

**tradez**<sup>®</sup>  
INSTITUTE

**COURSE CATALOG**

# Catalog and Course Offerings

## 1. Company Info

- **School Name:** Tradez Institute, LLC
- **Physical Address:** 10279 N 79th Street, Scottsdale, AZ 85358
- **Mailing Address:** 2942 N 24th St Ste 115 PMB 334457, Phoenix, Arizona 85016-7849 US
- **Telephone:** (877) 409-6065
- **Email:** [info@thetradez.com](mailto:info@thetradez.com)
- **Support:** [support@thetradez.com](mailto:support@thetradez.com)
- **Website:** [www.tradezinstitute.com](http://www.tradezinstitute.com)

## 2. Headquarters Information

- **Headquarters Physical Address:** 10279 N 79th Street, Scottsdale, AZ 85358
- **Telephone:** (877) 409-6065

## 3. Effective Date of this Catalog

- This catalog is effective as of: **April 14, 2025**

## 4. List of Programs Offered

1. **Electrical Career Accelerator**
2. **HVAC Career Accelerator**
3. **Plumbing Career Accelerator**
4. **Residential Construction Career Accelerator**
5. **Solar Career Accelerator**

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## 5. Program Details

### 5.1. ELECTRICAL CAREER ACCELERATOR

#### Statement of Purpose:

- The Electrical Career Accelerator is an immersive online and VR training course designed to fast-track aspiring electricians into the field by providing exactly the hands-on, job-ready skills needed for success. This course covers every foundational aspect, from essential electrical concepts, mathematics, and tool fundamentals to

advanced topics such as circuit design, AC/DC power, and troubleshooting, while emphasizing practical techniques in electrical installations, conduit bending, and safety practices including ladder, fall, and lockout/tagout protocols.

- Students will engage in realistic simulations that reinforce the proper use of tools like multimeters and power instruments, adhere to the National Electrical Code, and apply effective installation strategies, all within an interactive learning environment.
- Additionally, the program integrates critical soft skills training in communication, teamwork, and professional conduct, along with preparation for key industry certifications such as OSHA's 10-Hour Construction course, ensuring graduates are fully equipped to enter and excel in today's dynamic electrical trade landscape.

### **Course Components:**

- 1. Getting Started**
  - Becoming an Electrician
  - Math for Electricians
  - Fundamental Electrical Concepts
- 2. Tool Fundamentals**
  - How to Use a Multimeter
  - Electrical Tools
  - Hand and Power Tools for Electrical Work
  - Basic Construction for Trades
  - Repairing Drywall
- 3. Circuit Basics**
  - Building DC Circuits
  - Building DC Combination Circuits
  - AC Power
  - AC Motor Lab
  - Troubleshooting Basic Circuits
- 4. Installation Basics**
  - Electrical Installation
  - Electrical Devices
  - Ampacity and Wire Sizing
  - EMT Conduit Bending
  - EMT Installation: Boxes and Conduit
- 5. Electrical Safety**
  - Electrical Safety
  - Ladder and Fall Safety
  - Lockout/Tagout Awareness
- 6. Electrical Code**
  - Intro to Electrical Code
  - Three- and Four-Way Wiring and Installation
  - NEC: Wiring Methods and Materials
- 7. Industry Certifications**

- OSHA 10-Hour Construction Industry (English/Spanish)
- 8. Job Ready: Get Hired & Excel**
- Working on a Team
  - Effective Communication in the Workplace
  - Avoiding Callbacks
  - Dealing with Difficult Customers
  - Maintaining a Professional Image
  - Finding and Applying to Jobs

### **5.1.1 ELECTRICAL CAREER ACCELERATOR HOURS & DEDICATED CONTACT INFO**

- Course Hours: 36
  - External Certifications: 10
  - **Total Clock Hours: 46**
  - Contact email: [electrical@thetradez.com](mailto:electrical@thetradez.com)
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## **5.2 HVAC CAREER ACCELERATOR**

### **Statement of Purpose:**

- The HVAC Career Accelerator is an immersive online and VR training course designed to equip aspiring HVAC technicians with the practical, job-ready skills necessary to launch a successful career in heating, ventilation, and air conditioning. This comprehensive program covers everything from fundamental HVAC concepts, including system components, safety practices, and trades math, to specialized skills such as ductwork fabrication, electrical applications, and refrigeration system troubleshooting.
- Students gain hands-on experience with essential tools and techniques, from using multimeters and understanding wiring diagrams to gain expertise in compressor diagnostics, evacuation and charging procedures, and residential A/C and heat pump troubleshooting.
- With integrated simulations that mirror real-world scenarios and robust industry certification preparation, the course ensures graduates are fully prepared to excel in the field, while also honing the teamwork, communication, and professional skills crucial for thriving in today's competitive HVAC industry.

### **Course Components:**

- 1. Getting Started**
  - What is HVAC?
  - HVAC Safety Basics
  - Basic HVAC Tools
  - Trades Math

- HVAC Technicians
  - HVAC Supplies
  - Hand and Power Tool Safety
- 2. HVAC Fundamentals**
- HVAC Systems
  - HVAC System Parts
  - HVAC Cooling Components
  - HVAC Heating Components
  - HVAC Maintenance
  - Fundamental Electrical Concepts
  - HVAC Ducting and Airflow
  - Ductwork Fabrication and Installation Overview
- 3. Electrical for HVAC**
- Symbols and Wiring Diagrams
  - How to Use a Multimeter
  - Meters, Switches, Loads, & Circuits
  - HVAC Motors
  - Contactors and Motor Starters
  - Thermostats and Heating Controls
  - Troubleshooting Basic Circuits
- 4. HVAC Refrigeration**
- Introduction to Refrigeration Systems
  - Refrigerants Overview
  - AC System Tools: Pressure and Refrigerant Basics
  - Temperature, Pressure, and Heat
  - Evaporators and Condensers
  - Troubleshooting Motors
- 5. HVAC – Evacuation and Charging**
- Compressors
  - Diagnosing Compressor Problems
  - Leak, Evacuation, and Charging
  - Leak Check and Evacuation
  - Charging Part 1: Tools and Rules
  - Charging Part 2: Subcooling and Superheat
  - Diagnosing A/C Systems
- 6. HVAC Troubleshooting**
- Intro to Heat Pumps
  - Airflow Testing Procedures
  - Residential A/C Troubleshooting
  - Heat Pump Troubleshooting (Residential)
- 7. Excel In Your Trade Simulations**
- Residential A/C Troubleshooting Assessment Simulation
  - Heat Pump Troubleshooting Assessment Simulation
- 8. Industry Certification Prep**

- NATE Ready-to-Work Exam Prep
- EPA Section 608 Prep Course (Core, Type I, II, III, Chart Applications & Test Prep)

#### 9. Industry Certifications

- NATE Ready-to-Work
- OSHA 10-Hour Construction Industry (English/Spanish)
- EPA Section 608 Certification

#### 10. Job Ready: Get Hired & Excel

- Working on a Team
- Effective Communication in the Workplace
- Avoiding Callbacks
- Dealing with Difficult Customers
- Maintaining a Professional Image
- Finding and Applying to Jobs

### 5.2.1 HVAC CAREER ACCELERATOR HOURS & DEDICATED CONTACT INFO

- Course hours: 65
  - External Certifications: 14
  - **Total Clock Hours: 79**
  - Contact email: [hvac@thetradex.com](mailto:hvac@thetradex.com)
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### 5.3 PLUMBING CAREER ACCELERATOR

#### Statement of Purpose:

- The Plumbing Career Accelerator is an immersive online and VR training course designed to equip aspiring plumbing professionals with the precise, job-ready skills needed to launch a successful career in the plumbing industry. This comprehensive program covers every critical facet of the trade—from foundational plumbing concepts, safety practices, and essential trades math to practical applications like pipe joining, repair techniques across various materials, and fixture installation.
- Students engage in hands-on learning experiences, excelling in methods for plastic, steel, cast iron, PEX, PVC/ABS, and copper piping, while also delving into troubleshooting, drain cleaning, water heater operation, and even basic construction and electrical skills necessary for plumbing.
- Enhanced by realistic simulations and rigorous assessments, the course also emphasizes the importance of adhering to plumbing codes, using proper safety protocols, and honing soft skills such as teamwork, effective communication, and professional image—all of which prepare graduates for industry certifications like OSHA 10-Hour Construction and set them up to excel in a competitive field.

## **Course Components:**

- 1. Getting Started**
  - How does Plumbing Work?
  - Basic Plumbing Tools
  - Plumbing Safety
  - Trades Math
  - Practical Geometry for Plumbing
- 2. Plumbing Basics**
  - Plumbing Materials Overview
  - Plumbing Code Overview
  - Plumbing Demolition
  - Ladder and Fall Safety
- 3. Pipe Joining & Repair**
  - Plastic Joining Methods
  - Steel Pipe Joining Methods Lab
  - Cast Iron Pipe Joining Methods Lab
  - PEX Pipe Joining Methods Lab
  - Residential PVC/ABS Pipe Joining Methods Lab
  - Copper Pipe Joining Methods Lab
  - Pipe Repair Procedures – Plastic Piping
  - Pipe Repair Procedures – Metallic Piping
  - Pipe Repair Procedures – Cast Iron
- 4. Plumbing Fixtures and Fittings**
  - Plumbing Fixtures Overview
  - Plumbing Fixtures Installation
  - Tubular and Fixture Trim
  - Caulking and Sealing
  - Hangers and Supports
  - Fittings and Valves
- 5. Plumbing Fixture Troubleshooting & Replacement**
  - Plumbing Maintenance
  - Drain Cleaning Overview
  - Drain Cleaning Procedures
  - Toilet Shims
  - Toilet Troubleshooting and Replacement
  - Closet Flange and Toilet Installation
  - Kitchen Sink Troubleshooting
  - Kitchen Sink Installation
- 6. Electrical for Plumbing**
  - Fundamental Electrical Concepts
  - How to Use a Multimeter
  - Electrical Safety
- 7. Construction for Plumbing**

- Basic Construction for Trades
- Repairing Drywall
- 8. Water Heaters**
  - Introduction to Water Heaters
  - Electric Water Heater Operation
  - Gas Water Heater Operation
  - Water Heater Maintenance
  - Tankless Retrofit
- 9. Excel In Your Trade Simulations**
  - Kitchen Sink Troubleshooting Assessment Simulation
  - Toilet Troubleshooting and Replacement Assessment Simulation
- 10. Industry Certifications**
  - OSHA 10-Hour Construction Industry (English/Spanish)
- 11. Job Ready: Get Hired & Excel**
  - Working on a Team
  - Effective Communication in the Workplace
  - Avoiding Callbacks
  - Dealing with Difficult Customers
  - Maintaining a Professional Image
  - Finding & Applying to Jobs

### **5.3.1 PLUMBING CAREER ACCELERATOR HOURS & DEDICATED CONTACT INFO**

- Course Hours: 66
  - External Certifications: 10
  - **Total Clock Hours: 76**
  - Contact email: [plumbing@thetradez.com](mailto:plumbing@thetradez.com)
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### **5.4 RESIDENTIAL CONSTRUCTION CAREER ACCELERATOR**

#### **Statement of Purpose:**

- The Residential Construction Career Accelerator is an immersive online and VR training course designed to empower aspiring construction professionals with the precise, hands-on skills needed for today's dynamic residential building environment. This comprehensive program covers a full spectrum of disciplines—from essential carpentry, trades math, and practical measurement techniques to advanced modules in framing, roofing, HVAC, electrical, and plumbing for construction—ensuring that students gain a robust understanding of every facet of residential projects.
- Emphasizing rigorous safety protocols and industry best practices, the course also delves into both interior and exterior finishing, including drywall, painting, flooring, siding, deck installation, and landscaping.



- Complemented by a dedicated job readiness component that hones teamwork, effective communication, and professional image, this course prepares graduates not only to excel in the technical aspects of construction but also to excel in the competitive job market with confidence and competence.

### **Course Components:**

#### **1. Getting Started**

- Carpentry Basics
- Trades Math
- Practical Measurement for the Trades
- Hot Work
- Personal Protective Equipment (PPE)
- Hazard Communications

#### **2. Safety**

- Hand and Power Tool Safety
- Ladder and Fall Safety
- Back Safety and Injury Prevention
- Preventing Slips, Trips, and Falls
- Heat Stress Recognition and Prevention
- Roofing Safety

#### **3. Framing**

- Framing: Exterior Walls, Windows, and Doors
- Framing: Floors
- Framing: A Trussed Rafter Roof

#### **4. HVAC For Construction**

- What is HVAC?
- Basic HVAC Tools
- HVAC Safety Basics
- HVAC Systems
- HVAC System Parts
- HVAC Ducting and Airflow

#### **5. Electrical for Construction**

- Fundamental Electrical Concepts
- Electrical Tools
- Electrical Safety
- Lockout/Tagout
- How to Use a Multimeter
- Wire Types and Sizes

#### **6. Plumbing for Construction**

- How Does Plumbing Work?
- Basic Plumbing Tools
- Plumbing Safety
- Plumbing Fixtures Overview

- Plumbing Fixtures Installation
- Plastic Joining Methods
- 7. Interior Finishing**
  - Interior Finishing: Drywall
  - Interior Finishing Floors: VCT Tile and Sheet Vinyl
  - Interior Finish and Trim
  - Painting Basics
  - Repairing Drywall
- 8. Exterior Finishing**
  - Exterior Finishing Roofs: Asphalt Shingles
  - Exterior Finishing Walls: Vinyl Siding
  - Exterior Finishing: Decks
  - Landscaping Basics
- 9. Industry Certifications**
  - OSHA 10-Hour Construction Industry (English/Spanish)
- 10. Job Ready: Get Hired & Excel**
  - Working on a Team
  - Effective Communication in the Workplace
  - Avoiding Callbacks
  - Dealing with Difficult Customers
  - Maintaining a Professional Image
  - Finding and Applying to Jobs

### **5.4.1 RESIDENTIAL CONSTRUCTION CAREER ACCELERATOR HOURS & DEDICATED CONTACT INFO**

- Course Hours: 61
  - External Certifications: 10
  - **Total Clock Hours: 71**
  - Contact email: [construction@thetradez.com](mailto:construction@thetradez.com)
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### **5.5 SOLAR CAREER ACCELERATOR**

#### **Statement of Purpose:**

- The Solar Career Accelerator is an immersive online and virtual reality training course designed to launch aspiring professionals into a dynamic career in solar energy. This comprehensive program begins with essential electrical fundamentals, from learning about tools and reading schematics to excel in circuit basics and measurement techniques. Students then explore construction principles and safety practices that are critical for work on rooftops and large installations.
- The course also delves into the heart of solar technology by covering photovoltaic foundations, solar cell and module design, and inverter technology while providing

hands-on experience with site assessments, array assembly, and both electrical and mechanical commissioning. Practical simulations and real world scenarios guide participants in troubleshooting solar systems and executing safe electrical installations.

- In addition, the program prepares students for industry certifications and builds strong teamwork and communication skills to ensure they are fully prepared to excel in the renewable energy workforce.

## **Course Components:**

### **1. Electrical Basics**

- Fundamental Electrical Concepts
- Electrical Tools
- Hand and Power Tools for Electrical Work
- Reading Schematics and Drawings
- How to Use a Multimeter
- Wire Types and Sizes
- Math for Electricians

### **2. Circuit Basics**

- Introduction to Electrical Circuits
- Building DC Circuits
- Building DC Combination Circuits
- AC Power
- AC Motor Lab
- Troubleshooting Basic Circuits
- Power Grid Introduction

### **3. Electrical Installation**

- Electrical Installation
- Electrical Devices
- Ampacity and Wire Sizing
- EMT Conduit Bending
- EMT Installation: Boxes and Conduit
- Electrical Panels: Components and Safety

### **4. Construction Basics**

- Basic Construction for Trades
- Material Handling: Dollies, Hand Trucks, and Pallet Jacks
- Roofing Safety
- Practical Measurement for the Trades
- Ladder and Fall Safety

### **5. Solar Basics**

- Solar Basics
- Foundations of PV
- Solar Cell Technology
- Solar Module Design
- Solar Inverter Technology

- Introduction to Utility Solar
- The IV Curve
- 6. **Solar Installation**
  - Site Assessment
  - Array Assembly Installation
  - Solar Electrical Installation
  - Mechanical Commissioning
  - Electrical Commissioning
  - Solar System Troubleshooting
  - Utility Solar Installation: Foundations and Piles
  - Utility Solar Installation: Racking Systems
  - Utility Solar Installation: Panel Installation and Wire Management
- 7. **Industry Certifications**
  - OSHA 10-Hour Construction Industry
- 8. **Job Ready: Get Hired & Excel**
  - Working on a Team
  - Effective Communication in the Workplace
  - Avoiding Callbacks
  - Dealing with Difficult Customers
  - Maintaining a Professional Image
  - Finding and Applying to Jobs

### 5.5.1 SOLAR CAREER ACCELERATOR HOURS & CONTACT

- Course hours: 71
- External Certifications: 10
- **Total Clock Hours: 81**
- Contact email: solar@thetradex.com

## 5b. Admission & Completion Requirements

- **Admission Requirements:**
  - **Minimum Age:** Applicants must be at least **18 years of age** at the time of enrollment.
  - **Ability to Benefit:** Tradex Institute does not require a high school diploma or GED. Instead, we accept students who demonstrate a reasonable ability to benefit from our training programs through their motivation, commitment, and readiness to learn.
  - **Additional Requirements:** Certain trade licenses, certifications, or jobs may require a GED or high school diploma. **It is the student's responsibility** to verify any external requirements related to their career goals.
- **Completion Requirements:**
  - 70% or higher grade in the course

- Based on completion of all lectures in their entirety and achieving a 70% or higher grade in knowledge check quizzes at the end of each module.
  - Passing grade with relevant 3rd party certification entities.
    - OSHA-10:
      - 10 hours of lecture time. At least 70% on quizzes and final exam.
    - EPA 608 Universal
      - A score of 70% or higher on all sections.
    - NATE Ready-To-Work
      - A score of 70% or higher.
  - Student to satisfy all financial obligations to the school.

### **5c. Tuition, Costs, & Fees**

- Tuition: \$1,999
- Registration Fee: N/A
- Books/Materials: N/A
- Technology Fee: N/A
- Other Fees, 3rd Party Certifications:
  - EPA 608: \$99 (Covered in tuition)
  - OSHA-10: \$59 (Covered in tuition)
  - NATE: \$59 (Covered in tuition)

### **5d. Equipment/Technology Requirements or Competencies**

- Students must have a reliable computer with internet access for the online coursework and labs.
- General technical competency to use interactive online videos
- VR knowledge or ownership is not required. VR units are available to rent for free. Students will receive a headset and prepaid return label.
- VR training is also available on request via [support@thetradez.com](mailto:support@thetradez.com).

### **5e. Clinical Training, Practicum, or Externships**

- No clinical externships required

### **5f. Graduate Employment Opportunities**

- Graduates may pursue entry-level work in:
  - HVAC:
    - Independent HVAC Contractor, HVAC Technician
  - Plumbing:
    - Residential Plumbing Technician, Independent Plumbing Contractor
  - Electrical:
    - Residential Electrical Technician, Industrial/Commercial Electrician

- Residential Construction:
  - Residential Construction Contractor, Construction Support Technician
- Solar:
  - Residential Solar Installer, Commercial Solar Technician
- **No guarantee of employment is implied or stated.**

## 5g. Requirements for Graduate to Practice

- HVAC:
  - Pass the EPA 608 exam
    - Environmental Protection Agency
      - Address: 1200 Pennsylvania Avenue, N.W., Washington, DC 20460
      - Phone Number: 202-564-4700
      - Website: [www.epa.gov](http://www.epa.gov)
  - Highly recommended NATE Ready-to-Work in entry level jobs
    - NATE - North American Technician Excellence
      - **Address:** 2311 Wilson Blvd. Suite 410, Arlington, VA 22201
      - **Phone Number:** 703-293-4846 (Call or Text, Monday–Friday, 9:00 AM–5:00 PM EST)
      - **Website:** [www.natex.org](http://www.natex.org)
- Electrical, Plumbing, Solar, Construction:
  - Pass the OSHA-10 exam
    - OSHA - Occupational Safety and Health Administration
    - **Address:** U.S. Department of Labor, Occupational Safety & Health Administration, 200 Constitution Avenue, NW, Room Number N3626, Washington, DC 20210
    - **Phone Number:** 800-321-6742 (OSHA's toll-free number for reporting emergencies, unsafe conditions, or asking safety questions)
    - **Website:** [www.osha.gov](http://www.osha.gov)

## 6. Student Payment Schedules & Financing

- **Pay in Full:**
  - Credit card, Amazon pay, Cash pay options are available
  - All transactions are handled through Stripe.
- **Payment Plan Options:**
  - N/A
- **Third-Party Financing:**
  - Pay in 4 is offered by Klarna, Inc.
    - It's available to eligible US residents in most states. Initial payments may be higher. Missed payments are subject to late fees. For CA residents, loans made or arranged by Klarna, Inc. pursuant to a California Financing Law license

- **Pay in 4:** Split your purchase into four interest-free payments, made every two weeks.
- **Pay Later:** Pay the full amount up to 30 days after your trial. Missed payments may incur late fees. CA residents: Loans made or arranged by Klarna, Inc. under a California Financing Law license. Learn more at Klarna's website.

## 7. Tuition Reductions, Discounts, Loans, Scholarships

- Tradez Institute currently **does not** offer or accept traditional scholarships, Title IV federal student aid, or institutional/third-party loans. All tuition and fees are paid directly to the institution by students under the payment schedules outlined in Section 7 of this Catalog.
  - **Scholarships:** We do **not** maintain any in-house or external scholarship programs at this time.
  - **Discounts:** No ongoing discounts or promotions are offered, unless specifically announced on our official website or enrollment materials. Any discount, if provided, will clearly state the eligibility criteria (e.g., a limited-time early-enrollment promotion).
  - **Loans:** We do **not** partner with any external lenders, nor do we offer internal student loan programs.
  - **Military or VA Benefits:** We are currently **not** an approved institution for GI Bill® or other VA educational benefits.

## 8. Institutional Refund Policies

Refunds are available under the following circumstances, based on the program's duration, defined as total clock hours, with access provided for 12 months. Refunds are calculated using the last date of course activity (e.g., accessing course modules, completing assignments, or engaging with the platform) or the date we receive your written withdrawal notice, whichever is later. For refund purposes, a student is considered withdrawn if they have no course activity for 30 consecutive calendar days, though access to the course remains available for the full 12 months.

- **Cancellation Within 7 Days of Signing**  
Students may cancel their enrollment agreement within 7 days (excluding Saturday, Sunday, and state/federal holidays) of signing by submitting a written notice. A full refund (100%) of all tuition and fees paid will be issued in 30 days.

- **Withdrawal Before Course Start**

Students who withdraw at any time before the course start date (when access is granted) are eligible for a full refund (100%) of tuition and fees paid.

- **Withdrawal After Course Start**

Students who withdraw after the course starts are eligible for a pro-rata refund based on the percentage of the program's clock hours completed, as follows:

- If  $\leq 10\%$  of clock hours are completed: At least 90% refund of tuition.
- If  $> 10\%$  but  $\leq 20\%$  of clock hours are completed: At least 80% refund of tuition.
- If  $> 20\%$  but  $\leq 30\%$  of clock hours are completed: At least 70% refund of tuition.
- If  $> 30\%$  but  $\leq 40\%$  of clock hours are completed: At least 60% refund of tuition.
- If  $> 40\%$  but  $\leq 50\%$  of clock hours are completed: At least 50% refund of tuition.
- If  $> 50\%$  of clock hours are completed: No refund.

- **Technical Issues**

If students cannot access the course for 72 hours due to verified technical issues caused by our platform (excluding user errors like forgotten passwords), they are eligible for a pro-rata refund based on the percentage of clock hours remaining, per the scale above.

- Tradez is committed to providing consistent and available technical platforms and support, striving for 97% uptime or higher.

- **Instructor Cancellations**

If Tradez cancels a course, a full refund (100%) of tuition and fees paid will be provided.

- **Dissatisfaction**

If a student is dissatisfied with the course, they may request a refund within 30 days of the course start date by providing detailed feedback. The refund will follow the pro-rata scale above, based on the percentage of clock hours completed at the time of the request.

## 9. Student Services

- **Career Services:** 365 days of premium job board features after course completion, resume support, interview preparation, etc.
- **Course Support:** AI tutoring email and phone number with 24/7 availability provided per course.
- **Technical Support:** Technical assistance for online platforms and virtual reality headset



- **Advising:** Phone or online scheduling for student concerns.

## 10. Educational Delivery Systems

- **Online Learning/Learning Management System (LMS):**
  - Tradez Institute delivers its courses through Moodle, a robust and user-friendly Learning Management System designed to support flexible, self-paced learning.
  - Accessible anytime, anywhere, Moodle hosts all course materials, including lectures, quizzes, assignments, and discussion forums, in one centralized platform. Students can track their progress, receive badges for completing sections, ask questions all using their login credentials.
  - For a streamlined experience, the same credentials provide access to both the LMS and our VR modules, described below.
- **Virtual Reality (VR) Materials:**
  - Tradez Institute integrates immersive VR experiences into its curriculum via the **Interplay Learning app**. Students log in using the same credentials as our LMS, ensuring seamless access to VR modules that complement and enhance the online coursework. These VR modules provide interactive simulations that reinforce theoretical material with hands-on practice.
  - Activities will be labeled within the course programming to indicate that it's ideal for VR consumption.
  - For technical support or questions regarding VR access, please contact [support@thetradez.com](mailto:support@thetradez.com).

## 11. School Calendar

### 11a. Terms / Sessions Offered

- Tradez Institute offers **continuous (rolling) enrollment** for all online programs. Students may begin their studies on **any date** throughout the year.
- Once enrolled, students are granted **12 months of access** to their respective program content and resources, available **365 days a year**.

### 11b. Vacation Periods / Holidays

- Because our programs are delivered fully online and accessible around the clock, Tradez Institute does **not** close for traditional holidays or observe specific vacation periods.
- The Learning Management System (LMS) is available to students **365 days a year**, including weekends and holidays.

## 12. Policies & Regulations

- **Program or Course Cancellation**
  - Tradez Institute will use its best efforts to continue courses with any student enrollment. If a course is canceled before completion due to unforeseen circumstances, students will be notified via email and receive a refund for the uncompleted portion.
- **Grading & Progress Tracking**
  - **Required Grade:** Students must achieve a minimum of 70% on each course within the program to pass.
  - **Attendance Rate:** No specific attendance is required; the course is fully online and accessed asynchronously.
  - **Evaluation Points:** Progress is automatically evaluated at the end of each course or module, based on completion of all lectures in their entirety and achieving a 70% or higher grade.
  - **Probation Period:** No probation period is offered.
  - **Termination Policy:** Students will lose access to the course if they fail to complete it within 12 months.
- **Change in Student Status (LOA)**
  - Students may request a leave of absence by submitting a request through the student portal. Approved LOAs will pause billing and extend access for up to 60 days.
- **Student Re-Enrollment**
  - Students returning from an approved LOA or who withdraw and wish to resume studies within the same academic year may re-enroll without reapplying and be given a coupon code to access the course free of charge.
- **Probation, Suspension, or Expulsion**
  - Students must engage with the course and meet academic standards. Failure to achieve a 70% or higher on each course or to complete the course within 12 months will result in loss of course access and no certificate granted. Affected students will be granted an opportunity to appeal if certain circumstances prevent them from completing the course in the given timeframe.
- **Grade Reporting & Transcripts**
  - Grades are submitted after each knowledge section at the end of each course.. Official transcripts are available upon program completion or upon request.
- **Student Records**
  - All student records, including progress and activity data, are maintained securely in accordance with applicable confidentiality regulations and are retained according to state and federal regulations.
- **Attendance Requirements**
  - Regular online engagement is expected. While there is no physical attendance, inactivity can affect progress and is monitored through the LMS.
- **Credit for Prior Learning**

- Credit for previous education, training, or work experience is not applicable. All students are required to complete the full program as designed.
- **Cheating on Internal or Third Party Tests**
  - Any form of cheating or academic dishonesty on internal or third-party tests is strictly prohibited. Students found to have engaged in such behavior will face disciplinary action, including potential course failure, suspension, or expulsion. Tradez Institute reserves the right to report any incidents of academic dishonesty to the appropriate authorities.

## 13. Student Grievance Procedures

### Internal Grievance Process:

1. **Initial Resolution:**
  - Students should first attempt to resolve concerns by contacting the course instructor or support staff via email. Many issues are resolved at this stage.
2. **Formal Grievance Submission:**
  - If the concern remains unresolved, students must submit a formal grievance. To do so email us at [info@thetradetz.com](mailto:info@thetradetz.com).
  - Please include:
    - Your full name
    - Course name
    - A detailed description of the issue
    - Any steps already taken to resolve the issue
3. **Investigation and Response:**
  - Once submitted, our Student Support Team will review the grievance within **5 business days** and acknowledge receipt.
  - Additional information may be requested if necessary, and a resolution or decision will be provided within **10 business days** of receiving all relevant details.
4. **Appeals Process:**
  - If you are not satisfied with the resolution, you may request an appeal by emailing [info@thetradetz.com](mailto:info@thetradetz.com).
  - Your appeal will be reviewed by our Grievance Resolution Committee, and a final decision will be issued within **7 business days** of your appeal request.
5. **Confidentiality:**
  - All grievances are handled with strict confidentiality to protect your privacy throughout the process.
6. **Statement from Arizona State Board:**
  - “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>**

## **14. Names & Titles of Key Personnel**

- **Manager/Director of Arizona School**
  - Logan Turley, Co-Founder, CEO
- **Owners & Executives**
  - Logan Turley, Co-Founder, CEO
  - Faisal Nawaz, Co-Founder, CTO
  - Kevin Cornwell, Co-Founder CCO
- **Advisors**
  - Max Altschuler, General Partner, GTM Fund
- **Board of Directors**
  - N/A