



## Universal Technical Institute, Inc. Section 504/ADA Policies and Procedures

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Department: Student Services  
Owner & Title: Jaslyn Ramirez, Director of Program Compliance

Effective Date: 7/7/2014  
Last Revised Date: 10/21/2022

### I. Notice of Non-Discrimination

Universal Technical Institute, Inc. and its subsidiaries (collectively, “UTI”) are committed to educational and work communities that are free from prohibited discrimination and harassment. UTI prohibits discrimination and harassment on the basis of race, color, national origin, sex, religion, disability, age, veteran status, sexual orientation/gender identity or expression, genetic information, and any other legally protected status in the provision of its courses, programs, services or activities.

UTI has designated the Director of Program Compliance as the individual responsible for the coordination and administration of its non-discrimination and harassment policies. In addition, the Director of Program Compliance has been designated to coordinate UTI’s compliance with Section 504, the ADA and the Age Act. Questions or comments about discrimination or harassment can be directed to the Director of Program Compliance at 4225 E. Windrose Drive, Suite 200, Phoenix, AZ 85032 or by calling 800-859-7249.

Student Services Directors serve as deputy coordinators responsible for the duties mentioned above at each campus and can also assist with any questions or comments. Their contact information is as follows:

Campus	Campus Address	Toll Free
Austin	301 W. Howard Lane, Austin, TX 78753	800-940-9101
Avondale	10695 W. Pierce Street, Avondale, AZ 85323	800-859-1202
Bloomfield	1515 Broad Street, Bloomfield, NJ 07003	833-207-6077
Canton	2955 Haggerty Road, Canton, MI 48188	800-447-1310
Dallas	5151 Regent Boulevard, Irving, TX 75063	877-873-1083
Exton	750 Pennsylvania Drive, Exton, PA 19341	877-884-3986
Lisle	2611 Corporate West Drive, Lisle, IL 60532	800-441-4248
Long Beach	4175 E. Conant Street, Long Beach, CA 90808	844-308-8838
Manufacturer-Paid Training Programs	4225 E. Windrose Drive, Suite 200, Phoenix, AZ 85032	800-859-7249
MIAT Houston	533 Northpark Central Drive, Houston, TX 77073	888-547-7047
Miramar	2601 SW 145th Avenue, Miramar, FL 33027	866-609-6928
MMI Phoenix	10695 W. Pierce Street, Avondale, AZ 85323	800-528-7995
MMI/UTI Orlando	2202 Taft Vineland Road, Orlando, FL 32837	800-342-9253
NASCAR Tech	220 Byers Creek Road, Mooresville, NC 28117	866-316-2722
Rancho Cucamonga	9494 Haven Avenue, Rancho Cucamonga, CA 91730	888-692-7800
Sacramento	4100 Duckhorn Drive, Sacramento, CA 95834	877-884-2254
UTI Houston	721 Lockhaven Drive, Houston, TX 77073	800-325-0354



For inquiries or reports related to discrimination or harassment on the basis of sex, contact the Title IX Coordinator. The Title IX Coordinator is the Director of Program Compliance and can be reached at Universal Technical Institute, Inc., 4225 E. Windrose Drive, Suite 200, Phoenix, AZ 85032, [jramirez@uti.edu](mailto:jramirez@uti.edu), 800-859-7249 or 623-445-0730.

For further information on notice of non-discrimination, you may contact the appropriate federal office by visiting the website <https://ocracas.ed.gov/contact-ocr> for the address and telephone number of the office that serves your area, or by contacting the U.S. Department of Education, Lyndon Baines Johnson Department of Education Bldg., 400 Maryland Ave., SW, Washington, DC 20202-1100, [OCR@ed.gov](mailto:OCR@ed.gov), 1-800-421-3481.

## **II. Procedure for obtaining modifications/accommodations**

UTI welcomes students with disabilities. UTI is committed to making reasonable, appropriate, and effective modifications (commonly called “reasonable accommodations”) in policies, practices, and procedures for qualified individuals with disabilities in accordance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Amendments Act, and applicable state and local laws. A qualified student with a disability must have a physical or mental impairment that substantially limits one or more major life activities; have a record of such an impairment; or be regarded as having such an impairment. Qualified students with disabilities also must meet the academic and technical standards for admission or participation in UTI’s educational programs and services either with or without reasonable accommodations.

Qualified individuals with disabilities who comply with the process outlined below may receive reasonable modifications tailored to their individual needs to ensure equal access to UTI’s programs and services, provided such modification does not require an adjustment that would alter or waive essential academic requirements or constitute a fundamental alteration of a service, program, or activity. Some examples of modifications may include extended time, use of assistive technology, and assistance liaising with external agencies such as rehabilitative services, if applicable. To receive services, students must:

1. Identify the need for modifications through the Student Services Department.
  - a. Submit the Accommodation Request and Consent Form to the Department of Student Services.
  - b. Provide all requested documentation to the Student Services Department.
2. If found eligible for services, meet with the Director of Student Services or designee to discuss modifications. The Director of Student Services or designee will set up a mutually convenient time for an in-person or telephone conference to review the Accommodation Plan.
3. Provide the Student Services Department with a signed consent form.



4. It is the student’s responsibility to provide the Accommodation Plan to each instructor. Students must comply with this requirement to receive approved accommodations. Classroom accommodations are not retroactive, but are effective only upon the student sharing approved accommodations with the instructor. Students who wish to receive classroom accommodations should not wait until after completing a course or activity or receiving a poor grade to request services, and are encouraged to complete the accommodation process promptly.

If a request for accommodations is denied, students may contact the Director of Student Services to discuss the decision or utilize the ADA/Section 504 grievance procedure.

Students are encouraged to submit all requested documentation promptly; ideally, requests for accommodations should be submitted approximately 6 weeks prior to the start date of the class for which accommodations are requested. This will allow the Student Services Department to ensure that approved accommodations are provided in a timely manner.

### III. Documentation Requirements

To assist UTI in evaluating requests for accommodations, students with disabilities who seek modifications must provide documentation of the reported disability to the Director of Student Services or designee. Students should provide the Director of Student Services or designee with:

1. Copies of any IEPs and Section 504 or other individualized plans. The Student Services Department will evaluate these documents on a case-by-case basis; however, additional and more current documentation may be required.
- OR -
2. Signed and dated certification that is on letterhead from an appropriately licensed health care provider, which (a) describes any physical or mental impairment that substantially limits a major life activity; (b) identifies the major life activity(ies) impacted; (c) describes how the impairment affects the student’s ability to participate in UTI’s courses, programs, services, and/or activities; and (d) specifically describes any accommodation or modification recommended and the relationship between the requested modification and the impairment.

If UTI requires additional documentation, the Student Services Department will notify the student. Upon request, students may be required to provide the Director of Student Services or designee with the following from an appropriately licensed or credentialed professional that is on letterhead, dated, and signed:

- An evaluation by an appropriately licensed or credentialed professional stating the nature of the impairment and the current impact of the impairment on the student’s ability to participate in postsecondary educational programs and services (also known as “functional limitations”).
- A list of recommended accommodations for the student and an explanation of the relationship between the requested accommodations and the impairment.



Students bear the cost of obtaining this documentation. Some students may not need documentation if the disability is permanent, observable, and stable. Documentation provided must be current, generally, less than three years old. For conditions that are more permanent, documentation may be less recent. However, more current documentation may be required for chronic or changing conditions. Please consult with the Student Services Department about the need for, and appropriateness of, documentation.

Requests for certain accommodations such as note takers, sign language interpreters, and course materials in alternative format may take several weeks to fulfill. Students should obtain necessary documentation 6-8 weeks in advance of the applicable start date to avoid delays in participating in UTI's programs and activities.

UTI will give primary consideration to the auxiliary aid or service that a student requests but may decide to provide alternative aids or services if they are effective. In addition, an effective alternative may be provided if the requested auxiliary aid or service would fundamentally alter the nature of a service, program, or activity.

UTI delivers conceptual topics effectively through web-based training experiences, including video lectures, technology-enabled live student/instructor interactions, and online threaded discussions. Qualified individuals with a disability may require auxiliary aids and services to afford equal access and provide an equal opportunity to benefit from this method of education. Captioning, for example, may be necessary and required to make audio and audiovisual information and communication accessible.

### ***Students who are deaf or hard of hearing and are requesting accommodations***

An IEP or Section 504 plan generally will be sufficient to establish the need for accommodations. However, additional information may be required to determine the appropriate accommodations to be provided. The Student Services Department will make this determination on a case-by-case basis. Upon request, students should provide documentation to support a request for accommodations from appropriate professionals qualified to diagnose and treat hearing impairments, such as audiologists, otolaryngologists, and other speech/hearing specialists. Documentation should be on letterhead and include:

- The credentials of the professional providing the evaluation;
- A diagnosis of deafness or hearing loss and a statement regarding whether the student's hearing is static or changing;
- A discussion of the student's condition and current level of functioning, and how it may impact her/him in a postsecondary educational environment;



- Specific recommendations for accommodations in the academic setting that explain how the recommendations are related to the student's current functional limitations; and
- A summary of assessment procedures and evaluation instruments used to diagnose the student and a narrative summarizing the evaluation results (for students with permanent, lifelong impairments such as deafness, documentation may not need to be as recent).

### ***Special Note for Students Attending Manufacturer-Paid Training Programs***

Students attending Manufacturer-Paid Training Programs are eligible to request disability-related accommodations by following the procedure outlined in the ADA/504 policy, unless otherwise noted in this paragraph. To request an accommodation, UTI graduates who have an existing accommodation plan should contact the CTG Manager of Support Services or designee at 800-859-7249. The Manager of Support Services or designee will review the accommodation request on file as well as the accommodation plan prepared previously. An individualized evaluation of the student's needs and the nature and requirements of the manufacturer-paid training program will occur to determine the accommodations the student is eligible to receive, and to ensure that the student remains eligible to receive previously-granted accommodations. The Manager of Support Services will review the plan with the student, including any necessary modifications. As described above, students are responsible for providing the plan to the instructor. Students entering these programs from other schools and UTI graduates who do not have a prior accommodation plan must submit an accommodation request and required paperwork to the Manager of Support Services or designee as outlined in the ADA/504 policy.

Manufacturer-paid training programs may also include conceptual topics delivered effectively through web-based training experiences, including video lectures, technology-enabled live student/instructor interactions, and online threaded discussions. Qualified individuals with a disability may require auxiliary aids and services to afford equal access and provide an equal opportunity to benefit from this method of education. Captioning, for example, may be necessary and required to make audio and audiovisual information and communication accessible.

## **IV. Section 504/ADA Grievance Procedure**

This procedure applies to complaints of discrimination and/or harassment based on disability, including complaints regarding student requests for accommodations or modifications.

1. *Filing a complaint:* Any individual who believes s/he has been discriminated against based on disability in UTI's programs or activities is encouraged to immediately contact the Director of Student Services. Complaints generally should be filed within 180 days of the date of the alleged discrimination. Complaints filed after this date may be eligible for a discretionary waiver. Requests for a waiver should be made to the Director of Student Services. If there is a conflict of interest with the Director of Student Services, the Campus President will assume all duties assigned to the Director of Student Services under this procedure.



2. *Optional informal resolution of complaints:* A complainant may choose to resolve a complaint informally by participating in a facilitated meeting with the respondent and the Director of Student Services within two weeks of the filing of the complaint. A complainant may end the informal process at any time and request formal resolution of the complaint.
3. *Formal resolution of complaints:* Unless a complainant elects to participate in the optional informal resolution process, complaints will be addressed through the formal resolution process.
  - a. Within 45 business days of the filing of the complaint or the conclusion of the optional informal resolution process, the Student Services Department will investigate the complaint. The investigation generally will consist of an assessment of the complaint, the gathering and review of relevant documentation, and, if necessary, interviews of the complainant, respondent, and other relevant witnesses. UTI uses the preponderance of the evidence or “more likely than not” standard of review during its investigation and resolution of complaints.
  - b. If the investigative phase will take longer than 45 days, the Director of Student Services will provide the parties with an explanation for the delay.
  - c. Within one week of the conclusion of the investigation, the Student Services Department will provide the parties with written notice of the outcome of the investigation.
4. This procedure provides for the prompt, adequate, reliable, and impartial resolution of complaints, including an equal opportunity for the parties to access, review, and present witnesses and other evidence.
5. UTI will provide to the complainant interim measures as appropriate (e.g., arranging for changes in class schedules) and will strive to keep the complaint and investigation confidential to the extent possible. UTI will take steps to prevent the recurrence of any discrimination or harassment and to correct discriminatory effects on the complainant and others, as necessary.
6. UTI does not tolerate retaliation against complainants, witnesses, or any person who participates in the investigatory process or otherwise exercises rights under Section 504 or the ADA. Any retaliatory conduct should be promptly reported to the Director of Student Services.
7. The complainant and respondent have an equal right to appeal outcome decisions made by the Director of Student Services or designee. Appeals may be made on the following bases: (1) a party obtains new relevant evidence that was unavailable at the time of the investigation and could change the outcome of the investigation; (2) there is evidence of procedural error significant enough to call the outcome of the investigation into question; or (3) in cases where a sanction was imposed, the sanction was substantially disproportionate to the findings. Appeals must be made to Melanie Scheet, VP Student Success, at 4225 E. Windrose Drive, Suite 200, Phoenix, AZ 85032, 800-859-7249, [mscheet@uti.edu](mailto:mscheet@uti.edu). Appeals must be filed within 7 calendar days of the date that written



notice of the outcome was provided. The EVP Campus Operations and Services will decide the appeal promptly but generally within 30 calendar days and provide the respondent and complainant with written notice of the final determination within 7 calendar days of making the final determination, including any changes to the previous determination and/or the sanctions imposed. The appeal decision is final and not subject to further appeal.

## **V. Service Animal Policy**

Service animals assisting persons with disabilities are welcome in areas open to the public on UTI's campuses. A service animal is a dog that is individually trained to do work or perform tasks for a person with disabilities. In some instances, similarly trained miniature horses may qualify as service animals. Examples of work or tasks that service animals may perform include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, reminding a person with a mental illness to take prescribed medications, or alerting and protecting a person who is having a seizure. If necessary to determine what service a dog provides, UTI staff may only ask: (1) whether the dog is a service animal required because of a disability and (2) what work or task the dog has been trained to perform. UTI staff will not ask about the individual's disability, require medical documentation or documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task. UTI may require additional information with respect to miniature horses.

Service animals may be excluded from UTI's premises if the animal is out of control and the handler does not take effective action to control it or the animal is not housebroken. A service animal must be kept under control by a harness, leash or other tether unless the person is unable to hold those or if such use would interfere with the service animal's performance of work or tasks. In such instances, the service animal must be kept under control by voice, signals or other effective means. The person with the disability may remain on campus without the animal if the animal is excluded for the aforementioned reasons. Service animals in training are welcome on UTI's campuses in the same manner and subject to the same requirements as service animals that are fully trained.

UTI will allow support animals on its campuses on a case-by-case basis. Support animals are used by individuals with disabilities for emotional support, well-being or comfort. Because they are not individually trained to perform work or tasks, support animals are not service animals. Students who request to have a support animal on campus must submit the request in writing to the Student Services Department and provide appropriate supporting documentation upon request.

Support animals can be excluded from UTI's premises if the animal is out of control or the animal is not housebroken. They can also be excluded if the animal poses a direct threat to the health or safety of others that cannot be mitigated by reasonable modifications of policies, practices or procedures, or the provision of auxiliary aids or services. A support animal generally must be kept under control by a harness, leash or other tether unless the person is unable to hold those, or if such use would interfere with the service



animal’s performance of work or tasks. If such means cannot be used to control the animal, the support animal must be kept under control by voice, signals or other effective means.

Questions regarding service animals should be directed to the Student Services Department. Individuals in Florida, Massachusetts and North Carolina are also covered by their respective state law definitions of “service animal.”

## VI. Guidelines for Applicants with Disabilities

UTI does not discriminate against individuals with disabilities seeking to apply to its programs. The admissions application process for students with disabilities is the same as for other students. Applicants with disabilities who may need accommodations in the application process should contact the Student Services Department. Prospective students with disabilities who would like to learn about the accommodations process and required documentation may choose to contact the Student Services Department. Contacts with the Student Services Department are strictly confidential and this information will not be shared with the Admissions Office. UTI is aware that some prospective students with disabilities may choose to disclose their disabilities during the application process (for example, to help UTI understand adverse information in their educational records.) Such disclosure is entirely voluntary and optional. UTI will not use any information provided in a discriminatory manner.

## Feedback

Universal Technical Institute welcomes internal feedback regarding business processes. Questions and concerns regarding this business process or suggestions on how to improve the process should be directed to your immediate supervisor or manager.

## Revision History

Document Revision History				
Date	Version	Change	Author	Approver
8/13/14	1.0	Initial Release	Melanie Scheet	Edna Johnson
9/8/15	1.1	Added Long Beach to chart of contacts; updated service animal/support animal section to correspond to what is posted on uti.edu; updated Title IX contact information.	Melanie Scheet	Edna Johnson



Document Revision History				
Date	Version	Change	Author	Approver
12/15/15	1.2	Edited to give more clarity to student's responsibility to provide the instructor with the accommodation plan in #4 of section II. Updated #3 as well.	Melanie Scheet	Edna Johnson
7/7/17	1.3	Added contact for manufacturer-paid training programs. Included information on requests not being retroactive, as well as language pertaining to reasonable alternatives. Added the preponderance of the evidence standard of review. Finally, added special note for students attending manufacturer-paid training programs.	Melanie Scheet	Edna Johnson
5/12/18	1.4	Added language that accommodations can be granted for qualified individuals provided that it does not alter/waive essential academic requirements or constitute a fundamental alteration of service, program or activity.	Melanie Scheet	Melanie Scheet
10/15/2019	1.5	Added appeal process in grievance section.	Melanie Scheet	Melanie Scheet
2/1/2022	1.6	Updated policy owner from National Director of Student and Employment Services to the Director of Program Compliance. Added Austin to the campus list.	Jaslyn Ramirez	Jaslyn Ramirez
8/17/2022	1.7	Added information regarding the use of web-based training experiences, including video lectures, technology enabled live student/instructor interactions, and online threaded discussions for the delivery of conceptual topics.	Jaslyn Ramirez	Jaslyn Ramirez