



Frequently Asked Questions

Date: February 1, 2016

Note 1

You have accessed this document from our Home Page. This document addresses issues relating to our Cat1 Programs – programs that are offered to general public, have multiple-month duration and consist of multiple learning modules.

Note 2:

For purposes of simplicity, this guide uses the term “he” where the intent is to say “he or she”.

Note 3

Many of our programs are offered by hundreds of US Universities and Colleges. In this guide, students that pay fee to us are referred to as HITI Students, and the students who pay fee to other colleges, institutions, and universities are referred to as External Students.

Note 4

This document should be read in conjunction with HITI’s Terms and Conditions document available at the HITI home page.

This document is divided into following sections:

Section 1: I am new to this site – what do I do to get started?

Section 2: How is Houston Industrial Training Institute uniquely beneficial to me?

Section 3: How does the training take place, testing etc.?

Section 4: Fees & Refund Policies (applicable to HITI students only. Not applicable to External Students)

Section 5: Background and Mission of Houston Industrial Training

Section 6: Certificate & Transcript (applicable to HITI students only. Not applicable to External Students)

Section 7: Communication with HITI

Section 8: Hardware & Internet Connectivity

Section 1: I am new to this site – what do I do to get started?

Sec 1	Q 1	<p>Who is the audience for the training courses offered HITI?</p> <p>Our prospective students are high school graduates who want to kick-start a career and enter a high-paying field – many of our courses lead to high paying jobs. Our</p>
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		<p>prospective audience also includes people who are unemployed or underemployed and want to make a career in a technical field. We offer two types of CAT1 courses. First, Professional Certificates for entry level positions in professions such as oil refinery operators or chemical plant operators, etc. We consider such professions as high-paying jobs.</p> <p>We also offer certificate programs in technology fields such as plumbing, electrician training and HVAC training.</p>
Sec 1	Q 2	<p>Are there are any minimum educational requirements for these courses?</p> <p>No. But it is likely some employers may have minimum education requirements. Any person who can manage and use email will be able to participate in these training programs.</p>
Sec 1	Q 3	<p>How do I find a listing of courses that are available?</p> <p>From our Home Page, click on the button marked “Register”; this will take you to a listing of catalogs (each catalog hosts a number of course.) Click on the name of the catalog you want to view. This will direct you to a listing of courses, where you will find course names, course descriptions, course prices, etc. To register, click on the last column – labeled “Register.”</p>
Sec 1	Q 4	<p>Can a HITI course be applied as a credit towards a college diploma or an engineering degree program or any higher education degree?</p> <p>No, a HITI course cannot be substituted for equivalent credits in any of these programs. Our programs focus on preparing students for entry-level industrial positions in the work force.</p>
Sec 1	Q 5	<p>What math or science background knowledge do I need to take courses for entry-level operators or technicians?</p> <p>You do not need any additional math or science background knowledge to take our courses, because we cover enough components of these disciplines in an easy to understand manner in our course material.</p>
Sec 1	Q 6	<p>What is the training mode? Is there any classroom training involved? If so, where?</p> <p>All of our training is web-based and there is no classroom training involved- this serves our objective of providing world class training anytime and anywhere. Our courses remain operational and only rely on Internet connectivity.</p> <p>All testing for courses is done via written exams, which are submitted by students via</p>



		email. More detail on testing is provided later in this document.
Sec 1	Q 7	<p>What do I need to know and do BEFORE I sign up for a course?</p> <p>We want to make the learning experience as risk-free to you as possible. We ask you to print out the course description and discuss it with potential employers before signing up for the course. Also, to get a feel for the course materials please take our Free Sample course which is available at our Home Page.</p> <p>Go through the Course Description to make sure you are signing up for something that suits your needs.</p> <p>Check out the fee paying options to find out what suits you the best.</p> <p>Go through the Terms and Conditions document available at our Home Page.</p>
Sec 1	Q 8	<p>How do I register in a course?</p> <p>The How-To Guide available at our Home Page provides information on how to register in a course.</p>
Sec 1	Q-9	<p>What do I do after I register for a course?</p> <p>The New Student Starts Here button – available at our Home Page information for new students on how to log in.</p>
Sec 1	Q 10	<p>Are any books or written material supplied by HITI to students to help participate in a course?</p> <p>The majority of our courses are self-sufficient in their online content and do not require any hard copy materials, nor do we supply any printed materials or books. You will not need to buy any additional books or written material to take our courses.</p> <p>However, in all cases, we provide a listing of references and suggest that students keep a few reference books in their library, if they so choose. Please note that it is NOT necessary to buy these materials- it is only provided as an option to students.</p> <p><u>Exception</u> For Technology programs (Electrician, Plumber Training and HVAC) a textbook is required. We require the students to purchase the required textbook – mainly because it is the most affordable way to go about it, and students do not have our handling charges.</p>



Section 2: How is Houston Industrial Training Institute uniquely beneficial to me?

Sec 2	Q 1	<p>What distinguishes Houston Industrial Training Institute (HITI) from other technical training institutes?</p> <p>We differ in a number of ways from other technical training providers. From the perspective of a student, some of the main differences are:</p> <p>a. Affordability HITI courses with a fee of \$300.00 or more are based on a unique fee structure- the student can pay the course fees via an interest free monthly installment of only \$49.95 per month. At HITI, we want to bring the benefit of world class training to everyone & so no pre-qualification is required to avail of this fee structure, which makes HITI training affordable to anyone. HITI courses can be accessed using ordinary computers and have no special software or course material expenses.</p> <p>b. Flexibility Our training programs are web-based, so students can participate in our courses at any time, from anywhere. The student can take the course per his own schedule- we understand that students have busy lives, so our courses can be taken to fit your schedule, at any time of day or week. This also means that a student can take the course at his own pace or take a break for weeks if he so wants. For example, many of our students in distant war zones use their laptops to continue their participation in our courses. For longer absences, restrictions do apply, which are addressed later in this document.</p> <p>c. Industry Relevance Our courses are built to cater to the industrial employer's needs. We have discovered over time that most industrial employers have great difficulty in deploying college-educated technical people, mainly because much of the knowledge they bring does not sufficiently address the needs of an industrial workplace.</p> <p>d. No Long Term Commitments Unlike most other schools, when you sign up for courses with HITI, you are not required to make any long term commitments to pay thousands of dollars, whether you continue with the training or not. When signing up with HITI, you have NO COMMITMENT & NO OBLIGATION to make any future payments, should you decide to quit at any time. If you change your mind after signing up, you can cease to participate in the course at any time with NO OBLIGATION to pay future payments. Additionally, all fees are refundable within 72 hours of payment.</p>
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		<p>e. Variety We offer a variety of web-based training programs suitable for entry level jobs - spanning multiple industries. To our knowledge, no other vocational training entity in the world offers programs like ours.</p> <p>f. Extensive Use of Animations and Simulations We use numerous animations and simulations to make complex subjects easy to understand, especially for students who have no technical background or experience. Test it yourself- try our free Sample Course, which is available on our Home Page.</p> <p>Our objective is to offer high quality technical training at a low cost. We urge our prospective students to carry out a cost/benefit analysis comparing our courses to those offered by others.</p> <p><i>At HITI, we are confident that this is the right institution to help you build your future, while keeping your present intact.</i></p>
Sec 2	Q 2	<p>How is HITI so cost effective, given the quality of the courses and simulations used? Simulations are normally quite expensive and therefore not utilized by most vocational institutions.</p> <p>HITI has been in business for over a decade and the core staff at HITI has developed acumen for producing high quality simulations and animations; HITI excels at combining this unique skill with high quality course material. Our work-product is brought to students as online courses without the added frills and costs of having a brick and mortar college, which keeps HITI’s offering extremely cost efficient.</p>

Section 3: How does the training take place, testing etc.?

Sec 3	Q 01	<p>What is a HITI "Course" and how is it presented to a student?</p> <p>We will answer this question by using an example.</p> <p>Let's consider a course called, "Oil Refinery Operations." A course may contain many modules (anywhere from 1 to 30). Typical modules may be something like Math101, Chem200, OilRefining101, AutomaticControls300, etc.</p> <p>A listing of modules is shown to the student, and the student can take part in any module by clicking on it. Each of the modules includes a written test.</p>
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Sec 3	Q 02	<p>Is there a limit to how many times I can access a course?</p> <p>Once a student is registered with HITI, access to all of the course modules is provided. In our opinion, a typical student needs to access a learning module less than 4 times to master it. Once you have accessed a particular module you can continuously work it for indefinite time. But if you log off or leave the computer for an excessive time, the Internet systems will log you off. We set the module access limit to 30 times – it is extremely rare to see a student access a learning module more than 10 times – so a limit of 30 provided sufficient cushion to allow for mishaps of various kinds.</p>
Sec 3	Q 03	<p>How long do I have access to a course after initial registration?</p> <p>A typical student finishes a 400 credit-hour course in less than 4 months. But to provide you with a cushion for doing other things in your life as you take a typical course we extend the course access limit to 365 days.</p>
Sec 3	Q 04	<p>What do you mean by the term "credit-hour"?</p> <p>We use this term for our own communication purposes, as opposed to its usage in general educational institutions. HITI defines credit hours as expected on-seat time taken by a student who has a Grade 12 education.</p> <p>For example, if 200 credit hours are quoted for a course, it is expected that an average student will need to work cumulatively for 200 hours to finish the course. In reality this time can vary widely, say between 100 and 400 hours, depending on the student's education and work experience.</p>
Sec 3	Q 05	<p>What is the purpose of the test and how are the questions structured?</p> <p>All HITI tests & exams are written. The purpose of the test is to confirm an adequate amount of learning was done through the course. The test questions refer only to the material included in the online HITI learning modules and there are no surprise questions. The student is required to learn the material presented in the HITI course and describe it in his words.</p> <p>Test marking is done based on two aspects. First, the level of your comprehension of the course material, i.e., how well you learned the material. Second, your presentation, i.e., neatness and appearance. Our courses are designed to lead students towards a profession and it is important for a professional to present his ideas in a neat and coherent manner. Sloppy presentation hinders a professional's progress in any field.</p>
Sec 3	Q 06	<p>How are exams and testing done?</p> <p>During the learning process, a student goes through the online material presented</p>



		<p>for each module; the student can go through a module many times to ensure that he is comfortable with it and has learned the material sufficiently. Once this is done, the student can click on the Written Test button to download the test questions. All HITI tests and exams are written. Students can take as much time as necessary to prepare answers for the test. When ready they are required to email the answer sheets to the online instructor at a given email address.</p> <p>The pass mark for all exams & tests is 75%; we have a grading system which is covered later in this document.</p> <p>The detailed instructions on how to take a written test are provided in the document "How to take this course." This document can be accessed via a button located next to the course name in the course catalog.</p>														
Sec 3	Q 07	<p>How many times am I allowed to take a particular test?</p> <p>Five times.</p>														
Sec 3	Q 08	<p>After attaining the pass marks, am I allowed to upgrade my results by re-taking the exam?</p> <p>No.</p>														
Sec 3	Q 09	<p>What is the grading system used by HITI?</p> <p>As mentioned elsewhere in this document, each course consists of a number of modules and each of these modules has to be passed individually, to successfully pass the full course. The pass mark for each module is 75%.</p> <p>HITI's grading system is as follows:</p> <table border="1"> <thead> <tr> <th>Average Score</th> <th>Grade</th> </tr> </thead> <tbody> <tr> <td>0 - 74</td> <td>F</td> </tr> <tr> <td>75 - 80</td> <td>B</td> </tr> <tr> <td>81 - 85</td> <td>B+</td> </tr> <tr> <td>85 - 90</td> <td>A-</td> </tr> <tr> <td>91 - 96</td> <td>A</td> </tr> <tr> <td>97 - 100</td> <td>A+</td> </tr> </tbody> </table>	Average Score	Grade	0 - 74	F	75 - 80	B	81 - 85	B+	85 - 90	A-	91 - 96	A	97 - 100	A+
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Sec 3	Q 10	<p>How does a student complete a course and become eligible for the course certificate award?</p> <p>To become eligible for the course certificate award, the following conditions have to be met:</p>														



		<p>i. Secure a pass mark (75% or higher) in each of the modules in the course (individually, not average)</p> <p>ii. Pay all course fees in full.</p>
Sec 3	Q 11	<p>The Module Written Test button is greyed out in my course and I cannot access it. How can I proceed to take the test?</p> <p>The Module Written Test button becomes active when the student fills out the Module Feedback, which can be accessed from the same page as the test. Once the student has completed and submitted the feedback, the test button will become active.</p>
Sec 3	Q 12	<p>Is an online instructor available to students?</p> <p>Yes, an online instructor is available to students to answer questions and mark exams. However, no specific instructor is assigned to a specific student. We remind students that the concept of online learning revolves around self-learning, at any time, from anywhere. Therefore, HITI does not offer online classrooms or one-on-one coaching and the instructor is available to clarify complex issues and grade written tests. The student is expected to email their queries to the online instructors, who are required to respond within two working days. The instructor can be contacted via our "Contact Us" button located on our Home Page.</p>
Sec 3	Q 13	<p>Do I need special learning habits to make use of eLearning?</p> <p>It is important to have a planned effort to go through the eLearning courses. We offer a great amount of flexibility to our students, compared to what they can expect from a conventional learning system. For example, instead of a few straight days of classroom education, we offer self-paced learning over a long period of time, to accommodate different learning abilities and schedules. We recommend planning your HITI learning sessions around the rest of your daily activities and ensuring follow through with the plan. Taking one module at a time from start to completion has shown to be a beneficial approach.</p>
Sec 3	Q 14	<p>How can HITI teach complex technical subjects without laboratory equipment?</p> <p>A well-equipped lab where students can have hands-on experience is certainly a great learning environment for technical subjects. However, in our view, less than 3% of community colleges in the United States have meaningful laboratory equipment that covers all the technologies that we do, in our courses.</p> <p>At HITI, we want to break the myth that brick and mortar colleges are better because they have good labs, when in reality most of these colleges have minimum to no lab equipment that replicates industrial processes. HITI courses, on the other hand, make use of simulated conditions which gives the student a feel of the practical</p>



		<p>world and applications. In our view, our representations are far superior to the lab equipment that many community colleges have. As is the case with any venture, our approach is not perfect, but we strongly believe that you will rarely find anything better than what we offer at HITI. Also note that not all of our modules are equipped with animations and simulations – but we continuously keep on adding animations and simulations.</p>
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Section 4: Fees & Refund Policies (applicable to HITI students only. Not applicable to External Students)

<p>Sec 4</p>	<p>Q 1</p>	<p>What options do I have to pay for the course? (HITI Students)</p> <p>At HITI, we recognize the fact that some of our potential students are unemployed or underemployed and have modest resources. We have formulated our payment policies with these facts in mind. Most private teaching institutions sign students up for tens of thousands of dollars in loans, whether or not they actually complete the course. HITI has a different motto- we want to bring you world class training that you can afford- this means no loans.</p> <p>There are two ways to pay for the course: <u>Option 1:</u> Pay full price at a rate of \$49.95 per month <u>Option 2:</u> Get a discount of 15% by paying in full at the time of registration.</p> <p>For fee payment purposes, we divide our courses into two sections: a. Courses costing less than \$300.00 b. Courses costing more than \$300.00.</p> <p><u>Note:</u> For people who choose to pay \$49.95 a month there is No Obligation to continuously make these monthly payments. If your circumstances change and you cannot afford to make the monthly payments – you don’t have to – there is no loan-type obligation requiring you to make payments.</p> <p>Of course if you are cease to make monthly payments, your access to the learning materials will be terminated and you will be required to pay some administrative fees to be re-instated. On this subject, more details are provided on this subject.</p>
<p>Sec 4</p>	<p>Q 2</p>	<p>Are there some specials – where course fees are discounted for a limited periods? (HITI Students)</p> <p>Yes. We occasionally have specials on certain courses. To see if some special pricing is available at this time, please click on the button marked “Current Promotions”</p>



		located on our Home Page.
Sec 4	Q 3	<p>What happens if I am unable to pay the \$49.95 monthly installments on time?</p> <p>You have no obligation to continuously pay the monthly installments because with you do not sign up for loans or other financial obligations. However, following administrative fees shall be charged for re-instatement of students:</p> <ol style="list-style-type: none"> 1. For continued access, monthly installments must be paid on time. Course access shall be terminated If payment is not made in time. For re-instatement of a delinquent student, an administrative fee of \$20.00 is required. 2. For a student who is delinquent for three months or more, a complete re-registration is required. That means the student has to re-register and start fresh – no credit is given for previously made payments.
Sec 4	Q 4	<p>What is your fee refund policy?</p> <p>We offer a NO-QUESTIONS-ASKED MONEY-BACK GUARANTEE. Paid fees are subject to a FULL refund – if the refund is requested within 7 calendar days of payment. This means any payment made, for any reason, subject to a full refund, should the student ask for a refund within seven days of payment. To ask for a refund you need not give us any reason – simply ask for a full refund. After seven days of payment, no refunds are allowed.</p>
Sec 4	Q 5	<p>What payment methods does HITI accept?</p> <p>Students can use their credit card to make a payment through our PayPal system or mail us their payment in the form of a certified check or a money order.</p> <p>Please note that mailed payments may take a week or more to process. We suggest mailed payments should be mailed out at least two weeks before they are due to avoid account delinquency.</p>
Sec 4	Q 6	<p>What do I need to do if I want to extend my course validity beyond 365 days?</p> <p>Less than 5% of our students ask for extensions to the course expiry date. For a small fee, the course expiry can be extended. For services such as course time extension, re-activation of a delinquent account, please use our Special Services section available through our Home Page. Any payment other than normal course fee payment is made via the Special Services section.</p>



Section 5: Background and Mission of Houston Industrial Training

Sec 5	Q 1	<p>What is the corporate structure for Houston Industrial Training Institute?</p> <p>HITI is a privately owned training organization based in Nevada.</p> <p>Our objective is to provide affordable, world class technical training to individuals, anytime, anywhere. We have been in business for over a decade with our courses being offered by hundreds of Colleges & Universities in the United States. HITI courses are offered to Colleges and Universities through our sales agents & associates.</p> <p>However, students are welcome to register directly with us via our website.</p> <p>Houston Industrial Training Institute is a fully accredited by IACET as continuing education and training provider.</p>
Sec 5	Q 2	<p>How is HITI so cost effective, given the quality of the courses and simulations used?</p> <p>Simulations are normally quite expensive and therefore not utilized by most vocational institutions.</p> <p>HITI has been in business for over a decade and the core staff at HITI has developed acumen for producing high quality simulations and animations; HITI excels at combining this unique skill with high quality course material, written by experts in the industry. This output is brought to the students as online courses without the added frills and costs of having a brick and mortar college, which keeps HITI's offering extremely cost efficient.</p>
Sec 5	Q 3	<p>What are limitations and conditions under which HITI operates?</p> <p>Please go through our Terms and Conditions document available on our Home Page. This document provides key terms, conditions and caveats that govern and limit our services to students; this document is subject to change at any time without notice. The Terms and Conditions document is a dated document – please print it and keep it in your records.</p>
Sec 5	Q 4	<p>Does HITI offer a job placement program?</p> <p>No, HITI does not offer a job placement program.</p>



Section 6: Certificate & Transcript

Sec 6	Q 1	<p>What documentation do I receive upon passing a course offered by HITI?</p> <p>A student receives a certificate of Course Completion and a Transcript upon the completion of a course. The Transcript shows the marks & grade secured by the student for each module as well as the average score. The Transcript also shows the grading system used by HITI.</p>
Sec 6	Q 2	<p>What criteria do I need to meet to have access to my Course Certificate & Transcript?</p> <p>A student needs to pass all modules in a course and pay the course fee in full, in order to access his Course Certification & Transcript.</p>

Section 7: Communication with HITI

Sec 7	Q 1	<p>What is the best way to contact HITI?</p> <p>The best way to contact us is through the “Contact Us” button located on our home page. Usually we will review your message and do the necessary research and get back to you via phone or email within two working days.</p>
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Section 8: Hardware & Internet Connectivity

Sec 8	Q 1	<p>Do I need a special player or software to run HITI courses on my computer?</p> <p>Our courses are designed for ordinary home computers (PC systems). You need the following to take a HITI course:</p> <ul style="list-style-type: none"> i. An ordinary PC built after 2009; sometimes older computers work as well. ii. An internet connection. iii. Flash Player (version 8.0 or higher) - most computers come equipped with this but if you do not have it, you can easily download it from the Adobe.com, where it offered free of cost. <p>While we do not test our courses on Apple computers, students have confirmed that the courses work on them.</p> <p>Many of our students, who do not have computers, use the ones available at public libraries.</p> <p>If you are in doubt how our courses will work on your computer, please test our Sample Course to ensure that HITI courses will run properly on your particular system.</p>
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Sec 6	Q 2	<p>Do I need to stay connected to the Internet during the time I am navigating through a module on my computer?</p> <p>Yes, you will need an Internet connection to run or navigate through the learning modules. Most home internet connections are good enough for taking our courses. However, slow-speed system, such as those available in coffee shops, could increase your download times.</p> <p>Please test your system with our Sample Course, before signing on for a course.</p>
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