



Arc Educates

STUDENT CATALOG

2024-2025

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Photos - Featured photos are of participants in our Animal Care, Material Handlers, Culinary Arts, and DSPaths programs.

Arc Broward, Inc. (DBA Arc Educates) is licensed by the Florida Department of Education Commission for Independent Education, ID #4392. Additional information regarding this institution may be obtained by contacting the Commission at 325 W. Gaines St., Suite 1414, Tallahassee, FL 32399-0400 – Toll Free Telephone Number (888) 224-6684 – Fax Number (850) 245-3234.

Arc Broward, Inc. (DBA Arc Educates) is accredited by ACCET, ID #1502. Additional information regarding the institution may be obtained by contacting ACCET, 1722 N St. N.W., Washington, DC, 20036 – Telephone Number (202) 955-1113 – Fax Number (202) 955-1118.

THE ACCREDITING AGENCY(S) OR ASSOCIATION(S) LISTED WITHIN THIS CATALOG IS RECOGNIZED BY THE UNITED STATES DEPARTMENT OF EDUCATION AS AN APPROVED ACCREDITING AGENCY. THEREFORE, IF YOU ENROLL IN THIS INSTITUTION, YOU MAY NOT BE ELIGIBLE FOR TITLE IV FEDERAL FINANCIAL ASSISTANCE, STATE STUDENT FINANCIAL ASSISTANCE, OR PROFESSIONAL CERTIFICATION. IN ADDITION, CREDITS EARNED AT THIS INSTITUTION MAY NOT BE ACCEPTED FOR TRANSFER TO ANOTHER INSTITUTION, AND MAY NOT BE RECOGNIZED BY EMPLOYERS.

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General Information

Mission Statement

Our mission is to educate and support individuals as they develop into lifelong learners.

To support our mission, our two primary goals are to:

- Foster growth
- Cultivate innovation

History

Since 1999, Arc Educates has offered a variety of programs to fulfill state mandates, support continuing education, address professional development needs, and provide health and safety programs designed to support ongoing employee development. 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 thousands of students, local non-profit organizations, and businesses while maintaining a network of experienced, qualified faculty with over 20 years of combined instructional experience.

Statement of Ownership and Control

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 DBA for the department or social enterprise that operates these programs is Arc Educates.

Arc Broward, Inc. Board of Directors

| | |
|---|--|
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Licensure/Accreditation/Memberships

Arc Broward, Inc. (DBA Arc Educates) is accredited by ACCET, ID #1502. Additional information regarding the institution may be obtained by contacting ACCET, 1722 N St. N.W., Washington, DC, 20036 – Telephone Number (202) 955-1113 – Fax Number (202) 955-1118.

The following programs are accredited through ACCET:

- Entry-Level Culinary Arts
- DSPaths
- Material Handler
- Animal Care

Arc Broward, Inc. (DBA Arc Educates) is licensed by the Florida Department of Education Commission for Independent Education, ID #4392. Additional information regarding this institution may be obtained by contacting the Commission at 325 W. Gaines St., Suite 1414, Tallahassee, FL 32399-0400 – Toll Free Telephone Number (888-224-6684) – Fax Number (850) 245-3234. The following programs are licensed through DOE/CIE:

- Entry-Level Culinary Arts
- DSPaths
- Material Handler
- Animal Care

Arc Broward, Inc. is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). Additional information regarding this institution may be obtained by contacting the Commission at CARF International/USA headquarters, 6951 E. Southpoint Rd, Tucson, AZ 85756-9407 – Toll Free Telephone Number (888) 281-6531. The vocational post-secondary certificate programs are accredited as occupational skills training programs, with the DSPATHS certificate program receiving an exemplary conformance in 2022.

Arc Educates is a model member of Catalyst Kitchens, a national collaborative network of similar non-profit organizations. This network provides technical assistance and support to members focusing on food service education and employment. Members of the network operate food service businesses that serve as training grounds for students.

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 while guarding 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. This allows prospective students and participants to make informed enrollment decisions. All communication with prospective students and participants is ethical and honest, including communication via social media, the internet, websites, advertising, and promotional materials. Under no circumstances will we state or imply that employment, occupational advancement, or certification is guaranteed.

Need for Specialized Accommodations

All Arc Educates Certificate Programs comply with the Rehabilitation Act of 1973 (Section 504 - Americans with Disabilities Act) and strive to ensure that no individual with a disability is deprived of the opportunity to participate in the program solely by reason of that disability. Certificate programs provide reasonable accommodations for candidates with documented disabilities. Reasonable accommodations may include priority seating, 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 reasonable 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. The Arc Educates staff will consider modifications of the requirements on an individual basis. Contact the Manager at (954) 746-9400 ext. 2016 or TTY

(954) 577-4152. While our facilities meet health code standards, we are not equipped to accommodate all individuals with physical impairments.

Both applicants, as well as current students, may apply for specialized accommodations. There are no restrictions or specific time frames required to request such accommodations; academic or nonacademic.

Request for Specialized Accommodations Process

1. Complete *Request for Specialized Accommodation* form. This form may be obtained from the Admissions Specialist.
2. Provide necessary medical documentation supporting your request.
3. Meet with the Arc Educates Manager and Program Instructor to determine the details and level of specific accommodations needed.
4. If needed, an *Academic/Nonacademic Accommodation Agreement* will be completed. The confidential document will provide a detailed description of the specialized accommodations that will be agreed upon between the Arc Educates Manager, Program Instructor, and student.

Campus Description and Site Locations

The Arc Broward 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. The closest public bus stop is less than a quarter mile away. Teaching facilities include four classrooms, a teaching kitchen, a computer lab, lounge area and administrative offices. These facilities are located at our main campus in buildings 2 and 3 covering nearly 10,000 square feet.

The Arc Culinary commercial kitchen used by the Entry-Level Culinary Arts Certificate program for laboratory clock hours is specifically designed for teaching and hands-on skills development in a fully equipped environment including commercial ovens, ranges, refrigerators, dishwashers, and a variety of other commercial cooking equipment. The open floor plan of the commercial kitchen encourages interaction and valuable sharing of ideas while engaging in the daily bulk-meal production for contract meals and catering events.

The externship sites for the Material Handler Certificate program include AB7 America (address is 14073 NW 8th Street Sunrise, Florida) which is 7.6 miles from the main campus. The externship sites for the Animal Care Certificate program include Abandoned Pet Rescue (address is 1137 NE 9th Avenue Fort Lauderdale, FL) which is 13.2 miles from the main campus; and Broward County Animal Care and Adoption Center (address is 2400 SW 42nd Street, Fort Lauderdale 33312) which is located 14 miles from the main campus. Other externship locations may be added throughout the year to accommodate the needs of the programs and that of the business entity.

Language

All programs and/or courses, catalogs, and correspondence are delivered in English.

Admissions and Financial Policies

In all admissions and recruitment-related activities, Arc Educates shall comply with the fair consumer practices provisions of Sections 1005.04 and 1005.34, F.S., and Rule 6E-1.0032, F.A.C., and the rule regarding agents, Rule 6E-2.010, F.A.C. 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.

Arc Educates shall use staff that are trained and licensed as agents pursuant to Rule 6E-2.010, F.A.C., to enroll students off-campus. Outside the United States, its territories, or its possessions, the institution may use third-party agents for recruiting; however, the institution remains responsible for the accuracy of advertising and of representations made to prospective students regarding the institution, its programs and policies, financial aid eligibility, availability and procedures, and other pertinent information. Other institutional officials who are not licensed agents may participate in occasional College Week or Career Week programs at area high schools or community centers or give speeches regarding the institution to groups when invited; but no misleading information shall be communicated, no students shall be enrolled, and no tuition or fees shall be collected.

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. While not required, applicants are encouraged to participate in an externship site tour to better understand that work environment associated with their selected career pathway.

Admission Requirements

1. Completed Application (Arc Educates does not have an application fee)
2. Minimum age of 18 years old; validated by current driver's license, passport, or photo I.D.
3. High School Diploma, G.E.D, certificate of completion from private, specialized school, or home school notarized letter
4. Tour and Admissions interview with an admissions representative
5. Successful completion of Trial Period
6. Desire to work in the respective industry

The institution does not require a test for entrance, nor are there other additional requirements such as background checks, drug tests, or immunizations. Please be aware that misdemeanor and/or felony convictions may adversely affect future employment options.

Application Criteria and Processing

Once all admission materials have been submitted and are complete, applicants will be required to complete a trial period that will be held in advance of a course start. The Admissions Committee will then meet 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
- Signed commitment to pursue a career in the respective industry & authorized to work in US

Once all steps are completed and all required documents are reviewed, the Admissions Committee will render its decision of acceptance, denial, or waitlist. Applicants will receive notification regarding the status of their admission decision. Arc Broward reserves the right to reject applicants if the items listed above are not successfully completed or submitted.

For Returning Students (Re-admission)

Students that withdraw from a program and wish to be re-admitted less than 6 months to the day of

their program withdraw are not required to complete full admissions procedures. Students applying to re-enter must submit a written request to the Admissions Specialist with supporting documentation (if applicable) as to the reason for withdrawing and the reason for re-admission to be granted. The Admission Committee will review the written request and make a determination. The student will be notified in writing about the final decision. For the DSPaths program, re-admitted students may request a credit for courses completed before their withdraw. Such request must be made in writing to Arc Educates.

International Students

Arc Broward is not authorized under federal law to enroll non-immigrant foreign students.

Fees and Payment Information

The Entry-Level Culinary Arts Certificate Program is available for the cost of \$6,400, which includes all tuition, classroom, and lab materials, two chef coats, and food handler certification test fees.

The Material Handler Certificate Program is available for the cost of \$4,800, which includes all tuition, classroom, and externship materials, two uniform shirts and OSHA certification test fees.

The Animal Care Certificate Program is available for the cost of \$6,000, which includes all tuition, classroom, and externship materials, two uniform shirts, and American Red Cross certification test fees.

The DSPATHS Certificate Program is available for a cost of \$2,000, which includes all books and materials.

Additional coats/shirts can be purchased by students for a nominal fee.

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 or in full upon receipt of any eligible financial assistance, whichever comes first. Payment schedules will vary depending upon funding source.

Financial Assistance

Other ways to finance your education include:

- Students may be eligible to receive funding through DOE/Vocational Rehabilitation (DVR). In these cases, DVR determines eligibility and authorizes the services as an educational program. DVR issues authorizations directly to Arc Educates and the agency, in turn, invoices DVR.
- Students may be eligible to receive tuition assistance through contracts that Arc Broward has with Broward County, United Way, or Adults with Disabilities. In these circumstances, Arc Broward 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.
- Students may be sponsored by their employer.
- School based scholarships – Awards of \$100 to \$6,400, based on merit, number of eligible students, and need. Some individual donors and/or private foundations may provide funding

for scholarships, as available. Students may request a Scholarship application packet from the Admissions Specialist 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 for a needs-based scholarship. Packets must be submitted to the Admissions Specialist 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 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 program 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 the 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 Manager. 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 as long as it does not exceed the 90% program attendance requirement. Once a student is below 90% attendance, an administrative withdrawal will be made effective the date that the attendance went below 90%.

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.

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.

Arc Educates post-secondary programs are licensed by the State of Florida and accredited by ACCET and as such require the agency to have a cancellation and refund policy. This policy ensures that we demonstrate compliance with both of their policies. As such, we compare the state's policy with ACCET's policy in each instance of cancellation or withdrawal and follow the policy that is more lenient/most beneficial to the student.

Students must verify and attest in writing that he or she understands the content of the enrollment documents (including enrollment agreements and handbooks, 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.

Arc Educates will not obligate a student for more than twelve (12) months at a time. Refund computations must apply to the stated charges attributable to the given period of financial obligation. 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.

Refund Due Dates:

1. If an applicant never attends class (no-show) or cancels the contract prior to the class start date, all refunds due will be made within thirty (30) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.
2. For an enrolled student, the refund due must be calculated using the last date of attendance (LDA) and be paid within thirty (30) calendar days from the documented date of determination (DOD). The date of determination is the date the student gives written or verbal notice of withdrawal to the institution or the date the institution terminates the student, by applying the attendance, conduct, or Satisfactory Academic Progress policy. If a student provides advanced notice of withdrawal such that the 30-day window for refund processing ends before the last date of attendance, the refund must be paid within 30 calendar days from the last date of attendance.

Cancellations:

1. Program Cancellation: If Arc Educates cancels a program after a student's enrollment, all monies paid by the student will be refunded.
2. Cancellation or No Show Prior to the Start of Program: If an applicant accepted by Arc Educates cancels prior to the start of scheduled classes or never attends class (no-show), refund all monies paid in full.
3. Cancellation or No Show After the Start of Program: Arc Educates considers a withdrawal as a cancellation or no show as this process is fully delineated in writing as part of the refund policy and provided to all students at or before enrollment. A student who is considered a cancellation or no show under such a policy will have all charges refunded and all payments returned to the individual or the applicable funding source.

Withdrawal or Termination After the Start of Class and after the Cancellation Period:

The implementation of our 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.

In accordance with ACCET Document 31 – Cancellation and Refund Policy:

- a. Refund amounts will be based on a student's last date of attendance (LDA).
- 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 weeks 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 weeks completed to the total program hours. The number of weeks 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 or Leave of Absence

When a student is required to withdraw from all courses because of documented circumstances determined by the Arc Educates Manager 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.

Other

Refund checks will be issued ONLY to the person who made the payment within thirty (30) days. The refund will be processed within thirty (30) days after the date the refund was requested. There is no transfer of funds from one student to another.

Academic and Attendance Policies

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. Attendance policies are detailed in the program syllabus and should be referred to regularly.

Absences due to religious observations and funerals will not be counted toward this policy. All other absences will be counted for the purposes of this policy.

Tardiness/Early Dismissal – Attendance is calculated in 15-minute increments. Time lost as a result of tardiness, or an early dismissal will be counted towards student absences.

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

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

Occasionally circumstances might compel students to interrupt their enrollment. These breaks in enrollment are formally recognized as leaves of absence (LOA). A leave of absence might be voluntary or involuntary, might occur while a student is in good standing or on academic probation, and might be associated with a medical condition. Students planning any leave should promptly consult with the Arc Educates Manager. Students will be asked to complete and submit a Request for Leave of Absence or Withdrawal form to the Manager for supporting documentation although written request is not mandatory.

When taking a leave, students are advised of the conditions under which they might resume their participation at a future date. It is Arc Educates' expectation that students will not exceed a leave of more than 5 months (DSPaths), 8 weeks (Entry-level Culinary Arts), 7 weeks (Animal Care), or 6 weeks (Material Handler), or their approved leave will be administratively withdrawn.

Students who decide not to return must formally and timely withdraw their leave, preferably in writing to the Arc Educates Manager. Students will be advised of the conditions under which they might resume their studies should they change their minds at a future date. A student who leaves under these circumstances, and is beyond six months since LDA (last day of attendance), will be required to officially re-apply to the program and complete the entire application/enrollment process. Arc Educates is not obliged to approve a student to resume the student's studies. Students who are allowed to resume are expected to complete their studies without further interruption.

Required Clock Hours

One clock hour is equal to 50 minutes of instructor led training followed by an appropriate break. Amount of required clock hours vary with each program. 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.

Campus Closing Due to Emergencies/Inclement Weather and Public Health Crisis (Pandemic)

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 may be closed without advanced notice and/or for an extended period. 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, the Arc Educates Manager and faculty members shall determine how best to make up the lost class time.

Medical Emergencies

Students must inform their Instructor(s) immediately upon injury. A first-aid kit for minor cuts or burns is located in the classrooms and at lab/externship sites. Students will be told and shown where the first-aid kit is on the first day of class. There are medical staff on the Arc Broward campus at all times. Cuts, abrasions, and the like need to be properly bandaged and covered with a finger cot or latex glove at all times. Students will be required to sign a Release and Waiver of Liability prior to the start of the program. 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 during school, externship, or lab hours will be dismissed from the program and reported to authorities.

Smoking

In keeping with the institution's intent to provide a safe and healthful work environment, smoking is prohibited throughout the school. In accordance with Florida's Clean Indoor Air Act, Arc Educates strictly prohibits smoking in all enclosed indoor workplaces and learning environments in any building or any vehicle owned, leased, or occupied by the Institution.

Smoking is defined as inhaling, exhaling, burning, carrying, or possessing any lighted tobacco product, including cigarettes, cigars, pipe tobacco, or any other lighted tobacco product. The use of electronic (vapor) cigarettes or pipes as well as smokeless tobacco products are also prohibited in smoke-free designated areas. Students must follow all rules related to smoking at externship sites. On the Arc Educates main campus, smoking is prohibited within 1,000 feet of the entrances of Buildings 1, 2 & 3. There are no designated smoke breaks for students nor faculty. Students must dispose of their cigarettes properly. Students must dispose of products properly and always wash their hands after smoking when entering the building again.

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. There is a scheduled lunch break. With this in mind, students must adhere strictly to the following standards:

- No personal calls or texts are to be made or received during class, except in an emergency.
- The receptionist gives urgent messages to the Instructor(s), who relay them to students. Please advise family and friends.
- Cell phones are not permitted in the classroom nor kitchen at any time.
- During class, phones should be off and stored in a vehicle or locker.
- Messages may be checked, and phone calls made only outside of the classroom, externship /lab and offsite. Preferably the only time this is done is before class, during lunch or after the Instructor dismisses the student at the end of the day.

Consumption of Food and Beverage in Class

Should you need to eat something during class, plan ahead and bring a snack with you to consume during appropriate times outside of the kitchen/classroom/externship facility. Exceptions are made on an individual basis for students with a medical condition requiring such snacks. No glass beverage containers are permitted in the kitchen/externship facility. Students cannot remove food from the commercial kitchen without the prior approval of the Executive Chef/Chef Instructor.

Personal Property

Students may use lockers on a space available basis and must provide a lock. 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 role and responsibility is to communicate effectively and in a timely way. If an issue about the program arises, please discuss it immediately with the Instructor or Arc Educates Manager. The instructors are always willing to listen to student concerns and suggestions. In addition to being available as your instructors during class, Instructors are also available outside of class hours by appointment. Please note that students must deal with personal issues with other students outside of class.

Tutoring

The Instructors and Arc Educates staff will provide tutoring to students in need. Students who need additional assistance should consult with the Arc Educates Manager for resources concerning tutoring and additional instruction. Students are responsible for arranging tutoring sessions with faculty.

Regulations and Information

In addition to meeting the requirements for Arc Broward's certificate programs, students must comply with program administrative requirements that are detailed in this section.

Adverse Action Notification Requirements

An individual who is enrolled in an Arc Broward Post-Secondary 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

In accordance with Federal and State of Florida guidelines, Arc Educates is required to establish 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, industry certification scores, final exam score and class attendance and participation.

Student Academic Progress (SAP) standards apply to all students enrolled in the program. SAP is reviewed quarterly per program session, regardless of a student's receipt of financial aid. The reviews will occur as detailed in the syllabus and under each certificate program's course descriptions in this catalog. For the Entry-Level Culinary Arts, Material Handler, and Animal Care programs, the meeting will minimally include the Student, the Arc Educates Manager, the Instructor, and the Admissions Specialist. For DSPaths, the employee's supervisor is invited to join the Instructor, student, and Arc Educates Manager.

The Arc Educates Manager, or his/her designee, will 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 Arc Works Team for inclusion in the student'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 in accordance with attendance requirements detailed in the program syllabus.
- ✓ The student's academic average is reviewed to determine **qualitative progress**. Students must maintain an average of quizzes/practical skills assessments/test in accordance with grade requirements detailed in the program syllabus.

Final grades will be based on the student's performance as detailed in the program syllabus.

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 quantitative and qualitative progress 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, as appropriate, when they are placed on warning.

Students placed on warning who fail to meet the qualitative and quantitative progress 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 Arc Educates Manager, as appropriate, when they are placed on probation. Students may be placed on probation or may be dismissed for violations of student code of conduct.

Students placed on probation who fail to meet the qualitative and quantitative progress 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 Arc Educates Manager will provide written notification to the student as to the recommended reentrance date, if applicable.

Appeal Process

A student may submit a written appeal of his/her dismissal within five calendar days of their receipt of the dismissal notice. 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 provided to the student which clearly identifies a viable plan 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. All certificate programs must be completed within 24 program calendar weeks. Time spent on an approved leave of absence is not counted against the maximum time frame. Students exceeding the maximum time frame will be administratively withdrawn.

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 Arc Broward Post-Secondary Certificate Programs. To that end, the following prohibitions apply:

1. No faculty member may be engaged in a close personal, family, business, or professional relationship with any student that the faculty member examines or evaluates.
2. No faculty 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 faculty 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 course of all Post-Secondary Certificate Programs

and until 75 days from the date of program completion.

Any faculty member, staff or student who is found to have violated one of the above prohibitions shall be referred to the Arc Educates Manager 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 based on age, color, creed, disability, religion, marital status, veteran status, national or ethnic origin, race, gender, gender identity, sex, or sexual orientation. 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 all Arc Educates certificate programs, 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, please contact the Chief Executive Officer, Arc Broward, 10250 NW 53rd Street, Sunrise, FL 33351. Phone: 954-746-9400.

Program Property Rights

The Entry-Level Culinary Arts, Material Handler, Animal Care, and DSPATHS programs are 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 any of the certificates from Arc Broward may include one of the following statements, "Certificate of Completion in the Entry-Level Culinary Arts Program by Arc Educates," "Certificate of Completion in the Material Handler Program by Arc Educates," "Certificate of Completion in Animal Care by Arc Educates", or "Certificate of Completion in the DSPATHS Program by Arc Educates."

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

Copyright

The definition of copyright is the exclusive legal right, given to an originator (or an assignee) to print, publish, perform, film, or record literary, artistic, or musical material, and to authorize others to do the same. Arc Educates staff, instructors, and students are prohibited from sharing and/or distributing copyrighted materials without the permission of the copyright holder. In addition to ensuring there is no law violation, this policy maintains the integrity of the certificate programs as it pertains to student plagiarism and instructors' use of materials.

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 Arc Broward Post-Secondary Certificate Programs. Arc

Educates shall review all policies governing the certificate programs a minimum of once per year. Updates to the Arc Educates Catalog 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

Arc Educates Certificate Programs 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 Post-Secondary Certificate Programs 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, by appointment, Monday through Friday, 9:00 a.m. to 5:00 p.m. Students can review their file under supervision. Student files are not allowed to leave the premises. Appointments can be scheduled by calling (954)746-9400 and making a request to the Arc Educates Manager or office manager.

Transferability/Granting of Credit

Admissions applicants with past formal training may be granted transfer toward program completion at Arc Educates. Credit earned at another institution will be accepted only if that institution is accredited by an agency recognized by either the U. S. Department of Education or the Council for Higher Education Accreditation. The Arc Educates Manager may grant transfer credit for coursework taken at another accredited school in which a grade of "C"; or better was earned. Transferred work must be substantially equivalent to the corresponding segments for which the student is seeking credit at Arc Educates. Transfer credit does not carry a grade.

Coursework needs to have been completed within the past year. See the Arc Educates Manager for details on the process.

Arc Educates does not grant credit for work experience or examination.

Assessment/Grading of Student Achievement

Instructors will assess student performance, both formatively and summatively throughout the program, and to submit a final grade. At the completion of the program, the Instructor will convert percentages in accordance with Satisfactory Academic Progress policy/procedures into a final letter grade, according to the conversion chart below. In the chart below, each letter grade is equated to a point range and a percentage range.

| Letter Grade (post-secondary programs) | Course Average | Grade Point Value (post-secondary programs) | Description |
|--|----------------|---|--------------|
| A+ | 96 -100 | 4.0 | |
| A | 90 – 95 | 4.0 | Excellent |
| B+ | 85 – 89 | 3.5 | |
| B | 80 – 84 | 3.0 | Very Good |
| C+ | 75 – 79 | 2.5 | |
| C | 70 – 74 | 2.0 | Satisfactory |
| D+ | 65 – 69 | 1.5 | |
| D | 60 – 64 | 1.0 | Pass |
| F | Below 60 | 0.0 | Fail |

Graduation Requirements

Students are eligible for graduation when they have successfully fulfilled the stated requirements for a Certificate of Completion in their respective program of study. Requirements for graduation include the following:

- Successful completion of the student's final Satisfactory Academic Progress period.
- A minimum grade/grade point average of at least C/2.0.

The Arc Educates Manager will notify students of the determination in writing.

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 an Arc Educates' Program, 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 Catalog, other official publications, and Arc Educates web site at <http://www.arcbrowardlearning.com>. This Policy shall prevail in instances where there outdated versions of the Student Catalog are printed in other Arc Educates publications.

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

1. Abusive or violent conduct towards others including verbal and/or physical threats or aggression towards staff, faculty, other students, visitors, or consumers.
2. Bribery
3. Discrimination as defined in the Arc Educates Student Catalog
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 Arc Educates or Arc Broward official, such as faculty, staff, or administrators, or falsely contracting in the name of Arc Educates or representing oneself as an agent of Arc Educates
 - d) Forgery, alteration, or the misuse of any Arc Educates document, record, or instrument of identification
 - e) Violation of copyright as defined in the Arc Educates Student Catalog
5. Disorderly Conduct. May include but is not limited to or significant property disruption or destruction.
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.
 - b) Refusal to participate in program curriculum activities including externship, classroom, and other community-based locations.
7. Miscellaneous – Any behavior that Arc Educates 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 Arc Educates Manager or faculty when requested to do so
 - b) Falsification, distortion, or misrepresentation of information to the Arc Educates Manager or faculty
 - 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 Arc Educates Manager, faculty and staff
 - g) Harassment (verbal or physical) and/or intimidation of students or faculty in the Post-

Secondary Certificate Programs

- h) Failure to comply with the sanction(s) imposed under the Student Code of Conduct
 - 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, Externship's, or Arc Educates' Property
 11. Unauthorized Computer Usage
 12. Unauthorized Demonstration – participation in a campus demonstration which disrupts the normal operations of Arc Educates and infringes on the rights of other members of Arc Educates 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 Arc Educates 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) Arc Educates disciplinary proceedings may be instituted 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, Arc Educates 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, Arc Educates may advise off-campus authorities of the existence of the Student Code and of how such matters will be handled internally within the Arc Educates.
 - c) Arc Educates 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 Arc Educates Policies/Procedures, Rules, or Regulations.
 19. Weapons and Dangerous Materials – Possession of firearms, dangerous chemicals and/or other weapons not deemed necessary for Arc Educates purposes is forbidden at any location or at any Arc Educates sponsored activity, including in the parking area for Arc Broward 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 Broward 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 Broward 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.

Arc Educates retains the right to discipline students and student organizations up to dismissal from Arc Educates, 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 of Arc Educates 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 Arc Educates' 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, faculty, 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 post-secondary education. Arc Educates students are subject to federal and state law, county and municipal ordinances, and all policies and procedures of the Arc Educates. Violation of these policies may result in probation or dismissal.

For students who exhibit disruptive behavior serious enough to merit disciplinary action, Arc Educates may refer the students for appropriate psychological/psychiatric evaluation. The 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 Broward faculty and 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 Workforce Services.

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 Arc Educates in a subsequent academic term as a student, the Arc Educates Manager may share with the student's faculty 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 Manager should share the information in person with the faculty 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

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

Arc Educates 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, faculty member, employee, or consumer of Arc Broward and the Arc Educates or against any person at an Arc Broward and Arc Educates sponsored or supervised activity. In addition to any criminal or civil actions which may be pending or in process, Arc Educates 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 the Arc Educates Student Catalog.

Unlawful Discrimination, Harassment, and Retaliation

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 Manager, working in close consultation with the Chief People Officer and Vice President of Workforce Services, shall investigate formal and informal complaints according to Arc Educates 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, 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 Arc Educates Student Catalog.
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 Educates staff or faculty member who suspects or becomes aware of any alleged discrimination, harassment or retaliation must immediately notify the Arc Educates Manager, Vice President of Workforce Services, or the Chief People Officer.
5. Failure of any Arc Educates employee to notify the Arc Educates Manager 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.

Definitions

Discrimination is defined as treating any student/applicant for admission differently than others based on race, color, religion, age, disability, sex, national origin, marital status, sexual orientation, or 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.

Academic Honesty

Arc Educates expects its students to be honest in all 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 any Arc Educates 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 Arc Educates Manager 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.

Complaints, 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, gender identity, gender, 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.

The student may contact the Commission for Independent Education, Florida Department of Education, 325 West Gaines Street, Suite 1414, Tallahassee, Florida 32399-0400, toll-free telephone

number (888)224-6684, if the student is not satisfied with the results after exhausting the school's complaint policy.

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.

General Complaint Procedure

An individual who has a complaint about an employee's performance or behavior that is not discriminatory or about the program or processes should go to the Arc Educates Manager, Bldg. 2, telephone (954) 746-9400, or csanoir@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 Arc Educates Manager, s/he may appeal in writing to the Vice President of Workforce Services within ten days after the date of the letter. The person filing the appeal should identify why they are dissatisfied with the outcome of the complaint and provide any additional information to be considered.

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.

ACCET Complaint Procedure

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When issues or problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

If a student has exercised the institution's formal student complaint procedure, and the problems or issues have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing (by email or mail) to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.

2. The letter of complaint must contain the following information:
 - a) Name and location of the ACCET institution
 - b) A detailed description of the alleged problem(s)
 - c) The approximate date(s) that the problem(s) occurred
 - d) The names and titles/positions of all individuals involved in the problem(s), including faculty, staff, and/or other students
 - e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET
 - f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved
 - g) The status of the complainant with the institution (e.g., current student, former student, etc.).

3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g., student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

SEND TO:
ACCET
CHAIR, COMPLAINT REVIEW COMMITTEE
1722 N Street, NW
Washington, DC 20036
Telephone: (202) 955-1113
Email: complaints@accet.org
Website: www.accet.org

Note: Complainants will receive an acknowledgement of receipt within 15 days.

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 Vice President of Workforce Services, Building 2, Room 207, and/or Department of Human Resources, Room 253, or telephone (954) 746-9400. 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 Broward 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 Broward 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.

External Complaints

Any student, employee, applicant for admission or employment, or member of the public using Arc Educates 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-- Florida Commission on Human Relations

4075 Esplanade Way Room 110, Tallahassee, FL 32399
800-488-7082

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

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 Educates Manager.

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 Manager 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 Manager 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 Manager. 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 Manager 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 Chief Executive Officer 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.

Complaint Process for Students for Non-Instructional Issues

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

Arc Educates encourages its students to resolve their differences with Arc Educates employees and other Arc Broward 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. A complaint is defined as a student's perception of the improper application of Arc Educates' policies or procedures. Complaints of discriminatory treatment should be made through Arc Educates' 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 Arc Educates Student Catalog.

Student Services

Given Arc Educates and Arc Works bundled services model, the Institution offers a variety of supportive services and has designated, trained staff members to provide each of the following student services: academic advisement, financial assistance advisement, personal advisement, job placement assistance, supported employment, and career advancement services. Further, Arc Works has established relationships with dozens of community partners throughout its 40 years of existence in Broward County and utilizes this network of providers to facilitate relevant and timely community referrals as needed. At a minimum, the following supportive services are available to students:

Career Support and Job Placement Services

These services are provided by Career Placement 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. Career Placement staff will distribute an additional participant handbook for these services.

Child Care Services

These 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 the Arc Educates' main campus. 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)

These services are available through many local community-based agencies. Arc Works is familiar with resources available to provide emergency support and will help a student by making referrals to address identified 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, Urban League, and Minority Development & Empowerment, Inc., among others.

Individual Case Management

These services help 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, food insecurity, and housing.

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 WorkBar 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 will begin identifying career plans with staff during the last three weeks of their program, if not earlier. Arc Works staff will identify and prioritize action steps related to each student's job placement assistance needs.

| Holidays/Breaks | |
|---|-----------------------------|
| Arc Educates observes the following Federal Holidays | |
| Monday, September 2, 2024 | Labor Day |
| Monday, November 11, 2024 | Veterans Day |
| Thursday & Friday, November 28 & 29, 2024 | Thanksgiving Holiday |
| December 23, 2024 – January 3, 2025 | Winter Holiday Break |
| Monday, January 20, 2025 | Martin Luther King, Jr. Day |
| Monday, February 17, 2025 | Presidents' Day |
| Monday, May 26, 2025 | Memorial Day |
| Thursday, June 19, 2025 | Juneteenth Day |
| Friday, July 4, 2025 | Independence Day Break |
| Monday, September 1, 2025 | Labor Day |
| Tuesday, November 11, 2025 | Veterans Day |
| Thursday & Friday, November 27 & 28, 2025 | Thanksgiving Holiday |
| Monday, December 22, 2025 – Friday, January 2, 2026 | Winter Break Holiday |
| Monday, January 19, 2026 | Martin Luther King, Jr. Day |

Entry-Level Culinary Arts

Program Overview

Our goal is to instruct students who are committed to a career in culinary arts and to help them achieve their potential through small class sizes and individualized instruction from a professional faculty and staff. Students will acquire the foundational knowledge and skills of cooking and/or baking, sensory awareness and teamwork needed to work with competence and professionalism in a commercial kitchen or in a related culinary field.

The hands-on learning and in-depth knowledge you will receive from the Entry-Level Culinary Arts program will raise the bar on your career possibilities. You can walk away with so many new skills—with so much more insight on culinary concepts, techniques, ingredients, and cuisines – you will wonder how you ever did without them. You will work in the Arc Culinary teaching kitchen with people who are serious and passionate about culinary arts and who share your commitment to personal and professional development. And you can do it all in approximately sixteen (16) weeks, so you can quickly put your education to work.

Our 420-clock hour certificate program prepares students for entry-level positions in the culinary field with the basic knowledge of the food service industry (note DOE uses terminology of diploma instead of certificate). The program typically takes 16-weeks to complete. There are on average five standard program starts per year, occurring every other month. The certificate program provides students the opportunity to:

- Understand the principles of food identification and nutrition.
- Learn and practice the professional skills used in food preparation and service.
- Gain experience in the proper use and maintenance of professional knives, hand tools, and commercial kitchen equipment.
- Become familiar with the layout and workflow of professional kitchens and restaurants.
- Gain appreciation for the history, culture, and international diversity of the culinary arts.
- Build skills as a member of a team.
- Learn to communicate accurately and effectively.
- Develop a personal sense of professionalism necessary for working successfully in the food service and hospitality industry.
- Build upon academic and practice skills.

Program Advantage

- Our combination of lectures, hands-on lab instruction, and create a comprehensive curriculum that allows students to receive an intensive entry-level culinary education in a short period of time.
- Our commercial-grade kitchen offers a classroom laboratory, creating an efficient and enjoyable atmosphere in which to work, learn and dine.
- We employ a talented faculty and staff 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 catering to producing and serving food in large quantities for food-related events around the city, just to name a few.
- Our proximity to Ft. Lauderdale affords students the opportunity to meet and work with a wide variety of local culinary talents.
- In addition to our facilities, which include student resource areas, Internet access and quiet place study spaces, complimentary tutoring and personal advising is available to every student at their request.
- Lifelong career placement support to provide career guidance for all graduates.

Educational Goals/Training Objectives

The Entry-Level Culinary Arts program educates students who are committed to a career in culinary arts industry and to help them achieve their potential through small class sizes and individualized instruction from a professional faculty and staff. Our combination of lectures, hands-on lab instruction, and creates a comprehensive curriculum that allows students to receive an intensive entry-level culinary education in a short period of time. Our commercial-grade kitchen offers a classroom laboratory, creating an efficient and enjoyable atmosphere in which to work and learn. We employ a talented instructor and culinary 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 catering to producing and serving food in large quantities for food-related events around the city, just to name a few.

Objectives: Our sixteen (16) week certificate program prepares students for entry-level positions in the culinary field with the basic knowledge of the food service industry. The certificate program provides students the opportunity to:

- Understand the principles of food identification and nutrition.
- Learn and practice the professional skills used in food preparation and service.
- Gain experience in the proper use and maintenance of professional knives, hand tools, and commercial kitchen equipment.
- Become familiar with the layout and workflow of professional kitchens and restaurants.
- Gain appreciation for the history, culture, and international diversity of the culinary arts.
- Build skills as a member of a team.
- Learn to communicate accurately and effectively.
- Develop a personal sense of professionalism necessary for working successfully in the food service and hospitality industry.
- Build upon academic and practice skills.

By the end of the **Entry-Level Culinary Arts** program, students must be able to demonstrate the following performance objectives:

1. Describe the principles of food identification and nutrition.
2. Demonstrate efficiency in applying professional skills used in food preparation and service.
3. Demonstrate the proper use and maintenance of professional knives, hand tools, and commercial kitchen equipment.
4. Navigate the layout and workflow of professional kitchens and restaurants.
5. Express an appreciation for the history, culture, and international diversity of the culinary arts.
6. Work as a member of a team and communicate accurately and effectively.
7. Obtain Food Handler Safety Certification.

Course Descriptions and Clock Hours

One to four students enroll in the program at staggered entry times typically every other month. As such, the maximum Chef Instructor to student ratio in the classroom 1:8 and is often 1:4. Depending on the level of extra support that some students require, the Instructor has the flexibility to combine classes and allow students to sit in on classes that they are struggling. In the lab (Arc Culinary commercial kitchen) the maximum ratio is 1:6 and more typically a 1:4 ratio. Students rotate through various stations in the kitchen and work alongside the Culinary Arts Lab Instructor. The Culinary Arts employees serve as informal mentors while the Lab Instructor provides direct instruction and supervision of hands-on, practical skills training in the kitchen-lab.

Classes begin promptly at **8:30 a.m. until 3:00 p.m., Monday through Friday. A half-hour lunch break is provided.**

The below listed course numbers are made up of numbers and letters that represent the name of the program and the sequence of the courses. The course numbering system is designed to identify courses and differentiate the level of study. Note that courses are numbered sequentially and assigned a letter prefix depicting the program title.

| Course Number | Course Title |
|----------------------|---|
| CA101 | Introduction to Knife Skills & Safety – Students receive education and instruction on basic knife safety, knife parts, and are introduced to based Knife cuts. |
| CA102 | Food Handler Course – Introductory food safety course which includes lessons on Food Contamination, Foodborne Illness, Cleaning and Sanitizing, and Pest Control. Students complete an exam to receive a Safe Staff Food Handler Certification. |
| CA103 | Culinary Terminology – Students will be introduced to food, kitchen equipment, machinery, and cooking style terms. |
| CA104 | Stocks and Sauces – Students will learn about Mirepoix, the Mother Sauces, and stocks before being required to make them on their own. |
| CA105 | Herbs, Spices, Fruits & Vegetables – Students will learn how to identify various herbs and spices by smell, taste, and appearance as well as when to use them. They will also learn how to prepare multiple kinds of fruits and vegetables. |
| CA106 | Dressings and Garde Manger – Students will be taught how to make different kinds of salad dressings and well as what and how foods are presented by a kitchen Garde Manger. |
| CA107 | Cheese & Dairy – Students will explore what is considered a dairy product as well as how cheese is classified. |
| CA108 | Measurements – Students will learn about how to measure wet and dry ingredients, convert measurements, and abbreviations found in recipes. |
| CA109 | Baking – Students will learn about the importance of certain ingredients and specifications when baking. |
| CA110 | Pasta, Grains, Beans – Students will be introduced to multiple kinds of pasta, grains, and beans, as well as how to prepare them. |
| CA111 | Nutrition & Dietary Restrictions – Students will review food allergens introduced during their Food Handler certification, and then learn about different types of lifestyles diets (both ingredient and texture restrictive) as well as how to read nutrition labels. |
| CA112 | Customer Service Course – Introductory course focusing on the foundations of understanding a customer’s expectations, handling difficult customers, and providing quality service while being respectful and friendly. Includes situations and conversations based on working in a restaurant setting. |
| LAB101 | Lab – Hands on Instruction/Experiential Learning in a commercial kitchen setting to increase skills such as knife cuts, cooking techniques, portioning meals, and packaging food. |

To successfully complete the program, all coursework and lab work must be completed in 420 clock hours. Students must be in attendance for 90% of the clock hours (378 clock hours which is an average of no more than 7 days absent). Satisfactory Academic Performance (SAP) is measured quarterly, at approximately 105, 210, 315, and 420 hours. A breakdown of this instruction includes:

- 120 clock hours of classroom lecture (includes Food Handler Certification)
- 300 clock hours of hands-on lab
- In addition to the 420 classroom/lab clock hours, 24 hours of various pre-employment/career supports/financial literacy education are offered for all students instructed by the Arc Works team

Students must be in attendance for 90% of the clock hours (One clock hour is equal to 50 minutes of instructor led training followed by an appropriate break).

Laboratory Experience with Arc Culinary

Arc Culinary offers contract meal production and catering opportunities that provide students with laboratory experience in larger scale production and special events. Entry-Level Culinary Arts students can also earn the opportunity to be featured as Student Chefs with a “Student Chef Luncheon” in their last month of classes. To showcase the culmination of acquired program skills they will work side-by-side with their peers, Chef Instructors and Executive Chef to develop a three-course, gourmet lunch prepared for their family members, community stakeholders, and employees of Arc Broward. This opportunity is only available when the campus is not practicing social distancing procedures.

Kitchen Cleanliness and Safety

All Entry-Level Culinary Arts students must follow the State of Florida Department of Health regulations for food service workers. Students are responsible for organizing and keeping the kitchen clean daily and throughout the program.

- All students must wash hands thoroughly at the beginning of class, after rest rooming and as often as needed.
- All students clean the kitchen thoroughly at the end of the day/evening.
- All students must stay until the kitchen is clean at the end of the day/evening.
- Students must keep themselves, their workstations, and the kitchen in spotless order at all times.
- Students must use dry oven mitts or towels when removing items from ovens.
- Students should ask for help carrying, lifting, or reaching for large or heavy items.
- Students must make their presence known when working around or walking around people. This is especially important when carrying items. Students in the kitchen must announce in a loud clear voice, "Behind you" or "In front of you" or "Hot behind."
- Students must keep knives sharp and always handle them with care. Students should never attempt to catch a falling knife or place knives in a sink or in the dishwashing area.
- Personal items are the student's responsibility and are not permitted in the kitchen.

Uniform and Dress

Students must always uphold a professional image while on-site. Students must adhere to the following standards:

- Student uniforms must be cleaned and pressed.
- Students must wear their chef's jacket and a white undershirt (no logos or prints) every day.
- Students must wear closed-toe black, nonskid sole shoes (no sneakers).
- Wedding rings are the only jewelry permitted in the kitchen. No other jewelry, including earrings are 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.
- In order to prevent hair from contaminating food products, all hair must be properly groomed and restrained, and is subject to the discretion of the Chef Instructor(s). All hair must be pulled back and restrained or put in a hair net.
- Students choosing to wear a hat or other head covers, scarves or bandannas are permitted to do so at the discretion of the Chef Instructor(s).
- 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 the classroom and return dressed in proper uniform or may be sent home and receive an absence for the clock hours missed if they are not properly uniformed.

Culinary Arts Program Faculty and Administration

| | |
|--|---|
| Christian Velez Chef Instructor cvelez@arcbroward.com | Anthony Carvalho Admissions & Retention Specialist acarvalho@arcbroward.com |
| Chad Phillips Chef Lab Instructor cphillips@arcbroward.com | Amanda Arana, M.Ed., CHEP, CHI Curriculum Specialist aarana@arcbroward.com |
| | Carla A. Sanoir Arc Educates Manager csanoir@arcbroward.com |

Entry-Level Culinary Arts 2024 – 2025 Starts Academic Calendar

| 2024 Cohort 5 | September 23, 2024 – January 31, 2025 |
|--------------------------------|--|
| Trial Period | September 17 - 19 |
| Class Start Date & Orientation | September 23 |
| No Classes | November 11, November 28 & 29, December 23 – January 3, 2025, January 20, 2025 |
| Class End Date | January 31, 2025 |
| 2025 Cohort 1 | January 13, 2025 – May 6, 2025 |
| Trial Period | January 6 - 8 |
| Class Start Date & Orientation | January 13 |
| No Classes | January 20, February 17 |
| Class End Date | May 6 |
| 2025 Cohort 2 | March 10, 2025 – July 1, 2025 |
| Trial Period | March 3 - 5 |
| Class Start Date & Orientation | March 10 |
| No Classes | May 26, June 19 |

| | |
|--------------------------------|---|
| Class End Date | July 1 |
| 2025 Cohort 3 | May 19, 2025 – September 12, 2025 |
| Trial Period | Mat 12 - 14 |
| Class Start Date & Orientation | May 19 |
| No Classes | May 26, June 19, July 4, September 1 |
| Class End Date | September 12 |
| 2025 Cohort 4 | July 14, 2025 – November 3, 2025 |
| Trial Period | July 7 - 9 |
| Class Start Date & Orientation | July 14 |
| No Classes | September 1 |
| Class End Date | November 3 |
| 2025 Cohort 5 | September 22, 2025 – January 30, 2026 |
| Trial Period | September 15 - 17 |
| Class Start Date & Orientation | September 22 |
| No Classes | November 11, 27, 28, December 22 – January 2, January 19 |
| Class End Date | January 30 |
| | |

Material Handler

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 handlers work closely with material moving machine operators (fork lift operators) and inventory/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. 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.

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. The program typically takes 12-weeks to complete. There are on average four standard program starts per year, occurring every three months.

Educational Goals/Training Objectives

The Material Handler 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 externship experience, and creates a comprehensive curriculum that allows students to receive intensive education in a short period of time. AB7 America's Warehouses and other local warehouses offer an externship, creating an efficient and enjoyable atmosphere in which to work and learn. We employ a talented instructor and external warehouse business team members 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 areas ranging from recycling to inventorying to stocking to testing/refurbishing electronics and other materials.

The program provides students the opportunity to:

- Learn and practice the professional skills used in light industrial/warehouse/distribution/retail settings including receiving, shipping, put away, picking, 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.
- Exercise safe working practices.
- Obtain 10-hour OSHA Outreach Training for General Industry Certificate of Completion
- Obtain Staying Safe at Work Certification by the National Institute for Occupational Safety and Health
- Obtain Forklift Certification (optional for eligible students)

Course Descriptions and Required Clock Hours

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 externship (warehouse) is maximum of 1:8, and is more typically 1:4. These ratios have worked well in the classroom as it is small and allows for more intensive instruction. In the externship 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 the externship site while the primary instructor moves throughout the warehouse to provide direct instruction and supervision.

Classes are held from 8:30 a.m. to 3 p.m., Monday-Friday. Class length times vary as indicated in the daily lesson plans. Externship length times vary as indicated in the daily lesson plans. A lunch break of 30 minutes is provided.

The below listed course numbers are made up of numbers and letters that represent the name of the program and the sequence of the courses. The course numbering system is designed to identify courses and differentiate the level of study. Note that courses are numbered sequentially and assigned a letter prefix depicting the program title.

| Course Number | Course Title | |
|---------------|---|--|
| MH101 | Material Handler Basics - Introduction to the Material Handler field, potential employment options, how to protect themselves by wearing Personal Protective Equipment and using Safe Lifting Techniques. | |
| MH102 | Warehouse Operations – Students will learn about the logistics within a warehouse, how the operations run in a warehouse, and will review Fire Extinguisher Safety. | |
| MH103 | Workplace Safety - Introductory safety course which includes workplace health and safety, job hazards, how to make a work environment safer, and how to stay safe in an emergency. A worker’s rights and responsibilities will also be covered in addition to how to speak up when there is a problem at work. | |
| MH104 | Transportation of Product – Students will cover steps for receiving and sending product, as well as the flow of how product is transported from one location to another. They will learn how to read and fulfill orders for departments. | |
| MH105 | Tools, Pallets, and Gaylords – Students will be introduced to using various hand and power tools, as well as the safety requirements that come with them. They will also learn how to build then safely and successfully transport pallets and gaylords. | |
| MH106 | Putaway and Replenish – Students will learn, and then practice, how to accurately sort and put away items in addition to the process of replenishing inventory. Staging and loading product to be transported is covered as well. | |
| MH107 | Machinery Safety – Students will learn safety control procedures in multiple warehouse situations including Lockout & Tagout and Hazardous Energy. | |
| MH108 | Technology in the Warehouse – Students will review how technology is used to conduct inventory as well as different software that is used in computers in a warehouse. | |
| MH109 | Good Manufacturing Practices – Students will be educated on the history of why manufacturing practices need to be regulated and how it is accomplished. | |
| MH110 | Pallet Jack and Forklift – Students are taught the different parts and safety procedures of a Pallet Jack and Forklift. How to operate these machines will be reviewed through videos and discussion. Optional certifications are available. | |
| MH111 | Customer Service Course - Introductory course focusing on the foundations of understanding a customer’s expectations, handling difficult customers, and providing quality service while being respectful and friendly. Includes situations and conversations based on working in a warehouse/retail setting. | |

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|---------------|---|
| MH112 | OSHA 10-Hour General Industry Certified Training – Students will complete all required preparation work and then sit for their certification. Topics include Introduction to OSHA, Walking and Working Surfaces, Exit Routes, Emergency Action Plans and Fire Prevention, Electrical, Personal Protective Equipment (PPE), Hazard Communication, M-Machine Guarding, and Bloodborne Pathogens. |
| EXT101 | Externship - Hands on Instruction/Experiential Learning in an actual warehouse setting |

To successfully complete the program, all coursework and externship work must be completed in 248 clock hours. Students must be in attendance for 90% of the clock hours (223.25 hours which is an average of no more than 4.75 days absent). Satisfactory Academic Performance (SAP) is measured quarterly, approximately at 62, 124, 186, and 248 hours. Transportation time is not included in clock hours. A breakdown of this instruction includes:

- 78.5 clock hours of classroom lecture (includes industry certifications)
- 169.5 clock hours of hands-on externship
- In addition to the 248 classroom/externship clock hours, 24 hours of various pre-employment/career supports/financial literacy education are offered for all students instructed by the Arc Works team

Externship Experience in the Material Handler Program at a Warehouse

Students will receive instruction in a local warehouse, distribution, or processing center. They will develop competence in the following tasks/skills that crosswalk with classroom instruction:

- De-manufacturing materials
- Software/inventory management with monitors, hard drive sanitization
- Sorting/Processing material from the trucks/large drop offs
- Using large/industrial equipment (i.e., baler and shredder) and smaller hand-held equipment (i.e., scanners)
- Disassembly
- Packaging
- Building pallet/gaylords

Uniform and Dress

Students must always uphold a professional image while on campus and at the externship sites.

Students must adhere to the following standards:

- Student uniforms are Arc Broward t-shirts.
- Students must wear a clean Arc Broward T-shirt every day and a student ID badge.
- Students must wear closed-toe, nonskid sole shoes, steel toed preferred (no crocs).
- Students must wear long pants (no shorts). Jeans or cargo pants. No sweatpants, joggers. Pants with holes, rips and tears are not allowed.
- Minimal jewelry. Necklaces tucked inside of T-shirt.
- Students with facial hair and existing beards must keep them well groomed.
- Students choosing to wear a hat or other head covers required for religious reasons are permitted to do so at the discretion of the Instructor(s).
- Students must practice good personal hygiene (daily bathing, shampooing and use of unscented deodorant).
- Perfumes, after-shaves with cologne must be worn at a minimum.

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 the classroom and return dressed in proper uniform or may be sent home and receive an absence for the clock hours missed if they are not properly uniformed.

Material Handler Program Faculty and Administration

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|---|---|
| Artavia Musgrove Material Handler Instructor amusgrove@arcbroward.com | Anthony Carvalho Admissions & Retention Specialist acarvalho@arcbroward.com |
| Carla A. Sanoir Arc Educates Manager csanoir@arcbroward.com | Amanda Arana, M.Ed., CHEP, CHI Curriculum Specialist aarana@arcbroward.com |

Material Handler 2024 – 2025 Starts Academic Calendar

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| 2024 Cohort 5 (overlaps with Cohort 6) | September 16, 2024 – December 6, 2024 |
| Trial Period | September 10 - 12 |
| Class Start Date & Orientation | September 16 |
| No Classes | November 11, November 28 & 29 |
| Class End Date | December 6 |
| 2024 Cohort 6 (overlaps with Cohort 1 2025) | October 28, 2024 – February 3, 2025 |
| Trial Period | October 21 - 23 |
| Class Start Date & Orientation | October 28 |
| No Classes | November 11, November 28 & 29, December 23 – January 3, 2025, January 20, 2025 |
| Class End Date | February 3, 2025 |
| 2025 Cohort 1 | January 13, 2025 – April 3, 2025 |
| Trial Period | January 6 - 8 |
| Class Start Date & Orientation | January 13 |
| No Classes | January 20, February 17 |
| Class End Date | April 3 |
| 2025 Cohort 2 | April 14, 2025 – July 3, 2025 |
| Trial Period | April 7 - 9 |
| Class Start Date & Orientation | April 14 |
| No Classes | May 26, June 19 |
| Class End Date | July 3 |
| 2025 Cohort 3 | July 14, 2025 – October 1, 2025 |
| Trial Period | July 7 - 9 |
| Class Start Date & Orientation | July 14 |

| | |
|--------------------------------|---|
| No Classes | September 1 |
| Class End Date | October 1 |
| 2025 Cohort 4 | October 13, 2025 – January 16, 2026 |
| Trial Period | October 6 - 8 |
| Class Start Date & Orientation | October 13 |
| No Classes | November 11, 27 & 28, December 22 – January 2 |
| Class End Date | January 16 |

Animal Care

Program Overview

Our goal is to instruct students who are committed to a career in Animal Care 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 to work in animal day care centers, shelters, kennels, dog & cat groomers, veterinary offices, and other animal care facilities. Through interactive lectures and lively discussions, students will be exposed to a variety of teaching approaches. The program typically takes 15-weeks to complete. There are three standard program starts per year, occurring every four months.

Educational Goals/Training Objectives

By the end of the Animal Care Certificate Program, students must be able to demonstrate the following performance objectives:

1. Describe the principles of basic animal care, specific to dogs and cats.
2. Understand and demonstrate professional skills required of an animal care assistant/associate.
3. Identify and understand common dog and cat breeds and their behavior.
4. Express an interest in and appreciation for animals, including their care and welfare.
5. Demonstrate effective communication.
6. Demonstrate professional customer service
7. Obtain American Red Cross Cat and Dog First Aid Certification

Course Descriptions and Required Clock Hours

Students move through the Animal Care program together as a cohort, starting and completing at the same time. The maximum instructor to student ratio in the classroom and at the externship is 1:5. This ratio allows for more intensive instruction. In the externship setting, the students rotate through various skills including, but not limited to, cleaning animal areas, feeding, bathing, grooming, caring, and playing, using equipment and tools, etc. As this activity occurs, the instructor moves throughout the shelter to provide direct instruction and student supervision.

The class start time begins at 8:30am and ends at 3:00pm, Monday – Friday. Students are asked to arrive by 8:15am for transportation to and from the externship sites. Class length times vary as indicated in the daily lesson plans. Externship length times vary as indicated in the daily lesson plans. A lunch break of 30 minutes is provided. Transportation time to and from the externship setting is not included in the course clock hours.

The below listed course numbers are made up of numbers and letters that represent the name of the program and the sequence of the courses. The course numbering system is designed to identify courses and differentiate the level of study. Note that courses are numbered sequentially and assigned a letter prefix depicting the program title.

| Course Number | Course Title |
|----------------------|---|
| AC101 | Introduction & Animal Care Basics Part 1 Students will be introduced to correctly feeding dogs as well as how to safely take them for a walk. Students will also become familiar with how to safely bathe dogs. Students will also learn how to clean a dog kennel. They will review the various kinds of dog supplies and toys. |
| AC102 | Personnel Safety and Basic Cleaning Students will learn details about PPE that is used while working with animals in order to avoid potential physical injuries. They will also review how to properly sweep, mop, dust, and clean glass/mirrors in order to keep a place of employment clean. |
| AC103 | Animal Care Basics Part 2 Students will learn about general cat care including how to feed cats in addition to how to properly clean a cat litter box. They will review the various kinds of cat supplies and toys. |
| AC104 | Animal Behaviors Students will be introduced to behaviors of both dogs and cats, with a heavy focus on dogs interacting with other dogs and red flags for aggression. |
| AC106 | Introduction to Veterinary Science & American Red Cross Animal First Aid Certification Students will be introduced to the proper terms for body parts of both dogs and cats. They will also learn basic first aid and health dangers for animals such as poisoning, open wounds, heatstroke, and broken bones. |
| AC107 | Animal Nutrition Students will learn about nutrients and additional information related to cat and dog foods, weight management, and common diseases. |
| AC108 | Dog Training Students will learn about the importance of training a dog and how to teach basic commands such as "sit", "stay", "come", and "leave it." |
| AC109 | Animal Identification Students will learn about the 7 dog breed categories, as well as the most popular of the 360 breeds world-wide. They will also be introduced to the 46 types of cats, with a focus on the most common ones in the United States. They will learn common challenges and the typical life span of various breeds |
| AC110 | Hot Car Danger & Animal Welfare Students will learn how the weather can directly affect the internal temperature of a car and the grave danger of leaving a dog in one. Students will be introduced to The Five Freedoms of animal welfare. |
| AC111 | Careers in Animal Care and Customer Service Students will learn about various careers in the animal care field. They will meet industry professionals (in-person or virtual) and watch videos about various positions that have not previously been covered. Students will also be trained in basic Customer Service in order to work with the public while in the field. |
| AC112 | Service, Emotional Support, & Therapy Animals/Final Review & Exam Students will learn about the purposes and reasons behind service, emotional support, and therapy animals. They will also review the qualifications and training that animals must have for each type of title. |
| EXT 101 | Externship Hands on practical skills training at assigned shelters/kennels and or other pet related facility. |

To successfully complete the program, all coursework and externship work must be completed in 340 clock hours. A student must attend at least 90% of the scheduled class hours (306 clock hours in attendance, no more than 34 clock hours absent which is approximately 6.8 days) during the entire course. Satisfactory Academic Performance (SAP) is measured quarterly, at approximately 85, 170, 255, and 340 clock hours. A breakdown of this instruction includes:

- 130 clock hours of classroom lecture (includes industry certification)
- 210 clock hours of hands-on externship
- In addition to the 340 classroom/externship clock hours, 24 hours of various pre-employment/career supports/financial literary education are offered to all students instructed by the Arc Works team

Externship

Through the implementation of this entry-level program, it is critically important that students gain a great deal of hands-on experience working with animals, as well as knowledge about animal behavior and the technologies that are used in the field in a relatively short amount of time. The externship component will take place at Abandoned Pet Rescue (<https://abandonedpetrescue.org/>) and other local shelters/kennels/pet related facilities which will bridge the gap between classwork and real-world experience through hands-on practical skills training and application.

Uniform and Dress

Students must always uphold a professional image while on campus and at the externship sites. Students must adhere to the following standards:

- Student uniforms are Arc Broward t-shirts.
- Students must wear a clean Arc Broward T-shirt every day and a student ID badge.
- Students must wear closed-toe, nonskid sole shoes, crocs are allowed if fully enclosed.
- Students must wear long pants (no shorts). Jeans, scrubs, or cargo pants. No sweatpants, joggers. Pants with holes, rips and tears are not allowed.
- Minimal jewelry. Necklaces tucked inside of T-shirt.
- Students with facial hair and existing beards must keep them well groomed.
- Students choosing to wear a hat or other head covers required for religious reasons are permitted to do so at the discretion of the Instructor(s).
- Students must practice good personal hygiene (daily bathing, shampooing and use of unscented deodorant).
- Perfumes, after-shaves with cologne must be worn at a minimum.

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 the classroom and return dressed in proper uniform or may be sent home and receive an absence for the clock hours missed if they are not properly uniformed.

Animal Care Program Faculty and Administration

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| <p>Gabriella Jordan Animal Care Instructor gjordan@arcbroward.com</p> | <p>Anthony Carvalho Admissions & Retention Specialist acarvalho@arcbroward.com</p> |
| <p>Carla A. Sanoir Arc Educates Manager csanoir@arcbroward.com</p> | <p>Amanda Arana, M.Ed., CHEP, CHI Curriculum Specialist aarana@arcbroward.com</p> |

Animal Care 2024 – 2025 Starts Academic Calendar

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|--------------------------------|--|
| 2024 Cohort 3 | September 23, 2024 – January 27, 2025 |
| Trial Period | September 16 - 18 |
| Class Start Date & Orientation | September 23 |
| No Classes | November 11, 27 & 28, December 23 – January 3, January 20 |
| Class End Date | January 27, 2025 |
| 2025 Cohort 1 | February 3, 2025 – May 21, 2025 |
| Trial Period | January 28 - 30 |
| Class Start Date & Orientation | February 3 |
| No Classes | February 17 |
| Class End Date | May 21 |
| 2025 Cohort 2 | June 2, 2025 – September 22, 2025 |
| Trial Period | May 27 - 29 |
| Class Start Date & Orientation | May 27 |
| No Classes | June 19, July 4, September 1 |
| Class End Date | September 22 |
| 2025 Cohort 3 | September 29, 2025 – February 2, 2026 |
| Trial Period | September 23 - 25 |
| Class Start Date & Orientation | September 29 |
| No Classes | November 11, 27 & 28, December 22 – January 2, January 19 |
| Class End Date | February 2 |
| | |

Direct Support Professional Advancement through Training and Education in Human Services (DSPaths)

Program Overview

The DSPaths Certificate Program provides rigorous, comprehensive training and experience-based learning for Direct Support Professionals (DSPs) to augment the skills of seasoned professionals and develop skill sets for individuals new to human services or to direct care.

The DSPaths Certificate Program is designed to create a competency-based and credentialed career path for Direct Support Professionals. (Note DOE uses terminology of diploma instead of certificate). DSPaths will support students to find a career in this high-demand field. Each student who successfully completes the Certification of Initial and Advanced Proficiency class sessions and achieves a passing grade on program assessments will receive a DSPaths Certificate. The standard program schedule operates one day per week for five (5) months/20 weeks, and there are 2 standard starts per year.

Admission Requirements

The DSPaths (Direct Support Professional Advancement through Training and education in Human Services) Certificate Program will recruit caring people who seek to enter or advance in a direct support/human services field. The program will target people interested in joining the long-term, direct-care workforce.

The DSPaths Certificate Program is available to individuals through a formal application process who meet the following criteria:

- Must be at least 18 years of age.
- Must possess a high school diploma or GED.
- Must be either a citizen of the United States or be a legal resident with a work permit or visa documentation.
- Can meet physical requirements of the position and lift a minimum of 25 lbs.
- Successfully complete a Level Two Background Screening, including reference checks at applicant expense, if one has not been completed at the time of admission into the program.
- Must express compassion for other human beings.
- Has the ability to independently travel to and from training/work.
- Is interested in learning to be an effective team member.

How to Apply

1. Complete the DSPaths Certificate Program application available at www.arcbrowardlearning.com at least 30 days prior to program start date.
2. Please take a few moments to review the entire application and note those areas where your signature indicates consent.
3. It is recommended that, because references need to be contacted and will need time to fill out the evaluation forms, you should sign the release for each form and send those out immediately. It is helpful if you include an envelope with your name on it. The two forms should be returned to you in a sealed envelope with the reference's signature across the flap. Reference check forms must be submitted in the same packet with the remainder of your application materials.
4. Interview with the Arc Educates Manager and Instructor to review application and discuss program interest, if necessary.
5. Receive a Conditional Acceptance Letter with notification to complete the Level Two Background Screening if a completed Background Screening is not available.

6. Successfully complete the Level Two Background Screening, fingerprinting and reference check process.
7. Upon receipt of the acceptance letter, students are required to provide payment within at least three (3) days of formal program acceptance.

Educational Goals/Training Objectives

The DSPaths program provides a high-quality, state-licensed training Program for individuals to enter the field of human services and strengthen the direct support professional workforce in Broward County, South Florida, and the state of Florida, ultimately improving the quality of support offered to children and adults with disabilities. The certificate program provides students the opportunity to:

1. Build skills necessary for persons working with individuals with developmental disabilities (DD) and other specialized care needs.
2. Enhance the direct support occupational image and profile with a state recognized professional certificate program.
3. Encourage increased commitment of workers to the field and their jobs.
4. Improve longevity/tenure in the critical frontline human/social services direct support workforce.

By the end of the DSPaths program, students must be able to demonstrate knowledge in the following 15 competency areas:

Area 1: Participant Empowerment

Enhance the ability of the participant to lead a self-determining life by providing the support and information necessary to build self-esteem, and assertiveness; and to make decisions.

Area 2: Communication

Knowledgeable about the range of effective communication strategies and skills necessary to establish a collaborative relationship with the participant.

Area 3: Assessment

Knowledgeable about formal and informal assessment practices in order to respond to the needs, desires and interests of the participants.

Area 4: Community and Service Networking

Knowledgeable about the formal and informal supports available in his or her community and skilled in assisting the participant to identify and gain access to such supports.

Area 5: Facilitation of Services

Knowledgeable about a range of participatory planning techniques and is skilled in implementing plans in a collaborative and expeditious manner.

Area 6: Community Living Skills & Supports

Match specific supports and interventions to the unique needs of individual participants and recognizes the importance of friends, family and community relationships.

Area 7: Education, Training & Self-Development

Identify areas for self-improvement, pursue necessary educational/training resources, and share knowledge with others.

Area 8: Advocacy

Knowledgeable about the diverse challenges facing participants (e.g., human rights, legal, administrative, and financial) and should be able to identify and use effective advocacy strategies to overcome such challenges.

Area 9: Vocational, Educational & Career Support

Knowledgeable about the career and education related concerns of the participant and should be able to mobilize the resources and support necessary to assist the participant to reach his or her goals.

Area 10: Crisis Prevention and Intervention

Knowledgeable about crisis prevention, intervention and resolution techniques and should match such techniques to particular circumstances and individuals.

Area 11: Organizational Participation

Familiar with the mission and practices of the support organization and participates in the life of the organization.

Area 12: Documentation

Aware of the requirements for documentation in his or her organization and is able to manage these requirements efficiently.

Area 13: Building and Maintaining Friendships and Relationships

Support the participant in the development of friendships and other relationships.

Area 14: Provide Person Centered Supports

Facilitate what is important to the person, which requires continual listening and learning in alliance with the person, their family and friends.

Area 15: Supporting Health and Wellness

Promote the health and wellness of all consumers.

Course Descriptions and Required Clock Hours

The instructor to student ratio is 1:4-10. Students in this program are all adult learners and do not require extra instructional support. The maximum ratio is 1:10.

The below listed course numbers are made up of numbers and letters that represent the name of the program and the sequence of the courses as delineated by the Ohio Alliance of Direct Support Professionals (OADSP). Arc Broward follows the OADSP course numbering system to assign courses in accordance with DSPaths program requirements. The OADSP course numbering system is designed to identify courses and differentiate the level of study. Note that courses are numbered sequentially and assigned a letter prefix depicting the program title.

| Modules | Topics |
|----------------|---|
| 100/200 | Introduction to DSPaths / Introduction to DSPaths |
| 101/102 | Overview of Intellectual and DD/History of Services to People with Disabilities |
| 103/104 | Ethics on the Frontline/Supporting Health and Safety |
| 105/106 | Understanding and Utilizing Assessments/The Direct Support Professional as Teacher |
| 107/108 | Utilizing Augmented Alternative Communication Systems /Interpersonal Communication |
| 109/110 | Individual Service Planning and Self-determination/Self Determination |
| 111/112 | Community Living Skills and Supports: Making it Happen/Facilitating and Supporting Community Inclusion |
| 113/116 | Providing Positive Behavioral Supports and Principles of Positive Intervention Culture/ Providing Personal Care with Dignity |
| 114/115 | Unusual Incidents, Major Unusual Incidents and Incident Report Writing /Fundamentals of Effective Documentation |
| 117/118 | Team Dynamics and Communication/ The Profession of Direct Support in Disability Services |
| 119 | Supporting a Person to Identify and Achieve Vocational Goals |
| 201/202 | Participant Empowerment, Part 1 & Part 2 |
| 203/204 | Advocacy and Promoting Self Advocacy and Self Determination/ Promoting Community Service and Networking |
| 205/206 | Education, Training, and Self-Development/ Vocational, Educational, and Career Support |
| 207/208 | Crisis Intervention/ Facilitation of Services - Individualizing the Planning Process |
| 210/211 | Advanced Teaching Strategies, Part 1 & Part 2 |
| 212/213 | A Closer Look at Autism/ Trauma Response |
| 214/215 | Supporting Successful Comm Living-SSCL - Adaptive Equip/ SSCL- Assisting People to Direct Their Own Supportive Services |
| 216/217 | Conflict Resolution and Problem Solving / Overview of Entitlement Benefits |
| 218/219 | Direct Support Professional as Leader & as Mentor |

To successfully complete the certificate program, all coursework and lab work must be completed in 160 clock hours. A student must attend at least 85% of the scheduled class hours on a cumulative basis (160 clock hours/136 clock hours present or 24 clock hours absent) during the course. Typically, one day is 8 clock hours.

Satisfactory Academic Performance (SAP) is measured at 40, 80, 120, and 160 clock hours. Program/cohort length may vary depending on scheduling.

DSPaths Program Faculty and Administration

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| <p>Charisse Lloyd Training Specialist & DSPaths Instructor clloyd@arcbroward.com</p> <p>Amanda Arana, M.Ed., CHEP, CHI Curriculum Specialist aarana@arcbroward.com</p> | <p>Carla A. Sanoir Arc Educates Manager csanoir@arcbroward.com</p> |
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DSPaths 2023-2024 Academic Calendar

| 2024 Cohort 2 | |
|--------------------------------|---|
| Class Start Date & Orientation | August 15 |
| No Classes | November 28 (planned make- up 11/26) December 26 (planned make-up 12/23) |
| Class End Date | December 23 |
| 2025 Cohort 1 | |
| Class Start Date & Orientation | January 16 |
| No Classes | N/A |
| Class End Date | May 29 |
| 2025 Cohort 2 | |
| Class Start Date & Orientation | August 14 |
| No Classes | November 27 (planned make-up 11/25) December 25 (planned make-up 12/22) |
| Class End Date | December 22 |

Student Catalog Revision Tracker

| Effective Date | Changes Made | Completed By |
|-----------------------|--|--|
| May 2022 | Initial Release | Hector Manon, Coordinator of Post-Secondary Programs |
| June 6, 2022 | Expanded student complaint procedures | Hector Manon |
| August 12, 2022 | Added Animal Care Program, and updated Board of Directors | Jody Ellis, VP Workforce Services |
| November 1, 2022 | Clarified admission requirements, added two potential contractual funders for financial aid, title change to Chief People Officer for affirmative action policy, extended Culinary Arts academic calendar through October 2023 cohort start, and added a catalog revision chart. | Jody Ellis, VP Workforce Services |
| January 10, 2023 | Updated Board of Directors. Expanded Non-Discrimination Statement. Added in Animal Care class start time. Changed name of Urban Mining to Urban Technologies. Changed SAP schedule to hours instead of weeks for all programs. | Jody Ellis, VP Workforce Services |
| January 18, 2023 | Clarified copyright procedures, added copyright definition, added quarterly schedule to SAP guidelines | Jody Ellis, VP Workforce Services |
| February 10, 2023 | Updated Transferability/Granting of Credit section to state Arc Educates does not grant credit for work experience or examination. | Hector Manon, Coordinator |
| September 29, 2023 | Updated personnel changes for Coordinator of Post-Secondary Certificate Programs; Culinary Lab Instructor; Chef Instructor; and updated complaints email address. | Carla A. Sanoir, Coordinator |
| November 13, 2023 | Updated Coordinator name and website address, board of directors list, added externship site for Animal Care, updated admissions, LOA, attendance, and program withdrawal policy (to clarify), added new start calendars, added option of home school notarized letter for admissions, added uniform policy to animal care and material handler programs; clarified grade of 0% for withdrawals, added code of conduct dismissal and added additional examples to the student code of conduct. Changed Entry-level Culinary Arts start time to 8:30am. | Jody Ellis, VP Workforce Services |
| March 8, 2024 | Updated Animal Care Instructor and Chef Lab Instructor | Carla A. Sanoir, Coordinator |
| April 22, 2024 | Updated Admissions Specialist name | Carla A. Sanoir, Coordinator |
| August 14, 2024 | Updated title changes from Coordinator of Post-Secondary Certificate Programs to Arc Educates Manager; added new holiday and | Carla A. Sanoir, Arc Educates Manager |

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| | start calendars for all programs; adjusted externship site names; corrected 90% attendance hours for animal care program. | |
| October 21, 2024 | Updated Board Members, and Admissions & Retention Specialist name. | Carla A. Sanoir, Arc Educates Manager |
| October 28, 2024 | Added # of weeks for MH program completion; added frequency of program starts Material Handler and Entry-Level Culinary Arts programs; deleted OSHA certification from Animal Care; added and clarified industry certification tests and fees for Material Handler, Animal Care and Entry-Level Culinary Arts programs; updated course #'s for Entry-Level Culinary Arts and Material Handler programs; and clarified no fee for admissions applications and adverse effect for convictions towards placement. Updated formatting of font sizes, margins, etc. | Carla A. Sanoir, Arc Educates Manager |

We're glad you're here, where learning continues.