



Automotive Dealership
I N S T I T U T E

CATALOG

January 2009 – December 2009

TABLE OF CONTENTS

WELCOME LETTER.....	3
STATE APPROVAL AND LICENSURE.	4
MISSION.....	4
GOAL AND EDUCATIONAL OBJECTIVES.....	5
Potential Occupations With Descriptions	5-7
HISTORY	8
STAFF.....	8
ADMISSIONS.....	11
Campus Tours	11
Admission Requirements	11
Admission Policies	11
Admission Procedures	11-12
REQUIRED TEXTBOOKS, TUITION AND FEES	12
Required Textbooks and Learning Materials	12
Tuition, Fees and Expenses	12
COURSES OFFERED AND COURSE DESCRIPTIONS.....	13
Courses Offered	13
Course Descriptions	13-14
Method of Delivery	14
STUDENT SERVICES	15
Learning Resource System	15
Job Placement Assistance.....	15
FACILITIES AND EQUIPMENT.....	15
Facilities and Student Services	15
ACADEMIC POLICIES AND PROCEDURES	16
Academic Progress	16
Grading System.....	16
Completion Requirements.....	16
Credit by Examination.....	16
Transfer of Credit	16
Satisfactory Academic Progress Policy.....	17
Maintaining Satisfactory Academic Progress.....	17
Academic Probation.....	17
Incomplete Policy	17
Withdrawals and Reinstatement	17
Course Repetitions	17
Academic Policies	18
Conduct	18
Termination.....	18

ATTENDANCE POLICIES AND PROCEDURES	18
Verifying Enrollment and Attendance.....	18
Absence Rule	18
Leave of Absence Policy.....	18
Re-admission Following a Leave of Absence	19
Failure to Return from a Leave of Absence	19
Effects of a Leave of Absence on Satisfactory Academic Progress.....	19
Record Keeping	19
STUDENT RIGHTS.....	20
Notice of Student Rights	20
Student Tuition Recovery Fund (STRF) ..	20
STUDENT GRIEVANCE PROCEDURE	21
CANCELLATION AND REFUND POLICY	22
Rejection.....	22
Three-Day Cancellation.....	22
Other Cancellations	22
Refund After the Commencement of Classes	22-23
Hypothetical Refund Example	23
OTHER MATERIAL FACTS	24
School's Right to Cancel Scheduled Course	24
Hours of Operation.....	24
Class Schedule.....	24
School Calendar.....	24
CALENDAR AND SCHEDULE.....	25

WELCOME

A MESSAGE FROM THE SCHOOL DIRECTOR AND STATEMENT OF PHILOSOPHY

January 1, 2007
Scottsdale, AZ

Congratulations. The Automotive Dealership Institute is the culmination of decades of practical experience and training expertise in the expanding automotive retail industry. By considering this institution, you have taken the first step in securing a future that holds great promise. The faculty, administration and staff commend you. Individuals attending the Institute are considered VIPs, and that is exactly what they become when they take their places in the workforce as Automotive Finance & Insurance (F&I) Managers, Special Finance Managers and other key management, sales and indispensable service and clerical positions.

Limited seating in our classrooms ensures that each student is given proper attention. Our seasoned, field-tested instructors take extra time with those new to the automotive industry, enabling them to become as familiar with all the terminology and concepts as those with experience. Hands-on training on authentic automotive F&I software provides another major benefit.

This is an excellent time to be considering an automotive career. According to the National Automobile Dealers Association (NADA), more than 1 million people are employed in nearly 21,800 dealerships nationwide, contributing to an annual payroll of more than \$48 billion. More than 705 million vehicles have been sold in the United States since Henry Ford's first Model T. The cost of those vehicles? More than \$6.7 trillion.

The Automotive Dealership Institute's F&I curriculum has been carefully crafted to include all aspects of finance management, from automotive, motorsports and recreational vehicle dealership operations to deal structuring, lender relations and Internet sales and management. We believe there is no finer course of study for this particular subject matter anywhere in the world. Our comprehensive Service Advisor and Business Office courses can also pave the way for unique job opportunities that are both well paid and self satisfying. We welcome your interest, and invite you to prepare for an exciting, high-paying automotive career by enrolling in the Automotive Dealership Institute.

ALAN ALGAN
CEO/Executive Director
Automotive Dealership Institute

STATE APPROVAL AND LICENSURE

The Automotive Dealership Institute is licensed to operate in the state of Arizona, however, this approval does not imply any endorsement or recommendation by the Arizona State Board for Private Postsecondary Education.

MISSION

The Automotive Dealership Institute's mission is to provide comprehensive instruction in the automotive management arts. Consequently, our primary objective is to train the automobile dealership executives of the future. Graduates of the school, depending on the course they complete, are prepared for the following career paths:

- Finance & Insurance Manager
- Special Finance Manager
- Finance Director
- Automotive Sales & Leasing Representative
- Automotive Internet Sales Representative
- Automotive Internet Consultant/Manager
- Corporate Sales Representative
- Loan Officer/Underwriter
- Service Advisor/Consultant
- Service Manager
- Automotive Business Office Administrator

To accomplish our objective, we teach our students the various job functions of Finance and Insurance Management, Sales Management, the Service Advisor Process and Business Office Administration in franchised automobile dealerships and financial institutions.

Ideal candidates for a career in automotive management are individuals who desire to excel, are people friendly, well organized and who possess basic math skills. These individuals will develop the tools necessary to establish themselves at today's modern car dealerships, which rely greatly on CSI (Customer Satisfaction Index). We are confident our graduates will climb the corporate ladder, rising to top positions in their fields.

To enable our students to succeed, our instructors provide all the latest rules and regulations that affect the auto industry, and train them on current industry-specific technology.

GOAL AND EDUCATIONAL OBJECTIVES

The goal of the Automotive Dealership Institute is to educate talented individuals interested in embarking or advancing their careers in automotive dealerships, lending institutions and related fields.

Students who complete the monthlong 160 clock-hour *Automotive Finance Management* course are trained to present to customers all products normally offered in dealership F&I offices, including extended service contracts, anti-theft devices, GAP protection and loan programs for A, B, C and non-prime credit consumers. They are also trained on products designed to protect the resale value of the vehicle, including safeguard paint, fabrics and interiors.

In addition to learning how to present a loan package along with F&I products, students are trained to take accurate credit applications, obtain and merge multiple credit reports and analyze those reports to structure loan packages in accordance with specific lender guidelines. Students learn all appropriate state DMV and federal laws and regulations relating to dealership F&I offices. They learn how to make proper oral and written disclosures and to obtain all finance document signatures as required by law. They learn to place indirect consumer auto loans with financial institutions, and to prepare and audit loan packages for funding. Students also learn how to assist customers with non-prime credit, including those who have had bankruptcies, charge-offs, foreclosures, judgments, repossessions and other credit blemishes. They are taught finance and insurance procedures and protocol for automotive Internet sales, and such alternative-style dealerships as those specializing in recreational vehicles, motorcycles and other motorsports.

Students who complete the 80 clock-hour *Automotive Service Advisor* course are trained on the service process, the advisor's responsibilities, building customer rapport and creating value. They are also trained to improve performance, handle telephone procedure/objectives and overcome objections. They learn the customer interviewing process, fact finding, effective ways of documenting service, delivery and follow-up.

Students who complete the 80 clock-hour *Automotive Business Office* course are trained to learn all appropriate state DMV laws and regulations relating to dealership business offices.

POTENTIAL OCCUPATIONS WITH DESCRIPTIONS

The Automotive Dealership Institute's courses prepares students for successful careers at franchised automotive dealerships, used-car dealerships, auto finance companies, banks and companies that distribute aftermarket products.

A. Finance & Insurance Manager – Senior Position

The F&I Manager reviews all figures agreed upon between the customer and the dealership's Sales Department. This includes disclosing and confirming these figures with the customer, and arranging for vehicle payment. If financing is necessary, the F&I Manager takes credit applications, obtains at least one credit report, and analyzes the information to ascertain the customer's creditworthiness. Based on the credit information, the F&I Manager may impose one or more stipulations, and make the decision whether or not to deliver the vehicle.

The F&I Manager prepares the loan documents, DMV paperwork and other legal forms required by state and federal regulatory bodies. The F&I Manager is responsible for disclosing to the customer all

aspects of the sale, including finance charges and interest rates. The F&I Manager also makes available such aftermarket products as credit insurance, extended warranties, anti-theft devices and appearance protection kits. The F&I Manager works with a variety of lenders, and keeps up-to-date on financing programs, automobile manufacturers and lease companies.

The F&I Manager must maintain a high Customer Satisfaction Index (CSI) with the dealership's customers, as required by automobile manufacturers. The F&I Manager often leaves a lasting impression on the customer, as he or she is the last person of authority that customers normally see when purchasing a vehicle.

B. Assistant Finance & Insurance Manager – Entry Level Position

The Assistant Finance & Insurance Manager reports directly to the Finance and Insurance Manager. Usual duties include reviewing all figures agreed upon between the customer and the dealership's Sales Department. This includes disclosing and confirming these figures with the customer, and arranging for vehicle payment. If financing is necessary, the Assistant F&I Manager takes credit applications, obtains at least one credit report, and analyzes the information to ascertain the customer's creditworthiness. Based on the credit information, upon approval of the loan by the F&I Manager the assistant Finance Manager then prepares all paperwork and obtain customers signatures prior to delivery of the vehicle. Other duties include cleaning up all paperwork and following up with loan companies to insure prompt funding of the car loans.

C. Special Finance Manager – Senior Position

To a large extent, the Special Finance Manager has similar duties as the F&I Manager. Special Finance Managers arrange financing for customers who have experienced substantial credit problems in the past, or who have little or no established credit.

D. Assistant Special Finance Manager – Entry Level Position

To a large extent, the duties of the Assistant Special Finance Manager is very similar to the Assistant F&I Manager. The Assistant Special Finance Managers arrange financing for customers who have experienced substantial credit problems in the past, or who have little or no established credit.

E. Finance Director – Senior Position

Finance Directors are employed by high volume dealerships to supervise the F&I and Special Finance Managers. Along with these duties, the Finance Director establishes and maintains relationships with lenders and other companies that supply aftermarket F&I products such as, extended service contracts, theft prevention products, Guaranteed Auto Protection (GAP), etc. The Finance Director also searches for more attractive finance programs for the dealership's customers, and ensures that all paperwork is accurate and complete before being sent to lenders for funding.

F. Auto Sales/Leasing Representative – Entry Level Position

Sales and leasing are the fundamental elements of any dealership operation. It is what supports every other dealership department. If Sales Representatives are courteous and knowledgeable, they solidify the dealership's customer base by encouraging repeat and referral business.

G. Auto Internet Sales Representative/Consultant – Entry Level Position

The Internet has become an increasingly indispensable tool for today's modern automobile dealerships. Internet Sales Representatives/Consultants handle all leads generated through the dealership's website, and communicate with customers through e-mail and telephone. Components

of the Internet sales process include vehicle description and presentation, financing, delivery and follow-up.

H. Automotive Internet Manager – Entry Level Position

Internet Managers are hired by high volume dealerships to supervise the Internet Sales Representatives/Consultants. Along with these duties, the Internet Manager manages the department and ensures that all paperwork is accurate and complete before being sent to lenders for funding.

I. Corporate Sales Representative – Senior Position

These highly compensated account executives work for automotive-related businesses and call on dealerships to use their company's products and services. These include extended service contracts, anti-theft devices and software for specialized computer procedures.

J. Loan Officer – Entry Level Position

Banks, credit unions and auto finance companies employ these individuals to evaluate applications and analyze accounts, qualify customers based on their credit history, and structure and budget loans. Loan Officers incorporate financial principles and government guidelines in the course of preparing automobile loans.

K. Service Advisor/Consultant – Entry Level Position

Service Advisor/Consultants translate both the customer's concerns and the actual reality of a repair problem into the standard language of a repair order. They also present the value of dealership service, and sell additional services to customers.

L. Service Manager – Senior Position

Service Managers supervise the Service Advisor/Consultants and manage the Service Department. They ensure a solid customer base by encouraging repeat and referral business. In addition they train the Service Advisor/Consultants on the service process to improve performance.

M. Automotive Business Office Administrator – Entry Level Position

Business Office Administrators account for all transactions that go on in the dealership. They take care of the contract paperwork of a complete deal, forward it to funding and notify accounts receivables that there is money due on the deal. They also process the DMV paperwork for the application for registration and handle all trade-in paperwork.

HISTORY

The Automotive Dealership Institute is the brainchild of Alan Algan, Arzu Algan and the late Keith Tuber. The three principal officers have been in the automotive school business for a collective 30-plus years, and have enrolled, trained and placed thousands of individuals who have gone on to achieve successful careers in the automotive industry. While honing their skills in Southern California, the largest retail automotive market in the world, they saw a distinct need for the education they provide in Arizona. Consequently, they pooled their expertise and resources to establish what promises to be the finest institution of its kind. The Automotive Dealership Institute opened its doors in 2005, and in so doing ushered in a new era of quality automotive education.

STAFF

ADMINISTRATION

Alan Algan
CEO/Executive Director

Mr. Algan is responsible for establishing the Institute's policies and procedures, as well as overseeing daily operations and long-term strategic planning. He has spent more than 14 years as an owner and director of operations, respectively, of two F&I schools in Southern California. Prior to that he spent 18 years in the automotive industry in senior management positions, including a stint as vice president of an international leasing company headquartered in Canada. In 1992, Mr. Algan wrote the popular authoritative resource guide, *Automotive F&I Management*, the first book of its kind admitted and catalogued in the U.S. Library of Congress in Washington, D.C. Enormously successful, the book has sold out each of its five editions.

Arzu Algan
CFO/Dean of Education

Dean Algan is responsible for developing and structuring the ADI's course curriculums. She holds instructor and associate director certificates from the BPPVE. Previously Dean Algan served as director of education at two F&I schools. Prior to that she was an experienced F&I director who was responsible for lender relations, contracting and cash management at a large automobile dealership. She also conducts ADI's automotive lending workshops in the Asian Pacific in conjunction with The Asian Banker. Dean Algan studied at Northwood University, majoring in Automotive Marketing and Management. She serves on the board of teaching faculty for the Banking Academy - Education Centre for Practicing Professionals for The Asian Banker.

Amber Grunwald
Senior Vice President of Operations

Ms. Grunwald has been with ADI since its inception. She is responsible for managing the daily business activities of the school including management of staff, scheduling, record-keeping, compliance and recruitment. Ms. Grunwald holds a Bachelor of Fine Arts degree from the University of Arizona and a Master of Fine Arts from the University of California, Irvine. She has an extensive background in design and also assists in ADI's creative marketing needs, such as print, collateral and web development.

Michael D. Strauber
General Counsel

Mr. Strauber has been practicing law in Arizona since 1983. As general counsel to the Automotive Dealership Institute, Mr. Strauber is consulted on all legal issues, from protecting the school's proprietary and intellectual content from copyright infringement to ensuring the school's compliance with all federal and Arizona school laws. Mr. Strauber received his Juris Doctor from the University of Kansas School of Law in 1983, and later that year was admitted to the State Bar of Arizona. In addition to being a respected attorney, Mr. Strauber is also a Certified Public Accountant.

Jack Ferry
Professor - Automotive Finance Management Program

Professor Ferry is responsible for teaching ADI's Automotive Finance Management program. An expert from both sides of the fence, as a lender and finance director, he also keeps the curriculum current. Prof. Ferry served in executive positions with Ford Motor Credit Co. and Americredit Corp., and also held senior management positions including finance director and special finance director at major dealership groups in Arizona and Indiana. He has won numerous awards, including Outstanding Member of Finance. Prof. Ferry graduated from California State University, Fullerton with degrees in Business Administration and Finance.

Ronald DeCesare
Professor - Service Advisor Program / Director of Corporate Training

Mr. DeCesare facilitates the development and management of ADI's corporate and industry training programs. He also serves as on ADI's faculty, presenting various training programs.

He brings over twenty five years of automotive and motor sports experience to ADI. His experience spans the entire spectrum of the retail motor vehicle industry, from Sales to General Manager at the dealership level, as well as corporate regional positions with publicly held Lithia Motors and AutoNation as Regional Finance Administrator, Corporate Finance Trainer, Regional Finance Development Manager and Compliance Auditor, among others. His career has included sales, service, products and certification experience with virtually every major franchise in the industry, including Audi, Bentley, Cadillac, Chevrolet, Chrysler, Dodge, Harley-Davidson, Hummer, Jeep, Jaguar, Mercedes-Benz, Porsche, Rolls-Royce, Saab and Volkswagen. He also owned and operated his own independent distribution company handling custom and specialty vehicles throughout the U.S.

Keith Reinhard
Placement Director

As Director of Job Placement Mr. Reinhard works closely with all students preparing professional resumes, helping them polish up their interview skills, and arranging job interviews to maintain ADI's exceptional job placement record. He brings years of automotive experience from both sides of the fence. He spent over five years as operations manager for Mitsubishi Acceptance Corp and eleven years in the retail automotive industry serving in several management capacities from finance manager to general sales manager at nationally recognized dealership groups. Keith graduated from California Lutheran University with a Bachelors Degree in Business Administration.

Kelly Molloy
Director of Financial Aid/Librarian

Ms. Molloy serves as ADI's Director of Admissions. She is responsible for responding to initial inquiries about ADI, and assuring that all student questions are answered in a timely manner. She guides students through the entire enrollment process.

She graduated with a Bachelor of Fine Arts degree from the University of Arizona. Ms. Molloy is also a graduate of UCLA's Professional Screenwriting Program. She has spent the last several years working in both administrative positions and as a freelance writer.

Tanya Marquez
Receptionist - Front Office Manager

Ms. Marquez manages ADI's front office. She coordinates all incoming and outgoing phone calls, arranges appointments, and assists with processing student and administrative paperwork.

She is also responsible for assuring all student files comply with state, federal and accrediting standards; including tracking students grades and attendance. Ms. Marquez brings more than six years experience of office management to ADI, including several years at a Phoenix-based logistics company where she utilized her bilingual communication skills to coordinate international transactions. An Arizona native, Ms. Marquez is able to use her detailed knowledge of the area to assist ADI's out-of-state students during their attendance.

ADMISSIONS

Campus Tours

Tours of the Automotive Dealership Institute are available to prospective students and visitors.

Admission Requirements

Admission is open to anyone 18 years of age or older who possesses a high school diploma or GED, and who can comprehend and assimilate the concepts and details inherent in Dealership Finance and Sales, Service Advising or Business Office practices. Basic typing and math skills, along with a good command of the English language (reading, writing, speaking), is also essential. Prior experience in car sales, banking, mortgage, finance, insurance, customer service or retail sales is an advantage for students seeking to become an F&I Manager. Experience as a mechanic or in customer service is helpful for students pursuing a career as a Service Advisor, while office experience is beneficial for those interested in working in a dealership Business Office. All applicants are required to participate in an admissions interview. The Automotive Dealership Institute does not offer any English Second Language (ESL) classes.

Admission Policies

The Automotive Dealership Institute admits qualified individuals without discrimination toward race, color, national or ethnic origin, marital status, sex, sexual orientation, age, religion or physical ability.

Applicants should apply at least two weeks prior to their anticipated start date to allow ample time for the application review and verification process. Tuition must be paid before enrollment is finalized. Tuition financing is available for those who qualify.

Admission Procedures

The admissions process includes the following steps:

In-State Candidates:

- Set an appointment to tour the school and meet with an Admission Advisor.
- Bring a copy of your high school diploma, GED equivalent, or college transcripts with you to your appointment. ADI also asks that you bring your Driver's License with you.
- During your enrollment interview the Admission Advisor will discuss your qualifications and the details of the course.
- Complete the enrollment application, including the Enrollment Agreement and other application documents. You will be given a copy of your admissions application along with a current school catalog.
- If needed, ADI will provide information regarding financial aid options.

Out-of-State Candidates:

- If you are from out-of-state and cannot come in for a school tour or interview, appointments and interviews can be conducted over the phone.
- During your enrollment interview the Admission Advisor will discuss your qualifications and the details of the course.
- ADI's current school catalog and enrollment application, including the Enrollment Agreement and other application documents will either be mailed or emailed to you.

You can either fax your filled out paperwork back to ADI, or scan it and email it. ADI will mail or email a copy of your accepted paperwork with a school official's signature back to you.

- Submit a copy of your high school diploma, GED equivalent or college transcripts.
- If needed, ADI will provide information regarding financial aid options.
- Once your enrollment is complete, ADI will ship your textbook to you so you may prepare for the program.
- Prior to the beginning of class, an ADI admissions representative will follow up with you to confirm that all of your travel arrangements have been made, and that you are ready to attend.

Enrollment paperwork and a high school diploma/GED/college transcripts copy must be submitted prior to starting class. Candidates will be formally accepted and enrolled after these steps have been completed.

REQUIRED TEXTBOOKS, TUITION AND FEES

REQUIRED TEXTBOOKS AND LEARNING MATERIALS

Students will be using Automotive Dealership Institute's copyrighted textbooks, handouts and computer labs and they are included in the tuition for the each of the programs offered.

Automotive Finance Management: Finance and Insurance Management Training Manual

Automotive Service Advisor: Service Advisor Training Manual

Automotive Business Office: Service Advisor Training Manual

TUITION, FEES AND EXPENSES

The cost of ADI's copyrighted textbooks, handouts and computer labs are included in the tuition for the each of the following programs offered:

<i>Automotive Finance Management:</i>	\$12,000
<i>Automotive Service Advisor:</i>	\$6,000
<i>Automotive Business Office:</i>	\$6,000

Student parking is free in the building's parking lot. The Institute assumes no responsibility for loss, theft or damage to any vehicle or its contents while parked there.

Unless specific arrangements have been made in writing, approved by the Executive Director and signed by both the student and the administrator, the total tuition is due on or before the first day of class.

COURSES OFFERED AND COURSE DESCRIPTIONS

Courses Offered

Automotive Dealership Institute offers the following diploma programs:

Automotive Finance Management: 4 week, 160 clock-hour

Automotive Service Advisor: 2 week, 80 clock-hour

Automotive Business Office: 2 week, 80 clock-hour

At ADI we offer our programs in clock hours only. A clock hour is fifty (50) minutes of instruction within a sixty (60) minute period.

COURSE DESCRIPTIONS

AUTOMOTIVE FINANCE MANAGEMENT

The Automotive Dealership Institute specializes in teaching Finance and Insurance Management, as it relates to automobile dealerships, and consequently offers a monthlong course. *Automotive Finance Management* is an accelerated 160 clock-hour course consisting of four comprehensive modules.

Module 1: Dealership Retail Operating Systems. Vehicle Sales Transaction. Finance Software. Retail Leasing. Lease Calculations. Lease Agreements. Lease Disclosures. Practicing With Deals.

Module 2: Finance and Insurance – Prime. Finance Products. Laws, Rules and Regulations Mandated by Federal and State Legislation. MVD and Forms. Interest and Finance Charge Calculations. Credit and Prime Lending. Loan Structuring. Loan Process and Funding, Practicing With Real Deals.

Module 3: Finance and Insurance – Non-Prime. Overview of Non-Prime Finance Lenders. Credit Bureaus, Budgeting and Deal Structuring for Non-Prime Lenders. Practicing With Real Deals. Special Finance Department Organization. Setting Up Procedures. Structuring Special Finance Deals, Introduction to Internet Finance.

Module 4: F&I Menu Selling Process/Objection Handling. The F&I Menu Selling Process. Finance Menu Presentation. Objection Handling. Practicing Menu Presentation. Videotape Presentations.

AUTOMOTIVE SERVICE ADVISOR

The Automotive Dealership Institute offers a two-week course that teaches the Service Process at automobile dealerships. The *Automotive Service Advisor* course is an 80 clock-hour course consisting of two comprehensive modules:

Module 1: Introduction and General Description of What Is a Service Advisor. Identifying the Advisor's Responsibilities. Understanding the Bureau of Automotive Repair and Writing a Repair Order. Telephone Procedures and Objectives. Customer Interview Procedures. The Value of Building Rapport and Providing Solutions.

Module 2: The Sales Process. Steps and Definitions of a Sale Cycle. Steps to the After Sale Process. Overcoming Objections. Learning to Fact Find and Isolate the Objective. Realizing Value and Profit. Customer Satisfaction.

AUTOMOTIVE BUSINESS OFFICE

The Automotive Dealership Institute also offers a two-week course that teaches Business Office Administration at automobile dealerships. *Automotive Business Office* course is an 80 clock-hour course consisting of two comprehensive modules:

Module 1: Introduction and Accounting for all Transactions that go-on in the Dealership. Contract Paperwork of a Complete Deal. DMV Paperwork for the Application for Registration. Trade-in Paperwork.

Module 2: Packaging Deals and Sending Them to the Lenders. Money Control and Funding. Accounts Receivables. Pay Plans and Commission Vouchers. Tracking Reserve and Chargebacks.

Method of Delivery

Automotive Dealership Institute only offers formal classroom for its students.

STUDENT SERVICES

Learning Resource System

The Learning Resource System is accessible during the Institute's regular hours of operation, and its use is free of charge. In addition, a public library is within a reasonable distance. The Learning Resource System has a number of periodicals, subscription e-Newsletters, e-Magazines, books and web-resources relevant to the training programs taught, and specifically in relation to the automotive industry and the "hands-on" nature of this field. ADI has found that the best way to keep the Learning Resource System up-to-date and current is to keep it stocked with periodicals, e-Newsletters and e-Magazines. ADI's own publication of the 772 page *Encyclopedia of Finance and Insurance Management* in 2006 is one of the few publications produced concerning the Finance and Insurance field. ADI strives to keep its Learning Resource System updated and current.

Job Placement Assistance

ADI's Placement Director meets individually with students on numerous occasions throughout their attendance. Many of these meetings are devoted to ADI's job placement assistance, which includes resume preparation and a series of mock interviews to hone each student's interviewing skills and address common employer objections and inquiries. During these meetings the Placement Director also mentors students, teaching them valuable life skills necessary to support their new career, including budgeting, professionalism in the workplace, etc. This support continues after the student graduates from the program, with the Placement Director leading a personalized job search for each graduate, providing pre-interview coaching via telephone, networking with dealerships across the country, and following up with employers to ascertain the results of graduate interviews and answer any questions the potential employer may have.

FACILITIES AND EQUIPMENT

FACILITIES AND STUDENT SERVICES

The Automotive Dealership Institute is located at 6613 N. Scottsdale Road, Suite 100, Scottsdale, AZ 85250. The building, classroom, restroom and other facilities are fully accessible to the physically challenged. There is ample free parking, including reserved spaces for the handicapped. The Institute is readily accessible to public transportation.

The Institute's modern classrooms are architecturally designed to accommodate up to 12 students. Individual student workstations are outfitted with computers loaded with F&I software. All the forms and supplies found in professional F&I offices are provided to students, along with industry-accepted printers.

There are numerous reasonably priced restaurants located within short walking and driving distances from the school. For students who live outside the area, there are nearby hotels that offer students reduced rates. For more information or to make reservations, contact the Institute directly.

Staff and faculty members are available in the event a student has a problem or concern of any nature. The Automotive Dealership Institute is committed to serving its students to the best of its ability, and ensuring that their experience is as comfortable and rewarding as possible. An instructor is always available for students who need extra help with their course work.

ACADEMIC POLICIES AND PROCEDURES

ACADEMIC PROGRESS

Grading Policy

A written exam is given at the conclusion of each segment of study to determine whether the student has successfully mastered the material. Although students can pass with grades of less than 90%, they are encouraged to maintain a 90% grade point average. If a student fails a test, he or she may continue in class, but must retake and pass the exam within five days. Every question is graded as 0%, 50% or 100% correct. The scores for all questions are averaged and the percentage grade marked on the test. Scores are then converted to letter grades and transferred to academic transcripts utilizing the following conversion system:

Grading System

90%	to	100%	=	A
80%	to	89%	=	B
70%	to	79%	=	C
60%	to	69%	=	D
0%	to	59%	=	F

Completion Requirements

Students are required to pass all tests, complete homework assignments and participate in all class and lab sessions prior to earning a diploma. Students must complete each module with a minimum grade of C (70%) or better and meet the minimum attendance requirements to graduate.

Credit by Examination

Students have the ability to challenge up to 50% of the course and earn full credit for it, provided he or she can pass the final exam given in that particular module. If the student is successful in the challenge, the course hours will be credited.

Transfer of Credit

At this time the Automotive Dealership Institute is not affiliated with any other college or university. Consequently, it is up to each individual institution to either accept or reject credits for completion of the 160 clock-hour *Automotive Finance Management* course, 80 clock-hour *Automotive Service Advisor* course or the 80 clock-hour *Automotive Business Office* course.

SATISFACTORY ACADEMIC PROGRESS POLICY

Maintaining Satisfactory Academic Progress

Students must maintain satisfactory academic progress to remain enrolled in the Automotive Dealership Institute. In order to maintain satisfactory academic progress, the program in which the student is enrolled must be completed before the student has attempted 150% of the clock hours required for the program (maximum time frame). Additionally, the student must maintain a grade average of 70% ("C") or higher each module.

Satisfactory academic progress is evaluated at the end of every module. Any student not maintaining a grade average of 70% or higher for a module will be placed on academic probation. Any student determined to be out of 150% completion guidelines will be dismissed.

Academic Probation

If a student does not maintain a 70% or higher for a module, the student will be notified that he/she has been placed on academic probation and that continued unsatisfactory academic progress will result in dismissal from the school.

While on probation a student may continue in class; however, the student must participate in academic advising which consists of private tutoring sessions after school hours. Private tutoring is provided, without cost, at the discretion of the Dean of Education.

The academic probation status will be removed once the student raises their grade average to 70% or higher. This can be accomplished by retaking any exam in which the student did not score a 70% or higher. If a student scores a 69% or lower on any exam, he/she is given the opportunity to retake the exam up to two times within five days of the original exam. Failure to raise the grade average to 70% or higher by the completion of the following module will result in dismissal from the school.

Incomplete Policy

An "Incomplete" cannot be given as a final grade, however, at the end of the term students may, with the instructor's approval, be granted a maximum extension of five calendar days to complete the required class work, assignments and/or test. If the student does not complete the required class work, assignments and/or test within the allotted time, they will receive a failing grade for that incomplete portion of the course. The F will be averaged in with the student's other grades to determine their grade average.

Withdrawals and Reinstatement

Students who withdraw, due to failure to maintain satisfactory academic progress standards, or for any other reason outlined in ADI's Attendance Policy, shall be ineligible to receive a diploma. Students may be reinstated at a later date upon request, pending review and final decision by the Dean of Education and Executive Director. If a student is reinstated they may start at the beginning of the next available class.

Course Repetitions

When students are required to repeat a course, or part of a course, in order to maintain satisfactory academic progress, the higher of the two grades shall be used to determine their final grade average.

When students opt to return for refresher courses, rather than for the satisfaction of previous academic deficits, any new grades earned shall not have an impact on the student's official academic transcript.

ACADEMIC POLICIES

Conduct

Students, faculty members and administrators shall conduct themselves in a professional manner. Students are encouraged to dress in business attire in preparation for their careers.

Termination

The Automotive Dealership Institute reserves the right to terminate a student from a course, without graduation, for what it considers to be "Good and Sufficient Cause." This includes, but is not limited to, the following: (a) The use, sale or possession of illegal or dangerous drugs. (b) Continued disruption of class, administration or surroundings of the facility. (c) Disorderly or lewd, indecent or obscene conduct anywhere in the facility. (d) Willful or persistent smoking in areas where smoking has been prohibited. (e) Theft or willful damage to any Institute property. (f) Abusive behavior, assault, battery, or any threat of force or violence against any Institute personnel. (g) Cheating on any test. (h) Failure to return from a scheduled Leave of Absence (see LOA Policy above). (i) Any other "Cause" not listed above which is identified as "Good Cause" by any Institute authority.

ATTENDANCE POLICIES AND PROCEDURES

Attendance in class is critical to student academic success. Missing class time undermines the curricular goal and the student's ability to successfully complete the course.

Verifying Enrollment and Attendance

To verify attendance each student signs the class attendance sheet at the beginning of each class session. It is then signed by the instructor. This material is maintained in the student file indefinitely.

Absence Rule

If a student arrives for class more than 30 minutes late, or leaves more than 30 minutes early that student is considered tardy. Three tardies constitutes one absence. When a student's absence (either consecutively or in total) exceeds 15% of the program's total clock hours the faculty shall notify the Dean of Education who will issue a written warning. If a student's absences continue and equal or exceed 20% of the program's total clock hours he/she will be dismissed for unsatisfactory attendance. For example:

160hr/4 week course – 4 days max absence allowed

80hr/2 week course - 2 days max absence allowed

LEAVE OF ABSENCE POLICY

ADI allows students to request a Leave of Absence (LOA) as long as the leave does not exceed a total of 180 days during a 12 month period, and as long as the Executive Director receives documented good cause that requires students to interrupt their education. Good cause includes jury duty, military obligations or serious health condition of the student, spouse, child or parent. The student must include all appropriate dates so that issues pertaining to classroom scheduling and space availability can be addressed. There are no student charges or fees associated with a Leave of Absence.

Re-admission Following a Leave of Absence

Upon return from a Leave, a student shall be required to repeat the course from the very beginning, or from the beginning of the module missed, and must receive final grades for the course. The student shall not be charged any fee for the repeat of courses from which the student took leave, or for re-entry from the LOA.

Previous grades and progress shall not be impacted by a discretionary LOA, or the taking or retaking of any portion of the course. Scheduling of extra class days will depend on classroom availability.

Failure to Return from a Leave of Absence

Any student who fails to return from an LOA on or before the date indicated in the written request shall be terminated from the program, and the institution will invoke the Cancellation and Refund Policy.

Effects of a Leave of Absence on Satisfactory Academic Progress

Students contemplating an LOA are cautioned by ADI faculty and the Dean of Education that one or more of the following factors may affect their eligibility to graduate within the maximum program completion time:

1. Students returning from an LOA are not guaranteed that the module required to maintain the normal progress in their training program will be available at the time of reentry
2. Students may have to wait for the appropriate module to be offered
3. Students may be required to repeat the entire module from which they elected to withdraw prior to receiving a final grade

RECORD KEEPING

All student academic and financial records are accurately maintained and filed in a secure and organized manner. Students are allowed to view their records, but the records must not leave the Institute. The Director of Operations has the dual responsibility for the safekeeping and accuracy of student records.

Should the Institution cease operation, whether voluntarily or involuntarily, all educational records, or legible true copies of all educational records if originals are unavailable, shall be filed with the Arizona State Board for Private Postsecondary Education, 1400 West Washington, Room 260, Phoenix, AZ 85007 within sixty (60) days of ceasing educational operations.

STUDENT RIGHTS

NOTICE OF STUDENT RIGHTS

1. An applicant who provides written a “Notice of Cancellation” within three days (excluding Saturday, Sunday and federal or state holidays) of signing an Enrollment Agreement is entitled to a refund of all tuition paid. No later than 30 days of receiving the “Notice of Cancellation”, the school shall provide the 100% refund. Read the Notice of Cancellation form for an explanation of your cancellation rights and responsibilities. If you have lost your Notice of Cancellation form, ask the school for another copy.
2. After the end of the cancellation period, you also have the right to stop school at any time, and you have the right to receive a refund for the portion of the course not taken. Your refund rights are described in the Enrollment Agreement. If you have lost your Enrollment Agreement, ask the school for a description of the refund policy.
3. If the school closes before you graduate, you may be entitled to a refund. Contact the Arizona State Board for Private Postsecondary Education at the address and telephone number printed below for information.
4. If you have any complaints, and the complaint can not be resolved after exhausting the institution’s grievance procedure, you may file a complaint with the Arizona State Board for Private Postsecondary Education. You must contact the State Board for further details. The State Board address is:

1400 West Washington, Room 260
Phoenix, AZ 85007
Phone: 602-542-5709
Website: <http://azppse.state.az.us>

Refer below for Student Grievance Procedure.

STUDENT TUITION RECOVERY FUND (STRF)

The Student Tuition Recovery Fund (STRF) was established and administered by the Arizona State Board for Private Postsecondary Education. Any student injured by a private postsecondary education institution ceasing operations before fulfilling its contractual obligations or fully providing the services which were paid for in advance may recover from the fund an amount not to exceed the actual damages sustained.

To qualify for STRF reimbursement, a student must file an STRF application no later than one year after the private postsecondary education institution has ceased operations. The student must submit a complaint to the Board outlining the circumstances surrounding the claim. The Board shall promptly investigate the complaint, and if the complaint and claim are valid, the Board shall pay the claim in the amount it considers reasonable.

Any student injured by a private postsecondary education institution ceasing operation is eligible to submit a claim against the fund unless the person is not a resident of this state and is enrolled in distance learning instruction.

STUDENT GRIEVANCE PROCEDURE

The Institute accepts the responsibility for its course content, the manner in which it is presented, and the representatives who administer and instruct at the Institute. The information that follows represents procedures by which a student may air any grievance or complaint that he or she may be inclined to register regarding the Institute, its course content or personnel.

- A. A student who believes that an injustice has been committed against him/her should attempt to resolve the complaint by informal discussion with the employee or employees involved.
- B. If the situation is not resolved with the direct discussion between the student and the school employee or employees, the student should request an informal discussion with the supervisor of the person at whom the complaint was directed.
- C. If the complaint is still not resolved, the student must submit a written statement with regards to the nature of the complaint to the Director of Operations for review. This written statement should specify the time, place and nature of the grievance and a remedy or corrective action requested by the student. This statement should be submitted within 10 school days of the incident's occurrence.
- D. The Director of Operations will acknowledge receipt of the complaint and respond to the student within 3 school days after receiving the complaint. The Director of Operations will discuss the complaint and will take the necessary steps to ensure that any agreed upon solution or other appropriate action is taken.
- E. The Institute and its administrators believe that most grievances can be resolved through this procedure. However, if the complaint can not be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Arizona State Board for Private Postsecondary Education. The student must contact the State Board for further details. The State Board address is:

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CANCELLATION AND REFUND POLICY

To be considered for a refund, a student must submit an official “Notice of Cancellation” form to ADI’s Executive Director. This form is available on ADI’s website, or via phone request. The date of receipt of the written notice shall determine the amount, if any, to be refunded.

Rejection

An applicant rejected by the school is entitled to a refund of all monies paid.

Three-Day Cancellation

An applicant who provides a “Notice of Cancellation” within three days (excluding Saturday, Sunday and federal or state holidays) of signing an Enrollment Agreement is entitled to a refund of all tuition paid. No later than 30 days of receiving the “Notice of Cancellation”, the school will provide a refund of all school fees and tuition paid.

Other Cancellations

An applicant who provides a “Notice of Cancellation” more than three days after signing an Enrollment Agreement and making an initial payment, but prior to entering the school, is entitled to a refund of all tuition paid minus a registration fee of \$200.

REFUND AFTER THE COMMENCEMENT OF CLASSES

1) Procedure for withdrawal/withdrawal date:

- a) A student choosing to withdraw from the school after the commencement of classes is to provide an official “Notice of Cancellation” form to ADI’s Executive Director. The notice is to indicate the expected last date of attendance and be signed and dated by the student.
- b) For a student who is on authorized Leave of Absence, the withdraw date is the date the student was scheduled to return from the Leave and failed to do so.
- c) A student will be determined to be withdrawn from the institution if the student has not attended class for 30 consecutive class days.
- d) All refunds will be issued within 30 days of the determination of the withdrawal date.

2) Tuition Charges:

Tuition charges will be determined based upon the percentage of the clock hours attempted. The percentage of the clock hours attempted is determined by dividing the total number of clock hours elapsed from the student’s start date to the student’s last day of attendance, by the total number of clock hours in the program (less the \$200 registration fee).

Tuition refunds will be issued within 30 days of the date of student notification, of date of school determination (withdrawn due to absences of other criteria as specified in the school catalog), or in the case of a student not returning from an authorized Leave of Absence (LOA), within 30 days of the date the student was scheduled to return from the LOA and did not return.

Tuition refunds are determined as follows:

1. Before the beginning of classes, the student is entitled to a refund of \$100% of the tuition (less administrative/registration fee, if applicable).
2. After the commencement of classes, the tuition refund amount, minus the registration fee of \$200 (if applicable), shall be determined as follows:

% of the clock hours attempted:	Tuition Refund amount:
10% or less	At least a 90% refund
More than 10% and less than or equal to 20%	At least a 80% refund
More than 20% and less than or equal to 30%	At least a 70% refund
More than 30% and less than or equal to 40%	At least a 60% refund
More than 40% and less than or equal to 50%	At least a 50% refund
More than 50%	No Refund is required

3. Books and Supplies: There is no refund for equipment, books and supplies received by the student.
4. Special Cases. In case of prolonged illness or accident, death in the family, or other circumstances that make it impractical for the student to complete the program, the school may make a settlement, which is reasonable and fair.

HYPOTHETICAL REFUND EXAMPLE:

Assume that a student, upon enrollment in a 160-hour course, pays \$12,000 for tuition (which includes books, materials costs, certifications and registration fee totaling \$2,144). Assume that this student withdraws after completing 40 hours. The refund would be \$6,856.

\$12,000 /	160 =	\$75 x	120 =	\$9,000 -	\$2,144 =	\$6,856
Tuition refund	Total clock hours	Cost per clock hour	Clock hours of instruction paid but not received	Pro-rated refund	Books, materials & registration	Actual refund

For the purpose of determining the amount owed for the time attended, a student shall be deemed to have withdrawn from the course when any of the following occurs: (a) The student notifies the Institute of his/her withdrawal or the actual date of withdrawal in writing. (b) The Institute terminates the student's enrollment. (c) The student fails to attend classes for 30 calendar days. In this case, the date of withdrawal shall be deemed to be the last date of recorded attendance.

The eligibility for a refund will not apply to a student if the following occur:

- If a student withdraws after 50% of the charge period.
- All of the student's tuition and fees (total charges) are paid by a third-party agency such as federally funded employment and training programs or a vocational rehabilitation program if the student is not obligated to repay the third-party agency.
- If there is a written agreement entered into on or before the date the student enrolls between the third-party agency and the institution.

OTHER MATERIAL FACTS

School's Right to Cancel Scheduled Course

The Automotive Dealership Institute reserves the right to postpone or cancel a class start date due to insufficient enrollment. In this occurrence, a student may request a full refund of all monies paid or apply all monies paid to the next scheduled or any future start date. The Institute reserves the right to change or modify the course contents, equipment, staff or other items as it requires. Such changes may be necessary to maintain pace with technological advances or to improve teaching procedures or methodology. In no instance will any changes diminish the competency or content of any given course or result in additional charges or fees to the student.

Hours of Operation

The Automotive Dealership Institute is open Monday through Friday from 7:00 a.m. to 6:00 p.m.

Class Schedule

Classes are held Monday through Friday from 8:30 a.m. to 5:30 p.m. In the event of a weekday holiday, class hours will be made up on a Saturday. The lunch break is from noon to 1 p.m., and there are two 15-minute breaks, morning and afternoon. Homework and home study is necessary for students to excel.

School Calendar

The Automotive Dealership Institute has classes in session throughout the calendar year.

*O*ur experience
*A*nd track record
*S*peaks for itself



Automotive Dealership
I N S T I T U T E

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