



## Entry Level Culinary Arts Program

### Student Handbook



Executive Chef Instructor Andres Marin and Student Chef Arielle in ARC Broward kitchen main campus.

**10250 NW 53rd Street  
Sunrise, Florida 33351  
(954) 746-9400  
(954) 746-2954 fax  
(954) 577-4101 TTY/TDD  
[dstein@arcbrowardlearning.com](mailto:dstein@arcbrowardlearning.com)  
<http://www.arcbrowardlearning.com>**

# Culinary Arts Certificate Program Candidate Handbook 2014-15

## Table of Contents

	<b>Pages</b>
<b>ARC Broward Learning Institute Purpose</b>	<b>5</b>
<b>Institutional Mission, Philosophy and Objectives</b>	<b>5</b>
<b>The Entry Level Culinary Arts Program Advantage</b>	<b>5</b>
Program Overview	5
What is the ARC Broward Learning Institute?	5
History of the Entry Level Culinary Arts Program	6
What is the ARC Broward Culinary Institute?	6
What Does the Entry Level Culinary Arts Program Offer?	6
Facility and Location	7
Campus Visits	7
Culinary Arts Program Faculty and Administration	7
<b>Culinary Arts Certificate and Curriculum General Information</b>	<b>8</b>
What is the Certificate Program?	8
Goals for A Quality Culinary Arts Education and Experience	8
Curriculum Overview	9
Safe Food Systems Inc. Food Handler Safety Certification	10
Laboratory Experience in the ARC Broward Culinary Institute	10
Course Descriptions	10
Placement Assistance and Placement Disclaimer	12
<b>Culinary Arts Program Admission, Fee and Withdrawal Information</b>	<b>13</b>
Admission Requirements	13
How to Apply	14
Applicants with a Disability	14
Application Criteria and Processing	14
Acceptance Process	15
Fee Schedule	15
Fee Payment Information	16
Financial Assistance	16
Payment of Student Accounts Due to ARC Broward Learning Institute	16
Returned Check Policy	16
Credit Card Chargeback Policy	17
Leave of Absence Policy	17
Program Withdrawal	17
Refunds and Cancellations	18
Refunds Due to Extenuating Circumstances	18
<b>Entry Level Culinary Arts Program Operational Information</b>	<b>18</b>
Academic Calendar 2015	18
Holidays/Breaks	19
Attendance Policy	19
Tardiness Policy	20
End of Day Dismissal	20
Early Dismissal from Class	20
Rewards for Excellent Attendance	20

# Culinary Arts Certificate Program Candidate Handbook 2015-16

## Table of Contents

<b>Entry Level Culinary Arts Program Operational Information</b>	
Campus Closing due to Emergencies/Inclement Weather	20
Health, Safety and Sanitation	20
Kitchen Cleanliness and Safety	20
Uniform and Dress	21
Medical Emergencies	21
Drug and Alcohol Prevention	21
Smoking	21
Use of Cellular Telephones	21
Consumption of Food and Beverage in Class	22
Personal Property	22
Staff Availability and Communication	22
Tutoring	22
<b>Program Administrative Information</b>	<b>22</b>
Adverse Action Notification Requirements	22
Satisfactory Academic Progress Guidelines	22
Grading Guidelines	24
Certificate Guidelines	24
Complaints Regarding Certificate Holders	25
Conflicts of Interest	25
Misrepresentation	25
Non-Discrimination Statement	25
Program Property Rights	26
Program Changes	26
Program Licensure	26
Family Education Rights and Privacy Act (FERPA)	26
Release of Protected Health Information	27
Release of Information Due to a Health and Safety Emergency	27
Release of Transcript Information	27
Student Files	27
Transferability of Credits	27
<b>Student Code of Conduct</b>	<b>28</b>
Dismissal of Disruptive Students	30
Unlawful Sexual Harassment/Battery/Assault	31
Unlawful Discrimination, Harassment and Retaliation	32
Complaint Process for Students for Non-Instructional Issues	33
Academic Honesty	33
Sanctions	33
<b>Complaints, Disciplinary Actions and Appeals</b>	<b>34</b>
Informal Complaint Process	34
Formal Complaint Process	35
General Complaint Procedure	35
Discrimination, Sexual Harassment, Battery and Assault Complaint Procedure	35
External Complaints	35

# Culinary Arts Certificate Program Candidate Handbook 2015-16

## Table of Contents

<b>Complaints, Disciplinary Actions and Appeals</b>	
Academic Complaint Procedure	36
<b>Other Student Support Services</b>	<b>36</b>
ARC Broward's Community Mental Health Center	36
Career Support and Job Placement Services	37
Child Care Services	37
Emergency Assistance	37
Immigration Services	37
Individual Case Management	37
Vocational English	37
<b>Help and Support Numbers</b>	<b>37</b>
<b>Campus Location and Contact Information</b>	<b>37</b>
<b>Acknowledgement of Receipt of Student Handbook (student and school copies)</b>	<b>38</b>
<b>Academic Calendar 2015</b>	<b>40</b>

## Entry Level Culinary Arts Program Handbook 2015-16

The Entry Level Culinary Arts Certificate program is offered by ARC Broward Learning Institute. This handbook should assist you with your questions about the Entry Level Culinary Art Program: eligibility, admission and fee information, program operation information and other important administrative information.

### ARC Broward Learning Institute Purpose

ARC Broward Learning Institute is dedicated to providing high quality educational programs and outstanding faculty support to help students achieve success in high demand career fields that will enable them to compete in today's job market.

### Institutional Mission, Philosophy and Objectives

The mission of the Entry Level Culinary Arts program is to stimulate learning, growth and transformation. 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 Entry Level Culinary Arts 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.

## Program Overview

### What is the ARC Broward Learning Institute?

ARC Broward Learning Institute is a division of ARC Broward, a nationally CARF accredited human services organization located in South Florida. Achievement and Rehabilitation Centers, Inc., is a registered Florida Corporation operating under the registered fictitious name ARC Broward Learning Institute. ARC Broward Learning Institute offers two certificate programs, PATHS and Entry Level Culinary Arts, at our Sunrise campus. We maintain a network of seasoned professionals and educators who have years of practical, on-the-job experience, qualifying them to address the unique demands of various industries including the human service and culinary arts industries.

Since 1999, ARC Broward has offered a variety of programs to fulfill state mandates, support continuing education and professional development needs, and provide health and safety programs designed to support the internal employee development needs of ARC Broward. In 2003, we strategically expanded our educational and professional development opportunities to other nonprofit

organizations, for-profit businesses, and individuals in the South Florida community. Since that time we have served over 2,000 clients and over 40 companies and maintain a network of experienced, qualified professionals, with over 70 years of combined instructional experience. The purpose of the institution is in accordance with rule 6E-2.004(2), F.A.C.

THE ACCREDITING AGENCY(S) OR ASSOCIATION(S) LISTED ABOVE IS/ARE NOT 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.

### **History of the Entry Level Culinary Arts Program**

The Entry Level Culinary Arts Program was introduced in 2007 but was initially only available to individuals with mid to high-functioning intellectual and physical disabilities. In 2009, ARC Broward Culinary Institute entered into a relationship with Catalyst Kitchens, a division of Seattle's FareStart ([www.catalystkitchens.org](http://www.catalystkitchens.org)). Catalyst Kitchens works with organizations to build and sustain communities that provide food-service based education and employment for individuals facing barriers to employment. In late 2009, we expanded our student base to include any eligible person interested in culinary arts training who possessed barriers to employment. This expansion occurred through a pilot project funded by WorkForce One of Broward.

### **What is the ARC Broward Culinary Institute?**

Across the country, nonprofit organizations are seeking ways to increase the number of lives they can positively impact in a sustainable manner through social enterprise. ARC Broward's response to this need led to the creation of the ARC Broward Culinary Institute, which provides consistent meal production for low-income children in preschool programs and for adults with disabilities and seniors in residential, assisted living and day training programs.

The ARC Broward Culinary Institute provides all Entry Level Culinary Arts students with the opportunity to complete their laboratory experience in a fully operational commercial kitchen. All students enrolled in the culinary arts program must participate in laboratory courses, acquiring and refining their practical culinary skills alongside Chef Instructors and kitchen staff. Students assist in preparing contract meals and catering orders all while helping fulfill an important social mission within our community; an opportunity that also affords them practical job experience.

### **What does the Entry Level Culinary Arts Program offer?**

We fulfill our mission of providing Entry Level Culinary Arts training through a commitment to student achievement and lifelong learning. We currently provide instruction to individuals with mid-to-high-functioning intellectual and physical disabilities and individuals with other life challenges, including, but not limited to veterans. Utilizing a blend of theory, skill development, and practical application in small class settings, students will gain the necessary experience to enter – and be successful in – the food service industry.

The Entry Level Culinary Arts program is designed to provide students with a variety of contemporary skills utilized within a professional kitchen. Students participate in a multi-faceted curriculum that includes purchasing and receiving, menu and recipe development, culinary skills development, kitchen sanitation and safety, nutrition, baking and pastry, and bulk meal production. The program provides students with the technical knowledge and skills for employment as entry level cooks, bakers

and/or food preparation workers in the hospitality, commercial foods and culinary arts industry. Instruction includes a combination of classroom theory and practical experience.

### **Facility and Location**

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.

Our teaching facilities include four classrooms, a teaching kitchen, a computer lab, lounge area and administration offices. These facilities are located at our main campus in building 2 covering 4,231 square feet. The commercial kitchen 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 on-site consumers, community members and catering events.

### **Campus Visits**

We highly recommend a personal visit to our campus. We invite you to schedule an in-class observation and a tour of the school, as there is no substitute for meeting the Learning Institute and Career Placement staff, as well as our Executive Chef and the Chef Instructors, to experience their instructional style directly. You will also have the chance to speak openly with current students. Sitting in on a class is the best way to determine if our school is right for you. Contact Student Services Administrator, Melissa Gousse at (954) 746-9400 for more information.

### **Culinary Arts Program Faculty and Administration**

Andres Marin

Executive Chef, Chef Instructor

Johnson and Wales University – Associates Degree in Culinary Arts

[amarin@arcbroward.com](mailto:amarin@arcbroward.com)

Shermika Lyons

Lead Chef Instructor

The International Culinary Schools, the Art Institute of Fort Lauderdale - Bachelor of Science, Culinary Management

[chefmika@arcbroward.com](mailto:chefmika@arcbroward.com)

### **Administration – Admissions Representative, Education and Placement Services**

Derek Stein

Director of Learning

M.S.Ed Nova Southeastern University

[pmoneymaker@arcbroward.com](mailto:pmoneymaker@arcbroward.com)

Julie Price

Vice President of Programs

Masters degree – Administration, Nova Southeastern University

[jprice@arcbroward.com](mailto:jprice@arcbroward.com)

All Learning Institute, Career Placement and Culinary Arts faculty are located at our campus in Sunrise.

## **Entry Level Culinary Arts Certificate and Curriculum General Information**

### **What is the Certificate Program?**

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 Broward Culinary Institute 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.

### **Goals for a Quality Entry Level Culinary Arts Education and Experience**

The goal of this program is to offer you the ability to participate in and successfully complete the Entry Level Culinary Arts sixteen (16) week certificate program and Safe Food Systems Inc. Food Safety certification. Each student, with or without reasonable accommodations, must be able to:

- 1) Have the ability to sufficiently perform kitchen, dining room, catering events, and classroom activities and procedures. Examples of relevant activities include, but are not limited to, the ability to:
  - Work in a refrigerated environment
  - Lift and transport food, including hot food, as well as other culinary or baking product, equipment, small wares, and utensils
  - Lift and transport trays with plated foods, small wares, and other items, and clear tables where guests are seated
  - Safely pour and serve liquids and beverages including hot liquids
  - Safely handle hot foods
  - Safely use knives for food preparation as well as other commercial cooking, baking, or serving utensils
  - Perform repetitive motion skills required in the kitchen and the food industry such as whisking, dicing, or piping
  - Follow and maintain the National Restaurant Association's Safe Food Systems Inc. Food Handler Safety sanitation standards for safe food handling
  - Safely and effectively operate standard commercial cooking and food service equipment
  - Participate and/or work in an environment where commercial microwaves and convection ovens are being used continuously
  - Test and evaluate food and beverage products
  - Produce food products within the time parameters designated by a course objective within a class or for hands-on cooking or baking
  - Handle or cook different varieties of fish, seafood, beef, pork, chicken, lamb, or other meats, vegetables and fruit products
- 2) Attend and actively participate in all classroom courses and lab assignments.
- 3) Communicate effectively and professionally when interacting with peers, faculty, ARC Broward staff, consumers, guests and employers. Examples of relevant communication activities include, but are not limited to:
  - Use of effective verbal and/or nonverbal communication skills
  - Effective utilization of the English language

- Ability to interpret communication from other people and respond in a professional fashion
- 4) Have the cognitive ability to meet and perform sufficiently all essential course objectives in the classroom and kitchen. Examples of cognitive ability include, but are not limited to, the ability to:
    - Follow directions
    - Reason and perform independently
    - Apply knowledge
    - Process information accurately and thoroughly with ability to prioritize tasks
    - Perform basic mathematical computations at an eighth (8<sup>th</sup>) grade level (Addition, subtraction, multiplication, division and fractions)
  - 5) Have the emotional stability, as well as the behavioral and social attributes, required to work individually and in teams within classroom and kitchen environments. Examples of relevant activities include, but are not limited to, the ability to:
    - Develop professional working relationships with classmates, instructors, guests, employers and others
    - Function effectively under stress and regulate one's own emotional reactions
    - Adapt to multiple situations and perform multiple tasks
    - Adhere to the Entry Level Culinary Arts Program's Student Code of Conduct
    - Exercise sound judgment
    - Focus and maintain attention on tasks
    - Self-manage medical and emotional conditions
  - 6) Have the ability to sufficiently maintain the safety and well-being of fellow students without posing a safety threat to self or others in all environments on campus and at other program related events and/or trips.

As part of the classroom experience, each student will spend approximately six (6) hours each day in the ARC Broward Culinary Institute's commercial kitchen, which operates as a social enterprise venture that prepares, packages and delivers hundreds of meals daily to residential programs for adults with disabilities, senior centers, as well as performing catering events in the South Florida area.

## **Curriculum Overview**

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.

## **Safe Food Systems Inc. Food Handler Safety Certification**

The Safe Food Systems Inc. Food Handler is a food safety course developed by Safe Food Systems,

Inc., and approved by the State of Florida, Department of Education. Students learn practical food safety knowledge applicable for immediate use within food establishments. The Safe Food Systems Inc. Food Handler certification exam is given on the last class day. In addition to passing the exam, the students are required to attend all sessions to attain certification.

**Training Topics Include:**

- Foodborne Illness
- Sanitizing Food Contact Surfaces
- Potentially Hazardous Foods
- Cross Contamination
- Food Storage/FIFO
- HACCP & Its Importance
- Integrated Pest Management
- Crisis Management
- Regulations & Standards

**Laboratory Experience in the ARC Broward Culinary Institute**

ARC Broward Culinary Institute 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 who have demonstrated a commitment to learning, exceptional attendance and who have excelled in their classroom activity, kitchen instruction, and offsite event participation may earn the opportunity to be a featured Student Chef with a “Student Chef Luncheon” in their last month of classes. As such, the “Student Chef of the Day” will work side-by-side with the Executive Chef to develop a three-course, gourmet lunch prepared for their family members, community stakeholders, and employees of ARC Broward. They will learn how to order food, price the menu, lead the kitchen crew in preparing the meal, provide leadership to the wait staff serving the lunch, and will be publicly recognized with the honor of being the “Student Chef of the Day.”

**Course Descriptions**

The Entry Level Culinary Arts program and Safe Food Systems Inc. Food Handler certification offers technical and professional skills courses that provide students the hands-on cooking, as well as the conceptual, life, and employability skills they will need in the fast-paced, increasingly competitive food-service industry.

The following descriptions include all courses listed in chronological order. To successfully complete certificate program, all coursework and lab work must be completed in approximately 420 clock hours. One clock hour is equal to 50 minutes of instructor led training followed by an appropriate break.

The course numbers are made up of numbers and letters that represent the name of the program and the sequence of the courses.

**Introduction to Food Service -100 IFS (5 Weeks – concurrent with 100 IFSL); 40 Classroom Clock Hours. Prerequisite: None**

An overview of the food service industry as observed through speakers and lectures. Course focuses on food safety and sanitation, weights and measures, knife identification, introduction to kitchen vocabulary, and identification of kitchen equipment, utensils and kitchenware. Emphasis is on becoming familiar with the surroundings of the commercial kitchen and day-to-day operations, with safety being the focus. A grade of 75% or higher on each weekly written exam is necessary to

move on to Intermediate Food Preparation 100 IFP.

**Introduction to Food Service Lab** -100 IFSL (5 Weeks – concurrent with 100 IFS); minimum of 100 Lab Clock Hours; Prerequisite: None; however, lab must be taken concurrently with 100 IFS

A hands-on overview of the food service industry. Course focuses on actual practice of food safety and sanitation, weights and measures, knife identification, introduction to kitchen vocabulary, and identification of kitchen equipment, utensils and kitchenware. Emphasis is on becoming familiar with the surroundings of the commercial kitchen and day-to-day operations, with safety being the focus. A satisfactory progress grade on each weekly hands-on demonstration is required to move onto Intermediate Food Preparation 100 IFP.

**Intermediate Food Preparation** -100 IFP (5 weeks – concurrent with 100 IFPL); 40 Classroom Clock-Hours. Prerequisite: Introduction to Food Service 100 IFS

Lecture/demonstration classes emphasizing the basic principles involved with the preparation of food. Students learn to recognize standard products and understand how products are affected by different preparation methods. Coursework focuses on an introduction to preparation methods for meats, salads, soups, stocks and sauces including produce identification and proper storage. This course covers basic cooking techniques such as roasting, braising, sautéing, poaching, grilling, broiling and their relation to baking methods. A grade of 75% or higher on each weekly written exam is required to move on to Advanced Food Preparation 100 AFP.

**Intermediate Food Preparation Lab** -100 IFPL (5 weeks – concurrent with 100 IFP); minimum of 100 Lab Clock-Hours. Prerequisite: Introduction to Food Service 100 IFS. Must be taken concurrently with 100 IFP

Hands-on classes emphasizing the basic principles involved with the preparation of food. Students learn to recognize standard products and understand how products are affected by different preparation methods. Coursework focuses on an introduction to preparation methods for meats, fruit, greens, herbs, spices, produce identification, proper storage, and stocks. This course allows for the practice of basic cooking techniques—such as roasting, braising, sautéing, poaching, grilling, and broiling—and their relation to baking methods. A satisfactory grade on each weekly hands-on demonstration is required to move on to Advanced Food Preparation 100 AFP.

**Advanced Food Preparation** -100 AFP (3 Weeks – concurrent with first three weeks of 100 AFPL); 25 Classroom Clock-Hours. Prerequisite: Introduction to Food Service 100 IFS & Intermediate Food Preparation 100 IFP

Lecture/demonstration classes emphasizing advanced methods involved with the preparation of food, where students learn to prepare products such as soups, stocks, savory items, fruits, entrées, sauces (both hot and cold), vegetables, starches, and practicing culinary knife skills and cuts. Coursework focuses on various cooking methods, catering trays, plating, meat identification, and the preparation of fish and shellfish. A Grade of 75% or higher on each weekly written exam and 75% on the Final exam will make a student eligible to take the Safe Food Systems Inc. Food Handler Safety Course (100 SFS).

**Advanced Food Preparation Lab** - 100 AFPL (5 Weeks – concurrent with 100 AFP & 100 SFS); minimum of 100 Lab Clock-Hours. Prerequisite: Introduction to Food Service 100 IFS & Intermediate Food Preparation 100 IFP. Must be taken concurrently with 100 AFP

Lecture/demonstration classes emphasizing advanced methods involved with the preparation of food, where students prepare products such as soups, stocks, savory items, fruits, entrées, sauces (both hot and cold), vegetables, starches, and practicing culinary knife skills and cuts. Coursework focuses on various cooking methods, catering trays, plating, meats identification, and the preparation of fish and shellfish. A weekly hands on demonstration exam and 75% on the two weekly exams and the Final Assessment exam will make a student eligible to take the Safe Food Systems Inc. Food Handler Safety Course (100 SFS).

**Safe Food Systems Inc. Food Handler Safety Certification** -100 SFS (2 Weeks - concurrent with last two weeks of 100 AFPL); 15 Classroom Clock-Hours  
Prerequisite: 100 IFS; 100 IFSL; 100 IFP; 100 IFPL; 100 AFP and 100 AFPL

Safe Food Systems Inc. Food Handler Safety is a food safety course developed by Safe Food Systems, Inc., and approved by the State of Florida, Department of Education. Participants will learn practical food safety knowledge applicable for immediate use within their food establishments. The Safe Food Systems Inc. Food handler certification exam will be given during the last week of classes. In addition to passing the exam, the students will be required to attend all sessions to obtain certification.

Training Topics Include:  
Food borne illness  
Sanitizing Food Contact Surfaces  
Potentially Hazardous Foods  
Cross Contamination  
Food Storage/FIFO  
HACCP & Its Importance  
Integrated Pest Management  
Crisis Management  
Regulations & Standards

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

### **Placement Assistance and Placement Disclaimer**

According to the National Restaurant Association, the restaurant industry now employs nearly 13 million people. Over the next decade, the industry is projected to add over 1.8 million jobs. Through our established relationships in the community, we actively promote the Entry Level Culinary Arts Program throughout South Florida and within the industry to help connect students to prospective employers.

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 graduation. Our staff helps 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 school and after graduation, ARC Broward Learning Institute's Entry Level Culinary Arts program does not guarantee employment.

Self-employment may be a student's vocational objective. If this is the objective, the student must sign a statement upon graduation acknowledging that they are seeking self-employment and they expect that it will fulfill their vocational and remunerative objectives. Thirty days after graduation, the student will be contacted and required to sign a second statement stating that self-employment continues to fulfill their vocational and remunerative objectives and provide proof that they are receiving business. There will be other similar written statements to sign if the student is seeking temporary or part-time employment, or they decide to waive placement assistance.

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

## **Culinary Arts Program Admission, Fee and Withdrawal Information**

In all admissions and recruitment-related activities, ARC Broward Learning Institute 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 Broward Learning Institute 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 Broward Learning Institute 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.

### **Admission Requirements:**

- Completed Application
- Minimum age of 18 years old
- High School Diploma or G.E.D preferred.
- Copy of most recent transcripts (if applicable)
- Two references. *References must be in writing and from non-family members such as teachers, employers or other objective individuals regarding the applicant's reliability, dependability, and likelihood of successful completion of the program*
- A copy of a valid driver's license, passport, or photo I.D.
- Admissions interview, on-site, with an Admissions Representative
- Demonstrate a desire to work in food service industry

### **How to Apply**

1. Complete the Entry Level Culinary Arts Certificate Program Application and Enrollment Agreement available at [www.arcbrowardlearninglearning.com](http://www.arcbrowardlearninglearning.com) and submit at least 15 business days prior to the session 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 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 forms should be returned to you in a sealed envelope with the reference's signature across the flap. Evaluation forms must be submitted in the same packet with the remainder of your application materials.
4. Participate in an admission's interview.
5. Receive the acceptance letter.
6. Upon receipt of the acceptance letter, students are required to provide payment or make payment arrangements within at least three (3) business days of formal program acceptance.

### **Applicants with a Disability**

The Entry Level Culinary Arts Program complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to participate in the program solely by reason of that disability. The Entry Level Culinary Arts program provides 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.

Wheelchair access is available throughout our campus. However, due to lack of space in the ARC Broward kitchen, we are not equipped to accommodate candidates for our Entry Level Culinary Arts Program. 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 Broward Learning Institute in writing at the time of application and provide appropriate documentation about the disability and the requested modification. The Learning Institute staff will consider modifications of the requirements on an individual basis. Contact the Director of Learning at (954) 746-9400 ext 2209 or TTY (954) 577-4152. Individuals with a physical or mental disability will be assessed on a case-by-case basis. While our facilities meet health code standards, we are not equipped to accommodate all individuals with physical impairments.

### **Application Criteria and Processing**

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

- Dedication and ability to complete all program requirements
- Solid learning capabilities
- Ability to work effectively in a small team
- Integrity, positive attitude and a strong work ethic
- Commitment to pursuing a career in the culinary arts/food service industry

The Admissions Team consists of the Admission Representative, the Executive Chef or designated Chef Instructor, and other faculty and Career Placement staff as needed. Applicants will receive notification regarding the disposition of their application within one week of the date it was submitted. If you do not receive notification within that time, please contact us via email at [info@arcbrowardlearning.com](mailto:info@arcbrowardlearning.com).

### **Acceptance Process**

Decisions from the Admissions Committee fall into four categories:

1. Accept
2. Deny
3. Waitlist
4. Weeklong Trial Period

**Accept**

Students are notified by mail. The student is sent a detailed Enrollment Agreement, with specific instructions regarding payments, schedules, supply and equipment package, and other pertinent information. To complete the enrollment process, the Enrollment Agreement must be signed and returned to ARC Broward Learning Institute with the required payment.

**Deny**

Applicants are notified by mail. Students who have been denied admission to a program may contact the school for additional details. If appropriate, students may reapply to a future program.

**Waitlist**

Applicants are notified by mail. Students are waitlisted when a program is full. If a space becomes available before the program begins, or within the first three days of a program, waitlisted students will be notified and may choose to enroll.

**Trial Period**

Applicants who are placed on trial period either lack application or admissions requirements or interviewed in such a manner that the Admissions Team cannot definitively determine whether the applicant will be successful in the program because of perceived lack of dexterity, intellectual ability and or other factors. The “trial period” describes the beginning of the student’s attendance in the Entry Level Culinary Arts Program, in where the student has not admitted as a regular student, but is permitted to attend every day and function as if they were a regular student for one week. The trial period will be a week-long and assist the Admissions Team in determining the applicant’s willingness to complete the program, ability to withstand the rigors of the kitchen and the propensity to learn the material. At the end of that week, the student will be given an official letter stating the decision of the Admissions Team.

**Fee Schedule**

The fifteen (15) week Entry Level Culinary Arts Certificate program is available for the cost is \$4500, which includes all tuition, classroom and lab materials, and uniforms.

Fees for participation must be received by the established deadlines. A student will be dropped from classes for failure to provide tuition payment by the established deadlines. Additional fees may be applicable for reenrollment and retaking any portion of the program including a processing fee of \$75 as well as any tuition balance (see Academic Progress Guidelines on page 22). Fees for the Certificate Program are not inclusive of participant travel expenses to and from the Program, which are the responsibility of the student. Fees for Certificate Program are available in the Fee Schedule section. See Academic Calendar for these important fee deadline dates per session.

<b>Month</b>	<b>Due Date:</b>	<b>Payment Amount</b>
<b>Session I</b>	<b>January 20, 2015</b>	<b>\$4,500</b>
<b>Session II</b>	<b>February 17, 2015</b>	<b>\$4,500</b>
<b>Session III</b>	<b>March 9, 2015</b>	<b>\$4,500</b>

<b>Session IV</b>	<b>April 13, 2015</b>	<b>\$4,500</b>
<b>Session V</b>	<b>May 11, 2015</b>	<b>\$4,500</b>
<b>Session VI</b>	<b>June 22, 2015</b>	<b>\$4,500</b>
<b>Session VII</b>	<b>July 13, 2015</b>	<b>\$4,500</b>
<b>Session VIII</b>	<b>August 10, 2015</b>	<b>\$4,500</b>
<b>Session IX</b>	<b>September 11, 2015</b>	<b>\$4,500</b>
<b>Session X</b>	<b>October 19, 2015</b>	<b>\$4,500</b>
<b>Session XI</b>	<b>November 16, 2015</b>	<b>\$4,500</b>

**\*\* Payments are due by the Friday prior to the commencement of the sixteen (16) week program. Payments must be received in full prior to commencement activities, unless otherwise noted in the student's payment plan.**

### **Fee Payment Information**

Fees must be paid by the assigned fee payment due date (no later than the Friday prior to the class start date).

Payment can be made with cash, credit card (VISA, MasterCard, Discover and American Express), debit card, and check or money order made payable to the ARC Broward. There are two preferred ways to remit payment:

- By credit card on the web
- By check

In the event the student does not have web access, a check, money order, debit card, or credit card may be accepted in person by the ARC Broward Learning Institute program staff directly. The authorized user must be present for credit card and debit card payments.

Financial assistance and flexible payment plans are available to students who are eligible and qualify.

### **Financial Assistance**

Financial assistance and flexible payment plans are available to students who are eligible and qualify. Our Admissions staff can assist you in determining your eligibility and which types of financial assistance or payment plans may be available to you.

Other ways to afford to finance your certificate program education include:

- School based scholarships - Awards of \$100 to \$4,500, based on merit, number of eligible students, and need. A number of individual donors and companies in the community have generously provided our students with scholarships. Students may request a Scholarship application packet from the Director of Learning upon enrollment. These scholarships require: 1.) Acceptance to an ARC Broward Learning Institute program; 2.) Completion of the Scholarship application packet; 3.) Verification of U.S. residency; 4.) Submission of the individual or family's most recent completed tax return. Packets must be submitted to the Director of Learning at least two (2) weeks prior to the session start date.
- Tuition assistance for special needs populations (through the Department of Vocational Rehabilitation)
- Other community-based programs
- Individual payment plans

ARC Broward Learning Institute, 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 Application and 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 of Student Accounts Due to ARC Broward Learning Institute**

In accordance with Florida Statutes, Chapter 1010.03, ARC Broward Learning Institute is authorized to restrict the awarding of the Entry Level Culinary Arts 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 the ARC Broward by the drawer for insufficient funds, closed account or any other reason. ARC Broward Learning Institute 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 Broward Learning Institute 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 Broward Learning Institute. The student will be blocked from making future payments by credit card when a chargeback occurs.

### **Leave of Absence Policy**

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

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

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

Students on leave are not permitted to attend classes or participate in externship/lab work assignments while their leave is in effect. Leaves of absence will not be approved for students subject to disqualification or dismissal due to academic deficiencies or disciplinary action. After the Leave of Absence has been approved and signed by the Director of Learning, it will be reviewed for the appropriate tuition refunds in accordance with the student refund policy on page 16-17. Student transcripts will also be updated to reflect coursework completed to date.

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

### **Program Withdrawal**

Students who find it necessary to withdraw may do so by written letter or by phone directly to the ARC Broward Learning Institute's Director of Learning. The "date" of withdrawal will be the date we receive the student's request to withdraw.

### **Refunds and Cancellations**

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

#### **CANCELLATION AND REFUND POLICY**

Should a student's enrollment be terminated or cancelled for any reason, all refunds will be made according to the following refund schedule:

1. Cancellation can be made in person, by electronic mail, by Certified Mail or by termination.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.
3. Cancellation after the third (3rd) Business Day, but before the first class, results in a refund of all monies paid.
4. Cancellation after attendance has begun, but prior to 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.
5. Cancellation after completing 40% of the program will result in no refund.
6. Termination Date: In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.
7. Refunds will be made within 30 days of termination of students' enrollment or receipt of Cancellation Notice from student.

Refund checks or credit card refunds will be issued ONLY to the person who made the payment. The refund will be processed within thirty (30) days after the date the refund was requested. If payment was made by credit card, ARC Broward Learning Institute will credit the amount back to the card within thirty (30) business days. There is no transfer of funds from one student to another.

Deposits or refunds not claimed within six (6) months from the student's last day of school will be treated as a donation to the school.

### **Refunds Due to Extenuating Circumstances**

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

## Entry Level Culinary Arts Program Operational Information

### Academic Calendar 2015

Refer to pages 40-44.

### Holidays/Breaks

The Entry Level Culinary Arts program observes the following Federal Holidays:

Monday, January 19, 2015	Martin Luther King, Jr. Day
Monday, February 16, 2015	President's Day
Monday, May 25, 2015	Memorial Day
Monday, September 7, 2015	Labor Day
Wednesday, November 11, 2015	Veteran's Day (observed)
Thursday & Friday, November 26-27, 2015	Thanksgiving Holiday
Thursday & Friday December 24- 25, 2015	Christmas Holiday
Thursday & Friday, December 31, 2015- January 1, 2016	New Year's Eve and New Year's Day
Monday, January 18, 2016	Martin Luther King, Jr. Day
Monday, February 15, 2016	President's Day

### Attendance Policy

In order to graduate from the Entry Level Culinary Arts Program, a student must demonstrate competency and have the required hours of commercial kitchen laboratory experience. The attendance policy was developed to help establish good work habits and prepare you for employer expectations in the hospitality/food service industry and the workplace in general. As with any job, frequent absences will produce poor results. Clear commitment, reliability and punctuality will produce positive results.

Attendance is mandatory. Each student is a critical member of a culinary team with daily production responsibilities. The curriculum structure for each program builds on the learning and hands-on experience of the prior session. We expect that students will give first priority to coursework and arrange their personal and work schedules accordingly.

Students are allowed to miss no more than three (3) days per "attendance period," which is defined as the entire sixteen (16) week period. Any student who misses three classes will receive a written probation letter and will be placed on probation for the remainder of that attendance period. Any student who is late or absent while on probation will be dismissed from the program. Attendance is taken daily, and a record of each student's attendance will appear on his/her transcript.

Students will notify instructors in advance of absences to observe any religious holy day(s) in his/her

own faith, and shall likewise notify instructors in advance of other absences when practical under the circumstances. According to program policy, there shall be no penalty for a student who is absent because of religious holy days, serious illness, a death in the immediate family, or statutory government responsibilities. If a non-penalized absence occurs on the first day of class, the student shall notify the instructor of the reason for the absence at the next class meeting. The student shall present documentation for non-penalized absences, should the faculty member request it.

### **Tardiness Policy**

Students are expected to be in class in proper uniform and ready to proceed when class is scheduled to begin at 8:00AM every day. Any student who arrives after the class start time or is not in complete uniform is considered late. Every three (3) days that a student arrives late equals one (1) day of absence on his/her transcript. Any student who arrives more than 90 minutes late will be considered absent.

### **End of Day Dismissal**

All students must stay until the kitchen is clean to the satisfaction of the Executive Chef or Chef Instructor(s) at the end of the day.

### **Early Dismissal from Class**

Students are permitted one (1) early dismissal during the program (up to 90 minutes prior to the end of class) for a valid scheduled appointment or at the discretion of the Executive Chef. This early dismissal is conditional upon the student making the appropriate steps for fulfilling any daily obligations, including cleaning. Other than this one permitted early dismissal, if a student leaves class early for any reason, an absence will be recorded for that day. Regardless of any of the above circumstances, students will receive a zero for any missed graded assignments occurring during their absence.

### **Rewards for Excellent Attendance**

The reward for excellent attendance in the Entry Level Culinary Arts program will be just as it is on any real job. As a primary reference after graduation, we can confidently vouch for your reliability and consistency when we talk to employers. The Entry Level Culinary Arts program recognizes perfect attendance and excellent attendance with special recognitions on the Entry Level Culinary Arts Program Certificate and may be added to the resume for added appeal.

### **Campus Closing Due To Emergencies/Inclement Weather**

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

### **Health, Safety and Sanitation**

All students must follow the State of Florida Department of Health regulations for food service workers. Students must keep themselves, their workstations and the kitchen in spotless order at all times. Students must wash hands thoroughly at the beginning of class, after rest rooming and as often as needed.

### **Kitchen Cleanliness and Safety**

Students are responsible for organizing and keeping the kitchen clean daily and throughout the program.

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

- Student uniforms must be cleaned and pressed.
- Students must wear their 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 day in the event that they are not properly uniformed.

### **Medical Emergencies**

Students must inform the Chef Instructor(s) immediately upon injury. A first-aid kit for minor cuts or burns is located in the kitchen. Students will be shown where the first-aid kit is on the first day of class. Cuts, abrasions and the like need to be properly bandaged and covered with a finger cot or latex glove at all times. Students 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 will be dismissed from the program and reported to authorities.

### **Smoking**

All classrooms and facilities are smoke-free. There are no designated smoke breaks. Students must smoke away from the building. Students must dispose of their cigarettes properly. Students must always wash their hands after smoking when entering the kitchen and before handling food 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 are no scheduled breaks, as each day is different. 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 Chef Instructor(s), who relay them to students. Please advise family and friends.
- Cell phones are not permitted in the classroom or kitchens 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, kitchen and offsite. Preferably the only time this is done is before class, during lunch or after the Chef Instructor dismisses the student at the end of the day.

## **Consumption of Food and Beverage in Class**

Students cannot remove food from the premises without the prior approval of the Executive Chef/Chef Instructor. 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. 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.

## **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 Chef Instructor's roles and responsibilities is to be able to communicate effectively and in a timely way. If an issue about the program arises, please discuss it immediately with the Executive Chef, Chef Instructor(s), or Director of Learning. The Chef Instructors are always willing to listen to student concerns and suggestions. In addition to being available as your instructors during class, Chef 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 Executive Chef, Chef Instructors and Learning Institute staff will provide tutoring to students in need. Students who need additional assistance should consult with the Executive Chef and/or the Director of Learning for resources concerning tutoring and additional instruction. Students are responsible for arranging tutoring sessions with faculty.

## **Program Administration Information**

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

## **Adverse Action Notification Requirements**

An individual who holds a Entry Level Culinary Arts Program Certificate should notify ARC Broward Learning Institute 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 Broward Learning Institute 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, final exam score and class attendance and participation.

SAP standards will apply to all students enrolled in any of ARC Broward Learning Institute's certificate programs. SAP is reviewed at least twice per program session (15 weeks for this program) regardless of a student's receipt of financial aid. This review occurs after the completion of the fifth and tenth weeks.

Students enrolled in the Entry Level Culinary Arts Program must meet the following requirements in order to maintain SAP and advance within the program structure:

Weekly written quizzes: A score of at least 75% on each weekly written or hands on demonstration quiz is required. If a student does not receive a passing score on a weekly written or hands on demonstration quiz, s/he may retake the failed quiz up to one (1) time. Students must also earn a 75% or above on the final exam to complete the Program.

In addition to demonstrating proficiency and progression from Introductory to Intermediate to Advanced classes and laboratory experiences, students must meet attendance requirements as detailed in the Student Handbook. Students must also maintain an acceptable attitude in the classroom and kitchen.

**Probation, Suspension and Dismissal:** If a student fails to maintain a sufficient academic average, as defined as a required average on the weekly written or hands on demonstration quizzes of 75% after the fifth and tenth week review periods, s/he will be placed on academic probation for two successive weeks. If the student fails to regain the required 75% average, s/he will be dismissed from the current program session and asked to begin the program again in the next program session for a processing fee of \$75. If the student is unable to start at the next program session start date, the student has ninety (90) days from the dismissal date to begin classes without being required to reapply to the program. The student will be required to complete the full program and sign a new Student Enrollment Agreement upon reentrance to the program including new program session dates and estimated completion timeline. Upon dismissal for failing to maintain SAP, the Director of the ARC Broward Learning Institute will provide written notification to the student as to the recommended reentrance date. The student must inform the Director of Learning of any changes to that timeline in writing prior to the recommended reentrance date.

**Appeals:** The process to appeal requires the student to request the opportunity to appeal a dismissal in writing; the reason for the appeal must be the result of mitigating circumstances; and documentation supporting a claim of mitigating circumstances must be provided. The result of the appeal (appeal granted or appeal denied) must be catalogued in the Student Transcript.

If the student's appeal is granted, they will be placed on probation at the start of the session, and would be required to attain satisfactory progress. Failure to do so will result in a

permanent dismissal. Academic termination appeals should be submitted to the Director of Learning.

Failing class quiz/completion exercises or withdrawing from courses could result in the loss of financial aid.

### **Grading Guidelines**

The Entry Level Culinary Arts program emphasizes technical and theoretical knowledge combined with the practical application of basic food preparation and service techniques, sanitation, equipment use and safety. Weekly quizzes, the final exam, and the Safe Food Systems Inc. Food Handler Safety examination are graded on a pass/fail basis. A pass is earned as indicated:

- ✓ Weekly written and hands on demonstration quizzes: If the student receives a score of 75% or higher, s/he has passed.
- ✓ Course completion: If the student receives an average score of 75% or higher on all quizzes in the course, s/he has passed.
- ✓ Final Assessment/Examination (administered in Week 15): If the student receives a score of 75% or higher, s/he has passed the program.
- ✓ Safe Food Systems Inc. Food Handler Safety: If the student receives a score of 75% or higher, s/he has passed the Safe Food Systems Inc. Food Handler course and will receive that certification.

All items must be satisfactorily completed to receive the Entry Level Culinary Arts Certificate.

### **Assigning Grades**

Final pass/fail grades are awarded to each student at the end of the program (15-week session). All students taking a course at ARC Broward Learning Institute must be assigned a grade.

75 – 100% = Pass (recorded as a “P” in the academic record)

0 – 74% = Fail (recorded as a “F” in the academic record)

### **Grade of Withdrawal**

Students who petition for, and have approval for withdrawing from a course or the program after the periods add/drop deadline will receive a grade of “WD.” The withdrawal will be a part of their permanent academic record.

### **Grade of Failure**

Students failing any course will receive a grade of “F.” The failure will be a part of their permanent academic record. Since coursework is progressive, the student will not be eligible to move on to the next course.

### **Certificate Guidelines**

Students must complete 120 clock hours of class work, including Safe Food Systems Inc. Food Handler course work, and a minimum of 300 hours of laboratory experience within the 16 weeks.

The Entry Level Culinary Arts Certificate will be granted to a student who successfully meets the following conditions:

- Scores a cumulative average of 75% percent or higher on the weekly written classroom quizzes;

- Receives a satisfactory for each weekly hands-on laboratory demonstration;
- Receives a 75% or higher on the final exam (taken in week 16), and
- Receives a 75% or higher on the Safe Food Systems Inc. Food Handler Safety certification examination

Students must complete the program in the sixteen (16) week period; however, extensions may be granted for good cause upon written request. Students requesting extensions who cannot complete the required classes during the allotted make-up days will be accommodated in the next program session.

Applicants who successfully meet all criteria will receive an Entry Level Culinary Arts Program Certificate suitable for framing. Replacement certificates can be issued at a cost of \$20.

### **Complaints Regarding Certificate Holders**

ARC Broward Learning Institute, at its sole discretion, may choose to investigate complaints lodged against individuals holding Certificates, or to investigate circumstances that caused an individual to be subject to an outside investigation, adverse action, or adverse media attention.

### **Conflicts of Interest**

ARC Broward Learning Institute shall make all reasonable efforts to ensure that the program is conducted in an impartial and objective manner, uninfluenced by any personal, financial, or professional interest of any individual acting on behalf of the Entry Level Culinary Arts Program. 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 the Entry Level Culinary Arts Program 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 ARC Broward Learning Institute Director 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.

### **Misrepresentation**

ARC Broward Learning Institute may revoke the Certificate of, deny Certificate to, or impose other sanctions against any student who makes a misrepresentation relating to the Entry Level Culinary Arts Certificate Program. A misrepresentation for purposes of this section includes, but is not limited to, a false statement of fact about the student's experience or qualifications; fabrication or alteration of information, records or other documentation; failure to advise ARC Broward Learning Institute of facts or developments that may bear on the Institute's evaluation of the student; and misstatement of the Certificate status of the individual. A misrepresentation may be in writing, oral, or through failure to provide material information.

Deliberate misrepresentation of the Certificate or Certificate status by an individual may result in sanctions that may take the form of legal action, refusal to process applications or reapplications, or revocation of the Certificate.

### **Non-Discrimination Statement**

ARC Broward Learning Institute does not discriminate on the basis of age, color, creed, disability, marital status, veteran status, national origin, race, 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 the Entry Level Culinary Arts program, graduation, and certifications are administered in full compliance with applicable law.

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

### **Program Property Rights**

The Entry Level Culinary Arts program is the exclusive property of ARC Broward and may not be used without our expressed written permission. Advertisements and other promotional materials of an individual who holds a certificate from the Entry Level Culinary Arts Certificate Program may include the statement, "Certificate of Completion in the Entry Level Culinary Arts Program by the ARC Broward Learning Institute."

An individual who holds an Entry Level Culinary Arts certificate may not use the ARC Broward Learning Institute's name or initials except as specified in this policy. It may not use the logo or mark of the Institute in any manner. The Institute reserves the right to withdraw the Certificate of, or take legal action against, any individual that uses the Institute's name, initials or logo, property, or mark in violation of this policy. Any question about whether a proposed use of the Institute's name or initials comports with this policy should be addressed to the Director of Learning.

### **Program Changes**

ARC Broward Learning Institute reserves the right to cancel any program not meeting enrollment standards, to change curriculum, to change or substitute instructors, or to adjust program size at any time. Policies and procedures are subject to change at any time at the discretion of the President/CEO consistent with the mission, philosophy, and objectives of the Entry Level Culinary Arts program. ARC Broward Learning Institute shall review all policies governing the Entry Level Culinary Arts Certificate Program every three years. Updates to the Entry Level Culinary Arts Certificate Student Handbook reflecting any policy changes will be made accordingly.

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

### **Program Licensure**

ARC Broward Learning Institute's Entry Level Culinary Arts Training program is licensed by the State of Florida Commission for Independent Education, Annual License Number 4392. Additional information regarding the institution may be obtained by contacting 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.

## **Family Education Rights and Privacy Act (FERPA)**

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

## **Release of Protected Health Information**

The Entry Level Culinary Arts Certificate Program may require a student to create reports or other materials that contain Protected Health Information, as defined by the Health Insurance and Portability Act (“HIPAA”). ARC Broward Learning Institute 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 Broward Learning Institute 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 Broward Learning Institute shall release to third parties about a student’s participation in the Entry Level Culinary Arts Certificate Program is whether the student received a Certificate and the program completion date. Any information or material received by ARC Broward Learning Institute 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 Broward Learning Institute 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 Broward Learning Institute 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
- h) Job placement and referral information

## **Student Files**

Students may access their files, by appointment, Monday through Friday, 9:00 a.m. to 5:00 p.m., through the ARC Broward Learning Institute’s Director of Learning. 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.

## **Transferability of Credits**

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

## **Student Code of Conduct**

The ARC Broward Learning Institute Student Code of Conduct outlines acceptable and unacceptable behavior for students as well as appropriate disciplinary procedures and sanctions:

Upon admission to ARC Broward Learning Institute's Entry Level Culinary Arts Program (the "Institute"), students agree to act responsibly in all areas of personal and social conduct and to take full responsibility for their individual and collective action. Because learning can only be achieved in an atmosphere free of intimidation and coercion, students must observe local, state, and federal laws as well as the academic and behavioral regulations found in the Student Handbook, other official publications, and the Institute web site at <http://www.arcbrowardlearning.com>. This Policy shall prevail in instances where there outdated versions of the Student Code Handbook are printed in other Institute publications.

The following behaviors are prohibited by students and student organizations at any Institute location or at any Institute-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 Conduct including verbal and/or physical threats or aggression towards staff, faculty, other students, visitors or consumers.
2. Bribery
3. Discrimination as defined in Entry Level Culinary Arts Program Student Handbook
4. Dishonesty, including but not limited to the following:
  - a) Cheating, plagiarism, or other forms of academic dishonesty
  - b) Using electronic devices to store, retrieve, search for answers and/or share answers in testing environments when the use of the device is not authorized by the classroom instructor for such purpose
  - c) Furnishing false information, making false accusations, or misrepresentation of oneself or others to any Institute or ARC Broward official, such as faculty, staff or administrators, or falsely contracting in the name of the Institute or representing oneself as an agent of the Institute
  - d) Forgery, alteration, or the misuse of any Institute document, record, or instrument of identification
  - e) Violation of copyright as defined in the Entry Level Culinary Arts Program Student Handbook
5. Disorderly Conduct
6. Disruption of the Educational Environment - including but is not limited to:
  - a) To ensure the quality of the educational environment, the use of electronic communication and entertainment devices, such as cell phones, iPods, iPhones, MP3s, etc by students in the classroom is prohibited unless explicitly permitted by the faculty instructors. Therefore, all such devices must be inaudible and placed out of sight during class.

7. Miscellaneous - Any behavior that the Institute deems inappropriate and detrimental to the aims and purposes of ARC Broward Learning Institute
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 Director of the Learning Institute or Executive Chef when requested to do so
  - b) Falsification, distortion, or misrepresentation of information to the Director of the Learning Institute or Executive Chef staff
  - c) Disruption or interference with the orderly conduct of an investigation
  - d) Knowingly making false accusations of student misconduct without cause
  - e) Attempting to discourage an individual's proper participation in, or use of, the student discipline system
  - f) Attempting to influence the impartiality of the Director of Learning, faculty and staff
  - g) Harassment (verbal or physical) and/or intimidation of the Director of the Learning Institute, faculty or staff
  - h) Failure to comply with the sanction(s) imposed under the Student Code
  - i) Influencing or attempting to influence another person to commit an abuse of the student discipline system
10. Theft or Damage, or Attempted Theft or Damage, to a Person's or the Institute's Property
11. Unauthorized Computer Usage
12. Unauthorized Demonstration - participation in a campus demonstration which disrupts the normal operations of the Institute and infringes on the rights of other members of the Institute 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 Institute 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 Broward Learning Institute sponsored activity, and for violations of law that do not occur on premises or at ARC Broward Learning Institute sponsored activities:
  - a) Institute 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, the Institute will not request or agree to special consideration for that individual because of his or her status as a student. If the alleged offense is also the subject of a proceeding under the Student Code, however, the Institute may advise off-campus authorities of the existence of the Student Code and of how such matters will be handled internally within the Institute.

- c) The Institute 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 Institute Policies/Procedures, Rules or Regulations.
19. Weapons and Dangerous Materials - Possession of firearms, dangerous chemicals and/or other weapons not deemed necessary for Institute purposes is forbidden at any location or at any ARC Broward Learning Institute sponsored activity, including in the parking area for the ARC Broward or the activity. This specifically revokes an individual's right to carry a licensed firearm at any location or at any ARC Broward Learning Institute 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 Broward Learning Institute 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 Broward Learning Institute Policy.

The Institute retains the right to discipline students and student organizations up to dismissal from the Institute, 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 the Institute 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 Institute's policies pertaining to academic dishonesty may result in academic penalties and/or disciplinary action at the discretion of the instructor. Academic penalties may include, but are not limited to, a failing grade for a particular assignment or a failing grade for the course.

### **Dismissal of Disruptive Students**

The ARC Broward Learning Institute 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 Broward Learning Institute Policy and Student Code of Conduct, shall not be permitted to interfere with other students' access to entry level culinary arts education. ARC Broward Learning Institute students are subject to federal and state law, county and municipal ordinances, and all policies and procedures of the ARC Broward Learning Institute. Violation of these policies may result in appropriate action by Institute authorities. The Entry Level Culinary Arts program faculty are authorized to recommend to the Director of Learning, the suspension or expulsion of students based on disruptive behavior.

For students who exhibit disruptive behavior serious enough to merit disciplinary action, the Learning Institute may refer the students for appropriate psychological/psychiatric evaluation. The ARC Broward Learning Institute 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 Programs.

If a student has been removed from the ARC Broward Learning Institute through disciplinary dismissal, expulsion or suspension due to disruption of the educational process, or the endangerment of the health and safety of others, and returns to the Institute in a subsequent academic term as a student, the Director of Learning 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 Director of Learning 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 Broward Learning Institute's Unlawful Sexual Harassment/Battery/Assault policy protects against and deals with sexual harassment:

The Institute 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 Broward Learning Institute or against any person at an ARC Broward and ARC Broward Learning Institute sponsored or supervised activity. In addition to any criminal or civil actions which may be pending or in process, the Institute 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 Entry Level Culinary Arts Program Handbook.

### **Unlawful Discrimination, Harassment, and Retaliation**

The ARC Broward Learning Institute’s Unlawful Discrimination, Harassment, and Retaliation Policy for Students was developed to uphold laws protecting students against discrimination of all types:

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

1. The ARC Broward Learning Institute 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 Broward Learning Institute 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 Entry Level Culinary Arts Program Student Handbook.
3. It shall be a violation of this policy for any officer, employee, student or agent of the ARC Broward Learning Institute to discriminate against or harass, as herein defined, any student/applicant for admission.
4. Any ARC Broward Learning Institute staff or faculty member who suspects or becomes aware of any alleged discrimination, harassment or retaliation must immediately notify the Director of Learning and/or Director of Human Resources.

5. Failure of any ARC Broward Learning Institute employee to notify the ARC Broward Learning Director of actual or suspected sexual harassment or other type of discrimination, harassment or retaliation of any type is a violation of this policy.
6. Violation of this policy by any employee shall result in appropriate corrective action and/or disciplinary action, up to and including termination.

For more detailed information about the Discrimination, Sexual Harassment, Harassment, Battery and Assault Complaint Procedure refer to the ARC Broward Learning Institute Entry Level Culinary Arts Program Student Handbook.

## **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 Broward Learning Institute activity by creating an intimidating, hostile or offensive environment.

## **Complaint Process for Students for Non-Instructional Issues**

The ARC Broward Learning Institute Complaint Policy facilitates resolution of conflicts between students, faculty and staff and encourages a fair review of student non-instructional complaints.

The Institute encourages its students to resolve their differences with Institute 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.** For the purpose of this policy a complaint is defined as a student's perception of the improper application of the Institute's policies or procedures. Complaints of discriminatory treatment should be made through the Institute's student policy prohibiting Unlawful Discrimination, Harassment, and Retaliation Policy and Procedure as defined above and in compliance with the Complaints, Disciplinary Actions and Appeals Policy and Procedures set forth in the Entry Level Culinary Arts Program Student Handbook.

For more detailed information about the Complaints, Disciplinary Actions and Appeals Policy and Procedures refer to the Entry Level Culinary Arts Program Student Handbook.

## **Academic Honesty**

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

Breaches of the ARC Broward Learning Institute policy on academic honesty may result in academic penalties and/or disciplinary action. At the discretion of the instructor, academic penalties may

include, but are not limited to, a failing grade for a particular assignment or in cases of extreme behavior may include suspension or expulsion from the Entry Level Culinary Arts Program.

### **Sanctions**

ARC Broward Learning Institute 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 Broward Learning Institute 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 Director of Learning 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 Broward Learning Institute immediately. The student will not be permitted to continue his or her studies at ARC Broward Learning Institute and may not return to ARC Broward Learning Institute campus.

### **Complaints, Disciplinary Actions and Appeals**

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

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

ARC Broward Learning Institute's 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 Broward Learning Institute 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 schools 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.

## **Formal Complaint Process**

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

### **A. General Complaint Procedure**

An individual who has a complaint about an employee's performance or behavior that is not discriminatory or about the program or processes should go to the Director of Learning, Bldg. 2, Room 209, telephone (954)746-9400, or [cturner@arcbroward.com](mailto:cturner@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 Director of Learning, s/he may appeal in writing to the Vice President of Programs within ten days after the date of the letter. The person filing the appeal should identify why s/he is dissatisfied with the outcome of the complaint and provide any additional information to be considered.

### **B. 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 Director of the Learning, Room 209, and/or Department of Human Resources, Room 253, or telephone (954) 579-8429. These complaints must be filed within one (1) month after the incident(s) occurred.

ARC Broward Learning Institute 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 Broward Learning Institute facilities who believes s/he has been discriminated against has the right to bypass the internal process and file a discrimination complaint with one of the agencies listed below or any other agency with the jurisdiction to hear such complaints. Individuals seeking assistance from state and federal agencies need to be aware that many agencies have strict timelines regarding the filing of complaints.

### **Equal Employment Opportunity Commission**

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

### **Human Rights Commission**

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

### **U.S. Office of Civil Rights**

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

## **C. Academic Complaint Procedure:**

A student who wishes to express and resolve misunderstandings, complaints, or grievances with faculty members regarding grades, grading issues or policies in a fair and equitable manner should bring his/her complaint to the ARC Broward Learning Institute's Director of Learning.

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

## **Other Student Support Services**

ARC Broward offers a variety of supportive services or has established relationships with dozens of community partners throughout its more than fifty (50) years of existence in the Broward County community. At a minimum, the following supportive services are available to students:

ARC Broward's Community Mental Health Center provides mental health screenings, assessments, counseling and psychiatric services (psychiatric evaluation and medication management). The Coordinator of Mental Health Services (CMHS) can provide a screening tool for identification of indicators of mental illness, emotional disorders, and substance abuse to make appropriate referrals for needed services and supports.

Career Support and Job Placement 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.

Child Care Services are available, based upon space availability and at cost, for children of enrolled students in ARC Broward's Developmental preschool, which is located at the facility where the Entry Level Culinary Arts training takes place. Although students are more than able to explore receiving on-site childcare services for their children 2–5 years of age, admission is not guaranteed.

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

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

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

Vocational English as a Second Language (VESL)/GED Preparedness Instruction are not currently provided by ARC Broward staff; instead, the Agency has developed relationships with partners in the community to provide referrals for students.

## **Help and support numbers**

To contact ARC Broward Learning Institute regarding the Entry Level Culinary Arts program please use the contact information below:

## **Campus Location and Contact Information**

ARC Broward Learning Institute  
10250 NW 53rd Street  
Sunrise, Florida 33351  
(954) 746-9400  
(954) 746-2954 fax  
(954) 577-4101 TTY/TDD

[pmoneymaker@arcbrowardlearning.com](mailto:pmoneymaker@arcbrowardlearning.com)  
<http://www.arcbrowardlearning.com>  
**Office hours:** 8:30 am-5:00 pm ET



Student Chef Mario during The Traveling Plate event at the Wasie Villa.



[10250 NW 53rd Street  
Sunrise, Florida 33351](http://10250%20NW%2053rd%20Street%20Sunrise,%20Florida%2033351)  
[\(954\) 746-9400](tel:(954)746-9400)  
[\(954\) 746-2954 fax](tel:(954)746-2954)  
[\(954\) 577-4101 TTY/TDD](tel:(954)577-4101)  
[info@arcbrowardlearning.com](mailto:info@arcbrowardlearning.com)  
[www.arcbrowardlearning.com](http://www.arcbrowardlearning.com)

### **Entry Level Culinary Arts Certificate Program Acknowledgement of Receipt of Student Handbook**

The ARC Broward Learning Institute's Entry Level Culinary Arts Student Handbook contains important information about ARC Broward Learning Institute and the Entry Level Culinary Arts Certificate program. I understand that I should consult the Director of ARC Broward Learning Institute regarding any questions not answered in the handbook.

Since the information, policies, and other academic and fee payment activities described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

I have received a copy of the ARC Broward Learning Institute's Entry Level Culinary Arts Certificate Program Student Handbook on the date listed below. I understand that I am expected to read the entire handbook. Additionally, I will sign the two copies of this Acknowledgment of Receipt, retain one copy for myself, and return one copy to the ARC Broward Learning Institute representative listed below on the date specified. I understand that this form will be retained in my student file.

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Signature of Student

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Date

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Student's Name – Printed

**Student copy**



10250 NW 53rd Street  
Sunrise, Florida 33351  
(954) 746-9400  
(954) 746-2954 fax  
(954) 577-4101 TTY/TDD  
info@arcbrowardlearning.com  
www.arcbrowardlearning.com

**Entry Level Culinary Arts Certificate Program  
Acknowledgement of Receipt of Student Handbook**

The ARC Broward Learning Institute's Entry Level Culinary Arts Student Handbook contains important information about ARC Broward Learning Institute and the Entry Level Culinary Arts Certificate program. I understand that I should consult the Director of ARC Broward Learning Institute regarding any questions not answered in the handbook.

Since the information, policies, and other academic and fee payment activities described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

I have received a copy of the ARC Broward Learning Institute's Entry Level Culinary Arts Certificate Program Student Handbook on the date listed below. I understand that I am expected to read the entire handbook. Additionally, I will sign the two copies of this Acknowledgment of Receipt, retain one copy for myself, and return one copy to the ARC Broward Learning Institute representative listed below on the date specified. I understand that this form will be retained in my student file.

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Signature of Student

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Date

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Student's Name – Printed

***School Copy***

## Entry Level Culinary Arts Program Academic Calendar

**2015**

<b>Session I</b>	<b>January 20- May 8, 2015</b>
Class begin date	January 20, 2015
Martin Luther King, Jr. Day (No classes)	January 19, 2015
President's Day ( No classes)	February 16, 2015
Student Internship Week	March 16 <sup>th</sup> through March 20 <sup>th</sup> 2015
Program Closed (Holiday)	April 3, 2015
Student Chef Luncheon	April 9, 2015
Class end date	May 8, 2015
<b>Session II</b>	<b>February 17 – June 5, 2015</b>
Class begin date	February 17, 2015
Program Closed ( Holiday)	April 3, 2015
Student Internship Week	April 20 <sup>th</sup> - 24 <sup>th</sup> 2015
Student Chef Luncheon	May 14, 2015
Class end date	June 5, 2015
<b>Session III</b>	<b>March 9 – July 3 2015</b>
Class begin date	March 9, 2015
Program Closed ( Holiday)	April 3, 2015
Student Internship Week	May 26 <sup>th</sup> - 30 <sup>th</sup> 2015
Memorial Day ( No classes)	May 25 <sup>th</sup> , 2015
Student Chef Luncheon	June 11, 2015
Class end date	July 3, 2015
<b>Session IV</b>	<b>April 13– July 31, 2015</b>
Class begin date	April 13, 2015
Memorial Day ( No classes)	May 25, 2015
Student Internship Week	June 22 <sup>nd</sup> - 25 <sup>th</sup> 2015

Student Chef Luncheon	July 8, 2015
Class end date	July 31, 2015
<b>Session V</b>	<b>May 11 – September 1, 2015</b>
Class begin date	May 11, 2015
Memorial Day ( No classes)	May 25, 2015
Student Internship Week	July 27-31, 2015
Student Chef Luncheon	August 12, 2015
Class end date	September 4 <sup>th</sup> 2015
<b>Session VI</b>	<b>June 22 – October 2, 2015</b>
Class begin date	June 22, 2015
Student Internship Week	August 24-28, 2015
Labor Day ( No classes)	September 7, 2015
Student Chef Luncheon	September 16, 2015
Class end date	October 2, 2015
<b>Session VII</b>	<b>July 13 – October 30, 2015</b>
Class begin date	July 13, 2015
Labor Day Holiday (no classes)	September 7, 2015
Student Internship Week	September 14-18, 2015
Student Chef Luncheon	October 7, 2015
Class end date	October 30, 2015
<b>Session VIII</b>	<b>August 10 – November 25, 2015</b>
Class begin date	August 10, 2015
Labor Day Holiday (no classes)	September 7, 2015
Student Internship Week	October 12-16, 2015
Student Chef Luncheon	November 4, 2015
Veteran's Day ( No classes)	November 11, 2015
Class end date	November 25, 20145
<b>Session IX</b>	<b>September 15, 2015 – January 16, 2016</b>

Class begin date	September 14, 2015
Veteran's Day ( No classes)	November 11, 2015
Student Internship Week	November 16-20, 2015
Thanksgiving Holiday (no classes)	November 26-27 2015
Student Chef Luncheon	December 10, 2015
Winter Break—No Classes	December 21, 2015- January 1, 2016
Class end date	January 15, 2016
<b>Session X</b>	<b>October 19, 2015 – February 20, 2016</b>
Class begin date	October 19, 2015
Veteran's Day (no class)	November 11, 2015
Thanksgiving Holiday (no classes)	November 26-27, 2015
Winter Break—(No Classes)	December 21, 2015- January 1, 2016
Student Internship Week	January 5-9, 2016
Martin Luther King ( no class)	January 19, 2016
Student Chef Luncheon	January 28, 2016
President's Day (no class)	February 15, 2016
Class end date	February 19, 2016
<b>Session XI</b>	<b>November 17, 2015 – March 18, 2016</b>
Class begin date	November 16, 2015
Thanksgiving Holiday (no classes)	November 26-27, 2015
Winter Break—(No Classes)	December 21, 2015- January 1, 2016
Martin Luther King ( no class)	January 19, 2016
Student Internship Week	February 2-6, 2016
President's Day ( no class)	February 15, 2016
Student Chef Luncheon	February 25, 2016
Class end date	March 18, 2016

**Holidays/Breaks**

**ARC Broward Learning Institute observes the following Federal Holidays**

Monday, January 19, 2015	Martin Luther King, Jr. Day
Monday, February 16, 2015	President's Day
Monday, May 25, 2015	Memorial Day
Monday, September 7, 2015	Labor Day
Wednesday, November 11, 2015	Veteran's Day (observed)
Thursday & Friday, November 26-27, 2015	Thanksgiving Holiday
Thursday & Friday, December 24- 25, 2015	Christmas Holiday
Thursday & Friday, December 31, 2015- January 1, 2016	New Year's Eve and New Year's Day
Monday, January 18, 2016	Martin Luther King, Jr. Day
Monday, February 15, 2016	President's Day

### **STUDENT GRADUATION DATES 2015**

- **Thursday, January 14, 2015, 6:00-8:00pm, Sunrise Civic Center**
- **Thursday, July 17, 2015, 6:00-8:0pm, Sunrise Civic Center**