



Masters Plumbing & Gas School

School Policies

School Calendar:

- The school's operating hours are Monday-Friday, 9am to 5pm EST.
- The school is closed during federal holidays.

Online Course Requirements:

1. YOU MUST HAVE EQUIPMENT THAT OPERATES PROPERLY THROUGHOUT THE COURSE. THIS INCLUDES YOUR COMPUTER, WEBCAM, HEADSET, AND INTERNET. **EARBUDS FOR HEADPHONES/HEADSET ARE NOT ACCEPTABLE.** WE HIGHLY RECOMMEND THE FOLLOWING EQUIPMENT:

A. **HEADSET** – “KINGSTON HYPERX CLOUD STINGER”, OR “SENNHEISER GAME ONE”

B. **WEBCAM** – “LOGITECH C920”

C. **COMPUTER** – “DELL INSPIRON”, “MACBOOK”

D. **INTERNET** –MUST HAVE SPEEDS OF AT LEAST 50MBPS DOWNLOAD, 10 MBPS UPLOAD

2. YOU MUST ALWAYS BE VISIBLE DURING CLASS, AND CANNOT FREEZE OR PAUSE YOUR WEBCAM, UNLESS ON BREAK.

3. CLASSES ARE RECORDED FOR RECORD KEEPING PURPOSES, AND TO VERIFY YOUR ATTENDANCE IN THE ONLINE CLASS.

4. YOU MUST ALWAYS “SIGN-IN” AND “SIGN-OUT” IN THE ONLINE CHAT AT THE BEGINNING AND END OF THE CLASS, RESPECTIVELY.

5. IF YOU DISCONNECT FOR A FEW MINUTES, YOU CAN RE-JOIN THE CLASS WITHOUT LOSING TIME. IF YOU ARE DISCONNECTED FOR MORE THAN 15 MINUTES, YOU WILL BEGIN TO LOSE TIME IN YOUR CLASS.

6. BREAKS ARE ONCE EVERY CLASS, AND ARE 30 MINUTES IN LENGTH.

7. YOU MUST COMPLETE ALL ONLINE TESTS REQUIRED IN YOUR TIER.

Attendance:

- Students must show up at the designated time for each online course. Please refer to the school schedule for these times.
- Students must complete their required 110 clock hours per tier course.
- If a student departs the program early, they must contact the school via e-mail to verbally confirm their departure. Once confirmed, the student will be removed from the program, and refunded tuition, if applicable.
- Students will sign in using their full name via the online portal at the beginning of the online class, and sign out using their full name.
- If you do not sign in or you only provide a partial name or initials, then the hours for that online class will not be recorded.
- If a student is tardy and shows up late during the online class, when they sign-in they must document the time in which they arrived. From the time they signed in to the time they sign out, those hours will be recorded.
- If a student signs another individual's name or modifies their time, both students will receive a verbal warning. If the student repeats these actions, they will be dismissed from the program. -If a student signs another individual's name or modifies their time, both students will receive a verbal warning. If the student repeats these actions, they will be dismissed from the program.
- Student attendance requirements
 - o Students are required to complete every class in order to accumulate the required theory hours for their program
 - o Students may miss up to 4 classes per semester, but they must be made-up during the designated make-up classes provided each semester.
 - o If a student misses more than 4 classes, they will be contacted regarding their absences.
 - o If a student is unable to make-up the classes during the semester in which they were absent, they must make-up those classes the following semester.
 - o Students who make-up classes outside of the semester in which they were absent must pay a fee for each missed class.
- If a student misses a online class, they will be able to take make-up that class during one of the 4 designated make-up classes offered every semester.
- In case of a family emergency or illness that would cause a student to drop out of the online course, 1. They can be credited for the time they were able to complete, or 2. They can be issued a refund totaling the amount of hours remaining in the course. NOTE: A physician's note is required for emergencies.
- If a student appears to be under the influence of any substance upon entering a classroom, they will be dismissed.
- Students who do not adhere to the attendance policy will be written verbal warnings for the first offense. If a student repeats not adhering to the policy, they will face suspension from the program.

Inclement Weather/Weather Emergencies:

- If inclement weather affects a large number of students and/or instructors, the school will notify all students/instructors via e-mail communication.

Make-Up Hours Policy:

- Please refer to the enrollment agreement for the current policy and cost of make-up hours.

Grading:

- Students must complete all required tests during their online course, and will be given a final grade at the end of the semester.
- The school considers an overall grade score of 70+ to be passing.
- Grading Scale
 - o 70 or above: Passing
 - o 69 or below: Failing
- Students are permitted to re-take a test they failed one time. The highest score between the two tests will be logged in their student record.
- Students will be able to access their test scores and their attendance during each semester via the school's online portal.
- Homework is not graded.
- Students who do not adhere to the grading policy will be written verbal warnings for the first offense. If a student repeats not adhering to the policy, they will face suspension from the program.

Guidance and Counseling:

- The school will provide guidance in preparing students for their future exams.
- The school will help students in organizing and filling out their application to take the State exam.

Job Placement:

- Masters Plumbing & Gas School does not offer job placement services.

Satisfactory Progress:

- 230 CMR 15.01(10) requires schools to provide students with appropriate **written** reports of progress at least once during each Course with durations of 15 hours or more.
- The school will provide a written progress report to each student after 50% of their current online course is completed.

Student Complaint Resolution:

- If a student has a complaint, they may bring it to the attention of the current teacher present within the class.
- Student complaints shall be brought to the attention of the director of the school.
- Students can fill out a complaint form provided by the school.
- Students who file a complaint shall receive a response within 10 days from when the complaint was submitted to the school.
- Students may file a complaint with the DIVISION OF OCCUPATIONAL LICENSURE's Office of Private Occupational Schools at any time.
1000 Washington Street, Suite 710, Boston, MA 02118
Telephone # 617-701-8719
E-mail: occupational.schools@mass.gov

- Complaints to the Division of Occupational Licensure must be made in writing. You may download a complaint form from the DOL website: <https://www.mass.gov/how-to/file-a-complaint-against-an-occupational-board-licensee>
- **Website:** <https://www.mass.gov/orgs/office-of-private-occupational-school-education>

School Rules and Regulations:

Students who do not adhere to the school rules and regulations may be dismissed from an online class, or dismissed from the course entirely.

Break Policies:

(a) Food

- Food is allowed during online classes, provided it does not disturb the students or the teacher. Students must mute their microphones if they are eating.

(b) Breaks

- Breaks are once every class, and are 30 minutes in length.
- A teacher may use discretion with designating break time.
- If a student goes over the break time, he or she will be docked for the time they missed, and must make up the time.

Discrimination Policy:

- The school will not tolerate any discrimination of a student or teacher in regards to race, gender, sexual orientation, or religious beliefs.

Inclement Weather Policy:

- The teacher of a course will make the final decision on a cancellation of a class due to inclement weather.
- Students can find out about class cancellations by visiting the school's website, checking their e-mail, or by contacting the teacher conducting the course.

Student Records:

- Student records include attendance, grades, and tests.
- Student records are kept by the school via an online system.
- Masters Plumbing & Gas School maintains digitized copies of signed certificates for all students

Cellular Phones Policy:

- Cellular phones can be used as a secondary device to their primary computer when attending an online course, and are only to be used for educational purposes during class.
- Texting is NOT permitted.
- Phone calls are only permitted during break time.

Materials and Supplies:

- *Students are required to have the following items for their online course:*
- MPGS Workbook for their Tier
- No. 2 Pencils w/ erasers
- Calculator
- Architectural Ruler
- Notepad
- NFPA-54 2012 Codebook
- Massachusetts Plumbing Codebook

Homework Policy:

- Homework is designated by the scope & sequence outline provided in every course.
- The teacher will go over assigned homework to make it clear to students what is required of them.

Payment Policy:

- Please refer to the enrollment agreement for the latest payment policies.

Withdrawal:

Per 230 CMR 15.04(7) and (8)

- (7) If a student withdraws from a Program in accordance with the School's withdrawal policy, the School shall:
- (a) treat the withdrawal as a termination of the enrollment contract, effective immediately;
 - (b) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and
 - (c) provide the calculation and any refund to the student within 45 days of the effective date of the termination
- (8) If a student stops attending School but does not withdraw in accordance with the School's withdrawal policy, the School shall:
- (a) for purposes of any payments due from the student or refund due to the student, treat the student's nonattendance as a termination of the enrollment contract, effective no later than the last date of attendance or last participation in an instructional activity;
 - (b) determine the effective date of the termination within 30 days after the end of the period of enrollment, the term, or the Program, whichever is earliest;
 - (c) complete a refund calculation for the student, including all fees and payments, in a form acceptable to the division; and
 - (d) provide the calculation and any refund to the student within 45 days from the date the School determines the effective date of termination under 230 CMR 15.04(8)(b).

Financial Aid:

230 CMR 15.04 (5) and (6)

(5) After April 1, 2017, if a School allows a student to begin participation in a Program while an initial award for financial aid, including student loans, is pending, and the student subsequently is denied some or all of that student loan or financial aid amount, the School shall offer that student in writing an opportunity to terminate the enrollment agreement with a full refund of all Monies Paid, less actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K.

(6) In addition to the requirements of M.G.L. c. 255, § 13K, for programs beginning after April 1, 2017, prior to the completion of five school days or five percent of the Program, whichever occurs first, a School shall afford a student the opportunity to withdraw with a full refund of all Monies Paid, less (1) actual reasonable administrative costs as defined under M.G.L. c. 255, § 13K; and (2) actual reasonable costs of non-reusable supplies or Equipment where a School reasonably provided the student with the supplies or Equipment, so long as the student receives the refund to which they are entitled under M.G.L. c. 255, § 13K. Provided, however, that this provision shall not apply to: (1) Programs not subject to division approval; and (2) Programs 80 hours or less in duration and \$2,000 in total cost.