



Material Handler Program

Student Handbook 2017-2018



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Material Handler Program Handbook 2017

The Material Handler program is offered by Arc Educates. This handbook should assist you with your questions about the training program: eligibility, admission and program operation information and other important administrative information.

Arc Educates Mission

Our mission is to educate and support individuals as they develop into lifelong learners by providing a nurturing environment where academic, professional and personal excellence can be achieved.

Program Purpose

The mission of the program is to stimulate learning, growth and transformation. Our goal is to instruct students who are committed to a career in light manufacturing and warehouse operations and to help them achieve their potential through small class sizes and individualized instruction from professional staff. Students will acquire the foundational knowledge and skills in a commercial warehouse or in a related industrial field.

The Material Handler Program Advantage

- Our combination of classes and hands-on lab instruction create a comprehensive curriculum that allows students to receive an intensive education in a short period of time.
- Arc Tech provides an efficient and enjoyable atmosphere in which to learn.
- We employ talented staff who provide individual attention and instruction in a small group setting.
- Real life opportunities are offered that allow students to reinforce the skills being taught in the classroom, while gaining experience in other related areas.
- Our proximity in Ft. Lauderdale affords students the opportunity to meet and work with a wide variety of local businesses.
- Our main facility includes student resource areas, Internet access and quiet place study spaces as well as personal advising, to every student at their request.
- Lifelong career placement support to provide career guidance for all graduates.

History of Arc Educates

Since 1999, Arc Educates has offered a variety of programs to fulfill state mandates, support continuing education and professional development needs, and provide health and safety programs designed to support the internal employee development needs of Arc Educates. In 2003, we strategically expanded our educational and professional development opportunities to other non-profit organizations, for-profit businesses and individuals in the South Florida community. Since that time we have served over 2,000 clients and over 40 companies and maintain a network of experienced, qualified professionals, with over 70 years of combined instructional experience.

Legal Status and Governance

Arc Broward, Inc. is a 501(c)3, non-profit Florida corporation under the laws of the State of Florida. The organization was incorporated in 1956. The d.b.a. for the division that operates the VOC and AVOC programs is Arc Educates.

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Recruitment, Advertising, and Promotional Practices

Arc Educates exercises due diligence to ensure that clear and accurate information is provided to prospective, current and former students, the public, and all interested parties and to guard against any misrepresentation. We systematically and effectively implement policies and procedures that ensure our educational program offerings, charges, and services are fully and accurately described in an ethical manner in order to permit prospective students/participants to make informed enrollment decisions. All communication with prospective participants/students are ethical and honest, including communications through social media, the internet, websites, advertising, and promotional materials. Under no circumstances will we state or imply that employment, occupational advancement or certification are guaranteed.

Facilities and Location

The Arc Educates campus is conveniently located in Broward County, close to the intersection of Commercial Boulevard and Nob Hill Road. The campus is located on major routes and is easily accessible by major highways, including the Sawgrass Expressway and the Florida Turnpike, with free on-site parking.

Arc Tech is located in Broward County, close to SR 84 near the Fort Lauderdale international airport. The center is located close to major highways, including I-595 and I-95. The closest public bus stop is more than a half-mile away.

Campus/Auxiliary Classroom Visits

We highly recommend a personal visit to our campus and to the auxiliary classroom at Arc Tech. We invite you to schedule an observation and a tour of the program, as there is no substitute for meeting the staff and to experience their instructional style directly. You will also

have the chance to speak openly with current students. Please contact our Arc Works Post-Secondary Specialist at (954) 746-9400 for more information.

Material Handler Program Contact Information

Admissions Representative, Education and Placement Services

Marsha Gooding
Post-Secondary Specialist
mgooding@arcbroward.com

Javier Agudelo
Material Handler Program Instructor
jagudelo@arcbroward.com

Hector Manon
Director of Arc Educates
hmanon@arcbroward.com

Curriculum General Information

What is a Material Handler?

Hand laborers and material movers transport objects without using equipment. Some workers move freight, stock or other materials around storage facilities; others clean; some pick up and transport materials such as unwanted household goods; and still others pack materials for moving. They typically do the following:

- Manually move material from one place to another
- Pack or wrap material by hand
- Keep a record of material they move

In warehouses and wholesale and retail operations, material handler work closely with material moving machine operators (fork life operators) and material recording clerks. Automatic sensors and tags are increasingly being used to track items that allow employees to work faster. Some workers are employed in manufacturing industries in which they load material onto conveyor belts or other machines. The following are some examples of hand laborers and material movers: laborers and hand freight, stock and material movers; hand packers and packagers; machine feeders and off bearers; cleaners of vehicles, facilities, and equipment; and refuse & recyclable material collectors.

Material Handler work is usually repetitive and physically demanding. Workers may lift and carry heavy objects. They bend, kneel, crouch, and crawl in awkward positions. Most Material Handler positions require a few months of on the job (OJT) training. Certain hand freight, stock, and material movers and refuse/recyclable material collectors have more extensive training. Most training is provided by a supervisor or a more experienced co-worker.

Workers in material handler positions learn safety rules as part of their training. Many of

these rules are standardized through the Occupational Health and Safety Administration (OSHA).

Depending on if a particular material handler position requires the driving of trucks or forklifts, material handlers may have to have a commercial driver's license (CDL) which requires additional written, skills and vision tests.

Many material handlers advance to other jobs. Some become material moving machine operators; other become construction laborers or production workers. In warehousing or retails, experienced workers can move to other parts of the company such as customer service, sales, lead technicians, or management. There are several important qualities for material handler positions including:

- Customer service skills – Laborers and material handlers who work with the public such as grocery baggers or attendants, must be pleasant and courteous to customers.
- Listening skills – Laborers and material handlers often need to follow instructions that a supervisor gives them.
- Physical strength – Workers must be able to lift heavy objects throughout the day.

Overall employment of hand laborers and material movers is projected to grow in Florida by 14% from 2010 to 2020, as fast as the average of all occupations. Specifically, employment if recyclable material collectors is expected to grow 20% during this time frame due to an increase in recycling initiatives and interest. Employment of laborers and hand/material movers is expected to grow 15%. Employment of hand packers is expected to grow 9% during this time frame, a reduction related to changes in the grocery industry. The sector comprises approximately 13% of jobs in Broward County. Individuals who complete the course may work in large box retail locations, light industrial setting, warehouses of any industry, and in recycling centers.

Benefits may include paid time off, health benefits, dental and vision benefits, and retirement. Average wages range from minimum wage to \$14.00/hour.

Educational Goals/Training Objectives:

Material Handler program (VOC) Goals:

The Material Handler Occupational Skills Training program offers technical and professional skills training that provide students the hands-on experience as well as the conceptual, life, and employability skills training they will need in a competitive light manufacturing/retail/recycling industry. Our combination of lectures, hands-on lab instruction, and creates a comprehensive curriculum that allows students to receive intensive education in a short period of time. The Arc Tech warehouse offers a classroom laboratory, creating an efficient and enjoyable atmosphere in which to work and learn. We employ a talented instructor and Arc Tech team that provide individual attention and instruction in a small group setting. Real life opportunities are offered that allow students to reinforce the skills being taught in the classroom, while gaining experience in other areas ranging from recycling to e-

commerce to testing/refurbishing electronics. The program provides students the opportunity to:

- Learn and practice the professional skills used in light industrial/warehouse/distribution/ retail settings including processing, sorting, demanufacturing, etc.
- Learn and practice technical skills use in light industrial/warehouse/distribution/retail settings including use of technology to inventory and test product.
- Gain experience in the proper use and maintenance of hand tools and warehouse equipment such as inventory systems, pallet jacks, etc.
- Become familiar with the layout and workflow of a warehouse/distribution center/retail space.
- Build skills as a member of a team.
- Learn to communicate accurately and effectively.
- Work professionally with customers.
- Exercise safe working practices.
- Develop a personal sense of professionalism necessary for working successfully.
- Build upon academic and practice skills.

Material Handler program (VOC) Objectives:

By the end of the **Material Handler** program, students must be able to demonstrate the following performance objectives:

1. Demonstrate efficiency in applying professional skills used in light industrial/warehouse/ distribution/ retail settings including processing, sorting, demanufacturing, etc.
2. Demonstrate technical skills use in light industrial/warehouse/distribution/retail settings including use of technology to inventory and test product.
3. Demonstrate the proper use and maintenance of hand tools and warehouse equipment such as inventory systems, pallet jacks, etc.
4. Navigate the layout and workflow of a warehouse/distribution center/retail space.
5. Work as a member of a team and communicate accurately and effectively.
6. Demonstrate professional customer service.
7. Demonstrate safe working practices.

Program Overview

The Material Handler program, offers technical and professional skills training that provide participants the hands-on experience as well as the conceptual, life, and employability skills training they will need in a competitive light manufacturing/recycling industry.

Program Hours

The program begins promptly at **9:00 a.m. and run until approximately 3:00 p.m., Monday through Friday.** A half-hour lunch break is provided. National holidays will be observed. Transportation can be provided from the main campus to the Arc Tech facility departing by 8:30am and returning around 3:30pm each day.

Course Descriptions

Students move through the Material Handler program together as a cohort, starting and completing at the same time. The Instructor to student ratio in the classroom and in the lab (Arc Tech warehouse) is 1:5 – 8. This ratio has worked well in the classroom as it is small and contained. In the lab setting, the students rotate through various skills such as sorting/processing, testing, inventorying, using equipment and tools, etc. As this activity occurs, the students are paired with employees of Arc Tech who serve as lab mentors while the Instructor moves throughout the warehouse to provide direct instruction and supervision.

Material Handler Course (28 hours total)

Course which includes instruction in skills typically found in a warehouse/retail/ light industrial setting including to the following lessons:

- Overview of MH occupation – 2 hrs.
- Product Identification and Sorting – 4 hrs.
- Inventorying product – 4 hrs.
- Hand tools and other equipment – 4 hrs.
- Testing products – 10 hrs.
- Data Sanitization/Shredding – 4 hrs.

Workplace Safety Course (10 hours total)

- Introductory safety course which includes the following lessons:
- Introduction to Workplace Health and Safety;
- Looking for Job Hazards;
- Making the Job Safer;
- Staying Safe in an Emergency at Work;
- Your Rights and Responsibilities on the Job; and
- Speaking Up When There Is a Problem

Customer Service Course (10 hours total)

Introductory course focusing on the foundation of creating a customer service culture is understanding expectations, going the extra mile, and being a customer advocate. Applying behaviors of helpfulness, genuine interest, and respect.

Clock Hours

To successfully complete the certificate program, all coursework and lab work must be completed in 248 clock hours. 200 clock hours consist of hands-on laboratory hours, and 48 hours consist of classroom lecture. One clock hour is equal to 50 minutes of instructor led training followed by an appropriate break. Please see the below, official definition of a clock hour.

Commission for Independent Education's definition of a Clock Hour:

CIE Definition of a Clock Hour – Per Rule 6E-1.003(15), F.A.C., Clock Hour means a period of 60 minutes with a minimum of 50 minutes of instruction in the presence of an instructor.

Laboratory Experience in the Material Handler Program at Arc Tech

Students will receive a minimum of 200 clock hours of on the job instruction in the processing center. They will develop competence in the following tasks/skills sets:

- Demanufacturing of CPU
- Demanufacturing of laptops to remove the hard drives
- Testing monitors
- Degaussing hard drives
- Processing recycled material from the trucks/large drop offs
- Processing/destroying product, as assigned
- Collecting recycling from residential customers dropping off
- Assisting recycling techs with scheduled off-site pickups, as assigned

Placement Assistance and Placement Disclaimer

We are committed to identifying the best employment opportunities for our graduates and to providing employers with the best possible candidates. The Career Services assistance process intensifies as students near completion of the program. The Arc Works program offers Resource Café classes to help students with resume writing, interviewing skills, and professional networking techniques to assist them in pursuing employment. Although placement assistance is provided to students while in the program and following successful completion of the program, Arc Educates does not guarantee employment.

Self-employment may be a student's vocational objective. If this is the objective, the student must sign a statement acknowledging that he/she is seeking self-employment and that he/she expects that it will fulfill their vocational objectives. There may be other similar written statements to sign if the student is seeking temporary or part-time employment, or they decide to waive placement assistance.

Students are required to have an exit interview regarding career plans with staff during the last three weeks of the program to outline the processes and procedures of placement assistance.

Program Admission, Leave of Absence and Withdrawal Information

Arc Educates' recruitment efforts shall be designed to target students who are qualified and likely to complete and benefit from the training provided by the institution.

Admission Requirements:

- Completed Application
- Minimum age of 18 years old
- High School Diploma or G.E.D is required.
- A copy of a valid driver's license, passport, or photo I.D.
- Admissions interview on site with an admissions representative
- Demonstrate a desire to work in the respective industry

How to Apply

Complete and sign the program application either manually or electronically, and submit at least 15 business days prior to the session start date. Please note, a completed application does not guarantee admission or enrollment in the desired session.

Applicants with a Disability

The Material Handlers program complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to participate in the program solely by reason of that disability. The program provides reasonable accommodations for candidates with documented disabilities. Reasonable accommodations may include enlargement of notes, handbooks on CD, testing accommodations and assistance with lifting depending on the student's documentation and specific functional limitations.

Candidates with visual, sensory, or physical disabilities that would prevent them from program participation under standard conditions may request special accommodations and arrangements. An applicant who wants to request accommodations because of a disability must notify Arc Educates in writing at the time of application and provide appropriate documentation about the disability and the requested modification. Staff will consider modifications of the requirements on an individual basis. Contact the Director at (954) 746-9400 or TTY 711. While our facilities meet certain standards, we are not equipped to accommodate all individuals with physical impairments.

Application Criteria and Processing

Once all admission materials have been submitted and are complete, the admissions committee meets to review the following factors:

- Dedication and ability to complete all program requirements
- Solid learning capabilities
- Ability to work effectively in a small team
- Integrity, positive attitude and a strong work ethic
- Commitment to pursuing a career in a warehouse setting or in the light manufacturing industry

The admissions committee consists of the Instructor, the Post-Secondary Specialist, the Director, and other staff as invited. Applicants will receive notification regarding the status of their admission decision on the final day of OEP. If you do not receive notification within that time, please contact us via email at info@arcbrowardlearning.com.

Acceptance Process

Decisions from the admissions committee fall into three categories:

Accept

Students are notified verbally by the Post-Secondary Specialist with follow-up in writing by mail. To complete the enrollment process, the enrollment agreement must be completed, signed, and returned to the Post-Secondary Specialist.

Deny

Students are notified verbally by the Post-Secondary Specialist with follow-up in writing by mail. Students who have been denied admission to a program may contact the program for additional details. If appropriate, students may reapply to a future session.

Waitlist

Students are notified verbally by the Post-Secondary Specialist with follow-up in writing by mail. Students are waitlisted when a program session is full. If a space becomes available before the program session begins, waitlisted students will be notified and may choose to enroll. Since program inception there have been very few occasions when a waitlist was necessary. The majority of the time, we are able to accommodate all eligible applicants as they desire.

Occupational Experience Period (OEP)

The OEP is defined as the first week of the program and assists the admissions committee in determining the applicant's presumed capability to complete the program, ability to withstand the rigors of the warehouse, and the propensity to learn the material. At the end of that week, the student will be given an official letter stating the decision of the admissions committee.

Program Withdrawal

Students who find it necessary to withdraw may do so by written letter or by phone directly to Arc Works Post-Secondary Specialist. The "date" of withdrawal will be the date we receive the student's request to withdraw.

Fees and Payment Information

The Material Handler program is available for the cost of \$3600, which includes all tuition, classroom and lab materials, and uniforms.

Fees must be paid by the assigned fee payment due date. Payment can be made with cash, check, credit/debit card.

Financial assistance and flexible payment plans are available to students who are eligible and qualify. Arc Educates at its sole discretion, may approve a monthly payment plan. Students will be required to make an initial payment by the registration payment deadline and

will have the option of paying the balance in additional consecutive monthly payments. Current and subsequent schedule of payments shall be binding and made part of the enrollment agreement. Monthly payments are due on or before scheduled due dates.

Financial Assistance

Material Handler program (VOC):

- Students may be eligible to receive tuition assistance through a contract that Arc Educates has with Broward County and the United Way. In these circumstances, Arc Educates determines eligibility and is reimbursed for units of services provided, documented and invoiced.
- Students may cover the cost of their tuition privately or through financial assistance that they secure independent of Arc Educates.
- School based scholarships - Awards of \$100 to \$4,500, based on merit, number of eligible students, and need. A number of individual donors and companies in the community have generously provided our students with scholarships. Students may request a Scholarship application packet from the Director upon enrollment. These scholarships require: 1.) Acceptance to an Arc Educates program; 2.) Completion of the Scholarship application packet; 3.) Verification of U.S. residency; 4.) Submission of the individual or family's most recent completed tax return. Packets must be submitted to the Director at least two (2) weeks prior to the session start date.

Payment of Student Accounts Due to Arc Educates

In accordance with Florida Statutes, Chapter 1010.03, Arc Educates is authorized to restrict the awarding of the Material Handler Certificate and the release of transcripts for any student who fails to meet the necessary payment obligations.

Returned Check Policy

A returned check is a check that is not honored when presented for payment and is returned to Arc Educates by the drawer for insufficient funds, closed account or any other reason. Arc Educates does not redeposit paper checks. Check payments converted to electronic debit transactions are re-deposited and the maker of the check may incur additional fees associated with the redeposit.

In accordance with Florida Statutes, Chapter 832.07, Arc Educates is authorized to bill the individual for the original amount of the check in addition to a check fine and bank fee. If the account is sent to a collection agency, the individual will be responsible for all collection costs. In the event of legal action for recovery, the maker or drawer may be additionally liable for court costs and reasonable attorney fees as prescribed by law.

Credit Card Chargeback Policy

Dishonored credit card amounts for tuition and fees will result in the student or individual being obligated and billed for all fees due including any chargeback fees accrued by Arc Educates. The student will be blocked from making future payments by credit card when a chargeback occurs.

Program Withdrawal and Cancellation

Students who wish to cancel or withdraw may do so in person, verbally by phone, or via written means to the attention of the Arc Educates Director. The date of withdrawal will be the date that we receive the student's request to withdraw. A reasonable amount of time will be permitted before determining that a student has withdrawn from the program of at least fifteen (15) program days.

For students on a payment plan, monies will be refunded according to the Cancellation and Refund Policy. Please note, these students may still have financial obligations depending on the time of program cancellation or withdrawal.

Refunds and Cancellations

In accordance with paragraph 6E-1.0032(60(i)), F.A.C., and other applicable federal and state requirements as well as ACCET guidelines, the refund policy and procedures are as follows:

CANCELLATION AND REFUND POLICY

Arc Educates has established a fair and equitable, clearly defined, and uniformly administered cancellation and refund policy for cancellations, withdrawals, and terminations.

This program is licensed by the State of Florida which mandates a cancellation and refund policy. This policy ensures that we demonstrate compliance with that policy as well as with any unique requirements of ACCET's policy. As such, we compare the state's policy with ACCET's in each instance of cancellation or withdrawal and follow the policy that is more lenient towards the student. The Enrollment Agreement includes language related to this and informs students that a comparison will be made and the policy that is most beneficial to the student will be used.

Students must verify and attest in writing that they understand the content of the enrollment documents (including enrollment agreements and catalogs, as applicable) are to be provided in a language students understand. Arc Educates does not require written notification of cancellation or withdrawal. In addition, we do not require notification of cancellation or withdrawal in person as a condition for making refunds, nor charge any penalty for failure to notify the institution in writing.

This implementation of Arc Educates' Refund Policy ensures that we demonstrate compliance with both ACCET and state guidelines. As such, we compare the state's policy with ACCET's in each instance of cancellation or withdrawal and follow the policy that is more lenient towards the student.

Arc Educates treat students fairly and equitably relative to tuition, other charges, and refunds. In no event shall a student be treated differently with respect to charges and refunds based on the source of funding or the timing of disbursements or payments.

In accordance with AC CET's Cancellation and Refund Policy, Document 30:

- a. Refund amounts will be based on a student's last date of attendance (LDA). When determining the number of weeks completed by the student, a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.
- b. During the first week of classes, tuition charges withheld will not exceed 10 percent (10%) of the stated tuition up to a maximum of \$1,000.
- c. After the first week and through fifty percent (50%) of the period of financial obligation, tuition charges retained will not exceed a pro rata portion of tuition for the training period completed, plus ten percent (10%) of the unearned tuition for the period of training that was not completed, up to a maximum of \$1,000.
- d. After fifty percent (50%) of the period of financial obligation is completed by the student, Arc Educates may retain the full tuition for that period.

In accordance with the State of Florida's Licensure Refund Regulations, paragraph 6E-1.0032(60)(i), F.A.C., the refund policy is as follows:

- a. Cancellation after attendance has begun, but prior to fifty percent (50%) completion of the program, will result in a Pro Rata refund computed and based upon the number of hours completed to the total program hours. The number of hours completed will be based upon the last day of program attendance (LDA).
- b. Cancellation after completing fifty percent (50%) of the program will result in no refund. In calculating the refund due to a student, the last date of actual attendance (LDA) by the student is used in the calculation unless earlier written notice is received.

Refunds Due to Extenuating Circumstances

When a student is required to withdraw from all courses because of documented circumstances determined by Arc Educates staff to be exceptional and beyond the control of the student, a 100% refund may be approved. Such circumstances may include, but are not limited to, serious illness, involuntary call to active military duty, and other emergency circumstances or extraordinary situations.

Arc Educates Operational Information

Holidays/Breaks

Arc Educates observes the following Federal Holidays:

Monday, February 20, 2017	President's Day
Monday, May 29, 2017	Memorial Day
Tuesday, July 4, 2017	4 th of July
Monday, September 4, 2017	Labor Day
Friday, November 10, 2017	Veteran's Day
Thursday & Friday, November 23 - 24, 2017	Thanksgiving Holiday
Monday & Tuesday, December 25 - 26, 2017	Christmas Holiday
Monday & Tuesday, January 1 – 2, 2018	New Year's Holiday

Additionally, there will be one “bye” week in between the end and beginning of each quarterly class session.

Attendance Policy

Students are expected to maintain excellent attendance practices to help develop the skills, knowledge, attitude and behavior necessary to succeed in post-secondary education and employment.

Minimum standards of attendance for completion/graduation have been determined and are consistent with sound education and any applicable attendance requirements of state, federal, accreditation, and/or professional licensing agencies.

A student must attend at least 90% of the scheduled class hours (no more than 4 absent days) during the entire course. No more than 2 consecutive days may be missed.

Absences - Absences due to religious observations and funerals will not be counted toward this policy. Sickneses greater that 3 days, when accompanied by a physician's note, will not count toward the limit. All other absences will be counted for the purposes of this policy.

Students will be given a reasonable amount of time to complete any work missed during an absence: 5 business days

Tardiness - Students are expected to arrive on time for classes, and **three late arrivals will be considered an absence.**

Early Dismissal - Under no circumstances is any student permitted to leave the grounds without proper approval. Only the Director of Arc Educates may grant approval for early

dismissals. No student will be permitted to leave unless a written request is presented and approved. **Early dismissal requests must have the following information: student's full name, parent's signature (if legal guardian), reason for request, home/cell phone number and time of dismissal.** The Director reserves the right to revoke early dismissals not submitted at the proper time and will check on the legitimacy of any early dismissal notes when deemed necessary. Early dismissals should be limited to two (2) during the entire course.

Guardians will be notified in writing when students have demonstrated attendance problems. Attendance issues affect Satisfactory Academic Progress (SAP) and will be reviewed and documented during SAP meetings. .

A student who is in violation of the Attendance Policy may not receive credit for the courses in which he/she is enrolled, and may be denied the opportunity to continue his/her program.

Leave of Absence Policy

Students must sometimes interrupt their studies for a variety of reasons (financial, academic or personal). Students choosing to take a leave of absence must first contact the Post-Secondary Specialist to discuss their plans while on leave to work out any conditions that may be necessary for a smooth return to the program.

Students who plan to be absent from the program for more than four consecutive days or must defer admission must file a leave of absence to preserve their program slot, clock hours and tuition costs.

A Leave of Absence Request Form must be completed by all students to request a leave of absence. Notifying instructors or no longer attending classes does not complete the process. Forms are provided by the Post-Secondary Specialist. Not completing the Leave Form will result in tuition being charged to the last date the student attended classes or a externship/lab work assignment. Students are required to fill out all information on the form, including all comment sections relating to reasons for their leave of absence. Leaves will take effect as of the date approved and signed by the Director.

Students on leave are not permitted to attend classes or participate in externship/lab work assignments while their leave is in effect. Leaves of absence will not be approved for students subject to disqualification or dismissal due to academic deficiencies or disciplinary action. After the Leave of Absence has been approved and signed by the Director of Arc Educates, it will be reviewed for the appropriate tuition refunds in accordance with the student refund policy. Student transcripts will also be updated to reflect coursework completed to date.

Each student granted a Leave of Absence must complete a Readmission Form, available from the Post-Secondary Specialist (954-746-9400), in order to rejoin the Program. The Readmission Form must be submitted by the application due date for the Program Session for which the student wishes to enroll (see current catalog for dates). Tuition and fees will be assessed to each student in accordance with the current catalog guidelines.

Campus/Warehouse Closing Due To Emergencies/Inclement Weather

Due to unanticipated circumstances that are beyond anyone's control, or when concerns are raised about the safety and/or security of the students, faculty, staff, and/or facilities, the campus and/or warehouse may be closed without advanced notice. For purposes of grading and attendance policies, the day(s) during which the campus is closed shall be considered a non-class day(s). When this occurs, each faculty member shall determine how best to make up the lost class time.

Health, Safety and Sanitation

All students must follow applicable OSHA regulations and Arc Tech Environmental Health and Safety Policies. Students must keep themselves, their workstations and the warehouse in order at all times. Students must wash hands thoroughly at the beginning of class, after rest rooming, and as often as needed.

Uniform and Dress

Students must uphold a professional image at all times while on-site. With this in mind, students must adhere to the following standards:

- Student shirts and pants must be clean.
- Students must wear their assigned uniformed shirt every day.
- Students must wear closed-toe shoes (no sneakers).
- Students with visible piercings must be safe and sanitary. Students' visible piercing(s) other than ears may be evaluated on a case-by-case basis.
- Wedding rings, watches, and post style or 1.5 cm hoop earrings are permitted. No other jewelry is permitted.
- Fingernails must be short and clean with no fingernail polish.
- Students with facial hair and existing beards must keep them closely cropped and well groomed. Otherwise, students must come to class with a clean-shaven face.
- Given that the warehouse is not air conditioned, it is suggested that all hair be properly groomed and restrained.
- Students choosing to wear a hat or other head covers, scarves or bandannas are permitted to do so at the discretion of the Instructor. Hard hats are required to be worn in the warehouse setting.
- Students must practice good personal hygiene (daily bathing, shampooing and use of unscented deodorant).
- Perfumes, after-shaves with cologne and highly scented deodorants are not permitted.

Students not in the proper uniform at the time the class begins are considered late for that day's attendance. Students may be asked to leave and return dressed in proper uniform or may be sent home and receive an absence for the day in the event that they are not properly uniformed.

Medical Emergencies

Students must inform the Instructor immediately upon injury. A first-aid kit for minor cuts or burns is located in the office and warehouse. Students will be shown where the first-aid kit is

on the first day of class. Cuts, abrasions and the like need to be properly bandaged and covered with a finger cot or latex glove at all times. Students are responsible for their own health insurance during the program.

Drug and Alcohol Prevention

School policy prohibits the possession, use and sale of illegal drugs. School policy strictly enforces State underage drinking laws. Students participating in illegal behavior will be dismissed from the program and reported to authorities.

Smoking

All facilities are smoke-free. There are no designated smoke breaks. Students must smoke away from the building. Students must dispose of their cigarettes properly. Students must always wash their hands after smoking.

Use of Cellular Telephones

Students must dedicate their time on-site to learning. Cell phone use is extremely disruptive to the instructors and other students. With this in mind, students must adhere strictly to the following standards:

- Cell phones are not permitted in the warehouse at any time. They can be brought on site and accessed during breaks and lunch.
- No personal calls or texts are to be made or received in the warehouse, except in an emergency.
- The Instructor will relay them to students. Please advise family and friends.
- Messages may be checked and phone calls made only outside of the warehouse. Preferably the only time this is done is before program start time, during lunch or after the Instructor dismisses the student at the end of the day.

Consumption of Food and Beverage in Class

You will be provided with a short 15 minute break in the morning and afternoon and a 30 minute for lunch. There are no food establishments close by so plan ahead and bring a snack and lunch with you to consume during appropriate times. No glass beverage containers nor food are permitted in the warehouse. The kitchen area contains a refrigerator and microwave.

Personal Property

Students may use the Instructors office to store minimal personal property and personal protective safety equipment. Personal property not locked in a locker must be removed from the school at the end of each day. We are not responsible for lost or stolen property. Each student is responsible for cleaning his/her locker and for removing the lock no later than the last day of the program.

Staff Availability and Communication

An integral part of the Instructor's roles and responsibilities is to be able to communicate effectively and in a timely way. If an issue about the program arises, please discuss it

immediately with the Instructor or Financial Stability Coach. The Instructor is always willing to listen to student concerns and suggestions. Please note that students must deal with personal issues with other students outside of class.

Tutoring

The Instructors will provide up to one hour per week of tutoring to any student in need. Students who need additional assistance should consult with the Instructor for resources concerning tutoring and additional instruction. Students are responsible for arranging tutoring sessions with staff.

Program Administration Information

In addition to meeting the requirements for the program, students must comply with program administrative requirements that are detailed in this section.

Adverse Action Notification Requirements

An individual who holds an Entry-Level Culinary Arts Program Certificate should notify Arc Educates as soon as s/he has been identified to be the subject of an investigation or adverse action by a state or federal agency or a credentialing department, or in the special circumstance where s/he has been identified to be the subject of adverse media attention.

Satisfactory Academic Progress Guidelines

Arc Educates has established satisfactory academic progress (SAP) standards for students who apply for and/or receive institutional aid. SAP is a measure of whether a student is progressing adequately toward completion of his or her course of study. It is determined in terms of class quiz scores, final exam score and class attendance.

The Material Handler Certificate program is 360 classroom clock hours.

Student Academic Progress (SAP) standards apply to all students enrolled in the program. SAP is reviewed at designated times per program session, regardless of a student's receipt of financial aid. Reviews occur after the completion of the 3th, 6th and 9th weeks. The reviews will include the Student, the Director, the Instructor and the Post-Secondary Specialist. Other team members are encouraged to participate but are not required.

The Director, or his/her designee will coordinate the meetings, facilitate the discussion, and document the review on the "Satisfactory Academic Progress" form which will be signed by all in attendance. The form will be maintained in the student's central record and a copy will be provided to the Post-Secondary Specialist for inclusion in the person's Arc Works' file.

The following benchmarks are required to earn a certificate:

- ✓ The student is required to make **quantitative progress toward program completion**. To be making satisfactory academic progress, a student must attend at least 90% of the scheduled class hours (no more than 4 absent days) during the entire course.
- ✓ The student's academic average is reviewed to determine **qualitative progress**. Students must maintain an average of 75% on weekly written/practical quizzes as well as a minimum average grade of 75% on the Final exam.

Incomplete grades are not given and students may repeat any weekly quiz in which they earn less than a 75%. The lowest grade will be dropped and the highest grade will be used to calculate the academic average. Course work repeated may adversely affect a student's academic progress in terms of the maximum time frame.

Final grades will be based on the student's performance in the following activities:

ACTIVITY	WEIGHT
Mid-term Exam	25%
Final Exam	50%
Attendance (attended at least 85% of classes = 100%. Attended less than 85% of classes = 0%)	25%
TOTAL	100%

Students who do not receive a passing score on the Final exam may retake the failed exam up one additional time.

Students who withdraw from the program will receive a grade of 0% in each class interrupted by the withdrawal. All interrupted classes must be repeated upon readmission to the institution.

Probation/Dismissal

Students who fail to meet the cumulative 90% attendance and/or 75% average weekly quiz grade during an evaluation period will be placed on warning for the next evaluation period. Students will be notified in writing when they are placed on warning and the steps necessary to be removed from warning status. Students will receive attendance or academic counseling, from the Director, as appropriate, when they are placed on warning.

Students placed on warning who fail to meet the cumulative 90% attendance and/or 75% average weekly quiz grade during a subsequent review period will be placed on probation and the steps necessary to be removed from probation status. Students will receive attendance or academic counseling, from the School Director, as appropriate, when they are placed on probation.

Students placed on probation who fail to meet the cumulative 90% attendance and/or 75% average weekly quiz grade during a subsequent review period will be dismissed from the current program session and asked to begin the program again. Upon dismissal for failing to

maintain SAP, the Director will provide written notification to the student as to the recommended reentrance date.

The student must inform the Director of Arc Educates of any changes to that timeline in writing prior to the recommended reentrance date. If he/she is unable to start at the next program session start date, the student has ninety (90) days from the dismissal date to begin classes without being required to reapply to the program and receive credit for previously taken courses. If re-entry does not occur within the 90 days, the student will be required to complete all sessions including those previously taken and sign a new Student Enrollment Agreement upon re-entrance to the program including new program session dates and estimated completion timeline.

Appeal Process

A student may submit a written appeal of his/her dismissal within five calendar days of their receipt of the dismissal notice to the Vice President/Programs and Social Enterprises. The appeal must be accompanied by the documentation of the mitigating circumstance that have prevented the student from attaining satisfactory academic progress and evidence that changes have occurred to allow the student to now meet standards of satisfactory academic progress. Only extraordinary circumstances will be considered, such as death or severe illness in the immediate family. Before the appeal may be granted, a written academic plan must be created with the student which identifies viable activities for the student to successfully complete the program within the maximum timeframe allowed. The result of the appeal (granted or denied) will be made within 5 business days and must be catalogued in the Student Transcript and provided to the student in writing.

If the appeal is granted, she/she will be placed on probation at the start of the session, and will be required to attain satisfactory progress. Failure to do so will result in permanent dismissal.

Maximum Time Frame

All program requirements must be completed within a **maximum time frame** of 1.5 times the normal program length, as measured in calendar time. The Material Handler program, 12 weeks in length, must be completed within 18 program calendar weeks. Time spent on an approved leave of absence is not counted against the maximum time frame.

Conflicts of Interest

Arc Educates shall make all reasonable efforts to ensure that the program is conducted in an impartial and objective manner, uninfluenced by any personal, financial, or professional interest of any individual acting on behalf of the program. To that end, the following prohibitions apply:

1. No staff member may be engaged in a close personal, family, business, or professional relationship with any student that the staff member examines or evaluates.
2. No staff member may solicit or accept, and no student may offer or provide cash or noncash gifts of any type, including personal gifts, products, services, or entertainment at no cost or unreasonably discounted cost.

3. No staff member may either formally or informally discuss, solicit or accept, and no student may formally or informally discuss, offers to provide or provide, an employment or consulting arrangement, referral of business, or other business opportunity.
4. The above prohibitions shall apply through the program and until 75 days from the date of program completion.

Any staff or student who is found to have violated one of the above prohibitions shall be referred to Arc Works Coordinator for investigation. A student may be subject to sanctions including requiring him/her to retake the program components at additional expense, refusal to process the Certificate, or denial or revocation of Certificate.

Non-Discrimination Statement

Arc Educates does not discriminate on the basis of age, color, creed, disability, marital status, veteran status, national origin, race, sex, sexual orientation, or gender identity. This policy is followed with respect to programs, services, activities, admission of students, hiring of faculty and staff and admittance to functions and activities. Admission to the program, graduation, and certifications are administered in full compliance with applicable law.

Arc Educates is an Affirmative Action/Equal Opportunity Employer. For matters relating to affirmative action, contact the Director of Human Resources, Arc Broward, 10250 NW 53rd Street, Sunrise, FL 33351. Phone: 954-746-9400.

Program Property Rights

The Material Handler Occupational Skills/OJT program is the exclusive property of Arc Educates and may not be used without our expressed written permission. Advertisements and other promotional materials of an individual who holds a certificate of completion from the program may include the statement, "Certificate of Completion in the Material Handler Occupational Skills Training Program by Arc Educates."

An individual who holds a certificate may not use Arc Educates' name or initials except as specified in this policy. S/he may not use the logo or mark in any manner. The Agency reserves the right to withdraw the Certificate of, or take legal action against, any individual that uses the Agency's name, initials or logo, property, or mark in violation of this policy. Any question about whether a proposed use of the Agency's name or initials comports with this policy should be addressed to the Arc Works Coordinator.

Program Changes

Annually, the program's curriculum and assessments will be reviewed unless an adjustment has been made within the prior 12 month period. The review/revision will include solicitation of feedback from stakeholders including but not limited to graduates/alumni, employers, instructional staff and Business Advisory Council representatives). Arc Educates reserves the right to cancel any program not meeting enrollment standards, to change curriculum, to change or substitute instructors, or to adjust program size at any time. Policies and procedures are subject to change at any time at the discretion of the President/CEO consistent with the mission, philosophy, and objectives of the program. Arc Educates shall review all policies governing the program every three years. Updates to the Student Handbook reflecting any policy changes will be made accordingly.

Applicants and current students shall be given reasonable advance notice of program changes that may substantively affect their application or certificate. Such notice shall normally be provided six months in advance of the effective date of a substantive change. If the program change has an adverse impact on the student, the student has the choice of accepting the change or not. If the student does not accept the program change, s/he may request in writing and will be entitled to a complete refund of all monies paid to date.

Family Education Rights and Privacy Act (FERPA)

FERPA is a Federal law that protects the privacy of student education records. This consent form provides procedures for the appropriate consent for the release of educational information about a student. The consent of the student is required for us to release education information to parents, guardians, spouses of any other individual designated on the form by the student.

Release of Protected Health Information

The program may require a student to create reports or other materials that contain Protected Health Information, as defined by the Health Insurance and Portability Act (“HIPAA”). Arc Educates requires each student to abide by the terms and conditions of the Student Code of Conduct agreeing to hold such information in confidence and to comply with the privacy and security provisions of HIPAA.

Release of Information Due to a Health and Safety Emergency

Arc Educates may disclose personally identifiable information from education records without consent if the disclosure is in connection with a health and safety emergency and if knowledge of the information is necessary to protect the health or safety of the student or other individuals.

Release of Transcript Information

Under normal circumstances, the only information Arc Educates shall release to third parties about a student’s participation in the program is whether the student received a Certificate and the program completion date. Any information or material received by Arc Educates in connection with the program is considered confidential and will not be released unless release is authorized by the student certificate holder or is required by law.

The foregoing notwithstanding, if Arc Educates at any time learns of any certificate holder practices that appear to be unlawful or unethical or that might pose significant risk to consumers or the public, Arc Educates may report such information as it deems appropriate – even without authorization from the certificate holder.

Transcripts shall include:

- a) Academic transcript
- b) All documents evidencing a student’s eligibility for enrolled programs
- c) Any certificates earned
- d) Copies of applications or contractual agreements
- e) Financial records
- f) Student counseling or advising records

- g) Records of progress

Student Files

Students may access their files Monday through Friday, 9:00 a.m. to 5:00 p.m., through the Arc Works Coach. Students can review their file under supervision. Student files are not allowed to leave the premises.

Transferability of Credits

Currently, Arc Educates does not accept the transfer of credits from other institutions. Transferability of credits to other institutions is at the discretion of the accepting institution. It is your responsibility to confirm whether credits will be accepted by another institution of your choice. In the event that the student is transferring to another state or entity, an official transcript can be provided to that entity upon formal written request of the student. Students who enter from other programs must request that official transcripts be sent from each program previously attended. To be considered official, transcripts may be either sent directly from the issuing institution or be hand-delivered in a sealed envelope sealed by the issuing institution. Faxed transcripts are not considered official.

Student Code of Conduct

The Arc Educates Student Code of Conduct outlines acceptable and unacceptable behavior for students as well as appropriate disciplinary procedures and sanctions:

Upon admission to Arc Educates, students agree to act responsibly in all areas of personal and social conduct and to take full responsibility for their individual and collective action. Because learning can only be achieved in an atmosphere free of intimidation and coercion, students must observe local, state, and federal laws as well as the academic and behavioral regulations found in the Student Handbook and other official publication. This Policy shall prevail in instances where there outdated versions of the Student Code Handbook are printed in other Agency publications.

The following behaviors are prohibited by students and student organizations at any agency location or at any agency-sponsored activity. Other behaviors not on this list which adversely impact the Arc Educates community will also be considered violations of the Student Code of Conduct:

1. Abusive Conduct including verbal and/or physical threats or aggression towards staff, faculty, other students, visitors or consumers.
2. Bribery
3. Discrimination as defined in Student Handbook
4. Dishonesty, including but not limited to the following:
 - a) Cheating, plagiarism, or other forms of academic dishonesty
 - b) Using electronic devices to store, retrieve, search for answers and/or share answers in testing environments when the use of the device is not authorized by the classroom instructor for such purpose
 - c) Furnishing false information, making false accusations, or misrepresentation of oneself or others to any Agency or Arc Educates official, such as faculty, staff or

- administrators, or falsely contracting in the name of the Agency or representing oneself as an agent of the Agency
 - d) Forgery, alteration, or the misuse of any Agency document, record, or instrument of identification
 - e) Violation of copyright as defined in the Student Handbook
5. Disorderly Conduct
 6. Disruption of the Educational Environment - including but is not limited to:
 - a) To ensure the quality of the educational environment, the use of electronic communication and entertainment devices, such as cell phones, iPods, iPhones, MP3s, etc by students in the classroom is prohibited unless explicitly permitted by the faculty instructors. Therefore, all such devices must be inaudible and placed out of sight during class.
 7. Miscellaneous - Any behavior that the Agency deems inappropriate and detrimental to the aims and purposes of Arc Educates.
 8. Non-Compliance With the directions of personnel and faculty or Law Enforcement Officers acting in the performance of their duties and/or failure to identify oneself to these persons when requested to do so.
 9. Non-compliance with the Student Discipline System, including but not limited to:
 - a) Failure to appear before the Instructor when requested to do so
 - b) Falsification, distortion, or misrepresentation of information to staff
 - c) Disruption or interference with the orderly conduct of an investigation
 - d) Knowingly making false accusations of student misconduct without cause
 - e) Attempting to discourage an individual's proper participation in, or use of, the student discipline system
 - f) Attempting to influence the impartiality of the staff
 - g) Harassment (verbal or physical) and/or intimidation of staff
 - h) Failure to comply with the sanction(s) imposed under the Student Code
 - i) Influencing or attempting to influence another person to commit an abuse of the student discipline system
 10. Theft or Damage, or Attempted Theft or Damage, to a Person's or the Agency's Property
 11. Unauthorized Computer Usage
 12. Unauthorized Demonstration - participation in a campus demonstration which disrupts the normal operations of the Agency and infringes on the rights of other members of the Agency or leading or inciting others to disrupt scheduled and/or normal activities within any campus building or area, or intentional obstruction which unreasonably interferes with freedom of movement, either pedestrian or vehicular
 13. Unauthorized Possession, Duplication, or Use of Keys to any part of the facility
 14. Unauthorized Possession, Use, or Distribution of Controlled Substances or Alcohol
 15. Unauthorized Recording - Students may not make an audio or video recording of an instructor or speaker's seminar, lecture, tutorial or other instructional setting without prior consent from the instructor or speaker. However, if such recording is an accommodation in accordance with the Americans with Disabilities Act, prior notification is required, rather than consent. Students may not make an audio or video recording of in-person conversations without prior consent of all parties.
 16. Unauthorized use of property or facilities

17. Violation of Law and Agency Discipline - Students may be subject to discipline per the Student Code of Ethics and Conduct for violations of law that occur on the premises or at any Arc Educates sponsored activity, and for violations of law that do not occur on premises or at Arc Educates sponsored activities:
- a) Agency disciplinary proceedings may be initiated against a student charged with violation of a law that is also a violation of this Student Code. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings off-campus.
 - b) When a student is charged by federal, state or local authorities with a violation of law, the Agency will not request or agree to special consideration for that individual because of his or her status as a student. If the alleged offense is also the subject of a proceeding under the Student Code, however, the Agency may advise off-campus authorities of the existence of the Student Code and of how such matters will be handled internally within the Agency.
 - c) The Agency will cooperate fully with law enforcement and other agencies in enforcing the law on campus and in the conditions imposed by criminal courts for the rehabilitation of student violators. Individual students and faculty members, acting in their personal capacities, remain free to interact with governmental representatives, as they deem appropriate.
18. Violation of Published Agency Policies/Procedures, Rules or Regulations.
19. Weapons and Dangerous Materials - Possession of firearms, dangerous chemicals and/or other weapons not deemed necessary for Agency purposes is forbidden at any location or at any Arc Educates sponsored activity, including in the parking area for Arc Educates or the activity. This specifically revokes an individual's right to carry a licensed firearm at any location or at any Arc Educates sponsored activity; additionally, this specifically revokes an individual's right to store a firearm in a vehicle at any Arc Educates location or at any Arc Educates sponsored activity. Law enforcement personnel authorized to possess a firearm in the discharge of their duties are exempt from this policy. Authorized personnel with a specific educational purpose are exempt, but only to the specific limits outlined in their authorization. When individuals are observed with a firearm on campus, Arc Educates officials have the right to make reasonable inquiries to confirm that the firearm is being legally carried or stored as permitted by Florida Statute and Arc Educates Policy.

The Agency retains the right to discipline students and student organizations up to dismissal from the program, for violation of this policy.

Students who are also employees of the Arc Broward, who are found to have violated the Student Code of Conduct, may also be subject to disciplinary action as employees up to and including termination of their employment from Arc Broward. Any such instances will be investigated by the Director of Human Resources or his/her designee. Additionally, employees who are also students, and who are subject to disciplinary action in their role as employees, may also be subject to disciplinary action through the Student Code of Conduct.

Breaches of the Agency's policies pertaining to academic dishonesty may result in academic penalties and/or disciplinary action at the discretion of the instructor. Academic penalties may

include, but are not limited to, a failing grade for a particular assignment or a failing grade for the course.

Dismissal of Disruptive Students

The Arc Educates Disruptive Student Policy protects students and staff from any disruptive behavior of students:

Students who cannot conform to the standards of appropriate behavior as set forth in the Arc Educates Policy and Student Code of Conduct, shall not be permitted to interfere with other students' access to education. Arc Educates students are subject to federal and state law, county and municipal ordinances, and all policies and procedures of Arc Educates. Violation of these policies may result in appropriate action by Agency authorities. The program staff are authorized to recommend to the suspension or expulsion of students based on disruptive behavior.

For students who exhibit disruptive behavior serious enough to merit disciplinary action, the Agency may refer the students for appropriate psychological/psychiatric evaluation. Arc Educates may retain the services of a psychological/psychiatric evaluator to assess the behavior and psychological condition of students who exhibit disruptive behavior or threaten bodily harm to themselves or others or exhibit severely disoriented perceptions and/or behaviors. Alternatively, Arc Educates staff may be used to assist students who exhibit less severe disruptive behavior.

All records associated with the treatment or disciplinary process shall be kept confidential. Students who receive referrals for treatment for a mental disorder under this policy are protected by the Americans with Disabilities Act of 1991 and Section 504 of the Rehabilitation Act of 1973.

Students suspended under this policy shall (1) receive a 100% refund of their program tuition and (2) re-enroll only after certification by a licensed clinical psychologist or psychiatrist and approved by the Vice President of Programs.

If a student has been removed from the Arc Educates through disciplinary dismissal, expulsion or suspension due to disruption of the educational process, or the endangerment of the health and safety of others, and returns to the Agency in a subsequent academic term as a student, the Coordinator may share with the student's staff members otherwise confidential information concerning the student when in his/her judgment it will further the educational interests. To protect confidentiality and the possible sensitive nature of the information, the Coordinator should share the information in person with the staff member, and point out the nature of the information and its relevance. Only relevant information should be shared, not the entire record. No copies of the record shall be made.

Unlawful Sexual Harassment/Battery/Assault

Arc Educates' Unlawful Sexual Harassment/Battery/Assault policy protects against and deals with sexual harassment:

The Agency intends to protect all students from sexual harassment. In this policy, sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature which (1) makes submissions to or rejection of such conduct either an explicit or implicit basis for admissions and/or academic decisions affecting the individual or (2) unreasonably interferes with the individual's education or academic performance by creating an intimidating, hostile, or offensive environment.

Conduct which falls into the definition of sexual harassment includes, but is not limited to:

- ❖ Unwelcome physical contact of a sexual nature such as patting, pinching, or unnecessary touching.
- ❖ Overt or implied threats against an individual to induce him/her to perform sexual favors or to engage in an unwelcome sexual relationship.
- ❖ Verbal innuendos or jokes of a sexual nature, including graphic or degrading verbal comments about an individual and/or his or her appearance.
- ❖ Use of sexually suggestive terms or gestures to describe a person's body, clothing or sexual activities.
- ❖ Displaying or posting offensive sexually suggestive pictures or materials on campus.

Sexual Battery/Assault. No student may commit or attempt a sexual battery/assault against any student, staff member, employee or consumer of Arc Broward or against any person at an Arc Broward sponsored or supervised activity. In addition to any criminal or civil actions which may be pending or in process, the Agency may pursue a separate disciplinary action against any student believed to have committed or attempted a sexual battery as defined below.

Sexual battery defined. Commonly referred to as rape, sexual battery shall be defined in accordance with Florida Statutes, Chapter 794.011, as a criminal act consisting of "oral, anal or vaginal penetration by, or union with, the sexual organ of another or the anal or vaginal penetration of another by any other object" without that person's consent. Consent means intelligent, knowing, and voluntary consent and does not include a coerced submission or a submission obtained by threatening the victim. Consent shall not be deemed or construed to mean the failure by the alleged victim to offer physical resistance to the offender. Furthermore, consent cannot be obtained from a person who is temporarily or permanently incapable of appraising the nature of his/her conduct. For example, a person who is under the influence of an intoxicating substance may be unable to appraise the nature of his/her conduct. Under Florida law, both males and females may be victims of sexual battery. It does not matter whether the victim knew his/her attacker (date/acquaintance rape) or did not know his/her attacker (stranger rape). It does not matter if the victim has had a previous relationship with his/her attacker.

For more detailed information about the Discrimination, Sexual Harassment, Harassment, Battery and Assault Complaint Procedure refer to a latter section in this Handbook.

Unlawful Discrimination, Harassment, and Retaliation

The Arc Educates Unlawful Discrimination, Harassment, and Retaliation Policy for Students was developed to uphold laws protecting students against discrimination of all types:

Arc Educates is committed to providing a learning environment in which diversity is valued and equal access to educational opportunities are provided free from discrimination, and unlawful harassment and retaliation in accordance with federal, state and local laws. In keeping with this commitment, we maintain a strict policy prohibiting any kind of unlawful harassment.

The Agency Director, working in close consultation with the Director of Human Resources and Vice President of Programs, shall investigate formal and informal complaints according to the Agency policies and procedures.

1. Arc Educates affirms its commitment to ensure that every student/applicant for admission be permitted to learn in an environment free from any form of discrimination or harassment based on race, color, religion, age, disability, sex, national origin, marital status, sexual orientation, gender identity, or veteran status, or other legally protected classification.
2. Any student/applicant for admission who believes that they have been the subject of discrimination, harassment or retaliation in violation of the Arc Educates policies may file a complaint within thirty (30) days of the alleged harassment, discriminatory and/or retaliatory conduct by utilizing the Discrimination, Sexual Harassment, Harassment, Battery and Assault Complaint Procedure as noted in the Student Handbook.
3. It shall be a violation of this policy for any officer, employee, student or agent of Arc Educates to discriminate against or harass, as herein defined, any student/applicant for admission.
4. Any Arc Broward staff member who suspects or becomes aware of any alleged discrimination, harassment or retaliation must immediately notify the Director of Human Resources.
5. Failure of any Arc Broward employee to notify the Arc Educates Director of actual or suspected sexual harassment or other type of discrimination, harassment or retaliation of any type is a violation of this policy.
6. Violation of this policy by any employee shall result in appropriate corrective action and/or disciplinary action, up to and including termination.

For more detailed information about the Discrimination, Sexual Harassment, Harassment, Battery and Assault Complaint Procedure refer to the Student Handbook.

Definitions

Discrimination is defined as treating any student/applicant for admission differently than others based on age, color, race, religion, age, disability, sex, national origin, marital status, gender identity, gender expression, sexual orientation, veteran status, or other legally protected classification.

Unlawful harassment is defined as conduct that is unwelcome and unreasonably interferes with a student/applicant's access to education, a student's access to academic performance or participation in other Arc Educates activity by creating an intimidating, hostile or offensive environment.

Complaint Process & Disciplinary Actions and Appeals

Students have both the right to receive clear information and fair application of Arc Educates' grading policies, standards rules, and requirements as well as the responsibility to comply with them in their relationships with faculty and staff members.

Arc Educates prohibits discrimination against students and employees on the basis of race or ethnicity, creed, color, national origin, sex, marital status, sexual orientation, age, religion, the presence of sensory, mental or physical disability or status as a disabled or Vietnam-era veteran.

Arc Educates' employees are responsible for ensuring that their conduct does not discriminate against anyone; they are expected to treat people conducting business with respect and may expect the same consideration in return. Arc Educates recognizes that disputes may sometimes arise and encourages the parties involved to resolve the conflict informally whenever possible. If resolution cannot be reached, a formal process provides an impartial and equitable way to resolve those conflicts.

Complaint Process for Students for Non-Instructional Issues

The Arc Educates Complaint Policy facilitates resolution of conflicts between students and staff and encourages a fair review of student non-instructional complaints.

The Agency encourages its students to resolve their differences with Agency employees and other Arc Educates staff as soon as possible; however, so that students may be assured fair consideration of their problems, an appeal process to a higher-level authority, without prejudice, is hereby established.

Complaint defined. For the purpose of this policy a complaint is defined as a student's perception of the improper application of the Agency's policies or procedures. Complaints of discriminatory treatment should be made through the Agency's student policy prohibiting Unlawful Discrimination, Harassment, and Retaliation Policy and Procedure as defined above and in compliance with the Complaints, Disciplinary Actions and Appeals Policy and Procedures set forth in the Student Handbook.

For more detailed information about the Complaints, Disciplinary Actions and Appeals Policy and Procedures refer to the Student Handbook.

Academic Honesty

Arc Educates expects its students to be honest in all of their coursework and activities. Breaches of academic honesty include cheating, plagiarism, misrepresentation, bribery, and the unauthorized possession of examinations, papers, or other class materials that have not been formally released by instructors. A student's academic work must be the result of his or her own thought, research, or self-expression.

Breaches of the Arc Educates policy on academic honesty may result in academic penalties and/or disciplinary action. At the discretion of the instructor, academic penalties may include, but are not limited to, a failing grade for a particular assignment or in cases of extreme behavior may include suspension or expulsion from the program.

Sanctions

Arc Educates may impose sanctions for violations of the student conduct policy. The type of sanction imposed may vary depending upon the seriousness of the violation(s). Arc Educates reserves the right to immediately impose the most severe sanction if circumstances merit.

Although not exhaustive, the following list represents the types of sanctions that may be imposed upon any student found to have violated the student conduct policy:

1. Warning: A notice in writing that a student has failed to meet some aspect of the school's standards and expectations.
2. Probation: Probation is used for repeated violations or a specific violation of a serious nature as a first course of action. The Coordinator or his/her delegate defines the terms of probation.
3. Discretionary Sanctions: The student will be required to complete an educational service, attend counseling, or have restricted privileges.
4. Suspension: Separation of the student from the school for a pre-determined period of time. The student may be able to return to school once specified conditions for readmission are met. The student may not attend classes, use school facilities, participate in or attend school activities, or be employed by the school during his/her suspension.
5. Expulsion: The student will be expelled from Arc Educates immediately. The student will not be permitted to continue his or her studies at Arc Educates and may not return to Arc Educates campus.

Informal Complaint Process

The purpose of this step is to enable an individual to express and resolve misunderstandings, complaints, or grievances at the lowest level possible by speaking directly with the employee or departmental supervisor. The aggrieved person should make an appointment to talk directly with the employee to attempt to reach a mutual agreement. In some situations, such as a discrimination complaint, the aggrieved person may be more comfortable requesting a meeting with the employee's supervisor instead. Both parties should be courteous, flexible, and respectful, as concerns are identified and possible resolutions discussed. Both sides should be open to alternative solutions or suggestions. If the problem cannot be solved together, the following formal complaint procedures may be used.

Formal Complaint Process

All formal complaints must be made in writing and should include the complainant's name; student's name; address; e-mail address; telephone number; time(s); date(s); place(s); complete description of the complaint; and, in the case of grade complaints, both the grade received in the course in question and the reason for the grade complaint, specifying as accurately as possible all necessary performance scores and attendance data.

A. General Complaint Procedure

An individual who has a complaint should contact the Arc Works Coordinator, Building 2, Room 392, telephone (954)746-9400, or dramkissoo@arcbroward.com. Complaints should be filed as soon as possible or within one (1) week after the incident occurs.

Appeal

If either party is dissatisfied with the decision of the Coordinator, s/he may appeal in writing to the Vice President of Programs within ten days after the date of the letter. The person filing the appeal should identify why s/he is dissatisfied with the outcome of the complaint and provide any additional information to be considered.

Discrimination, Sexual Harassment, Battery and Assault Complaint Procedure:

Whenever a complaint alleges discrimination, sexual harassment, any other form of harassment, battery or assault, this procedure should be used rather than the other complaint procedures. Sexual harassment, harassment, discrimination, battery, and assault complaints will be investigated under this procedure. A student or member of the public who believes s/he has been the victim of one of these listed offenses should bring his/her complaint immediately to the Arc Works Coordinator, Building 2, Room 392, telephone (954)746-9400, or dramkissoo@arcbroward.com. These complaints must be filed within one (1) month after the incident(s) occurred.

Arc Educates will act promptly to investigate the complaint and will attempt to protect the rights of the individual bringing the complaint (the complainant), the alleged discriminator, and any witnesses involved. All parties involved have the right to protection from any retaliating behavior by the alleged discriminator or any Arc Educates employee. All complaints shall be kept as confidential as is reasonably possible during the investigation/resolution process; however, complaints may be subject to public disclosure under the state's Public Disclosure Act, and therefore, Arc Educates cannot assure confidentiality to any participant in the process.

Appeal

If the complainant is not satisfied with the disposition of the complaint, she/he may file a written appeal to the President/CEO within ten days after notification of the disposition of the complaint. This request should include any and all additional information s/he wants the President/CEO to consider. The decision regarding the appeal, including appropriate corrective measures, shall be made in writing by the President/CEO within fifteen (15) days after receipt of an appeal.

B. External Complaints

Any student, employee, applicant for admission or employment, or member of the public using Arc Broward facilities who believes s/he has been discriminated against has the right to bypass the internal process and file a discrimination complaint with one of the agencies

listed below or any other agency with the jurisdiction to hear such complaints. Individuals seeking assistance from state and federal agencies need to be aware that many agencies have strict timelines regarding the filing of complaints.

Equal Employment Opportunity Commission

2 South Biscayne Blvd., Suite 2700, Miami, Florida 33131
800-669-4000

Human Rights Commission

2009 Apalachee Parkway, Suite 200, Tallahassee, FL 32301
800-342-8170

U.S. Office of Civil Rights

Office for Civil Rights/Atlanta, U.S. Department of Education, 61 Forsyth Street, S.W., Suite 19T70, Atlanta, GA 30303
404-974-9406

C. Academic Complaint Procedure:

A student who wishes to express and resolve misunderstandings, complaints, or grievances with faculty members regarding grades, grading issues or policies in a fair and equitable manner should bring his/her complaint to the Arc Works Coordinator.

Students with a complaint or a request for Certificate review must file a written request within thirty (30) days from the date of program completion. The Coordinator may extend the time limits in the process under exceptional circumstances such as extended illness, leave, or other absence of either party to the complaint in which case the Coordinator will give reasonable opportunity to complete appeal procedures or reply to the charges before making a decision.

Since the evaluation of the course content is exclusively within the province of the faculty and program copyrights, any certificate re-evaluations may be initiated only by that instructor or, under extenuating circumstances, by the Coordinator. In such an instance, the course record shall be coded and indicate "certificate offered by administrative action." The transcript shall indicate "changed by administrative action."

The Coordinator shall discuss with the student his/her concerns including the options available to resolve the concern. The student's written complaint, including remedies sought, shall be forwarded to the faculty member concerned, who must provide a written response within ten (10) instructional days. If the written response does not resolve the complaint to the student's satisfaction, s/he may submit a written request to the Vice President of Program Services within ten (10) days after the date of the letter. The person filing the appeal should identify why s/he is dissatisfied with the outcome of the complaint and provide any additional information to be considered.

Other Student Support Services

Arc Works offers a variety of supportive services or has established relationships with dozens of community partners throughout its nearly (60) years of existence in the Broward County community. At a minimum, the following supportive services are available to students:

Arc Works Services are provided by Arc Works staff to assist students to find the right job. Career services support employability skills training learned in the classroom setting and include additional assistance with resume writing, interviewing, identifying job openings, guidance on dressing for success and other job search activities. While our Career Placement staff actively work to assist students with identifying potential employment opportunities, we cannot guarantee employment to our students, due to market factors and job availability.

Child Care Services are available, based upon space availability and at cost, for children of enrolled students in Arc Broward's Developmental Preschool, which is located at our facility in Sunrise. Although students are more than able to explore receiving on-site childcare services for their children 2–5 years of age, admission is not guaranteed.

Emergency Assistance (Food, Housing, Medical, Clothing and Child Care) is available through many local community-based agencies. Arc Works is familiar with resources available to provide emergency support for referral needs.

Immigration Services: Arc Works has developed relationships with agencies that have tremendous experience working with refugees and immigrants. Arc Works case managers can be made available to arrange coordinated assistance from agencies such as Hispanic Unity, Minority Development & Empowerment, Inc., and others.

Individual Case Management helps students with the complexities of day-to-day life. Arc Works staff may be available to work with students on an individual basis, adapting to each student's particular needs and advising students on a variety of issues, including how to organize and manage daily issues such as transportation, health care and housing. Referrals to community resources can be made.

