FIRST INSTITUTE
Training & Management, Inc.







CATALOG

2026

Effective January 1, 2026 to December 31, 2026

www.fitmnow.com

Administrative Office and Training Facility:

909.829.1643

909.829.2600

FONTANA CAMPUS
16730 Arrow Blvd
Fontana, CA 92335

SAN BERNARDINO SATELLITE CAMPUS
1535 E Highland Avenue, Suite B
San Bernardino, CA 92404

YUCCA VALLEY BRANCH CAMPUS
57-725 29 Palms Hwy, Suite 104
Yucca Valley, CA 92284

BARSTOW BRANCH CAMPUS
2346 East Main Street
Barstow, CA 92311

VICTORVILLE SATELLITE CAMPUS
15480 Ramona Ave
Victorville, CA 92392

First Institute Training & Management, Inc. makes every effort to ensure accuracy of the information contained in this catalog and it is updated annually.

The current catalog will be provided to all prospective students and members of the public upon visiting the school or requesting one be mailed to them. The catalog may be also accessed at our website www.fitmnow.com. As a prospective student, you are encouraged to review this catalog prior to signing an Enrollment Agreement. In addition, we encourage you to review the School Performance Fact Sheet, which must be provided to you prior to signing the Enrollment Agreement as well.

Contents

ABOUT US 1

MISSION STATEMENT 1

- Philosophy and Objectives 1
- Approvals 1
- Facilities 1
- Academics/Program Structure 2
- Graduation Requirements 3
- Faculty Qualifications 3
- Exit Interviews 3
- Curriculum Changes 3
- Class Structure 3
- Holidays & Other Cancellations 3
- Student Record Retention 4

STUDENT SERVICES 4

- Academic Assistance 4
- Student Mentoring 4
- Library/Courtesy Computer Time 4
- Appointments with Administrators 4
- Notice Concerning Transferability of Credits and Credentials Earned at Our Institution 4
- Transfer of Credit into FITM 5
- Leave of Absence 5
- Student Messages 5
- Visitors 5
- Drug & Alcohol Awareness Policy 5
- Parking 5
- Housing 6
- General Safety 6

CODE OF CONDUCT 6

- Attendance Policy 6
- Tardiness 6
- Satisfactory Progress 6
- Academic Dismissal 6
- Smoking Policy 7
- Common Areas 7
- Classroom Decorum 7
- Inspection of Personal Property 7
- General Conduct Rules/Disciplinary Action 7
- Bullying/Harassment 8
- Non-Discriminatory Policies 9
- Video/Audio Taping 9
- Grievance Policy 9
- Student Tuition Recovery Fund (STRF) 9
- Cancellation, Withdrawal and Refunds 11
- Federal or State Guaranteed Loans 12
- Career Placement Assistance 12
- Self-Monitoring Procedures 13

PROGRAM OFFERINGS 14

Total Programs Charges and Costs 14

BUSINESS COMPUTER APPLICATIONS PROGRAM 15

- Objectives 15
- Career Opportunities 15
- PROGRAM COURSE DESCRIPTIONS 15

MEDICAL OFFICE ASSISTANT PROGRAM 16

- Objectives 16
- Career Opportunities 16
- PROGRAM COURSE DESCRIPTIONS 16

WELDING TECHNOLOGY PROGRAM 17

- Objectives 17
- Career Opportunities 17
- PROGRAM COURSE DESCRIPTIONS 17

STUDENT AGREEMENT 18

ABOUT US

MISSION STATEMENT

First Institute Training & Management, Inc. meets the educational needs of students, employers, and the community by designing quality training programs that utilize relevant methodology practice.

Philosophy and Objectives

The goal of First Institute Training & Management, Inc. (FITM) is to provide students with the foundational knowledge required to succeed in the workforce. Additionally, FITM exposes students to a wide range of career opportunities for which FITM training makes them qualified. To accomplish this, FITM offers a holistic program which greatly improves students' academic skills and social awareness while teaching industry specific technical and practical skills. FITM, through its team of professional, experienced and dedicated instructors, case managers, and administrators, provides students with the support needed to both select and complete the appropriate FITM training program. Finally, FITM provides graduates with the resources needed to enter the job market or pursue further educational training.

Approvals

First Institute Training & Management, Inc. is a private proprietary institution. FITM has been approved to operate by the Bureau for Private Post-Secondary Education (BPPE), in accordance with the provisions of California Education Code 94909 (a) (2) First Institute Training & Management, Inc or its programs are not accredited by an accrediting agency recognized by the United States Department of Education. CEC (a) (16) 94909.

Facilities

First Institute Training & Management, Inc. is in Fontana California. The institution's administrative and supervisory offices are located in the Fontana campus at 16730 Arrow Blvd, Fontana, California 92335. These offices are open from 8:00 a.m. to 4:00 p.m. Monday through Friday, as well as the San Bernardino Satellite Campus and Yucca Valley and Barstow Branch locations. Early morning and evening hours are available by appointment. Please call our main office to request an appointment for any of the three sites.

The locations maintain occupancy permits and business licenses from the cities of Fontana, San Bernardino, Yucca Valley, and Barstow respectively.

FITM does not have a bankruptcy petition filed nor has it filed for bankruptcy in its 15-year corporate history. Signed leases exist between First Institute Training & Management, Inc. and Hi Desert Pregnancy Center (in Yucca Valley), NetReit World, Inc. (in San Bernardino), and City of Fontana (in Fontana.)

First Institute Training & Management, Inc. is barrier free and accessible to individuals with disabilities. Auxiliary aides are available upon request.

Fontana Main Campus

The Fontana Main Campus features three fully equipped classrooms, each with whiteboards and internet access. The campus also includes an open-concept computer lab equipped with five computers, all with access to an office printer. Additional facilities include six private office spaces for student and faculty meetings, as well as a conference room for larger meetings. Workshop facilities include an open classroom area equipped with a laptop and large-screen television display to accommodate instructional workshops and virtual conferences. The building is ADA accessible and provides four-stall restroom facilities, along with clearly designated accessible parking spaces for visitors. Students also have access to an onsite kitchen equipped with a coffee maker, refrigerator, air fryer, and microwave. Our onsite instructors include Celeste de la Torre, Director

of Operations and MOA instructor and David Zuniga, Workforce Development Specialists and MOA Instructor.

Yucca Valley Branch Campus

The Yucca Valley Branch Campus is conveniently located within the Town Center Mall. The facility offers two classrooms equipped with whiteboards, one of which includes six computers for student use. Additional facilities include a conference room with a whiteboard, two private restrooms, a common area with seating, a designated study area with storage cabinets, and three private office spaces. Participants also have access to a kitchen equipped with a refrigerator, coffee maker, and microwave. The branch campus is ADA accessible and provides shared parking within the Town Center Mall parking lot. Our onsite instructor is Emilee Lucero, Workforce Development Specialists and MOA Instructor.

Barstow Branch Location

The Barstow Branch Location operates as a mobile welding laboratory designed to provide hands-on welding instruction and practical training. The mobile unit features a common area equipped with whiteboards that can be utilized as a classroom for instructional purposes. The welding laboratory provides students with access to industry-related equipment and materials, including welding machines, grinders, and various metals. These resources allow students to develop practical skills, gain hands-on experience, and expand their knowledge of the welding trade. Our Barstow instructor includes Jason Avila, Welding instructor. Mr. Avila travels between. Main and Branch locations in our mobile welding unit to share his knowledge and expertise with students from all over.

Academics/Program Structure

Student Admissions

First Institute Training & Management, Inc. seeks students who have both a strong desire to receive practical career preparation and the ability to achieve academic success. It is FITM's policy to limit enrollment to a maximum of 25 students per instructor for the Business Computer Applications and Medical Office Assistant programs. The Welding Technology program will be a maximum of eight students per instructor in the didactic portion of the program and eight students per one instructor in the Weld lab. Therefore, it is recommended that applicants enroll as early as possible to better their chances of being accepted into the program of their choice. To be eligible, applicants must be at least 18 years old and provide First Institute Training & Management, Inc. with one of the following:

1. A TABE score above a 6th grade reading level for the Business Computer Applications and the Medical Office Assistant programs. A TABE score above a 7th grade math level for the Welding Technology program.
2. Applicants must complete an interview conducted by the FITM Admissions Staff for suitability of each program.

FITM welcomes first inquiries from high school students and their parents during the prospective student's junior year. Students will be notified by mail of FITM's decision to accept or deny their application.

Grades

Students are informed of their academic progress at the completion of each course. Students have the right to access their files while they are enrolled and in good standing. Grades are based on a final exam given at the end of each course. Course grades are as follows:

100–90%	4.0 =	A	EXCELLENT
89–80%	3.0 =	B	GOOD
79–70%	2.0 =	C	SATISFACTORY
69–60%	1.0 =	D	UNSATISFACTORY
59-0%	0 =	F	FAIL
PASS	=		PASS
FAIL	=		FAIL

Graduation Requirements

Students will be awarded a Certificate of Completion upon successful completion of all graduation

requirements. The following requirements (in addition to any special requirements a student has received as the result of a disciplinary measure or any such agreement with FITM) must be met for a student to graduate:

- Students must have a final GPA of 2.0,
- Attend at least 80% of the eligible hours of instruction,
- Complete an exit interview,
- Meet all financial obligations (including those created through disciplinary measures or any such agreement with FITM).

Faculty Qualifications

All faculty must show evidence of no less than 4,000 clock hours (the equivalent of three years) of a combination of training and work experience in the specific subject area during instruction in which they intend to teach OR evidence of no less than 6,000 clock hours of successful on-the-job experience in the academic or vocational/skill subject area in which they intend to teach.
Previous teaching experience is not a requirement but is a preferred attribute of any potential faculty member. All instruction is imparted in English only.

FACULTY Administration: Celeste de la Torre, Director of Operations. Faculty: Jason Avila, Welding Instructor, David Zuniga and Emilee Lucero, Workforce Development Specialists and MOA instructors. Our staff has over 50 years of experience combined. Our Welding Instructor has knowledge of all types of welding; however, at this time, we only offer course certifications in SMAW Welding. Our Director of Operations has over 20 years of experience in the medical field from office assistant to directly assisting patients alongside multiple doctors. Our other MOA instructors both have firsthand knowledge as medical office assistants to help guide our students and establish realistic expectations in the field. Each one of our instructors is committed to continuing their knowledge and keeping up to date on all things related to their field of work. Instructors are qualified in their field of study and standards covered in each course and meet BPPE's approval and status requirements of three years in their appropriate career fields. They provide hands-on training, practical instruction, and assessment to ensure students meet competency and certification standards.

Exit Interviews

Each student must attend an Exit Interview with his or her case manager before graduation. Students will be given information vital to their ongoing career and academic advancement and wellbeing. This is a requirement for graduation.

Curriculum Changes

In keeping with FITM'S sincere effort to respond immediately to the changes in industry and the workplace, FITM reserves the right to make modifications in the course content and the structure of the curriculum as needed.

Class Structure

FITM programs offer day classes that start at 8:00
a.m. and end at 4:00 p.m. Monday through Friday. Other class schedules may be implemented based on need and demand. These will be posted at each
center two weeks prior to the beginning of each class.

Holidays & Other Cancellations

FITM observes the following legal holidays: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day. The scheduled dates for Winter Break will be posted at FITM. In times of inclement weather or other emergencies, classes may be cancelled, or a late start may be instituted. Please call your training facility by 7:45 a.m. to determine what action the school will be taking.

Student Record Retention

Permanent Retention:
-Transcripts/Certificate and Enrollment Agreement
-Leave of Absence

5 Year Retention:
-Financial Records
-Entrance Requirements
-Complaints
-Disciplinary action

STUDENT SERVICES

Academic Assistance

FITM provides a support system for students experiencing academic difficulties. Instructors are available by appointment to help with any area of difficulty. Student mentors will also assist students who are struggling. The FITM support system will implement various strategies to address each student's unique situation. Ultimately, however, it is imperative that students be committed to their own success as FITM.

Student Mentoring

To better serve students, FITM offers opportunities for students to become mentors within its student mentoring program. This program is administered by faculty and is available on a departmental basis.
The mentorship program fosters community and builds leadership skills, allowing students to grow by giving and receiving assistance to and from other students.

Library/Courtesy Computer Time

Students may require additional work on and practice with computers outside regularly scheduled training sessions. Students will be permitted to utilize school computers and other resources available on an 'as needed basis'. This time is available as a courtesy, and an instructor may or may not be available for assistance. The Internet is only intended for job search and academic use, not for personal or entertainment purposes. If a student is found exploring sites with explicit content, the student may be expelled from the school.

Appointments with Administrators

FITM administrators will attempt to meet with any student that wishes to speak with them. Students should arrange a meeting with school administrators through their instructors or by calling the school. The administrators' office will respond within 24 hours to any attempt to schedule an appointment through these two means.

Notice Concerning Transferability of Credits and Credentials Earned at Our Institution

The transferability of credits you earn at First Training & Management, Inc. is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn at First Institute Training & Management, Inc. is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your education goals. This may include contacting an institution to which you may seek to transfer after attending First Institute Training & Management, Inc. to determine if your certificate will transfer. First Institute Training & Management, Inc. has not entered into any articulation agreements or relationships with educational entities.

Transfer of Credit into FITM

A petition for credit for prior training may be secured and must be returned to the First Institute Training & Management, Inc. Administrative Office. The Campus Director along with the appropriate faculty member will

evaluate the petition. Official transcripts and course descriptions are required to determine applicable credit, if any, and must be provided by the potential applicant. The credit must have been earned at an First institution to be considered by FITM, Inc. A minimum grade of "C" or its equivalent will be considered. A student must also complete at least eighty percent (80%) of the FITM program to receive a Certificate of Completion. If FITM accepts credit for prior training the current tuition will be reduced proportionally by the number of hours that transfer credit is accepted.

Requests for credit transfer must be made prior to beginning classroom attendance at FITM. FITM does not offer any options for earning credit through examinations. FITM does not offer credit for experiential learning. FITM is not authorized by the United States Department of Homeland Security to enroll immigrant and/or non-immigrant international students.

Leave of Absence

A one-time leave of absence may be granted for bona fide, acceptable, and unavoidable reasons, subject to final approval by the Campus Director. It shall be reasonable in duration and shall not exceed the 60 days. All leaves of absence shall be requested in writing, properly dated and signed by both the student and school personnel and placed in the student's file within one week of the beginning of such Leave of Absence.

Articulation Agreements

FITM does not have any articulation agreements with any college or university.

Student Messages

First Institute Training & Management, Inc. staff will take messages on behalf of students and deliver them during scheduled breaks. In emergencies, at staff discretion, students will be notified while they are in class. This service is offered as a courtesy and can be terminated at any point at FITM's discretion.

Visitors

First Institute Training & Management, Inc. welcomes visitors. Applicants are encouraged to set an appointment to visit any FITM training facility and MUST inform school administrators and receive the administrator's permission prior to bringing guests on the school premises.

Prior to bringing a guest into a classroom, students must also receive permission from their instructor. may bring guests with them on their visit. In addition, students may bring guests, including prospective students with them. However, if a student is caught with any substance, which is illegal for them to be in possession of, the authorities will be contacted. (The authorities will also be contacted if any minor is found possession of alcohol)

Drug & Alcohol Awareness Policy

If students require additional information or assistance with drug and alcohol abuse issues, they are referred to local agencies specializing in substance abuse counseling. However, if a student is caught with any substance, which is illegal for them to be in possession of, the local authorities will be contacted. (The authorities will also be contacted if any minor is found in possession of alcohol.)

Parking

Parking spaces are available to students on a first come, first serve basis. Please use discretion when parking, ensuring your doors are locked, and valuables are kept out of sight. FITM assumes no liability for property damage, lost articles, or bodily injury resulting from the use of parking facilities.

Housing

FITM assumes no responsibility for housing students and does not provide any residence halls. Housing is available within a 10-mile radius for an average cost of $2,350/month.

General Safety

FITM maintains a safe campus. However, students should carry out basic protective measures. For instance, students should not leave valuable possessions unattended. Also, students should ensure that all their guests are

properly accounted for. Finally, students should notify appropriate FITM staff members if they witness any suspicious acts or persons on the school premises.

Student Assistance and Relief

The Office of Student Assistance and Relief is available to support prospective students, current students, or past students of private postsecondary educational institutions in making informed decisions, understanding their rights, and navigating available relief options. The office may be reached at (888) 370-7589 or by visiting www.bppe.ca.gov

CODE OF CONDUCT

Attendance Policy

Students are expected to attend all scheduled classes. In cases where absence is unavoidable, students should make arrangements to get the information taught in class and makeup any projects, quizzes or tests missed. Students are required to attend 80% of total class hours to graduate. Excessive absences may result in the student being placed on probation or being dismissed from the program.

Tardiness

Unexcused tardiness exceeding more than half the scheduled class time will be considered 1 class day of absence.

Satisfactory Progress

Each student's academic progress is evaluated at the mid-point of the program. At this time, students must have attempted to complete 50% percent of the program. Students' attendance record is also evaluated to ensure the student has not exceeded the permitted number of absences. Finally, students must maintain at least a 2.0 GPA.

If a student falls below these parameters, the student will be placed on probation via written notice from the Campus Director. Students will be required to catch up on any failed courses within 5 school days. If students are unable to raise their grade level within this period, they must retake the courses during the next scheduled class. Students must complete/graduate from the program for which they have enrolled in no more than 150% of scheduled class time. If a student withdraws from a course, it is considered a withdrawal from the entire program and a refund calculation will be done. Students will only be allowed to repeat a course if a GPA under 2.0 is obtained.
Academic Dismissal:

The school reserves the right to dismiss any student who:

1. Fails to maintain satisfactory academic progress.
2. Fails to meet attendance requirements.
3. Fails to meet financial obligations to the school as agreed upon.

Smoking Policy:

Smoking is not allowed in the school. Students may only smoke outside of the building before and after classes and during breaks. Students must be at least 25 feet away from the building when smoking. Also, students must dispose of cigarette butts or any other cigarette waste in a safe manner.

Common Areas

Maintaining and preserving school facilities and equipment are the obligation of all members of the school community. FITM expects students to treat facilities and equipment with care. Students will be held responsible for any destruction to school property. FITM provides space for students to relax and study and other areas where

students may eat and drink. All students are asked to treat these common areas with respect, maintaining the space's cleanliness and refraining from using profanity or abusive language. Also, students should be courteous when utilizing smart phones, and similar devices.

Classroom Decorum

Students are prohibited from eating, drinking or smoking in any of the classrooms at First Institute Training & Management, Inc. Students should refrain from being under the influence of any mind-altering substance while attending classes. Students are also to refrain from any behavior prohibited in the "Code of Conduct"

Inspection of Personal Property

FITM reserves the right to inspect the contents of any object brought onto FITM's property, including but not limited to bags and containers. Before this right is invoked, an FITM staff member will explain the reason for the search to the party owning or having direct control of the object to be searched. Failure to submit to the search may result in the involvement of local police and/or removal from FITM premises.

General Conduct Rules/Disciplinary Action

Mature behavior and conduct consistent with the highest business standards are expected of each student. The school reserves the right to dismiss or suspend a student whose conduct is inconsistent with these standards. The following is a list of inappropriate conduct: equipment sabotage; cheating; bullying; dishonesty; plagiarism; failure to adhere to school rules and regulations; disruptive behavior (including the use of profane or obscene materials on school property); any action the sole or main purpose or result of which is intimidation or harassment; behavior that interferes with FITM's ability to provide meaningful learning experiences for students; destruction or theft of school property; activity which infringes on the rights of others; and/or possession or consumption of alcoholic beverages or illegal drugs on any part of the school property. At the discretion of school administrators, staff members and faculty, conduct listed above may be subject to disciplinary action.

Disciplinary action will include formal, written warnings from FITM, restriction from certain FITM activities, sections of FITM property or FITM staff members; an order that the students pay restitution for any property destroyed or stolen; extension of the student's school term; mandatory make up sessions; mandatory attendance of various social programs; suspension from FITM; or expulsion from FITM. In certain instances, FITM may be required to utilize the legal system to respond to a student's actions.

Some actions that will result in immediate expulsion from FITM include downloading software that is not authorized by the Executive Director onto any FITM equipment, selling or arranging to be sold any controlled substance to FITM students or while on FITM property, or committing any other misdemeanor or felony on FITM property.

Initial disciplinary decisions will be made by the FITM staff member who first encounters the act. If this employee is not the Campus Director, the Campus Director will consult with the FITM staff member to finalize the disciplinary decision. Students will be notified of the disciplinary decision within 24 hours of the time when the student is first notified that he or she has committed an act in violation of FITM's "Code of Conduct". In circumstances where FITM staff members require more time to make the decision, students will be notified in writing.

Once a final decision is made, the student will receive a written explanation of the disciplinary action to be taken. This explanation will detail the terms of the disciplinary action. The student will have 72 hours to appeal the decision. Appeals should be made to the Executive Director in a manner that does not violate the initial disciplinary decision. The Executive Director will respond to the request for an appeal within 5 working days. This response to the appeal will be in writing and will detail whether the first disciplinary decision will stand and what modifications, if any will be made to the first disciplinary decision.

The decision of the Executive Director, in response to an appeal is final. Unless the Executive Director notifies the student that the first disciplinary decision has been overturned, the student MUST abide by all terms within the disciplinary decision.

Bullying/Harassment

First Institute Training & Management, Inc. will not tolerate harassment or bullying by any student, employee, vendor, etc. Harassment and bullying include (but is not limited to) one or more of the following: threats, intimidation, stalking, inappropriate jokes and comments, physical violence, sexual violence, theft, public humiliation, destruction of property, or retaliation for reporting or alleging an act of bullying. Sexual harassment includes unwelcome verbal or physical conduct of a sexual nature, if offensive to a reasonable person; making submission to or rejection of such conduct the basis for educational advancement; and or creating an intimidating, hostile or offensive environment by such conduct that is unwelcome by those affected. Finally, any action taken in order to embarrass, alienate, degrade or discriminate on the basis of actual or perceived race, color, religion, sex, national origin, ancestry age, marital status, physical or mental disability, military status, sexual orientation, gender-related identity or expression, unfavorable discharge from military service, association with a person or group with one or more of the aforementioned actual or perceived characteristics, or any other distinguishing characteristic is also harassment. In addition to violating FITM's Code of Conduct, these acts of bullying and harassment also violate California law. FITM will take any complaint of such behavior very seriously.

Upon the receipt of a complaint or upon witnessing any bullying or harassment, FITM staff members will respond to the incident, conducting any necessary investigations and implementing appropriate disciplinary measures.

All harassment complaints will be kept confidential to the extent possible. Communication will be made to non-involved parties on an extremely limited basis and only to the extent necessary to meet requirements of the law and to provide a fair investigation. Also, though staff members will ensure participants in the investigation understand the process, FITM may not be able to give all participants all information regarding the investigation and final determination.

If you believe you are being harassed or bullied by anyone involved with FITM, bring the matter to any FITM staff member with whom you feel comfortable. The FITM staff member will acknowledge receipt of your complaint through writing within 2 working days. If your complaints are not addressed, please contact the Campus Director. The Executive Director will acknowledge receipt of your complaint within 5 working days.

Upon completion of the investigation, all necessary corrective measures will be taken. These measures may include, but are not limited to training, counseling, warning, suspension, or immediate dismissal. Anyone, regardless of position or title, found through investigation to have engaged in harassment or bullying will be subject to discipline up to and including discharge. If the investigation is inconclusive, FITM may still provide counseling or take other appropriate steps.

First Institute Training & Management, Inc. prohibits any form of discipline or retaliation for reporting in good faith incidents of harassment or bullying, pursuing any such claim or cooperating in the investigation of such reports. Such retaliation will also be subject to FITM's "Bullying/Harassment Policy."

Non-Discriminatory Policies

FITM admits students and hires employees without regard to race, religion, color, creed, sex, age, handicap, sexual orientation, or national or ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to students at the school. FITM admits eligible students despite any arrest or conviction records these students may have. FITM complies with all provisions of Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination in Employment Act of 1975 and does not restrict or deny services based on disability or age.

Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination. Additionally, FITM upholds Title VII of the Civil Rights Act of 1964 as it applies to FITM's job training program and does not restrict or deny services based on race, color, religion, national origin, sex (including pregnancy and sexual preference). In the event any person feels they have been discriminated against and/or sexually harassed

they should contact the Executive Director in writing to inform him/her of the circumstances surrounding the alleged discrimination.

Video/Audio Taping

Recording, through video or audio, any FITM activities, classroom or otherwise—without written authorization of FITM administrators, the presenting instructor, and all students present at the time—is prohibited. Any student caught recording any FITM activity or training sessions without the proper authorization will be subject to disciplinary measures.

Grievance Policy

Should any student have an academic grievance— an unresolved complaint about status, grades, records, faculty, or any other issue—students should first consult their instructors. If the student is unable to resolve the issue with the instructor, the student may then contact the Campus Director.

The student may contact the Executive Director if the issue remains unresolved. However, the Executive Director's decision concerning the matter is final. FITM will make every effort to address the student issues in a fair and reasonable manner.

However, if the student still has a complaint after all FITM grievance avenues have been exhausted, the student may communicate the grievance to the California Bureau for Private Postsecondary Education at the address listed below.

Any student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet website at www.,bppe.ca.gov.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at the following address:

Bureau for Private Postsecondary Education
1747 N. Market Blvd., Ste 225
Sacramento, CA 95834
P.O. Box 980818
West Sacramento, CA 95798-0818
Phone: (888) 370-7589
Fax: (916) 263-1897
Website Address: www.bppe.ca.gov

Student Tuition Recovery Fund (STRF)

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered and economic loss. Unless relieved of the obligation to do so, you must pay the state imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are:

(a) not a California resident, or are not enrolled in a residency program.

(b) In addition to the statement required under the subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:

"It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 1747 North Market Blvd, Suite 225, Sacramento California, 95834, (916) 574-8900 or (888) 370-7589."

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution , or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered the institution as to the the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before the closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of the chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans. To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF. A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more that four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four(4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or taxpayer identification number.

1. Note: Authority cited: Sections 94877, 94923 and 94924, Education Code. Reference: Section 94843,94911(b),94923 and 94924, Education Code.

Cancellation, Withdrawal and Refunds

Buyer's Right to Cancel

The student has the right to cancel the initial Enrollment Agreement and obtain a refund of charges paid

through attendance at the first class session, or the seventh day after enrollment, whichever is later.. If the right to cancel is not given to any prospective student at the time the agreement is signed, then the student has the right to cancel the agreement at any time and receive a refund on all monies paid to date with 10 days of cancellation. Cancellation should be submitted to the authorized official of the school in writing.

Following these procedures will ensure that a refund is obtained as it is consistent with the requirements of Article 13 (commencing with Section 94919).

Refund Policy

Any student applying for a program that is discontinued by the school shall receive a complete refund of all fees and /or tuition paid. It is the policy of First Institute Training & Management, Inc. to issue refunds of tuition and fees in a prompt manner. As a matter of courtesy, students give written notification to First Institute Training & Management Inc., in person or by registered mail, of their intention to withdraw from the program.

However, First Institute Training & Management, Inc. does not require written notification to withdraw as a condition of making refunds.

If no notification is received, and a student has had an unexplained absence more than fourteen consecutive days, First Institute Training & Management, Inc. shall consider the student to have withdrawn from the program. In all cases, the date of withdrawal shall be the last day of attendance. Refunds shall be made within 30 days of the last day of attendance if written notification has been provided to the institution by the student: otherwise, refunds shall be made within 30 days from the date the institution terminates the student or determines that student has withdrawn.

Determination that a student has withdrawn shall be made within 30 days of the last day of attendance. First Institute Training & Mananement Inc. Shall provide written acknowledgement of a student's notification of withdrawal within 15 calendar days of the postmark date of notification of withdrawal.

In all instances, refunds shall be based on and computed from the last day of attendance. Any unused portion of a book fee shall be refunded. If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund total.

Tuition Refund Schedule

When notice of cancellation is given before midnight of the fifth (5th) business day after the date of enrollment but prior to the first day of class, all application-registration fees, tuition and any other charges shall be refunded to the student. When notice of cancellation is given after midnight of the fifth (5th) business day following acceptance but prior to the close of business on the student's first day of class attendance, the school may retain no more than the application-registration fee which may not exceed $150.00 or 50% of the cost of tuition, whichever is less. When notice of cancellation is given after the student's completion of the first day of class attendance, but prior to the student's completion of 5% of the course of instruction, the school may retain the application-registration fee, an amount not to exceed 10% of the tuition and other instructional charges or $300, whichever is less, and, subject to the limitations of paragraph 12 of this section, the cost of any books or materials which have been provided by the school.

When a student has completed in excess of 5% of the course of instruction the school may retain the application/registration fee but shall refund a part of the tuition and other instructional charges in accordance with the following: First Institute Training & Management, Inc. may retain an amount computed pro-rata by days in class plus 10% of tuition and other instructional charges up to completion of 60% of the course of instruction. When the student has completed more than 60% of the course of instruction, the school may retain the application/registration fee and the entire tuition and other charges.

1. A student, who on personal initiative and without solicitation enrolls, starts, and completes a course of instruction before midnight of the fifth business day after the enrollment agreement is signed, is not subject to the cancellation provision of this section provisions of the Section.
2. Applicants not accepted by the school shall receive a refund of all tuition and fees paid within 30 calendar

days after the determination of non-acceptance is made.

3. Application-registration fees shall be chargeable at initial enrollment and shall not exceed $150.00 or 50% of the cost of tuition, whichever is less.
4. Deposits or down payments shall become part of the tuition.
5. The school shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 14 calendar days of the postmark date of notification. Such written acknowledgement is not necessary if a refund has been mailed to the student within the 15 calendar days.
6. All student refunds shall be made by the school within 30 calendar days from the date of receipt of the student's cancellation.
7. A student may give notice of cancellation to the school in writing. The unexplained absence of a student from a school for more than 15 school days shall constitute constructive notice of cancellation to the school. For purposes of cancellation the date shall be the last day of attendance.
8. A school may make refunds, which exceed those prescribed in this Section. If the school has a refund policy that returns more money to a student than those policies prescribed in this Section, that refund policy must be filed with the Superintendent.
9. A school shall refund all monies paid to it in any of the following circumstances:
    a. the school did not provide the prospective student with a copy of the student's valid enrollment agreement and a current catalog or bulletin;
    b. the school cancels or discontinues the course of instruction in which the student has enrolled;
    c. the school fails to conduct classes on days or times scheduled, detrimentally affecting the student.
10. A school must refund any book and materials fee when:
    a. books and materials are returned to the school unmarked; and
    b. the student has provided the school with a notice of cancellation.

Federal or State Guaranteed Loans

FITM PARTICIPATES IN WIOA FUNDED TRAINING PROGRAMS ONLY and other GRANTS.

Career Placement Assistance

FITM provides extensive career placement assistance, including help with job searches strategies, résumé writing, applications, interviewing techniques and networking. FITM career placement staff members help students with these efforts on a general level by posting information about employment, job shadowing, externship and skills training opportunities for students. Additionally, FITM provides one-on-one career placement support for students. Career placement staff will contact students to provide these one-on-one services as appropriate. Students should also feel free to contact staff members to initiate one-on-one services and follow up on services being offered.

FITM provides students with the resources necessary to succeed by retaining strong ties with employers in the industries its training programs service. For instance, FITM communicates with employers to ensure that FITM training directly correlates to the needs of employers. Additionally, FITM allows employers to regularly visit the school and interact with interested students.

FITM provides career placement services to any graduate that requests them, regardless of the graduate's graduation date.

While it is impossible for First Institute Training & Management, Inc. to guarantee any student a job, FITM does put forth a concentrated effort to ensure that every student who wants a job obtains employment.

Additionally, students who require further training to meet their career ambitions will be provided support by FITM's career placement staff. For instance, staff members can help interested students research training programs, including universities. FITM can also use its resources to help students apply for these programs. FITM will provide as much guidance as possible to interested students; however, FITM does not guarantee students' admission into any of these programs.

Self-Monitoring Procedures

First Institute Training and Management, Inc. (FITM) makes every effort to inform its students, faculty, and staff of current and updated policies and procedures that are implemented by the Bureau for Private Postsecondary Education (BPPE). The Executive Director regularly reviews pertinent BPPE laws and regulations that affect the operations of the school. These would include the California Private Postsecondary Education Act of 2009, SB Bill 1192, Student Tuition Recovery Fund, Title 5. Division 7.5 California Code of Regulations, and Disciplinary Guidelines. Copies of these documents are kept at the Administration Office. Once every quarter term, the Executive Director highlights and discusses BPPE updates on its policies and procedures affected as reflected in the school catalog, accordingly. In instances where BPPE policies and procedures have been implemented before the publication of a new catalog, the Administration Office will bring these to the attention of the students, faculty, and staff through the following: 1) Posting on the bulletin boards, student lounges, and the library; 2) Verbal announcement during classes; and 3) Posting on the school website.

PROGRAM OFFERINGS

Estimated Schedule of Total Charges

Business Computer Applications Program 340 Clock Hours

Itemized Charge Description	Period of Attendance	Entire Educational Program	Refundable Status
Registration Fee	$150.00	$150.00	Non-refundable
Tuition	$5,000.00	$5,000.00	Pro-Rate Upon withdrawal
Books/Electronic Media	$300.00	$300.00	Refundable if not opened
Lab & Materials Fees	$0	$0	
Student Tuition Recovery Fund (STRF)	$0	$0	Non-refundable
Other Fees: Certification	$130.00	$130.00	Refundable
Total	$5,580.00	$5,580.00	

Medical Office Assistant Program 360 Clock hours

Itemized Charge Description	Period of Attendance	Entire Educational Program	Refundable Status
Registration Fee	$100.00	$100.00	Non-refundable
Tuition	$6,000.00	$6,000.00	Pro-Rate Upon withdrawal
Books/Electronic Media	$300.00	$300.00	Refundable if not opened
Lab & Materials Fees	$0	$0	
Student Tuition Recovery Fund (STRF)	$0	$0	Non-refundable
Other Fees: Certification	$105.00	$105.00	Refundable
Total	$6,505.00	$6,505.00	

Welding Technology Program 180 Clock Hours

Itemized Charge Description	Period of Attendance	Entire Educational Program	Refundable Status
Registration Fee	$100.00	$100.00	Non-refundable
Tuition	$7,000.00	$7,000.00	Pro-Rata Upon withdrawal
Books/Electronic Media	$220.00	$220.00	Refundable
Lab & Materials Fees: Tool Kit/Uniform	$480.00	$480.00	Refundable
Student Tuition Recovery Fund (STRF)	$0	$0	Non-refundable
Other Fees: Certification	$220.00	$220.00	Refundable
Total	$7,800.00	$7,800.00	

BUSINESS COMPUTER APPLICATIONS PROGRAM



Objectives

This program is designed to make graduates proficient with Microsoft Windows programs such as Microsoft Word, Excel, PowerPoint and Access; develop and/or refine keyboarding skills; develop effective résumé writing and job interview techniques; and able to communicate effectively in an office setting through basic computer software. The CIP Code for the program is 48.0511. The SOC code for the program is 43-6014

Career Opportunities

- ***Data Entry***
- ***Office Management***
- ***Billing/Payroll Preparation***
- ***Public Relations***
- ***Customer Service***
- ***Administrative Assistance***
- ***Word Processing Documentation***

Course Code & Name	Clock Hrs.[1]
PC 101 **KEYBOARDING**	40
PC 104 **WORD-PROCESSING**	80
PC 105 **SPREADSHEET**	80
PC 107 **PRESENTATION SOFTWARE**	40
PC 103 **DATABASE MANAGEMENT**	60
PC 102 **INTRO TO COMPUTER OPERATING SYSTEMS**	40
TOTAL CLOCK HOURS:	**340**

[1] This list does not necessarily represent the order in which courses are offered.

PROGRAM COURSE DESCRIPTIONS

PC 101 | Keyboarding Skill Development
This course covers all aspects of correct keyboard use, focusing on technique and speed and dealing with both the alpha and numeric keyboards.

PC 102 | Introduction to Computer Operating Systems
This course introduces students to fundamental computer concepts by addressing current issues and career trends in computer professions.

PC 107 | Presentation Software
This course is designed to introduce students to Microsoft PowerPoint. Students will be able to create professional presentations and components such as graphs and graphics.

PC 103 | Database Management
This course is designed to provide detailed instruction in the use of Microsoft Access database, including creating, loading, restructuring and updating a database.

PC 104 | Word Processing
This course is designed to provide detailed instruction in the use of Microsoft Word to create and modify professional documents.

PC 105 | Spreadsheets
This course is designed to provide detailed instruction in the use of Microsoft Excel, including creating and modifying spreadsheets and utilizing these spreadsheets to create graphs and other useful analysis tools.

Equipment for the program:
Students will be given laptops with the necessary software, including a license to Office 365. They will also have access to a color printer. The laptops would be similar to what they would be using in an office environment.

MEDICAL OFFICE ASSISTANT PROGRAM



Objectives

This course is designed to prepare students for a career in healthcare. Students will be able to perform many functions in a medical office including setting appointments, organizing patient files and information, completing insurance forms and information, carrying out patient billing, and communicating through medical coding. The CIP Code for the program is 51.0710. The SOC code for the program is 43-6013.

Career Opportunities

- ***Medical Secretary***
- ***Medical Office Assistant***
- ***Medical Records Clerk***
- ***Hospital Clerk***
- ***Secretary***
- ***Medical Biller***
- ***Medical Coder***
- ***Medical Transcription Clerk***
- ***Administrative Assistant***
- ***Word Processor***
- ***Unit Clerk***

Course Code & Name	Clock Hrs.[2]
MO 101 **MEDICAL RECORDS**	40
MO 102 **MEDICAL ADMINISTRATION**	40
MO 103 **INFORMATION CODING**	80
MO 105 **MEDICAL BILLING**	80
MO 106 **COMPUTER BILLING**	80
MO 107 **OFFICE COMMUNICATION**	40
TOTAL CLOCK HOURS:	**360**

PROGRAM COURSE DESCRIPTIONS

MO 101 | Medical Records

This course teaches industry standards for and terminology used in maintaining medical records, including patient charts and consent forms.

MO 102 | Medical Administration

This course introduces medical office procedures by explaining various laws and ethics that govern office administration, including privacy and malpractice laws; teaching appointment scheduling/service coordination skills; and reviewing basic communication techniques.

MO 103 | Information Coding

This course provides an in-depth study of medical diagnosis and procedure coding, by teaching specific terminology for body systems and possible diagnosis and procedures; defining relevant insurance terms and standards; and giving students hands on experience utilizing coding to complete common forms found in the medical field utilizing ICD-9 and CPT-4 coding systems.

MO 105 | Medical Billing

This course provides technical knowledge and practical experience on how to create and update patients' records, enter accounts payable and receivable data and bill medical insurance companies.

MO 106 | Computer Billing

Focusing on the use of current industry billing software, this course teaches basic accounting principles and how to produce invoices, record accounts receivable information and process insurance claims for optimal reimbursement.

MO 107 | Office Communication

This course teaches the key elements of office communication by exploring the various types of office communication devices and formats and their appropriate uses, including various Microsoft Office Programs and automated office equipment.

Equipment for the program:
Students will be given laptops with necessary software to work in a medical office setting. In addition, Medical Scrubs will be provided.

[2] This list does not necessarily represent the order in which courses areoffered.

WELDING TECHNOLOGY PROGRAM



Objectives

This is a comprehensive 180 clock hour weld program preparing students for an entry level position in the general field of welding. The focus of the program is to teach students the skills necessary in a weld process positioning them to successfully complete an industry standard weld certification test governed by the American Welding Society (AWS). The CIP Code for the program is 48.0508. The SOC Code for the program is 51-4121.

Career Opportunities

- ***Welders***
- ***Metal Fabricators***

Course Code & Name	Clock Hrs.[3]
WTP 101 **Introduction to Welding**	9
WTP 102 **Safety in Welding**	9
WTP 103 **Shop Math**	8
WTP 104 **Blueprint Reading**	10
WTP 106 **Basic Fabrication Techniques and Practices**	8
WTP 107 **Weld Process - SMAW**	136
TOTAL CLOCK HOURS:	**180**

PROGRAM COURSE DESCRIPTIONS

WTP 101 | Introduction to Welding

This is an overview course, which will introduce students to the fundamentals of the weld process. Upon completion of this course, students will understand general responsibilities of a welder and be able to assess the needs of each welding project.

[3] This list does not necessarily represent the order in which courses are offered.

WTP 102 | Safety in Welding

This course will inform students about industry safety expectations and processes of welding, including fire, electrical and compressed gas safety. Upon completion of this course, students will know how to guard against the inherent dangers of the weld process and will be familiar with safety tools such as Personal Protection Equipment (PPE), respiratory protection, and the Safety Data Sheets (SDS).

WTP 103 | Shop Math

This course will teach students basic math skills used in the metal fabrication industry.

WTP 104 | Blueprint Reading

In this course, students will learn how to identify and analyze the components of a blueprint. Upon completion of this course, students will understand the weld symbol language of the weld industry and know how to interpret the specific information each blueprint containing this data is trying to convey.

WTP106 | Basic Fabrication Techniques & Practices

This course is designed to give students a better understanding of terms and steps taken in a fabrication environment to apply to individual projects. Students are introduced to techniques, tools, steps of fabrication and assembly of metal pieces to complete weldments according to blueprint plans. Layout lines used for alignment of parts and part identification, tools used or creating lines, and equipment used in cutting, bending, and shaping materials will be incorporated along with best practices to consider when mistakes are made in the fabrication process. By the end of the course, students will have been exposed to a myriad of approaches of fabrication and assembly practices used in the field.

WTP 107 | Weld Process

This course, the majority of the WTP, provides hands-on training on welding processes allowing students to apply what they have learned in the classroom. Upon completion of this course, students will have the skills necessary to successfully attain an American Welding Society (AWS) weld certification credential.

Equipment:

Students will have access to welders, steel, consumables, hand tools, grinders, plasma cutters. band saws, bend press, sample blueprints, and all PPE necessary to practice in a safe environment.

Student Agreement

As a prospective student you are encouraged to review the School Catalog, the Student Handbook and the School Performance Fact Sheet (which must be provided to you prior to signing the Enrollment Agreement) in their entirety prior to signing the institution's Enrollment Agreement. I also agree to abide by its rules and regulations.

_____

Student (Printed Name)

_____ Date:_____

Student Signature

_____

FITM Representative (Printed Name)

_____ Date:_____

FITM Representative Signature