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2025 -2026 Catalog



01/01/2025

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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.

Licenses:

Our programs are licensed by the Division of Occupational Licensure Office of Private Occupational School Education
License Number: 13100104-OS-P



SCHOOL POLICIES AND PROCEDURES

ENTRANCE REQUIREMENTS

- Applicants must be 18 years of age (or have parent/guardian approval)
- Applicants must have a personal interview with school personnel (phone or in person)
- Applicants must be drug free.
- Applicants must possess a valid driver's license or proof of identification.

CREDIT FOR PREVIOUS EDUCATION OR TRAINING

- The school will not shorten the length of the program or discount for previous education. All students must take the entirety of the course.

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.

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 on property
- 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.

Financial Aid

We do not accept Financial Aid through the VA. We do not accept federal student aid or Pell grants.

(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

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.
- If instructors find that a student is struggling with the material extra help will be offered outside of normal business hours.
- Students are also invited to retake the course at no charge in order to ensure comprehension of material.

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 at the 50% completion mark.**
- A grade will be awarded, in writing, at the completion of each term.

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.

SCHOLARSHIPS

There are currently no scholarships available

OPEN DOOR POLICY

Students who complete the program are able to retake the course or come back for a refresher at any time. students may also pause or resume enrollment if needed.



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.

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)

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.

Non Discrimination: 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.

Successful job placements of students from DTA, Mass Unemployment, and ATR are documented and reported to the Department of Transitional Assistance 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

Private Occupational School Licensed by the Division of Occupational Licensure under M.G.L. c. 112, § 263 must retain students' records in accordance with the following record retention schedule:

Retention Period

The following records must be retained for at least one (1) year from students' graduation or separation from the school: Results of all examinations and evaluations performed.

The following records must be retained for seven (7) years from student's graduation or separation from the school:

Student attendance records, which reflect any leaves of absence (including information about the status of the leave), dates of completion (anticipated and actual), and dates students received diplomas or certificates;

The student's signed enrollment contract, as well as any addendums, extensions, or amendments to that contract;

All records to support any effective dates of termination of an enrollment contract used in a payment / refund calculation under 15.04(5) or (6);

Written progress reports that provide students with appropriate reports of progress at least once during the program or course (for courses with durations of thirty hours or more, a progress report must be provided by the time fifty percent of the course has been completed);

Records of any externships; Copies of any student complaints; School disciplinary reports; and

Students' loan documents including disclosure forms and disbursement schedules. The following records must be retained for a minimum of sixty (60) years.

(These records will be transferred to DOL in the event of a school's closure): Documents reflecting payments made by or on behalf of students records of the form and dates of any payments; and, Copies of the following, which must be signed by an authorized school representative: Students' official grades;

Certificates of completion; and, Transcripts.



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.
- Closures: In the event of inclement weather- we follow Lowell Public Schools (delays = no day classes)

- The following holidays are observed and impact our schedule:

July 4th Thanksgiving Christmas 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 or postponements due to inclement weather.
- 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.

LOWELL		Fitchburg
August 19 - November 13		September 16 - December 18
December 2- March 12	additional dates may be available on demand	January 6 - April 2
March 24- June 18		April 14- July 16
July 7 - October 1		July 28 - October 22
October 13- January 28		November 3 - February 18

(Hours of Operation : Tuesday- Thursday 8:00AM- 9:00PM (Closed 3:00-5:00))

SCHEDULE OF FEES

Day: Total: \$6975

Tuition Fee: \$6325.05 (\$3162.53 Week 1 prior to 1st class) (\$3162.52. Week 7 prior to 17th class)

Tools & Supplies: \$125 Test Fee: \$24.95

Deposit (Refundable): \$450 (Due at signup) Administrative Costs (non refundable): \$50 (Due at signup)

Evening: Total: \$5975

Tuition Fee: \$5325.05 (\$2662.53 Week 1 prior to 1st class) (\$2662.52. Week 7 prior to 17th class)

Tools & Supplies: \$125 Test Fee: \$24.95

Deposit (Refundable): \$450 (Due at signup) Administrative Costs (non refundable): \$50 (Due at signup)

(Review Enrollment Agreement for amounts & schedule)

REFUND Law

(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 during the second quarter of the program, you will receive a refund of at least fifty per cent 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.
- 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.

Administrative Costs are non refundable

Administrative Costs Equal: \$ 50

Refunds will be subject to the week of the refund request.

Prior to start date= 100% (aside from \$50 admin fee)

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.

Veterans Benefits and Transition Act of 2018 – Section 103 (Public Law 115-407)
Effective August 1, 2019

Title 38 United States Code § 3679(e)

As part of the Veterans Benefits and Transition Act of 2018, Section 103 requires educational institutions to allow covered individuals to attend or participate in a course of education while VA payments are pending, without penalty.

Policy Statement:

In accordance with Section 103 of the Veterans Benefits and Transition Act of 2018:

The New England Institute of HVAC will not:

Impose any penalty,

Charge late fees,

Deny access to classes, libraries, or institutional facilities,

Or require a covered individual to borrow additional funds

due to the delayed disbursement of funding from the U.S. Department of Veterans Affairs under Chapter 31 (Veteran Readiness and Employment) or Chapter 33 (Post-9/11 GI Bill*).

This protection is provided as long as the covered individual has provided the school with a Certificate of Eligibility (COE) or a Statement of Benefit, and any other required documentation, by the first day of class.

This policy remains in effect for up to 90 days from the date the institution certifies tuition and fees to the VA, or until payment is made, whichever occurs first.

Definition – Covered Individual:

A “covered individual” is any student who is entitled to educational assistance under Chapter 31 or Chapter 33 of Title 38, U.S. Code.

*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
3. Per 230 CMR 15.07(2) a school shall respond to written student complaints in writing within ten days from when the complaint was submitted to the school.

Students may contact Division of Occupational Licensure at any time.

Phone: 617-701-8719

occupational.schools@mass.gov

PROGRAM REQUIREMENTS

Applicant must be 18 years of age (or have parent/guardian approval), must have a personal interview with school personnel (phone or in person), Applicants must be drug free. Applicants must possess a valid driver's license or proof of identification.

PROGRAM DESCRIPTION

The HVAC/R Program is an approved program from The Massachusetts Department of Occupational 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 (not over 10 tons), 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) that can be applied to state licensing.

COURSE DESCRIPTIONS

Clock Hours: Day 150 classroom & 123 lab hours

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

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

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



LIST OF FACULTY AND ADMINISTRATORS

BOARD OF TRUSTEES

David Rousseau- Owner

SCHOOL FACULTY AND ADMINISTRATORS

Sr. Instructor/Owner.....David Rousseau

Dave graduated HVAC school in 1986 and has been in the field ever since. From running his own business to teaching, he has done it all! Growing up in Lowell, he knew that the community needed a high quality and affordable program and worked hard in creating just that with his business partner and best pal Jack. Dave is a family man and both of his sons graduated from NEIHVAC and are in the field as well. Dave treats all students like they're his own family and wants each and every one of them to find the same level of success that he has.

Instructor.....Robert Fogg

Bob grew up in the Lowell area and community. He entered the HVAC field 15 years ago and has been teaching HVAC/R for 5 years. He's skilled in Installing, Servicing, and Troubleshooting Residential and Commercial equipment. Bobby loves getting to know the students and making sure they are ready for their careers!

Instructor.....Chris Marsala

Over 30 years as an Electronics engineer and HVAC maintenance tech. Chris started at NEIHVAC as a student and graduated from the program before he entered the field. After a few years he was approached to come on back and help new students prepare for their future! He loves to laugh and make every single class fun as can be!

Program-Director....Hailey Rousseau, MBA

Hailey graduated with her MBA in 2018 and has grown up around HVAC! She currently manages the school as well as her families HVAC company and now acts as the school SCO. Her passion is education and she loves helping every student at NEHVAC achieve their goals. She is working on expansion and new programs.



PREPARE FOR YOUR NEW CAREER HERE!



- **Hands on Training**
- **Affordable Tuition**
- **Job Assistance**
- **EPA Test week 4**
- **Day & Evening Classes**
- **273 or 117 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

RESIDENTIAL REFRIGERATION & EPA TESTING

- 4 Major components
- Metering devices
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COMMERCIAL REFRIGERATION

- Pump down cycle
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CENTRAL A/C AND HEAT PUMPS

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