incluyen clases magistrales, seminaries web y formacion asistida por computadora, asi como simulaciones de situaciones reales y practicas de llamadas comerciales. Se requiere vestimenta de tipo "business casual" (informal de negocios).

ESQUEMA DEL PROGRAMA: Cuarenta (40) horas lectivas: 28 de teoria, 8 de laboratorio, 4 de evaluacion (incluidas en el laboratorio)

Nombre de la asignatura:	Codigo:	Horas:
Principios fundamentals y Reputacion	PRIN 101	2 lectiva
Desarrollo personal y de habilidades	PERDEV 101	1 teoria / 1 lab
Establecimiento de objetivos	DEVGLS 101	1 teoria / 1 lab
Industria del transporte/Intermediacion de Carga teorica historia	TRAN 101	1 clase
Primeros pasos: requisitos de licencia teoricas y necesidades de equipamiento	LIC 101	2 clases teoricas
Elaboracion del paquete informative para el remitente	SPKT 101	1 clase teorica
Elaboracion del paquete informative para el transportista	CPKT 101	1 clase teorica
Proceso de intermediacion de 34 pasos	BKRPOC 101	2 clases teoricas

Operaciones: despacho, seguimiento y desarrollo de bases de datos	OPNS 101	2 clases teoricas
Operaciones: Cálculo de precios y rutas	OPNS 102	2 clases teóricas
Carga		
Selección de clientes	QUAL 101	1 clase teórica
Mantenimiento de registros	RECMNT 101	0.5 clases teóricas
Dificultades y desafíos en el transporte	PTFL 101	0.5 clases teóricas
A los que se enfrentará		
Dotación de personal para su empresa	STAF 101	0.5 clases teóricas
Estudio de comportamiento DISC	DISC 101	1 clase teórica
Elaboración y ejecución de un plan de marketing	MKT 101	1 teoría/1 práctica
Proceso de ventas y manejo de objeciones	SLS 101	2 clases teóricas
Técnicas de llamadas/Simulaciones de situaciones/ Llamadas de marketing	SLS 101	2 Teóricas/2 Prácticas
Tecnología de la información	ITEC 101	1 Teórica
Recursos de Internet	ITEC 102	3 Prácticas
Gestión financiera y reclamaciones	ACC 101	2 Teóricas
Factoraje de facturas	ACC 102	1 Teórica
Alianzas estratégicas	ALNC 101	2,5 Teóricas
Evaluación y repaso	TEST 101	2 evaluaciones (prácticas)

Se otorga un certificado de finalización a cada estudiante tras completar satisfactoriamente el programa de capacitación de Brooke Transportation Training Solutions.

Freight Broker Advanced Course (FBA)- 5 Days Full Time (40 hours)

The Freight Broker Advanced Course is an immersive course and 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. Dress is 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

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

Freight Broker Advanced Course (FBA)

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. 2006, 2012, 2016, 2022) (rev. 2024)

Instructional Methods:

Lecture/Lab/Video/Webinar

Maximum Student/Instructor Ratio: 14:1

Additional Materials and Media References: Ziglar Training Systems, Video Training 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. Progress reports provided on the last day, or earlier per student request.

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.



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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 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 do presentations 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 15th Street, Austin, Texas 78778-001.

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

Jan C. Roach, Director

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