



**Crane Inspection & Certification Bureau, LLC
“CICB”**

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HISTORY

Crane Inspection & Certification Bureau LLC (“CICB”) opened its doors in Orlando, FL in 1969 as a business-to-business enterprise. It was the first service company established to provide third party training for crane inspectors and crane and lifting personnel in the USA. Originally, company training focused on mobile and overhead cranes. Over the years the company has expanded its safety training and inspection services to include all types of lifting equipment and rigging gear used in on-shore and off-shore craning operations. CICB’s services are well known throughout the US, Latin America, North Africa and the Middle East.

ACCREDITATION AND APPROVALS

CICB Instructors are Accredited Practical Examiners by the National Commission for the Certification of Crane Operators (NCCCO) as well as Certified NCCCO Operators, Riggers and Inspectors

CICB is accredited by the U.S. Department of Labor – OSHA – to perform Maritime Gear Inspections

CICB is Approved and Regulated by the Texas Workforce Commission, Career Schools and Colleges, Austin, Texas.

FACILITIES AND EQUIPMENT

CICB’s Texas training facility is located in Houston. The facility is accessible to persons with disabilities and includes two classrooms with access to a third in adjacent Holt Crane and Equipment facilities, two lab areas, and warehouse and outdoor grounds accessible to mobile cranes, boom trucks, overhead cranes, aerial lifts, and rigging gear for labs, practical application and exams.

BOARD OF TRUSTEES

President/CEO – Craig Epperson

Chief Financial Officer – Christina Epperson

School Director – John O’Connor

Director of Operations – Karla Lascell

FACULTY AND STAFF

INSTRUCTORS

John O'Connor – 25 years of Crane, Rigging Experience and NCCCO Accredited Examiner

Scott Crowder – 34 years of Crane, Rigging Experience and NCCCO Accredited Examiner

Jesus Garcia – 11 years of Crane, Rigging Experience and NCCCO Accredited Examiner

Jason Fancher – 22 years of Crane, Rigging Experience and NCCCO Accredited Examiner

Jerry Longtin – 40 years of Crane, Rigging Experience and NCCCO Accredited Examiner

Lawrence Kime – 31 years of Crane, Rigging Experience and NCCCO Accredited Examiner

Joe Bob Williams – 42 years of Crane, Rigging Experience and NCCCO Accredited Examiner

Certifications and qualifications of instructors are maintained in accordance with the National Commission for the Certification of Crane Operators (NCCCO), the Occupational Safety and Health Administration (OSHA), the American National Standards Institute (ANSI), the American Society of Mechanical Engineers (ASME), and other crane safety and operation member organizations. Instructors participate in continuous education classes for course content and development, quality control, class and student management, grading, privacy laws and sexual harassment policy.

ADMINISTRATIVE STAFF

Billy Cook – Sales Director

Camille Singletary – Registrar and Marketing Manager

Wade Mikulla – Manager of Business Development

Shawn Khan, Scott Evans – Sales Account Manager

Marisa Gonzales – Administrative Assistant

Marla Williams – Administrative Assistant

Anna Vecchioni – Administrative Assistant

Debbie Lang – Project Specialist

Stacy Lorenz – Logistics Specialist

Administrative staff participates in continuous education on record keeping, privacy laws, application procedures and the admissions process.

ENROLLMENT PERIODS

CICB's training seminars and programs are scheduled monthly and can be found in Appendix A of this Catalog. Registration forms and payment are due no later than two calendar weeks prior to the first day

class. Applications and payments not received by this date may not be processed for the desired training dates, and all classes are subject to cancellation due to insufficient enrollment or closed as a result of reaching full capacity. It is recommended to return registration form and payment as soon as possible to secure a seat in the class desired.

FEES, TUITION, AND SPECIAL CHARGES

Fees, Tuition and Special Charges for all seminars and programs offered are shown on page 7 of this Catalog.

DAILY CLASS SCHEDULE

All CICB training seminars/programs are scheduled from 8:00 am – 5:00 pm. Periodic ten (10) minute breaks throughout the day will be taken at 8:50 am, 9:50 am, 10:50 am, 1:50 pm, 2:50 pm, and 3:50 pm. Lunch is from 12:00 pm to 1:00 pm. These times may vary slightly depending on class activities and inclement weather.

SCHOOL OFFICE HOURS OF OPERATION

Office hours are from 8:00 am to 5:00 pm, Monday through Friday, except on the observed holidays.

COURSE TIME HOURS

Course time is at least 50 minutes of instruction during a 60 minute period.

HOLIDAYS TO BE OBSERVED

New Year's Day
Good Friday
Memorial Day

Independence Day
Labor Day
Thanksgiving Day

Friday after Thanksgiving Day
Christmas Day

ADMISSION/ENROLLMENT POLICIES

CICB welcomes all applicants who meet the criteria detailed below:

1. Are at least 18 years of age.
2. Are in good physical and mental health.
3. Have completed and submitted a registration form.
4. Have complete prerequisites for course(s) selected.
5. Have a high school diploma or a GED equivalent (if applicable).

REFUND POLICY

1. Refund computations will be based on the period of enrollment computed on the basis of course time (clock hours).
2. The effective date of withdrawal for refund purposes will be the earliest of the following:
 - a. The last date of attendance; or
 - b. The date of receipt of written notice from the student.

3. If tuition and fees are collected in advance of entrance, and the student does not enter school, not more than \$100 shall be retained by the school.
4. If the student fails to enter the seminar/program, withdraws, or is discontinued at any time before completion of the seminar/program, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the seminar/program after the effective date of termination bears to the total number of class hours in the seminar/program.
5. A full refund of all tuition and fees is due in each of the following cases:
 - a. An enrollee is not accepted by the school;
 - b. If the seminar/program of instruction is discontinued by the school and this prevents the student from completing the seminar/program; or
 - c. If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or misrepresentations by the owner or representatives of the school.

Refund Policy for Students Called to Active Military Service

A student of the school who withdraws from the school as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each seminar/program in which the student is enrolled:

- a. If tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the seminar/program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the seminar/program the student does not complete following withdrawal;
- b. A grade of incomplete with the designation "withdrawn-military" for the courses in the seminar/program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the seminar/program or a substantially equivalent seminar/program if that seminar/program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the seminar/program other than any previously unpaid balance of the original tuition, fees, and charges for books for the seminar/program; or
- c. The assignment of an appropriate final grade or credit for the courses in the seminar/program, but only if the instructor or instructors of the seminar/program determine that the student has:
 - 1) Satisfactorily completed at least 90 percent of the required coursework for the seminar/program; and
 - 2) Demonstrated sufficient mastery of the program material to receive credit for completing the seminar/program.

Refunds will be totally consummated within 60 days after the effective date of termination.

SEMINARS & PROGRAM(S) OFFERED

Seminar or Program#	Seminar or Program Title	Lecture Hours	Lab Hours	Exam Hours	Total Hours	Catalog Page #	Tuition Price**
MCOT1	Mobile Crane Operator Level 1 Program	25	13	2	40	8	\$2,675.00
MCOT2*	Mobile Crane Operator Level 2	18	19	3	40	9	\$3,210.00
CCOP-MC1	NCCCO Preparatory – Mobile Crane 1	19	12	3	34	10	\$1,875.00
CCOP-MC2	NCCCO Preparatory – Mobile Crane 2	20	12	4	36	11	\$1,885.00
CCOP-MC3	NCCCO Preparatory – Mobile Crane 3	20	12	6	38	12	\$1,895.00
CCOP-MC4	NCCCO Preparatory – Mobile Crane 4	20	12	8	40	13	\$1,905.00
CCOP-FTMC1	NCCCO Preparatory – Fast Track Mobile Crane 1	12	4	3	19	14	\$1,445.00
CCOP-FTMC2	NCCCO Preparatory – Fast Track Mobile Crane 2	12	4	4	20	15	\$1,455.00
CCOP-FTMC3	NCCCO Preparatory – Fast Track Mobile Crane 3	12	4	5	21	16	\$1,465.00
CCOP-Recert	NCCCO Preparatory – Mobile Crane Recertification	12	4	2	18	17	\$ 910.00
CCOP-Specialty	NCCCO Preparatory – Added Specialty	12	4	2	18	18	\$ 910.00
CCOP-R1SP	NCCCO Preparatory – Rigger 1, Signal Person	21	8	3	32	19	\$1,445.00
CCOP-R1	NCCCO Preparatory – Rigger Level 1	17	4	3	24	20	\$1,310.00
CCOP-R2*	NCCCO Preparatory – Rigger Level 2	17	4	3	24	21	\$1,310.00
CCOP-R1R2	NCCCO Preparatory – Rigger Level 1 & Level 2	26	8	6	40	22	\$2,620.00
CCOP-LD	NCCCO Preparatory – Lift Director	12	4	4	20	23	\$2,295.00
CCOP-AB	NCCCO Preparatory – Articulating Boom Crane	14	6	4	24	24	\$1,875.00
CCOP-STC	NCCCO Preparatory – Service Truck	14	6	4	24	25	\$1,875.00
CCOP-OH	NCCCO Preparatory – Overhead Crane	19	3	2	24	26	\$1,875.00

NOTES:

(1) Seminars & Programs marked with * require specific pre-requisites outlined in the course description.

(2) All tuitions include CICB seminar/program fees, CICB Training Manuals and classroom aids, and \$100 administrative fee.

(3) **Tuition for CCOP-MC1, MC2, MC3, MC4; CCOP-FTMC1, MC2, MC3; CCOP-Specialty, AB, STC and OH do not include NCCCO Practical Examination(s) and Crane Use Fees. Practical Exam tuitions:

- \$510 for each practical examination on either a hydraulic, articulating boom, service/boom truck or overhead crane
- \$910 for each practical examination on a lattice boom crane

Thirty minutes of practice time is included prior to each practical exam. Practice time, other than the amount allotted, may be purchased for \$300 per hour for each of the hydraulic, articulating boom, service/boom truck or overhead crane and \$500 per hour for the lattice boom crane.

(4) In the event a student does not take CICB's preparatory training class and the written examination, the crane use and practical examination fees are \$510 for each hydraulic, articulating boom, service/boom truck or overhead crane and \$910 for the lattice boom crane and no practice time is included.

(5) Retesting fees for NCCCO examinations in the event a student fails to pass a particular certification test and wishes to retest in accordance with NCCCO policies within one year of the original testing period are:

- \$165 for the written core examination for CCOP-MC1, MC2, MC3, MC4, AB, STC and OH
- \$65 for the written one-specialty exam or \$75 for the written two specialty exams or \$85 for the written three specialty exams for the CCOP-MC1, MC2, MC3, MC4
- \$510 for the practical exams for CCOP-MC1, MC2, MC3, MC4, (hydraulic cranes) AB, STC and OH
- \$910 for the practical exams for CCOP-MC1, MC2, MC3 MC4 (lattice boom crane)
- \$95 for one written or practical exam, \$190 for two exams and \$250 for three or four exams for CCOP-R1SP and R2.

SEMINAR(S) AND PROGRAM(S) DESCRIPTIONS

(MCOT1) Mobile Crane Operator Level 1 *Program*

Course Objective/Purpose: The Mobile Crane Operator Level 1 program is considered the first step in a career as a certified crane operator. Students receive classroom instruction on the nomenclature of mobile cranes, controls, capacity limits, safety procedures, lift management and regulation. Upon completion of this seminar, students will be able to 1) identify crane parts, 2) identify safety hazards, 3) read and interpret load charts, and 4) understand basic operations of a mobile crane. When combined with MCOT2 and NCCCO Mobile Crane Preparatory Training, students who successfully pass all seminars/programs will have a thorough knowledge of basic crane operations and the recognized NCCCO's operator certification required to open doors for potential employment in several industries.

Course Outline

Main topics or lessons	Hours
Introduction and Course Objectives	0.5
Crane Operator Requirements and Responsibilities	1
Operating Safety	2
Common Hazards, Power lines, Ground Conditions	2
Job Planning, Crane Set-up & Critical Lifts	4
Load Charts	4
Inspection and Maintenance	2
Rigging Lab (includes Wire Rope, Knots, Tagline)	4
Terms, Policies, Standards, Regulations	3
Crane Lab (includes 1.5 hours crane practice)	13
Practice Tests and In-Class Study time	2.5
Written Exam	1
Practical Exam	1
TOTAL HOURS	40

Subject Hours: 40 course time hours (25 hours lecture, 13 hours lab, 2 hours exam)

Prerequisites: High school level basic math and reading/comprehension skills, high school diploma or a GED equivalent

Subject Description: Introduction to Mobile Crane Operations and function

Upon successful completion of the program, the student will receive a Certificate of Completion in Mobile Crane Operator Level 1.

Tuition: \$2,675.00 (see Notes on page 7 for additional details on tuition)

****Optional:** Additional crane practice time \$300 per hour for hydraulic cranes; \$500 per hour for lattice boom cranes.

(MCOT2) Mobile Crane Operator Level 2 Seminar

Course Objective/Purpose: The Mobile Crane Operator Level 2 seminar is designed to enhance MCOT1 skills and knowledge to include a more in depth load chart understanding and manipulation, as well as basic rigger and signal person training. Students receive intermediate-level classroom instruction on the operation of mobile cranes, safety procedures, lift management, maneuvering loads, rigging and signaling. Upon completion of this program, students will be able to 1) set up and drive low capacity fixed cab and swing cab hydraulic cranes, 2) set up mats and cribbing, 3) pick and place light loads, 4) rig and use appropriate hand signals, and 6) conduct simple lifts. When combined with MCOT1 and NCCCO Mobile Crane Preparatory Training, students who successfully pass all seminars/programs will have a thorough knowledge of basic crane operations and the recognized NCCCO's operator certification required to open doors for potential employment in several industries.

Course Outline

Main topics or lessons	Hours
Introduction and Terms Review	1.5
Load Charts	4
Inspection Class and Lab	4
Communications	2
Critical Lifts: Crane stability, set-up, critical lifts and procedures	4
Rigging	4
Crane Lab (includes 3 hours of crane practice)	12
Practice Tests and in-Class Study time	1.5
Practical Exam Lab	4
Written Exams	2
Practical Exam	1
TOTAL HOURS	40

Subject Hours: 40 course time hours (18 hours lecture, 19 hours lab, 3 hours exam)

Prerequisites: Successful completion of MCOT1 or a minimum of six months' experience as a mobile crane operator. High school level basic math and reading/comprehension skills.

Subject Description: More in depth continuance of Mobile Crane Operations including load chart interpretation, rigging and signal person.

Upon successful completion of the seminar, the student will receive a Certificate of Completion in Mobile Crane Operator Level 2.

Tuition: \$3,210.00 (see Notes on page 7 for additional details on tuition)

****Optional:** Additional crane practice time \$300 per hour for hydraulic cranes; \$500 per hour for lattice boom cranes.

(CCOP-MC1) NCCCO Preparatory – Mobile Crane 1 Seminar

Course Objective/Purpose: The NCCCO Preparatory Mobile Crane 1 seminar is designed for experienced crane operators that require a national certification. The program prepares the student for the NCCCO written and practical examination; specifically, the core written exam plus one crane type written and practical exams. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for load charts, rigging and signaling, and maneuvering of the course with a load. Students passing the examinations become NCCCO nationally certified for one crane type opening employment opportunities in multiple industries.

Course Outline

Main topics or lessons	Hours
Introduction and Course Objectives	2
Study and Test Taking Techniques	1
Policies, Standards and Regulations	2
Operator Reference Material	4
Load Chart Lecture and Lab	8
NCCCO References	4
Domain Lecture and Lab	5
Key Points and Practice Test	2
Mobile Crane Practical Lab (includes 30 minutes of crane practice)	2.5
NCCCO Written Exam: Core and One Specialty	2.5
NCCCO Practical Exam: One Specialty	1
TOTAL HOURS	34

Subject Hours: 34 course time hours (19 hours lecture, 11.5 hours lab, 3.5 hours exam)

Prerequisites: Mobile Crane Operator Experience. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-MC1 seminar is designed to prepare each student for the NCCCO certification written and practical exams for the core and one crane type specialty exam. Upon completion of this seminar students will be prepared to: 1) take the NCCCO written exams; 2) understand how to maneuver through the NCCCO practical exam course with a stable load.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Crane Operator card.

Tuition: \$1,875.00 for classroom and written exam. NCCCO practical exam is \$510 for fixed or swing cab cranes or \$910 for lattice boom crane. (see Notes on page 7 for additional details on tuition).

****Optional:** Additional crane practice time may be purchased at \$300 per hour for hydraulic cranes, \$500 per hour for lattice boom cranes.

(CCOP-MC2) NCCCO Preparatory – Mobile Crane 2 Seminar

Course Objective/Purpose: The NCCCO Preparatory Mobile Crane 2 seminar is designed for experienced operators that require a national certification. The seminar prepares the student for the NCCCO written and practical examination; specifically the core exam plus two crane specialties. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for load charts, rigging and signaling, and maneuvering of the course with a load. Students passing all examinations become nationally certified by NCCCO for two crane types opening employment opportunities in multiple industries.

Course Outline

Main topics or lessons	Hours
Introduction and Course Objectives	2
Study and Test Taking Techniques	1
Policies, Standards and Regulations	2
Operator Reference Material	4
Load Chart Lab	8
NCCCO References	4
Domain Lab	5
Key Points and Practice Test	2
Mobile Crane Practical Lab (includes 30 minutes of crane practice each crane)	2.5
NCCCO Written Exam: Core and Two Specialties	3.5
NCCCO Practical Exam: Two Specialties	2
TOTAL HOURS	36

Subject Hours: 36 course time hours (20 hours lecture, 10.5 hours lab, 5.5 hours exam)

Prerequisites: Mobile Crane Operator Experience. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-MC2 seminar is designed to prepare each student for the NCCCO certification written and practical exams for the core and two specialty exams for two types of cranes. Upon completion of this seminar, students will be able to: 1) take the NCCCO written exams; 2) understand how to maneuver through the NCCCO practical exam courses with stable loads.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Crane Operator card.

Tuition: \$1,885.00 for classroom and written exams. NCCCO practical exams are \$510 each for fixed or swing hydraulic cranes and \$910 for lattice boom crane. (see Notes on page 7 for additional details on tuition).

****Optional:** Additional crane practice time may be purchased at \$300 per hour for hydraulic cranes, \$500 per hour for lattice boom cranes.

(CCOP-MC3) NCCCO Preparatory – Mobile Crane 3 Seminar

Course Objective/Purpose: The NCCCO Preparatory Mobile Crane 3 seminar is designed for experienced operators that require a national certification. The seminar prepares the student for the NCCCO written and practical examination; specifically the core exams plus three crane specialties. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for load charts, rigging and signaling. Students passing all examinations become nationally certified by NCCCO for three crane type opening employment opportunities in multiple industries.

Course Outline

Main topics or lessons	Hours
Introduction and Course Objectives	2
Study and Test Taking Techniques	1
Policies, Standards and Regulations	2
Operator Reference Material	4
Load Chart Lab	8
NCCCO References	4
Domain Lab	5
Key Points and Practice Test	2
Mobile Crane Practical Lab (includes 30 minutes of crane practice each crane)	3
NCCCO Written Exam: Core and Three Specialties	4
NCCCO Practical Exam: Three Specialties	3
TOTAL HOURS	38

Subject Hours: 38 course time hours (20 hours lecture, 11 hours lab, 7 hours exam)

Prerequisites: Mobile Crane Operator Experience. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-MC3 seminar is designed to prepare each student for the NCCCO national certification written and practical examination for the core and three specialty exams for three types of cranes. Upon completion of this seminar, students will be able to: 1) take the NCCCO written exams; 2) understand how to maneuver through the NCCCO practical exam courses with stable loads.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Crane Operator card.

Tuition: \$1,895.00 for classroom and written exams. Practical exams are \$510 each for fixed and swing cab hydraulic cranes and \$910 for lattice boom crane. (see Notes on page 7 for additional details on tuition)

****Optional:** Additional crane practice time may be purchased at \$300 per hour for hydraulic cranes, \$500 per hour for lattice boom cranes.

(CCOP-MC4) NCCCO Preparatory – Mobile Crane 4 Seminar

Course Objective/Purpose: The NCCCO Preparatory Mobile Crane 4 seminar is designed for experienced operators that require a national certification. The seminar prepares the student for the NCCCO written and practical examination; specifically the core exam plus four crane specialties. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for load charts, rigging and signaling. Students passing all examinations become nationally certified by NCCCO for four crane types opening employment opportunities in multiple industries.

Course Outline

Main topics or lessons	Hours
Introduction to Mobile Crane Safety: Course Objectives	2
Study and Test Taking Techniques	1
Policies, Standards and Regulations	2
Operator Reference Material	4
Load Chart Lab	8
NCCCO References	4
Domain Lab	5
Key Points and Practice Test	2
Mobile Crane Practical Lab (includes 30 minutes of crane practice on each crane)	2.5
NCCCO Written Exam: Core plus Four Specialties	5
NCCCO Practical Exam: Four Specialties	4
TOTAL HOURS	40

Subject Hours: 40 course time hours (20 hours lecture, 12 hours lab, 8 hours exam)

Prerequisites: Mobile Crane Operator Experience. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-MC4 seminar is designed to prepare each student for the NCCCO national certification written and practical examination for the core and four specialty exams for four types of cranes. Upon completion of this seminar, students will be able to: 1) take the NCCCO written exams; 2) understand how to maneuver through the NCCCO practical exam courses with stable loads.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Crane Operator card.

Tuition: \$1,905.00 for classroom and written exams. Practical exams are \$510 each for fixed and swing cab hydraulic cranes and \$910 for lattice boom crane. (see Notes on page 7 for additional details on tuition)

****Optional:** Additional crane practice time may be purchased at \$300 per hour for hydraulic cranes, \$500 per hour for lattice boom cranes.

(CCOP-FTMC1) NCCCO Preparatory – *Fast Track* Mobile Crane 1 Seminar

Course Objective/Purpose: The NCCCO Preparatory Fast Track Mobile Crane 1 seminar is classroom intensive, designed for **experienced** crane operators that require a national certification. The seminar prepares the student for the NCCCO written examination; specifically, the core written exam plus one crane type specialty written exams. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for load charts, rigging and signaling. NCCCO Practical Exams are scheduled following the Written Exams. Students passing the examinations become NCCCO nationally certified for one crane type opening employment opportunities in multiple industries.

Note: If you are not an experienced operator, this seminar is not for you.

Course Outline

Main topics or lessons	Hours
Introduction and Review	2
Policies, Standards and Regulations	4
Definitions	2
Load Chart Exercises	4
Key Points and Practice Test	4
NCCCO Written Exam: Core and One Specialty	3
TOTAL HOURS	19
NCCCO Practical Exam: One Crane – as scheduled	1

Subject Hours: 19 Hours plus scheduled NCCCO Practical Exam

Prerequisites: Experienced Mobile Crane Operator. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-FTMC1 seminar is designed to prepare experienced operators for the NCCCO certification written exams for the core and one crane type specialty exam.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Crane Operator card.

Tuition: \$1,445.00 for classroom and written exam. NCCCO practical exam is \$510 for fixed or swing cab cranes or \$910 for lattice boom crane. (see Notes on page 7 for additional details on tuition).

****Optional:** Additional crane practice time may be purchased at \$300 per hour for hydraulic cranes, \$500 per hour for lattice boom cranes.

(CCOP-FTMC2) NCCCO Preparatory – *Fast Track* Mobile Crane 2 Seminar

Course Objective/Purpose: The NCCCO Preparatory Fast Track Mobile Crane 2 seminar is classroom intensive, designed for **experienced** crane operators that require a national certification. The seminar prepares the student for the NCCCO written examination; specifically, the core written exam plus two crane type specialty written exams. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for load charts, rigging and signaling. NCCCO Practical Exams are scheduled following the Written Exams. Students passing the examinations become NCCCO nationally certified for two crane types opening employment opportunities in multiple industries.

Note: If you are not an experienced operator, this seminar is not for you.

Course Outline

Main topics or lessons	Hours
Introduction and Review	2
Policies, Standards and Regulations	4
Definitions	2
Load Chart Exercises	4
Key Points and Practice Test	4
NCCCO Written Exam: Core and Two Specialties	4
TOTAL HOURS	20
NCCCO Practical Exam: Two Cranes – as scheduled	2

Subject Hours: 20 Hours plus scheduled NCCCO Practical Exams

Prerequisites: Experienced Mobile Crane Operator. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-FTMC2 seminar is designed to prepare experienced operators for the NCCCO certification written exams for the core and two crane type specialty exams.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Crane Operator card.

Tuition: \$1,455.00 for classroom and written exam. NCCCO practical exam is \$510 for fixed or swing cab cranes or \$910 for lattice boom crane. (see Notes on page 7 for additional details on tuition).

****Optional:** Additional crane practice time may be purchased at \$300 per hour for hydraulic cranes, \$500 per hour for lattice boom cranes.

(CCOP-FTMC3) NCCCO Preparatory – *Fast Track* Mobile Crane 3 Seminar

Course Objective/Purpose: The NCCCO Preparatory Fast Track Mobile Crane 3 seminar is classroom intensive, designed for **experienced** crane operators that require a national certification. The seminar prepares the student for the NCCCO written examination; specifically, the core written exam plus three crane type specialty written exams. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for load charts, rigging and signaling. NCCCO Practical Exams are scheduled following the Written Exams. Students passing the examinations become NCCCO nationally certified for three crane types opening employment opportunities in multiple industries.

Note: If you are not an experienced operator, this seminar is not for you.

Course Outline

Main topics or lessons	Hours
Introduction and Review	2
Policies, Standards and Regulations	4
Definitions	2
Load Chart Exercises	4
Key Points and Practice Test	4
NCCCO Written Exam: Core and Three Specialties	5
TOTAL HOURS	21
NCCCO Practical Exam: Three Cranes – as scheduled	3

Subject Hours: 21 Hours plus scheduled NCCCO Practical Exams

Prerequisites: Experienced Mobile Crane Operator. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-FTMC3 seminar is designed to prepare experienced operators for the NCCCO certification written exams for the core and three crane type specialty exams.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Crane Operator card.

Tuition: \$1,465.00 for classroom and written exam. NCCCO practical exam is \$510 for fixed or swing cab cranes or \$910 for lattice boom crane. (see Notes on page 7 for additional details on tuition).

****Optional:** Additional crane practice time may be purchased at \$300 per hour for hydraulic cranes, \$500 per hour for lattice boom cranes.

(CCOP-Recert) NCCCO Preparatory – Recertification Seminar

Course Objective/Purpose: The NCCCO Preparatory Recertification seminar is designed for **current** NCCCO Certified Crane Operators who need to recertify their national certification. The seminar prepares the student for the NCCCO recertification written examinations. Classroom instruction is provided on NCCCO criteria for certification; written application is administered for load charts and rigging and signaling. Students passing the recertification examinations will maintain their current NCCCO certification.

Course Outline

Main topics or lessons	Hours
Introduction and Course Objectives	.5
Study and Test Taking Techniques	.5
Policies, Standards and Regulations	2
Operator Reference Material	2
Load Chart Lecture and Lab	6
NCCCO References	1
Domain Lecture and Lab	1
Key Points and Practice Test	3
NCCCO Recertification Written Exam	2
TOTAL HOURS	18

Subject Hours: 18 course time hours (16 hour lecture and lab, 2 hours exam)

Prerequisites: Current Certified NCCCO Crane Operator. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-Recert seminar is designed to prepare each student for the NCCCO recertification written exams for the core and all crane type specialty exams. Upon completion of this seminar students will be prepared to take the NCCCO recertification written exams.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Crane Operator card.

Tuition: \$910.00, plus NCCCO Recertification fees.

NCCCO Recertification Fees: Core plus one specialty \$150; core plus two specialties \$155; core plus three specialties \$160; core plus four specialties \$165, plus \$25 for updated certification card.

(CCOP-Specialty) NCCCO Preparatory – Added Specialty *Seminar*

Course Objective/Purpose: The NCCCO Preparatory Added Specialty seminar is designed for **current** NCCCO Certified Crane Operators who need to add a crane specialty to their national certification. The seminar prepares the student for the NCCCO written and practical examinations. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for load charts and rigging and signaling. Students that successfully pass the written and practical examinations will have the additional specialty added to their current NCCCO certification.

Course Outline

Main topics or lessons	Hours
Introduction and Course Objectives	.5
Study and Test Taking Techniques	.5
Policies, Standards and Regulations	2
Operator Reference Material	2
Load Chart Lecture and Lab	6
NCCCO References	1
Domain Lecture and Lab	1
Key Points and Practice Test	3
NCCCO Written Exam: One added specialty	1
TOTAL HOURS	18
NCCCO Practical Exam: One Crane – as scheduled	1

Subject Hours: 18 course time hours (16 hour lecture and lab, 2 hours exam)

Prerequisites: Current Certified NCCCO Crane Operator. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-Added Specialty seminar is designed to prepare each student for the NCCCO specialty written exams for one crane type, to add to their current certification. Upon completion of this seminar students will be prepared to take the NCCCO written and practical exams.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Crane Operator card.

Tuition: \$910.00, plus NCCCO Added Specialty fees.

NCCCO Added Specialty Fees: One specialty \$65; two specialties \$75, plus \$25 for updated certification card. **NCCCO practical exam is \$510 for fixed or swing cab cranes or \$910 for lattice boom crane.** (see Notes on page 7 for additional details on tuition). ****Optional:** Additional crane practice time may be purchased at \$300 per hour for hydraulic cranes, \$500 per hour for lattice boom cranes.

(CCOP-R1SP) NCCCO Preparatory –Rigger Level I and Signal Person *Seminar*

Course Objective/Purpose: The NCCCO Preparatory Rigger Level I and Signal Person seminar is for riggers and signal persons that require a national certification. The seminar prepares the student for the NCCCO written and practical examinations for Rigger Level I and Signal Person. Students successfully passing the examinations become nationally certified by NCCCO, opening opportunities for employment as Signal Persons and Level 1 Riggers in multiple industries.

Course Outline

Main topics or lessons	Hours
Pre-test	1
Terminology and Crane Components	4
Communication: Hand Signals, Voice, Audible	3
Signal Person Qualifications	2
Rigger Qualifications	2
Critical Lifts	4
Policies, Standards and Regulations	2
Key Points and Practice Test	3
Hand Signal: Practice Lab	2
Rigging: Practice Lab	4
NCCCO Written Exam	2
NCCCO Practical Exam	1
TOTAL HOURS	32

Subject Hours: 32 course time hours (21 hours lecture, 8 hours lab, 3 hours exam)

Prerequisites: High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-R1SP seminar is designed to prepare each student for the NCCCO national certification written and practical examinations. Upon completion of this seminar, students will be prepared to take the NCCCO written and practical examinations.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Rigger Level I and Signal Person card.

Tuition: \$1,445.00 for classroom, written and practical exams (see Notes on page 7 for additional details on tuition).

(CCOP-R1) NCCCO Preparatory –Rigger Level I Seminar

Course Objective/Purpose: The NCCCO Preparatory Rigger Level I seminar is for riggers that require a national certification. The seminar prepares the student for the NCCCO written and practical examinations for Rigger Level I. Students successfully passing the examinations become nationally certified by NCCCO, opening opportunities for employment as Level 1 Riggers in multiple industries.

Course Outline

Main topics or lessons	Hours
Pre-test	1
Terminology and Crane Components	4
Rigger Qualifications	2
Critical Lifts	4
Policies, Standards and Regulations	2
Key Points and Practice Test	4
Rigging: Practice Lab	4
NCCCO Written Exam	2
NCCCO Practical Exam	1
TOTAL HOURS	24

Subject Hours: 24 course time hours (17 hours lecture, 4 hours lab, 3 hours exam)

Prerequisites: High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-R1 seminar is designed to prepare each student for the NCCCO national certification written and practical examinations. Upon completion of this seminar, students will be prepared to take the NCCCO written and practical examinations.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Rigger Level I card.

Tuition: \$1,310.00 for classroom, written and practical exams (see Notes on page 7 for additional details on tuition).

(CCOP-R2) NCCCO Preparatory – Rigger Level II Seminar

Course Objective/Purpose: The NCCCO Rigger Level II seminar is designed for advanced riggers that require a national certification. The seminar prepares the student for the NCCCO written and practical examination for Rigger II. Students successfully passing the examinations become nationally certified by NCCCO, opening opportunities for employment as a Rigger Level II in multiple industries.

Course Outline

Main topics or lessons	Hours
Pre-test	1
Terminology and Crane Components	4
Communication	3
Critical Lifts	3
Policies, Standards and Regulations	2
Key Points and Practice Test	4
Rigging: Practice Lab	4
NCCCO Written Exam	2
NCCCO Practical Exam	1
TOTAL HOURS	24

Subject Hours: 24 course time hours (17 hours lecture, 4 hours lab, 3 hours exam)

Prerequisites: Successful completion of CCOP-R1

Subject Description: The CCOP-R2 seminar is designed to prepare each student for the NCCCO national certification written and practical examinations. Upon completion of this seminar, students will be prepared to take the NCCCO written and practical examinations.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Rigger Level II card.

Tuition: \$1,310.00 for classroom, written and practical exams (see Notes on page 7 for additional details on tuition).

(CCOP-R1R2) NCCCO Preparatory – Rigger Level I and Level II Seminar

Course Objective/Purpose: The NCCCO Rigger Level I and Level II seminar is designed for riggers that require a national certification. The seminar prepares the student for the NCCCO written and practical examinations for Rigger Level I and Level II. Students successfully passing the examinations become nationally certified by NCCCO, opening opportunities for employment as Level I and II Riggers in multiple industries.

Course Outline

Main topics or lessons	Hours
Pre-test	2
Terminology and Crane Components	8
Communications	3
Rigger Qualifications	3
Critical Lifts	3
Policies, Standards and Regulations	2
Key Points and Practice Test	6
Rigging: Practice Lab	8
NCCCO Written Exam	3
NCCCO Practical Exam	2
TOTAL HOURS	40

Subject Hours: 40 course time hours (27 hours lecture, 8 hour lab, 5 hours exam)

Prerequisites: High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-R1R2 seminar is designed to prepare each student for the NCCCO national certification written and practical examination. Upon completion of this seminar, students will be prepared to take the NCCCO written and practical examinations.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Rigger Level I and Level II card.

Tuition: \$2,620.00 for classroom, written and practical exams (see Notes on page 7 for additional details on tuition).

(CCOP-LD) NCCCO Preparatory – Lift Director *Seminar*

Course Objective/Purpose: The NCCCO Mobile Crane Lift Director seminar is designed to prepare each student for the NCCCO national certification written examination. Students successfully passing the examinations become nationally certified by NCCCO, opening opportunities for employment as a Lift Director in multiple industries.

Course Outline

Main topics or lessons	Hours
Pre-test	1
Standards and Regulations	2
Load Chart Exercises	2
Rigging Calculations	2
Load Planning and Lift Directing	2
Signaling	1
Review	2
Lab Work and Quizzes	4
NCCCO Written Exam	4
TOTAL HOURS	20

Subject Hours: 20 course time hours (16 hours lecture and lab, 4 hours exam)

Prerequisites: Must be NCCCO Certified Operator and Rigger or have passed the NCCCO written exam for: Mobile Crane Core; Fixed or Swing Specialty; Lattice Boom Truck or Lattice Boom Crawler Specialty; and Rigger Level 2.

Subject Description: The CCOP-LD seminar is designed to prepare each student for the NCCCO national certification written examinations. Upon completion of this seminar, students will be prepared to take the NCCCO written examinations.

Upon successful completion of the seminar, the student will, directly from the NCCCO, a Certified Mobile Crane Lift Director card.

Tuition: \$2,295.00 for classroom and written exams (**see Notes on page 7 for additional details on tuition**).

(CCOP-AB) NCCCO Preparatory – Articulating Boom Crane Seminar

Course Objective/Purpose: The NCCCO Preparatory Articulating Boom Crane seminar is designed for experienced operators that require a national certification. The seminar prepares the student for the NCCCO written and practical examination: core and one specialty. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for load charts, rigging and signaling, and maneuvering of the course with a load. Students successfully passing the examinations become nationally certified by NCCCO, opening opportunities for employment in multiple industries requiring the use of articulating boom cranes.

Course Outline

Main topics or lessons	Hours
Terminology and Crane Components	3
OSHA and ASME Standards	3
Load Charts	4
Proper Crane Set-Up	1
Safe Operating Practices	2
Power Line Safety	2
Rigging Practices	1
Test Course Set-Up and Practice (includes 30 minutes of crane practice)	4
NCCCO Written Exam	2
NCCCO Practical Exam	2
TOTAL HOURS	24

Subject Hours: 24 course time hours (14 hours lecture, 6 hours lablab, 4 hours exam)

Prerequisites: Experienced in Articulating Boom Crane Operations. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-AB seminar is designed to prepare each student for the NCCCO national certification written and practical examinations for the core and articulating boom specialty exam. Upon completion of this program, students will be prepared to 1) take the NCCCO written exam; 2) understand how to maneuver through the NCCCO practical exam course with a stable load.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Articulating Boom Crane Operator card.

Tuition: \$1,875.00 for classroom and written exams. Practical Exams are \$510. (see Notes on page 7 for additional details on tuition).

****Optional:** Additional crane practice may be purchased for \$300 per hour.

(CCOP-STC) NCCCO Preparatory – Service Truck Crane Seminar

Course Objective/Purpose: The NCCCO Preparatory Service Truck Crane seminar is designed for experienced operators that require a national certification. The program prepares the student for the NCCCO written core and specialty and the practical examination. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for load charts, rigging and signaling, and maneuvering of the course with a load. Students successfully passing the examinations become nationally certified by NCCCO, opening opportunities for employment in the multiple industries requiring the services of service trucks.

Course Outline

Main topics or lessons	Hours
Terminology and Crane Components	3
OSHA and ASME Standards	3
Load Charts	4
Proper Crane Set Up	1
Safe Operating Practices	2
Power Line Safety	2
Rigging Practices	1
Course Set Up and Practice (includes 30 minutes of crane practice)	4
NCCCO Written Exam	2
NCCCO Practical Exam	2
TOTAL HOURS	24

Subject Hours: 24 course time hours (14 hours lecture, 6 hours lab, 4 hours exam)

Prerequisites: Experienced in Service Truck Crane Operations. High school level basic math and reading/comprehension skills.

Subject Description: The CCOP-STC seminar is designed to prepare each student for the NCCCO national certification written and practical examination for the core and one specialty exam. Upon completion of this program, students will be prepared to 1) take the NCCCO written exam; 2) understand how to maneuver through the NCCCO practical exam course with a stable load.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Service Truck Crane Operator card.

Tuition: \$1,875.00 for classroom and written exams. Practical Exams are \$510 (see Notes on page 7 for additional details on tuition).

****Optional:** Additional crane practice time may be purchased for \$300 per hour.

(CCOP-OH) NCCCO Preparatory – Overhead Crane Operator *Seminar*

Course Objective/Purpose: The NCCCO Preparatory Overhead Crane seminar is designed for experienced operators that require a national certification. The seminar prepares the student for the NCCCO written and practical examinations. Classroom instruction is provided on NCCCO criteria for certification; written and practical application is administered for operations and maneuvering of the course with a load. Students successfully passing the examinations become nationally certified by NCCCO, opening opportunities for employment in multiple industries including manufacturing, aerospace, ports, government and military.

Course Outline

Main topics or lessons	Hours
Pre-test	1
Terminology and Crane Components	4
Policies, Standards and Regulations	3
Operator Requirements	2
Safe Operating Practices	5
Key points and Practice Tests	4
Operation: Practice Lab (includes 30 minutes of overhead crane practice)	3
NCCCO Practical Exam	1
NCCCO Written Exam	1
TOTAL HOURS	24

Subject Hours: 24 course time hours (19 hours lecture, 3 hours lab, 2 hours exam)

Prerequisites: Experienced in Overhead Crane Operations. High school basic math and reading/comprehension skills.

Subject Description: The CCOP-OH seminar is designed to prepare each student for the NCCCO national certification written and practical examination for the core and one specialty exam. Upon completion of this program, students will be prepared to 1) take the NCCCO written exam, 2) understand how to maneuver through the NCCCO practical exam course with a stable load.

Upon successful completion of the seminar, the student will receive directly from NCCCO, a Certified Overhead Crane Operator card.

Tuition: \$1,875.00 for classroom and written exams. Practical exams are \$510 (see Notes on page 7 for additional details on tuition).

****Optional:** Additional overhead crane practice may be purchased for \$300 per hour.

GRADING AND MARKING SYSTEM USED

Seminars/Programs completed by students at CICB result in pass, fail, incomplete or withdrawal. The grading period is at the completion of each seminar/program

PASS

Students earning a grade of 75% or higher on CICB's Written Examinations for a particular seminar/program will receive a Certificate of Completion for that seminar/program.

Students participating in NCCCO Certification Programs are required to earn a grade of 70% or higher on NCCCO Written Examinations and complete the hands-on Practical Examinations in the time allotted for that exam and with no more errors than allotted for that program. Specific details for each NCCCO Certification Program examination are available on the NCCCO website at www.nccco.org.

FAIL

Students earning a grade of less than 75% on CICB Written Examinations, less than 70% on NCCCO Written Examinations and outside the allotted time and/or accuracy of NCCCO Practical Examinations will not receive Certificates of Completion or NCCCO Certification. Retesting for NCCCO Certification is available to any student who fails an NCCCO examination within one year of the original test; retesting fees are listed under Note 2 on page 8 of this catalog.

INCOMPLETE

An "I" for Incomplete is assigned when all the work of a subject class cannot be completed due to circumstances beyond the control of the student. The student may complete the work by the end of the seminar/program, or the student can notify the school registrar for readmission for one opportunity to complete the work in a subsequent term beginning no later than 12 calendar months after the end of the term in which the student was assigned the "I". There will be no additional administrative or tuition fees charged for students who exercise this option; however, there may be additional fees for books, supplies, and/or tool kit.

WITHDRAWAL

Under Texas Education Code §132.061(f), a student who is obligated for the full tuition and is withdrawing for an appropriate reason unrelated to the student's academic status may request a grade of "I" for incomplete.

A "W" for Withdrawal indicates that the student officially withdrew or was administratively withdrawn from the subject class. A student with a grade of "W" cannot complete the course of study, and will be issued a refund in accordance with the refund policy below.

SATISFACTORY PROGRESS

To remain in good standing, students must attend all scheduled classes for the seminar/program where he/she is enrolled. Pass or Fail grades for students will be given to students at the completion of each CICB seminar/program. In the case of NCCCO Certification Programs, NCCCO will provide pass or fail grades to students in accordance with their policies which normally result in grades being given within two weeks of completion of a NCCCO written or practical examination.

PROBATION, TERMINATION AND READMITTANCE

Students scheduled for a program or seminar of 40 hours or less will not be subject to academic probation.

REMEDIAL WORK AND REPEAT COURSES

CICB does not offer remedial work for any of its seminars/programs. However, CICB offers repeat courses for the NCCCO Preparatory program for all subjects. The student is permitted to return to the preparatory program one time within the next succeeding 12 calendar months without paying additional tuition after failing the NCCCO examination. Subsequent to additional training as a result of repeating the preparatory program, the student is eligible to retake the failed NCCCO Written and/or Practical Examinations. Retesting fees from NCCCO are shown under Note 2 on Page 8 of this catalog.

ATTENDANCE POLICY

Students are expected to attend all lectures and labs. If a student is absent for more than 25% of the scheduled course time for any seminar/program, the student's enrollment in the seminar/program will be terminated. A student whose enrollment was terminated for violation of the attendance policy may reenroll in the next scheduled seminar/program. All tests missed due to the absence of a student must be taken on the first day of attendance after the student's absence. This provision does not circumvent the approved refund policy.

Students are expected to be punctual in attending classes. A tardy is defined as arriving in the classroom after the designated time for the beginning of the class or for the continuation of class after breaks.

LEAVE OF ABSENCE

All of CICB's seminars/programs are 40 hours or less, therefore, a leave of absence shall not be granted.

STUDENT CONDUCT

Students on the CICB facility are expected to behave in a manner that will create a safe and orderly academic environment for themselves and others. Students found in violation of these conduct expectations will be subject to disciplinary action which may include written warning, suspension, dismissal, and/or referral to law enforcement officials. Below is a partial list of inappropriate behaviors that will be subject to disciplinary action. This list is not all-inclusive.

1. Academic dishonesty, including any form of plagiarism, cheating, falsification of records, or collaboration with others to defraud.
2. Actions that disrupt teaching, learning, administration, or interfere with the rights of others.
3. Non-compliance with the directives of school faculty and staff.
4. Violation of written policies, rules or procedures.
5. Theft of any kind, and related behaviors such as possessing stolen property or using the property of others without their permission.
6. Damage to property or destruction of property.
7. Creation of unsafe conditions.
8. Carrying out a false alarm or creating an emergency situation such as a fire or a bomb threat.
9. Hurting others, threatening others, or engaging in behavior that may result in harm to others.
10. Selling, consuming, and/or possessing alcoholic beverages.
11. Possessing or using drugs not prescribed for the student by a physician; selling any drugs; possessing or using illegal drugs or narcotics.
12. Possessing a firearm or other deadly or dangerous weapons such as knives, knuckles, clubs, baseball bats, and hammers while on the property of the school or in any part of the school building.
13. Sexual harassment in any form by students or any member of the administration, faculty, or staff is prohibited. The school is committed to creating and maintaining an environment for all school personnel and students that is free of harassment, forced sexual activity, or any other sexual communication or conduct that interferes with performance in the classroom or the workplace.

GRADUATION REQUIREMENTS

CICB Certificates of Completion will be issued to each student after successful completion of each CICB seminars with a 75% or higher grade.

NCCCO Certifications will be issued by NCCCO to each student after successful completion of NCCCO written and practical examinations in accordance with NCCCO policies.

JOB PLACEMENT SERVICES

Job placement assistance for entry level positions is available at no charge for all students who are awarded NCCCO Certifications for programs in this catalog. Since students who participate in seminars/programs in this catalog are included in classes with employees from various industries as a result of CICB's business-to-business training activities, students will also have access to opportunities that may be available within the businesses also participating in CICB seminars/programs. In addition, job notices from businesses seeking qualified entry-level applicants will be made available to all students entering CICB seminars/programs. Although CICB takes great pride in the quality of its seminars/programs and the knowledge and experience that participants gain from CICB seminars/programs, neither the school, its owners and directors, administration, or any faculty or staff member can guarantee employment for participants.

STUDENT COMPLAINTS and GRIEVANCE PROCEDURES

Complaints are defined as any student concern regarding the school seminars/programs, services, or staff. A student who has a concern about a school-related issue is encouraged to schedule a conference with the school director to find resolution. If an issue is not resolved to a student's satisfaction through the conference, the student can file a formal complaint in writing with the school director who will formally investigate the complaint, take appropriate action, and provide a written response to the student by the 10th business day after the day the formal written complaint is received by member of the school faculty or staff. Note: a conference with the director is not required before a student files a formal written complaint.

A student who is dissatisfied with the school director's response can file a complaint with the Texas Workforce Commission:

Texas Workforce Commission
Career Schools and Colleges, Room 226T
101 East 15th Street
Austin, Texas 78778-0001
Phone: (512) 936-6959
<http://csc.twc.state.tx.us/>

Information on filing a complaint with TWC can be found on TWC's Career Schools and Colleges website at texasworkforce.org/careerschools.

True and Correct Statement

I hereby certify that the statements and information in this catalog are true and correct to the best of my knowledge and belief.



W. Craig Epperson, President/CEO