



HM DENT WORKS ACADEMY

2026-2027



**PAINTLESS
DENT
REPAIR**

HM Dent Works Academy Catalog

Table of Contents

INSTITUTION NAME & CONTACT INFORMATION	4
MISSION STATEMENT	4
PROGRAM OBJECTIVES	4
ACCREDITATIONS, CERTIFICATIONS, & MEMBERSHIPS	5
Programmatic Accreditation.....	6
Other Approvals & Certifications.....	6
Affiliations & Memberships.....	6
Faculty Recognition.....	7
CAMPUS FACILITIES & EQUIPMENT	7
Faculty & Staff.....	8
Faculty Biographies.....	9
Student Services.....	9
PROGRAMS	10
Paintless Dent Repair (PDR) Certificate Program.....	10
Program Overview.....	11
Program Objectives.....	11
Required Courses and Descriptions.....	11
Program Length and Format.....	12
Required Modules/Courses.....	13
Academic Calendar.....	13
POLICIES & PROCEDURES	14
Admission Requirements.....	14
Non-Discrimination Statement.....	16
Enrollment Procedures.....	16
TUITION & FEES	17
Tuition & Fees.....	17
Payment Information.....	18
Financial Aid & Third-Party Funding.....	18
Tuition.....	18
Fees.....	18
Books & Other Supplies.....	19
Payment Methods Accepted.....	19
Minimum Payment Requirements.....	20
Payment Plans.....	20
Failure to Pay Repercussions.....	20
CANCELLATION, DISMISSAL, WITHDRAWAL	21
Cancellation of Enrollment Prior to Commencement.....	21
Dismissal From Program.....	22
Withdrawal From Enrollment.....	23

REFUNDS	23
For Cancellation.....	24
For Dismissal or Withdrawal.....	25
Refund Formula Table.....	25
INSTRUCTIONAL METHODS UTILIZED	26
ACADEMIC EVALUATION PROCEDURES	26
Grading Methods.....	27
Grading Rubric.....	28
Measures of Satisfactory Academic Progress.....	28
Barriers to Academic Success.....	29
STUDENT ATTENDANCE REQUIREMENTS	29
CODE OF CONDUCT	30
DRESS CODE	31
PROGRESSIVE DISCIPLINE PROCEDURES	31
GRIEVANCE PROCEDURES	32
GENERAL GRADUATION REQUIREMENTS	33
TRANSFER CREDIT & ACADEMIC REQUIREMENT SUBSTITUTIONS	34
TRANSCRIPT PROCEDURES	34

INSTITUTION NAME & CONTACT INFORMATION

HM Dent Works Academy LLC (operating under HM Dent Works® Academy)

Mailing and Physical Address: 2647 W. Bennet, Springfield, MO 65807

Main Office Phone: 417-840-8525

General Inquiries Email: academy@hmdentworks.com

Website: www.hmdentworksacademy.com

This information reflects the legal name registered in governmental formation records or the “doing business as” (DBA) name.

MISSION STATEMENT

HM Dent Works Academy exists to provide accessible, high-quality education and hands-on training in Paintless Dent Repair (PDR), empowering individuals to achieve long-term career success in the automotive reconditioning industry. Our mission is to cultivate skilled, confident technicians through immersive instruction, mentorship, and real-world application.

We are committed to promoting workforce development by preparing students to meet industry standards, operate with integrity, and make meaningful contributions to their communities and the evolving field of automotive repair. Through a supportive learning environment and a focus on lasting professional impact, HM Dent Works Academy strives to shape future leaders in the dent repair trade.

PROGRAM OBJECTIVES

The Paintless Dent Repair (PDR) program at HM Dent Works Academy is designed to prepare students for successful careers in the automotive reconditioning industry by equipping them with the technical skills, professional mindset, and business readiness required to thrive as independent PDR technicians or entrepreneurs. Through a structured, sequential curriculum that includes both virtual and on-campus learning, the program emphasizes mastery of core repair techniques, real-world application, customer service, and ethical industry practices.

Graduates of the program will be able to:

- Accurately identify and repair various dent types, including dime-size, nickel-size, quarter-size, and oversized dents on steel and aluminum panels, using both traditional and glue-pulling methods.
- Demonstrate proficiency in crown behavior correction, reflection light usage, and side panel blending for professional-grade repairs.
- Apply safe and efficient Remove and Install (R&I) techniques to assess damage in braced and obstructed areas.
- Navigate common business functions such as estimating, invoicing, insurance communication, and client negotiations with professionalism and confidence.
- Exhibit the mindset, work ethic, and communication skills expected in body shops, mobile services, or independent PDR businesses.

The overall purpose of this program is to develop competent, ethical, and career-ready PDR professionals who are capable of entering the workforce immediately upon graduation, whether as skilled technicians or self-employed entrepreneurs.

ACCREDITATIONS, CERTIFICATIONS, & MEMBERSHIPS

As of the date of publication, HM Dent Works Academy is not currently accredited by any regional or national accrediting agency recognized by the U.S. Department of Education. Accreditation is a voluntary, non-governmental review process conducted by independent peer-based organizations to ensure that an institution or its programs meet established standards of educational quality. Institutions often pursue accreditation to enhance recognition, improve credit transferability, and facilitate access to federal financial aid programs.

While HM Dent Works Academy is not currently accredited, the school has received state certification through the Missouri Department of Higher Education and Workforce Development (MDHEWD). The Academy holds a Certificate of Approval to Operate as a Postsecondary Proprietary School in Missouri. This certification authorizes the institution to conduct educational activities in the state and confirms that it is in compliance with applicable laws and regulations.

It is important to clarify that this certification is not equivalent to accreditation. The certification is a legal business license that allows the institution to offer instruction in Missouri, but it does not serve as an endorsement of educational quality by a recognized accrediting agency. Therefore, HM Dent Works Academy does not represent itself as “accredited,” in accordance with Missouri statutes prohibiting misleading or inaccurate claims.

Currently, HM Dent Works Academy is not affiliated with any professional membership organization. Any updates regarding future memberships, affiliations, or candidacy status with accrediting bodies will be published on the institution’s website and catalog as soon as they become available.

For the most up-to-date information regarding certification or accreditation, students and the public are encouraged to contact the Academy directly or consult the official website of the Missouri Department of Higher Education and Workforce Development.

Programmatic Accreditation

HM Dent Works Academy does not hold programmatic accreditation; however, it is not required for the type of training offered. Programmatic accreditation typically applies to regulated professions such as nursing, cosmetology, or allied health, where licensure or certification depends on formal approval by a recognized accrediting body.

The Paintless Dent Repair (PDR) program is a non-degree, non-licensure trade program focused on hands-on skill development and professional readiness. Because PDR is not a regulated field in Missouri or most U.S. states, programmatic accreditation is not necessary for employment, business ownership, or industry participation. Students are encouraged to focus on the real-world skills, professional ethics, and career support provided by the Academy, which are aligned with the expectations of employers and independent PDR operators.

Other Approvals & Certifications

As of the publication of this catalog, HM Dent Works Academy does not currently hold approvals, certifications, or recognitions from third-party organizations outside of the Missouri Department of Higher Education & Workforce Development (MDHEWD). While the Academy is not affiliated with any industry-specific boards or associations at this time, it maintains active engagement with the broader dent repair and automotive service communities through professional events, mentorships, and partnerships. If additional approvals or recognitions are obtained in the future from trade organizations, licensing bodies, or industry-specific boards, this section will be updated to reflect those affiliations. These recognitions, while valuable, will not be referred to as “accreditation,” in accordance with Missouri’s regulations prohibiting the misuse of that term for non-accredited certifications or endorsements.

Affiliations & Memberships

HM Dent Works Academy prides itself on strategic partnerships and professional membership affiliations that enrich student learning and demonstrate industry credibility:

- A1 Tools: The Academy partners with A1 Tools, ensuring students train on high-quality, industry-standard equipment and benefit from direct guidance from the manufacturer.

These affiliations enhance our training program by keeping the curriculum and equipment current with best practices and industry expectations. They are included in our mission to prepare graduates for legitimate, successful entry into the professional PDR field.

Faculty Recognition

The faculty at HM Dent Works Academy has not yet been formally recognized with public or private awards, accolades, or distinctions from external agencies, associations, or institutions. HM Dent Works Academy is committed to building a team of experienced educators whose qualifications and instructional expertise will support the success of its students. Future recognitions and professional achievements will be published in this section as they occur.

CAMPUS FACILITIES & EQUIPMENT

HM Dent Works Academy operates out of a physical campus located at:
2647 W. Bennett St., Springfield, MO 65807

Main Contact Number: 417-840-8525

Email: academy@hmdentworks.com

Website: <https://www.hmdentworksacademy.com>

The institution operates a professional training facility that includes classrooms, demonstration bays, and workshop areas specifically designed to support hands-on training in Paintless Dent Repair (PDR). The environment simulates real-world repair conditions using actual vehicles and industry tools to provide students with a skill-based, immersive learning experience.

Facilities include dedicated classroom space for lectures, visual training using LED lighting systems, and an open repair lab with mounted panels and vehicles for full-scale

PDR practice. All instructional spaces are equipped with ergonomic workstations, visual aids, and real dent simulation panels. Students also have access to basic amenities, including break areas and a tool storage zone.

Students train using industry-standard PDR tools, including rods, whale tails, knockdowns, glue pulling systems, and blending hammers. The shop is equipped with both steel and aluminum panel setups to simulate diverse dent repair scenarios.

Students are also introduced to digital estimating tools and tablet-based customer intake processes used in mobile dent repair businesses.

All instructional equipment is provided on-site. Students are not required to purchase any personal tools during the training period but may be advised on optional tool kits for post-graduation use.

Campus Hours of Operation:

Monday through Friday: 8:00 AM – 5:00 PM

Saturday- 9a-6p for instruction and practice.

Sunday-closed¹¹

Campus Security Contact:

For emergencies, students should dial 911. The instructional team monitors general campus safety during operating hours.

A facility walkthrough and shop safety orientation are conducted on the first day of the program.

Faculty & Staff

HM Dent Works Academy is operated by a professional team with real-world experience in the Paintless Dent Repair (PDR) industry. The institution is committed to providing students with access to qualified instructors and responsive administrative personnel who support both learning and student services.

Below is the current list of instructional faculty and administrative staff:

Administrative Staff

- **Jeramey Henson**, President
Email: jeramey@hmdentworks.com
Phone: 417-840-8525

- **Julia Henson**, Vice President, Director of Operations, Program Director, Academic Coordinator
Email: julia@hmdentworks.com
Phone: 417-840-8525

- **Tiffiney Williams**, Operations Manager, Data Coordinator
Email: tiffiney@hmdentworks.com
Phone: 417-840-8525

Instructional Faculty

All instructors at HM Dent Works Academy possess professional experience in the PDR field, with qualifications based on industry training, tool mastery, and applied teaching techniques.

- **Jeramey Henson**, Lead PDR Instructor
Qualifications: 25 years in PDR industry
Contact: jeramey@hmdentworks.com

All faculty meet or exceed Missouri's minimum requirements for postsecondary instructional qualifications. Full resumes are maintained in personnel records and available to regulators upon request.

Faculty Biographies

Jeramey Henson, Lead Instructor & Founder

Jeramey Henson is a nationally recognized expert in Paintless Dent Repair (PDR) with over 25 years of industry experience. As the founder of HM Dent Works Academy and the developer of the proprietary HM Method™, Jeramey has trained and led technicians across the country, earning a reputation for excellence in both repair precision and instructional leadership.

His background includes managing large-scale hailstorm repair operations, hands-on expertise with a wide range of tools and panel restoration techniques, and mentoring new technicians into successful careers.

Jeramey's instructional approach is rooted in real-world experience, emphasizing both technical mastery and the business fundamentals required to thrive in the competitive PDR field. Through his leadership at HM Dent Works Academy, he remains deeply committed to preparing students not only to perform at a high level but also to build sustainable careers as independent professionals.

Julia Henson, Instructor, Business & Marketing Strategies

Julia Henson brings extensive expertise in marketing, leadership, and entrepreneurial development to her role at HM Dent Works Academy. She holds a Master's degree in Leadership and Management and has dedicated her career to empowering aspiring professionals with the skills and mindset needed for long-term success.

With a strong background in business strategy and mentorship, Julia plays a vital role in guiding students through the fundamentals of launching and sustaining their own ventures-particularly within the paintless dent repair (PDR) industry.

At HM Dent Works Academy, Julia's instruction blends practical business insights with real-world applications, helping students build confidence in areas such as branding, client engagement, and operational planning.

Her leadership has contributed meaningfully to the development and expansion of the Academy's curriculum.

Student Services

HM Dent Works Academy provides a focused range of student services designed to support the success, professionalism, and job readiness of individuals enrolled in its Paintless Dent Repair (PDR) training program.

Each student is assigned a point-of-contact advisor who is available to assist with questions regarding attendance, scheduling, training progress, and access to support services. Students may request individual academic support or technique-based coaching throughout the 11-week program. Faculty are available for live demonstrations, supplemental lab time, and individual feedback on tool handling, accuracy, and efficiency.

Career development services are a core component of the program. The Academy offers personalized job search assistance, resume-building guidance, and interview preparation to support each graduate's entry into the PDR workforce. While job placement is not guaranteed, HM Dent Works Academy maintains strong industry relationships and regularly refers qualified graduates to body shops, mobile dent repair companies, and independent contracting opportunities.

Students also participate in business-readiness course that cover topics such as customer interaction, estimating, invoicing, pricing strategy, and mobile business setup. These sessions are led by faculty with real-world experience and are built into the core curriculum.

Students have access to facility-based resources, including an equipment room, instructional bays, and break areas for practice. Mental health referrals and community-based counseling services may be provided upon request, though the institution does not provide on-site healthcare services.

Students are welcome to form informal peer groups and are encouraged to network through professional development events, guest speaker sessions, and alumni follow-ups when offered.

For more information about student services, students should contact the Student Services Coordinator at academy@hmdentworks.com, or visit the front office during campus hours.

PROGRAMS

Paintless Dent Repair (PDR) Certificate Program

Program Title: Paintless Dent Repair

Program Length: 11 weeks (2 Weeks Online Pre-Arrival + 10 Weeks On-Site Training)

Total Clock Hours: 402

Award Issued Upon Completion: Certificate of Completion – Paintless Dent Repair

Instructional Modality: Online and On-Campus (Hands-on, Instructor-Led)

Program Type: Non-Degree, Vocational Training

Program Overview

The Paintless Dent Repair (PDR) Certificate Program at HM Dent Works Academy prepares students for entry-level careers in automotive dent removal and mobile technician services. Over 11 weeks, students progress through a structured curriculum combining theory, practice, and business readiness. The program includes hands-on

repair labs, virtual foundational modules, instructor-led technique coaching, and end-to-end business setup guidance.

Graduates are prepared to perform push and glue-pull repairs, assess and complete estimates, communicate with clients and insurance providers, and operate their own mobile or fixed PDR business or get hired at an equivalent PDR mechanic shop.

Program Objectives

Upon successful completion of the program, students will be able to:

- Perform standard and advanced paintless dent repairs on steel and aluminum panels using push tools and glue-pull systems
- Use reflection lighting and panel assessment techniques to evaluate dent depth, access, and size
- Apply professional tool control and repair finishing skills
- Communicate with customers and insurance adjusters professionally and accurately
- Launch and manage a part-time or full-time PDR business, including LLC registration, insurance setup, and pricing
- Demonstrate ethical, safe, and consistent practices in real-world repair settings

Required Courses and Descriptions

HMDW 101 – Program Orientation and Success Mindset (1 Hour)

Introduces students to the HM Dent Works learning model, tools, expectations, and digital systems. Covers mindset coaching, professionalism, and strategies for successful course completion.

HMDW 102 – PDR Foundations & Metal Behavior (1 Hour)

Explores the scientific principles of metal memory, dent behavior, and tool impact. Sets a theoretical foundation for tool selection, panel access, and material handling.

HMDW 201 – Lighting, Tools, and Setup (40 Hours)

Covers PDR light calibration, tool angle practice, workstation setup, and tool safety. Students learn to inspect, maintain, and safely operate all major PDR tools.

HMDW 202 – Open Panel Repairs (40 Hours)

Students practice dent removal on unbraced, open-access panels. Emphasis is placed on tool control, finish quality, and introduction to dent sizing protocols.

HMDW 203 – Material Handling (40 Hours)

Focuses on handling different vehicle surfaces—steel, aluminum, and high-strength steel. Includes practice on crowned areas, large shallow dents, and pressure zones.

HMDW 204 – Braced Area Dents (40 Hours)

Trains students to repair dents located in braced or obstructed areas. Teaches trim and headliner removal, drill access best practices, and inner structural assessment.

HMDW 205 – Oversized Dents (40 Hours)

Prepares students to repair dents larger than half-dollar size. Focus includes crown movement, finishing technique, and tab selection for large panel repairs.

HMDW 206 – Side Panel Work & Blending (40 Hours)

Students refine skills on side panels and edge zones. Emphasis is on advanced blending, repair speed, and aesthetic finish in visible locations.

HMDW 207 – Glue Pulling & Full R&I (40 Hours)

Covers glue pull techniques for steel and aluminum, including tab selection, crown correction, and inspection. Full vehicle R&I protocols are practiced.

HMDW 208 – Advanced Repair & Estimating (40 Hours)

Students integrate repair and estimating skills. Activities include multi-dent repairs, job pricing, panel replacement considerations, and client communication scripting.

HMDW 209 – Skill Refinement & Mock Final (40 Hours)

A capstone-style course simulating real-world performance. Includes a full-length mock exam, tool accuracy coaching, and business readiness workshops with industry guests.

HMDW 210 – Final Exam & Certification (40 Hours)

Concludes the program with a practical, timed, four-dent repair exam and a final business presentation. Students must demonstrate mastery in technique, estimation, ethics, and job readiness. Certificate of Completion issued upon passing all requirements.

Program Length and Format

Program Length: 11 weeks

Total Clock Hours: 402 hours

Format: Hybrid program: Weeks 1–2 are self-paced online modules (2 hours total); Weeks 3–11 are on-campus, hands-on instruction (400 hours total)

Required Modules/Courses

Students must successfully complete each of the following instructional modules:

HM Dent Works Academy Program Outline

Course Number	Week	Module Title	Teaching Time	Delivery Method
HMDA-101	Week 1	Module 1 – Program Orientation & Success Mindset	1 hr.	Online (Theory)
HMDA-102	Week 2	Module 2 – PDR Foundations & Metal Behavior	1 hr.	Online (Theory)
HMDA-201	Week 3	Lighting, Tools, and Setup	40 hrs	On Campus (Hands-on, Theory)
HMDA-202	Week 4	Open Panel Repairs	40 hrs	On Campus (Hands-on, Theory)
HMDA-203	Week 5	Material Handling	40 hrs	On Campus (Hands-on, Theory)
HMDA-204	Week 6	Braced Area Dents	40 hrs	On Campus (Hands-on, Theory)
HMDA-205	Week 7	Oversized Dents	40 hrs	On Campus (Hands-on, Theory)
HMDA-206	Week 8	Side Panel Work & Blending	40 hrs	On Campus (Hands-on, Theory)

HMDA-207	Week 9	Glue Pulling & Full RNI	40 hrs	On Campus (Hands-on, Theory)
HMDA-208	Week 10	Advanced Repair & Estimating	40 hrs	On Campus (Hands-on, Theory)
HMDA-209	Week 11	Skill Refinement & Mock Final	40 hrs	On Campus (Hands-on, Theory)
HMDA-210	Week 11	Final Exam & Certification	40 hrs	On Campus (Hands-on, Theory)
Total			402 hrs	

A complete, detailed syllabus for each module is provided to enrolled students and is included in the Appendix of this catalog.

Academic Calendar

HM Dent Works Academy operates on a year-round instructional calendar with multiple cohort start dates throughout the year. Each cohort completes a 11-week Paintless Dent Repair (PDR) training program.

Typical Program Start Dates (Subject to Change):

- January
- March
- June
- September
- November

Each 10-week term includes hands-on instruction conducted on-site at the Academy's training facility, along with 2 weeks of self-paced online modules. Enrollment deadlines are typically four weeks prior to the cohort's start date.

Class Schedule:

- **Days:** Monday through Friday
- **Time:** 8:00 AM – 5:00 PM
- **Instructional Days per Week:** 5
- Four (4) Mandatory Saturdays will be required
- No practice on Sundays
- **Total Duration:** 11 consecutive weeks (excluding holidays)

Observed Holidays (No Classes Held):

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & the following Friday
- Christmas Eve & Christmas Day

If a scheduled class falls on a holiday, a makeup day will be scheduled and communicated to students in advance.

For the most up-to-date class calendar, students are encouraged to visit the Academy's website or contact the admissions office.

POLICIES & PROCEDURES

Please see each subsection below for a description of the required content.

Admission Requirements

HM Dent Works Academy maintains clear and consistent admissions requirements to ensure that all enrolled students are adequately prepared for the demands of the Comprehensive Paintless Dent Repair (PDR) Training Program. The following criteria must be met for admission consideration:

Basic Eligibility

- Age Requirement: Applicants must be at least 18 years old at the time of enrollment.
- Educational Background: A high school diploma or a Missouri-recognized equivalency (such as the GED or HiSET) is required, in accordance with state guidelines effective September 2023.
- Government-Issued ID: All applicants must provide valid photo identification (e.g., driver's license or passport) to verify identity.

Admissions Process

- Application Form: Prospective students begin by completing a brief application outlining personal goals and interest in the program.
- Admissions Interview: A one-on-one phone or video call is required to review the applicant's background, explain program expectations, and confirm a mutual fit.
- Deposit and Tuition Payment: Upon acceptance, a \$1000 deposit is required to secure a seat. The remaining tuition balance of \$29,000 is due no later than four weeks before the course start date (total tuition: \$30,000).
- Signed Enrollment Documents: All accepted students must sign and return required forms—including the syllabus, non-disclosure agreement, and customer terms of enrollment—no later than four weeks before the start of class.

Pre-Arrival Preparation

- Online Orientation Modules: Students receive access to a secure online learning platform and must complete assigned modules prior to the first day of on-campus training.
- Personal Learner Self-Assessment: Students complete a short self-assessment to share learning preferences, special needs, or accommodations required.

Language Proficiency

- All instruction is delivered in English. Applicants must demonstrate basic reading, writing, and verbal communication skills sufficient to understand classroom instruction and follow shop safety protocols. No formal English testing is required. The institution does not currently offer ESL support services.

Participation & Communication

- Group Communication App: Students are required to download and use the HM Academy app for all official class communications, announcements, and instructor updates.
- Ongoing Engagement: Weekly online check-ins and quizzes are used to confirm participation and knowledge retention throughout the program, beginning with pre-arrival modules.

Uniform Policy

- Students must wear the official HM Academy shirt each day during the training program as part of the professional presentation and safety dress code.

Non-Discrimination Statement

HM Dent Works Academy does not discriminate on the basis of race, color, national origin, sex, disability, religion, or age in its admissions process or access to educational services. Admission is based solely on meeting the eligibility criteria and available space in the program.

Enrollment Procedures

Students seeking to enroll in the Comprehensive Paintless Dent Repair (PDR) Training Program at HM Dent Works Academy must follow a structured admissions and enrollment process designed to ensure proper documentation, alignment of expectations, and regulatory compliance. All prospective students begin by completing an initial inquiry form or online application through the Academy's website at <https://www.hmdentworksacademy.com>.

Once an application is received, the institution schedules a phone or in-person interview to review the applicant's goals, explain the program structure, and ensure mutual readiness for enrollment. During this process, applicants must submit proof of age (minimum 18 years), a valid photo ID, and a high school diploma or Missouri-recognized equivalency such as a GED or HiSET.

Upon acceptance, the student will review and sign an official enrollment agreement. As required under Missouri law, this agreement includes the program title, start and end dates, program length in weeks, total clock hours, and a breakdown of tuition, fees, and materials. The document also outlines the institution's accepted forms of payment, any applicable payment plan options, the consequences of failure to pay, and the school's cancellation, dismissal, withdrawal, and refund policies.

Enrollment is finalized only after both the student and an authorized school official sign and date the agreement. The official's printed name, title, and date of signature are included on the document, as well as the student's printed name and signature.

Students are given a copy of the signed agreement for their records.

Additional steps, such as orientation and initial training setup, are completed prior to the first day of class. No health evaluations, blood tests, or drug screenings are required for admission. Students must have sufficient vision, with or without corrective lenses, to perform the detailed work required in Paintless Dent Repair (PDR). If deemed necessary, HM Dent Works Academy may require an eye examination to ensure the student possesses the visual acuity needed to participate safely and effectively in the program. If financial arrangements are not made prior to the start of the program, students may not begin training.

Questions regarding the enrollment process may be directed to the Admissions Coordinator at academy@hmdentworks.com.

TUITION & FEES

The tuition and associated fees for the Comprehensive Paintless Dent Repair (PDR) Training Program at HM Dent Works Academy are clearly defined and disclosed to all prospective students prior to enrollment. The full cost of the program, along with all

related charges, is outlined in the institution's Enrollment Agreement and reviewed during the admissions process.

As of the current catalog year, the total cost of attendance for the 11-week PDR program is as follows:

- Tuition: \$24,000
- Registration Fee: \$1000 (\$100 non-refundable)
- Books and Training Materials: \$Included
- Lodging: Valued at \$5,000 if not using
- Total Program Cost: \$30,000

Tuition includes access to all instructional materials, use of training tools and equipment during program hours, and participation in classroom and workshop sessions. Students are not required to purchase their own tools during the program.

All accepted payment methods are listed in the Enrollment Agreement. The Academy accepts checks, cash, transfers, and all major credit cards.

The Academy does not participate in federal Title IV financial aid programs at this time. However, private financing options, third-party sponsorships, or workforce training funds may be available to qualified students. Students are encouraged to inquire with the admissions team for guidance on payment solutions.

Refund and cancellation policies are fully detailed in the Refund Policy section of this catalog and the Enrollment Agreement.

Tuition & Fees

Fee Type	Amount	Details
Application/Registration Fee	\$1000	Due upon submission of enrollment documents. Secures applicant file and seat. \$100 is non refundable.
Tuition	\$24,000	Covers 11 weeks of hands-on instruction, classroom training, and industry prep.
Books & Training Materials	Included	All professional PDR tools provided during training hours at no extra cost.
Lodging	\$5,000 value	Housing included for students in need of lodging to complete the program.
Uniform (HM Shirt)	Included	Five HM Academy shirts provided. Additional shirts may be purchased if needed.
Total Program Cost	\$30,000	Sum of tuition, registration, tools and training materials.

Payment Information

- Deposit Required: \$1000 deposit due after admissions interview to reserve seat.
- Final Payment Due: \$29,000 due four weeks prior to start date.
- Accepted Payment Methods: checks, cash, transfers, all major credit cards.

Financial Aid & Third-Party Funding

HM Dent Works Academy does not participate in Title IV federal financial aid programs.

Tuition

The total tuition for the Comprehensive Paintless Dent Repair (PDR) Training Program at HM Dent Works Academy is \$30,000. This tuition covers all instructional hours,

hands-on lab time, guided practice, business readiness workshops, and access to all equipment and repair tools required during the 11-week program.

Students are not required to purchase their own tools or software for training purposes while enrolled. Tuition does not include transportation or meals. Tuition can cover housing for students who need lodging to complete the program.

The full tuition amount is disclosed in the student's Enrollment Agreement and must be paid in accordance with the payment schedule agreed upon prior to the first day of class. Additional details regarding accepted payment method options can be found in the "Payment Terms" section of this catalog.

Tuition amounts are subject to change with prior notice and will be updated in both the catalog and the enrollment documents accordingly.

Fees

In addition to tuition, students enrolled in the Comprehensive Paintless Dent Repair (PDR) Training Program at HM Dent Works Academy may be responsible for a limited number of required fees. These fees cover administrative processing, materials, and operational costs associated with delivering the program.

The institution currently charges a registration fee of \$1000, which is payable at the time of enrollment to secure a seat in the upcoming cohort. \$100 of that fee is non-refundable. This fee supports administrative setup, onboarding materials, and student orientation.

HM Dent Works Academy does not currently require or charge for third-party services such as background checks, drug screenings, or medical clearances. HM Dent Works Academy informs students that, should they choose to establish their own Limited Liability Company (LLC) during the program, they may incur a separate filing fee typically ranging from \$50 to \$300, depending on their state of registration. Therefore, no consumable or pass-through fees are assessed at this time.

All fees assessed by the institution are disclosed in the Enrollment Agreement. Students are advised to review all financial obligations prior to signing. Any optional or elective services, such as tool packages or advanced workshops, will be presented with a separate pricing structure and are not included in mandatory institutional fees.

Refundability of fees is addressed in the Refund Policy section of this catalog. The registration fee is non-refundable unless otherwise required by state policy or unless cancellation occurs within a permitted rescission period as outlined in the Enrollment Agreement.

Books & Other Supplies

Students enrolled in the Comprehensive Paintless Dent Repair (PDR) Training Program at HM Dent Works Academy are provided with all essential instructional materials on-site. The institution does not require students to purchase books, manuals, or digital resources independently, and currently does not maintain any agreements with third-party vendors for textbooks or courseware.

All necessary instructional content, visual guides, safety protocols, and PDR methodology references, including The HM Method® training materials, are included in the cost of tuition. Students will be given access to these resources during classroom instruction and hands-on sessions.

At this time, students are not required to bring or purchase additional books, tablets, laptops, or materials beyond what is issued or made available by the institution.

Payment Methods Accepted

HM Dent Works Academy accepts multiple forms of payment for tuition, fees, and any other applicable student charges. Students may pay using checks, cash, transfers, and all major credit cards. All payments must be submitted in U.S. dollars.

HM Dent Works Academy does not participate in federal Title IV financial aid programs and does not process federal student loans or Pell Grants. Students are encouraged to speak with the Admissions Coordinator for guidance on payment timelines and available options before enrollment is finalized.

All accepted payment methods and related terms are also outlined in the Enrollment Agreement.

Minimum Payment Requirements

To secure enrollment in the Comprehensive Paintless Dent Repair (PDR) Training Program, HM Dent Works Academy requires each student to pay a registration fee of \$1000 at the time of signing the Enrollment Agreement. Full payment of the training program is required at least four weeks prior to the start of the session.

Payment Plans

HM Dent Works Academy does not offer payment plans at this time.

Failure to Pay Repercussions

Students enrolled at HM Dent Works Academy are required to pay the tuition and fees in full no later than four weeks prior to the program start date. The Academy does not offer payment plans or deferred tuition options. Failure to meet this requirement will result in automatic withdrawal from the program and forfeiture of the student's reserved seat.

If a student submits payment after the deadline but before the cohort begins, re-enrollment may be considered based on space availability and administrative approval. However, re-enrollment is not guaranteed.

In accordance with Missouri regulations, students who complete all academic and skill-based requirements may not be denied issuance of a Certificate of Completion solely because of unpaid tuition or fees. However, students with unresolved balances will be barred from participating in instruction, assessments, or accessing training facilities until the account is paid in full.

CANCELLATION, DISMISSAL, WITHDRAWAL

Students who enroll at HM Dent Works Academy have the right to cancel or withdraw from the program at any time. Cancellation refers to the termination of enrollment prior to the start of the program, while withdrawal refers to a student's decision to discontinue attendance after the program has begun. Both actions must be initiated in writing and submitted to the Admissions Coordinator.

If a student cancels enrollment prior to the first day of class, they will be entitled to a refund of tuition in accordance with the institution's refund policy. The non-refundable registration fee is retained unless otherwise required by state regulations. Students who withdraw after the program has begun may receive a prorated refund based on the percentage of the program completed, as outlined in the Refund Policy section of this catalog.

Dismissal or expulsion refers to the institution's decision to terminate a student's enrollment due to failure to meet academic, attendance, behavioral, or financial requirements. Grounds for dismissal may include, but are not limited to, excessive unexcused absences, unsafe conduct in the training facility, academic dishonesty, violation of institutional policies, or failure to make required tuition payments. In such cases, the student will be notified in writing and may be given the opportunity to appeal in accordance with the institution's grievance policy.

Students who are dismissed for reasons within their control are subject to the same refund policy as students who withdraw voluntarily. Dismissal does not forfeit the student's right to a refund as long as the student is otherwise eligible under the institutional refund policy and the refund calculation is based on the student's last day of attendance.

All students are encouraged to communicate promptly with the administration if considering withdrawal or if facing circumstances that may impact their enrollment status.

Cancellation of Enrollment Prior to Commencement

Students who wish to cancel their enrollment prior to the start of the Painless Dent Repair (PDR) program must submit a written request to the Admissions Coordinator. Cancellation requests may be submitted by email, postal mail, or in person and must include the student's full name, program start date, and a brief statement requesting cancellation.

If the student cancels their enrollment within three (3) business days of signing the Enrollment Agreement, they are entitled to receive a full refund of all tuition, fees, and other payments made, with the exception of non-refundable consumable fees, as defined in the Fees section of this catalog. The refund will be processed within 30 days of receipt of the cancellation notice.

Students who cancel after the three-day window but prior to the first day of class may still be eligible for a partial refund, depending on the timing and any materials already

issued. The exact refund amount will be calculated in accordance with the institutional refund policy outlined later in this catalog.

To initiate the cancellation process, students should contact:

Julia Henson, Admissions Coordinator

Email: julia@hmdentworks.com

Phone: 417-840-8525 ext 8

The institution strongly encourages students to retain a copy of all communications related to cancellation for their records.

Dismissal From Program

HM Dent Works Academy reserves the right to dismiss a student from the program for violations of institutional policies, unacceptable conduct, failure to maintain academic progress, repeated absences, or non-payment of tuition and fees. The criteria for dismissal are clearly outlined in the institution's Code of Conduct, Attendance Policy, and Enrollment Agreement, each of which is provided to students during enrollment and orientation.

Before dismissal is finalized, students will receive a written notice outlining the reason for dismissal, any corrective actions required, and the effective date of removal from the program. In some cases, students may be placed on probation or issued a warning prior to formal dismissal. Dismissed students may request a meeting with the administration to discuss the dismissal and any appeal options that may be available.

Students who are dismissed through no fault of their own, such as program cancellation, instructor unavailability, or institutional error, will be issued a full refund of all tuition and fees paid, regardless of the point at which the dismissal occurred.

Students dismissed for reasons within their control, such as behavior or performance, will still be eligible for a refund based on the standard refund policy used for voluntary withdrawal, calculated from their last date of attendance.

Dismissed students may request a copy of their attendance records or final performance evaluation by submitting a written request to the school office. All dismissals are handled with due process, professionalism, and documentation in accordance with Missouri regulations.

For further details regarding applicable refunds, students should refer to the Refund Policy section of this catalog.

Withdrawal From Enrollment

Students who choose to withdraw from the Comprehensive Paintless Dent Repair (PDR) Training Program after the start of instruction must formally notify the institution in writing. To initiate the withdrawal process, the student must submit a signed withdrawal request to the Admissions Coordinator, either in person, by email, or by certified mail. The request must include the student's full name, the last date of attendance, and a brief explanation of the reason for withdrawal.

Missouri law requires institutions to document the reason for withdrawal, and students will be asked to complete a brief exit form for recordkeeping purposes. This documentation does not affect eligibility for a refund but ensures compliance with state reporting requirements.

The student's withdrawal date, used for refund calculations, will be based on the last documented date of attendance. Refunds will be issued in accordance with the refund

policy outlined in this catalog, regardless of whether the student withdraws voluntarily or is administratively removed after ceasing to attend.

Students who withdraw may request a copy of their attendance or academic records, and they may also schedule an exit meeting with the administration to discuss re-enrollment opportunities or future training options if desired.

All students are encouraged to communicate openly with the school if they face challenges that may lead to withdrawal. Early communication may help identify alternative solutions or support options.

REFUNDS

HM Dent Works Academy provides refunds in accordance with Missouri regulations, which require institutions to offer a fair and equitable refund to students who cancel, withdraw, or are dismissed from the program prior to completing 50% of the program's total length.

Students who cancel their enrollment within three (3) business days of signing the Enrollment Agreement will receive a full refund of all tuition, fees, and other institutional charges paid, excluding any non-refundable consumable fees, as defined in the Fees section of this catalog.

For students who withdraw or are dismissed after classes have begun but prior to the halfway point of the program, tuition refunds will be prorated based on the percentage of the program completed, calculated from the student's last documented date of attendance. No refunds will be issued once more than 50% of the program has been completed.

Refunds are processed automatically within thirty (30) calendar days from the date the school receives official notification of withdrawal or determines that the student has ceased attendance. Refunds will be issued by check and mailed to the student's address on file unless otherwise arranged in writing.

Students who are dismissed through no fault of their own, such as program cancellation or institutional error, are entitled to a full refund of all charges paid.

Refund eligibility and calculations apply equally to all students, regardless of whether separation from the program is due to cancellation, voluntary withdrawal, or dismissal for disciplinary or academic reasons. Any third-party payments (such as workforce funding) will be refunded directly to the source in accordance with the funding agreement.

Students with questions about refunds should contact the Admissions or Student Accounts office.

For Cancellation

Students who cancel their enrollment prior to the start of classes will be eligible for a full refund, depending on the timing of their cancellation. In accordance with Missouri law, any student who cancels their enrollment within three (3) business days of signing the Enrollment Agreement must be issued a full refund of all tuition, fees, and other costs paid during the enrollment process, excluding only consumable fees as defined in the Fee section of this catalog.

Business days do not include Saturdays, Sundays, or recognized federal or Missouri state holidays. For example, if a student signs an enrollment agreement on a Friday and the following Monday is a holiday, that student would have until the close of business on Thursday to cancel and receive a full refund.

If a student enrolls fewer than four business days prior to the start of class, the cancellation refund policy supersedes the standard withdrawal refund policy. In such cases, students are still entitled to cancel their enrollment and receive a full refund during the three-business-day cancellation window, even if they have already begun attending class. For instance, if a student enrolls on a Friday and classes begin the following Monday, that student may attend class Monday through Wednesday and still cancel enrollment by the close of business Wednesday to receive a full refund of all tuition and fees paid, less consumable charges if applicable.

To cancel enrollment, the student must submit a written notice to the Admissions Coordinator by email, mail, or in person. The effective date of cancellation will be the date on which the institution receives the written notice.

For Dismissal or Withdrawal

Students who are dismissed or voluntarily withdraw from HM Dent Works Academy are entitled to a refund in accordance with the institution's established refund formula. Missouri law requires that both dismissal and withdrawal be treated equally with regard to refund eligibility and calculations.

Refunds for dismissal or withdrawal are prorated based on the percentage of the program completed, up to the halfway point (50%) of the total program length. The refund amount is calculated from the student's last recorded date of attendance. Once a student has completed more than 50% of the program, no tuition refund is issued. Consumable fees, including items such as tool usage, safety equipment, and printed materials, are non-refundable once issued or used. Any tuition payments made in advance of instruction not yet delivered will be refunded in full for unearned hours. Refunds are processed within 30 calendar days of official notice of withdrawal or determination of dismissal. Students will receive notification confirming the refund amount and method of disbursement. If a student was funded by a third-party agency or sponsor, the refund will be issued directly to that entity in accordance with the agreement.

Students who are dismissed through no fault of their own, such as institutional error or cancellation of a course, are eligible for a full refund of all institutional charges paid, including tuition and fees, but excluding consumables if already issued and used. For details on refund timing and methods, students should refer to the Refund Timeline section of this catalog.

Refund Formula Table

Week of Withdrawal/Dismissal	% of Tuition Refunded	% of Tuition Retained by Institution
Week 1	90%	10%
Week 2	80%	20%
Week 3	70%	30%
Week 4	60%	40%
Week 5	50%	50%
Week 6 or later	0%	100%

- This refund table applies to students who withdraw or are dismissed for any reason.

- The refund is calculated based on the last date of documented attendance.
- Refunds apply only to tuition. Fees, including the non-refundable registration fee and consumables, are not refundable once issued or used.
- Students who cancel within 3 business days of signing the enrollment agreement are eligible for a full refund of all institutional charges, excluding consumable fees.
- Students dismissed due to program cancellation or institutional fault receive a full refund of tuition and all fees paid.

Refunds are processed within 30 calendar days of official withdrawal or dismissal notice.

INSTRUCTIONAL METHODS UTILIZED

The instructional approach at HM Dent Works Academy is designed to reflect real-world conditions and skill application in the field of Paintless Dent Repair (PDR). The 11-week program utilizes a hybrid format, combining two weeks of structured online learning with ten weeks of hands-on, in-person instruction at the Academy's dedicated PDR lab.

Instructional methods include live demonstrations by experienced instructors, followed by supervised practice using industry-standard tools and equipment. Each training module includes clearly defined objectives, daily performance expectations, ongoing feedback, and instructor evaluation. Interactive group discussions, case scenario analysis, and individualized coaching are also used to support comprehension and technical mastery.

While the majority of instruction is delivered in person, the initial two weeks of online learning include digital modules, video demonstrations, and success mindset development. These self-paced online units prepare students for lab-based learning and include assessments that must be completed before transitioning to on-site instruction.

During the in-person portion, students apply their knowledge to real-world panel repairs and mock customer interactions, preparing them for professional performance in both mobile and shop-based PDR environments.

Students are assessed throughout the program using practical demonstrations, speed and accuracy benchmarks, and instructor-led evaluations aligned with current industry standards.

ACADEMIC EVALUATION PROCEDURES

HM Dent Works Academy uses a structured evaluation system to monitor and assess student performance throughout the 11-week Paintless Dent Repair (PDR) Training Program. The purpose of academic evaluation is to ensure that students demonstrate both theoretical understanding and hands-on competency in all areas of instruction.

Academic progress is assessed through a combination of the following:

- **Daily Performance Reviews:** Instructors observe and document student participation, skill execution, and adherence to safety protocols during lab sessions. Feedback is provided on a daily basis to reinforce technical accuracy and growth.

- **Weekly Skill Assessments:** At the conclusion of each training module, students are evaluated on speed, precision, and repair completion using standardized quality benchmarks. These practical assessments are graded using a pass/fail or scored rubric aligned with industry expectations.
- **Business Readiness Assessment:** In Week 11, students demonstrate understanding of invoicing, estimating, and communication skills required for launching a mobile or shoo-based PDR operation.
- **Final Practical Examination:** In Week 11, students complete a comprehensive hands-on exam that simulates real-world repairs and customer deliverables. The exam is graded for accuracy, efficiency, and overall finish quality.

Students must maintain satisfactory performance in all assessment categories to progress through the program. Any student falling below acceptable performance standards will be given additional coaching and may be placed on academic warning or probation if improvement is not observed.

All academic records, including evaluations and final outcomes, are maintained by the institution and are made available to students upon request.

Grading Methods

HM Dent Works Academy evaluates student performance through a combination of hands-on skill assessments, instructor observation, and project-based outcomes. The grading method primarily used in the Comprehensive Paintless Dent Repair (PDR) Training Program is Pass/Fail, supplemented by performance feedback based on clearly defined skill benchmarks.

Each instructional module includes specific performance objectives. Students must demonstrate proficiency in key competencies, such as dent visibility analysis, tool control, metal movement, and repair precision, to pass. The instructor evaluates each student's performance daily, with official weekly assessments recorded based on practical completion and technique execution.

Additionally, the program includes a business readiness module that is also evaluated on a Pass/Fail basis based on participation and demonstration of required knowledge.

The final evaluation includes a comprehensive hands-on test simulating real-world repairs. Students must pass this assessment to earn a certificate of completion.

Students who do not meet the minimum performance expectations for any module may be given additional instructional support and re-evaluation opportunities. All evaluations are documented and maintained in the student's academic file.

Grading Rubric

Component	Percentage
Participation	10%
Attendance	10%
Quizzes	20%
Final Assessment	60%
Total	100%

Minimum Passing Score: 95%

This is a mandatory pass/fail course. Students must pass to proceed to the next course.

Measures of Satisfactory Academic Progress

HM Dent Works Academy monitors student progress continuously to ensure learners are meeting the expectations required for successful completion of the Comprehensive Painless Dent Repair (PDR) Training Program. To remain in good academic standing, students must demonstrate consistent growth in skill proficiency, meet instructional benchmarks, and adhere to attendance and behavioral policies throughout the program.

To be considered making satisfactory academic progress (SAP), a student must:

- Successfully complete each weekly module by demonstrating competency in assigned PDR techniques, as evaluated through direct instructor observation and hands-on performance tasks.
- Pass all core skill assessments on a Pass/Fail basis. Students who do not pass may be given one opportunity for reassessment after additional instruction.
- Maintain a minimum attendance rate of 95% throughout the program, unless otherwise documented and approved by the Program Director due to extenuating circumstances.
- Complete the program within the scheduled 11-week timeframe unless granted an official extension due to documented emergencies or institutional delay.

Students who fall below the expected performance level will be issued a written warning and may be placed on academic probation. Continued failure to meet SAP requirements may result in dismissal from the program.

Students are encouraged to seek support from instructors or the program coordinator if they experience academic or personal challenges that may interfere with their performance.

Barriers to Academic Success

HM Dent Works Academy is committed to supporting all students in overcoming challenges that may interfere with academic progress. Recognizing that some students may face barriers to success—whether academic, personal, or environmental—the institution has established a structured approach to identify at-risk students early and provide targeted support.

The instructional team monitors student performance daily through attendance tracking, practical evaluations, and informal observations. If a student's performance, attendance, or engagement begins to decline, the instructor will initiate an intervention process that includes a one-on-one meeting to identify the root cause and discuss potential solutions.

Students placed on academic warning or probation will receive a personalized performance improvement plan. This may include any of the following:

- Additional one-on-one instruction or coaching

- Targeted skill remediation or reassessment opportunities
- Study strategy recommendations specific to hands-on learning
- Attendance, counseling, and schedule review
- Referrals to support services for mental health, transportation, or personal wellness
- Assignment of a peer mentor or faculty advisor for weekly check-ins
- Eye examination to ensure student possesses visual acuity to participate safely and effectively in the program.

Students are also encouraged to self-report any concerns by contacting the Program Coordinator or Lead Instructor. The academy promotes an open-door policy for students seeking help, and all requests are handled confidentially and with professionalism. The goal of these measures is to empower students to complete the program on time, with confidence and competence, while minimizing avoidable setbacks.

STUDENT ATTENDANCE REQUIREMENTS

HM Dent Works Academy maintains strict attendance standards to ensure students receive the full benefit of its hands-on, intensive Paintless Dent Repair (PDR) training. Attendance is a key component of student success and safety and is monitored daily. Students are required to attend a minimum of 95% of scheduled class sessions throughout the 11-week program. This includes both classroom instruction and hands-on lab hours. Students who arrive more than 15 minutes late to a scheduled session will be marked absent for that class day, and this will be reflected in their overall attendance record. Absences, excused or unexcused, count toward the total attendance calculation.

Students must notify the Program Coordinator or Lead Instructor in advance if they anticipate missing a session. Notice may be given via phone call, email, or in-person conversation. Absences due to illness, emergency, or documented personal hardship may be excused with proper documentation, but make-up work and time must be arranged within five business days.

Excessive absences, failure to report absences, or failure to make up missed training hours may result in:

- Academic warning or probation
- Temporary suspension from class
- Ineligibility to sit for the final performance evaluation
- Dismissal from the program if attendance drops below 95%

Each student's attendance record is maintained by the school and is available for review upon request. Students are strongly encouraged to maintain consistent attendance and communicate promptly if any personal or medical issue arises that may interfere with class participation.

CODE OF CONDUCT

HM Dent Works Academy expects all students to uphold a standard of professionalism, respect, and responsibility throughout the duration of their enrollment. The institution's Code of Conduct serves to promote a safe, productive, and respectful learning environment reflective of real-world workplace expectations in the Paintless Dent Repair (PDR) industry.

All students are required to:

- Arrive on time and prepared for each training session
- Treat instructors, staff, and peers with professionalism and respect
- Maintain academic integrity—cheating or falsifying records is strictly prohibited
- Operate tools and equipment safely, responsibly, and only under supervision
- Wear required safety gear at all times in the training lab
- Use appropriate language and behavior on campus and during all school-related activities
- Refrain from any form of harassment, discrimination, or intimidation
- Adhere to school policies regarding attendance, grading, and conduct

The use, possession, or influence of drugs, alcohol, or weapons on campus will result in immediate disciplinary action, up to and including dismissal.

Violations of this Code of Conduct will result in progressive disciplinary measures, which may include verbal or written warnings, probation, suspension, or permanent dismissal. Detailed procedures for dismissal and the associated refund policy are provided in the Dismissal from Program and Refund sections of this catalog.

Students are encouraged to report violations or concerns to the Program Coordinator or Director immediately.

DRESS CODE

To promote safety, professionalism, and industry readiness, all students enrolled at HM Dent Works Academy are required to follow the institutional dress code throughout the program, especially while engaged in hands-on lab activities.

Students must wear the following daily:

- HM Dent Works Academy—issued work shirt (provided at enrollment)
- Durable work pants (e.g., jeans or industrial trousers, or sweatpants)
- Closed-toe shoes with non-slip soles
- Safety glasses are required during all lab sessions
- Optional: gloves or protective sleeves when working with sharp metal edges

The dress code reflects the expectations of real-world PDR professionals and is essential for safety and professional development. Students who arrive in inappropriate attire may not be permitted to participate in lab activities for that day and may be marked absent.

Repeated dress code violations may result in disciplinary action as outlined in the Code of Conduct. Students are expected to maintain personal hygiene and a clean, presentable appearance, as they will often be working in close quarters with instructors and peers.

If a student has questions or requires an accommodation regarding dress code compliance, they should contact the Program Director in advance.

PROGRESSIVE DISCIPLINE PROCEDURES

HM Dent Works Academy maintains high expectations for student professionalism, conduct, academic integrity, attendance, and compliance with all institutional policies. To ensure fairness and consistency, the Academy uses a progressive discipline approach to address violations of academic, behavioral, and safety standards.

Disciplinary action may be initiated for, but is not limited to:

- Failure to maintain satisfactory academic progress

- Disruptive or disrespectful behavior
- Repeated tardiness or absenteeism
- Violation of the Code of Conduct or Dress Code
- Unsafe practices during hands-on training
- Substance abuse, dishonesty, or harassment

Progressive discipline typically follows these stages:

1. Verbal Warning
The instructor or program coordinator will meet with the student to discuss the issue and expectations for improvement. A verbal warning may be documented for reference.
2. Written Warning
If the issue continues, the student will receive a written warning summarizing the infraction, expected corrective actions, and consequences for noncompliance. This is placed in the student's file.
3. Probation
The student may be placed on academic or behavioral probation for a defined period. During this time, performance will be closely monitored. A probation agreement outlining expectations must be signed by the student.
4. Suspension
If the student fails to improve or commits a serious violation, temporary suspension from classes may be imposed. The student must meet with program leadership before returning to class.
5. Dismissal/Expulsion
Persistent noncompliance, severe misconduct, or violation of safety protocols may result in permanent dismissal from the program. The student will receive written notice of the reason and be provided an opportunity to appeal in accordance with the institution's grievance policy.

All discipline procedures are applied with a focus on due process, fairness, and the opportunity for improvement. The institution reserves the right to escalate or adjust disciplinary steps in cases of egregious misconduct.

GRIEVANCE PROCEDURES

HM Dent Works Academy is committed to maintaining a safe, fair, and supportive environment for all students. Students are encouraged to express any concerns, complaints, or grievances they may have related to their experience at the institution, including academic issues, conduct of faculty or staff, program dissatisfaction, or conflicts with other students.

The following steps outline the grievance resolution process:

Step 1: Informal Resolution

Students are encouraged to address concerns informally with the individual(s) involved. Often, open communication can resolve misunderstandings or disputes quickly and amicably.

Step 2: Formal Complaint Submission

If the concern is not resolved informally, the student may submit a written grievance to the Program Director. The grievance must include the date, names of individuals involved, a description of the issue, and the desired resolution. Grievances should be submitted within 10 business days of the incident or attempted resolution.

Step 3: Administrative Review

The Program Director (or designee) will review the grievance, gather additional information as needed, and issue a written response within 10 business days. If the grievance involves the Program Director, the review will be conducted by another member of senior administration.

Step 4: Appeal (if applicable)

If the student is not satisfied with the outcome of the administrative review, they may submit a formal appeal to the institution's Executive Leadership within 5 business days of receiving the decision. A final decision will be issued in writing after a second review.

Step 5: External Review

If the grievance is not resolved to the student's satisfaction through the institutional process, or if the student believes their rights under Missouri law have been violated, they may file a formal complaint with the Missouri Coordinating Board for Higher Education (CBHE):

Missouri Department of Higher Education & Workforce Development

Attn: Coordinating Board for Higher Education

301 W High St., PO Box 1469

Jefferson City, MO 65101-1469

Phone: (573) 751-2361

Fax: (573) 751-6635

Email: info@dhewd.mo.gov

All student complaints are treated confidentially and without retaliation. Records of grievances and outcomes are maintained in accordance with institutional policy and Missouri state requirements.

GENERAL GRADUATION REQUIREMENTS

To earn a Certificate of Completion from HM Dent Works Academy in the Comprehensive Painless Dent Repair (PDR) Training Program, students must meet the following graduation requirements:

- Successfully complete all 11 weeks of required instruction as outlined in the approved curriculum
- Demonstrate proficiency in each of the core instructional modules, including safety, tool use, dent removal techniques, glue pulling, speed and accuracy, and business setup.
- Pass all weekly skill assessments and the final hands-on performance evaluation administered during Week 10
- Attend a minimum of 95% of the total scheduled instructional hours
- Comply with all institutional policies, including those related to conduct, dress code, and academic integrity
- Fulfill all financial obligations to the institution, including tuition and fees, prior to graduation
- Participate in the final Business & Industry Launch module (Week 8-10 – Skill Refinement & Mock Final), demonstrating understanding of estimating, invoicing, and customer service readiness

Graduation is not guaranteed solely by attendance. Students must meet all academic, behavioral, and technical performance benchmarks to be awarded their credential.

Upon successful completion, graduates will receive a Certificate of Completion in Paintless Dent Repair.

TRANSFER CREDIT & ACADEMIC REQUIREMENT SUBSTITUTIONS

HM Dent Works Academy does not currently offer formal articulation or transfer agreements with other institutions. HM Dent Works Academy does not accept academic credits or training hour substitutions at this time.

All decisions are final and must be approved prior to the start of training. No retroactive credit will be granted after Week 1 of the program.

Important Disclaimer:

HM Dent Works Academy does not guarantee that any credits or clock hours awarded will transfer to another institution. The acceptance of transfer credit is entirely at the discretion of the receiving institution.

TRANSCRIPT PROCEDURES

Students who have completed or withdrawn from a program at HM Dent Works Academy may request a copy of their official transcript at any time.

To request a transcript, students must:

1. Submit a written request via email to the Registrar's Office at academy@hmdentworks.com, or in person at the main campus office.
2. Include the following information:
 - Full name (at time of enrollment)
 - Date of birth
 - Program name and dates of attendance
 - Current mailing address or email (depending on delivery method)
 - Signature of the student

Each official transcript request will incur a processing fee of \$10.00 per copy. Payment must be submitted at the time of the request via check, money order, or online payment link (if available).

Transcripts will be processed within 5 business days of receipt of both the completed request and payment. Expedited service may be available upon request for an additional fee.

Transcripts will not be issued if the student has an outstanding balance with the institution. Once the account is settled, transcript requests can be processed.

For further questions, please contact the Registrar's Office at:

417-840-8525 x8

academy@hmdentworks.com