

SOUTHWEST BUILDING SCIENCE TRAINING CENTER

OWNED AND OPERATED BY ALL THRIVE 365(FORMERLY FSL)

SPRING/SUMMER 2026

WINTER/FALL 2026

COURSE CATALOG

EFFECTIVE MAY 1ST, 2026

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SOUTHWEST BUILDING SCIENCE TRAINING CENTER

Welcome,

On behalf of the Southwest Building Science Training Center and the All Thrive 365 Home Improvements Corporation, our team of seasoned building science experts and trainers and the All Thrive 365(formerly Foundation for Senior Living) affiliate corporations, we welcome you to our state-of-the-art energy efficiency training facility.

Enclosed you will find our most recent course catalog and student handbook, which provides you with information about our courses, programs and the enrollment requirements. We are excited about the opportunity to help you increase your knowledge and expand your hands on skills in the Home Energy Retrofit market. We wish you all the best in your educational and professional goals and know that you will find our facility, programs and courses and our seasoned team of experts to be the best in the industry.

Again, welcome!

Katie Martin

*Katie Martin
Program Director*

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SWBSTC

Board of Directors

Name	Position Title
Tamara Bohannon	President
Charnise Moore	President Vice
Dave Paddison	Chief Financial Officer
William Cook	Secretary

Mission and Values

Mission. The SWBSTC Mission is to promote energy efficiency and conservation in our communities by providing high-quality weatherization training and certification programs to individuals in the building, construction and home improvement industries.

Values. The SWBSTC promotes the following values to guide our planning, decision-making and professional conduct:

- a) Promoting best practices in energy efficiency and building science.
- b) Utilizing current technology whenever doing so promotes course delivery, organization, efficiency and/or effectiveness.
- c) Partnering with other organizations and community members to improve success.
- d) Carefully managing all resources in order to get the greatest return from them for our students, contractors, and other stakeholders.



Curricula Development, Delivery and Maintenance

Curriculum Development, Delivery, and Maintenance

SWBSTC curricula are developed based on the latest principles in energy efficiency and building science. These curricula are crafted by field experts, many of whom also serve as instructors for the courses they develop and improve.

Accredited and Certified Curriculum

Several of our programs and courses are certified or licensed by external organizations such as the Building Performance Institute (BPI), the Arizona State Board for Private Postsecondary Education, and the Interstate Renewable Energy Council (IREC). When pursuing or maintaining accreditation or certification, we adhere to the required standards in curriculum development and integrate them into the relevant programs and courses.

The National Renewable Energy Laboratory (NREL) Job Task Analyses form the foundation for the Retrofit Installer, Energy Auditor, Crew Leader, and Quality Control Inspector programs and assessments.

Delivery Methodologies

Our delivery methodologies are designed with both learning objectives and participants in mind. Course content and assessments may be delivered through classroom lectures, group discussions, in-class assignments, written exams, and hands-on laboratory demonstrations. The methodologies are chosen based on the requirements needed to achieve the specified learning objectives for the participants.

While there are no official prerequisites for our programs, we recommend that students complete the Retrofit Installer program track before advancing to the Energy Auditor or Crew Chief program tracks. Additionally, SWBSTC suggests that students follow the course order listed within the program track, except where alternative sequences are advised.

Acknowledgements:

- *Within ten (10) days from the date a licensed institution revises a catalog, or publishes a new catalog, the licensee shall submit a written or electronic copy of the catalog to the State Board.*
- *Catalog shall be available to students and prospective students in a written or electronic format.*



Student Code of Conduct

The SWBSTC has a code of conduct all students are expected to abide by in order to ensure safety and promote a positive learning environment for all. The SWBSTC Student Code of Conduct is based on three principles: Honesty, Respect and Responsibility.

- a) **Honesty.** Students are expected to be honest and truthful in all interactions with other students, instructors and staff, and in their conduct relating to the learning environments, equipment, assignments and assessments. Violations of honesty may include but are not limited to:
- i) Furnishing false information.
 - ii) Any falsification, forgery, or fraud;
 - iii) Any misuse of documents including improperly sharing or copying materials, assignments, or assessments authored by SWBSTC, a SWBSTC partner, or a fellow student.
- b) **Respect.** All students are expected to treat other students, instructors and staff with courtesy and respect. Violations of respect may include but are not limited to:
- i) Threatening or causing physical harm or harassment; intimidation; creating a hostile environment.
 - ii) Failure to follow the SWBSTC Non-Discrimination or Confidentiality Policies;
 - iii) Disorderly conduct or conduct which disturbs the learning environment;
 - iv) Infringement on the rights or property of others;
 - v) Failure to comply with directions of instructors, staff or management;
 - vi) Bringing weapons to or using objects as weapons on SWBCTC premises.
- c) **Responsibility.** All students are expected to be accountable for their actions relating to attendance, coursework, assessments, safety, care for equipment and materials, and following SWBSTC policies. Violations of responsibility may include but are not limited to:
- i) Not completing courses, coursework or assessments that are expected from the student.
 - ii) Not properly caring for or purposefully damaging any materials and/or equipment provided by SWBSTC, its instructors or other students.
 - iii) Not following basic safety rules, SWBSTC safety plan, and any additional safety guidelines that are given.
 - iv) Engaging in illegal, immoral or unprofessional behavior when interacting with other students, instructors or SWBSTC/ALL THRIVE 365 staff and managers (in writing or in person).
 - v) Any conduct that discourages learning and/or threatens the integrity of the learning environment.
 - vi) Failure to follow any SWBSTC policies outlined in the Student Handbook.

Reporting a Student Code of Conduct Violation. Instructors, students and staff are encouraged to report suspected Student Code of Conduct violations. Preferably, such reports will be in writing (electronic or paper) and include all known details as well as the name and contact information of the person filing the report. However, persons may also call the SWBSTC Program Coordinator (who will then document the report in writing), and the report may be anonymous.

Investigating a Violation Report. Should the SWBSTC Program Coordinator receive a report on a Student Code of Conduct Violation, the SWBSTC Program Coordinator will begin an investigation of that violation. An investigation generally will include interviews with: (1) the complainant (if one is present); (2) the respondent; (3) witnesses, if any; and others as determined by the Coordinator. The Coordinator will also review documents provided by either the complainant or the respondent and will gather other relevant documents. Once the investigation is complete, the Coordinator will bring all findings to the ALL THRIVE 365 Senior Manager responsible for the SWBSTC. The Coordinator and Senior Manager will determine a response. That response will be documented in writing and provided to the respondent.



Students who violate the Student Code of Conduct may be placed on probation, suspended or expelled from the Course or Program in which they were enrolled at the discretion of the Coordinator. A refund will be provided based on the Refund Policy.

The Coordinator is expected to maintain confidentiality and treat all in the process with respect and neutrality. The Coordinator is also responsible for managing the process with reasonable speed under the circumstances. Records related to all such investigations and responses will be maintained by the Coordinator.

All students are expected to cooperate fully in efforts to investigate and enforce this policy.

Appealing a Violation Response. Students who disagree with a response received from the SWBSTC Program Coordinator and Senior Manager may file an appeal with the ALL THRIVE 365 President. Appeals must be in writing and be presented within five (5) business days of having received the response. Appeals should be sent to:

ALL THRIVE 365 President
RE: SWBSTC Appeal
1201 E. Thomas
Phoenix, AZ 85012

If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post- Secondary Education. The student must Contact the State Board for further details.

The State Board address is:
1740 W. Adams Street, 3008 Phoenix, AZ 85007
Phone: 602/542-5709
Website: <http://ppse.az.gov>



Programs / Courses

RETROFIT INSTALLER

IT IS RECOMMENDED TO TAKE THIS TRACK BEFORE THE AUDITOR TRACK

THIS TRACK IS IREC ACCREDITED

clock hours 40 on site – 58 in total - \$2,315 cost

Course name	Class hours	Lab/shop	Total hours	Cost
Weatherization Boot Camp*				
Energy 101	8	0	8	\$375
Pressure Diagnostics 101	4	4	8	\$375
Thermal Performance 101	4	4	8	\$375
Health and Safety/Combustion Safety 101	4	4	8	\$375
BPI Certificates/Certifications				
Building Science Principles	4	4	8	\$500**
BPI Building Analyst Technician	8	8	16	\$1800
BPI BAT Certification Exam	0	4	4	included
Referrals(Not taught in training center, prices may vary)				
OSHA 10	10	0	10	\$79
EPA Lead Renovator and Repair Certification	4	4	8	\$225
Totals	38	20	58	\$2315

*Classes may be taken individually, but it is recommended to be taken as part of the weatherization boot camp.

*Discounted with bootcamp

Course Objectives: Upon completion of this track, the student will be able to conduct a basic energy audit. The component courses of the Weatherization bootcamp will introduce the principles of energy, pressure diagnostics and combustion safety. The BPI Building Analyst-Technician exam prep course will prepare the student

for national certification. OSHA 10 and EPA Lead taught on referral.

Course Assessment: Students will demonstrate knowledge and be tested through the Building Science Principles of knowledge written exam. The Building Analyst-Technician exam is a proctored field exam resulting in national certification.

ENERGY 101

This one-day training will provide the participant with an overview of basic building science principles including weatherization basics, principles of applied building science, pressure diagnostics, and thermal performance.

Day(s): 1

Clock Hours: 8

Learning Objectives:

Apply the laws of thermodynamics to a building as it relates to heat, air and moisture transfer. +

Tuition and Fees: \$375 if paid separately

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

PRESSURE DIAGNOSTICS 101

Course will provide for an understanding of pressure diagnostics analysis and includes both classroom and laboratory experience. Participants will use the Minneapolis Blowerwih Door to perform pressure diagnostics to locate solutions to ineffective energy problems with the residential environment.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$375 if paid separately

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

THERMAL PERFORMANCE 101

Course will review the basic physics of how heat flows into and out of a house; installation standards both new and



retrofit, techniques that can be employed to find potential insulation problems including visual inspection, pressure diagnostics and infrared thermography. Review of common insulation types and their properties. Introduction to a number of potential solutions to common thermal defects found in homes.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$375 if paid separately.

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

HEALTHY AND SAFETY/COMBUSTION SAFETY 101

In this course, the participant will have an opportunity for hands-on training with regard to combustion appliances and the standards tests performed on them. The participant will also learn about other dangers in this field including Biological, electrical, structural issues as well as personal hazards a weatherization auditor must protect himself from

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$400 if paid separately

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

BUILDING SCIENCE PRINCIPLES

Course covers the contents for the Building Science Principles book and provides preparation for the Building Science principles exam. Book and exam code are provided with cost of tuition.

Clock Hours: 8

Tuition and Fees: \$400 if paid separately

Assessment: Students will take a practice quiz at the end of the course. After which they will be provided the opportunity to take the BPI test for the official certificate.

Credentials Provided: Certificate of knowledge from BPI.

OSHA 10

The 10 Hour Construction Industry Outreach Training Program is intended to provide an entry-level construction worker's general awareness on recognizing and preventing hazards on a construction site. OSHA recommends Outreach Training Program courses as an orientation to occupational safety and health for workers covered by OSHA 29 CFR 1926. Workers must receive additional training, when required by OSHA standards, on the specific hazards of the job.

Day(s): 1.5 At client's leisure

Clock Hours: 10

Tuition and Fees: \$79 referred to Zack Academy

Credentials Provided: Certificate of successful completion provided

EPA LEAD RENOVATOR AND REPAIR (RRP) CERTIFICATION

Course will allow for student to learn regulations, best practices, and safety procedures; along with set up and clean-up of equipment.

Day(s): 1

Clock Hours: 8

Tuition and Fees: Referred to Zack academy, prices range from ~\$190-\$225

Credentials Provided: Certificate of successful completion provided

Physical Requirements and Training Conditions

- Training activities may require stooping and bending
- Students must be able to lift 50 pounds
- Students must not have any restrictions for physical work for which reasonable accommodation cannot be made
- Students may be exposure to extreme work conditions that vary from cold to extremely hot weather



ENERGY AUDITOR

IT IS RECOMMENDED THAT THE INSTALLER TRACK IS TAKEN BEFORE THIS TRACK

THIS TRACK IS IREC ACCREDITED

92 clock hours - \$6970 cost

Course name	Class hours	Lab/shop	Total hours	Cost
Energy Auditor 101 – Basic Principles of an Energy Audit				
Energy 102	6	2	8	\$375
Pressure Diagnostics 102	4	4	8	\$375
Health and Safety/Combustion Safety	10	6	16	\$650
HVAC 101	4	4	8	\$375
BPI Certificates/Certifications				
Building Analyst Professional	5	0	5	\$650
Building Analyst Professional Certification Exam	0	3	3	Included
BPI Energy Auditor Training	18	12	30	\$2795
BPI Energy Auditor Certification Exam	7	3	10	included
BPI Quality Control Inspector Micro-Credential	2	2	4	\$375
Totals	56	36	92	\$6970

Program Objectives: Upon completing this course track, student will be a nationally certified Energy Auditor. The Energy Auditor 102 course expands on the principles of energy, pressure diagnostics and combustion safety, along with air flow dynamics related to HVAC systems. Students will learn the process of completing a home energy audit from beginning to end. The BPI certificate courses will

prepare the student for certification through a combination of class presentation and hands-on field practice for exam prep.

Program Assessment: Students will be tested via oral and written exams for the 101 course, and a combination of proctored written and field exams will be conducted for national certification.

ENERGY 102

Course will provide participant with an introduction to program guidelines and building science, to include energy movement and IAQ.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$375 if paid separately

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

PRESSURE DIAGNOSTICS 102

Course will cover testing procedures, proper location and verification of pressure and thermal boundaries. Course will also cover blower door and techniques.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$375 if paid separately

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

HEALTH AND SAFETY/COMBUSTION SAFETY 101

In this course, the participant will have an opportunity for hands-on training in regards to combustion appliances and the standards tests performed on them. The participant will also learn about other dangers in this field including Biological, electrical, structural issues as well as personal hazards a weatherization auditor must protect himself from

Day(s): 2

Clock Hours: 16

Tuition and Fees: \$650 if paid separately

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

BUILDING ANALYST PROFESSIONAL

In this course, participants will learn be provided with the knowledge to conduct energy modeling, building analysis, and data evaluation in order to provide a comprehensive



report. This course is an upgrade to the Building Analyst Technician certification.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$650 including test.

Credentials Provided: BPI will provide Building Analyst certification

HVAC 101

Course teaches flows, static pressures, recognition and diagnosis of HVAC equipment.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$3755 if paid separately

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

BPI ENERGY AUDITOR & QUALITY CONTROL INSPECTOR CERTIFICATION

This course will prepare the participants for the energy auditor certification from the Building Performance Institute (BPI). The QCI micro credential is one written test only.

Day(s): 24 plus one day each for EA test and QCI test

Clock Hours: 29

Tuition and Fees: \$2795 for Energy Auditor plus \$375 for QCI test

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

Physical Requirements and Training Conditions

- Training activities may require stooping and bending
- Students must be able to lift 50 pounds
- Students must not have any restrictions for physical work for which reasonable accommodation cannot be made
- Students may be exposure to extreme work conditions that vary from cold to extremely hot weather



CREW LEADER

IT IS RECOMMENDED THAT THE INSTALLER TRACK IS TAKEN BEFORE THIS TRACK
THIS TRACK IS IREC ACCREDITED

62 clock hours - \$1,525 cost

Course name	Class hours	Lab/sho p	Total hours	Cost
Success with Weatherization – Crew Leader	6	2	8	\$375
Inventory Management Principals	6	2	8	\$375
Supervision 101 for Energy Efficiency Crew Leaders	8	0	8	\$375
BPI Certificates/Certifications				
Building Analyst Professional	5	0	5	\$650
Building Analyst Professional Certification Exam	0	3	3	Included
Referrals(Not taught in training center, prices may vary)				
OSHA 30 Certification	30	0	30	\$400
Totals	55	7	62	\$1525

Program Objectives: Upon completing the Crew Leader course track, students will have the ability to diagnose and repair weatherization deficiencies, and effectively create work scopes for crew members, manage inventory and maintain quality control. BPI certification for BA-T will allow student to complete a weatherization energy audit and the advanced BA-P will provide for energy modeling and scope writing. OSHA 30 taught on referral.

Program Assessment: students will be tested via job site simulation, including hands-on practice with regard to diagnosis, repair and work scope. Written exams will also be administered at the end of each course. The Building Analyst- Technician (BA-T) and Building Analyst-Professional (BA-P) will have field testing and written testing, respectively, upon course completion to receive national certification.

SUCCESS WITH WEATHERIZATION – CREW LEADER

In this class, we will discuss AZ DOH, DOE & SWS Critical Details., review Duct Repair, Ventilation, Air Sealing, Prep + Insulation, learn about health and safety measures, and discuss diagnostic approaches to evaluating homes. You will also receive hands-on lab time using tools & mastics for air sealing. Crew leaders will be asked to diagnose a deficiency and write a scope of work for corrective actions. **Highly recommended to be taken alongside crew.**

Day(s): 1

Clock Hours: 4

Tuition and Fees: \$375 if paid separately.

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

ROLE OF THE CREW LEADER - COMMUNICATION TECHNIQUES FOR CREW SUPERVISORS

Course reviews responsibilities and expectations of the crew leader, as well as motivational, communication and leadership skills.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$375 if paid separately

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

INVENTORY MANAGEMENT PRINCIPALS

Course will demonstrate organizational skills to track and maintain equipment and/or materials.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$375 if paid separately



Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certificate of successful completion provided

OSHA 30

The OSHA 30 Hour Construction Industry Outreach Training course is a comprehensive safety program designed for anyone involved in the construction industry. Specifically devised for safety directors, foremen, and field supervisors, the program provides complete information on OSHA compliance issues. OSHA recommends Outreach Training Programs as an orientation to occupational safety and health for workers covered by OSHA 29 CFR 1926. Construction workers must receive additional training, when required by OSHA standards, on specific hazards of the job.

Day(s): Varies

Clock Hours: 30

Tuition and Fees: \$189 on demand or 400 for webinar (referred to Zack Academy)

Credentials Provided: Certification of successful completion provided

Physical Requirements and Training Conditions

- Training activities may require stooping and bending
- Students must be able to lift 50 pounds
- Students must not have any restrictions for physical work for which reasonable accommodation cannot be made
- Students may be exposure to extreme work conditions that vary from cold to extremely hot weather



OTHER COURSES OFFERED

Course name	Class hours	Lab/sho p	Total hours	Cost
Weatherization Boot Camp	18(20*)	18(20*)	36(40*)	\$1800
Energy Auditor 101	20	20	40	\$1800
Weatherization 101 for Administrators	8	0	8	\$350
Weatherization 102 for Administrators	8	0	8	\$350
Success With Weatherization	8	0	8	\$350
Healthy Home Principles	8	0	8	\$350

WEATHERIZATION BOOT CAMP

This comprehensive blended course is 4 days of classroom and field training, and it's the recommended prerequisite

- Energy 101
- Thermal Performance
- Pressure Diagnostics 101

Day(s): 4-5

Clock Hours: 40

Tuition and Fees: \$1500-\$1800

ENERGY AUDITOR 101

This comprehensive blended course is 5 days of classroom and field training, and it's the recommended prerequisite for the Energy Auditor certification class.

It includes the following modules:

Day(s): 4-5

Clock Hours: 40

Tuition and Fees: \$1500-\$1800

WEATHERIZATION 101 FOR ADMINISTRATORS

This course is recommended for all non-field employees within the Weatherization Program.

Disclaimer for Field Employees: There is no BPI Certification with this class. This is NOT the recommended pre-requisite for the BPI Building Analyst 1200 class. If your staff needs to take the BPI BA 1200 class for testing, we recommend that they go through the five (5) day WAP Boot Camp Course prior to registering. If you took this class instead of the full WAP Boot Camp class, we may ask for you or your employee to sign a waiver releasing us of any responsibility should you not pass your BPI BA 1200 exams.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$350

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certification of successful completion provided

class for the BPI Building Analyst Technician class. It includes the following modules:

- Combustion Safety 101
- Building Science Principles (optional day 5 course for an additional discounted \$300)*

Credentials Provided: Certification of successful completion provided (hard copy provided) and building Science Principles certificate from BPI if opted for.

- Energy 102
- Pressure Diagnostics 102
- Health and Safety/Combustion Safety
- HVAC 101

WEATHERIZATION 102 FOR ADMINISTRATORS

Weatherization for Administrators 102 is a course designed to equip non field employees with knowledge and skills required for weatherization programs. The course builds upon the foundational knowledge gained in Weatherization for Administrators 101 and provides in-depth insights into weatherization program implementation, funding, and management. Participants will be shown and guided through the various documents required by ADOH.

Disclaimer for Field Employees: There is no BPI Certification with this class. This is NOT the recommended pre-requisite for the BPI Building Analyst 1200 class. If your staff needs to take the BPI BA 1200 class for testing, we recommend that they go through the five (5) day WAP Boot Camp Course prior to registering. If you took this class instead of the full WAP Boot Camp class, we may ask for you or your employee to sign a waiver releasing us of any responsibility should you not pass your BPI BA 1200 exams.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$350



Assessment: No test provided for course

Credentials Provided: Certification of successful completion provided

SUCCESS WITH WEATHERIZATION

In this class, we will discuss AZ DOH, DOE & SWS Critical Details., review Duct Repair, Ventilation, Air Sealing, Prep + Insulation, learn about health and safety measures, and discuss diagnostic approaches to evaluating homes. You will also receive hands-on lab time using tools & mastics for air sealing.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$350

Assessment: No test provided for this course

Credentials Provided: Certification of successful completion provided

HEALTHY HOUSING PRINCIPLES

The Healthy Housing Principles (HHP) Certificate of Knowledge course explores how different aspects of a home impact occupant health. Participants learn about eight key principles to identify and address potential health hazards. This course is ideal for community health workers, medical personnel, government employees, trades professionals, real estate agents, and students interested in improving residential living conditions. By completing the HHP certificate, participants gain insights to recognize and mitigate health-related issues in homes, enhancing overall well-being for occupants.

Day(s): 1

Clock Hours: 8

Tuition and Fees: \$350

Assessment: Students will take a quiz at the end of the course.

Credentials Provided: Certification of successful completion provided



SWBSTC Policies

Absences and Re-Enrollment

1. This policy addresses students who are enrolled in Programs only. (Students who are enrolled in a Course are not included in this policy. Please see “Registration, Payment and Refunds” for additional information on Courses.)
2. **General Absences.** Because the Programs offered are only a few days in length, attendance on all days is expected. Students enrolled in a Program who miss one or more days of that Program due to an unforeseen situation will not be able to take the Program Assessment offered for Program completion. The student may either:
 - a) Submit a formal Leave of Absence (as described below) for the dates missed. The student may continue to attend any days still remaining in the Program, or complete them at the date given in the Leave of Absence.
 - b) Withdraw from the Program and receive a refund following the Refund Policy. Students who are absent and do not contact SWBSTC within one (1) business day of that absence will be considered withdrawn from the Program.
3. **Formal Leave of Absence/Re-Enrollment.** Students enrolled in a Program who find they are unable to complete that Program but would like to return and complete it within six (6) months may request a formal Leave of Absence.
 - a) To request a formal Leave of Absence, the student must submit a dated and signed written statement (electronically or on paper) to the SWBSTC Coordinator. The statement must include the date the leave is to begin, the name of the Program the student was attending, and the date he/she will resume that Program. (If, for some reason, the latter date is unknown, then the request should state that the student will return on or before six (6) months from the date the absence is to begin.) The SWBSTC Coordinator will keep the statement in the student’s file.
 - b) If the student is not able to return to the Program by the date listed on the written statement, the student will be considered as having withdrawn from the Program and will receive a refund following the Refund Policy.



1. Assessments, Satisfactory Progress Tracking and Grades

1. The SWBSTC utilizes assessments to assess the comprehension and skill development of students at the end of most courses. Assessments at SWBSTC may take the form of question-and-answer tests (usually written), lab assessments and/or field assessments.
2. For reliability purposes, all question-and-answer tests will have an answer key and all lab and field assessments will have a scoring rubric. Answer keys and scoring rubrics will be developed and evaluated along with the course or program materials, before the course is fully implemented.
3. Students who complete courses or programs at SWBSTC will receive either a Certificate of Completion or a Certificate of Attendance.
 - a) **Certificates of Completion.** Certificates of Completion will be issued to students who complete courses or programs that require one or more learning assessments. In order to receive a Certificate of Completion, students must achieve a 70% or higher on each required assessment. Students are informed of this requirement in the Course Catalog and the course syllabus.
 - i) Students are most often given their assessment scores immediately after completing the assessment; in all cases students will be issued their assessment scores no later than one week after having completed an assessment.
 - ii) Students who do not achieve a 70% or higher will be given the opportunity to meet with their instructor for remedial instruction, after which they may take the assessment a second time. This activity must take place within one week of the completion of the course. If the student is not able to achieve a 70% or higher on the second attempt, the Certificate of Completion will not be awarded and no additional attempts will be offered.
 - b) **Certificate of Attendance.** When a course or program does not require an assessment, students will be issued a Certificate of Attendance only.
4. **Assessment Security.** All tests, test descriptions, answer keys and scoring rubrics will be maintained and secured in electronic records. Tests and rubrics will not be printed more than five business days before they are to be implemented. Printed tests and rubrics will be kept in a secured office location until the day they are to be used. Graded tests and rubrics will also be kept secured in an office location. Once they grades are recorded, the completed tests and rubrics will be maintained in the respective students' files. These records are locked in a fireproof cabinet and are maintained for at least five years. (See Record Keeping policy for additional information.)
5. **BPI Certification Courses.** Students who complete certain Programs are eligible for certification through the Building Performance Institute (BPI). BPI testing will occur through the BPI website, or field proctoring notes will be submitted to and graded by BPI. SWBSTC is not responsible for grading candidates or issuing BPI certifications.
6. **BPI Testing Standards.** SWBSTC tracks and maintains records of which trainer taught which classes via the daily sign in sheets and daily lunch order sheets. These documents are saved on site at SWBSTC for a minimum of 3 years.
 - a) All written and field testing for BPI certifications will be entirely video and audio recorded and sent to BPI. This will act as evidence, along with the proctor's daily lunch order sheet (stored at SWBSTC) of who performed the proctor duties for each tested candidate.
7. At any time, BPI may request information regarding who the trainer(s) was for any of the courses taught within the BPI Building Analyst, Manufactured Housing or National Installer Track designations.
8. **Grades.** The Southwest Building Science Training Center does not compute, assign or provide grades to students for any of its courses or programs.



2. Confidentiality of Student Records

1. Confidentiality is the assurance that information is not made available or disclosed to unauthorized persons, processes, or devices. Confidentiality is an important core value of the SWBSTC and the All Thrive 365.
2. Students of SWBSTC provide personal information as part of their enrollment/hiring, including, but not necessarily limited to, name, address and contact information. (NOTE: Student social security numbers are NOT utilized nor requested by the SWBSTC.) The personal information of SWBSTC/All Thrive 365 employees is protected following the Human Resources Records Policy of the All Thrive 365 and Affiliated Corporations Human Resources Policies and Procedures Manual.
3. In order to maintain confidentiality of student information, instructors (contractors or employees) and administrative staff will abide by the following:
 - a) All student forms and records (electronic and paper) will be maintained securely so that only those who have a need to know the information have access to it. Instructors (contractors or employees) and ALL THRIVE 365 administrative staff will have access to the information if they need to know it for administrative/operation, billing or quality improvement purposes.
 - b) Student information may not be disclosed outside of the SWBSTC except with the written consent of the student. Exceptions to this may be made in the following circumstances:
 - i) During a medical emergency.
 - ii) When protecting the student or others from harm.
 - iii) When licensing, certifying, contracting, or accrediting bodies view the information for auditing purposes.
 - iv) When it is legally required.
 - v) When following the Arizona Mandatory Reporting law.
 - c) SWBSTC staff will disclose information to external parties when the student or contracted instructor requests it, but only the information that is specifically requested and only to the individuals or agencies that are specified by the instructor or staff. Such requests will be documented and maintained in the student file.
 - d) Students have the right to request restrictions on the uses and disclosures of their information. The SWBSTC reserves the right to accept or deny such restrictions based on the practicality of the request.
 - e) All students have the right to access their own records maintained by SWBSTC. Students and contracted instructors or their legal representative may review their record on site and may request copies of their record, or portions of their record, at any time. In addition, students may add amendments to their own file.
4. A breach of confidentiality is a serious violation of the All Thrive 365's policies and ethics. Documented violations of this confidentiality policy can result in disciplinary actions up to and including dismissal.



3. Enrollment, Cancellation and Refunds

1. **Enrollment and Registration Procedures.** Students must be 18 years or older to apply, complete a one-time Enrollment Agreement and then complete a separate Registration for each Course or Program they wish to attend. The Enrollment Agreement will be considered active as long as the student has attended a Course or Program within six (6) months. Students who have not taken a Course or Program within the last six (6) months will be considered withdrawn and will need to complete a new Enrollment Agreement to begin a new Course or Program.


A Course may be cancelled for low enrollment. In such a case, the SWBSTC will make every effort to give as much notice is given as possible. Typically, the notice will be three days prior to the start of class. Notifications will be made by phone, email or fax utilizing the contact information provided on the student Enrollment Agreement. Registered students will be given the option of a refund or to apply the fees to the next class offered or desired. The chosen arrangement will be documented in the student's file.

Students who violate the terms of the Enrollment Agreement may be placed on probation, suspended or expelled from the Course at the discretion of the Program Director. Refunds will be provided based on the Program refund policy.

2. **Payment Procedures.** Course and Program tuition fees are based on contact hours, materials and lab usage. Some Courses or Programs may include a separate lab fee. All tuition and lab fees are due in full prior to the start of that Course or Program. Registering students must pay by check or credit card. They may pay by Course or pay in full for a Program (includes all Courses in that Program).

SWBSTC does not offer payment plans, tuition assistance, loans or financial aid. (As such, Arizona R4-39-405 is not applicable.)

3. **Refund Procedures.** Refunds for tuition (and associated lab fees, if applicable) are offered in the following instances:

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- a) **Three-Day Cancellation:** An applicant who provides written notice of cancellation within three days (excluding Saturday, Sunday and federal and state holidays) of signing an enrollment agreement is entitled to a refund of all monies paid. No later than 30 days of receiving the notice of cancellation, the school shall provide the 100% refund
 - b) Students registered for a Course who leave during that Course, or who do not appear for that Course and did not cancel in writing at least one business day prior to the start of that Course, will not receive a refund for that Course.
 - c) **Student Cancellation or Withdrawal from a Program:** Students registered in Programs who provide written notice (electronically or in paper) of cancellation at least one business day before the Program begins, or within three business days of signing the enrollment agreement, will be refunded all monies paid. The refund will be provided by check within 30 days of the student making the cancellation.

Students registered for a Program who do not appear for any part of that Program and do not cancel in writing at least one business day prior to the start of that Program will be refunded 90% of the paid tuition for that Program.



Students who begin attending a Program and then wish to withdraw after the Program has begun may do so by notifying the SWBSTC Director in writing (electronic or paper will be accepted). The notice must state the last date of attendance and be signed and dated by the student. The registration fee and Courses already completed will not be refunded. Refunds will be based on the following clock hour percentages:

Program Attendance (as a % of total clock hours in Program)	% of Program Tuition to be Refunded
10% or less	90%
More than 10% and less than or equal to 20%	80%
More than 20% and less than or equal to 30%	70%
More than 30% and less than or equal to 40%	60%
More than 40% and less than or equal to 50%	50%
More than 50%	0%

The percentage of the Program Attendance clock hours is determined by dividing the total number of clock hours elapsed from the student's start date to the student's last day of attendance, by the total number of clock hours in the Program. Refunds will be provided by check within 30 days of the student making the withdrawal.

- d) Pre-Course/Program Denial: Applicants who are denied admission before starting any Course but after making payment will be refunded all monies paid. Refunds will be provided by check within 30 days of the denial.
- e) Mid-Course/Program Denial: If a student who is enrolled in a Course is asked to leave a Course once the Course has begun, no refunds will be provided. If a student who is enrolled in a Program is asked to leave, that student will be refunded payment based on the table described above in this policy under, "Program Cancellation or Withdrawal Procedures."
- f) Formal Leaves of Absence: Students who are on a formal Leave of Absence and miss one or more courses in a Program may choose to be registered for that course(s) the next time it is offered by SWBSTC at no additional charge and without receiving a refund. Such arrangements will be documented in the student's file.

Students on a formal Leave of Absence who do not return from the leave at the scheduled time will be considered withdrawn from the Program and will receive a refund based on the above Refund policy.



4. Grievance Procedure

1. SWBSTC strives to provide an atmosphere in which problems are resolved as quickly, fairly, and as informally as possible. All Training Center students, clients or other stakeholders who have an issue to resolve are asked to contact an SWBSTC Coordinator and are encouraged to first attempt to resolve issues through an open and honest discussion with all parties involved.
2. No individual involved in the Problem Solving and Grievance Process at any level shall suffer any restraint, interference, discrimination, coercion, retribution, or reprisal due to his/her good-faith participation in the process. All those involved in the Problem Solving and Grievance Process shall strive to maintain the student's confidentiality regarding the issue.
3. **Formal Problem Solving and Grievance Procedure.** Training Center students who have a complaint with SWBSTC that was not able to be resolved informally may contact ALL THRIVE 365 Home Improvements to formally submit their complaint or state a concern. Complaints/grievances will be handled in the following manner:
 - a) The Training & Technical Assistance Coordinator will document the concern(s) on a Grievance Form or may provide one to the student to complete. (See SWBSTC Grievance Form.)
 - b) Once the complaint is documented in writing, within (5) business days the Energy Training & Technical Assistance Coordinator will determine a response, including any appropriate corrective action, and will provide the response in writing to the student. Any corrective actions identified in the response to be completed by the SWBSTC are to be completed in a timely manner.
 - c) If the student is unsatisfied with the outcome from the Energy Training & Technical Assistance Coordinator, he/she may contact the Program Director for a review of the situation. The Program Director will review the response that was given and either uphold or change that response. The Program Director will document this review and outcome in writing and provide it to the student within five (5) business days. If the Program Director determines corrective actions to be completed by the SWBSTC are appropriate, they are to be completed in a timely manner.
 - d) If, after a response has been received from the Program Director, the student is still not satisfied, the Grievance Form will be forwarded to the ALL THRIVE 365 Senior Manager or President for review. The ALL THRIVE 365 Senior Manager or President will directly assign unrelated staff to review the issue and the response that was given, and advise the ALL THRIVE 365 Senior Manager or President to either uphold or change that response. That staff will provide a written response to the student in a timely manner. If this review determines that corrective actions to be completed by the SWBSTC are appropriate, they are to be completed in a timely manner.
 - e) If the student complaint cannot be resolved after exhausting the Institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Post- Secondary Education. The student must Contact the State Board for further details.

The State Board address is:
1740 W. Adams Street, #3008
Phoenix, AZ 85007.
Phone: 602/542-5709
Website: <http://ppse.az.gov>

- d) Pre-Course/Program Denial: Applicants who are denied admission before starting any Course but after making payment will be refunded all monies paid. Refunds will be provided by check within 30 days of the denial.
- e) Mid-Course/Program Denial: If a student who is enrolled in a Course is asked to leave a Course once the Course has begun, no refunds will be provided. If a student who is enrolled in a Program is asked to leave, that student will be refunded payment based on the table described above in this policy under, "Program Cancellation or Withdrawal Procedures."
- f) Formal Leaves of Absence: Students who are on a formal Leave of Absence and miss one or more courses in a Program may choose to be registered for that course(s) the next time it is offered by SWBSTC at no additional charge and without receiving a refund. Such arrangements will be documented in the student's file. Students on a formal Leave of Absence who do not return from the leave at the scheduled time will be considered withdrawn from the Program and will receive a refund based on the above Refund policy.

Refunds/Cancellation Policy complies with R4-39-404

ADDITIONAL NOTICES/DISCLAIMERS

- o Class size is limited and is on a first-come-first-serve basis.
- o Completion of any course(s) offered by SWBSTC does not guarantee job placement.
- o Students are responsible for their own transportation to/from SWBSTC.
- o SWBSTC does not accept credit for previous education, training, work experience (experimental learning), or CLEP.
- o SWBSTC reserves the right to reschedule the program start date when the number of students scheduled is too small. In such an instance, SWBSTC will notify students as soon as possible, not less than one (1) business day before the course is scheduled to begin.
- o SWBSTC reserves the right to discontinue the student's training for unsatisfactory progress, nonpayment of tuition or failure to abide by SWBSTC policies.
- o Information concerning other schools that may accept SWBSTC credits towards their programs can be obtained by contacting the Energy Training and Technical Assistance Coordinator. It should not be assumed that any programs described in the course catalog could be transferred to another institution. SWBSTC does not guarantee the transferability of credits to a college, university or institution. Any decision on the comparability, appropriateness and applicability of credits and whether they should be accepted is the decision of the receiving institution.
- o This document does not constitute a binding agreement until signed by all listed parties.

STUDENT ACKNOWLEDGEMENT

Student's Initials:

- _____ I have read, understand and agree to this Enrollment Agreement (hereafter referred to as "Agreement" I understand that I will receive a copy of this Agreement once all parties have signed it.
- _____ I have received a course catalog dated _____ which contains the SWBSTC Policies (including the Student Code of Conduct, Refund and Grievance policies) and Course Descriptions (including dates, locations and materials needed and provided) and you have read, understand and agree to them.
- _____ I understand that SWBSTC may terminate my enrollment if I fail to comply with any of the SWBSTC policies and/or requirements of this Agreement while enrolled in SWBSTC. I understand that my financial obligation to SWBSTC must be paid in full before attendance will be allowed.
- _____ I understand that SWBSTC does not guarantee job placement to graduates upon program/course completion or upon graduation.
- _____ I am 18 years of age or older and understand and accept my legal responsibilities in regard to this Agreement.
- _____ I can meet the essential functions and physical requirements of the training courses with or without reasonable accommodations.

I, undersigned Student, agree and understand that this Agreement supersedes all prior or contemporaneous verbal or written agreements. Once signatures are complete, and barring its termination, this Enrollment Agreement will be considered active as long as I have attended a Course or Program within six (6) months. I may request this Agreement be terminated with a 30-day written notice to any SWBSTC Official. SWBSTC reserves the right to terminate this Agreement and/or to change its policies, procedures and requirements by providing students a written 30-day notice. While it is active, this Agreement may not be modified without the written consent of myself and an SWBSTC official. I understand that if I fail to meet the terms stated in this Agreement, I will be responsible for any costs, including attorney fees, incurred by SWBSTC as a direct result of such failure. I understand that any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds, hereof Recovery hereunder by the debtor shall not exceed amounts paid by the debtor (FTC Rule effective 5/14/76).

Signature of Student _____ Date _____

Signature of SWBSTC Official _____ Date _____
 SWBSTC Official's certification: I hereby certify that _____ has been interviewed by me and in my judgment, meets all requirements for acceptance as a student. I further certify that there have been no verbal or written agreements or promises other than those appearing in this agreement.