BROOKE
Transportation
Training
Solutions

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

TRAINING CATALOG





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

BROOKE Transportation Training Solutions

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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 Screens, 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.

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IV. List of Officers (Co-owners)

Jeff Roach- President

Janis Roach-Vice President

V. List of Faculty

Name	Position	Subjects Taught
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		All subjects

VI. Registration and Tuition

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

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

Freight Broker Basic Course (FBB) — CIP Code: 52.0209

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 registration fee, and supplies. Credit and/or debit cards (MasterCard, Visa, Discover, American Express), 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
Workbook & Handouts:	$ 289.00 (Workbook/Handouts are mandatory for training)
Pen & Paper/Suppl:	3.00
Total Cost:	$2495.00

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Freight Broker Advanced Course (FBA) — CIP Code: 52.0209

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)

This includes tuition, a $100 registration fee, and workbook/handout packet. Credit and/or debit cards (Master Card, Visa, Discover, American Express), 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**
Workbook & Handouts:	**$ 150.00 (Workbook/Handouts are mandatory for training)**
Total	**$3995.00**

Scholarships: Brooke Transportation Training Solutions, LLC does not offer scholarships.

VII. Training Calendar and Holidays

Freight Broker Basic Course (FBB) — CIP Code: 52.0209
The scheduled 2026 Basic Course sessions appear in the table below.

Enrollment closes before each session as described in Section IX. No enrollments are accepted after a class begins.

Term / session	Class start date	Class end date	Daily class times / shift
January Basic Course	January 12, 2026	January 16, 2026	Day shift: 8:40 a.m.–5:40 p.m.
February Basic Course	February 9, 2026	February 13, 2026	Day shift: 8:40 a.m.–5:40 p.m.
March Basic Course	March 23, 2026	March 27, 2026	Day shift: 8:40 a.m.–5:40 p.m.
April Basic Course	April 13, 2026	April 17, 2026	Day shift: 8:40 a.m.–5:40 p.m.
May Basic Course	May 18, 2026	May 22, 2026	Day shift: 8:40 a.m.–5:40 p.m.
June Basic Course	June 15, 2026	June 19, 2026	Day shift: 8:40 a.m.–5:40 p.m.
July Basic Course	July 13, 2026	July 17, 2026	Day shift: 8:40 a.m.–5:40 p.m.
August Basic Course	August 17, 2026	August 21, 2026	Day shift: 8:40 a.m.–5:40 p.m.
September Basic Course	September 14, 2026	September 18, 2026	Day shift: 8:40 a.m.–5:40 p.m.
October Basic Course	October 12, 2026	October 16, 2026	Day shift: 8:40 a.m.–5:40 p.m.
November Basic Course	November 09, 2026	November 13, 2026	Day shift: 8:40 a.m.–5:40 p.m.
December Basic Course	December 7, 2026	December 11, 2026	Day shift: 8:40 a.m.–5:40 p.m.

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Freight Broker Distance Learning/Virtual Basic Course (FBBD) — CIP Code: 52.0209

Course Schedule: The Distance Learning/Virtual Basic Course is scheduled Monday through Friday during the week preceding each listed live Basic Course session.

The scheduled 2026 Basic Course Distance Learning/Virtual sessions appear in the table below.

Enrollment closes before each session as described in Section IX. No enrollments are accepted after a class begins.

Term / session	Class start date	Class end date	Daily class times / shift
January Basic Course	January 05, 2026	January 09, 2026	Day shift: 8:40 a.m.–5:40 p.m.
February Basic Course	February 02, 2026	February 06, 2026	Day shift: 8:40 a.m.–5:40 p.m.
March Basic Course	March 16, 2026	March 20, 2026	Day shift: 8:40 a.m.–5:40 p.m.
April Basic Course	April 06, 2026	April 10, 2026	Day shift: 8:40 a.m.–5:40 p.m.
May Basic Course	May 11, 2026	May 15, 2026	Day shift: 8:40 a.m.–5:40 p.m.
June Basic Course	June 08, 2026	June 12, 2026	Day shift: 8:40 a.m.–5:40 p.m.
July Basic Course	July 06, 2026	July 10, 2026	Day shift: 8:40 a.m.–5:40 p.m.
August Basic Course	August 10, 2026	August 14, 2026	Day shift: 8:40 a.m.–5:40 p.m.
September Basic Course	September 07, 2026	September 11, 2026	Day shift: 8:40 a.m.–5:40 p.m.
October Basic Course	October 05, 2026	October 09, 2026	Day shift: 8:40 a.m.–5:40 p.m.
November Basic Course	November 02, 2026	November 06, 2026	Day shift: 8:40 a.m.–5:40 p.m.
December Basic Course	November 30, 2026	December 04, 2026	Day shift: 8:40 a.m.–5:40 p.m.

Freight Broker Live and Distance Learning/Virtual Advanced Course (FBA, FBAD) — CIP Code: 52.0209

Course Schedule: The Advanced Course, for the Live or for the Distance learning/virtual offering, normally runs Monday through Friday during the week following the live Basic Course, with exceptions for major holiday periods, Thanksgiving and Christmas/Winter Break periods.

The scheduled 2026 Advanced Course Live and Distance Learning/Virtual sessions appear in the table below.

Enrollment closes before each session as described in Section IX. No enrollments are accepted after a class begins.

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Term / session	Class start date	Class end date	Daily class times / shift
January Advanced Course	January 19, 2026	January 23, 2026	Day shift: 8:40 a.m.–5:40 p.m.
February Advanced Course	February 16, 2026	February 20, 2026	Day shift: 8:40 a.m.–5:40 p.m.
March Advanced Course	March 30, 2026	April 03, 2026	Day shift: 8:40 a.m.–5:40 p.m.
April Advanced Course	April 20, 2026	April 24, 2026	Day shift: 8:40 a.m.–5:40 p.m.
May Advanced Course	May 25, 2026	May 29, 2026	Day shift: 8:40 a.m.–5:40 p.m.
June Advanced Course	June 22, 2026	June 26, 2026	Day shift: 8:40 a.m.–5:40 p.m.
July Advanced Course	July 20, 2026	July 24, 2026	Day shift: 8:40 a.m.–5:40 p.m.
August Advanced Course	August 24, 2026	August 28, 2026	Day shift: 8:40 a.m.–5:40 p.m.
September Advanced Course	September 21, 2026	September 25, 2026	Day shift: 8:40 a.m.–5:40 p.m.
October Advanced Course	October 19, 2026	October 23, 2026	Day shift: 8:40 a.m.–5:40 p.m.
November Advanced Course	November 16, 2026	November 20, 2026	Day shift: 8:40 a.m.–5:40 p.m.
December Advanced Course	November 14, 2026	December 18, 2026	Day shift: 8:40 a.m.–5:40 p.m.

The daily class schedule for the Live Basic Course, and for the scheduled Distance Learning/Virtual Basic, and for the Live Advanced and the Distance Learning/Virtual Advanced Courses (all courses): 8:40 a.m. to 5:40 p.m., Monday–Friday.

For all of the class schedules, lunch is mid-day (typically between 12:00 p.m.–1:00 p.m.), with a 10-minute break during each instructional hour. (The lunch hour is excluded.) For each of the trainings, a five-day session provides 40 scheduled course-time hours. The lunch hour is not included.

For all classes, enrollment closes before each session as described in Section IX. No enrollments are accepted after a class begins.

2026 Holidays and break Administrative Calendar

(See table below; dates listed chronologically):

Administrative offices are closed on the listed holidays and break dates. Some scheduled classes may still meet on administrative holidays if separately confirmed. No trainings are scheduled during Thanksgiving and Winter Break.

Holiday	2026 date	Holiday	2026 date
New Year's Day	January 1, 2026	Spring Break	March 9–20, 2026
Good Friday	April 3, 2026	Memorial Day	May 25, 2026
Juneteenth	June 19, 2026	Independence Day (observed)	July 3, 2026
Labor Day	September 7, 2026	Veterans Day	November 11, 2026
Thanksgiving Day	November 26, 2026	Winter Break	December 21, 2026–January 1, 2027

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VIII. Hours of Operation

Administrative office hours: Monday–Friday, 9:30 a.m.–5:30 p.m., except for during the published administrative office holidays and breaks. Class sessions may operate during an administrative holiday when shown in the published course schedule.

Class hours (Basic and Advanced, for Live and Distance Learning/Virtual course options): Monday–Friday, 8:40 a.m.–5:40 p.m. Lunch: One hour, mid-day; typically 12:00–1:00 p.m. A 10-minute break is provided in each instructional hour. (Lunch hour is excluded.) Five days contain 40 scheduled course-time hours. The lunch hour is not counted as instructional time.

IX. Entrance Requirements-

All applicants must interview with an admissions counselor. Applicants must be at least 17 years of age; applicants younger than 18 must provide written permission from a parent or legal guardian. All applicants are required to complete an enrollment application.

Required for enrollment: Applicant must provide proof of minimum of High School completion (diploma, GED, or home school certificate), or educational equivalency (examples: proof of completion of another Certificate program, minimum of 12 or more semester hour transcripts or 18 quarter hours, from an accredited postsecondary institution, proof of completion of another Certificate program, a CDL copy or a professional license copy, or a college diploma). Academic document to be maintained in the student file.

Brooke Transportation Training Solutions does not currently administer an Ability to Benefit ("ATB") entrance examination for admission. Applicants need to qualify through the published education-based admission requirements.

Program and subject prerequisites: All Basic Course formats (live, virtual, and Spanish) use the same entrance requirements above; there are no separate subject-level prerequisites within the Basic curriculum.

Advanced Freight Broker Training Course applicants must have completed the Brooke Transportation Training Solutions Freight Broker Basic Course. If the student is a military student, a minimum of two years of documented military education, training, and/or experience specifically in freight brokering in the military may also be evaluated for Advanced Course eligibility. Qualifying freight brokerage experience acquired through military service may satisfy the Freight Broker Basic Course prerequisite for the Advanced Course. Advanced Course subject prerequisites are the same as the Advanced Course program prerequisite.

Enrollment deadlines and changes: For all courses, enrollment closes on the Friday immediately preceding the Monday class start date. No students may be added after a course has begun. A student may cancel before class starts or drop/withdraw after class starts but before program completion by providing written notice to the school. There is no late-add period; changes are processed for the affected session upon receipt of notice. (The effective date, financial settlement, and refund, if any, are governed by the cancellation/refund terms in Section X and applicable Texas law; the enrollment cutoff is not a waiver of a statutory cancellation or refund right.)

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Additional note on military credit:

Previous education, training, and military service credit (40 TAC §§807.122(e)(7) and 807.191(b)-(c)): Because these programs contain 40 course-time hours or fewer, Brooke Transportation Training Solutions is not generally required to award credit for previous education or training, EXCEPT for a course type included in the current TWC military service course credit directory. For any course covered by that directory, the school will evaluate verified military experience, education, and training against the required course competencies and award credit for aligned subjects, unless the school can document that the skills are not appropriately aligned. Students seeking military credit should provide supporting military training and service records before enrollment. The school will document the evaluation and decision, and adjust required course time and tuition/price as warranted when credit is granted. The separate Advanced Course admission requirement is the completion of the Brooke Transportation Training Basic Course. (The military exception of a minimum of two years of verifiable freight brokerage experience, including qualifying military freight brokerage education/training or experience to determine eligibility; these do not automatically confer course credit.)

X. Refund Policy - For vocational schools with courses of 40 hours or less

Please Note: There is no cancellation policy requirement for schools with courses of 40 hours or less.

Refund Policy:

1. Refund computations will be based on the period of enrollment computed on basis of course time (contact hours).
2. The effective date of termination for refund purposes will be the earliest of the following:
    a. the last date of attendance; or
    b. the date of receipt of written notice from the student
3. If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than $100 shall be retained by the school.
4. If the student fails to enter the program, withdraws, or is discontinued at any time before completion of the program, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the program after the effective date of termination bears to the total number of class hours in the program.
5. A full refund of all tuition and fees is due in each of the following cases:
    a. An enrollee is not accepted by the school;
    b. If the program of instruction is discontinued by the school and this prevents the student from completing the program; or
    c. If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentation by the owner or representatives of the school.

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Refund Policies for Students Called To Active Military Service

1. 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 “withdrawn-military” for the courses 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 courses in the program, but only if the instructor or instructors of the program determine that the student has:

(1) satisfactorily completed at least 90 percent of the required coursework for the program; and

(2) demonstrated sufficient mastery of the program material to receive credit for completing the program.

Refunds will be totally consummated within 60 days after the effective date of termination.

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XI. Program Description and Outlines Freight Broker Basic Course (FBB) - 5 Day Training
CIP Code: 52.0209
Prerequisites (Basic Course): General admission eligibility, required admissions interview, and enrollment documentation as described in Section IX. No additional prerequisites apply to individual Basic Course subjects.

The program is immersive and teaches students how to set up, open and operate as a Freight Broker/Agent or a Broker in the $800+ billion transportation field; the intermediary sector focuses 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.

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CIP Code: 52.0209

PROGRAM OUTLINE: Forty (40) clock hours - 28 Lecture; 12 Lab (8 Lab + 4 Test/Review)

Subject Name	Code	Hours
Core Principles-Building A Reputation	PRIN 101	2 Lecture
Personal/SKILLS Development	PERDEV 101	1LEC/1LAB
Developing Goals	DEVGLS 101	1LEC/1 LAB
Transportation Industry/Freight Brokering History	TRAN 101	1 Lecture
Getting Started-Licensing Requirements & Equipment Needs	LIC 101	2 Lecture
Building Shipper Information Packet	SPKT 101	1 Lecture
Building Carrier Information Packet	CPKT 101	1 Lecture
34 Step Brokerage Process	BKRPROC 101	2 Lecture
Operations-Dispatch, Tracking, Data Base Development	OPNS 101	2 Lecture
Operations – Calculating Pricing & Routing	OPS 102	2 Lecture

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Qualifying Customers	**QUAL 101**	**1Lecture**
Record Maintenance	**RECMNT 101**	**.5 Lecture**
Pitfalls and Challenges in Transportation You will face	**PTFL 101**	**0.5 Lecture**
Staffing Your Company	**STAF 101**	**0.5 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/ Marketing Calls	**SLS 102**	**2 LEC/2 LAB**
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**	**0.5 Lecture**
Testing & Review	**TEST 101**	**4 hours Lab (testing/review)**

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

Código CIP: 52.0209

Requisitos previos: Se aplican los mismos requisitos generales de admisión y entrevista del Curso Básico (Sección IX). No existen requisitos previos adicionales para las asignaturas individuales del Curso Básico.

Este programa de inmersion ensena estudiantes como establecer, iniciar y operar come agentes o corredores de carga (“freight brokers”) dentro del sector de intermediacion de transporte — un mercado valorado en mas de $700+ billions de dolares — centrandose principalmente en envios de carga completa (“truckload”) y envios de carga consolidada (“less-than'truckload”) de gran volumen. El plan de estudios se centra en el crecimiento y desarrolo profesional y personal, fundamentado en la honestidad, la integrdidad y el servicio.

Al finalizer con exito el programa, los estudiantes poseeran las habilidades basicas y los conocimientos practicos necesarios para triunfar en el ambito de la intermediacion de transporte. Los graduados comprenderan a fondo todos los requisites y responsabilidades del puesto, sabran como fijar y desarrollar objetivos, y aprenderan a establecer relaciones comerciales dentro de la industria del de transporte. El objetivo del curso es ayudar a lot graduados a desarrollar las competencias necesarias para ejercer como agentes o corredores de carga, ya sea trabajando desde casa o en una oficina.

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Si bien la mayoria de los estudiantes comienzan su travectoria laboral como agentes o corredores de cargo tras la capacitacion, 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 mercancias, 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 require vestimenta de tipo “business casual” (informal de negocios).

Código CIP: 52.0209

ESQUEMA DEL PROGRAMA: Cuarenta (40) horas: 28 de teoría; 12 de laboratorio (8 de laboratorio y 4 de evaluación/repaso)

Nombre de la asignatura	Código	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 Cargo teorica historia	TRAN 101	1 clase
Primeros pasos: requisites 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	BKRPROC 101	2 clases teoricas
Operaciones: despacho, sequimiento y desarrollo de bases de datos	OPNS 101	2 clases teoricas
Operaciones: Cálculo de precios y rutas Carga	OPNS 102	2 clases teóricas
Selección de clientes	QUAL 101	1 clase teórica
Mantenimiento de registros	RECMNT 101	0.5 clases teóricas
Dificultades y desafíos en el transporte A los que se enfrentará	PTFL 101	0.5 clases teóricas
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

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Proceso de ventas y manejo de objeciones	**SLS 101**	**2 clases teóricas**
Técnicas de llamadas/Simulaciones de situaciones] Llamadas de marketing	**SLS 102**	**2 Teóricas/2 Prácticas**
Tecnología de la información	**ITEC 101**	**1 Teórica**
Recursos de Internet	**ITEC 102**	**3 Practicas**
Gestión financiera y reclamaciones	**ACC 101**	**2 Teóricas**
Factoraje de facturas	**ACC 102**	**1 Teórica**
Alianzas estratégicas	**ALNC 101**	**0,5 Teóricas**
Evaluación y repaso	**TEST 101**	**4 horas prácticas (evaluación/repaso)**

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

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

CIP Code: 52.0209

Prerequisite (Advanced Course): Completion of the Brooke Transportation Training Solutions Freight Broker Basic Course. No additional subject-level prerequisites apply.

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

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X. Subject Description: Basic & Advanced Courses: CIP Code: 52.0209

Prerequisites applicable to each subject: All Basic Course subjects require the published Basic Course admission prerequisites. All Advanced Course subjects require the published Advanced Course admission prerequisites. No separate subject-specific requirements apply beyond the relevant program prerequisite.

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

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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. 1-hour Lecture/ 1-hour LAB. PERDEV 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

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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. 2-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. 2-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

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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- PO! 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. 2-hours Lecture. SLS 101

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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. 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. 3-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

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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 Lab (testing & review). TEST 101 / a-d

Freight Broker Advanced Course (FBA)

CIP Code: 52.0209
Subject Hours: 40 hours

Prerequisite: Brooke Transportation Training Solutions Freight Broker Basic Course. No separate subject-level prerequisites.

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

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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**

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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**

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- **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 & Satisfactory Academic Progress (SAP)

Basic Course (40 hours) / Requirements: Student performance is evaluated through homework, quizzes, and a final examination at the end of the course. Grades: A = 90–100; B = 80–89; C = 70–79; D = 60–69; F = below 60. Students must earn a grade average of at least 60% overall, and attendance of a minimum of 30 hours, to graduate. There are no leaves of absence graded for courses of 40 hours or less. The five-day course constitutes the grading/progress evaluation period. Final grade and status are provided at course completion. (Progress may be provided earlier upon request.)

Advanced Course (40 hours)/ Requirements: Instructors evaluate assignments and practical performance daily and issue one final Pass/Fail grade at the end of the course. A passing grade requires satisfactory completion of at least 80% of assigned coursework, an attendance of a minimum of 30 hours, and sufficient mastery of the program material, as determined by the instructor. There are no leaves of absence granted for courses of 40 hours or less. The grading/progress evaluation period is the duration of the five-day course. Daily evaluation records contribute to the Pass/Fail grade at the end of the course. (Progress may be provided earlier upon request.)

All courses: The school may issue a written academic warning and offer instructor support during the course when performance is unsatisfactory.

Unsatisfactory academic progress and readmission: A student who does not meet the applicable completion standard at the end of the course will not receive a certificate of completion. If enrollment is terminated for unsatisfactory progress, the student may seek readmission only after at least one progress evaluation period has elapsed, subject to the school's readmission decision and applicable refund requirements. A student readmitted following termination for unsatisfactory progress is placed on academic probation for the next grading period. The student must meet the applicable final grading and attendance standards by the end of that period or enrollment will be terminated. The school documents probation terms and counseling in the student file. Make-up instruction, where authorized, is subject to the separate TWC limit and deadline in the Attendance Policy; the school does not offer a 180-day make-up period.

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.

XIII. Attendance Policy – General / All courses:

Regular attendance is expected in both Basic and Advanced Courses. Each student must attend and be prepared to participate during scheduled instruction and must notify the instructor in advance of any anticipated missed class time whenever possible. Attendance records show actual hours attended and missed, including partial-day absences.

Tardiness and absences: Scheduled class instruction begins at 8:40 a.m. Students arriving after 10:00 a.m. are marked tardy under the school's policy; all instructional time missed after 8:40 a.m. is separately recorded as an absence, including partial-day absences. An absence on any class day is entered on the attendance sheet and dated in the student file. Absences longer than four hours in a day are additionally flagged as a full-day attendance concern, while actual missed hours remain accurately recorded.

Attendance termination and reentry: Under the school's attendance policy, missing more than 25% of a 40-hour program (more than 10 scheduled course-time hours) results in termination, subject to applicable refund protections. In all events, TWC requires termination when absences exceed 25% of a program of 40 hours or fewer (more than 10 hours). A student terminated for unsatisfactory attendance may not reenter before the beginning of the next progress evaluation period (normally the next scheduled five-day course session).

Make-up work: In a 40-hour program, 5% of total course time may be made up, and missed attendance hours are not retroactively erased. Any school-approved make-up work must be supervised by an approved instructor, demonstrate comparable mastery, and be completed within two weeks after the grading period in which the absence occurred. The school documents the date, time, duration, supervising instructor, and the student's dated acknowledgment of completion.

Leave-of-absence policy: Formal leaves of absence are not available for programs of 40-hour or less under 40 TAC §807.245(a). Students must report anticipated absences to the instructor. Any absence and associated supporting documentation are placed in the student file; reporting an absence does not convert it to an approved leave or guarantee an opportunity to make up missed course time.

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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 are able to 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.

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XVII. STUDENT COMPLAINTS & GRIEVANCE PROCEDURE

Definition and protection from retaliation. A complaint is a student concern about the school, its educational programs, services, facilities, or actions of faculty, staff, or administrators. Brooke Transportation Training Solutions prohibits retaliation or harassment against a student for raising a concern or filing a complaint in good faith. A complaint will not adversely affect a student's grades or enrollment solely because it was filed.

Step 1 — Instructor discussion (optional). For a classroom, instruction, or grading concern, the student may first discuss the issue with the instructor. This is encouraged but is not required.

Step 2 — Conference with the school director (optional). If the concern remains unresolved, or if the student prefers not to speak with the instructor, the student may contact Jan C. Roach, Director and local administrator, at (817) 998-5398 to request a conference. A director conference is NOT required before filing a formal written complaint.

Step 3 — Formal written complaint. A student may file a formal written complaint directly with the School Director. The complaint should state the concern, relevant dates, persons involved, supporting records, and the requested resolution. Submit the complaint by delivery or mail to: Jan C. Roach, Director, Brooke Transportation Training Solutions, LLC, 5005 Colleyville Boulevard, Suite 204, Colleyville, Texas 76034. Questions may be directed to (817) 998-5398.

Investigation, response, and recordkeeping. The director will investigate the written complaint, consider relevant records, and take appropriate action. The school will provide a formal written decision or response no later than the 10th business day after the day the written complaint is received by any member of the school's faculty or staff. The school maintains records of complaints, investigations, responses, and resolutions and works diligently to resolve concerns locally.

Escalation to the Texas Workforce Commission. A student dissatisfied with the school's response, or unable to file a complaint with the school, may file a complaint with TWC. A student does not have to complete the optional instructor or director conference steps before filing a written complaint.

TWC Career Schools and Colleges — Room 226T, 101 East 15th Street, Austin, TX 78778-0001
Phone: (512) 936-3100 | Email: career.schools@twc.texas.gov
Student complaint information: https://www.twc.texas.gov/programs/career-schools-colleges/students

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NOTICE
STUDENT COMPLAINT POLICY

Dear Students:

Brooke Transportation Training Solutions, LLC has a Certificate of Approval from the Texas Workforce Commission (TWC). TWC-assigned school number: S2133.

The school's programs are approved by the Texas Workforce Commission.

Students must address concerns about this school or any of its educational programs using the grievance procedure published in this catalog. The school provides students with the grievance procedures upon enrollment and retains signed acknowledgment of receipt. If you were not given the procedures, please inform school management.

Students dissatisfied with this school's response to a complaint, or who are not able to file a complaint with the school, may file a formal complaint with the Texas Workforce Commission.

Information on filing a formal student complaint is available through TWC Career Schools and Colleges: https://www.twc.texas.gov/programs/career-schools-colleges/students.

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

I certify that the information contained in this catalog is true and correct.



Jan C. Roach, Director

(Volume XVII, Revised January 1, 2026)