

Ozark CDL LLC

ELDT - Program Guide

Ozark CDL, LLC
1848 E Hwy 72
Rolla, MO 65401
573-308-2350

-Mission Statement- Provide quality training/assistance needed for students to pass Commercial Driver's License (CDL) test administered by Missouri State Highway Patrol (MSHP) examiners or Ozark CDL's Third Party Tester.

-Hours of operation-7am-5pm Mon-Fri except for holidays. Training sessions are by appointment only. Walk-ins are welcome to inquire about training sessions only.

-Class A Full - Training Time- 12 hours plus 2 hours at testing site for test given by MSHP examiner or Ozark CDL's Third Party Tester (14 hrs. total). Two Day Training

-Class B Full – Training Time – 12 hours plus 2 hours at testing site for test given by MSHP examiner or Ozark CDL's Third Party Tester (14 hrs. total). Two Day Training

-\$400 deposit required upon booking - For all programs. Students have 3 business days, excluding holidays and weekends, prior to date of training to cancel their appointment and receive full refund. If the student does not have a credit/debit card they can mail a \$400 deposit within 3 days of making the appointment. If a deposit is not received the appointment will be cancelled.

-Retest Fee if needed- If a student does not pass the MSHP CDL exam, he or she is afforded one opportunity for a retest at \$200 with no additional instruction provided. The retest fee is for use of Ozark CDL's equipment. Student will meet at MSHP CDL test site or Ozark CDL's training/test site upon new test date. Additional instruction may be purchased at \$100 per hour if wanted, maximum of 2 hours.

-Course material used- Section 11 Department of Revenue (DOR) CDL Manual dated 2023- and 3-minute Airbrake video via youtube- <https://www.youtube.com/watch?v=oxZqkxhz0AQ> & <https://youtu.be/fxG84xxI6aw> . Theory Training will be conducted with a Power Point Presentation of all required Chapters for Entry Level Driver Training (ELDT) that meets FMCSA's requirements as detailed in 49 CFR 380, Appendix A, B, C, D, and/or E

-Required Documentation from students- must have paid for CDL permit. The student has to be on the permit for 14 days before testing with equipment. The student can call the day the permit is paid for to schedule an appointment outside of the 14-day waiting period. The student must also have a valid driver's license and DOT Physical, unless exempted by a Missouri State or City Utility.

-Students are verbally pre-screened for 2 requirements prior to acceptance into Ozark CDL, LLC.

Requirement 1: experience backing trailers. Requirement 2: experience driving a manual transmission, 4 to 6 speed minimum. If they do not meet these 2 requirements, they are referred to a 160-hour trucking school. Students are offered an Automatic transmission truck, if they are not experienced with manual transmission.

-Instructor to student ratio- 1-1

Tuition Cost

Class A Full - single one on one assistance-\$1,700

- * 12 hours practice (refer to pages 10, 11, 12, 13)
- * Day One, Theory Instruction, Pre-trip inspection instruction and practice, Coupling and Uncoupling Practice, Test on Theory Instruction
- * Day Two, Basic skills instruction and practice (backing up trailers)
- * Day Two, On the road driving instruction and practice
- * Day Two you will be tested on Pre-trip, Skills, and Road
- * We offer start times (7am) *We schedule your test with the Highway Patrol or with Ozark CDL's Third Party Examiner on the second day of training*
- * Truck Rental and Fuel included
- * 6 SPEED Transmission or Automatic Transmission (will have "E" restriction)
- * Qualified driver to ride with you to the test site (Troop I, Rolla)
- * ONE RETEST IF NEEDED \$200 for the use of Ozark CDL equipment (no practice included)

Class B Full - single one on one assistance-\$1,700

- * 12 hours practice (refer to pages 10, 11, 12, 13)
- * Day One, Theory Instruction, Pre-trip inspection instruction and practice, Test on Theory Instruction
- * Day Two, Basic skills instruction and practice (backing up)
- * Day Two, On the road driving instruction and practice
- * Day Two you will be tested on Pre-Trip, Skills, and Road
- * We offer start times (7am) *We schedule your test with the Highway Patrol or with Ozark CDL's Third Party Examiner on day Two*
- * Truck Rental and Fuel included
- * 6 SPEED Transmission or Automatic Transmission (will have "E" restriction)
- * Qualified driver to ride with you to the test site (Troop I, Rolla)
- * ONE RETEST IF NEEDED \$200 for the use of Ozark CDL equipment (no practice included)

Partial Class A or Class B – single one on one assistance - \$500

Practice on the Road Only with 1.5 hours of training (refer to page 13)

- * On the road driving instruction and practice
- * We offer start times (7am or 8:30am) *We schedule your test with the Highway Patrol or with Ozark CDL's Third Party Examiner on the same day*
- * Truck Rental and Fuel included
- * 6 SPEED Transmission
- * Qualified driver to ride with you to the test site (Troop I, Rolla)
- * NO RETEST

Partial Class A or Class B single one on one assistance -\$650 **Removal of "L" or "Z" restrictions**

Practice Pre-trip with Air Brake and On the road driving instruction and practice 4 hours of training (refer to page 11, 13)

- * Pre-trip inspection instruction and practice
- * On the road driving instruction and practice
- * We offer start times (6:30am, 7am or 8:30am) *We schedule your test with the Highway Patrol or with Ozark CDL's Third Party Examiner on the same day*

- * Truck Rental and Fuel included
- * 6 SPEED Transmission
- * Qualified driver to ride with you to the test site (Troop I, Rolla)
- * NO RETEST

One Time Retest-\$200 no practice, Equipment rental only if failed with the Missouri State Highway Patrol or Ozark CDL's Third Party Examiner with Ozark CDL's equipment. The retest fee is for use of Ozark CDL's equipment.

For One Time Retest Only, Extra Practice, single one to one assistance -\$100 per hour (Max 2 hours)
Review of the student's choice (refer to pages 9)

- * Pre-trip inspection instruction and practice
- * Basic skills instruction and practice (backing up trailers)
- * On the road driving instruction and practice
- * We offer start times (6:30am,7am or 8:30am) *We schedule your test with the Highway Patrol or with Ozark CDL's Third Party Examiner on the same day*
- * Truck Rental and Fuel included
- * 6 SPEED Transmission
- * Qualified driver to ride with you to the test site (Troop I, Rolla)

Partial Class A or Class B with student's personal commercial vehicle- \$550 max 2 people (5 hrs. max) (refer to page 9)

- * Pre-trip inspection instruction and practice
- * Basic skills instruction and practice (backing up trailers)
- * On the road driving instruction and practice
- * We offer start times (6:30am,7am or 8:30am) *We schedule your test with the Highway Patrol or with Ozark CDL's Third Party Examiner on the same day*
- * Qualified driver to ride with you to the test site (Troop I, Rolla)
- * NO RETEST

No Shows -\$400

Students that fail to arrive on the day of their training and do not cancel or reschedule 72 business hours or more prior to their scheduled training will forfeit the \$400 deposit paid at booking.

POLICIES

Conditions of payment: Cash, Company Check, Credit/Debit Card are accepted.

Payment is to be made on or before the day of the student's training day in full prior to the start of their training.

Cancellation policy: For all programs, an active credit/debit card is required to book and confirm appointment. A \$400 deposit will be charged on the day the appointment is made.

Cancellation/reschedule is 3 business days, excluding weekends and holidays, prior to their date of training. Students have 3 business days, excluding holidays and weekends, prior to date of training to cancel their appointment and receive full refund. If the student does not have a credit/debit card they can mail a \$400 deposit within 3 days of making the appointment. If a deposit is not received the appointment will be cancelled.

No prior education or experience will be credited by Ozark CDL, LLC toward contact hours of training offered.

Dress Code

Ozark CDL does not have a formal dress code but suggest students should dress in comfortable clothing suitable for working in and around commercial trucks and trailers; closed toed shoes, pants, shirt, jacket.

Attendance Policy

If the student does not show up for their scheduled appointment for training, then they will forfeit their paid \$400 deposit. The student must be present for all parts of training and testing or they will forfeit their certificate of completion and testing with the Missouri State Highway Patrol

Conduct Policy

Horseplay, negligence, drug or alcohol use while on school property or while using school equipment is grounds for immediate dismissal.

Withdrawal/Refund policy: If a student requests a refund and wants to withdraw from their program before completion of their program. The student must inform the instructor or the school in writing of the intent to withdraw before completion. The first \$400 is nonrefundable, after that, it will be pro-rated at \$75 dollars per unused hour if needed. This is based off the student's program they are attending (i.e., Class A Full, Class B Full, Partial Class A or B).

Transcript Policy: If a student needs a transcript issued. The student can request verbally on the day of their training or send an email request any time after their training and completion. No fee is charged for transcripts.

Grievance Policy Procedures:

Definition A grievance is defined by Ozark CDL, LLC as: *Client/student complaint or expression of dissatisfaction regarding service delivery, or any expression of dissatisfaction by the service provider.*

Procedures

- a. Student expresses dissatisfaction verbally or in writing.
- b. Trainer will attempt to resolve situation with the student.
- c. If this is not possible, then the Owner of the school who receives the complaint shall attempt to resolve the situation.
- d. If the student is dissatisfied with the resolution offered by the school, the student may contact the: **Missouri Department of Higher Education at (573) 751-2361** for information on filing a formal complaint against the school.

TRANSCRIPT

**Ozark CDL, LLC
1848 E Hwy 72
Rolla, Mo, 65401**

Certificate of Training

Transcripts can be requested verbally the day of completed training

Transcripts can be requested via email or in writing any time after the day of completed training.

No fees apply for transcripts

PROGRAM AND COURSE INFORMATION

Potential students may visit Ozark CDL website or inquire by phone or in person about training program(s). Once student has booked and confirmed appointment date and training times....

1. Student is emailed or mailed via USPS Section 11 and provided a link to our YouTube airbrake video. They are advised to view the video “as many times as possible” and familiarize themselves with section 11 Department of Revenue (DOR) Commercial Driver’s License (CDL) Handbook which is the pre-trip inspection chapter. Students are briefed during booking that their start time will be 7am on each day of the 2-day training.
2. On the Day of Training (DOT), the instructor will check for valid CDL permit, valid driver’s license, and DOT card. Payment is taken upon entering and starting class on day of training. Students are briefed on facilities, bathroom location, and bottled water is given complimentary.
3. For **Class A Full** or **Class B Full** training the following will occur.

I. Theory Instruction – Day ONE of TWO Day Training

- a. Theory Training will be conducted with a Power Point Presentation of all required Chapters for Entry Level Driver Training (ELDT) that meets FMCSA’s requirements as detailed in 49 CFR 380, Appendix A, B, C, D, and/or E
- b. Upon completion of the Theory Training a written test will be administered to the students. They must pass this written Theory Training test with a minimum of 80% or higher score.
- c. If the student fails, the Theory Training written test they will be allowed to test again on the same day.

II. Hands-on applied PRE-TRIP INSTRUCTION and COUPLING & UNCOUPLING (for Class A Only)- Day ONE of Training

- a. A brief walk around the truck and trailer to introduce students to equipment
- b. Key words are introduced, and instructor will perform a pre-trip for student’s as a visual. Students are welcome to engage and perform during this pre-trip. Students are then coached to perform their own pre-trip as many times as needed to retain information and comprehension.
- c. All sections for the pre-trip are conducted in this manner. The outside of the truck/trailer is broken down into four parts. Students are shown how to properly conduct a working light check. In cab inspection always follows outside pre-trip. This is where the student performs an operational airbrake check followed by the rest of the in-cab items, mirrors, horns, seatbelts, etc., needed for testing. 3 hours is allotted for this portion of training for Class A CDL. 3 hours is allotted for this portion of training for a Class B CDL.
- d. A final exam/mockup pre-trip will be conducted and graded. Scores will be tallied pass/fail on entrance/exit form. Student will be evaluated on a point system for

grading CDL exams. Student must achieve a 70% or higher to pass the pre-trip portion of the exam.

- e. For Class A, Students are show how to properly couple and uncouple a semi-tractor and trailer. The student will then perform with the same tractor-trailer coupling and uncoupling. There is no test on this portion of the training. 1 hour is allotted.
- f. All training completion will be entered into the Training Provider Registry (TPR) for the students to complete Pre-trip, Skills, and Road testing at the end of Day TWO.

III. BASIC SKILLS AND MANEUVERS INSTRUCTION - Day TWO of Training

- a. Students are provided hands on Behind the Wheel Time (BTW) to perform and practice various backing scenarios outlined in Chap 12 DOR CDL manual. This is a practice only and not a teaching session for beginners learning how to back up a trailer. Students are taught the number of Looks and Pull ups allowed for testing. They are coached on backing techniques that may help them complete the maneuver easier. One hour is allotted for this portion of training.
- b. A final exam/mockup skills test will be conducted and graded. Scores will be tallied pass/fail on entrance/exit form. Student will be evaluated on a point system used for grading CDL exams. Student must achieve a 70% or higher to pass the Basic Skills/Backing Maneuvers portion

IV. ROAD INSTRUCTION – Day TWO of Training

- a. Students will perform BTW training in the final phase of their CDL test. This will consist of instruction on how to safely operate a commercial vehicle outlined in Chap 13 DOR CDL manual. This includes the student BTW driving the commercial vehicle practicing various driving scenarios. One hour is allotted for this portion of training.
 - b. Students must be able to safely control Commercial Motor Vehicle (CMV). If not, it may result in denial of road test portion determined by the instructor. This pertains to operating, shifting, and driving the CMV on public roadways.
 - c. A final exam/mockup road test will be conducted and graded. Scores will be tallied pass/fail on entrance/exit form. Student will be evaluated on a point system used for grading CDL exams. Student must achieve a 70% or higher to pass the Road portion of the exam.
- 4. A Certificate of completion will be awarded to the student when mock tests are completed and passed for each of the 3 tests. A certificate of completion will be issued by Ozark CDL, LLC for passed tests. However, if the student fails any of the 3 tests, they will still be allowed to test with the MSHP or Ozark CDL's Third Party Examiner in Ozark CDL's equipment, if deemed safe by the Ozark CDL instructor. I.E., traffic laws are adhered to, the student can safely operate the equipment on public roadways.
 - 5. After training is complete, instructor will escort student with equipment for a MSHP CDL exam or test at Ozark CDL's training site with Ozark CDL's Third Party Examiner. This is given at the

local MSHP CDL test site, Troop I, located in Rolla, Mo. Or with Ozark CDL's Third Party Examiner at Ozark CDL's training site.

6. If the student fails their CDL exam with the MSHP or Ozark CDL's Third Party Examiner, they are allowed 1 retest with Ozark CDL's equipment. Ozark CDL will coordinate with the MSHP or Ozark CDL's Third Party Examiner, and the student on the retest date. A fee of \$200 will be charged to the student for the use of Ozark CDL's equipment for their retest. No practice is offered for the \$200 fee, only use of Ozark CDL's equipment for the retest. If the student does not pass the CDL exam with the MSHP or Ozark CDL's Third Party Examiner on the retest, Ozark CDL will not re-enroll the student.

Partial Training

Partial training is offered for student's that may have come from another trucking school and failed, student's that have tried taking the MSHP CDL test on their own and failed, or have a restriction(s) that need to be removed from their current CDL license. Ozark CDL will make the appointment on the same training day with MSHP or with Ozark CDL's Third Party Tester, with the exception of those that use their own equipment. There is no retest offered with partial training.

For **Partial Class A or Class B CDL Road only**, students are allowed 1 hours of BTW practice with a trainer. See section III.

For **Partial Class A or Class B, Removal of "L" or "Z" restrictions** students are allowed 2 ½ to 3 hours of hands-on applied practice with a trainer for pre-trip. 1 hour on the road driving instruction and practice See section I and III.

For **Partial Class A or Class B with student's own commercial equipment**, students are allowed 5 hours practice with a trainer and the student's choice(s) of instruction of section(s) I, II, III. Student's will make their own appointment with MSHP to test with their own equipment.

For **Extra Practice on a retest of Class A Full or Class B Full**, students can pay for a maximum of 2 hours practice with a trainer and the student's choice(s) of instruction of section(s) I, II, III.

THEORY COURSE DESCRIPTION

Program Title: THEORY INSTRUCTION

Completion Award: Successful completion of the program with a minimum passing score 80% from the CDL Theory Instruction exam issued by Ozark CDL, LLC.

Admission Requirements: Must have passed written test given by MSHP and acquired Commercial Driver's License (CDL) permit given by Department of Revenue (DOR).

Graduation Requirements: A final written multiple-choice exam of the Theory Training, the test will be conducted and graded. Scores will be tallied pass/fail on entrance/exit form. Student will be evaluated on a minimum passing score of 80% to meet the ELDT requirement of Theory Instruction.

Study Equivalency: 6 hours of Power Point Instruction for Class A Full or Class B Full.

Minimum Residency: Must be present for one day course

Teaching Methodologies:

 Power Point Instruction- 100%

Student Evaluation: Students will be graded on the Power Point Theory Instruction.

Minimum Course Grade: For Class A or B Theory Test, the minimum passing grade must be 80% or higher.

Minimum Cumulative Grade: Pass or Fail

Objectives and Outcomes: Each student must correctly answer test questions for the Theory Instruction required for Entry Level Driver Training (ELDT) that meets FMCSA's requirements as detailed in 49 CFR 380, Appendix A, B, C, D, and/or E to be able to test with equipment on DAY TWO.

Program Components: Power Point Presentation in a classroom at Ozark CDL, LLC training facility.

PRE- TRIP COURSE DESCRIPTION and COUPLING/UNCOUPLING (Class A Only)

Program Title: PRE-TRIP INSTRUCTION and COUPLING/UNCOUPLING (Class A ONLY)

Completion Award: Successful completion of the program with a passing score from the CDL exams issued by Ozark CDL, LLC.

Admission Requirements: Must have passed written test given by MSHP and acquired Commercial Driver's License (CDL) permit given by Department of Revenue (DOR).

Graduation Requirements: A final exam of all 3 parts of the test will be conducted and graded. Scores will be tallied pass/fail on entrance/exit form. Student will be evaluated on a point system used for grading CDL exams.

Study Equivalency: 4 hours hands on training for Class A Full, with Coupling/Uncoupling Practice, 4 hours hands on training for Class B Full.

Minimum Residency: Must be present for one day course

Teaching Methodologies:

 Laboratory Instruction- 100%

Student Evaluation: Identify and describe the various parts and defects during walk around inspection. The system of evaluation and grading used will be the same one used as the MSHP grading sheet. Students will be graded on items correctly explained and identified per Chap 11 DOR CDL manual. One point will be assessed per correct item. There is no required test for coupling/uncoupling for Class A.

Minimum Course Grade: The minimum passing grade for Pre-Trip Inspection must be 70% or higher /plus a successful AB check. Class B Pre-trip - The minimum passing grade for Pre-trip must be 70% or higher /plus a successful AB check.

Minimum Cumulative Grade: Pass or Fail

Objectives and Outcomes: Each student must correctly recognize and describe defects of parts during walk around inspection during pre-trip. Students For Class A, Students are shown how to safely and properly couple and uncouple a semi-tractor and trailer. The student will then perform with the same tractor-trailer safe and proper coupling and uncoupling.

Program Components: YouTube 3 Min video on Airbrake made by Ozark CDL, LLC

<https://www.youtube.com/watch?v=oxZqkxhz0AQ> Class A

<https://www.youtube.com/watch?v=fxG84xxl6aw> Class B

BASIC SKILLS/MANEUVERS COURSE DESCRIPTION

Program Title: BASIC SKILLS/MANEUVERS INSTRUCTION

Completion Award: Successful completion of the program with a passing score from the CDL graded exams issued by Ozark CDL, LLC.

Admission Requirements: Must have passed written test given by MSHP and acquired Commercial Driver's License (CDL) permit given by Department of Revenue (DOR).

Graduation Requirements: A final exam of all 3 parts of the test will be conducted and graded. Scores will be tallied pass/fail on entrance/exit form. Student will be evaluated on a point system used for grading CDL exams.

Study Equivalency: 1 hour Behind the Wheel (BTW) training.

Minimum Residency: Must be present for one day course

Teaching Methodologies:

 Laboratory Instruction- 100%

Student Evaluation: Successfully back Truck and/or Trailer into 4 obstacles outlined in Chap 12 DOR CDL manual. The system of evaluation and grading used will be the same one used as the MSHP grading sheet.

Minimum Course Grade: Class A/B Skills- The minimum passing grade must be 70% or higher.

Minimum Cumulative Grade: Pass or Fail

Objectives and Outcomes: Each student to correctly maneuverer Commercial Motor Vehicle within defined areas outlined in Chap 12 DOR CDL manual.

Program Components: Lot Cones and defined area are located on Ozark CDL's private lot.

ROAD INSTRUCTION COURSE DESCRIPTION

Program Title: ROAD INSTRUCTION

Completion Award: Successful completion of the program with a passing score from the CDL graded exams issued by Ozark CDL, LLC.

Admission Requirements: Must have passed written test given by MSHP and acquired Commercial Driver's License (CDL) permit given by Department of Revenue (DOR).

Graduation Requirements: A final exam of all 3 parts of the test will be conducted and graded. Scores will be tallied pass/fail on entrance/exit form. Student will be evaluated on a point system used for grading CDL exams.

Study Equivalency: 1 hour Behind the Wheel (BTW) training.

Minimum Residency: Must be present for one day course

Teaching Methodologies:

 Laboratory Instruction- 100%

Student Evaluation: Successfully maneuverer truck and/or trailer onto public highways/city roads outlined in Chap 13 DOR CDL manual. The system of evaluation and grading used will be the same one used as the MSHP grading sheet.

Minimum Course Grade: Class A/B Road- The minimum passing grade must be 70% or higher.

Minimum Cumulative Grade: Pass or Fail

Objectives and Outcomes: Each student safely operates Commercial Motor Vehicle on public highways.

Program Components: N/A

EQUIPMENT LIST AND FACILITY DETAILS

-Equipment-

2008 Freightliner Day Cab 6x4 tractor M2 Series
2003 International Day Cab 6x4 tractor 4300
2006 International Day Cab 6X4 tractor 4400
2007 International Day Cab 6X4 tractor 4400
2006 International Day Cab 6X4 tractor 4300
2006 International Day Cab 6X4 tractor 4300
2003 International Day Cab 6X4 tractor 4300
32-foot drop deck lowboy trailer
28-foot dry van box trailer

Facilities and property, real property

-Facilities- 4275sq feet training facility; houses large office, 2 large classrooms, and indoor hands-on large training bays, for students to learn during inclement weather. The outdoor training lot consists of 1.5 acres to provide real time practice. This lot is conned off to the exact specification needed for students to complete all six required backing maneuvers outlined in Chap 12 Department of Revenue; Commercial Driver's License manual. The Road portion is conducted on routes used in and around Rolla, Missouri.

All real property is owned by Virginia and John Dalton. All equipment is owned by Ozark CDL, LLC

General Faculty qualifications:

- John Dalton, BS, Troy University, Current CDL, Third Party Examiner Certified
- Virginia Dalton, BA, University of West Florida, Current CDL
- Craig Ellis, Current CDL
- Aaron Hook, Current CDL, Third Party Examiner Certified
- Erin Wasie, Current CDL
- Alexander Dalton, Current CDL
- Emily Sheler, Scheduling Secretary

