



Student Handbook 2018



Pictures 1 & 2 Arc Broward Main Campus Preschool Classrooms; Pictures 3 & 4 Stock Photo of DSPs working

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DSPATHS Student Handbook 2018

Arc Educates Mission, Philosophy and Objectives

Overview

The **DSPATHS (Direct Support Professional Advancement through Training and Education in Human Services)** Certificate Program is offered by Arc Educates. We wish you success in this professional development endeavor. This informational handbook should assist you with your questions about the DSPATHS Certificate Program, eligibility, and application process and completion requirements.

Arc Educates Mission

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

Program Purpose

Nationally, the human service industry is in **CRISIS**. The aged and disabled population is growing larger each year, living longer and demanding greater quality supports and better services. The number of qualified and trained professionals available to respond to this demand is limited.

In response, Arc Educates has taken a lead role in creating a movement for change in the human services industry. The **DSPATHS (Direct Support Professional Advancement through Training and Education in Human Services) Certificate Program** provides a high-quality, state-licensed training Program for individuals to enter this field and strengthen the direct support, human services workforce in Broward County, South Florida and the state as a whole, ultimately improving the quality of support offered to children and adults with disabilities.

This Program will:

1. Build skills necessary for persons working with individuals with developmental disabilities (DD) and other specialized care needs.
2. Help participants achieve a “competency-based” credential as a Direct Support Professional.
3. Enhance the direct support occupational image and profile with a state recognized professional Certificate Program.
4. Encourage increased commitment of workers to the field and their jobs.
5. Improve recruitment potential and longevity in the critical frontline human/social services direct support workforce.

The DSPATHS curriculum produces qualified Direct Support Professionals with the skills, knowledge base and ethical standards necessary to help them earn voluntary national credentialing through the National Alliance of Direct Support Professionals (NADSP). The Program incorporates classroom instruction, mentoring and externship opportunities to offer practical application of skills.

Program Development

Originally developed by the Ohio Alliance of Direct Support Professionals (OADSP), DSPATHS was specifically designed for Direct Support Professionals working with children and adults with disabilities to promote employment readiness and skills development. The DSPATHS curriculum has been designed and continuously augmented by experts based on national best practice models, such as those endorsed by the Community Support Skills Standards (CSSS) and the National Alliance of Direct Support Professionals (NADSP) Code of Ethics.

What does Arc Educates offer?

Arc Educates is a division of Arc Broward, a nationally CARF accredited human services organization. Arc Broward, Inc., is a registered Florida Corporation operating under the registered fictitious name Arc Educates. Arc Educates offers three certificate programs, DS PATHS and Entry Level Culinary Arts, to students at our Sunrise campus. We maintain an extensive 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. The purpose of the institution is in accordance with rule 6E-2.004(2), F.A.C.

History of Arc Educates

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

Legal Status and Governance

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

Arc Broward, Inc. Board of Directors:

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Recruitment, Advertising, and Promotional Practices

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

Facility and Location

Arc Broward campus is conveniently located in Broward County at 10250 NW 53rd Street in Sunrise, Florida. Close to the intersection of Commercial Boulevard and Nob Hill Road, the campus is located on major bus 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 three classrooms, a computer lab, lounge/study area, and administration offices. These facilities are located at our main campus in building 2 covering 3,632 square feet.

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 our PATHS instructors, experiencing their instructional style up close and personal and speaking openly with students. Call (954) 746-9400, or email us at hmanon@arcbroward.com for more information.

DSPATHS Administrative Staff and Faculty Contact Info:

Hector Manon
Director of Arc Educates
hmanon@arcbroward.com

Claudia Lima
DSPATHS Instructor/Training Manager
clima@arcbroward.com

DS PATHS Certificate Program and General Curriculum Information

What is the Certificate Program?

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

The DS PATHS Certificate Program is designed to create a competency-based and credentialed career path for Direct Support Professionals. Coupled with mentorship, experiential learning opportunities, and placement resources, DS PATHS will support students to find a career in this high-demand field. Each student who successfully completes the Certification of Initial and Advanced Proficiency class sessions and achieves a passing grade on program assessments will receive a DS PATHS Certificate.

Educational Goals/Training Objectives

Program Objectives/Student Learning Outcomes: The DSPATHS program provides a high-quality, state-licensed training Program for individuals to enter this field and strengthen the direct support, human services workforce in Broward County, South Florida and the state as a whole, ultimately improving the quality of support offered to children and adults with disabilities. The program incorporates classroom instruction, mentoring and externship (accelerated track only) opportunities to offer practical application of skills. The certificate program provides students the opportunity to:

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

By the end of the **DSPATHS** program, students must be able to demonstrate the following performance objectives in 15 competency areas:

Area 1: Participant Empowerment

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

Area 2: Communication

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

Area 3: Assessment

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

Area 4: Community and Service Networking

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

Area 5: Facilitation of Services

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

Area 6: Community Living Skills & Supports

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

Area 7: Education, Training & Self-Development

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

Area 8: Advocacy

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

Area 9: Vocational, Educational & Career Support

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

Area 10: Crisis Prevention and Intervention

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

Area 11: Organizational Participation

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

Area 12: Documentation

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

Area 13: Building and Maintaining Friendships and Relationships

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

Area 14: Provide Person Centered Supports

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

Area 15: Supporting Health and Wellness
Promote the health and wellness of all consumers.

Course Descriptions

The Instructor to student ratio is 1:5-10. Students in this program are all adult learners and do not require extra instructional support.

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

- CIP 100: Introduction and Welcome to DS PATHS (4 clock hours)
- CIP 101: Overview of Developmental disabilities (4 clock hours)
- CIP 102: Understanding Developmental Disabilities (4 clock hours)
- CIP 103: Ethics on the front line (4 clock hours)
- CIP 104: Supporting health and safety (4 clock hours)
- CIP 105: Providing personal care with dignity (4 clock hours)
- CIP 106: The Direct support professional as a teacher (4 clock hours)
- CIP 107: Individual service planning and self-determination (4 clock hours)
- CIP 108: Fundamentals of effective documentation (4 clock hours)
- CIP 109: Providing behavioral supports and principles of positive intervention culture (4 clock hours)
- CIP 110: Unusual incidents, major unusual incidents, and incident report writing (4 clock hours)
- CIP 111: Interpersonal communication (4 clock hours)
- CIP 112: Community living skills and supports: Making it happen (4 clock hours)
- CIP 113: Self-determination supporting individuals in achieving their dreams and goals (4 clock hours)
- CIP 114: The professional of direct support in disability services (4 clock hours)
- CIP 115: Team dynamics and communication (4 clock hours)
- CIP 116: Utilizing augmented alternative communication system (4 clock hours)
- CIP 117: Supporting a person to identify and achieve vocational goals (4 clock hours)
- CIP 118: Introduction to Autism spectrum disorders (4 clock hours)
- CIP 119: Facilitating and supporting community inclusion (4 clock hours)
- CAP 201: Participant Empowerment Part 1 (4 clock hours)
- CAP 202: Participant empowerment Part 2 (4 clock hours)
- CAP 203: Overview of entitlement benefits title II and title XVI work incentives part 1 (4 clock hours)
- CAP 204: Overview of entitlement benefits title II and title XVI work incentives part 2 (4 clock hours)
- CAP 205: Overview of entitlement benefits title II and title XVI work incentives part 3 (4 clock hours)
- CAP 206: Crisis intervention (4 clock hours)

- CAP 207: Understanding and utilizing assessment_(4 clock hours)
- CAP 208: Advocacy and promoting self-advocacy and self-determination (4 clock hours)
- CAP 209: Facilitation of services (4 clock hours)
- CAP 210: Supporting Successful Community living part_1 (4 clock hours)
- CAP 211: Supporting Successful Community living part 2 (4 clock hours)
- CAP 212: Promoting community service and networking (4 clock hours)
- CAP 213: Teaching strategies for excellent direct support practice part I (4 clock hours)
- CAP 214: Teaching strategies for excellent direct support practice part II (4 clock hours)
- CAP 215: Organization participation (4 clock hours)
- CAP 216: Education, training, and self-determination
- CAP 217: Team conflict resolution and problem solving
- CAP 218: Direct support professional as a leader Part I
- CAP 219: Direct support professional as a mentor Part II
- CAP 220: Vocational, education, and career support

Externship Hours: 40 clock hours

Students participating in the Accelerated Program must complete a mandatory 40 hour, unpaid externship.

Clock Hours

To successfully complete the certificate program, all coursework and lab work must be completed in 160 clock hours plus the 40 hours of externship required for the Accelerated Track. One clock hour is equal to 50 minutes of instructor led training followed by an appropriate break. Please see the below, official definition of a clock hour.

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

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

Externships

Students enrolled in the Accelerated Track will take part in a 40-hour unpaid externship in one of Arc Broward's various programs to allow for on-the-job training. Students will rotate through the various sites including the residential programs, the adult day programs and vocational programs so that they have the exposure to and the experience of working in varying educational, residential, employment and habilitation programs to apply the classroom learning directly. Externships are not required for participants in the Program for Working Professionals as they are already working in the field and can apply learning to their current positions.

Placement Assistance and Placement Disclaimer

In Florida, over 25,000 people with developmental disabilities currently receive services and over 15,000 people are on waiting lists for residential services (Family Care Council of Florida, 2010).

We are committed to identifying the best employment opportunities for our graduates and to providing employers with the best possible candidates. To help place students in this high-demand field, the Director of Arc Educates will work with students to find positions with one of Arc Broward's various programs or at another for-profit or not-for-profit agency in Broward County. They will meet with students approximately two weeks before graduation to discuss in detail their job preferences regarding location, duties, hours and type of facility, in order to make appropriate suggestions for students. Employment, occupational advancement or certification are not guaranteed post-graduation.

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

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

DS PATHS Certificate Admissions and Fee Information

Admission Requirements

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

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

- Must be at least 18 years of age.
- Must possess a high school diploma or GED.
- Must be either a citizen of the United States or be a legal resident with a work permit or visa documentation.
- Are able to meet physical requirements of the position and lift a minimum of 25 lbs.
- Successfully complete a Level Two Background Screening, including reference checks at applicant expense.
- Must express compassion for other human beings.
- Has the ability to independently travel to and from training/work.
- Is interested in learning to be an effective team member.
- Has the ability to stand for 8 hours with normal breaks.
- Can calculate basic mathematical computations.
- Can read at a 9th grade level or higher.
- Students in the Working Professionals track must provide proof of at least 40 hours of prior experience. For those unable to provide this documentation, the student will be required to complete an additional 40 hours of an unpaid externship.

How to Apply

1. Complete the DS PATHS Certificate Program application available at www.arcbrowardlearning.com at least 30 days prior to program start date.
2. Please take a few moments to review the entire application and note those areas where your signature indicates consent.
3. It is recommended that, because references need to be contacted and will need time to fill out the evaluation forms, you should sign the release for each form and send those out immediately. It is helpful if you include an envelope with your name on it. The two forms should be returned to you in a sealed envelope with the reference's signature across the flap. Reference check forms must be submitted in the same packet with the remainder of your application materials.
4. Interview with the DS PATHS Program Director and faculty team to review application, discuss program interest, go over externship options, and the mentorship program.
5. Receive a Conditional Acceptance Letter with notification to complete the Level Two Background Screening.
6. Successfully complete the Level Two Background Screening, fingerprinting and reference check process. A non-refundable processing fee of \$55.00 is required for the HRS Screenings/Fingerprinting, payable by each applicant directly to the screening facility.
7. Upon receipt of the acceptance letter, students are required to provide payment within at least three (3) days of formal Program acceptance.
8. Students for the Working Professionals program must provide proof of at least 40 hours of prior experience. For those unable to provide this documentation, the student will be required to complete an additional 40 hours of an unpaid externship.

Applicants with a Disability

Arc Educates 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 on the basis of that disability. Arc Educates will provide reasonable accommodations for candidates with disabilities. Reasonable accommodations may include priority seating, enlargement of notes, handbooks on CD, testing accommodations, and/or assisting with lifting, depending on the student's documentation and specific functional limitations.

Wheelchair access is available throughout our campus. Candidates with visual, sensory or physical disabilities that would prevent them from program participation under standard conditions may request special accommodations and arrangements. An applicant who wants to request accommodations because of a disability must notify Arc Educates in writing at the time of application and provide appropriate documentation about the disability and the requested modification. The DS PATHS Program staff will consider modification of the requirements on an individual basis. Contact the Director at (954) 746-9400 or (954) 577-4101 TTY/TDD to request the Accommodation Request Form.

Application Criteria and Processing

Once all admissions documents 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 direct care/human services field

The Admissions Committee consists of the Admission Representative, DS PATHS instructor and staff as needed. Candidates will receive notification regarding the disposition of their application within three (3) weeks of the date it was submitted. If you do not receive notification within that time, please contact us via email at hmanon@arcbrowardlearning.com.

Any application that does not meet all of the criteria outlined will be deemed ineligible. Any application for which the required materials are not received by the established deadline will be deemed ineligible. Failure to respond to a request for additional information or verification of materials will result in an ineligible determination.

Acceptance Process

Decisions from the Admissions Team fall into three categories:

Accept

Students are notified by mail. The student is sent a detailed acceptance packet, with specific instructions regarding payments, schedules and other pertinent information. To complete the enrollment process, the Enrollment Agreement must be signed and returned to Arc Educates 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.

Fees and Payment Information

The DS PATHS Program is available for a cost of **\$2,000**, which includes all books and materials, classroom education by our skilled staff, testing materials, access to a skills mentor and externship opportunities (for Accelerated Program participants) plus a refundable fee of **\$55** for the Level Two Background Screening. Fees must be paid by the assigned due date. Payment can be made with cash, credit/debit card, or check to Arc Broward. Financial assistance and payment plans are available to students.

In the event the student does not have web access, a check, money order, debit card or credit card may be accepted by Arc Broward's Finance Department.

Arc Educates, at its sole discretion, may approve a monthly payment plan. Students will be required to make an initial payment by the registration payment deadline and will have the option of paying the balance in additional consecutive monthly payments. Current and subsequent schedule of payments shall be binding and made part of the enrollment agreement. Monthly payments are due on or before scheduled due dates or in full upon receipt of any eligible financial assistance, whichever comes first.

Financial Assistance

Other ways to finance your education include:

DSPATHS/Working Professionals track:

- Students may be sponsored by their employer who would cover the cost of their tuition. If the employer is Barc Housing (a related entity to Arc Broward), Arc Broward invoices Barc Housing for the tuition. If the employer is any other entity, Arc Broward would invoice the employer directly.
- Students employed by Arc Broward are enrolled and their tuition is waived as a benefit of their employment with Arc Broward.
- All other students are required to cover the cost of their tuition privately or through financial assistance that they secure independent of Arc Educates.

DSPATHS/ Accelerated track:

- Students may be sponsored by their employer who would cover the cost of their tuition. Arc Broward would invoice the employer directly.
- All other students are required to cover the cost of their tuition privately or through financial assistance that they secure independent of Arc Educates.

School based scholarships - Awards of \$100 to \$2,000, based on merit, number of eligible students, and need. A number of individual donors and companies in the community have generously provided our students with scholarships. Students may request a Scholarship application packet from the Director upon enrollment. These scholarships require: 1) Acceptance to an Arc Educates program; 2) Completion of the Scholarship application packet; 3) Verification of U.S. residency; 4) Submission of the individual or family's most recent completed tax return. Packets must be submitted to the Director at least two (2) weeks prior to the session start date.

Payment of Student Accounts Due to Arc Educates

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

Returned Check Policy

A returned check is a check that is not honored when presented for payment, and is returned to Arc Educates by the drawer for insufficient funds, closed account or any other reason. Arc Educates does not re-deposit 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 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 will result in the student or individual being obligated and billed for all amounts due, including any processing fees accrued by Arc Broward related to the chargeback. The student will be blocked from making future payments by credit card when a chargeback occurs.

Program Withdrawal

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

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

Refunds and Cancellations

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

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

Refunds and Cancellations

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

CANCELLATION AND REFUND POLICY

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

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

Students must verify and attest in writing that he or she understands the content of the enrollment documents (including enrollment agreements and handbooks, as applicable) are to be provided in a language students understand. Arc Educates does not require written

notification of cancellation or withdrawal. In addition, we do not require notification of cancellation or withdrawal in person as a condition for making refunds, nor charge any penalty for failure to notify the institution in writing.

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

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

Refund Due Dates:

1. If an applicant never attends class (no-show) or cancels the contract prior to the class start date, all refunds due will be made within thirty (30) calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier.

2. For an enrolled student, the refund due must be calculated using the last date of attendance (LDA) and be paid within thirty (30) calendar days from the documented date of determination (DOD). The date of determination is the date the student gives written or verbal notice of withdrawal to the institution or the date the institution terminates the student, by applying the attendance, conduct, or Satisfactory Academic Progress policy. If a student provides advanced notice of withdrawal such that the 30 day window for refund processing ends before the last date of attendance, the refund must be paid within 30 calendar days from the last date of attendance.

Cancellations:

1. Program Cancellation: If Arc Educates cancels a program subsequent to a student's enrollment, all monies paid by the student will be refunded.

2. Cancellation or No Show Prior to the Start of Program: If an applicant accepted by Arc Educates cancels prior to the start of scheduled classes or never attends class (no-show), refund all monies paid in full.

3. Cancellation or No Show After the Start of Program: Arc Educates considers a withdrawal as a cancellation or no show as this process is fully delineated in writing as part of the refund policy and provided to all students at or before enrollment. A student who is considered a cancellation or no show under such a policy will have all charges refunded and all payments returned to the individual or the applicable funding source.

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

As previously stated, Arc Educates vocational programs are licensed by the State of Florida. This implementation of this policy ensures that we demonstrate compliance with both ACCET and state guidelines. As such, we compare the state's policy with ACCET's in each instance of cancellation or withdrawal and follow the policy that is more lenient towards the student.

In accordance with ACCT's Cancellation and Refund Policy:

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

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

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

Refunds Due to Extenuating Circumstances or Leave of Absence

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

Other

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

Arc Educates Operational Information

Holidays/Breaks

Arc Educates observes the following Federal Holidays:

Monday, February 19, 2018	President's Day
Monday, May 28, 2018	Memorial Day
Wednesday, July 4, 2018	4 th of July
Monday, September 3, 2018	Labor Day
Monday, November 12, 2018	Veteran's Day
Thursday & Friday, November 22 - 23, 2018	Thanksgiving Holiday
Tuesday and Wednes, December 25 - 26, 2018	Christmas Holiday
Monday & Tuesday, Dec 31, 2018– Jan 1, 2019	New Year's Holiday

Attendance Policy

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

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

- DSPATHS – A student must attend at least 85% of the scheduled class hours on a cumulative basis (136 class hours/17 days present or 3 days absent) during the course. No more than 2 consecutive days may be missed.

Students will be given a reasonable amount of time to complete any work missed during an absence or request one on one instruction to review the material. Make up time must match what the student missed in terms of same lesson and content. Instructors will document this activity.

Students are expected to arrive on time for classes, and **three late arrivals will be considered an absence**. Under no circumstances is any student permitted to leave the grounds without proper approval. Instructors may grant approval for early dismissals and are encouraged to inform the Director once a student has two early dismissals. Early dismissals will be limited to three (3) during the entire course.

Attendance issues affect Satisfactory Academic Progress (SAP) and will be reviewed and documented during SAP meetings. Refer to Policy/Procedure SAA 800a – c for additional details. Guardians will be notified in writing when students have demonstrated attendance problems.

Attendance policies will be communicated to students via Student Handbooks which are provided during orientation and available on the website.

A student who is in violation of the Attendance Policy will not receive credit for the courses in which he/she is enrolled, and will be denied the opportunity to continue his/her program. This decision will be made by the Director and documented in the student's file.

Leave of Absence Policy

From time to time circumstances might compel students to interrupt their enrollment. These breaks in enrollment are formally recognized as leaves of absence (LOA). A leave of absence might be voluntary or involuntary, might occur while a student is in good standing or on academic probation, and might be associated with a medical condition. Students planning any leave should promptly consult with the Director. Students will be required to complete and submit a Request for Leave of Absence or Withdrawal form to the Director.

When taking a leave, students are advised of the conditions under which they might resume their participation at a future date. It is Arc Educate's expectation that students will not exceed a leave of more than six months or their approved leave will be administratively withdrawn.

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

Students on leave of absence are not eligible to perform other activities intended for enrolled or graduated students with the exception of participating in Arc Works activities, as approved.

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, Arc Broward's campus may be closed. 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.

Dress Code Standards

Students must uphold a professional image at all times while on campus. In order to provide a safe and professional learning and work environment, Arc Educates has set the following guidelines for dress during class and externship work assignments. With this in mind, the following standards are strictly adhered to:

- Wear clothing that is neat and clean.
- Wear shoes that are close-toed and sturdy.
- Wear socks or footies when walking on mats.
- Shirts will fully cover the chest, midriff, and cleavage.

- Students choosing to wear a hat or other head covers, scarves or bandannas are permitted to do so at the discretion of the DS PATHS instructor(s) or Team Leaders during externship assignments.
- Students must practice good personal hygiene (daily bathing, shampooing and use of deodorant).

Prohibited attire includes:

- Clothing with rips or tears.
- Shorts or skirts that are too short or tight (no more than one (1) inch above the knee is permitted.)
- Flip-flop shoes, thongs, sandals or other open-toed shoes while participating in externship assignments. These items may be worn on classroom-only days.
- Shirts with logos that may be considered inappropriate.
- Tank tops, tube tops, midriffs or shirts that expose the torso or chest.
- Leggings, spandex or any tight fitting clothing of any kind.
- Expensive jewelry, clothing, eyewear or any item of significant value must not be worn anywhere on campus.

For students who participate in externship assignments, the following dress code should also be followed:

- Direct care workers will wear clothing that allows for flexibility of movement.
- Non-residential Children's Services, Behavioral Health and Rehabilitative Services workers will wear khaki pants or shorts every day except casual Friday.
- On Fridays, externship workers while meeting the requirements above may include jeans, sneakers, tennis shoes, T-shirts and other comfortable, casual attire that is neat and clean.

Anyone who does not comply with the above rules, or appears for class or externship assignments wearing items on the prohibited list will be subject to disciplinary action and will be required to go home to change. The student will have to make up any time missed for the period required to go home and change.

Medical Emergencies

Students must inform the DSPATHS instructor(s) immediately upon injury. A first-aid kit for minor cuts is located in the Nurse's office located in each building. All cuts, abrasions and the like need to be properly bandaged and covered with a finger cot or latex glove at all times. Students are responsible for their own health insurance during the program.

Drug and Alcohol Prevention

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

Smoking

All classrooms and facilities are smoke-free. There are no designated smoke breaks. Smoke away from the building and away from consumers and other staff. Students must dispose of their cigarettes properly.

Use of Cellular Telephones

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

- No personal calls or texts are to be made or received during class, except in an emergency.
- The receptionist gives urgent messages to the DS PATHS instructor(s), who relays them to students. Please advise family and friends.
- Cell phones are not permitted in the classroom or during externship assignments at any time.
- During class, phones should be off and stored in a vehicle or locker.
- Messages may be checked and phone calls made only outside of the classroom, externship assignments and offsite; preferably, the only time this is done is before class, after lunch or after the DS PATHS instructor dismisses the student at the end of the day.

Consumption of Food and Beverage in Class

Should you need to eat something during class, plan ahead, bring a snack with you and consume it during appropriate times outside of the class or externship assignment. Exceptions are made on an individual basis for students with a medical condition requiring such snacks. No glass beverage containers are permitted in the classrooms.

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 campus at the end of each day. Arc Educates is 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 DSPATHS 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 DSPATHS instructor(s). The DSPATHS instructors are always willing to listen to student concerns and suggestions. In addition to being available as your instructors during class, DSPATHS 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

DSPATHS instructors provide up to two (2) hours per week of free tutoring to any student in need. Students who need additional assistance should consult with DSPATHS instructors 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 DS PATHS Certificate Program, students must comply with program administrative requirements that are detailed in this section.

Adverse Action Notification Requirement

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

Satisfactory Academic Progress Guidelines

The DSPATHS Certificate program is 160 classroom clock hours with a 40 hour externship requirement. For students participating in the ***Working Professionals track***, the externship may be waived with proof of current employed in a related human service position. Grades are not issued for the externship.

Student Academic Progress (SAP) standards apply to all students enrolled in the program. SAP is reviewed at designated times per program session, regardless of a student's receipt of financial aid. The reviews will minimally include the Director, the Instructor and the student and will occur at the time frames indicated:

- For students in the ***Accelerated track***, reviews occur after the completion of the 1st, 2nd and 3rd weeks.
- For students in the ***Working Professionals track***, reviews occur after the completion of the 2nd, 4th and 6th months.

The Director, or his/her designee will document the review on the "Satisfactory Academic Progress" form which will be signed by all in attendance. The form will be maintained in the student's central record.

The following benchmarks are required:

- ✓ The student is required to make **quantitative progress** toward program completion. To be making satisfactory academic progress, a student must attend at least 85% of the scheduled class hours on a cumulative basis (136 class hours/17 days present or 3 day absent). Additionally, a student must complete at least 85% of the required homework assignment assigned. Homework assignments are not graded.
- ✓ The student's academic average is reviewed to determine **qualitative progress**. The minimum required is 75% at mid-term and final exam assessment. Students will be given up to two attempts to achieve a passing score on each exam.

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

ACTIVITY	WEIGHT
Mid-term Exam	40%
Final Exam	40%
Homework Completion (submit 85% of homework assignments)	10%
Attendance - attended 100% of classes = 100%. Attended between 99% and 85% of classes = 80%	10%
TOTAL	100%

Incomplete grades are not given. Course work repeated may adversely affect a student's academic progress in terms of the maximum time frame.

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

Warning/Probation/Dismissal

If a student fails to meet the cumulative 85% attendance, 90% homework completion and/or 85% mid-term grade during a review period, he/she will be notified in writing that he/she is being placed on warning and the steps necessary to be removed from warning status. Students will receive attendance or academic counseling, from the School Director, as appropriate, when they are placed on warning.

If a student who has received a warning fails to meet the cumulative 85% attendance, 85% homework completion and/or 75% on the mid-term during a subsequent period, he/she will be notified in writing when he/she is being placed on probation and the steps necessary to be removed from probation status. Students will receive attendance or academic counseling, from the Director, as appropriate, when they are placed on probation.

If the student who has been placed on probation fails to meet the cumulative 85% attendance, 85% homework completion and/or 75% on the mid-term during a subsequent period, he/she will be dismissed from the current program session and encouraged to re-enroll at a later date. Upon dismissal for failing to maintain SAP, the Director will provide written notification to the student as to the recommended re-enrollment date.

Upon dismissal for failing to maintain SAP, the Director will provide written notification to the student as to the recommended reentrance date. The student must inform the Director of Arc Educates of any changes to that timeline in writing prior to the recommended reentrance date. If the student is unable to start at the next program session start date, he/she will be required to reapply for the program at a later date, complete all sessions including those previously taken and sign a new Student Enrollment Agreement upon re-entrance to the program including new program session dates and estimated completion timeline.

Appeal Process

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

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

Maximum Time Frame

All program requirements must be completed within a **maximum time frame** of 1 times the normal program length, as measured in calendar time. The DSPATHS program - 4 weeks in length for **Accelerated track** and 10 months in length for the **Working Professionals** track - must be completed within during the next available course offering. Time spent on an approved leave of absence is not counted against the maximum time frame. Students exceeding the maximum time frame will be administratively withdrawn.

Conflicts of Interest

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

1. No faculty member may engage 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 provided 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 DSPATHS 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 Educates 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 the Certificate.

Direct Support Professional Credentialing

The State of Florida does not require that Direct Support Professionals complete a licensure/credentialing process. However, the DS PATHS Certificate Program can serve as a starting point for professionals to complete the voluntary national credentialing available from the National Association of Direct Support Professionals (NADSP) that includes: Direct Support Professional - Registered (DSP-R), Direct Support Professional - Certified (DSP-C), and Direct Support Professional - Specialist (DSP-S) credentialing. For further details, refer to NADSP's Credentialing Guidebook at www.nadsp.org/credentialing.

Misrepresentation

Arc Educates may revoke the certificate of, deny a certificate to, or impose other sanctions against any student who makes a misrepresentation relating to the DSPATHS Certificate Program. For purposes of this section, a misrepresentation 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 Educates of facts or developments that may bear on Arc Educates 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 re-applications, or revocation of the certificate.

Non-Discrimination Statement

Arc Educates does not discriminate on the basis of age, color, creed, disability, marital status, veteran status, national origin, race, sex 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 Arc Educates programs, graduations and certifications are administered in full compliance with applicable law.

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

DSPATHS Program Property Rights

The certificate program is the exclusive property of the Ohio Alliance of Direct Support Professionals and may not be used without their express permission. Arc Educates is the only entity in the state of Florida licensed to operate the DS PATHS Certificate Program. Advertisements and other promotional materials of an individual who holds a certificate from the DS PATHS Program may include the statement, "Certificate of Completion in PATHS Program by Arc Educates." Students may not refer to themselves as "Board-Certified by the NADSP or other credentialing agency."

An individual who holds a DS PATHS Certificate may not use Arc Educates name or initials except as specified in this policy. S/he may not use the logo or mark of Arc Educates in any manner. Arc Educates reserves the right to withdraw the certificate of, or take legal action against, any individual that uses Arc Educates' name, initials or logo, property, or mark in

violation of this policy. Any question about whether a proposed use of Arc Educates name or initials comports with this policy should be addressed to the Director of Arc Educates.

Program Changes

Annually, the program's curriculum and assessments will be reviewed unless an adjustment has been made within the prior 12 month period. The review/revision will include solicitation of feedback from stakeholders including but not limited to graduates/alumni, employers, instructional staff and Business Advisory Council representatives). Arc Educates will approve all changes to the PATHS Certificate Program.

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 changes have an adverse impact on the student, the student has the choice to accept the change or not. If the student does not accept the program change, s/he may request in writing and shall be entitled to a complete refund of monies paid to date.

Program Licensure

Arc Educates' DS PATHS Certificate 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.

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

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 DS PATHS Certificate Accelerated Program Externship may require a student to create reports or other materials that contain Protected Health Information, as defined by the Health Insurance and Portability and Accountability Act ("HIPAA"). Arc Educates requires each student to abide by the terms and conditions of the Student Code of Ethics and Conduct, agreeing to hold such information in confidence and to comply with the privacy and security provisions of HIPAA.

Release of Information Due to a Health and Safety Emergency

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

Release of Transcript Information

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

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

Academic transcripts shall include:

- a) Academic transcript
- b) All documents evidencing a student's eligibility for the enrolled program
- c) A copy of the certificate earned
- d) Copies of applications or contractual agreements
- e) Financial records
- f) Student counseling or advising records
- g) Records of progress

Student Files

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

Transferability of Credits

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

Student Code of Conduct

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

Upon admission to Arc Educates DSPATHS Certificate Program, students agree to act responsibly in all areas of personal and social conduct and to take full responsibility for their individual and collective actions. 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 DS PATHS Certificate Program Student Information and Course Handbook, the Student Code of Ethics and Conduct, other official publications, and Arc Educates web site at <http://www.arcbroward.com>. This Policy shall prevail in instances where outdated versions of the Student Code of Ethics and Conduct are printed in other Arc Educates publications.

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

1. Abusive conduct;
2. Bribery
3. Discrimination as defined in DSPATHS Certificate Program Student Information and Course 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 Arc Educates or Arc Broward official, such as faculty, staff or administrators, or falsely contracting in the name of Arc Educates or representing oneself as an agent of Arc Educates;
 - d) Forgery, alteration, or the misuse of any Arc Educates document, record, or instrument of identification;
 - e) Violation of copyright as defined in the DS PATHS Certificate Program Student Information and Course Handbook;
5. Disorderly conduct;
6. Disruption of the educational environment - including but 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 Arc Educates deems inappropriate and detrimental to the aims and purposes of Arc Broward and Arc Educates;
8. Non-Compliance with the directions of Arc Educates personnel, Arc Broward staff 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 or appropriate Human Resources or Employment Services staff when requested to do so;
 - b) Falsification, distortion, or misrepresentation of information to the Director or appropriate Human Resources or Employment Services 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, DS PATHS Program faculty or appropriate Human Resources or Employment Services staff;
 - g) Harassment (verbal or physical) and/or intimidation of the Director, DS PATHS Program faculty or appropriate Human Resources or Employment Services staff prior to, during, and/or after an investigation;
 - h) Failure to comply with the sanction(s) imposed under the Student Code of Ethics and Conduct;
 - i) Influencing or attempting to influence another person to commit an abuse of the student discipline system;
10. Theft or damage, or attempted theft or damage, to a person's or Arc Educates' property;
11. Unauthorized computer usage;
12. Unauthorized demonstration - participation in a campus demonstration that disrupts the normal operations of Arc Educates or Arc Broward and infringes on the rights of other members of Arc Educates or Arc Broward community, 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 Arc Educates or Arc Broward 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 Arc Educates or Arc Broward property or facilities;
17. Violation of law and Arc Educates discipline - Students may be subject to discipline per the Student Code of Ethics and Conduct for violations of law that occur on Arc Educates or Arc Broward premises or at any Arc Educates -sponsored activity, and for violations of law that do not occur on Arc Educates or Arc Broward premises or at Arc Educates or Arc Broward-sponsored activities:
 - a) Arc Educates disciplinary proceedings may be instituted against a student charged with violation of a law that is also a violation of this Student Code. Proceedings under this Student Code may be carried out prior to, simultaneously with, or following civil or criminal proceedings off-campus;
 - b) When a student is charged by federal, state or local authorities with a violation of law, Arc Educates will not request or agree to special consideration for that individual because of his or her status as a student. If the alleged offense is

also the subject of a proceeding under the Student Code, however, Arc Educates may advise off-campus authorities of the existence of the Student Code and of how such matters will be handled internally within Arc Educates community;

- c) Arc Educates will cooperate fully with law enforcement and other agencies in enforcing the law on campus and in the conditions imposed by criminal courts for the rehabilitation of student violators. Individual students and faculty members, acting in their personal capacities, remain free to interact with governmental representatives, as they deem appropriate;

18. Violation of published Arc Educates policies/procedures, rules or regulations;

19. Weapons and dangerous materials - Possession of firearms, dangerous chemicals and/or other weapons not deemed necessary for Arc Educates purposes is forbidden at any Arc Educates or Arc Broward location or at any Arc Educates sponsored activity, including in the parking area for Arc Educates, Arc Broward or the activity. This specifically revokes an individual's right to carry a licensed firearm at any Arc Educates or Arc Broward location or at any Arc Educates or Arc Broward-sponsored activity; additionally, this specifically revokes an individual's right to store a firearm in a vehicle at any Arc Educates or Arc Broward location or at any Arc Educates or Arc Broward-sponsored activity. Law enforcement personnel authorized to possess a firearm in the discharge of their duties are exempt from this policy. When individuals are observed with a firearm on campus, Arc Educates officials have the right to make reasonable inquiries to confirm that the firearm is being legally carried or stored as permitted by Florida Statute and Arc Educates Policy.

Arc Educates retains the right to discipline students and student organizations, up to dismissal, from Arc Educates, for violation of this policy.

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

Breaches of Arc Educates' policies pertaining to academic dishonesty may result in academic penalties and/or disciplinary action at the discretion of the instructor. Academic penalties may include, but are not limited to, a failing grade for a particular CIP or CAP session or a failing grade for the full Program. A student who receives a failing grade for any CIP or CAP session will be required to make up that session during the designated make up period.

Dismissal of Disruptive Students

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

Students who cannot conform to the standards of appropriate behavior as set forth in Arc Educates Policy and Student Code of Ethics and Conduct shall not be permitted to interfere with other students' access to Arc Educates education. Arc Educates students are subject to federal and state law, county and municipal ordinances, and all policies and procedures of

Arc Broward and Arc Educates. Violation of these policies may result in appropriate action by Arc Educates authorities. The DS PATHS Certificate Program faculty members are authorized to recommend to the Director and to the Director of Human Resources, the suspension or expulsion of students based on disruptive behavior.

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

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, a recommendation from their Case Manager and Director, and approval by the Vice President of Program Services.

If a student has been removed from Arc Educates through disciplinary dismissal, expulsion or suspension due to disruption of the educational process, or the endangerment of the health and safety of others, and returns to Arc Educates in a subsequent academic term as a student, the Director may share with the student's teachers 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 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

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

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

Conduct that 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; or
- ✦ 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 and student, employees or consumer of Arc Broward and Arc Educates or against any person at an Arc Broward and Arc Educates -sponsored or supervised activity. In addition to any criminal or civil actions which may be pending or in process, Arc Educates may pursue a separate disciplinary action against any student believed to have committed or attempted a sexual battery as defined below.

Sexual battery defined. Commonly referred to as rape, sexual battery shall be defined in accordance with Florida Statutes, Chapter 794.011, as a criminal act consisting of “oral, anal or vaginal penetration by, or union with, the sexual organ of another or the anal or vaginal penetration of another by any other object” without that person’s consent. Consent means intelligent, knowing, and voluntary consent and does not include a coerced submission or a submission obtained by threatening the victim. Consent shall not be deemed or construed to mean the failure by the alleged victim to offer physical resistance to the offender.

Furthermore, consent cannot be obtained from a person who is temporarily or permanently incapable of appraising the nature of his/her conduct. For example, a person who is under the influence of an intoxicating substance may be unable to appraise the nature of his/her conduct. Under Florida law, both males and females may be victims of sexual battery. It does not matter whether the victim knew his/her attacker (date/acquaintance rape) or did not know his/her attacker (stranger rape). It does not matter if the victim has had a previous relationship with his/her attacker.

For more detailed information about the Discrimination, Sexual Harassment, Harassment, Battery and Assault Complaint Procedure go to that section of the DS PATHS Certificate Program Student Information and Course Handbook.

Unlawful Discrimination, Harassment and Retaliation

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

Arc Educates is committed to providing a learning environment in which diversity is valued and equal access to educational opportunities are provided free from discrimination, 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.

Arc Educates Director, working in close consultation with the Director of Human Resources and Vice President of Program Services, shall investigate formal and informal complaints according to Arc Educates policies and procedures.

1. Arc Educates affirms its commitment to ensure that every student/applicant for admission be permitted to learn in an environment free from any form of discrimination or harassment based on race, color, religion, age, disability, sex, national origin,

marital status, sexual orientation, veteran status, or other legally protected classification.

2. Any student/applicant for admission who believes that s/he has been the subject of discrimination, harassment or retaliation in violation of Arc Educates policies may file a complaint within thirty (30) days of the alleged harassment, discriminatory and/or retaliatory conduct by utilizing the Discrimination, Sexual Harassment, Harassment, Battery and Assault Complaint Procedure as noted on page 21 of the PATHS Certificate Program Student Information and Course Handbook.
3. It shall be a violation of this policy for any officer, employee, student or agent of Arc Educates or Arc Broward to discriminate against or harass, as herein defined, any student/applicant for admission.
4. Any Arc Educates staff or faculty member who suspects or becomes aware of any alleged discrimination, harassment or retaliation must immediately notify the Director and/or Director of Human Resources.
5. Failure of any Arc Educates employee to notify the 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 go to page 21 of the DS PATHS Certificate Program Student Information and Course 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, veteran status, or other legally protected classification.

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

Complaint Process for Students for Non-Instructional Issues

Arc Educates Complaint Policy facilitates resolution of conflicts between students, faculty and staff:

Arc Educates encourages a fair review of student non-instructional complaints. The policy supports Arc Educates' mission to support human services practitioners through quality, affordable professional development training and education designed to enhance care and promote a better quality of life for those they serve.

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

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

For more detailed information about the Complaints, Disciplinary Actions and Appeals Policy and Procedures go to that section of the DS PATHS Certificate Student Information and Course Handbook.

Academic Honesty

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

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

Sanctions

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

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

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

5. Expulsion: The student will be expelled from Arc Educates immediately. The student will not be permitted to continue his or her studies at Arc Educates and may not return to Arc Educates campus.

Complaints, Disciplinary Actions and Appeals

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

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

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

The student may contact the Commission for Independent Education, Florida Department of Education, 325 West Gaines Street, Suite 1414, Tallahassee, Florida 32399-0400, toll-free telephone number (888)224-6684, if the student is not satisfied with the results after exhausting the 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 for the CIP or CAP quiz or completion exercise in question and the reason for the grade complaint, specifying as accurately as possible all necessary performance 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 Arc Broward services or processes should go to the Director, Bldg. 2, Room 209, telephone (954) 746-9400, or send an email to jprice@arcbroward.com. Facilities-related complaints should be taken to the Director, Room 209, or telephone (954) 746-9400. Complaints should be filed as soon as possible or within thirty (30) days after the incident occurs.

Appeal

If either party is dissatisfied with the decision of the Director, s/he may appeal in writing to the Vice President of Operations 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.

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, Room 209, and/or Department of Human Resources, Room 253, or telephone (954) 746-9400. These complaints must be filed within thirty (30) days after the incident(s) occurred.

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

Appeal

If the complainant is not satisfied with the disposition of the complaint, s/he may file a written appeal to the President/CEO within ten (10) 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 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 Director.

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 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 student performance is exclusively within the province of the faculty, any certificate re-evaluations may be initiated only by the instructor or, under extenuating circumstances, by the Director. In such an instance, the transcript shall indicate "changed by administrative action."

The Director shall discuss any concerns with the student, 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 Programs 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:

Personal Advisement Statement Arc Broward designates a properly trained individual to provide each of the following student services; academic advisement, financial aid advisement, personal advisement and placement services. These services are articulated in more detail below.

Career Placement Services are provided by the Director of Arc Educates 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 is 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 program 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

Individual Case Management helps students with the complexities of day-to-day life. Arc Educates 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.

Academic Calendar

2018 DSPATHS

DSPATHS Program for Working Professionals Classes run every other Wednesday (No Classes in July)

Month	Day	Subject
Jan	31	Introduction of PATHS & Intro to DD
Feb	14	History of Services & Ethics on Frontline
Feb	28	Health & Safety & Providing Personal Care
Mar	14	DSP as Teacher & ISP and Self Determination
Mar	28	Effective Documentation & Behavior Support and Positive Intervention
April	11	Incident Report Writing & Interpersonal Communication
April	25	Community living Skills Supports & Self Determination
May	9	Profession of DSP in Disability Services & Team Dynamics and Communication
May	23	Using Augmented Alternative Comm. System & Achieving Vocational Goals
Jun	6	Autism Spectrum Disorder & Facilitating and Supporting Community Inclusion
Aug	8	Participant Empowerment - Part 1 & Participant Empowerment - part 2
Aug	22	Overview of Entitlement Benefits –Title II and Title XVI - Part 1 & Part 2
Sept	5	Overview of Entitlement Benefits – Medicare and Medicaid & Crisis Intervention
Sept	19	Understanding and Utilizing Assessments & Advocacy and Promoting Self Determination
Oct	3	Facilitation of Services & Supporting Successful Community Living
Oct	17	Successful Comm. Living Assisting & Promoting Self Determination and Community Networking
Oct	31	Advanced Teaching Strategies & Teaching Strategies for Excellent Direct Support Practice
Nov	14	Organizational Participation & Education, Training and Self Development
Nov	28	Team Conflict Resolution and Problem Solving & Direct Support Professional as Leader
Dec	12	Direct Support Professional as Mentor & Vocational Educational and Career Support