



240 Smith St., Lowell MA 01851
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MISSION STATEMENT

The NEW ENGLAND INSTITUTE of HVAC/R Inc. mission is to provide a concise, high quality education for people who are interested in acquiring or increasing knowledge in Heating, Air Conditioning, and Refrigeration or who wish to pursue careers in the industry.

GENERAL DESCRIPTION OF AVAILABLE SPACE, EQUIPMENT, AND FACILITIES

The school facility is located in a commercial office park. It includes a small office area, a break area, a classroom and the laboratory within 2300 sqft. The laboratory contains appliances and training materials to facilitate "Hands on" learning. Desks for the presentation of theory are also provided.

SCHOOL POLICIES AND PROCEDURES



ENTRANCE REQUIREMENTS

- Applicants must be 18 years of age.
- Applicants must have a personal interview with school personnel.
- Applicants must be drug free.
- Applicants must possess a valid driver's license or proof of identification.
- Applicants must be a high school graduate or hold a GED. This requirement can be waived if a suitable level of competence is demonstrated.

CREDIT FOR PREVIOUS EDUCATION OR TRAINING

- The school will assess all previous education and training to shorten the length of and/or reduce the cost of the program.

GRADING SYSTEM

- The school grades on a pass/fail basis. Certificates will be awarded based on satisfactory attendance and demonstration of proficiency of the concepts and skills presented. A Pass/Fail grade will be awarded, in writing, at the completion of each term. Written assessments will include weekly homework completion, a midterm assessment exam, the EPA test, and a final exam which includes written and practical evaluation.

STANDARDS FOR SATISFACTORY PROGRESS

- The minimum standard for satisfactory progress is 80% attendance with the ability to demonstrate with proficiency a minimum of 80% of the skills and knowledge acquired.
- Throughout the term students will be advised of their progress during individual discussion with their teacher(s). A written progress report will be provided at least once during the school term.
- A grade will be awarded, in writing, at the completion of each term.

STANDARDS FOR SATISFACTORY PROGRESS FOR FINANCIAL AID PROGRAMS

The minimum standard for financial aid programs will comply with the requirements for the specific financial aid package.

SCHOLARSHIPS

There are currently no scholarships available.

ACADEMIC PROBATION

Academic probation will be administered when a student fails to demonstrate proficiency in a mandatory skill and/or the student's attendance falls below 80% for a module. Assistance will be made available during the final week of each module to improve proficiencies.

ACADEMIC SUSPENSION OR TERMINATION

At the end of a module, if the student has not met the satisfactory academic progress policy, then the student shall be required to make up the module that the student has failed. Classes will be made up upon recommendation of the teacher(s). The student has a right to appeal the decision to the school's director, in writing, within one week of the decision. If a student refuses the make up opportunity, that student's enrollment will be terminated.

STUDENT CONDUCT AND CONDITIONS FOR DISMISSAL

Any student not conducting themselves in an orderly and professional manner, which includes, but not limited to, drugs and alcohol during school hours, dishonesty, disrupting classes, use of profanity, excessive tardiness, insubordination, violation of safety rules, or not abiding by the school rules will lead to either probation or dismissal from classes. In addition to the above standards of conduct the School rules include:

- Respect for fellow students
- No Smoking
- Vandalism
- Non-discrimination regarding race, gender, religion, age, sexual orientation, national origin, or disability
- Sexual Harassment
- Unacceptable behavior will require school counseling for 1st offense, written warning for 2nd offense, suspension if behavior is not resolved, termination for any subsequent offenses.



SCHOOL POLICIES AND PROCEDURES

RE-ENTRANCE

- Any student who has dropped out of the program may be readmitted within one year by completing a personal interview with the school's director and paying all fees due at the time of readmission. Program requirements at the time of re-admittance shall be applicable.
- Any student who was academically terminated, may be readmitted within one year by completing a personal interview with the school's director and paying all fees due at the time of readmission. Student shall be on probation for his/her first term. Program requirements at the time of re-admittance shall be applicable.
- Any student who was terminated for conduct may not be readmitted.

ATTENDANCE

- The school maintains an attendance record on the student. The school requires a 80 percent (80%) completion of class hours and/or demonstration in proficiency in order to receive a certificate of completion from the course. If your attendance approaches 80%, you will be notified that your academic standard may be in jeopardy and you could be placed on probation. If you meet the attendance requirement in the next thirty days you will be removed from probation. If you fail to correct your attendance problem you will be dismissed from the school. If dismissed from the school, you will be required to request reinstatement which cannot be done for a minimum period of 60 days. You may be required to provide proof that the problem that caused your chronic absenteeism has been resolved. Tardiness is defined as showing up more than ten minutes late for the beginning of a class. Tardiness without legitimate reason on more than three different occasions will be considered as one unexcused absence.
- Students are expected to be on time and attend all scheduled classes. Documentation of the reason for the absences is required for a student returning to class after an absence. Classes missed by a student will be made up prior to graduation. The final week of the term is devoted to make-up and additional topics at the request of the students.
- Students who leave early are expected to seek acknowledgement from the instructor. Make up time may need to be scheduled as this impacts learning

LEAVES OF ABSENCE

Students may request a leave of absence at any point during their studies. In order to receive a leave of absence a student must submit a written notice to the school explaining the reason they are not able to attend school. If a student fails to notify the school director of their leave of absence the student will be held to the standards discussed in the Attendance section. This includes probation and possible dismissal for lack of attendance. Students wishing to return to classes after a leave of absence must contact the school director. The school director and student will both determine when and if the student will return to classes.

GUIDANCE AND COUNSELING

The school does not offer professional counseling. If a student seeks counseling for a specific issue, the school will direct the student to a relevant institution or government organization.

NONDISCRIMINATION: The school does not discriminate on basis of race, color, religion, ancestry, national origin, age, non disqualifying disability, gender, sexual orientation, marital status, or veteran status in the admission of students.

STUDENTS SEEKING REASONABLE ACCOMMODATIONS: An applicant's disability information is voluntary and confidential. If this information is supplied an attempt will be made to overcome the effects of the conditions that limit participation by the disabled student. Reasonable accommodations will be made on an individual basis. It is the responsibility of the student with disability to seek assistance after meeting with the Directors to discuss the physical requirements of the program.

JOB ASSISTANCE

No School can guarantee employment, expected wages or annual salaries for a student who completes any course of study. Assistance in job placement will include resume preparation, job postings, interviewing skills, and lists of web sites for career searches. Assessment of job placement results is documented and reported to the Department of Transitional Assistance at least Annually.

GRADUATION REQUIREMENTS

Students must demonstrate proficiency in all key concepts of a module in order to receive the certificate of completion for the program. Proficiencies will be demonstrated with a combination of both practical and written parts. Should the student fail to pass the test, they will be given one opportunity to take a refresher course in their area(s) of deficiency and subsequently be allowed to re-demonstrate their proficiency of a concept at no extra cost to the student. This is provided that the student has maintained an acceptable level of attendance.

STUDENT RECORDS

All student evaluations and grades are maintained by the school for a period of five years. Student transcripts are kept on file permanently and are protected from fire, theft and other perils.



SCHOOL POLICIES AND PROCEDURES

SCHOOL CALENDAR

- The school operates on a non-traditional term. We do not utilize the conventional academic calendar of quarters or semesters. The **DAY** program is Tuesday through Thursday, 7 hours per day. The **Evening** program is Tuesday through Thursday, 3 hours per evening. Both programs run for a period of 13 weeks. (The DAY program includes NEC, National Electrical Code).
- The weather will play a major role in actual class schedule. Classes canceled due to weather are made up at the end of the program.
- The following holidays are observed and impact our schedule:

July 4th	Christmas
Thanksgiving	New Years

- The school reserves the right to amend the calendar.

ENROLLMENT DATES

- A student may enroll at any time prior to the start of a new class.
- The school has rolling admissions. New classes will be offered on a varying schedule due to the two shutdown periods, postponements due to inclement weather, or insufficient level of enrollment.
- In the event that a class cannot begin on the published dates or the student cannot attend a revised schedule the School will refund all monies paid.

2023 Class Schedule

January 3, 2023 through March 30, 2023
August 1, 2023 through October 26, 2023

April 11, 2023 through July 13, 2023
November 7, 2023 through February 15, 2024

*additional dates may be available on demand

SCHEDULE OF FEES

Program	Administration Fee	Books**	Tuition	Tools **	Total Fees
HVAC/R (Day)	\$0	\$125	\$6550	\$300	\$6975.00
HVAC/R (Evenings)	\$0	\$125	\$5500	\$300	\$5975.00

**student is responsible for book and tool fees

REFUND POLICY (AS PER M.G.L. CHAPTER 255, SECTION 13K)

Federal Program Refund

The refund policy for students receiving benefits from federal programs that require specific refund policies shall be in accordance with the specific federal policies. For example, the refund policy for veterans receiving benefits under the Montgomery GI Bill ® : The Amount charged for tuition, fees, and other charges for a portion of the course shall not exceed the approximate pro rata portion of the total charges for tuition, fees, and other charges that the length of the completed portion of the course bears to the total length (38CFR21.4255). The pro rata amount represents the total of tuition and fees that the completed portion of the course/program bears to the total length.

REFUND POLICY (AS PER M.G.L. CHAPTER 255, SECTION 13K)

- You may terminate this agreement at any time.
- If you terminate this agreement within five days you will receive a refund of all monies paid, provided that you have not commenced the program.
- If you subsequently terminate this agreement prior to the commencement of the program, you will receive a refund of all monies paid, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement during the first quarter of the program, you will receive a refund of at least seventy-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement within the second quarter of the program, you will receive a refund of at least fifty percent of the tuition less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement during the third quarter of the program, you will receive a refund of at least twenty-five percent of the tuition, less the actual reasonable administrative costs described in paragraph 7.
- If you terminate this agreement after the initial five day period, you will be responsible for actual reasonable administrative costs incurred by the school to enroll you and to process your application, which administrative costs shall not exceed fifty dollars or five percent of the contract price, whichever is less. A list of such administrative costs is attached hereto and made part of this agreement.
- If you wish to terminate this agreement, you must inform the school in writing of your termination, which will become effective on the day such writing is mailed.
- The school is not obligated to provide any refund if you terminate this agreement during the fourth quarter of the program.

Timely Refunds Payments Refunds shall be paid within 30 days after the effective date of termination



Section 103, PL 115-407

G.I. Bill[®] Benefits*

Effective date: August 1, 2019

What is it: – Prevents a school from penalizing the student while waiting for VA to make tuition and fee payments

1. Cannot deny a student access to classrooms, libraries or other institutional facilities
2. Cannot make the student borrow money to cover the cost while waiting for payment
3. Cannot charge a student a late fee or penalty

Who is covered: Any student using Ch31 or Ch33 Section 103, PL 115-407

What is the covered period: – Protection begins when the student provides the school with a COE or a Statement of Benefit

The School can require the student to submit the COE or Statement of Benefits no later than the first day of the program

Can also require the student submit a written request to use benefits or other necessary certifications – Ends when VA makes payment or 90 days after the date school certifies tuition and fees Section 103, PL 115-407.

Implementation: – SAAs have contacted schools and provided a standardized catalog addendum – Addendum is an attestation that the school's policy is in accordance with the law – Addendums must be complete and returned to the SAA in accordance with SAA guidance • Waivers – information on waivers will be provided by VA at a later date

*G.I. Bill[®] is a registered trademark of the U.S. Department of Veteran's Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government web site at www.benefits.va.gov/gibill



SCHOOL POLICIES AND PROCEDURES

STUDENT GRIEVANCE PROCEDURE

A student may follow the following guidelines to achieve resolution to a grievance:

1. If a student feels that a problem requires resolution the student should first speak with the teacher. The teacher should offer a reasonable expectation for a response, but the response should not take longer than seven days. Every attempt should be made to resolve the issue as soon as possible.
2. If a reasonable compromise has not been reached within one week the student may include the second instructor in the process. The School will render a written decision to the student within three (3) school days. The school must make a reasonable attempt to reconcile any grievance.

The student has the right to contact the Office of Private Occupational Education, Massachusetts Division of Professional Licensure at any time.

Phone: 617 727-5811

Email: [occupationschools@state.ma.us](mailto:occupationalschools@state.ma.us)

PROGRAM/COURSE REQUIREMENTS

PROGRAM REQUIREMENTS

Same as entrance and attendance requirements.

PROGRAM DESCRIPTION

The HVAC/R Program is part of The Massachusetts Department of Professional Licensure and is **13 weeks in duration**. The instruction is located within our 2300 sq. ft space with labs and equipment; with the majority of learning being "Hands-on". The topics of study are: Basic Electricity, Oil Heat, Gas Heat, Domestic and Commercial Refrigeration, Central A/C, and Heat pumps. Also included are: EPA Test Preparation, component diagnosis, troubleshooting, installation, component selection and sizing. "Hands-on" exercises include soldering and brazing techniques, use of the digital multi-meter, electrical circuit wiring, component removal and replacement, and troubleshooting exercises. The DAY program includes NEC (National Electrical Code).

COURSE DESCRIPTIONS

BASIC ELECTRICAL

- Series and parallel wiring
- Use of the multi-meter
- Capacitors
- Switches, relays, control devices
- Start relays
- Compressor testing (C,S,R)
- Timers

OIL HEAT

- One Pipe
- Two pipe
- Pump components
- Gun components
- Troubleshooting
- Tune-up
- Efficiency testing

GAS HEAT

- Sequence of events
- Troubleshooting
- Testing components
- Sizing furnaces

MISCELLANEOUS HEATING

- Hydronic
- Zone control
- Introduction to Thermostats
- Direct Vent Power vent

RESIDENTIAL REFRIGERATION & EPA TESTING

- 4 Major components
- Metering devices
- Pump down cycle
- Pressure and temperature controls
- Hands-on brazing and soldering
- EPA preparation and testing
- Recovery, Evacuation, Charging

COMMERCIAL REFRIGERATION

- Pump down cycle
- Pressure controls
- Defrost timers
- Hot gas defrost
- Superheat & Subcooling

CENTRAL A/C AND HEAT PUMPS

- Charging, Evacuation, Recovery
- Diagnosis and Troubleshooting
- Component replacement

The final week will be dedicated to missed assignments, make-up, or optional, customized topics to be presented at the request of the students.



LIST OF FACULTY AND ADMINISTRATORS

BOARD OF TRUSTEES

Director Jack Burkhardt

Director David Rousseau

SCHOOL FACULTY AND ADMINISTRATORS

Sr. Instructor.....Jack Burkhardt, BSME

Sr. Instructor.....David Rousseau

Instructor.....Robert Fogg

Instructor.....Chris Marsala



THE BEGINNING OF YOUR NEW CAREER STARTS HERE!



- Hands on Training
- Affordable Tuition
- Job Assistance
- EPA Test Included
- Day & Evening Classes
- 273 Course Hours



BASIC ELECTRICAL

- Series and parallel wiring
- Use of the multi-meter
- Capacitors
- Switches, relays, control devices
- Start relays
- Compressor testing (C,S,R)
- Time rs

NATIONAL ELECTRICAL CODE

OIL HEAT

- One Pipe
- Two pipe
- Pump components
- Gun components
- Troubleshooting
- Tune-up
- Efficiency testing

GAS HEAT

- Sequence of events
- Troubleshooting
- Testing components
- Sizing furnaces

MISCELLANEOUS HEATING

- Hydronic
- Zone control
- Introduction to Thermostats
- Direct Vent Power Vent

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- 4 Major components
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