BIDWELL TRAINING CENTER

2026 2027 | Academic Catalog

www.bidwelltraining.edu

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2026-2027 ACADEMIC CATALOG

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GREETINGS FROM THE VICE PRESIDENT

On behalf of the Board of Directors, administration, faculty, and staff, welcome to Bidwell Training Center. You are entering a respected institution with a proud legacy of high expectations, rigorous training, and meaningful results. Bidwell Training Center may be one of the region's best-kept secrets, but for those who commit to the challenge, it becomes a life-changing experience.

Your program of study at Bidwell will be intensive, fast paced, and demanding. You will be expected to fully engage in both the academic and practical aspects of your training. You will not only learn the science and technical foundations of your field, but also the interpersonal skills, professionalism, and ethical behavior essential for long-term success in today's competitive workforce. We will challenge you to think differently, act with purpose, and commit to continuous growth.

Success here requires discipline, accountability, and a willingness to push beyond comfort zones. Our instructors and support staff are here to guide and challenge you every step of the way—but your progress ultimately depends on your commitment and effort.

Bidwell Training Center is dedicated to providing high-quality career education for adults in transition. We combine industry-driven training with personal attention, and our Student Services team is available to support you through both academic and personal challenges. This holistic approach creates a safe, respectful, and professional learning environment, where expectations are high and support is strong.

Thank you for choosing Bidwell Training Center. By doing so, you have taken a bold step toward transforming your future. We are committed to your success—and we expect your best.

Welcome to the challenge. Welcome to Bidwell.

Sincerely,
Dr. Kimberly Rassau
Vice President

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GENERAL INFORMATION

MISSION STATEMENT

We change lives by providing career training and academic enrichment to adults in transition.

HISTORY OF BIDWELL TRAINING CENTER

Bidwell Training Center (BTC) is a 501(c)(3) nonprofit, postsecondary career and academic training institution. The school was established in 1968 to provide vocational training and employment opportunities to local residents. Originally located on Bidwell Street in the Manchester neighborhood of Pittsburgh's North Side, the primary focus of training was in construction trades. The school became licensed in 1969 by the Pennsylvania Department of Education and continued developing a variety of trades programs.

In 1972, William Strickland, Jr. was hired to lead BTC. Mr. Strickland's vision and philosophy helped BTC evolve into what it is today. His idea was to create a unique learning environment that would serve the needs of the community and provide educational opportunities to anyone who aspired to achieve their dreams and goals by becoming productive, employed citizens. During the 1980's, opportunities in the construction fields continuously shrank. The question arose: what was the point of training people for jobs that didn't exist anymore? It became a decisive moment for BTC, and a clear vision was set out that the priority must be employment first and foremost.

In response, BTC began working with industries to design programs that would satisfy the employment needs in the marketplace at any given time. Rather than following a college or university model where majors remain fairly static and the responsibility for any kind of professional development or employment is left to the graduate after school, BTC forged a different path. By establishing advisory boards for each major made up of industry leaders and employee partners, what was once merely a trade school has since evolved into an institution of workforce development that helps individuals find meaningful and family-sustaining employment.

In 1986, BTC built its current location at 1815 Metropolitan Street. The new facility allowed BTC to continue its growth and movement away from construction trades to technical and healthcare related industries. In 1999, the school's campus expanded with the opening of Harbor Gardens Park, located nearby at 1650 Metropolitan Street. In 2003, Bidwell Training Center built and opened the Drew Mathieson Greenhouse. Located at 1600 Metropolitan Street, this 42,000 square-foot educational greenhouse provides students in Horticulture Technology, the new major approved in 2002, with an opportunity to receive hands-on training in a modern facility.

The current majors offered by BTC reflect the present-day job market of Pittsburgh: Culinary Arts, Chemical Laboratory Technician, Horticulture Technology, Medical Assistant, Medical Billing, and Institutional Pharmacy Technician. Through the years, establishing a robust evaluation process of these majors to ensure that instruction is industry-standard and comprehensive has been key to the success of BTC and its students. Investing heavily in student services like computer literacy, tutoring, placement, and counseling also meant that the measure of success for our programming centered around the success of our graduates beyond their time in the classroom.

THE PURPOSE OF THE CATALOG

The Bidwell Training Center catalog is a comprehensive summary of important issues that all students should know. It should not be considered a final statement of policies, procedures, course offerings, course content, or rules and regulations. The school reserves the right to change academic content and other requirements such as course offerings and course content with prior notification to the State Board of Private Licensed Schools (PLS). Students will be informed of any new policies in writing when warranted.

STATE APPROVAL/LICENSE

Bidwell Training Center is licensed by the Pennsylvania State Board of Private Licensed Schools, Pennsylvania Department of Education, Division of Postsecondary Proprietary Training, 607 South Drive, Floor 3E, Harrisburg, PA 17120, (717) 783-8228.

EDUCATIONAL RESOURCES & ACADEMIC AFFILIATIONS

Bidwell Training Center's main building is located at 1815 Metropolitan Street on Pittsburgh's North Side, minutes from downtown. The campus also includes UPMC Harbor Gardens Professional Building at 1650 Metropolitan Street and the Drew Mathieson Greenhouse at 1600 Metropolitan Street. Bidwell Training Center has classrooms that accommodate a maximum of 25 students and computer labs that accommodate a maximum of 25 students. The campus also includes a chemical laboratory that can accommodate a maximum of 12 students, a library, a 24-seat culinary teaching amphitheater, a fully equipped kitchen, a 200-seat dining hall, and a clinical lab for the Medical Assistant students that can accommodate up to 22.

PATRICIA PATTERSON ACADEMIC COMMONS & BTC LIBRARY

The Patricia Patterson Academic Commons area of BTC includes a living wall, library, and the Lactation Room.
BTC Student Services manages these spaces to help provide a barrier-free environment for training. Additional instructional materials that support the students' educational experiences and enhance the school's educational programs can be found here. The Lactation Room is available by request with BTC Student Advisors.

The BTC Food Pantry is available to all students in Student Services – Harbor Gardens building - with an anonymous check-in process.

The Patricia Patterson Academic Commons and BTC Food Pantry are open daily from 8:00 a.m. to 4:00 p.m.

APPROVALS AND AFFILIATIONS

- Approved by the Pennsylvania Department of Education, Division of Veterans/Military Education
- Approved for training under the Office of Vocational Rehabilitation (OVR)
- Approved for training under the Trade Readjustment Act (TRA)
- Licensed by the Pennsylvania State Board of Private Licensed Schools (PA PLS)

PROFESSIONAL MEMBERSHIPS

- American Chemical Society (ACS)
- American Culinary Federation (ACF), National & Pittsburgh Chapter
- American Health Information Management Association (AHIMA)
- American Medical Billing Association (AMBA)
- Center for the Advancement of Foodservice Education (CAFÉ)
- Mid-Atlantic Association of Career Schools (MAACS)
- National Organization for the Professional Advancement of Chemists and Chemical Engineers (NOBCChE), National & Greater Pittsburgh Workforce Chapter
- Pennsylvania Pharmacists Association (Allegheny County Pharmacists Association, ACPA)
- Pharmacy Technician Educators Council (PTEC)
- Pennsylvania Restaurant and Lodging Association (PRLA)
- National Association of Landscape Professionals (NALP)
- Society for Analytical Chemists of Pittsburgh (SACP)
- Spectroscopy Society of Pittsburgh (SSP)

OWNERSHIP AND CONTROL

Bidwell Training Center, Inc. is owned by Manchester Bidwell Corporation. The campus corporate offices are located at 1815 Metropolitan Street, Pittsburgh, PA 15233.

STATEMENT OF NON-DISCRIMINATION

It is the policy of Bidwell Training Center (the "School") to maintain an environment for students, faculty, administrators, staff, and visitors that is free of all forms of discrimination and harassment, including sexual harassment. The School has enacted the Sexual Harassment Policies & Grievance Procedures (the "Policy") to reflect and maintain its institutional values, to provide for fair and equitable procedures for determining when this Policy has been violated, and to provide recourse for individuals and the community in response to violations of this Policy.

The Policy can be found at the School's website at bidwelltraining.edu or obtained in person from the Title IX Coordinator (see below).

The School does not discriminate on the basis of sex in its educational, extracurricular, or other programs or in the context of employment. Sex discrimination is prohibited by Title IX of the Education Amendments of 1972, a federal law that provides:

No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.

This Policy prohibits all forms of sex discrimination, harassment, and misconduct, including sexual assault, domestic violence, dating violence, and stalking. The requirement not to discriminate in the School's education programs or activities extends to admission. This Policy also prohibits retaliation against a person who has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in an investigation, proceeding, or hearing under this Policy. Inquiries about the application of Title IX may be referred to the School's Title IX coordinator, the U.S. Department of Education Office for Civil Rights, or both.

The School also prohibits other forms of discrimination and harassment, including discrimination and harassment on the basis of race, color, national origin, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding the non-discrimination policies, including Title IX:

Audra Pavloski, M.Ed

1815 Metropolitan Street
Pittsburgh, PA 15233
Email: apavloski@manchesterbidwell.org
Phone: 412-323-4000, ext. 189

Bidwell Training Center desires to create and sustain an anti-discriminatory environment and will not tolerate discrimination of any kind. The School will achieve this through education, orientation, and training for all students, staff, and faculty for the purpose of creating awareness of both the issues surrounding discrimination as well as accountability, sensitivity training, and anti-discrimination training in their classrooms, at least once while the student is in school.

SCHOOL FACILITIES, EQUIPMENT AND SUPPLIES
Bidwell Training Center's main facility at 1815 Metropolitan Street includes classrooms, a cafeteria/dining hall, a library, and technical labs. Classes for the following programs meet in the main facility: Chemical Laboratory Technician, Culinary Arts, Medical Assistant, Medical Billing and Academic Support.

Meals prepared by students in the Culinary Arts program are available at a student-discounted rate. Students MUST present their Bidwell Training Center student ID at the time of purchase to receive the discounted pricing.

Harbor Gardens Park at 1650 Metropolitan Street houses the Institutional Pharmacy Technician program, Horticulture Technology program, Admissions, and Student Services department.

The Drew Mathieson Greenhouse is home to our educational laboratory for Horticulture Technology students. Students receive hands-on instruction and are involved in the daily operations of the facility.

Bidwell Training Center maintains appropriate facilities, equipment, and supplies that support the achievement of the stated educational goals and objectives. There are adequate in number, condition, and availability appropriate materials that are accessible to students, faculty, and administrators. Each assigned classroom is appropriately equipped and adequate in capacity. Classroom assignments can be changed at the request of the faculty through the designated program staff if space is available. All classrooms and other teaching spaces support teaching methods appropriate to the achievement of the program's goals and objectives. Students and faculty have access to appropriate physical, technological, and educational resources to support teaching and learning.

The students are responsible for the proper handling of school supplies and equipment. Any misuse and/or breakage of equipment will result in the students being financially responsible for the repair or replacement of that equipment. School equipment and supplies may not be removed from the school. Damaged equipment must be promptly reported to the instructor.

We take great pride in our facilities and want to do everything possible to keep them attractive and clean. We need your help in this endeavor, so please avoid littering or other activities that may cause damage to Bidwell Training Center property. Anyone caught stealing BTC property will be prosecuted to the fullest extent of the law.

Manchester Bidwell Corporation - Main Training Facility
1815 Metropolitan Street
Pittsburgh, PA 15233
Building Opens at 7:00 a.m.

This 62,000 square-foot main facility includes:

- A modern chemical laboratory equipped with instrumentation, glassware, and chemicals that can accommodate a maximum of 12 Chemical Laboratory Technician students
- A modern medical simulation laboratory that can accommodate up to 22 Medical Assistant students
- A 24-seat culinary demonstration amphitheater and a fully equipped industrial-sized teaching kitchen for the Culinary Arts students
- Chemistry Dry Laboratory
- A dining hall that seats up to 200 guests
- A concert hall that seats up to 350 people
- A library that houses computers, reference/research materials for career information for students, faculty, and staff
- Dedicated computer labs, each equipped with 25 up-to-date processors
- Lactation Room, available upon request via Student Services

UPMC Harbor Gardens Professional Building
1650 Metropolitan Street
Pittsburgh, PA 15233
Building Opens at 7:00 a.m.

This 11,350 square-foot complex includes:

- Admissions and Student Services offices
- BTC Food Pantry
- Student Lounge with refrigerator and microwaves
- A modern simulation laboratory for up to 15 Institutional Pharmacy Technician students equipped with equipment used to prepare sterile products such as IV drugs and nutrition
- Horticulture Technology Wet Laboratory
- Dedicated computer labs, each equipped with 25 up-to-date processors
- Spacious lecture classrooms
- Lactation Room, available upon request via Student Services

Drew Mathieson Greenhouse
1600 Metropolitan Street
Pittsburgh, PA 15233
Building Opens at 8:00 a.m.

This 40,000 square-foot complex includes:

- A modern, hands-on training classroom and instructional lab for the Horticulture Technology students
- Four large growing areas for main crops and a smaller space for hydroponics

Classroom Hours: 8:00 a.m. – 3:30 p.m.

SCHOOL HOURS
Bidwell Training Center is open to students Monday through Friday from 7:30 a.m. to 4:00 p.m. However, students should check with the appropriate training department coordinator to obtain classroom schedules.

LEADERSHIP & ACADEMIC CALENDAR

ADMINISTRATION AND STAFF

Kimberly Rassau, EdD	Vice President
Will DeCasere	Executive Assistant
Carrie Jacobus	Senior Admissions Representative
Patricia Thomas	Registrar
Audra Pavloski, MEd	Director of Student Services and Academic Operations
Regina McDonough	Resource Coordinator/Student Advisor
Carol Kenney-Martin	Community Outreach & Sales Coordinator, BTC Drew Mathieson Greenhouse
Katie Werner	Facilities Operations Manager, BTC Drew Mathieson Greenhouse
Melinda Gorman	Administrative Assistant, Horticulture Technology/BTC Drew Mathieson Greenhouse
David Miller	Sanitor/Cashier

FACULTY

Sam Arena	Culinary Arts Program Instructor AA, Pennsylvania Technical College CC, Certified Chef CPC, Certified Pastry Chef
Renee Benigni	Culinary Arts Program Instructor BPS, Culinary Science, Culinary Institute of America
Keith Butler	Culinary Arts Program Instructor AA, Pennsylvania Institute of Culinary Arts AA, Culinary Arts, Community College of Allegheny County
Gabriel Cintron-Rosado	Chemical Laboratory Technician Program Instructor MS, Chemistry, University of Pittsburgh BS, Chemistry, University of Puerto Rico
Sara Chester	Horticulture Technology Instructor BA, Global Studies and Geography & Urban Studies, Temple University
Ryan Gott, PhD	Senior Director Horticulture & Agriculture Technology/BTC Drew Mathieson Greenhouse PhD, Entomology, University of Maryland BS, Biology, Purdue University
Michael Hinzman	Employment Coordinator, Chemical Laboratory Technician, Horticulture Technology, Culinary Arts Professional Development Instructor BA, Communications and Political Science, Allegheny College
Bobbi Jeffries	Employment Coordinator, Medical Assistant, Medical Billing, Institutional Pharmacy Technician Professional Development Instructor AAS, Human Services, Monroe Community College NAWDP- National Association Workforce Development Professional
Jada Johnson	Allied Health Program Instructor Medical Billing
Andrew Krizman	Computer Applications Instructor Allied Health Program Coordinator University of Colorado, Boulder, CO
Eugene Mankowski	Culinary Arts Program Coordinator & Front of House Supervisor Culinary Arts Program Instructor AS, Community College of Allegheny County

Paul Neff	Culinary Arts Kitchen Chef/Inventory Control Culinary Arts Program Instructor BS, Business Management, Penn State University AS, Culinary Arts, Pennsylvania Culinary Institute
Tim McLaughlin	Culinary Arts Program Instructor Culinary Management, Art Institute of Pittsburgh
Michael Palladini, RPh, MBA	Director, Institutional Pharmacy Technician Program Registered Pharmacist, Pennsylvania MBA, Robert Morris University BS, Pharmacy, Virginia Commonwealth University BA, Psychology, Pennsylvania State University
Natasha Pashaw	Chemical Laboratory Technician Program Instructor BS, Chemistry, Indiana University of Pennsylvania
Chris Saccamango	Medical Billing Program Instructor RHIT, CCS, ICD-10-CM/PCS AHIMA Approved Trainer BS, Health Services Management/Independence University AS, Community College of Allegheny County, Allegheny Campus AS, Community College of Allegheny County, South Campus
Scarlet Sparke	Horticulture Technician Program Instructor AS, Indiana University of Pennsylvania/AS, Penn State University
Anthony Taglieri	Senior Director, Culinary Arts & Enterprise Program Certified Sous Chef, American Culinary Federation Culinary Arts Apprentice Graduate, Westmoreland Community College
Nakesha Tyler, CPhT	Institutional Pharmacy Technician Program Instructor Certified Pharmacy Technician
Michelle Townsend, NCMA	Medical Assistant Program Instructor MS, Public Education/Health, Purdue Global BA, Public Administration, Point Park University AS, Medical Assistant Management, ICM School of Business and Medical Careers
Sonia Weese	Horticulture Technology Program Instructor Head Grower, Drew Mathieson Greenhouse BS, Agriculture, The Ohio State University
Kelly Weiler, PhD	Director, Chemical Laboratory Technician Program PhD, Chemistry, University of Washington BS, Chemistry, University of Pittsburgh

Faculty subject to change

Manchester Bidwell Corporation Administration

Kevin L. Jenkins, LSW	President & Chief Executive Officer
Mara Bruce, CPA	Senior Executive VP/Chief Financial Officer

PROGRAM OFFERINGS START DATES

CHEMICAL LABORATORY TECHNICIAN DIPLOMA

START DATE	END DATE
10/26/2026	05/03/2027
05/03/2027	05/07/2028

INSTITUTIONAL PHARMACY TECHNICIAN DIPLOMA

START DATE	END DATE
10/12/2026	04/30/2027
04/12/2027	10/22/2027

MEDICAL ASSISTANT DIPLOMA

START DATE	END DATE
10/12/2026	04/30/2027
04/12/2027	10/22/2027

MEDICAL BILLING DIPLOMA

START DATE	END DATE
10/12/2026	05/28/2027
04/12/2027	11/19/2027

HORTICULTURE TECHNOLOGY DIPLOMA

START DATE	END DATE
08/31/2026	03/26/2027
03/08/2027	09/17/2027

CULINARY ARTS DIPLOMA

START DATE	END DATE
09/28/2026	09/16/2027
04/05/2027	03/16/2028

School calendar subject to change. Students will be properly notified of any changes.

HOLIDAYS

BTC will be closed in observance of the following scheduled holidays:

- New Year's Day
- Martin Luther King Day
- Presidents' Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day and the Day After
- Day before Christmas through Year end

EDUCATIONAL MAJORS & CURRICULA

STATEMENT ON POLICY CHANGES
The school reserves the right to make necessary changes from time to time in curriculum, costs, schedules, requirements, regulations, and other pertinent information, as it deems appropriate. The school has the right to stop-out a class for any reason it deems necessary and resume that class at a future date. Bidwell Training Center reserves the right to postpone training. All Program schedules are subject to change in start and completion dates. Students will be duly notified. Students will be offered the opportunity to consent to the new program dates.

Bidwell Training Center reserves the right to change or modify, without notifications, the program content, equipment, staff or materials and organization as necessary. Such changes may be required to keep pace with technological advances and to improve teaching methods. In no event will any changes diminish the competency of any program or result in tuition changes for currently enrolled students.

To continually provide current information, this catalog may be amended by inserts identified as "Academic Catalog 2026-2027 Addendum." Such addenda are intended and are to be regarded as an integral part of this catalog.

CHEMICAL LABORATORY TECHNICIAN PROGRAM
• Chemical Laboratory Technician, Diploma

INSTITUTIONAL PHARMACY TECHNICIAN PROGRAM
• Institutional Pharmacy Technician, Diploma

ALLIED HEALTH PROGRAMS
• Medical Assistant, Diploma
• Medical Billing, Diploma

HORTICULTURE TECHNOLOGY PROGRAM
• Horticulture Technician, Diploma

CULINARY ARTS PROGRAM
• Culinary Arts, Diploma

Program Length	11 Months/ 51 Weeks
Total Clock Hours	1410

Educational Objective

The Chemical Laboratory Technician program is an intensive, eleven-month program that prepares students for entry-level jobs in the chemical industry. This program will prepare students to conduct chemical and physical laboratory tests to assist scientists in making qualitative and quantitative analyses of solid, liquid, and gaseous materials. Graduates of this program will be suited for work in research and development, quality assurance/quality control, or manufacturing jobs in the materials science, oil and gas, environmental, biochemical, and related fields. Students begin hands-on lab work in their first quarter of study.

Course Length 1410 clock hours
Externship Included Yes
Class Schedule Monday through Friday, 8:30 a.m.— 2:30 p.m.
Externship schedules are determined by the site.

Course Outline

Course Number	Courses	Hours
MATH 101	Mathematics for Technicians	120
CHEM 101	Chemistry for Technicians	120
LAB 101	Introduction to Laboratory Safety and Techniques	48
COMP 101	Computer Basics	48
PD 101	Professional Development 1: Career Exploration	24
CHEM 102	Organic and Biochemistry for Technicians	96
LAB 102	Solution Preparation Methods	96
LAB 103	Analysis of Chemical Reactions	96
COMP 102	Data Literacy	48
PD 102	Professional Development 2: Resume Building/Professional Documents	24
CHEM 103	Materials Chemistry for Technicians	96
LAB 104	Instrumental Analysis	120
LAB 105	Synthesis and Characterization Techniques	120
PD 103	Professional Development 3: Interview Skills	24
LAB 106	Applied Chemical Methods	90
CLX 100	Externship	240
	Total Clock Hours/Credit Hours	1,410

CHEMICAL LABORATORY TECHNICIAN DIPLOMA PROGRAM COURSE DESCRIPTIONS

MATH 101 Mathematics for Technicians **120 Clock Hours**

This course is an introduction to technical mathematics. Topics include arithmetic; fractions; percents; decimals; exponents; rounding; scientific notation; equations; polynomials; and graphs.

CHEM 101 Chemistry for Technicians **120 Clock Hours**

This course provides an introduction to general and inorganic chemistry theory and calculations. Topics covered include atoms, molecules and ions; mass relationships in chemical reactions; the periodic table; basic concepts in chemical bonding; chemical nomenclature; thermochemistry; chemical equilibrium; general properties of acids and bases; and acid-base equilibria.

LAB 101 Introduction to Laboratory Safety and Techniques **48 Clock Hours**
This course is an introduction to safely working in the chemical laboratory. Students will learn basic laboratory techniques such as mass and volume measurement, while learning the function and location of equipment in the laboratory. Measurement topics such as accuracy, precision, and tolerance will be covered and students will also be trained to accurately document their data using a laboratory notebook. Safety topics include chemical safety, hazard communication and GHS, Safety Data Sheets, fire safety, and electrical safety.

COMP 101 Computer Basics **48 Clock Hours**
This course provides a foundational understanding of computers, digital literacy, and cloud computing. Students will develop proficiency in using Microsoft 365 applications, including Outlook, Word, Excel, and PowerPoint, to create, edit, and manage professional documents. The course also covers essential technical skills such as keyboarding, file management, online communication, and cybersecurity awareness.

PD 101 Professional Development 1: Career Exploration **24 Clock Hours**
This course covers strategies for success while attending school. Students will discover personal working likes and dislikes, develop effective workplace communication skills, understand workplace etiquette and attire, and develop teamwork and self-management skills.

CHEM 102 Organic and Biochemistry for Technicians **96 Clock Hours**
This course is an introduction to organic and biochemistry. The organic portion covers naming and reactions of hydrocarbons, (alkanes, alkenes, alkynes and aromatics) and functional groups including alcohols, aldehydes, ketones, carboxylic acids, and esters. The biochemistry portion covers the structures and functions of amino acids, proteins, lipids, carbohydrates, enzymes and nucleic acids.

LAB 102 Solution Preparation Methods **96 Clock Hours**
This course is a hands-on introduction to basic laboratory skills. Students will learn laboratory techniques such as mass measurement, volume measurement, and pipette use, as well as preparing and working with chemical solutions. Data analysis methods will be introduced.

LAB 103 Analysis of Chemical Reactions **96 Clock Hours**
This course provides qualitative and quantitative experience with chemical reactions. Topics include executing and observing chemical reactions in solution; volumetric analysis; introduction to titrimetric analysis; acid-base titrations and calculations; sampling and sample preparation. Analyzing and converting analytical data into graphical format and the mathematical treatment of laboratory measurements will also be covered.

COMP 102 Data Literacy **48 Clock Hours**
This course builds on foundational computer skills by focusing on data analysis, problem-solving, and critical thinking using advanced Microsoft 365 tools. Students will learn to organize, analyze, interpret, and communicate data using Excel, work collaboratively with cloud-based applications, and develop effective digital communication skills. A key component of the course is integrating these skills into chemical lab experiments, where students will analyze real-world laboratory data, interpret results, and effectively communicate their findings.

PD 102 Professional Development 2: Resume Building / Professional Documents **24 Clock Hours**
This course focuses on resume building and creating other related professional documents. Students will build and refine employment documents, including resumes, job applications, cover letters, follow-up letters and reference lists.

CHEM 103 Materials Chemistry for Technicians **96 Clock Hours**
This course is an introduction to industrial materials science. Students will learn how molecular structure can impact a material's function; basic material properties and tests; how to choose a material for a given service condition; and processing and manufacturing methods

LAB 104 Instrumental Analysis **120 Clock Hours**
This course covers the theory and practice of using scientific instrumentation. Various chemical laboratory instrumentation will be used to measure compounds' interactions with UV, visible, and IR wavelengths of light. Students will operate gas chromatographs and learn to interpret mass spectrograms

LAB 105 Synthesis and Characterization Techniques **120 Clock Hours**
This course covers basic synthesis and characterization laboratory techniques including organic and inorganic synthesis, distillation, extraction, recrystallization, and characterization.

PD 103 Professional Development 3: Interview Skills **24 Clock Hours**

This course will focus on interview skills. Students will build on existing skills to improve their ability to communicate professionally. They will learn successful verbal and nonverbal communication techniques for interviewing, practice multiple types of interviews common for the industry, and participate in interviews with placement and industry personnel for externship opportunities.

LAB 106 Applied Chemical Methods **90 Clock Hours**

This course is a practical, problem-based course. Students will use their lab skills to design, plan, and carry out experiments to solve industry-based problems.

CLX 100 Externship **240 Clock Hours**

The final segment of training is an eight-week laboratory externship which provides the student with on-the-job experience under the supervision of a chemist or senior technician. Students are exposed to laboratory procedures and techniques, safety concepts and practices as well as to the professional environment

Program Length	6 Months/ 24 Weeks
Total Clock Hours	695

Educational Objective
The Institutional Pharmacy Technician Diploma program trains students in various technical, clinical, and clerical duties to support unit-dose drug distribution and intravenous admixture. Topics covered include medical terminology, pharmacology principles, prescription preparation, safety procedures, automated dispensing, intravenous medication preparation, customer service, and assisting pharmacists with daily tasks.

Upon successful completion of the program, students will be prepared to sit for the Pharmacy Technician Certification Exam (PTCE) through the Pharmacy Technician Certification Board (PTCB).

Course Length	695 clock hours
Externship Included	Yes
Class Schedule	Monday through Thursday, 8:30 a.m.— 2:45 p.m., Friday 8:30 a.m.—12:00 p.m. unless noted otherwise Externship schedules are determined by the site.

Course Outline

Course Number	Course	Hours
IPT 100	The Role of the Institutional Pharmacy Technician	20
AH 100	Foundations of Allied Health	35
IPT 102	Introduction to Pharmacology and Therapeutics	45
IPT 104	Basic Pharmacy Mathematics	35
PD 100	Computer Applications	35
IPT 103	Introduction to Non-Sterile and Sterile Compounding	35
IPT 112	Intermediate Pharmacology and Therapeutics	35
IPT 114	Applied Pharmacy Calculations	35
IPT 113	Advanced Compounding Techniques	35
PS 101	Professional Skills – Career Exploration	15
PS102	Professional Skills – Resume Building & Professional Documents	20
IPT 101	Pharmacy Software/Pharmacy Automation and Technology	25
IPT 122	Advanced Pharmacology and Therapeutics	45
IPT 124	Advanced Pharmacy Calculations	35
IPT 106	Institutional Pharmacy Technician Practice Certification Preparation and Review	35
PS 103	Professional Skills – Interview Skills	25
PS 104	Professional Skills – Job Search Strategies	25
IPX 100	Externship	160
	Total Clock Hours	695

INSTITUTIONAL PHARMACY TECHNICIAN DIPLOMA PROGRAM COURSE DESCRIPTIONS

IPT 100 The Role of the Institutional Pharmacy Technician **20 Clock Hours**
This course serves as an introduction to the Institutional Pharmacy Technician profession. In this course, students will examine the role of the Institutional Pharmacy Technician within the scope of practice. The legal and ethical responsibilities of the Institutional Pharmacy Technician, how drugs are approved by the FDA, schedules of drugs, state and federal pharmacy practice laws, the Food and Drug Administration Amendments Act (FDAAA) of 2007, and Risk Evaluation and Mitigation Strategies (REMS). Students are also introduced to the pharmacists' patient care process. Prerequisites: None

AH 100 Foundations of Allied Health **35 Clock Hours**

This course provides the student with an introduction to the principles of medical word building to develop the necessary medical vocabulary used in health care settings. Students study, analyze and interpret root words, prefixes, and suffixes with emphasis on spelling, pronunciation, definition, and use of medical terms. As part of the learning process, students are exposed to basic anatomy, physiology, pathology of disease, and clinical procedures. Additionally, the use of electronic health records (EHR) and privacy of records is discussed. Prerequisites: None

IPT 102 Introduction to Pharmacology and Therapeutics **45 Clock Hours**

This course introduces basic concepts of pharmacology and terms used and provides a framework to understand the science of drugs and drug administration. It explores disorders associated with various body systems and the drugs used for diagnosis, treatment, and prevention of those disorders Topics include drug classifications, routes of administration, drug effects, and drug interaction Topics covered this course include: Introduction to pharmacology, pharmacokinetics and factors of individual variation. Also covered are pharmacology of the peripheral and central nervous system. Prerequisites: None

IPT 104 Basic Pharmacy Mathematics **35 Clock Hours**

This course provides students with basic arithmetic skills that are used in pharmacies. Students will practice pharmacy calculations, conversions between several systems of measurement, calculations required for the preparation of doses, parenteral solutions, and compounded products. Topics covered this quarter include: numeral systems used in pharmacy; adding, subtracting, multiplying, and dividing fractions and decimals; using ratio and proportion or dimensional analysis to solve pharmacy calculations; and converting between percents, ratios, and decimals. Prerequisites: None

PD 100 Computer Applications **35 Clock Hours**

This course is designed to introduce students to the basic concepts of computer operations as well as general navigation using Windows. The initial focus is on proper keyboarding style and technique. Students will gain mastery of the keyboard with emphasis on speed and accuracy. This course will also introduce students to cloud computing and navigating the web. During the Microsoft Word component, basic proficiency using Microsoft Word will be mastered. Upon completion of the course, the student should demonstrate at least average ability in creating and saving a document; creating, moving, and deleting files and folders; formatting a document; retrieving, editing, and printing documents. A component on efficient use of Microsoft Outlook is also included. Upon conclusion of this component, students will demonstrate at least average ability in creating and using meeting requests, email signatures, automatic replies, tasks, reminders, color categories, and folders. They will also understand when to use the Read Receipt Option and the Reply All function. Prerequisites: None

IPT 112 Intermediate Pharmacology and Therapeutics **35 Clock Hours**

This course focuses on pharmacology and therapeutics in relation to major body systems. It examines the effects of drugs on the human body systems and the effects of those biological systems on drugs. It explores disorders associated with various body systems and the drugs used for diagnosis, treatment, and prevention of those disorders. Topics covered this course include: pharmacology of the heart, vascular and renal systems, GI tract, and endocrine system. Prerequisites: PT 102 Introduction to Pharmacology and Therapeutics

IPT 114 Applied Pharmacy Calculations **35 Clock Hours**

In this course students will apply fundamental mathematic concepts and calculation skills that Institutional Pharmacy Technicians need in institutional pharmacy practice settings. Students are provided with practice in pharmacy calculations, conversions between several systems of measurement, calculations required for the preparation of doses, parenteral solutions, and compounded products. Topics covered this quarter include: interpreting prescriptions and converting between household, metric, and apothecary measurements including temperature scales; calculations for compounding and days' supply; and calculating dispensing fees, co-pays, difference pricing, discounts, and gross and net profits. Prerequisites: IPT 104 Basic Pharmacy Mathematics

IPT 113 Advanced Compounding Techniques **35 Clock Hours**

This course is a continuation of the necessary skills in the lab settings, where students will receive hands-on instruction in the preparation of compounded sterile preparations (CSP) as found in USP General Chapter <797> Pharmaceutical Compounding - Sterile Preparations, as well as hazardous drug compounding as found in USP General Chapter <800> Hazardous Drugs - Handling in Healthcare Settings. Labs covered this quarter include preparing a variety of compounded sterile preparations (CSP) as well as a sterile hazardous drug. Prerequisites: IPT 103 Introduction to non-Sterile and Sterile Compounding

PS 101 Professional Development – Career Exploration **15 Clock Hours**

This course focuses on communication, time management, and professionalism in the workplace. Students explore career options, and self- assessment of current skills and values. Verbal and non-verbal communication, handling criticism and constructive feedback, and time management skills are addressed in this course. Prerequisites: None

PS 102 Professional Development - Resume Building & Professional Documents **20 Clock Hours**

In this course, students continue to work on strategies for success while attending school and preparing for employment after graduation. Job skills assessment; interviewing techniques; job search methods; job survival strategies; resume writing, cover letters, follow-up letters and reference lists are covered in this course. Prerequisites: PS 101 Professional Skills: Career Exploration

IPT 101 Pharmacy Software/Pharmacy Automation & Technology **25 Clock Hours**
Students will become familiar with the concepts and utilization of pharmacy software and supporting operations. This includes interpreting and processing written and electronic prescriptions, inventory management, understanding Dispense as Written (DAW) codes and prescription origin codes, calculating and adjusting days' supply, refills and short fills, entering and editing patient and physician information. Pharmacy automation and technologies will examine technology to help ensure the safety and accuracy of medication dispensing. Emphasis will be on how the technology improves safety, efficiency and patient care. Prerequisites: None

IPT 103 Introduction to Non-Sterile and Sterile Compounding **35 Clock Hours**
This course is designed to introduce the student to the pharmacy lab environment and to develop necessary skills in the lab setting. Concepts are introduced and applied during lab sessions. Students receive hands-on experience in medication preparation for sterile and non-sterile compounding.
Topics covered this quarter include an overview of non-sterile and sterile compounding and the basic steps for preparing compounded drug preparations. Labs covered this quarter include preparing zinc oxide ointment, medicated lip balm, calamine lotion, oral and suppositories. Prerequisites: IPT 102 Introduction to Pharmacology and Therapeutics, IPT 104 Basic Pharmacy Mathematics

IPT 122 Advanced Pharmacology and Therapeutics **45 Clock Hours**
This course focuses on pharmacology and therapeutics in relation to major body systems. It examines the effects of drugs on the human body systems and the effects of those biological systems on drugs. Topics covered in this course include drugs that affect the respiratory system, drugs affecting the immune system, and the pharmacology of infectious diseases. Prerequisites: IPT 102 Introduction to Pharmacology and Therapeutics, IPT 112 Intermediate Pharmacology and Therapeutics

IPT 124 Advanced Pharmacy Calculations **35 Clock Hours**
This course provides advanced mathematic concepts and calculation skills that Institutional Pharmacy Technicians need in institutional pharmacy practice settings. Students are provided with practice in advanced pharmacy calculations, conversions between several systems of measurement, calculations required for the preparation of doses, parenteral solutions, and compounded products. Topics covered this quarter include: Inventory control; parenteral doses using ratio and proportion calculations; dosage calculations based on body weight and body surface area; infusion rates and drip rates; and dilutions and allegations. Prerequisites: IPT 104 Basic Pharmacy Mathematics, IPT 114 Applied Pharmacy Calculations

IPT 106 Institutional Pharmacy Technician Practice Certification Preparation and Review I **35 Clock Hours**
This course prepares the student with skills that are necessary to be a successful Institutional Pharmacy Technician. Topics include preparation and test-taking strategies, pharmaceutical calculations, drug classifications and terminology, pharmacy laws and regulations, medication order entry and processing, medication safety and quality assurance, pharmacy inventory management, pharmacy information systems, medical adherence and patient education, and compounding and sterile preparations. Students are prepared and encouraged to take the national Pharmacy Technician Certification Board Exam (PTCB). Prerequisites: Successful completion of all IPT core courses.

PS 103 Professional Development – Interview Skills **25 Clock Hours**
In this course, the primary focus is on interview skills. This course build on existing skills to improve ability to communicate professionally; learn successful verbal and nonverbal communication techniques for interviewing; gain confidence and awareness by participating in interviews with placement and industry personnel; interview for externship opportunities. Prerequisites: PS 102 Professional Skills: Resume Building and Professional Documents

PS 104 Professional Development – Job Search Strategies **25 Clock Hours**
In this course, students take part in Workforce Readiness Interview Day; objectively assess the interview process and evaluate job opportunities; prepare for the externship. Prerequisites: PS 101 Professional Skills – Career Exploration, PS 102 Professional Skills – Resume Building & Professional Documents

IPX 100 Externship **160 Clock Hours**
The final portion of the training is a six-week, institutional pharmacy externship which will provide the student with on-the-job experience under the supervision of a registered pharmacist. Students gain experience in an institutional pharmacy practice setting that complements the classroom experience. Prerequisites: The successful completion of all program courses.

Program Length Full-time	7 Months/28 Weeks
Total Clock Hours	790

Educational Objective

The Medical Assistant program is designed with the focus and goal to prepare compentent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. This focus includes the preparation of students to assist within the medical environment in patient procedures and administrative duties with special emphasis on acquiring proficiency in the use of the electronic health record systems needed for today's technologically advanced health care environment. Graduates of the program will have the skills necessary to fill entry-level positions as medical assistants. Medical assistants play a key role in physicians' offices but, also, in a variety of health care settings including urgent care centers, clinics, and ambulatory care facilities.

Students must complete 100% of all required competencies in order to graduate from the program. Achievement of competencies means that each student has successfully achieved 100% of the core curriculum psychomotor (skills) and affective (behavior) competencies taught within the courses.

Course Length 790 clock hours
Externship Included Yes
Class Schedule Monday through Friday, 8:30 a.m.— 3:00 p.m.
Externship schedules are determined by the site.

Course Outline

Course Number	Courses	Hours
MA 100	Anatomy & Physiology/Medical Terminology I	35
MA 110	Anatomy & Physiology/Medical Terminology II	35
MA 120	Anatomy & Physiology/Medical Terminology III	35
MA 101	Clinical Procedures & Laboratory Techniques I	35
MA 111	Clinical Procedures & Laboratory Techniques II	70
MA 121	Clinical Procedures & Laboratory Techniques III	70
MA 103	Electronic Health Records	35
MA 102	Fundamentals of Medical Assisting I	35
MA 112	Fundamentals of Medical Assisting II	35
MA 122	Fundamentals of Medical Assisting III	35
MA 105	Mathematics	35
MA 106	NHA Practice Certification Preparation and Review	35
PD 100	Computer Applications	35
PS 100	Professional Skills I	35
PS 110	Professional Skills II	35
PS 120	Professional Skills III	35
MX 100	Externship	160
	Total Clock Hours	790

Certification and Licensure: Upon successful completion of the program, students are eligible to sit for the National Healthcare Association Medical Assistant Certification (CCMA) exam.

MEDICAL ASSISTANT DIPLOMA PROGRAM COURSE DESCRIPTIONS

MA 100 Anatomy & Physiology/Medical Terminology I **35 Clock Hours**

The purpose of this course is to equip prospective members of the health care industry with a working knowledge and a basic understanding of medical vocabulary, abbreviations, anatomy, physiology, and pathology. The normal anatomic structure and physiological function of all major body systems will be covered. Pathologic conditions, disease states, and treatment methodologies relating to each system studied will be included. At the completion of this course, students will be capable of recognizing medical root words, prefixes, suffixes, and combining forms. In addition, students will be able to correctly define, construct, spell, and pronounce medical terms.

Topics covered this quarter include: basic word structure, terms pertaining to the body as a whole, suffixes, prefixes, digestive system, psychiatry. Prerequisites: None

MA 110 Anatomy & Physiology/Medical Terminology II **35 Clock Hours**

The purpose of this course is to equip prospective members of the health care industry with a working knowledge and a basic understanding of medical vocabulary, abbreviations, anatomy, physiology, and pathology. The normal anatomic structure and physiological function of all major body systems will be covered. Pathologic conditions, disease states, and treatment methodologies relating to each system studied will be included. At the completion of this course, students will be capable of recognizing medical root words, prefixes, suffixes, and combining forms. In addition, students will be able to correctly define, construct, spell, and pronounce medical terms.

Topics covered in this quarter include: cardiovascular system, endocrine system, integumentary (skin) system, pharmacology, radiology/nuclear medicine, nervous system, respiratory system. Prerequisites: None

MA 120 Anatomy & Physiology/Medical Terminology III **35 Clock Hours**

The purpose of this course is to equip prospective members of the health care industry with a working knowledge and a basic understanding of medical vocabulary, abbreviations, anatomy, physiology, and pathology. The normal anatomic structure and physiological function of all major body systems will be covered. Pathologic conditions, disease states, and treatment methodologies relating to each system studied will be included. At the completion of this course, students will be capable of recognizing medical root words, prefixes, suffixes, and combining forms. In addition, students will be able to correctly define, construct, spell, and pronounce medical terms.

Topics covered in this quarter include: urinary system, blood lymphatic/immune system digestive system male/female reproductive system sense organs (eye/ear). Prerequisites: None

MA 101 Clinical Procedures & Laboratory Techniques I **35 Clock Hours**

This laboratory course includes theory and hands-on learning and application of principles utilizing simulative technology. The course will help students acquire requisite knowledge as well as critical thinking and psychomotor skills for assisting physicians and other providers with patient care.

Topics covered in this quarter covers essential foundations for working in a healthcare setting, including an overview of the medical environment and expectations for professional behavior. Students are introduced to medical terminology to build confidence in understanding and using clinical language. Training in telephone communications emphasizes professionalism, accuracy, and effective patient interaction. The course also provides a basic introduction to anatomy and physiology, focusing on the structure and function of major body systems. In addition, students learn the fundamentals of the medical office environment, including workflow, safety, organization, and daily administrative responsibilities. Prerequisites: None

MA 111 Clinical Procedures & Laboratory Techniques II **70 Clock Hours**

This laboratory course includes theory and hands-on learning and application of principles utilizing simulative technology. The course will help students to acquire requisite knowledge as well as critical thinking and psychomotor skills for assisting physicians and other providers with patient care.

Topics covered this quarter include: scheduling appointments and receiving patients, cardiology procedures, body measurements and vital signs, emergencies in the medical office/CPR, the physician's office, and pharmacology fundamentals. Prerequisites: None

MA 121 Clinical Procedures & Laboratory Techniques III **70 Clock Hours**

This laboratory course includes theory and hands-on learning and application of principles utilizing simulative technology. The course will help students to acquire requisite knowledge as well as critical thinking and psychomotor skills for assisting physicians and other providers with patient care.

Topics Covered this quarter: overview of essential topics for Medical Assistants, including nutrition, exercise, and healthy living; rehabilitation; specimen collection; and preparation for and assistance with minor surgery. Students will also explore the male and female reproductive systems. These topics equip students with the knowledge and practical skills needed to deliver safe, effective patient care and to succeed in their certification and professional practice confidently. Prerequisites: None

MA 103 Electronic Health Records **35 Clock Hours**

By the end of this course, students will be able to understand and apply the fundamental concepts of integrated electronic health records (EHRs), including their structure, functionality, and role within the healthcare delivery system. Students will gain practical knowledge of EHR components, documentation standards, data accuracy, privacy regulations, and the interoperability of health information systems to support patient care, billing, and compliance in a variety of healthcare settings. Prerequisites: None

MA 102 Fundamentals of Medical Assisting I **35 Clock Hours**

This course will familiarize students with the responsibilities of medical assistants and their role in the revenue cycle providing quality patient care. Students will acquire an understanding of the health care environment and learn the essentials of administration of the physician's office to include appointments and scheduling, records management, documentation, drug and prescription records, financial administration, and health insurance claims. The course will also cover medical law and ethics, patient rights and physician responsibilities, and medical records content and confidentiality. Effective face-to-face and telephone communications with patients and coworkers will be stressed along with an understanding of communications Topics covered this quarter include: the role of the medical assistant; the health care team and medical environment; legal and ethical issues; telephone and written communication; the office environment, computers and equipment; and scheduling patients and receiving patients. Prerequisites: None

MA 112 Fundamentals of Medical Assisting II **35 Clock Hours**

This course provides a comprehensive exploration of key skills in medical assisting with an emphasis on the integration of administrative, clinical, and patient care competencies. Students apply procedural and diagnostic coding principles using ICD-10-CM, ICD-10-PCS, and HCPCS systems and manage financial operations within a medical office, including accounts payable, petty cash, and purchasing. The course examines the impact of mental health issues on healthcare delivery and the medical assistant's role in supporting mental health management.

Additional topics include office management practices related to staff, providers, and facility operations, as well as strategies for promoting nutrition, exercise, and healthy living in patient care. A comprehensive review of anatomy, physiology, and medical assisting fundamentals is incorporated to support preparation for the NHA certification examination. The course also includes certification training in Adult and Pediatric First Aid/CPR/AED, meeting OSHA workplace requirements and resulting in a two-year digital certification upon successful completion. Prerequisites: None

MA 122 Fundamentals of Medical Assisting III **35 Clock Hours**

This course provides a comprehensive exploration of key topics in medical assisting, with a focus on procedural and diagnostic coding, financial management, strategies for promoting nutrition, exercise, and healthy living in patient care, mental health awareness, and office management. Students will engage in practical applications, including coding exercises, financial record analysis, and case studies, to develop essential skills for success in a medical office setting. Prerequisites: None

MA 105 Mathematics **35 Clock Hours**

This course covers basic math operations including calculations and conversions of fractions, decimals and percentages, and ratios and proportions. Emphasis will be placed on calculation of medication dosages, weights and measures including the metric system, and conversions between the metric system and household system. Prerequisites: None

MA106 NHA Practice Certifcation Preparation and Reviwe **36 Clock Hours**

This course is designed to prepare students for the successful completion of the National Healthcare Association (NHA) Certified Clinical Medical Assistant (CCMA) examination. Through a comprehensive review of core content areas, students will reinforce and strengthen the knowledge and skills gained during their Medical Assisting program.

Topics covered: patient care, pharmacology, medical law and ethics, infection control, anatomy and physiology, administrative procedures, EKG, phlebotomy, and clinical laboratory procedures. Students will engage in practice exams, skill demonstrations, and test-taking strategies to build confidence and competence. Prerequisites: Completion of core clinicals or instructor approval. Prerequisites: None

PD 100 Computer Applications **35 Clock Hours**

This course is designed to introduce students to the basic concepts of computer operations as well as general navigation using Windows. The initial focus is on proper keyboarding style and technique. Students will gain mastery of the entire keyboard with emphasis on speed and accuracy on the basic alpha/numeric keyboard. During the Microsoft Word component, basic proficiency using Microsoft Word will be mastered. Upon completion of the course, the student should demonstrate at least average ability in creating and saving a document; creating, moving, and deleting files and folders; formatting a document; retrieving, editing, and printing documents. A component on efficient use of Microsoft Outlook is also included. Upon conclusion of this component, students will demonstrate at least average ability in creating and using meeting requests, email signatures, automatic replies, tasks , reminders, color categories, and folders. They will also understand when to use the Read Receipt option and the Reply All function. Prerequisites: None

PS 100 Professional Skills I **35 Clock Hours**

This course introduces students to the essential skills required for successful employment and career development. Topics include personal marketing, professional networking, job search strategies, and effective application techniques. Emphasis is

placed on job retention practices and professional conduct in the workplace. Students participate in Workforce Readiness Interview Day to gain interview experience and to objectively assess both their performance and potential employment opportunities, including compensation evaluation. The course concludes with preparation for the externship experience, ensuring students are ready to transition into professional practice. Prerequisites: None

PS 110 Professional Skills II **35 Clock Hours**

This course prepares Medical Assistant students to apply their digital literacy and professional communication skills toward job search readiness and externship preparation. This class will focus on professional behavior and digital proficiency. Students will strengthen their ability to create polished employment materials, communicate effectively in person and online, and manage the digital tasks required in today's workplace.

Students will practice formatting résumés and cover letters, managing files and forms, using email and video conferencing professionally, and developing a professional online presence. Complementary lessons emphasize time management, constructive feedback, interviewing techniques, and evaluating job offers, ensuring that graduates are confident, organized, and career ready as they transition to their externships and employment. Prerequisites: None

PS 120 Professional Skills III **35 Clock Hours**

This course develops advanced career readiness and professional communication skills essential for achieving and sustaining employment. Students learn to identify various interviewing styles and techniques, create customized functional résumés, and build personal brands for both marketing and interviewing success. Emphasis is placed on developing compelling LinkedIn profiles, utilizing diverse job search strategies, and conducting effective company and position research. The course also addresses evaluating job offers, understanding compensation and benefits, and recognizing the factors that influence professionalism in the workplace. Through mock interviews, networking events, and externship preparation, students apply their skills in real-world contexts to demonstrate confidence, competence, and career readiness. Prerequisites: None

MX 100 Externship **160 Clock Hours**

At the completion of the didactic training, the student applies practical skills acquired in the classroom in a physician's office, including various specialities, hospital-based or independent clinic, or other outpatient care facility. The student will receive a grade, based upon performance, by the site. Prerequisites: The successful completion of all program courses.

Program Length Full-time	8 Months/32 Weeks
Total Clock Hours	950

Educational Objective
This Medical Billing program is designed to meet workforce demands for trained professionals who support healthcare reimbursement and claims processing functions. Graduates help hospitals, physician practices, and other healthcare organizations receive accurate and timely reimbursement by managing billing processes, submitting and monitoring insurance claims, and ensuring compliance with payer requirements.

The program emphasizes healthcare billing operations, claims administration, reimbursement workflows, denial prevention and resolution, and the interpretation of healthcare laws and regulations. Students gain foundational knowledge of medical coding systems, including ICD-10-CM, ICD-10-PCS, and CPT to support accurate billing and claims submission, rather than advanced coding specialization.

Upon successful completion of the 24-week, 630-hour didactic training, students will complete a 320-hour, 8-week externship in a healthcare billing or claims administration trainee capacity. Graduates are prepared for entry-level positions in a variety of healthcare settings, including inpatient and outpatient facilities, physician practices, health insurance companies, and healthcare revenue cycle service organizations.

Course Length 950 clock hours
Externship Included Yes
Class Schedule Monday through Friday, 8:30 AM to 3:00 PM
Externship schedules are determined by the site.

Course Outline

Course Numbers	Courses	Hours
MB 100	Anatomy & Physiology/Pathology I	35
MB 110	Anatomy & Physiology/ Pathology II	35
MB 120	Anatomy & Physiology/ Pathology III	35
MB 101	CPT Coding I	35
MB 111	CPT Coding II	35
MB 121	CPT Coding III	35
MB 102	Encoder	35
MB 103	Health Information Management/Electronic Health Records (HIM/EHR)	35
MB 104	ICD-10-CM/PCS Coding I	35
MB 114	ICD-10-CM/PCS Coding II	35
MB 124	ICD-10-CM/PCS Coding III	35
MB 106	Medical Claims Processing I	35
MB 116	Medical Claims Processing II	35
MB 126	Medical Claims Processing III	35
PD 100	Computer Applications	35
PS 100	Professional Skills I	35
PS 110	Professional Skills II	35
PS 120	Professional Skills III	35
BX 100	Externship	320
	Total Clock Hours	950

MEDICAL BILLING DIPLOMA PROGRAM COURSE DESCRIPTIONS

MB 100 Anatomy & Physiology/Pathology I **35 Clock Hours**
The purpose of this course is to equip prospective members of the health care industry with a working knowledge and a basic understanding of medical vocabulary, abbreviations, anatomy, physiology, and pathology. The normal anatomic structure and physiological function of all major body systems will be covered. Pathologic conditions, disease states, and treatment methodologies relating to each system studied will be included. Prerequisites: None

MB 110 Anatomy & Physiology/Pathology II **35 Clock Hours**
The purpose of this course is to equip prospective members of the health care industry with a working knowledge and a basic understanding of medical vocabulary, abbreviations, anatomy, physiology, and pathology. The normal anatomic structure and physiological function of all major body systems will be covered. Pathologic conditions, disease states, and treatment methodologies relating to each system studied will be included. Prerequisites: None

MB 120 Anatomy & Physiology/Pathology III **35 Clock Hours**
This course examines the structure, function, and major components of the blood system, endocrine system, nervous system, sense organs, and male and female reproductive systems. Students will investigate how these systems maintain homeostasis, communicate, regulate body processes, and respond to internal and external stimuli. Emphasis is placed on connecting system physiology to common disorders, diagnostic procedures, and clinical relevance within healthcare settings. Throughout the course, learners will also apply medical terminology—including combining forms, prefixes, and suffixes—to accurately describe anatomical structures, physiological processes, and pathologies across all systems studied. Prerequisites: None

MB 101 CPT Coding I **35 Clock Hours**
This course will provide the student with basic training and practice in the application of procedural codes from the Current Procedural Terminology (CPT) manual produced by the American Medical Association (AMA). The student will apply knowledge of medical terminology, anatomy and physiology, pathology, and medical-surgical techniques to arrive at accurate codes. Reimbursement methodologies will also be discussed and applied throughout the curriculum. Content will include an exposure to the Healthcare Procedure Coding System (HCPCS) codes. The student will be engaged with activities in a system-by-system approach designed to develop accurate coding skills for an entry-level coder/biller position. Prerequisites: None

MB 111 CPT Coding II **35 Clock Hours**
This course will provide the student with basic training and practice in the application of procedural codes from the Current Procedural Terminology (CPT) manual produced by the American Medical Association (AMA). The student will apply knowledge of medical terminology, anatomy and physiology, pathology, and medical-surgical techniques to arrive at accurate codes. Reimbursement methodologies will also be discussed and applied throughout the curriculum. Content will include an exposure to the Healthcare Procedure Coding System (HCPCS) codes. The student will be engaged with activities in a system-by-system approach designed to develop accurate coding skills for an entry-level coder/biller position. Prerequisites: None

MB 121 CPT Coding III **35 Clock Hours**
This course will provide the student with basic training and practice in the application of procedural codes from the Current Procedural Terminology (CPT) manual produced by the American Medical Association (AMA). The student will apply knowledge of medical terminology, anatomy and physiology, pathology, and medical-surgical techniques to arrive at accurate codes. Reimbursement methodologies will also be discussed and applied throughout the curriculum. Content will include an exposure to the Healthcare Procedure Coding System (HCPCS) codes. The student will be engaged with activities in a system-by-system approach designed to develop accurate coding skills for an entry-level coder/biller position. Prerequisites: None

MB 102 Encoder **35 Clock Hours**
This course will provide the student with hands-on exposure to a computerized encoder to facilitate accurate assignment of the International Classification of Diseases,10th Revision, Clinical Modification (ICD-10-CM) and the International Classification of Diseases, 10th Revision, Procedure Coding System (ICD-10-PCS) and the Current Procedural Terminology (CPT) and the Healthcare Procedure Coding System (HCPCS) codes. Diagnostic Related Groups (DRGs) and Ambulatory Payment Category (APCs) optimization features, which enhance the medical coder/biller's ability to legitimately optimize reimbursement, will be discussed and applied. Students will also develop software edit skills to enhance data quality, avoid incidence of fraud/abuse, minimize billing delays, and enhance revenue cycle turnaround. Prerequisites: None

MB 103 Health Information Management/Electronic Health Records (HIM/EHR) **35 Clock Hours**
This course is an introduction to the health information management concepts and terminology as it relates to the electronic health record. Topics include foundational knowledge and implementation of electronic health record content, standards and documentation, patient visitation management, examination and assessment notes, treatment and medical orders, patient communications, and coding/billing functions. The student will be engaged with activities designed for an entry-level medical coder/biller position. Prerequisites: None

MB 104 ICD-10-CM/PCS Coding I **35 Clock Hours**

This course will introduce the student to the International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10-CM) and the International Classification of Diseases, 10th Revision, Procedural Coding System (ICD-10-PCS) manuals with emphasis on correct utilization of alphabetic indices, tabular lists, PCS tables and appendices to support code assignment when analyzing a variety of supporting medical documentation. The student will be engaged with activities in a system-by-system approach designed to develop accurate coding skills for an entry-level medical coder/biller position. Prerequisites: None

MB 114 ICD-10-CM/PCS Coding II **35 Clock Hours**

This course will introduce the student to the International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10-CM) and the International Classification of Diseases, 10th Revision, Procedural Coding System (ICD-10-PCS) manuals with emphasis on correct utilization of alphabetic indices, tabular lists, PCS tables and appendices to support code assignment when analyzing a variety of supporting medical documentation. The student will be engaged with activities in a system-by-system approach designed to develop accurate coding skills for an entry-level medical coder/biller position. Prerequisites: None

MB 124 ICD-10-CM/PCS Coding III **35 Clock Hours**

This course will introduce the student to the International Classification of Diseases, 10th Revision, Clinical Modification (ICD-10-CM) and the International Classification of Diseases, 10th Revision, Procedural Coding System (ICD-10-PCS) manuals with emphasis on correct utilization of alphabetic indices, tabular lists, PCS tables and appendices to support code assignment when analyzing a variety of supporting medical documentation. The student will be engaged with activities in a system-by-system approach designed to develop accurate coding skills for an entry-level medical coder/biller position. Prerequisites: None

MB 106 Medical Claims Processing I **35 Clock Hours**

This course is designed to introduce students to the medical coder/biller profession by examining the revenue cycle. Students receive instruction in all aspects of medical insurance including major programs and third-party payers, plan options, payer requirements, state and federal regulations, and accurate completion of claims. Emphasis is placed on the knowledge and skills essential for completing insurance claim forms in today's healthcare setting. Completion of the CMS-1500 and the UB-04 form will be covered, and UB-04 revenue codes will be introduced. Students will study the post-adjudication claims process with emphasis on knowledge and skills essential to troubleshooting rejected, suspended, and denied medical claims, false claims, and Medicare/Medicaid regulation compliance. Prerequisites: None

MB 116 Medical Claims Processing II **35 Clock Hours**

Medical Claims Processing II builds on foundational billing and insurance knowledge by providing an in-depth exploration of advanced concepts in professional medical claims submission. The course begins with comprehensive instruction on the essentials of completing the CMS-1500 claim form, emphasizing accurate data entry, proper coding integration, and adherence to current industry guidelines. Students then examine the role of private insurance payers within the healthcare system, including regulations and patient protections established under the Affordable Care Act (ACA).

The course continues with detailed study of major public insurance programs Medicare, Medicaid, TRICARE/CHAMPVA, focusing on eligibility, benefits, claim requirements, coordination of benefits, and payer specific billing rules. Learners will also explore claim processing for workers' compensation, automobile insurance, and other disability related coverage, gaining a thorough understanding of documentation requirements, state regulations, and unique reimbursement processes associated with injury related claims. Through practical exercises, case studies, and real-world scenarios, students develop the accuracy, compliance awareness, and problem-solving skills required for successful claim specific billing rules. Learners will also explore claim processing for workers' compensation, automobile insurance, and other disability related coverage, gaining a thorough understanding of documentation requirements, state regulations, and unique reimbursement processes associated with injury related claims. Through practical exercises, case studies, and real-world scenarios, solving skills required for successful claim-specific billing rules. Learners will also explore claim processing for workers' compensation, automobile insurance, and other disability-related coverage, gaining a thorough understanding of documentation requirements, state regulations, and unique reimbursement processes associated with injury-related claims. Through practical exercises, case studies, and real-world scenarios, -solving skills required for successful claim

MB 126 Medical Claims Processing III **35 Clock Hours**

This course is designed to introduce students to the medical coder/biller profession by examining the revenue cycle. Students receive instruction in all aspects of medical insurance including major programs and third-party payers, plan options, payer requirements, state and federal regulations, and accurate completion of claims. Emphasis is placed on the knowledge and skills essential for completing insurance claim forms in today's healthcare setting. Completion of the CMS-1500 and the UB-04 form will be covered, and UB-04 revenue codes will be introduced. Students will study the post-adjudication claims process with emphasis on knowledge and skills essential to troubleshooting rejected, suspended, and denied medical claims, false claims, and Medicare/Medicaid regulation compliance.

PD 100 Computer Applications **35 Clock Hours**

This course is designed to introduce students to the basic concepts of computer operations as well as general navigation using Windows. The initial focus is on proper keyboarding style and technique. Students will gain mastery of the entire keyboard with

emphasis on speed and accuracy on the basic alpha/numeric keyboard. During the Microsoft Word component, basic proficiency using Microsoft Word will be mastered. Upon completion of the course, the student should demonstrate at least average ability in creating and saving a document; creating, moving, and deleting files and folders; formatting a document; retrieving, editing, and printing documents. A component on efficient use of Microsoft Outlook is also included. Upon conclusion of this component, students will demonstrate at least average ability in creating and using meeting requests, email signatures, automatic replies, tasks, reminders, color categories, and folders. They will also understand when to use the Read Receipt option and the Reply All function. Prerequisites: None

PS 100 Professional Skills I **35 Clock Hours**

This course introduces students to the essential skills required for successful employment and career development. Topics include personal marketing, professional networking, job search strategies, and effective application techniques. Emphasis is placed on job retention practices and professional conduct in the workplace. Students participate in Workforce Readiness Interview Day to gain interview experience and to objectively assess both their performance and potential employment opportunities, including compensation evaluation. The course concludes with preparation for the externship experience, ensuring students are ready to transition into professional practice. Prerequisites: None

PS 110 Professional Skills II **35 Clock Hours**

This course prepares Medical Billing students to apply their digital literacy and professional communication skills toward job search readiness and externship preparation. This class will focus on professional behavior and digital proficiency, students will strengthen their ability to create polished employment materials, communicate effectively in person and online, and manage the digital tasks required in today's workplace.

Students will practice formatting résumés and cover letters, managing files and forms, using email and video conferencing professionally, and developing a professional online presence. Complementary lessons emphasize time management, constructive feedback, interviewing techniques, and evaluating job offers, ensuring that graduates are confident, organized, and career-ready as they transition to their externships and employment. Prerequisites: None

PS 120 Professional Skills III **35 Clock Hours**

This course develops advanced career readiness and professional communication skills essential for achieving and sustaining employment. Students learn to identify various interviewing styles and techniques, create customized functional résumés, and build personal brands for both marketing and interviewing success. Emphasis is placed on developing compelling LinkedIn profiles, utilizing diverse job search strategies, and conducting effective company and position research. The course also addresses evaluating job offers, understanding compensation and benefits, and recognizing the factors that influence professionalism in the workplace. Through mock interviews, networking events, and externship preparation, students apply their skills in real-world contexts to demonstrate confidence, competence, and career readiness. Prerequisites: None

BX 100 Externship **320 Clock Hours**

Following successful completion of the didactic training, students gain hands-on experience during the externship training component (8 weeks, 320 hours). Externships are completed in a variety of locations including medical billing service companies, centralized billing facilities, hospital inpatient and outpatient billing/coding departments, physician practice settings, or insurance companies and assist students in gaining practice on the skills mastered in the classroom. Prerequisites: The successful completion of all program courses.

Program Length Day	7 Months/28 Weeks
Total Clock Hours	756

Educational Objective

There is an increasing demand for trained individuals in the horticulture and related plant science fields leading to a wide range of career opportunities. Students will establish a strong background in the plant sciences while making connections to critical environmental issues. The science-based core instruction focuses on traditional, and practical skills development, and integrates advancing technology, sustainability, and current industry best practices. Curriculum coincides with today's job market demands considering our regional economy, and a significant applied learning component is integrated throughout the coursework. Opportunities exist in areas of ornamental horticulture, agriculture, arboriculture, and floriculture, among others, including but not limited to positions in greenhouse production and operations, interior plantscaping, farming, environmental technology, nursery management, turf management, conservation, landscaping, and wholesale/retail floral. Upon successful completion, and given the scope of training, students may consider pursuing additional cross industry certifications based on their individual career goals. If you are a hard-working, energetic, and curious person, this program is worth investigating. Applicants should be committed to possessing a strong work ethic, be flexible, have good people skills, and be physically able to work in a wide range of situations.

Course Length 756 clock hours
Externship Included Yes
Class Schedule Monday through Thursday, 8:00 a.m.— 3:00 p.m., Friday 8:00 a.m.—12:00 p.m. unless noted otherwise
Externship schedules are determined by the site.

Course Outline

Course Numbers	Courses	Hours
HT 101	Botany I	32
HT 111	Botany II	24
HT 102	Design I	24
HT 112	Design II	32
HT 122	Design III	32
HT 103	Plant Propagation I	32
HT 113	Plant Propagation II	24
HT 104	Installation and Maintenance I	32
HT 114	Installation and Maintenance II	16
HT 124	Installation and Maintenance III	32
HT 105	Integrated Pest Management I	24
HT 115	Integrated Pest Management II	32
HT 106	Plant Industry Operations I	44
HT 116	Plant Industry Operations II	44
HT 126	Plant Industry Operations III	52
HT 107	Taxonomy I	32
HT 117	Taxonomy II	32
HT 108	Greenhouse Production	32
HT 109	Business Basics for Horticulture	16
PD 101	Professional Development I	16
PD 102	Professional Development II	16
PD 103	Professional Development III	16
HX 100	Externship	120
	Total Clock Hours	756

HORTICULTURE TECHNOLOGY DIPLOMA PROGRAM COURSE DESCRIPTIONS

HT 101 Botany I **32 Clock Hours**
This course explores plant structure and its influence on cultivation. Through classroom instruction and laboratory experiences, students will examine the anatomy and function of roots, stems, leaves, and flowers, alongside exploring plant life cycles and reproductive processes. The relationship between plants and people will also be investigated, providing context for advanced studies in botany and horticulture.

HT 111 Botany II **24 Clock Hours**
This course examines plant growth and development, emphasizing the impact of external factors. You'll investigate crucial plant processes such as photosynthesis, respiration, and transpiration. The course will delve into how environmental and ecological factors, including soil and water properties, pH, nutrients, light, and temperature, influence plant growth and development.

HT 102 Design I **24 Clock Hours**
Primary focus on the elements, principles, and applications of design. Understand the principles and supporting elements of design; work both manually and with computers to develop skills and express ideas through a variety of art media; studies may include, but are not limited to photography, floral, landscape and graphic design.

HT 112 Design II **32 Clock Hours**
Primary focus on the design environment. Integrate design skills and environmentally sound solutions to practical problems in the design environment; applied learning projects in a variety of plant science studies, including horticulture, floriculture, landscaping, plantscaping, urban planning, and marketing; practice hand drawing designs; explore landscape design case studies; work on design projects on campus and in the community as part of service learning and service projects as applicable.

HT 122 Design III **32 Clock Hours**
Primary focus on the elements, principles, and applications of floral design; elements of container design; learn computer assisted design (CAD) software to develop skills and express ideas; learn how to construct an effective portfolio of work.

HT 103 Plant Propagation I **32 Clock Hours**
Primary focus on the general aspects of plant propagation by seed and cuttings. Explore the history and biology of plant propagation; understand the various stages in the life cycle of plants; investigate environmental requirements for proper plant propagation including light, temperature, moisture, and soils; demonstrate knowledge of seed production and subsequent propagation techniques; compare principles and techniques of sexual and clonal propagation; propagate plants from seeds and vegetative cuttings.

HT 113 Plant Production II **24 Clock Hours**
Propagation II continues from where Propagation I left off. Focusing on the vegetative propagation of plants as well as micropropagation. In theory and utilizing modules of applied learning, demonstrate knowledge of asexual propagation techniques including separation, division, grafting, budding and layering; students are introduced to bio-technical methodology; explore mitosis, totipotency and micropropagation; develop propagation and production schedules. Produce crops as needed or assigned.

HT 104 Installation and Maintenance I **32 Clock Hours**
Installation & Maintenance is an integrative experience that spans all three trimesters of the Horticulture Technology program (HT 104, HT 114, and HT 124). This course series focuses on the daily skills and knowledge required in the installation and maintenance of plants in a variety of environments with an emphasis on safety. Understand and practice general safety in the field, classroom, lab, and the greenhouse; gain insight into accident prevention and the safe and efficient handling of tools and materials; explore proper use of tools and systems in the greenhouse and landscape; learn and practice proper techniques for planting and maintaining plants in various environments.

HT 114 Installation and Maintenance II **16 Clock Hours**
Installation & Maintenance is an integrative experience that spans all three trimesters of the Horticulture Technology program (HT 104, HT 114, and HT 124). This course series focuses on the daily skills and knowledge required in the installation and maintenance of plants in a variety of environments with an emphasis on safety. Understand and practice general safety in the field, classroom, lab, and the greenhouse; gain insight into accident prevention and the safe and efficient handling of tools and materials; explore proper use of tools and systems in the greenhouse and landscape; learn and practice proper techniques for planting and maintaining plants in various environments.

HT 124 Installation and Maintenance III **32 Clock Hours**
Installation & Maintenance is an integrative experience that spans all three trimesters of the Horticulture Technology program (HT 104, HT 114, and HT 124). This course series focuses on the daily skills and knowledge required in the installation and

maintenance of plants in a variety of environments with an emphasis on safety. Understand and practice general safety in the field, classroom, lab, and the greenhouse; gain insight into accident prevention and the safe and efficient handling of tools and materials; explore proper use of tools and systems in the greenhouse and landscape; learn and practice proper techniques for planting and maintaining plants in various environments.

HT 105 Integrated Pest Management I **24 Clock Hours**
Primary focus on pest identification and IPM. Identify common pests affecting horticulture; study orders of insects and related arthropods and their relationships with plants and characteristics used in identification across their life cycle; understand fungal, bacterial and viral infections of plants and their signs and symptoms; study common vertebrate pests and their damage; understand pesticide safety and relevant state and federal laws; begin studies to earn state pesticide applicator license.

HT 115 Integrated Pest Management II **32 Clock Hours**
Apply principles of integrated pest management to theoretical and real situations, recognizing the influence of thresholds, biological considerations and preventative measures for successful pest management; understand the safe and effective use of pesticides and demonstrate ability to select, mix, load, and apply them as required by law; gain familiarity with pesticide application and safety equipment; take the core examination to become certified as a commercial pesticide applicator in the State of Pennsylvania; explore independent study and testing in specific categories that may be required in intended career field.

HT 106 Plant Industry Operations I **44 Clock Hours**
Plant Industry Operations is an integrative experience that spans all three trimesters of the Horticulture Technology program (HT 106, HT 116, and HT 126). The goal of this course is to expose students to as many sectors of the horticulture industry as possible to help inform career decisions. Students will engage in a dynamic learning experience through guest speakers from the horticulture industry, off-site field visits and activities, hands-on practice, and lecture. The curriculum spans a wide range of topics in the industry which are covered in no pre-specified order due to the seasonality and variability of the horticulture industry. Students will actively construct viable career paths based on information discussed in class; observations made during field activities, site visits, and interactions with industry experts; and independent research. Networking with industry experts in this course is a critical durable skill with which students must engage in this course.

HT 116 Plant Industry Operations II **44 Clock Hours**
Plant Industry Operations is an integrative experience that spans all three trimesters of the Horticulture Technology program (HT 106, HT 116, and HT 126). The goal of this course is to expose students to as many sectors of the horticulture industry as possible to help inform career decisions. Students will engage in a dynamic learning experience through guest speakers from the horticulture industry, off-site field visits and activities, hands-on practice, and lecture. The curriculum spans a wide range of topics in the industry which are covered in no pre-specified order due to the seasonality and variability of the horticulture industry. Students will actively construct viable career paths based on information discussed in class; observations made during field activities, site visits, and interactions with industry experts; and independent research. Networking with industry experts in this course is a critical durable skill with which students must engage in this course.

HT 126 Plant Industry Operations III **52 Clock Hours**
Plant Industry Operations is an integrative experience that spans all three trimesters of the Horticulture Technology program (HT 106, HT 116, and HT 126). The goal of this course is to expose students to as many sectors of the horticulture industry as possible to help inform career decisions. Students will engage in a dynamic learning experience through guest speakers from the horticulture industry, off-site field visits and activities, hands-on practice, and lecture. The curriculum spans a wide range of topics in the industry which are covered in no pre-specified order due to the seasonality and variability of the horticulture industry. Students will actively construct viable career paths based on information discussed in class; observations made during field activities, site visits, and interactions with industry experts; and independent research. Networking with industry experts in this course is a critical durable skill with which students must engage in this course.

HT 107 Taxonomy I **32 Clock Hours**
Taxonomy (HT107 & HT117) is a foundational, two-trimester course series within the Horticulture Technology program. This course emphasizes field-based plant identification, focusing on observable characteristics, cultural requirements, and practical applications. Students will gain proficiency in using dichotomous keys, botanical manuals, and field guides. Key areas of study include observing and identifying morphological features of leaves, stems, buds, flowers, and fruits, alongside mastering the associated descriptive terminology. The curriculum also delves into the hierarchical classification system, exploring how plants are grouped based on their characteristics and evolutionary relationships, while learning both scientific and common names. Practical skills developed include taking detailed field notes, collecting plant specimens for taxonomic identification, and learning proper methods of pressing and drying for preservation. The knowledge gained on plant families and relationships will be integrated and applied to other horticulture course studies.

HT 117 Taxonomy II **32 Clock Hours**

Taxonomy (HT107 & HT117) is a foundational, two-trimester course series within the Horticulture Technology program. This course emphasizes field-based plant identification, focusing on observable characteristics, cultural requirements, and practical applications. Students will gain proficiency in using dichotomous keys, botanical manuals, and field guides. Key areas of study include observing and identifying morphological features of leaves, stems, buds, flowers, and fruits, alongside mastering the associated descriptive terminology. The curriculum also delves into the hierarchical classification system, exploring how plants are grouped based on their characteristics and evolutionary relationships, while learning both scientific and common names. Practical skills developed include taking detailed field notes, collecting plant specimens for taxonomic identification, and learning proper methods of pressing and drying for preservation. The knowledge gained on plant families and relationships will be integrated and applied to other horticulture course studies.

HT 108 Greenhouse Production **32 Clock Hours**

Primary focus on greenhouse systems, infrastructure, and production methods. Investigate the design, function and outcomes of proper greenhouse management; explore and practice a variety of production techniques, explore types of growing structures and facilities; analyze systems including infrastructure, environment and cropping technology and record keeping. Differentiate between growing media, demonstrate knowledge of the properties of soil; understand essential elements and fertilizer formulations; establish light, moisture, gas and plant growth regulator requirements. Grow, maintain, and market crops as required.

HT 109 Business Basics for Horticulture **16 Clock Hours**

This course introduces basic competencies needed in starting and/or managing a horticulture business operation. Emphasis is placed on types of business ownership, accounting, finance, inventory management, schedules, marketing strategies, sales and customer service, and human resources. Students will also be given an elementary synopsis of some computer-based systems they might encounter in the industry, including accounting software, enterprise resource planning (ERP) systems and customer relationship management (CRM) systems.

PD 101 Professional Development I **16 Clock Hours**

Strategies for success while attending school; discover personal working likes and dislikes; effective workplace communication, etiquette, and attire; teamwork; and self-management.

PD 102 Professional Development II **16 Clock Hours**

Primary focus on resume building and creating other related professional documents. Build and refine employment documents, including resumes, job applications, cover letters, follow-up letters and reference lists.

PD 103 Professional Development III **16 Clock Hours**

Primary focus on interview skills. Build on existing skills to improve ability to communicate professionally; learn successful verbal and nonverbal communication techniques for interviewing, practice multiple types of interviews common for the industry.

HX 100 Externship **120 Clock Hours**

The final segment of training is a four-week externship which provides the student with on-the-job experience under the supervision of a professional in the field. Students are exposed to procedures and techniques, safety concepts and practices as well as to the professional environment.

Program Length	12 Months/52 Weeks
Total Clock Hours	1,128

Educational Objective

The Culinary Arts major is an intensive, twelve-month program that prepares students for entry-level positions in the food service industry. This curriculum teaches essential skills needed in today's kitchens. The students spend over fifty percent of their training receiving hands-on instruction coupled with feedback from the chef instructors.

There is a strong emphasis on food safety and sanitation, basic and advanced cooking and baking techniques, and foundational concepts. Graduates are able to work in the following areas, restaurants, hotels, clubs, resorts, catering, universities, hospitals, upscale grocery stores, casinos, and cruise ships/riverboats once they graduate.

Course Length 1,128 clock hours
Externship Included No
Class Schedule Monday through Thursday, 9:00 a.m.— 3:30 p.m., Fridays as required.

Course Outline

Course Number	Course	Hours
CA 100	Introduction to the Professional Kitchen	12
CA 101	Cooking Principles	99
CA 102	Introduction to Baking	66
CA 103	Food Safety and Sanitation	66
CA 104	Culinary Equipment	17
PD 101	Professional Development 1: Career Exploration	28
CA 105	Hot and Cold Foods I: Basic Cooking Techniques	72
CA 125	Hot and Cold Foods II: Advanced Cooking Techniques	72
CA 106	Culinary Fundamentals I: Plants and Dairy	108
CA 107	Culinary Supervision	18
PD 102	Professional Development II: Resume Building/Professional Documents	18
CA 108	Dining Room Operations	18
CA 126	Culinary Fundamentals II: Protein	108
CA 135	Hot and Cold Foods III: Traditional American Gastronomy	72
CA 145	Hot and Cold Foods IV: International Cuisine	72
PD 103	Professional Development III: Interview Skills	18
CA 109	Restaurant Management	30
CA 111	Ordering and Receiving	24
CA 113	Chef Practicum	39
CA 122	Advanced Baking	60
CA 155	Hot and Cold Foods V: Food Manipulation	48
PD 104	Professional Development IV: Job Search Strategies	15
CA 120	Exiting the Professional Kitchen	48
	Total Clock Hours	1128

CULINARY ARTS DIPLOMA PROGRAM COURSE DESCRIPTIONS

CA 100 Introduction to the Professional Kitchen **12 Clock Hours**
Review the key historical aspects of the culinary industry, including chefs from past to present who helped to create and inspire today's food industry; units of measure; and understanding a standardized recipe.

CA 101 Cooking Principles **99 Clock Hours**
Introduction to seasonings; herbs; spices; mise en place; stocks; thickening agents; mother sauces; cooking methods; basic soup preparation.

CA 102 Introduction to Baking **66 Clock Hours**
Review of the basic principles of baking; scaling, measurements, recipe conversions, ingredient knowledge, and equipment usage; practical production that includes pie dough, cookies, muffins, quick breads, yeast doughs, cakes, and basic cake decorating techniques.

CA 103 Food Safety and Sanitation **66 Clock Hours**
Introduce key food safety concepts through the latest SERV Safe® training; understanding of all food safety risks in food preparation; ways to reduce risks; keeping an operation, staff, and customer safe. Students must successfully pass the SERV Safe® managers test to graduate.

CA 104 Culinary Equipment **17 Clock Hours**
Introduction to the major and minor equipment frequently used in the professional kitchen.

PD 101 Professional Development I: Career Exploration **28 Clock Hours**
Strategies for success while attending school are taught; dealing with difficult people; team building; job skills assessment; interviewing techniques; job search methods; job survival strategies; resume writing, cover letters, follow-up letters and reference lists; transferable skills inventory.

CA 105 Hot and Cold Foods I: Basic Cooking Techniques **72 Clock Hours**
Students prepare different menus daily that gradually increase in complexity, reinforce knife and cooking skills while building confidence and reinforcing food safety; students rotate through the kitchen in the following positions, soup, salad, vegetable, starch, entrée, pastry, and sanitor. Additionally, students will develop critical thinking skills, nutritional awareness, marketing, and computer skills.

CA 125 Hot and Cold Foods II: Advanced Cooking Techniques **72 Clock Hours**
Students continue to build their skill preparing multistage menus that change daily; students rotate positions; periodic extensive kitchen cleaning. Students will also get an opportunity to work with senior students and assist with the Chef Practicum project. Prerequisite CA 105.

CA 106 Culinary Fundamentals I: Plants and Dairy **108 Clock Hours**
Introduction to the foundational knowledge of plants and dairy; Fruits and vegetables; farinaceous products; legumes and beans; salad principles and preparation; dairy and cheese.

CA 107 Culinary Supervision **18 Clock Hours**
The purpose of this class is to allow students to understand the scope of kitchen management and how it relates to the everyday responsibilities of the General Manager and Chef Supervisor

PD 102 Professional Development II: Resume Building/Professional Documents **18 Clock Hours**
Primary focus on resume building and creating other relative professional documents. Build and refine employment documents, including resumes, job applications, cover letters, follow-up letters and reference lists.

CA 108 Dining Room Operations **18 Clock Hours**
Review the various types of table service, dining room organization, and table settings; examine responsibilities of dining room personnel, customer service, and up-selling, bartending, wine service, and tableside cooking.

CA 126 Culinary Fundamentals II: Protein **108 Clock Hours**
Introduction to the foundational knowledge of protein; meat and poultry identification and cookery; fish and seafood identification and cookery; sandwich principles and preparation; breakfast cooking. Prerequisite CA 106.

CA 135 Hot and Hold Foods III: Traditional American Gastronomy **72 Clock Hours**
Students prepare menu items focusing on regional American specialties; menus change daily; students rotate through different positions. Additionally, students will continue to develop critical thinking skills, nutritional awareness, marketing, and computer skills. Menus will reflect elements from all meal periods. Prerequisite CA 125.

CA 145 Hot and Cold Foods IV: International Cuisine **72 Clock Hours**

Students prepare menu items focusing on international specialties; menus change daily; students rotate through different positions. Additionally, students will continue to develop critical thinking skills, nutritional awareness, marketing, and computer skills. The menu will reflect international staples and discussion will include why different dishes and ingredients are popular in different countries. Prerequisite CA 135.

PD 103 Professional Development III: Interview Skills **18 Clock Hours**
Primary focus on interview skills. Build on existing skills to improve ability to communicate professionally; learn successful verbal and nonverbal communication techniques for interviewing; gain confidence and awareness by participating in mock interviews with placement and industry personnel; interview for externship opportunities.

CA 109 Restaurant Management **30 Clock Hours**
Food Service Industry: menu planning and development: recipe standardization, cost analysis, menu design, and pricing; facilities planning, design and equipment specification; layout design; marketing; technological applications as related to these food service topics.

CA 111 Ordering and Receiving **24 Clock Hours**
Study of purchasing and inventory management of foods and other supplies to include development of purchase specifications, determination of order quantities, formal and informal price comparisons, proper receiving procedures, storage management and issue procedure, vendor relations. Emphasis on product cost analysis, yields, controls, and record keeping at each stage of the purchasing cycle.

CA 113 Chef Practicum **39 Clock Hours**
Program Capstone: culmination of all skills learned throughout culinary program courses. Students take on the role of Chef de Cuisine or Sous Chef, which includes menu production and cost analysis, ingredient procurement, meal planning and execution, and effectively supervising peers with an educational emphasis.

CA 122 Advanced Baking **60 Clock Hours**
Advanced baking skill; decorating techniques for pastries; cake design; pastry cream; cheesecake; mousse; puff pastry; phyllo dough; ganache; and pastillage. Prerequisite CA 102.

CA 155 Hot and Cold Foods V: Food Manipulation **48 Clock Hours**
The study of transforming ingredients through cooking, fermenting, pickling, curing, and other methods.

PD 104 Professional Development IV: Job Search Strategies **15 Clock Hours**
Primary focus on job search strategies. Investigate and refine personal as well as professional values; assess transferrable and culinary arts skills; explore job search methods and job survival strategies; analyze shifts in the culinary arts industry and their impact on current employment trends.

CA 120 Exiting the Professional Kitchen **48 Clock Hours**
Exploration of culinary concepts outside of the professional kitchen; continued education, alternative career options, and revenue streams available to the professional chef; the chef's role in the ethical, economic, and agricultural aspects of global stewardship initiatives; social media and marketing, the role of the professional culinarian in modern media, the representation vs. the reality of the culinary industry as represented in current media culture.

ADMISSION INFORMATION

ADMISSIONS REQUIREMENTS & PROCEDURES

Bidwell Training Center maintains a professional admissions staff to work personally with each student who expresses an interest in the school. The staff is prepared to assist students with all facets of the admissions process.

Bidwell Training Center employs a full-time Community Outreach Coordinator who helps coordinate/facilitate the recruitment and admissions goals for the school. The Community Outreach Coordinator establishes partnerships with organizations, high schools, businesses, and social service agencies to promote the school's mission and goals. Participation in various college fairs and community events to promote the school and networking with a variety of local organizations that may have clients who could benefit from Bidwell Training Center's educational opportunities are a key part of the Community Outreach and Sales Coordinator's duties. In addition to this, we work with several high schools to make sure the students and counselors are aware that Bidwell Training Center could be an option upon graduation.

Bidwell's Senior Admissions Representative primarily works as an in-house representative. The Senior Admissions Representative conducts information sessions twice a week at the school for individuals who are interested in learning more about Bidwell Training Center and our programs. During these sessions, prospective students receive information on all of Bidwell's majors and get to tour our campus. In addition to conducting the information sessions, the Senior Admissions Representative conducts individual appointments with prospective students who cannot attend an information session. The Senior Admissions Representative will follow up with prospective students who attended an information session or an individual appointment to guide them to the testing portion of the admissions process.

The Senior Admissions Representative provides support and encouragement focusing on individuals who are in the testing phase of admissions, specifically those in need of remediation before retesting. The Senior Admissions Representative coordinates academic support to these individuals and guides them through the process.

The Senior Admissions Representative and Community Outreach Coordinator are monitored closely by the Vice President to ensure a high degree of integrity is maintained and ethical recruiting practices are used.

ACCEPTANCE/REJECTION

To be enrolled in any of the diploma programs at Bidwell Training Center, applicants must be a resident of Pennsylvania. Acceptable proof of PA residency includes a valid PA driver's License, valid PA photo identification card, tax records, lease agreements, mortgage documents, W-2 Form or current utility bills (water, gas, electric, cable, etc.) Applicants must also provide proof of graduation from high school or completion of a General Educational Development (GED®) diploma, or other official documentation which confirms that the applicant meets or exceeds the equivalent of a high school diploma in the USA. This proof of graduation must be provided prior to starting class. All documentation from foreign countries must also be translated into English and evaluated and certified to be equivalent of or higher than a USA diploma by a credential evaluation service. This proof must be provided prior to starting class.

Applicants must meet program guidelines on educational assessment testing by achieving the minimum required scores for their chosen program. The Test of Adult Basic Education (TABE), a nationally recognized assessment of adult educational ability, evaluates the academic skills necessary for admission into Bidwell Training Center's programs. This assessment is administered by the Student Services Department. Applicants are tested on reading and mathematical skills. Those who do not meet the minimum required scores in both test sections are not eligible for program enrollment. Applicants are allowed two attempts to meet the minimum required scores for acceptance. If an applicant does not pass on the second attempt, they must wait one year before returning to test. Please note that passing the assessment is necessary for admission but does not guarantee enrollment in any program of study.

The minimum required scores for each training program are as follows. Note that some programs require applicants to complete a higher-level test section in reading:

Chemical Laboratory Technician:	Math (Easy) - 527, Reading (Medium) - 550
Culinary Arts:	Math (Easy) - 519, Reading (Easy) - 519
Horticulture Technology:	Math (Easy) - 519, Reading (Medium) - 530
Medical Assistant:	Math (Easy) - 512, Reading (Medium) - 533
Medical Billing:	Math (Easy) - 512, Reading (Medium) - 533
Institutional Pharmacy Technician:	Math (Easy) - 519, Reading (Medium) - 545

TESTING

Testing for entry into any course of study is conducted on Tuesday at 10:30 a.m. and Wednesday at 10:30 a.m. For information, contact Bidwell's Student Services department.

ADMISSIONS BY ABILITY TO BENEFIT

Bidwell Training Center does not admit applicants under the "Ability to Benefit." All applicants for admission must have a high school diploma or a General Educational Development (GED®) diploma.

CANCELLATION OF AGREEMENT

By Student

The student may cancel the Enrollment Agreement at any time by written notification to the school.

By School

The student may be terminated from training for the following reasons:
(1) failure to make satisfactory academic progress, and (2) failure to comply with published rules and regulations of the school.

CRIMINAL BACKGROUND CHECK

If applicable by major, applicants are required to complete an authorization and disclosure form permitting Bidwell Training Center to conduct a secure background evaluation. These evaluations are conducted prior to admission and the investment into a training program, to identify applicants whose criminal histories may interfere with their ability to participate in externship training programs, or to obtain professional licensure if applicable, and to procure employment, as many employers conduct background checks.

Bidwell Training Center reserves the right to deny or rescind admission based on criminal background checks that contain one or more convictions of a felony offense, or any charges related to child abuse or child neglect. Applicants convicted of sex-based crimes against children are not eligible for training at Bidwell Training Center due to a shared campus community with minors. Additionally, BTC reserves the right to deny or rescind admission based on incomplete or falsification of information. Information obtained may be only as accurate as the information on file and may occasionally contain discrepancies. Therefore, prior to starting the background evaluation, applicants are required to read a summary of their rights according to the Fair Credit Reporting Act which will include information on how to dispute any discrepancies indicated in the information provided by state and federal agencies in the completed background evaluation. Applicants who have their admission denied or rescinded will be provided formal notification as to the reason(s) why and afforded an opportunity to appeal the denial decision.

All appeals should be addressed to the Bidwell Training Center School Review Board, 1815 Metropolitan Street, Pittsburgh, PA 15233 and will be reviewed by the School Review Board to determine whether the applicant has taken the necessary steps to meet the admissions requirement and/or be granted a waiver.

CERTIFICATION AND LICENSURE

Individuals who have been found guilty of a crime or pleaded guilty to a crime may not be eligible to take professional licensure or certification examinations. Students who have been charged with or convicted of a felony may have difficulty finding an externship, successful completion of externship is a requirement of graduation for health career students or procuring a job as many medical facilities conduct background checks. State and professional association rules vary by location and profession. It is the student's responsibility to carefully research the licensure or certification requirements in the state(s) where the student intends to seek licensure or certification.

TRANSFER OF CREDIT

Credit Transfer to Another College or School

Acceptance of credits from one institution *to* another is at the discretion of the receiving institution. Bidwell Training Center does not imply, promise, or guarantee that credits earned at Bidwell Training Center will be accepted at another school. Students planning to transfer to another institution should consult with the registrars at those institutions concerning the acceptance of credits earned at Bidwell Training Center.

Earned credits and hours are units of measure and are not necessarily an indicator of transferability to another institution. The receiving institution, rather than the providing institution, determines whether to accept earned credits and hours of transfer.

Credit Transfer from Another College or School

Bidwell Training Center does not accept transfer credits *from* any other college or school.

Bidwell Training Center will review the application of military service members and dependents of military service members and may accept prior academic credits earned at another institution toward any course of study.

PROBATIONARY PERIOD

Career training at Bidwell Training Center is designed to simulate the workplace. BTC's probationary period, the first 5 days of school, is similar to a probationary period issued by companies for new employees. During this time, BTC reserves the right to release the student from training for violating school policies, such as failure to call off an absence and repeated violations of any school policies.

During a student's first five days of enrollment in their program of study, one absence without proper notification (according to BTC call-off policy) will result in administrative withdrawal from Bidwell Training Center and forfeiture of the one-time institutional grant.

NEW STUDENT ORIENTATION

Bidwell Training Center (BTC) strives to maintain a program of orientation that will provide the academic and personal support needed to improve the students' opportunities for success. BTC's formal orientation is scheduled before the first day of class for all incoming students. During orientation, a more thorough description of their program is discussed at length, including Q&A. Students also learn the school policies such as attendance, grading, dress code, scheduling, introduction to student services, campus security measures, extracurricular activities, etc. The students become acquainted with the location of the classrooms and labs and are familiarized with the role of administrators and other key personnel.

FINANCIAL AID INFORMATION & TUITION ASSISTANCE

Maximum Enrollment

Program	Maximum Enrollment Per Cohort
Chemical Laboratory Technician Diploma	**12**
Institutional Pharmacy Technician Diploma	**15**
Medical Assistant Diploma	**22**
Medical Billing Diploma	**22**
Horticulture Technology Diploma	**24**
Culinary Arts Diploma	**22**

CONSUMER INFORMATION

Information dissemination activities required by the Higher Education Amendments of 1968 are satisfied in this catalog, However, financial aid personnel are available in accordance with federal regulations to discuss consumer information in more detail with current and prospective students.

TUITION CHARGE TO STUDENTS

At Bidwell Training Center, students do not incur any tuition fees. Bidwell Training Center receives funding from the State of Pennsylvania. The tuition, fees, uniforms, supplies, and textbooks for individual students who attend Bidwell Training Center are covered for all accepted students by an internal one-time institutional grant made possible by these state funds. This grant is automatically awarded to students upon acceptance, with no application process required on their part.
Although tuition prices are listed in the Academic Catalog and Enrollment Agreement, they do not impact students, as no tuition is charged. In the rare event that the center does charge tuition, an addendum to both the Academic Catalog and Enrollment Agreement will be issued. Please note that students who are terminated from their training are not eligible for re-enrollment or a second institutional grant.

TUITION BY MAJOR

Program	Chemical Laboratary Technician	Institutional Pharmacy Technician	Medical Assistant	Medical Billing	Horticulture Technician	Culinary Arts
Award	Diploma	Diploma	Diploma	Diploma	Diploma	Diploma
Program Length (Months)	11	6	7	8	7	12
Credits/ Clock Hours	1410	695	790	950	880	1128
Cost per Hour	$ 9.93	$ 17.27	$ 15.19	$ 12.63	$ 13.64	$ 16.84
Tuition	$14,000.00	$12,000.00	$12,000.00	$12,000.00	$12,000.00	$19,000.00
Application Fee	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Computer	$ 310.00	$ -	$ 310.00	$ 310.00	$ -	$ 310.00
Books	$ 115.00	$ 716.00	$ 661.00	$ 1,212.00	$ 1,117.00	$ 363.00
Student Supplies	$ 595.00	-	$ 33.00	-	$ 229.00	$ 385.00
Lab Fee	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Certification / Test Fee	$ 50.00	$ 206.00	$ 259.00	-	$ 180.00	$ 38.00
Clearance Fees	$ 22.00	$ 40.00	$ 40.00	$ 40.00	$ 47.00	-
Student Insurance	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Uniforms	$ 185.00	$ 205.00	$ 168.00	$ 304.00	$ 400.00	$ 356.00
Graduation Fee	$ 50.00	$ 50.00	$ 50.00	$ 50.00	$ 50.00	$ 50.00
Total Required Materials	$ 1,205.00	$ 921.00	$ 1,172.00	$ 1,826.00	$ 1,746.00	$ 1,414.00
Total Fees	$ 122.00	$ 296.00	$ 349.00	$ 90.00	$ 277.00	$ 88.00
Program Total	$15,327.00	$13,217.00	$13,521.00	$13,916.00	$14,023.00	$20,502.00

APPLICATION AND DEADLINE

All admission requirements must be met prior to enrollment. This includes completing the three-step admissions process, achieving the required admissions test scores, and submitting all required documentation (Proof of residency and proof of High School graduation or GED). No student will be awarded an institutional grant or will be permitted to attend classes before all admissions requirements are met.

PAYMENT OF AID

Students who attend Bidwell Training Center are eligible for a one-time institutional grant which is awarded upon acceptance to a program. Bidwell Training Center has a five-day *drop grace period* beginning with the start date of each major. Any student withdrawing from Bidwell Training Center within the first five days of enrollment will not be considered enrolled for the purpose of the institutional grant and therefore will not forfeit their institutional grant and will be considered for future enrollment. Any student matriculating beyond this grace period will officially be considered enrolled and will not be eligible for another institutional grant following any withdrawal or termination from the program. During the *drop grace period*, one absence without notification will result in administrative withdrawal from Bidwell Training Center and forfeiture of eligibility for any future institutional grant.

DENIAL OF AID

Students must meet all admissions requirements and submit all required documentation to be eligible for an institutional grant from Bidwell Training Center. Any prospective student not meeting these requirements will not gain admission and will not receive aid.

SELECTION OF ELIGIBILITY

All accepted students are eligible for institutional aid.

GENERAL ELIGIBILITY REQUIREMENTS

The student must: (1) be enrolled as a regular student in an eligible program of study on a full-time basis, (2) have a high school diploma or equivalent, (3) be a U.S. citizen or national or have an eligible non-citizen status, (4) be a resident of Pennsylvania, and (5) submit all required documentation to admissions.

REFUND POLICY

Bidwell Training Center students are not charged tuition or fees. *All necessary training expenses, including textbooks, uniforms, tools, and supplies, are fully covered by an Institutional Grant provided through Bidwell Training Center, available to all enrolled students.

(1) The application or registration fee is fully refundable if the student requests cancellation within 5 calendar days after signing the enrollment agreement. **

(2) For a student cancelling after the fifth calendar day following the date of enrollment as defined in (related to application or registration fee) but prior to the beginning of classes, monies paid to the school shall be refunded except the nonrefundable amount of the application or registration fee.

(3) If a student enrolls and withdraws or discontinues after the term, semester or quarter has begun but prior to completion of the term, semester or quarter, the following minimum refunds apply:

(i) For a student withdrawing from or discontinuing the program during the first 7 calendar days of the term, semester or quarter, the tuition charges refunded by the school shall be 75% of the tuition for the term, semester, or quarter.

(ii) For a student withdrawing from or discontinuing the program after the first 7 calendar days, but within the first 25% of the term, semester or quarter, the tuition charges refunded by the school shall be at least 55% of the tuition for the term, semester or quarter.

(iii) For a student withdrawing from or discontinuing the program after 25% of the term but within 50% of the semester or quarter, the tuition charges refunded by the school shall be at least 30% of the tuition.

(iv) For a student withdrawing from or discontinuing the program after 50% of the term, semester or quarter, the student is entitled to no refund.

(v) For refund computations, a term, semester or quarter may not exceed 18 weeks and will be processed within 30 days of the last date of recorded attendance.

*The above refund policy only applies if a student was charged an application fee, tuition or any type of educational expense for enrolling/attending classes at Bidwell. Otherwise, the refund percentages listed in the fund policy will be percentages of zero. **No Bidwell student is charged an application fee, tuition or any type of educational expense**.
**Bidwell Training Center does not charge students an application or registration fee.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

The Family Educational Rights and Privacy Act (FERPA) affords eligible students certain rights with respect to their education records. (An "eligible student" under FERPA is a student who is 18 years of age or older or who attends a postsecondary institution.) These rights include:

1. The right to inspect and review the student's education records within 45 days after the day Bidwell Training Center ("School") receives a request for access. A student should submit to the Registrar, or other appropriate official, a written request that identifies the record(s) the student wishes to inspect. The school official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

2. The right to request the amendment of the student's education records that the student believes is inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.

   A student who wishes to ask the school to amend a record should write the school official responsible for the record, clearly identify the part of the record the student wants changed and specify why it should be changed.

   If the School decides not to amend the record as requested, the school will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

3. The right to provide written consent before the school discloses personally identifiable information (PII) from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

   The school discloses education records without a student's prior written consent under the FERPA exception for disclosure to School officials with legitimate educational interests. A School official is a person employed by Bidwell Training Center in an administrative, supervisory, academic, research, or support staff position; or a student serving on an official committee, such as a disciplinary or grievance committee. A School official also may include a volunteer or contractor outside of Bidwell Training Center who performs an institutional service or function for which the School would otherwise use its own employees and who is under the direct control of the School with respect to the use and maintenance of PII from education records, such as an attorney, auditor, or collection agent or a student volunteering to assist another School official in performing his or her tasks. A School official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for Bidwell Training Center.
4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by Bidwell Training Center to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

   Family Policy Compliance Office
   U.S. Department of Education 400 Maryland Avenue, SW
   Washington, D.C. 20202-8520

DIRECTORY INFORMATION
FERPA requires that the school, with certain exceptions, obtain student written consent prior to the disclosure of personally identifiable information from education records. However, the School may disclose appropriately designated "directory information" without written consent, unless you have advised the school to the contrary in accordance with School procedures. The school has designated the following information as directory information:

- Student's name
- Participation in officially recognized activities.
- Address
- Telephone listing
- E-mail address
- Photograph for School publications and website
- Degrees, honors and awards received.
- Place of birth
- Major field of study
- Dates of Attendance
- Enrollment status

Requests to have directory information about you withheld should be submitted in writing to:

Bidwell Training Center
Attn: Registrar
1815 Metropolitan Street
Pittsburgh, PA 15233

FERPA permits the disclosure of PII from students' education records, without consent of the student, if the disclosure meets certain conditions found in §99.31 of the FERPA regulations. Except for disclosures to School officials, disclosures related to some judicial orders or lawfully issued subpoenas, disclosures of directory information, and disclosures to the student, §99.32 of FERPA regulations requires the institution to record the disclosure. Eligible students have a right to inspect and review the record of disclosures. A postsecondary institution may disclose PII from the education records without obtaining prior written consent of the student –

- To other School officials, including teachers, within Bidwell Training Center whom the School has determined to have legitimate educational interests. This includes contractors, consultants, volunteers, or other parties to whom the School has outsourced institutional services or functions, provided that the conditions listed in §99.31(a)(1)(i)(B)(*1*) - (a)(1)(i)(B)(2) are met. (§99.31(a)(1))

- To officials of another school where the student seeks or intends to enroll, or where the student is already enrolled if the disclosure is for purposes related to the student's enrollment or transfer, subject to the requirements of §99.34. (§99.31(a)(2))

- To authorized representatives of the U. S. Comptroller General, the U. S. Attorney General, the U.S. Secretary of Education, or State and local educational authorities. Disclosures under this provision may be made, subject to the requirements of §99.35, in connection with an audit or evaluation of Federal- or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs. These entities may make further disclosures of PII to outside entities that are designated by them as their authorized representatives to conduct any audit, evaluation, or enforcement or compliance activity on their behalf. (§§99.31(a)(3) and 99.35)

- In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid. (§99.31(a)(4))

- To organizations conducting studies for, or on behalf of, the school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction. (§99.31(a)(6))

- To accrediting organizations to carry out their accrediting functions. ((§99.31(a)(7))

- To parents of an eligible student if the student is a dependent for IRS tax purposes. (§99.31(a)(8))

- To comply with a judicial order or lawfully issued subpoena. (§99.31(a)(9))

- To appropriate officials in connection with a health or safety emergency, subject to §99.36. (§99.31(a)(10))

- To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense, subject to the requirements of §99.39. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding. (§99.31(a)(13))

- To the general public, the final results of a disciplinary proceeding, subject to the requirements of §99.39, if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school's rules or policies with respect to the allegation made against him or her. (§99.31(a)(14))
- To parents of a student regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21. (§99.31(a)(15))

VETERANS MILITARY EDUCATION ASSISTANCE

Bidwell Training Center (BTC) is an approved institution for Veterans Military Education assistance. Therefore, members of military service, former members of military service, and dependents of members/former members of military service can apply for GI Bill ®* entitlement while enrolled at BTC. These students should contact U.S. Department of Veterans Affairs (VA) to determine eligibility at 1-888-442-4551 or www.vets.gov. Students should also work closely with their School Certifying Official (SCO) as identified during orientation. The SCO will assist the student in preparing and submitting enrollment certification data to VA.

*"GI Bill ®" is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at www.benefits.va.gov/gibill.

To better enable BTC to promptly complete the VA certification process, it is beneficial for Ch. 31 and Ch. 33 Veteran students to communicate as soon as possible with the School Certifying Official by:

1. Submitting a certificate of eligibility or "Statement of Benefits" for entitlement to educational assistance no later than the first day of career training.

2. Provide additional information necessary for the proper certification of enrollment by the educational institution.

Satisfactory Progress

As is the expectation of all students, satisfactory progress must be made in the areas of academics, attendance, and conduct. For academically struggling Veteran students, seek tutorial assistance either on campus with faculty or off-campus through VA educational assistance at https://www.vets.gov/education/gi-bill/tutorial-assistance.

The law requires that educational assistance benefits to Veterans, and other eligible persons, be discontinued when the student ceases to make satisfactory progress toward completion of his or her training objective. When a Veteran student has failed to maintain prescribed standards of progress, resulting in termination, the VA must be informed promptly. If a Veteran student fails to meet the minimum required levels of academic progress, a consultation with the training department director is scheduled. According to Bidwell Training Center's satisfactory progress statement, a student who fails to achieve a minimum grade point average (GPA) of 1.50 at 25% completion, 1.75 at 50% completion, and 2.00 for the remainder of the quarters and a cumulative course GPA of 2.00, if the veteran student has not achieved the minimum grade point average, the student will be terminated from training.

Veterans are required to make satisfactory progress toward graduation. If a veteran is placed on Academic Dismissal, GI Bill® entitlement will be terminated. Veterans who are not making satisfactory progress will be required to provide mitigating circumstances to the Department of Veterans Affairs (DVA) for reinstatement of entitlement.

Mitigating Circumstances

Veterans or dependents eligible for DVA entitlement should use the following as a guide for determining mitigating circumstances (circumstances which directly hinder eligible veterans or dependents pursuit of a course, and which are judged to be out of the student's control). The following are some general categories of mitigating circumstances:

- Serious illness of the eligible veteran or dependent.
- Serious illness or death in the eligible veteran's or dependent's immediate family.
- Immediate family or financial obligations which require a change in terms, hours or place of employment which precludes pursuit of a course.
- Discontinuance of a course by a school.
- Active-duty military service, including active duty for training.
- Withdrawal from a course or receipt of a non-punitive grade upon completion of a course due to unsatisfactory work may be considered to be under mitigating circumstances if the student can demonstrate good faith pursuit of the course up to the point of withdrawal or completion and the student submits evidence that he/she applied for Tutorial Aid or consulted a school Academic Counselor or Advisor regarding an attempt to remedy the unsatisfactory work before withdrawal or completion.

Uninterrupted Education

Any Veteran student entitled to educational assistance under chapter 31, Vocational Rehabilitation and Employment, or chapter 33, Post-9/11 GI Bill®* benefits may fully participate in career training once a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 is presented, enrollment starts and ending on the earlier of the following dates:

1. The date on which payment from VA is made to the institution.
2. 90 days after the date the institution certified tuition and fees following the receipt of the certificate of eligibility.

Bidwell Training Center will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the require that a Veteran student borrow additional funds, because of the individual's inability to meet financial obligations to the school due to the delayed disbursement funding from VA under chapter 31 or 33.

In addition, Vet Center is a community-based resource, part of the U.S. Department of Veterans Affairs, and equipped to provide post-war readjustment counseling: www.vetcenter.va.gov.

*"GI Bill ®" is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at www.benefits.va.gov/gibill.

TRAINING POLICIES & INFORMATION

CLASS SIZE

Class size and student to faculty ratio will range from approximately 5 to 24 students and may vary based on course (lecture/lab) and program.

CLOCK HOUR COMPUTATION

One *clock hour* is a unit of curricular material representing 50 *minutes* of instruction.

CREDIT HOUR COMPUTATION

Bidwell Training Center assumes that when registering for a program, the student accepts responsibility for full attendance in all classes and lab activities.

One semester *credit hour* equals 45 units comprised of the following academic activities:

- One *clock hour* in a *didactic* learning environment = 2 units
- One *clock hour* in a supervised *laboratory* setting of instruction = 1.5 units
- One *clock hour* of *externship* = 1 unit
- One *clock hour* of *out-of-class work* and/or preparation for the didactic learning environment or supervised laboratory setting of instruction that are designed to measure the student's achieved competency relative to the required subject matter objectives = 0.5 unit

UNIFORM POLICY

All training programs at Bidwell Training Center provide uniforms for students, which they must wear during normal school hours. In addition to the uniform policy, Bidwell Training Center prescribes professional appearance standards for all students to encourage professional development. All professional appearance standards apply when in uniform and are found in the section below.
See below for a detailed description of each program's uniform requirements:

Medical Assistant

- Light blue scrub tops & bottoms
- Base layer (plain white or black only)
- Close-toed shoes (clogs acceptable)

Medical Billing

- Gray MB polo shirt
- Black MB jacket (optional, if an outer layer is desired)
- Business casual bottoms/shoes (must comply with professional appearance standards)

Institutional Pharmacy Technician

- Dark blue scrub tops & bottoms
- Base layer (plain white or black only)
- Close-toed shoes (Crocs acceptable in compounding laboratory)

Chemical Laboratory Technician

- Red Chem Lab shirt
- Red Chem Lab fleece (optional, if outer layer is desired)
- Close-toed shoes (fully enclosed, no clogs)
- Business casual bottoms (no skirts, must comply with professional appearance standards)
- Safety goggles (lab only)
- White lab coat (lab only)

Culinary Arts

- Full chef uniform
    - BTC-issued chef coats
    - BTC-issued chef pants
    - BTC-issued white apron
    - BTC-issued chef hat
    - BTC-issued nonslip shoes (shoes not provided by BTC must be approved by program director)
- Culinary Tools (Thermometer, Notepad, Sharpie, etc)
- Knife Kit (beginning in Quarter 3)

Horticulture Technology

- BTC-issued green zip-up hoodie (if desired)
- BTC-issued top
    - Green T-shirt
    - Green long-sleeved T-shirt
- BTC-issued grey work pants
- BTC-issued headgear (if desired)
    - Grey sun hat
    - Grey winter beanie

PROFESSIONAL APPEARANCE STANDARDS

All programs require students to wear a uniform daily. Issued uniforms are to be worn in their entirety. For administration and other school staff to be able to identify a group of students in an emergency, it is not permissible to wear street clothes over the issued uniform, e.g., a hoodie, flannel shirt, coat, etc.
In cases where students are out of uniform (interview days, professional events, etc), Bidwell Training Center maintains a professional dress code in all classrooms and applied settings. All students will be responsible for knowing and following the dress code requirements. Appropriate appearance includes safety components of a working professional, including appropriate footwear. This policy applies to all students at any time on campus. The professional appearance requirements apply in addition to the uniform policy. Bidwell Training Center prescribes that adherence to the uniform and dress code requirements is a core component of conduct criteria.

The following are guidelines to uphold a standard of professional appearance:

- **Hair (head and facial):** Neatly groomed.

- **Body**: No offensive body odors; light use of any fragrance (in consideration of those who may have allergic reactions.)

- **General:** Uniforms must be clean, neat, and appropriately fitted.

- **Headgear:** None, except for religious observances or cultural needs. In some cases, headgear may be required for approved safety needs. All other headgear must be removed upon entering the building.

- **Tops/Dresses:** Cannot expose cleavage, breasts, abdomen, or lower back; cannot be excessively short, tight, torn, tattered, sheer or see-through; no shirts with profanity or offensive, or illegal images permitted. The observable lack of undergarments or exposed undergarments is prohibited.

  Inappropriate tops include, but are not limited to: e.g., camisoles tops, midriff shirts, and tops with bare shoulders, etc.

  Inappropriate dresses include, but are not limited to: e.g., mini-dresses, tunics, halter dresses, beach dresses, spaghetti-strap dresses, strapless dresses, etc.

- **Bottoms:** Full-length pants are required. Cannot expose buttocks or thighs; cannot be excessively tight, torn, tattered, sheer or see-through; must be fastened at the waist and cannot be excessively baggy. The observable lack of undergarments or exposed undergarments is prohibited.

  Inappropriate bottoms include, but are not limited to: e.g., shorts, miniskirts, casual pants such as pajamas, track or sweatpants, etc.

- **Footwear:** Flip-flops, beach shoes or sandals without straps are not permitted. Enclosed footwear is required by all programs due to safety requirements.

- **Piercings:** Piercings are permitted; however, they may be restricted by department due to safety or sanitation requirements.

- **Miscellaneous:** No sunglasses. Jewelry should not interfere with training-related tasks and may be restricted by department due to safety requirements.

The Uniform and Professional Appearance Standards are effective anytime you are in a school building on campus or involved in a program-related activity. If you are uncertain about acceptable attire, please ask your designated program staff. Some hair colors, piercings, and tattoos may restrict student externship placement or limit the graduate's employability in certain fields. Please plan accordingly in advance of opportunities.

Students are required to wear the issued program uniforms and shoes throughout their training period.

WORKPLACE EXPECTATION POINTS

The Personal Conduct Policy is enforced through the Workplace Expectation Points system. Violations of the conduct policy will result in the accumulation of points. This system tracks Satisfactory Professional Progress with the goal of preparing students to become professional and productive members of the workforce. Workplace Expectation Points are designed to be learning opportunities for student self-evaluation and professional development.

Depending on the severity of the conduct, students may face suspension or termination if deemed necessary by the designated program staff. Consequences of receiving Workplace Expectation Points are as follows:

- ¼ of the Workplace Expectation Points in a quarter: Written Warning
- ½ of the Workplace Expectation Points in a quarter: Meeting with Senior Director
- ¾ of the Workplace Expectation Points in a quarter: Meeting with Senior Director, suspension
- Exceed the maximum Workplace Expectation Points in a quarter: Termination

Senior Directors/Directors have the discretion to suspend a student for the remainder of the day when there is a significant disruption. Egregious acts of harm are subject to immediate termination.

Individual program length determines maximum point accrual within a quarter before termination.

- Chemical Laboratory Technician: 12 points in 1st to 3rd quarters; 3 points in 4th quarter
- Institutional Pharmacy Technician; 7 points per quarter
- Medical Assistant: 8 points per quarter
- Medical Billing: 8 points per quarter
- Horticulture Technology: 8 points per quarter
- Culinary Arts: 12 points in 1st to 3rd quarters; 11 points in 4th quarter

The Workplace Expectation Points regarding the Personal Conduct Policy are split between "Professionalism" and "Personal Conduct," depending on the severity of the violation.

Professionalism	
Forgot ID badge	0.5
Not prepared for class	0.5
Did not participate in class	0.5
Consuming food or beverage in the classroom	1
Did not meet uniform requirements	1
Unauthorized use of technology	1
Sleeping or the appearance of sleeping	1
Improper sign out/in procedure	1
Parking in restricted areas	1.5
Personal Conduct	
Inappropriate or unprofessional language or behavior	1.5
Willful disregard of directions	2
Disorderly conduct	3
Act of dishonesty	3
Egregious or repeat violations as outlined in the Personal Conduct Policy	Conduct Suspension & Student Status by Review

PERSONAL CONDUCT POLICY

Personal misconduct is any act which occurs on any Bidwell Training Center occupied premises, at Bidwell Training Center sponsored or supervised functions or events, which adversely affect the good order, discipline, or reputation of Bidwell Training

Center. Violation of Bidwell Training Center's personal conduct policy will result in disciplinary action as necessary, which includes, but is not limited to, written warning, suspension and/or termination.

Personal misconduct includes, but is not limited to the following:

1. Failure to comply with the directions of Manchester Bidwell Corporation / Bidwell Training Center officials acting within the scope of their duties.
2. Acts of dishonesty, including, but not limited to, the following: a. Cheating, plagiarism, or other forms of academic dishonesty, b. Furnishing false information to a school official or faculty member, c. Forgery, alteration, or misuse of any school document, record, or instrument of identification, d. Theft or vandalism in any form.
3. Any disruption of the campus environment, or interference with any school activity, including teaching, administration, or other public service functions on or off campus. Disruptions include but are not limited to sleeping, consuming food and beverage, cellphone use, excessive talking, crying, swearing, violent, abusive, indecent, unreasonably loud, or disorderly conduct.
4. Actual or threatened physical violence or causing an injury to any person (including self).
5. Engaging in any illegal acts as defined by the state or local laws.
6. The use, possession, or keeping of any firearm, weapon or explosive including but not limited to air pistols, BB guns, stun guns, pepper spray, paint guns, soft pellet guns, ammunition, fireworks, knives, martial arts equipment, archery equipment or any hazardous substance.
7. Unauthorized entry, use, or alteration of Manchester Bidwell Corporation physical or digital property.
8. Being under the influence of alcohol or illegal drugs.
9. Smoking and use of tobacco products on school premises.
10. Students who engage in inappropriate social media will be subject to disciplinary actions up to and including termination and legal recourse. Students shall not post any material that is obscene, defamatory, profane, libelous, threatening, harassing, abusive, inappropriate, confidential, or embarrassing to Bidwell Training Center, its students, externship affiliates, faculty and staff, visitors, or vendors.
11. Inappropriate and untimely use of technology. Computers, phones, headphones, watches, glasses, etc.,
12. Any form of harassment. Bidwell Training Center's Personal Conduct Code prohibits sexual harassment, sexual violence or any other inappropriate behavior toward any student, client or staff member
    a. Any violation of consent as defined as: Consent – A knowing and voluntary agreement to engage in specific sexual activity at the time of the activity. In order to be valid, consent must be knowing, voluntary, active, present and ongoing. Consent is not present when an individual is incapacitated due to alcohol, drugs, or sleep, or otherwise without capacity to provide consent due to intellectual or other disability or other condition.
    b. When alcohol is involved, incapacitation is a state beyond drunkenness or intoxication. When drug use is involved, incapacitation is a state beyond being under the influence of or impaired by the use of the drug. Alcohol and other drugs impact each individual differently. Determining whether an individual is incapacitated requires individualized determination.
    c. When determining whether a person has the capacity to provide consent, Bidwell Training Center will consider whether a sober, reasonable person in the same position knew or should have known that the other party could or could not consent to the sexual activity. When determining whether consent has been provided, all the circumstances of the relationship between the parties will be considered.
13. Engaging in public displays of affection.

DISCIPLINARY ACTION

Any violation of policies and procedures or behavior determined by the school to be disruptive or unprofessional will result in accrual of Workplace Expectation Points and lead to suspension and/or termination.
Hours missed due to suspension are counted as absent hours. **Disciplinary action is intended to be confidential; it should not be discussed with your peers.**

SUSPENSION/TERMINATION/APPEAL
Failure to comply with the rules and regulations of the school is cause for termination. In the event of suspension, the length of suspension will be determined at the time of infraction. In the event of termination, a written notice with the reason for termination will be provided. Students are required to return their ID badges and any school property (textbooks, uniforms, equipment, etc.) prior to leaving campus. Students terminated from Bidwell Training Center may appeal their termination by using the following procedure:

- Submit a termination appeal letter in writing to the Appeals Alias (appeals@manchesterbidwell.org), along with supporting documentation
- The submitted appeal must be timestamped within one week of the termination date
- Appeals which do not take the form of an emailed letter with supporting documentation will not be considered

Termination appeals are evaluated by a rotating committee of Bidwell Training Center staff and faculty to ensure fairness and consistency in the appeals process. The appeals process may take up to 10 business days. After reviewing the appeal, the committee will issue a letter of determination to the student with a final decision on their termination status. **If a student is reinstated after their appeal, they must be available to return to school immediately.**

In rare cases, when deemed appropriate, the committee may schedule an in-person meeting with the student to discuss their appeal. If such a situation occurs, failure to appear for the on-campus meeting will result in a denied appeal.
Please note the conditions for termination appeals listed below:

- Appeals submitted more than one week after the termination date will not be considered
- Failure to appear at any scheduled on-campus meetings will result in a denied appeal
- Any termination that was the result of an assault on a staff member or fellow student is not eligible for an appeal
- Any termination that was the result of a crime committed on campus is not eligible for an appeal

Terminated students lose all student privileges and will not be permitted on campus premises.

ATTENDANCE / TARDY POLICY

Good attendance is essential, and academic excellence cannot be achieved with frequent absences or tardiness. Employers inquire about your attendance record as a trainee and regard it highly when considering you for employment. Your attendance is your responsibility. Daily attendance will be taken by each of your instructors for all classes. **Poor attendance will result in disciplinary measures including termination.**

Bidwell Training Center uses a Workplace Expectation Points system to hold students accountable to professional standards and policies. As with any job, excessive absenteeism in job training is considered unprofessional. Therefore, any absence from school will result in Workplace Expectation Points depending on the type and severity of absence.

Attendance is taken promptly at the beginning of each class period. Instructors will mark students tardy or absent for each minute of class time missed. The Workplace Expectations points regarding Punctuality and Attendance are as follows.

Punctuality*	
Less than 10 minutes **Tardy or Left Early**	0.5
10 minutes or **more Tardy, Left Early, Signed Out of Class with Notice**	1
10 minutes or **more Tardy or Left Early without Notice**	1.5
*Multiple Violations Possible	
Attendance**	
Missed partial day and **contacted** by BTC Call-off Procedure	1
Missed partial day and **did not contact** by BTC Call-off Procedure	2
Missed day and **contacted** by BTC Call off Procedure	1.5
Missed Day and **did not contact** by BTC Call-off Procedure	4
**Single Greatest Violation	

Students receive Workplace Expectation Points when a policy violation or attendance issue occurs. These points are accrued each academic quarter. Training programs have different maximum point totals based on the length of each program. Students who exceed the total Workplace Expectation Points for a quarter are terminated from programming.

- Students are required to follow the schedule they receive in its entirety. Students are not permitted to "pick and choose" which classes they wish to attend. **No exception.**
- Should a student need to leave during class time, they are required to sign out and back in upon their return to class. Missing more than 10 minutes of class time (including tardy arrivals/early departures) within a period will result in Workplace Expectation Points.
- Any situation that prevents a student from attending class is counted as an absence.
- Whenever possible, personal appointments should be arranged during off-school hours to limit absences to emergencies only.
- **During a student's first five days of enrollment in their program of study, one absence without proper notification (according to BTC call-off policy) will result in administrative withdrawal from Bidwell Training Center and forfeiture of the one-time institutional grant.**
- Advanced notice to instructors is expected, and the student is responsible for all course material covered during their absence.
- Attendance is also tracked for potential nomination for Alpha Beta Kappa National Honors Society, and for monthly perfect attendance recognition.

All absences will accrue Workplace Expectation Points. However, termination will not occur as a result of compulsory appearances such as court subpoenas, jury duty, or military reserve duty, etc. Original documentation verifying the absence is required and must be submitted to the designated program staff prior to the event to be considered.

Workplace Expectation Points

Workplace Expectation Points are a quantitative measure of a student's overall professional behavior. Students receive Workplace Expectation Points for negative behavior. Examples include (but are not limited to):

Minor Violations

Punctuality	
Less than 10 minutes **Tardy or Left Early**	0.5
10 minutes or **more Tardy, Left Early, Signed-Out of Class with Notice**	1
10 minutes or **more Tardy or Left Early without Notice**	1.5

Attendance*	
Missed partial day and **contacted** by BTC Call-off Procedure	1
Missed partial day and **did not contact** by BTC Call-off Procedure	2
Missed Day and **contacted** by BTC Call–off Procedure	1.5
Missed Day and **did not contact** by BTC Call–off Procedure	4
*Single Greatest Violation	

Professionalism	
Forgot ID Badge	0.5
Not prepared for class	0.5
Did not to participate in class	0.5
Consuming food or Beverage in class	1
Did not meet uniform requirements	1
Unauthorized use of technology	1
Sleeping or the appearance of sleeping	1
Improper sign out/in procedure	1
Parking in restricted areas	1.5

Personal Conduct	
Inappropriate or unprofessional language or behavior	1.5
Willful disregard of instructions	2
Disorderly conduct	3
Act of dishonesty	3
Egregious or Repeat Actions as outlined in the Personal Conduct Policy Pg.46	Conduct Suspension & Student Status by Review

Minor Violations

Major Violations

Major Violations

BIDWELL TRAINING CENTER

Senior Directors/Directors have the discretion to suspend for the remainder of the day when there is a significant disruption. Egregious acts of harm will be subject to immediate termination.

CALL-OFF PROCEDURE DURING PROBATIONARY PERIOD

Career training at Bidwell Training Center is designed to simulate the workplace. BTC's probationary period, the first 5 days of school, is similar to a probationary period issued by companies for new employees. During this time, BTC reserves the right to release the student from training for violating school policies. Examples of these policies while under the probationary period include but are not limited to missing more than a day of training (reserved for emergency situations only); *failure to call off an absence or tardiness; and repeated violations of any school policies. ** During a student's first five days of enrollment in their program of study, one absence without proper notification (according to BTC call-off policy) will result in administrative withdrawal from Bidwell Training Center and forfeiture of the one-time institutional grant.*

CALL-OFF PROCEDURES

A student must call off before the course start time when unable to attend classes.
Call-offs must state whether the student will be absent for the entire day or state the expected arrival time, if calling off for part of the day. It is the student's responsibility to provide updates if their expected arrival time changes or if changing circumstances require their absence for the day. If a student needs to leave early, a call-off must be sent before leaving campus for the day. A professional call-off does not need to include the reason for calling off.
In the event of consecutive absences, the student must call off every day absent. Call-offs will NOT be accepted from another enrolled student. In the event of extreme circumstances such as hospitalization without physical ability to call off, a call off may be received from your emergency contact.
Call offs must be sent to the official program email alias:

Chemistry@manchesterbidwell.org
IPT@manchesterbidwell.org
MA@manchesterbidwell.org
MB@manchesterbidwell.org
Horticulture@manchesterbidwell.org
Culinary@manchesterbidwell.org

No other method for calling off, including text messaging or phone calls, is acceptable.

SCHOOL DELAY/CLOSING

In the event of severe weather, BTC does not adhere to the closing policies or schedule of the Pittsburgh Public Schools or any other school.

Closing and delays will be announced through local media on WPXI TV, Channel 11 and www.wpxi.com.

Please Note: Each person needs to determine if travel is safe based on the conditions on his/her travel route.

MAKE UP EXAMS AND ASSIGNMENTS MISSED

The student is required to make up exams, assignments, and coursework that have been missed due to absence from class. It is the student's responsibility to discuss make-up assignments with each instructor, and to complete all work/tests upon return or as scheduled.

Exams

Any student who was absent for a scheduled test or exam must make the test up upon their return to school. The student must schedule a time with their instructor to take the makeup test. Makeup tests must be scheduled via email on the day of the student's return.

The makeup exam will be **completely different** from the exam given on the scheduled day but will cover the same material. It may also be in a different testing format.

Coursework and Assignments

It is the student's responsibility to make up any assignments missed when absent. The student should meet with each instructor to make up any coursework missed. Pop quizzes cannot be made up. Any assignment that was due the day of a student's absence must be turned in upon return.

Assignments turned in past the assigned due date are late. A late assignment is graded with a 10% grade deduction per school day it is late, based on your program schedule. Assignments turned in more than five school days past the due date will result in 0%.

STUDENT EVALUATION/GRADING SCALE

The progress and quality of students' work is measured by a system of letter grades and grade percentages and points. The meaning of each grade and its equivalent percentage of point value is as follows:

Grade	Point Value/Definition
A (92 – 100%)	4.00
B (83 – 91%)	3.00
C (75 – 82%)	2.00
D (66 – 74%) Passing but unsatisfactory	1.00
F (Below 66%) Failure	0.00
P	Pass
I (incomplete grade 0% value)	0.00
W (Withdrawal)	0.00

If a student receives a "F" letter grade in any class, they will be academically withdrawn from their program of study.
Progress is evaluated each grading period by each instructor. Instructors will distribute evaluation criteria for each course. Progress reports are issued to each student at the end of the quarter and upon program completion. Extenuating circumstances can delay issuance of grades.
Designated program staff will provide class schedules and quarter start/end dates.
A Bidwell Training Center diploma is awarded to students who have successfully completed all coursework and obtained a minimum C (2.00) overall average.

OUT-OF-CLASS WORK

Out-of-class work or homework refers to learning tasks assigned to students to be completed outside of classroom or faculty instruction hours. An essential part of every program of study, out-of-class work enables students to master course objectives and leads toward the achievement of overall program objective.

TYPES OF OUT-OF-CLASS WORK

Common out-of-class work includes but is not limited to reading and writing assignments, mathematical problems, projects and case studies, worksheets, research work, journal entries, review of key concepts and principles, and other learning activities aimed at building and/or enhancing specific skills in a particular subject field.
Out-of-class assignments are designed for various purposes such as reinforcing what students have already learned, preparing them for upcoming lessons, applying concepts and principles to new situations, or exercising their critical thinking and problem-solving skills in theoretical or practical cases.

ASSIGNMENT OF OUT-OF-CLASS WORK

Out-of-class work is assessed in varied ways. Typically specified in the outline portion of the course syllabus, out-of-class work is to be completed by the students on their own time outside of their scheduled class hours according to instructions by the faculty of the course.

FINAL GRADE APPEALS

Students at Bidwell Training Center have protection from improper evaluation of a course. Student academic performance will be evaluated on an academic basis, this includes the ability to apply skills and not on a student's opinions or conduct in matters unrelated to academic standards. The course syllabus will contain and articulate the evaluation standards and grading criteria by which student performance is measured for that particular course. Each student is responsible for meeting standards of academic performance established for each course in which the student is enrolled. If the student believes a final grade is incorrect the student needs to discuss this with the instructor.

A student may dispute his or her academic evaluation by completing the Final Grade Appeal Form if the student believes that the evaluation standards and grading criteria contained in the course syllabus were not followed by the instructor or were imposed in an arbitrary or capricious manner. Any student who believes that he or she has been unfairly graded should report concerns to the designated program staff. All Final Grade Appeals must be submitted within 1-week after the final grade was issued. Appeals submitted after the required 1-week time frame will not be reviewed.

INCOMPLETE GRADE POLICY (DEFINED)

An incomplete ("I") grade signifies that all course requirements have not been met. If circumstances exist beyond the control of the student, as determined by the instructor, the following applies:

1. The instructor will assign a grade of "I", for missed coursework.
2. The "I" becomes an "F" at the end of the academic quarter unless the grade is changed by the instructor to a letter grade earned from completion of the requisite work.
3. Extensions for completion of instructional work will only be approved for extenuating circumstances and cannot exceed a maximum of 1 week beyond the current quarter.
4. Students receiving a grade of "I" incomplete will NOT be re-enrolled for courses in which an "I" has been assigned.

5. An "I" grade must be resolved with an appropriate earned grade prior to the student being eligible to attempt externships or be considered for graduation. Students may not graduate with an outstanding "I" grade or any "I" grade converted to an "F".

SATISFACTORY ACADEMIC PROGRESS (SAP) STATEMENT

Satisfactory progress is required. To remain enrolled in training, students must maintain the following minimum standards: (1) maintain minimum grade point average (GPA) of 1.50 at 25% completion, a 1.75 at 50% completion, and 2.00 for each of the remainder of the quarters and cumulative course GPA of 2.00, and (2) meet other specified academic and nonacademic conditions. Diplomas will be awarded to students upon successful completion of training; once all grades are verified; and Progress Reports and Final Transcripts are issued.

Quarter 1/25%	Minimum 1.50 GPA
Quarter 2/50%	Minimum 1.75 GPA
Quarter 3/75%	Minimum 2.00 GPA
Final QPA/ Graduation	Minimum 2.00 GPA

Unsatisfactory Progress

Students can be dismissed for unsatisfactory progress related to academics, problems interfering with schoolwork, or other conditions contributing to the inability to progress.

LEAVE OF ABSENCE

When deemed appropriate, students may request their enrollment status be temporarily paused with a leave of absence (LOA). An LOA is only granted for serious matters, such as, but not limited to:

- Debilitating injury/illness
- Long-term jury duty
- Funerals*
- Compulsory court appearances**
- Natural disaster
- Military service-related commitments

Temporary illnesses, like a cold or seasonal flu, do not qualify for a leave of absence. In addition, childcare responsibilities, doctor's appointments, physical therapy, and/or other elective absences will not be considered for LOA.

All LOA requests must be accompanied by supporting documentation. Supporting documentation is used to establish the necessity of the LOA as well as its timeframe. Examples include, but are not limited to:

- Hospital discharge papers with recovery instructions which cannot be reasonably accommodated by the school
- Obituaries or funeral notices for immediate family members*
- Compulsory court appearances via subpoenas**
- Military orders (active duty or reserve)

LOA requests without supporting documentation will not be considered.

Students requiring a leave of absence must obtain an Enrollment Status Change Form from the Registrar. Students must complete the Enrollment Status Change form, attaching the required supporting documentation before submission. Completed Enrollment Status Change forms must be submitted to the program director for consideration. Once the request for LOA is in writing, the program director will consult with the Vice President to determine if an LOA is appropriate. The program director will contact the student with final approval once all documentation is received. Students returning from LOA will receive a makeup work plan from their program director.

***LOAs for funerals:**

Students may request an LOA to attend funerals/memorial services for their family members. For immediate family members (grandparents, parents, siblings, spouses, children), a consecutive 3-day LOA will be granted if proper documentation is submitted. For non-immediate family members (cousins, aunts, uncles, etc), a 1-day LOA will be granted if proper documentation is submitted.

Students requesting an LOA for a funeral must submit an obituary or funeral announcement which lists the date of the funeral service to be considered for LOA. The LOA date range must include the day of the funeral based on this documentation. Students may not take a funeral LOA outside of the date range of the actual funeral. **Requests without supporting documentation will not be approved. In addition, requests submitted after the funeral date will not be considered.**

****LOAs for court appearances:**

Students may request an LOA to attend compulsory court dates, based on subpoenas. All LOA requests must be submitted along with a subpoena which lists the date of the court appearance. **Requests without supporting documentation will not be approved. In addition, requests submitted after the court appearance date will not be considered.**

Students who do not follow these LOA procedures will not be granted an LOA and are expected to attend school as scheduled. The school reserves the right to require additional documentation from outside sources in order to substantiate an

LOA request. As a condition for approving a student's LOA request, there must be a reasonable expectation that the student will return from the LOA. All LOA requests are subject to approval by the designated program staff and BTC Vice President.

Military Leave of Absence
In the event of a student being called or ordered to active military duty, a copy of the orders must be given to the designated program staff and BTC's certifying VA official. Once the requested military leave of absence is approved, the student will have the ability to reenroll in a future class of the same major at Bidwell Training Center or return in the current cohort pending circumstances. The student's prior institutional grant will be reapplied to the return class.

Educational Leave of Absence – 51 Pa. Cons. Stat. §7313
Whenever any member of the Pennsylvania National Guard or other reserve component of the armed forces of the United States shall be called or ordered to active duty, other than active duty for training, including, in the case of members of the Pennsylvania National Guard, active State duty, the educational institution in which the member is enrolled shall grant the member a military leave of absence from their education. Persons on military leave of absence from their educational institution shall be entitled, upon release from military duty, to be restored to the educational status they had attained prior to their being ordered to military duty. It shall be the duty of the educational institution to refund tuition of fees paid or to credit the tuition and fees to the next semester or term after the termination of the educational military leave of absence at the option of the student.

WORKFORCE DEVELOPMENT FIELD VISITS AND GUEST SPEAKERS

Field trips can be an important and enjoyable element of education. They often significantly enhance the content of a course by providing information that can be difficult to convey in the classroom. A field trip is defined as a course-related activity that serves an educational purpose and occurs outside of the classroom at a location other than on the campus of Bidwell Training Center.

- All students are reminded that this trip is an extension of the classroom, and as such, all Bidwell Training Center Rules and Regulations pertain throughout the course of this trip.
- Students are not to ride any form of transportation other than the transportation officially provided by Bidwell Training Center.
- The field trip is to begin and end from Bidwell Training Center.

Guest speakers have become an important part of the educational experience for students. They expose students to real-world life experiences from the perspective of a working professional in their field of study. BTC schedules program-specific guest speakers for all students within each of its training departments.

EXTERNSHIP

Externship is the final step in designated programs at Bidwell Training Center and is an opportunity for students to combine academic theory with career-related practical skills in a supervised setting. Externship experience is an extremely useful tool in preparing students to hone their skills and supplement their educational experience. Students will demonstrate live tasks and objectives related to their program and will have an opportunity for advanced application of academic theory in the workplace.

The Employment Coordinator begins working with students prior to the scheduled externship course. Students attend meetings and are advised in the following areas: standards and expectations, importance of completing the required health certificate (where applicable), conduct and professionalism, background checks, attendance, communication, confidentiality, supervision, tracking of hours, evaluation and grading, and the transition to employment.

- Because externships are considered a class and must be successfully completed as a graduation requirement, students may not be paid.
- **Background checks and health records including a drug screen are required for externship placement in the Allied Health programs (Medical Assistant, Medical Billing, Institutional Pharmacy Technician). Drug screening, background checks, health records, etc. may be required for students in the Chemical Laboratory Technician program.** The inability to be placed on an Externship due to a failed background check, failed drug screen, or failure to submit required clearance documents, including health records by the published deadline(s), will result in termination from Bidwell Training Center. See Background Checks and Health Records/Immunizations below.
- Students are expected to complete a minimum of 30-hours per week and not exceed 40-hours per week of externship study.
- Should extenuating circumstances require a student to call-off, the Employment Coordinator and externship site supervisor must be notified in advance of the scheduled hours missed. Failure to do so will result in disciplinary action up to and including termination from the program.
- Students who no-call/no-show during externship will be terminated from Bidwell Training Center.
- Students are required to complete 100% of the externship clock hours to fulfill graduation requirements. Any externship hours missed will be added to the end of the externship and must be fulfilled.

Upon completion of the required externship hours, each student meets with the Employment Coordinator for an exit interview to discuss their performance and feedback from the externship supervisor. All student externship records and externship agreements with local employers are maintained by the Employment Coordinator.

PROFESSIONAL CONDUCT REQUIREMENTS
Students are expected to conduct themselves professionally and follow the Bidwell Training Center personal conduct policy while on externship. If a student is dismissed from their externship site for a personal conduct violation, the student will receive the grade of F for the externship and will not graduate.

BACKGROUND CHECKS AND HEALTH RECORDS/IMMUNIZATIONS
Externships in the Chemical Laboratory Technician program and Allied Health programs (Medical Assistant, Medical Billing, Institutional Pharmacy Technician) will require additional background checks and health records, drug screen, and immunization records prior to the start of the externship. **It is the students' responsibility to acquire these documents which can incur an out-of-pocket cost.**

Students in all other programs will be individually advised on required further background checks, drug screens, and required submission of health records.

Chemical Laboratory Technician students may be required to submit a 10-Panel drug screen prior to the start of the externship, dependent on the externship site's requirements. The necessity of drug screening, additional background checks, and health records are individually advised.

All Allied Health (Medical Assistant, Medical Billing, Institutional Pharmacy Technician) students are required to submit ACT 73 FBI, ACT 33: Child Abuse Clearance, 10-Panel Drug Screen, annual physical within one year, Proof of Immunizations (Hep B, Tdap), TB status by 2 step PPD skin test (4 visit process) or QuantiFERON Gold blood test or Chest X-ray.

GRADUATION REQUIREMENTS

The student is responsible for meeting all requirements for graduation. The institution may offer additional assistance to the student; but the final responsibility for meeting the requirements for graduation rests with each student. The graduation requirements are:

1. satisfactory completion of the required subjects in the prescribed curriculum,
2. attainment of minimum of 2.00 GPA (cumulative),
3. satisfactory progress by not exceeding the maximum Workplace Expectation Points in a quarter,
4. completion of an Exit Counseling, and
5. application for graduation with ink signature.

MAXIMUM TIME TO COMPLETE A PROGRAM

The maximum time frame allowed for successful completion of any program shall not exceed 1.5 times, or 150%, the normal length of time to complete a program. The requirements for rate of progress are used to ensure that students are progressing at a rate at which they will complete their programs within the maximum allowable time frame. All students are evaluated at the end of every term in order to determine satisfactory academic progress (SAP).

Program	Grade Point Average	Clock Hours	Maximum Clock Hours
Chemical Laboratory Technician Diploma	2.00 or better	1410	2115
Institutional Pharmacy Technician Diploma	2.00 or better	695	1042
Medical Assistant Diploma	2.00 or better	790	1185
Medical Billing Diploma	2.00 or better	950	1425
Horticulture Technology Diploma	2.00 or better	756	1134
Culinary Arts Diploma	2.00 or better	1128	1692

CHANGE OF STATUS

The school keeps records of each student; therefore, important changes such as address, phone number, emergency numbers, and names should be kept current. It is a student's responsibility to report changes in name, permanent address, or permanent phone number to the Registrar's Office. Students must report all status changes to the designated program staff in a timely manner. The name on a student record should be the student's complete and legal name. Bidwell Training Center reserves the right to require adequate and appropriate documentation when evaluating and processing all name change requests.

Student status changes include:

- Program withdrawal without expected return.
- Leave of absence with expected return.
- Termination due to not meeting academic, attendance requirements, or violation of conduct policies.

Please note that changing your status may affect the following:

- Satisfactory Academic Progress or institutional financial aid.
- Veterans Benefits or funding from another source may be affected.

Graduation

Upon successful completion of all academic, attendance, externship (where applicable), and training requirements, students will receive a Bidwill Training Center diploma. Graduates and their guests will be invited to attend BTC's annual commencement exercises; details will be provided prior to the event.

Termination

Failure to comply with the rules and regulations of the school is cause for termination. In the event of termination, a written notice with the reason for termination will be provided. Students are required to return their ID badges and any school property (textbooks, uniforms, equipment, etc.) prior to leaving campus. Students terminated from Bidwell Training Center may appeal their termination by using the following procedure:

- Submit a termination appeal letter in writing to the Appeals Alias (appeals@manchesterbidwell.org), along with supporting documentation
- The submitted appeal must be timestamped within one week of the termination date
- Appeals which do not take the form of an emailed letter with supporting documentation will not be considered

Termination appeals are evaluated by a rotating committee of Bidwell Training Center staff and faculty to ensure fairness and consistency in the appeals process. The appeals process may take up to 10 business days. After reviewing the appeal, the committee will issue a letter of determination to the student with a final decision on their termination status. **If a student is reinstated after their appeal, they must be available to return to school immediately.**

In rare cases, when deemed appropriate, the committee may schedule an in-person meeting with the student to discuss their appeal. If such a situation occurs, failure to appear for the on-campus meeting will result in a denied appeal.

Please note the conditions for termination appeals listed below:

- Appeals submitted more than one week after the termination date will not be considered
- Failure to appear at any scheduled on-campus meetings will result in a denied appeal
- Any termination that was the result of an assault on a staff member or fellow student is not eligible for an appeal
- Any termination that was the result of a crime committed on campus is not eligible for an appeal

Terminated students lose all student privileges and will not be permitted on campus premises.

Withdrawal
Students wishing to withdraw must request an **enrollment status change form** from the Registrar and submit the completed form to their Program Director. Once submitted, the students' withdrawal becomes effective immediately.

Disclosure
During the training experience, students have the affirmative obligation to report to their designated program staff any change in their criminal background status. This may have an impact on externship site assignments and future employment opportunities. Therefore, it is best to communicate your status change with the school so we can determine how to move forward.

TERMINATION OF ENROLLMENT BY BTC

An administrative program withdrawal is initiated by the school after three [3] consecutive days of no call/no show during a quarter. Students who fail to withdraw, abandon their academic study, fail to report while on externship, or otherwise fail to commence academic study after a quarter is complete are considered fully withdrawn from Bidwell Training Center.

Termination by the School
Failure to comply with rules and regulations of the school is cause for termination. If the student is not available in person, a written termination notice is signed by the designated program staff. This notice is mailed to the student at the address of record prior to completion.

WITHDRAW/TERMINATION OF ENROLLMENT BY STUDENT
Students wishing to withdraw must request an **enrollment status change form** from the Registrar and submit the completed form to their Program Director. Once submitted, the students' withdrawal becomes effective immediately.

COURSE AND FACULTY EVALUATIONS
Course and Faculty Evaluations are conducted at the midpoint and/or end of every grading period. Students are asked to critique various aspects of their training. Student comments on course content and instructor effectiveness assist the school leadership in making changes and modifications to improve the quality of programs, instruction, and student services.

STUDENT COMPLAINT/GRIEVANCE PROCEDURE
As a student-centered school, BTC strives to achieve high student satisfaction with its services and creating an environment where students are provided, friendly customer service, accurate information, and empowerment. To this end, the following principles will guide these procedures:

- Wherever possible, student complaints will be resolved through an informal process and at the lowest appropriate level of management.
- Student complaints will be handled with procedural fairness. All parties to a complaint will be informed of the specific allegations being made and will be given the opportunity to respond to any allegations made.
- Student complaints will be handled in a timely and confidential manner.
- Students will be notified of the outcome of their complaint.
- The responsibility for the academic evaluation of students rests with the BTC faculty.

At times, students may wish to voice a concern, complaint, or problem. General student concerns, problems, and complaints should first be addressed by the designated program staff as appropriate. If these situations remain unresolved, the student may submit their complaint, in writing, by completing the **Student Complaint Form, which can be obtained from the Director of Student Services and Academic Operations.** Specific completion and submission instructions are provided on the form.

Procedures:

- Completed Student Complaint Forms and all accompanying documentation will be submitted to the Director of Student Services and Academic Operations

- The Director of Student Services and Academic Operations will log-in the receipt of the Student Complaint and forward the form and all accompanying documentation to the designated program staff and appropriate BTC leadership member(s) for review, investigation, and resolution.

- Upon resolution with the student, the Director of Student Services and Academic Operations should confirm the resolution with the student, in writing, through e-mail and require the student to confirm their acceptance of the resolution, in writing, through e-mail.

- It is the Director of Student Services and Academic Operations' responsibility to notify all appropriate BTC staff of follow-up actions that are required.

- Upon resolution with the student, the Director of Student Services and Academic Operations will complete the BTC portion of the Student Complaint Form and return the form, any accompanying documentation, and the students e-mail acceptance to the designated program staff.

- The originals of all documents should be included in the student's file.

If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Pennsylvania State Board of Private Licensed Schools Board. All complaints considered by the PA PLS must be in written form.

Bidwell Training Center has adopted the Student Complaint/Grievance Procedure for addressing complaints including discrimination under Section 504 of the Rehabilitation Act of 1973. A person is not required to use this procedure and may instead file a complaint directly with the U.S. Department of Education's Office for Civil Rights, The Wanamaker Building, 100 Penn Square East, Suite 515, Philadelphia, PA 19107-3323, Telephone: (215) 656-8541.

COPYRIGHT PROTECTION POLICY
All Bidwell Training Center students, faculty and staff must comply with copyright laws and the provisions of licensing agreements that apply to software. Unauthorized distribution of copyrighted material, including unauthorized peer- to-peer file sharing, may subject the student, faculty and/or staff member to civil and criminal liabilities. Bidwell Training Center will cooperate fully with any investigation by public authorities related to the unauthorized distribution of copyrighted material. Students, faculty and/or staff found guilty will be subject to the full extent of fines and penalties imposed, as well as facing disciplinary action from the school. Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than $750 and not more than $30,000 per work infringed. For "willful" infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion, also assess costs and attorney's fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense. For more information, please see the website of the U.S. Copyright Office at www.copyright.gov

SOCIAL MEDIA POLICY
Bidwell Training Center embraces the new opportunities available to us through social media. All BTC's campus use of social media must first be approved by a Senior Director. As employees and students of BTC, we must also avoid being perceived as an agent or representative of BTC in our personal use of social media. This means that if your personal use includes a reference to BTC, it is best to always make clear that your opinion does not represent those of Bidwell Training Center

Students shall not post any material that is obscene, defamatory, profane, libelous, threatening, harassing, abusive, inappropriate, confidential, or embarrassing to Bidwell Training Center, its students, externship affiliates, faculty and staff, visitors, or vendors. Students who engage in inappropriate social media will be subject to disciplinary actions up to and including termination and legal recourse.

PRIVACY RIGHTS: RECORDING PHOTOGRAPHING AND LIVE STREAMING
Bidwell Training Center is private property and supports our campus community's expectation and right to privacy. Students are not permitted to make audio or video recordings of any instruction, activity, or discussion.
Exception: Should a student request reasonable accommodation to record audio of lectures, with the expressed purpose of repetition to overcome a need, a request must be made in writing to Student Services.
Further, it is not permissible to capture images of students, faculty, or staff.
Exception: There may be occasions when an instructor permits students to photograph their class or laboratory work for a class project or inclusion in a professional portfolio.
Exception: Instructors may permit the use of cell phones for specific instructional exercises. Otherwise, cell phones must be silenced and kept in the student's pocket or personal baggage, so as not to disrupt learning environments.
Under no circumstances will students be allowed to conduct live, social media streaming of anything or anyone on campus.
Failure to abide by this policy will result in suspension or immediate termination.

VIDEO-RECORDING OR AUDIO-RECORDING POLICY
Pennsylvania's wiretapping law is a "two-party consent" law. Pennsylvania makes it a crime to intercept or record a telephone call or conversation **unless all parties to the conversation consent.** See 18 Pa. Cons. Stat. § 5703 (link is to the entire code, choose Title 18, Part II, Article F, Chapter 57, Subchapter B, and then the specific provision).

The law does not cover oral communications when the speakers do not have an "expectation that such communication is not subject to interception under circumstances justifying such expectation." See 18 Pa. Cons. Stat. § 5702 (link is to the entire code, choose Title 18, Part II, Article F, Chapter 57, Subchapter A, and then the specific provision). Therefore, you may be able to record in-person conversations occurring in a public place without consent. However, you should always get the consent of all parties before recording any conversation that common sense tells you is private.

In addition to subjecting you to criminal prosecution, violating the Pennsylvania wiretapping law can expose you to a civil lawsuit for damages by an injured party.

In the interests of an appropriate academic atmosphere in the classroom and encouragement of class participation, video- or audio- recording is not permitted without prior approval of the Instructor.

ELECTRONIC AND WIRELESS DEVICES POLICY

Using electronic or wireless devices in the classroom is a privilege, not a right. The use of these devices in the classroom is permitted on a class-by-class basis at the discretion of the instructor. Instructors may assign Workplace Expectation Points for the inappropriate use of electronic or wireless devices. This includes when such devices are required for the course but not available due to student error. Students should follow the policies outlined in the course syllabus and clarify with the instructor if they have questions about these policies. Students who have a need for these devices as reasonable accommodation should present the request to Student Services at the earliest opportunity.

Electronic/wireless devices are increasingly required for classroom activities. If required, the student is responsible for purchasing and maintaining these devices. This responsibility includes purchase, maintenance, registration/activation, maintaining the power source, and bringing these devices to class in good working order. Students should consult the course syllabus or the instructor regarding the specifics for devices required. It is important that electronic/wireless devices are used appropriately. The guidelines below are to direct the proper use of these devices in the classroom:

Remember that students are in the classroom for one reason: to learn. The use of electronic/wireless devices during class should be restricted to in-class activities, including taking notes, viewing the lecture slides presented by the instructor, or accessing the internet for class-related information. **Do not assume you can use these devices. Rather, check with the instructor and reference the course syllabus.**

As a student, you have the right to request that a classmate cease the inappropriate use of any electronic/wireless devices. You also have the right to speak to the instructor for reassignment of seat if you find any use of wireless/laptop devices distracting. Be aware that some students, for a variety of reasons, have permission to use devices in class.

Any Facetime or video calls need to be held in private so as not to accidentally record anyone against their wishes. Additionally, the use of cell phones or cameras in restrooms is prohibited.

Personal phone calls while in the cafeteria during lunchtime are strongly discouraged. Bidwell Training Center staff reserves the right to refuse service to anyone using a cell phone during the purchase process in the cafeteria.

ALCOHOL AND OTHER DRUGS POLICY

Bidwell Training Center is committed to freedom from illegal drugs, abuse of legal drugs, alcohol use on school property, as well as alcohol and drug use outside the school which adversely affects learning and student performance. In its effort efforts to safeguard the workplace, school property, and students from the effects of drug abuse, Bidwell Training Center strives to respect the privacy of students and employees while offering assistance towards helping those who have problems. Studies have shown that use of illegal drugs and abuse of alcohol increases the potential for accidents, absenteeism, tardiness, unsatisfactory performance, poor morale and damage. This includes prescription drugs that prohibit you from performing school related activities.

In accordance with the Drug-Free Schools and Community Act, Bidwell Training Center is declared a drug and alcohol-free school. The use of alcohol or unlawfully manufactured, distributed, or dispensed controlled substances, including medical marijuana (which federal law classifies as an illegal drug), anywhere on school property or while participating in school-related activities is prohibited. Furthermore, students are not permitted to report to school or to school-related activities under the influence. Students who violate this policy are subject to disciplinary action up to and including termination from the training program.

If struggling with drugs and/or alcohol addiction, contact Bureau of Drug and Alcohol Services at 412-350-3328 or the crisis intervention hotline at 1-888-424-2287.

SMOKE AND TOBACCO-FREE CAMPUS

Bidwell Training Center is committed to protecting the safety and welfare of its campus community. To that end, the school is declaring its premises to be a totally smoke and tobacco-free campus. This policy applies to:

1. all areas of the building owned or leased by the school. There are no designated smoking areas within any location or on any grounds;
2. no smoking in staff/student parking lot;
3. all school-sponsored offsite activities;
4. all vehicles owned or leased by the school.
5. all students and visitors.

The prohibition includes smoking by inhaling, exhaling, burning or carrying any lighted cigarette, cigar, pipe or other such device which contains tobacco, or other smoke or vapor producing products such as e-cigarettes. Other uses of tobacco or tobacco-like products including chewable tobacco and snuff are also prohibited.

Students who want to smoke during school hours must leave the premises during designated breaks. Bidwell Training Center is committed to being a good neighbor. Any student observed smoking, trespassing, congregating in front of, loitering on, or littering the property of neighboring businesses will be subject to suspension or termination. Ash receptacles are available at

building entrances and on campus for proper disposal of cigarette butts. Students will be marked tardy/absent for time missed out of class.

Tobacco cessation and awareness programs are available to students who desire to stop using tobacco. For coaching and resources on quitting smoking, contact 1-800-QUIT-NOW (1-800-784-8669) or go to www.quitnow.net today.

DRUG-FREE WORKPLACE POLICY
Bidwell Training Center supports the Drug-Free Workplace Act of 1988. Bidwell Training Center prohibits the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance, as listed in Schedules I through IV of Section 202 of the Controlled Substances Act (21 U.S.C. 812), on the properties of Bidwell Training Center. Violations of such prohibitions on School premises, or off-campus while conducting School-related business can result in disciplinary action up to and including termination or expulsion. Although Bidwell Training Center does not act as an arm of the law, members of the campus community have no immunity from enforcement of the law. Bidwell Training Center does not and cannot deny access to its property to law enforcement agents seeking to uphold federal and Pennsylvania drug laws. The disciplinary policy of the school permits taking action beyond or separate from any which may be taken by civil authorities. Distribution and use of prohibited drugs may threaten the physical and mental health of the user, as well as the welfare of other students and the academic community. Bidwell Training Center encourages any individual facing a drug or alcohol problem to seek prompt treatment. Counseling services are available with BTC's contracted professional counselor. Additional community resources can be requested from student advisors.

Bidwell Training Center does not permit the students or staff to be under the influence or use illegal drugs or alcohol in the facilities or on the property. Any infraction of this policy as stated in the Drug Free Workplace and Alcohol and other Drugs Policies signed by all students and employees yearly will result in immediate dismissal from the school. Those individuals seeking drug or alcohol counseling may contact your Advisor or the agencies listed below:

Gateway Rehabilitation Center
7, 777 Penn Center Blvd #111
Pittsburgh, PA 15235
(412) 373-2234

Gateway Rehabilitation Center
Professional Suites, 5818 Forbes Ave,
Pittsburgh, PA 15217
(412) 697-0928

United Hearts Pittsburgh
Drug & Alcohol Treatment Services
199-101 Amabell St,
Pittsburgh, PA 15211
(412) 634-4111

WEAPONS POLICY
Weapons, explosives and similar devices or items are strictly prohibited on campus. No person shall possess, carry, transport or convey any weapon including firearms, ammunition, paintball guns, explosives or explosive devices or other similar items onto any school premises or facilities. Violation of the policy could result in suspension or termination. The school will cooperate with local, state, and federal officials. Any tool needed for training will be provided by the training program.

SEXUAL HARASSMENT POLICY & GRIEVANCE PROCEDURES

1. **INTRODUCTION**
Bidwell Training Center ("Bidwell") is committed to providing a working and educational environment for all students, faculty, and staff that is free from sex discrimination, including sexual harassment. Every member of the Bidwell community should be aware that Bidwell is strongly opposed to sexual harassment, and that such behavior is prohibited by state and federal laws.

Bidwell does not discriminate on the basis of sex and prohibits sex discrimination in any education program or activity that it operates, as required by Title IX and its regulations, including in admission and employment. Sex discrimination is prohibited by Title IX of the Education Amendments of 1972, a federal law that provides:

> *No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance.*

As part of Bidwell's commitment to providing a working and learning environment free from sexual harassment, this Policy shall be disseminated widely to the Bidwell community through publications, the Bidwell website, new employee orientations, student orientations, and other appropriate channels of communication. Bidwell provides training to key staff members to enable Bidwell to handle any allegations of sexual harassment promptly and effectively. Bidwell will respond promptly to all reports of sexual harassment, and will take appropriate action to prevent, to correct, and if necessary, to discipline behavior that violates this policy.

2. SCOPE OF THE POLICY
This Policy governs sexual harassment that occurs in Bidwell's education programs or activities. This Policy applies to all students, employees, and third parties conducting business with Bidwell, regardless of the person's gender, gender identity, sexual orientation, age, race, nationality, class status, ability, religion or other protected status. Bidwell encourages victims of sexual harassment to talk to somebody about what happened – so victims can get the support they need, and so Bidwell can respond appropriately. As further described in this Policy, Bidwell will seek to respect a victim's request for confidentiality to the extent possible, while remaining ever mindful of the victim's well-being.

3. PROHIBITED CONDUCT
Sexual harassment comprises a broad range of behaviors focused on sex that may or may not be sexual in nature. Sexual harassment includes a school employee conditioning the provision of a school aid, benefit, or service on an individual's participation in unwelcome sexual conduct. Unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to Bidwell's education programs or activities also constitutes sexual harassment. Sexual assault, stalking, domestic violence, and dating violence are all forms of sexual harassment. Retaliation following an incident of alleged sexual harassment or attempted sexual harassment is strictly prohibited. The definitions for specific acts of sexual harassment can be found in the Definitions of Key Terms at the end of this Policy statement.
Sexual harassment can occur between strangers or acquaintances, or people who know each other well, including between people involved in an intimate or sexual relationship, can be committed by anyone regardless of gender identity, and can occur between people of the same or different sex or gender. **This Policy prohibits all forms of sexual harassment.**

4. OPTIONS FOR ASSISTANCE FOLLOWING AN INCIDENT OF SEXUAL HARASSMENT
Bidwell strongly encourages any victim of sexual harassment to seek immediate assistance. Seeking prompt assistance may be important to ensure a victim's physical safety and to obtain medical care. Bidwell strongly advocates that a victim of sexual harassment report the incident in a timely manner. Time is a critical factor for evidence collection and preservation.

Reporting Incidents of Sexual Harassment.

Victims of sexual harassment may file a report with the Pittsburgh Police Department. Victims may also file a report with Bidwell's Title IX Coordinator. More information about reporting an incident of sexual harassment can be found in Section 6 of this Policy, below.

Bidwell will respond promptly when it has actual knowledge of sexual harassment in its education programs or activities. The Title IX Coordinator will promptly contact the complainant to discuss the availability of supportive measures as described below, consider the complainant's wishes with respect to supportive measures, inform the complainant of the availability of supportive measures with or without the filing of a formal complaint, and explain to the complainant the process for filing a formal complaint. Bidwell will also provide the complainant with written notification about assistance available both within the Bidwell community and without.

A complainant may choose for the investigation to be pursued through the criminal justice system and/or through Bidwell's grievance procedures by filing a formal complaint as described in this Policy. Bidwell and the criminal justice system work independently from each other. Law enforcement officers do not determine whether a violation of this Policy has occurred. The Title IX Coordinator will guide the complainant through the available options and support the complainant in his or her decision.

Supportive Measures.

Bidwell's Title IX Coordinator will work with all students affected by sexual harassment to ensure their safety and support their wellbeing. This assistance may include providing supportive measures to support or protect a student after an incident of sexual harassment and while an investigation or disciplinary proceeding is pending. Supportive measures are non-disciplinary, non-punitive individualized services offered as appropriate, as reasonably available, and without fee or charge to the complainant or the respondent before or after the filing of a formal complaint or where no formal complaint has been filed. Such measures are designed to restore or preserve equal access to Bidwell's education programs and activities without unreasonably burdening the other party, including measures designed to protect the safety of all parties or Bidwell's educational environment, or deter sexual harassment.

Supportive measures may include:

- counseling,
- extensions of deadlines or other course-related adjustments,
- modifications of work or class schedules,
- campus escort services,
- mutual restrictions on contact between the parties,
- changes in work or housing locations,

- leaves of absence,
- increased security and monitoring of certain areas of the campus, and
- other similar measures.

Bidwell will maintain as confidential any supportive measures provided to the complainant or respondent, to the extent that it can reasonably do so and to the extent maintaining such confidentiality would not impair the ability of Bidwell to provide the supportive measures. The Title IX Coordinator is responsible for coordinating the effective implementation of supportive measures.

The measures needed by each student may change over time, and the Title IX Coordinator will communicate with each student throughout any investigation to ensure that any supportive measures are necessary and effective based on the students' evolving needs. Students who report an incident of sexual harassment may also be able to obtain a formal protection order from a civil or criminal court. Bidwell will work with the student and the applicable court to assist in the enforcement of any such protective orders.

Support Services Available.

Counseling, advocacy and support services are available for complainants, whether or not a complainant chooses to make an official report or participate in Bidwell's grievance procedures or criminal process. ***Bidwell Training Center does not provide counseling or health care services. Personal counseling offered by Bidwell will be limited to initial crisis assessment and referral.***

Sexual harassment crisis and counseling options are available locally and nationally through a number of agencies, including:

Contact information for professional and pastoral counselors:

UPMC resolve Crisis Network	1-888-7-YOU-CAN (1-888-796-8226)
Center for Victims	24-hour Helpline 412-392-8582
ESI EAP Powered by Totalcare	1-800-252-4555 code MANCHESTER BIDWELL CORP—STUDENT
Counseling and Wellness Center of Pittsburgh	412-322-2129
Pittsburgh Mercy	1-877-637-2924
Pittsburgh Pastoral Institute	1-877-611-9623

Confidential Support Resources:

Pittsburgh Action Against Rape	1-866-END-RAPE (1-866-363-7273)
Center for Victims	24-hour Helpline 412-392-8582
Women's Center & Shelter of Greater Pittsburgh	24-Hour Hotline: 412-687-8005
Persad Center	1-888-873-7723
Magee-Womens Hospital	412-641-4933
UPMC Mercy Hospital	412-232-8222

Evidence Preservation

Victims of sexual assault, domestic violence, or dating violence should consider seeking medical attention as soon as possible. It is important that a victim of sexual assault not bathe, douche, smoke, change clothing or clean the bed/linen where they were assaulted so that evidence necessary to prove criminal activity may be preserved. In circumstances where the victims do not opt for forensic evidence collection, health care providers can still treat injuries and take steps to address health concerns. Victims of sexual harassment are encouraged to also preserve evidence by saving text messages, instant messages, social networking pages, other communications, and keeping pictures, logs or other copies of documents, if they have any, that would be useful in connection with a Bidwell or police investigation.

5. Title IX Coordinator

Bidwell's Title IX Coordinator is responsible for monitoring and overseeing Bidwell's compliance with Title IX and the prevention of sexual harassment and discrimination. The Title IX Coordinator is:

- Knowledgeable and trained in Bidwell policies and procedures and relevant state and federal laws;
- Available to advise any individual, including a complainant, respondent, or a third party, about Bidwell and community resources and reporting options;
- Available to provide assistance to any Bidwell employee regarding how to respond appropriately to a report of Title IX-related prohibited conduct and related retaliation;
- Participates in ensuring the effective implementation of this Policy, including monitoring compliance with all procedural requirements, record keeping, and timeframes; and
- Responsible for overseeing training, prevention, and education efforts and annual reviews of climate and culture.

Inquiries or concerns about Title IX may be referred to Bidwell's Title IX Coordinator:
Audra Pavloski, M.Ed.
1815 Metropolitan Street
Pittsburgh, PA 15233
Phone: (412) 323-4000, ext. 189
Email: apavloski@manchesterbidwell.org

6. Reporting Policies and Protocols

Bidwell Training Center strongly encourages all members of the Bidwell community to report information about any incident of sexual harassment as soon as possible. Reports can be made to Bidwell and/or to law enforcement.

Reporting to Bidwell

An incident of sexual harassment may be reported to Bidwell's Title IX Coordinator, President, Chief Executive Officer, Vice President, Senior Director of Operations, or Director of Student Services. No other school officials or employees have the authority to institute corrective measures under these Policies and Procedures on behalf of Bidwell. Bidwell will not be deemed to have actual knowledge of alleged sexual harassment unless Bidwell's Title IX Coordinator, President, Chief Executive Officer, Vice President, Senior Director of Operations, or Director of Student Services possess such knowledge. Reports of sexual harassment to school officials or employees other than those will not confer actual knowledge to Bidwell of such allegations, unless one of these designated school officials subsequently obtains such actual knowledge.

If Bidwell's Title IX Coordinator is the alleged perpetrator of the sexual harassment, the report should be submitted to another designated school official. Filing a report with a school official will not obligate the victim to prosecute, nor will it subject the victim to scrutiny or judgmental opinions from officers.

Any person may report sex discrimination, including sexual harassment (whether or not the person reporting is the person alleged to be the victim of conduct that could constitute sex discrimination or sexual harassment), in person, by mail, by telephone, or by electronic mail, using the contact information listed in Section 5 for the Title IX Coordinator, or by any other means that results in the Title IX Coordinator or other designated school official receiving the person's verbal or written report. Such a report may be made at any time (including during non-business hours) by using the telephone number or email address, or by mail to the office address, listed for the Title IX Coordinator.

While there is no time limit for reporting, reports of sex discrimination or harassment should be brought forward as soon as possible. All incidents should be reported even if significant time has elapsed, but prompt reporting will better enable Bidwell to respond, investigate, provide an appropriate remedy, and impose discipline if appropriate. Note that if a complainant seeks to file a formal complaint for Bidwell to initiate an investigation into allegations of sexual harassment, the complainant must be participating in or attempting to participate in Bidwell's education programs or activities at the time of filing such formal complaint. Bidwell is committed to supporting the rights of a person reporting an incident of sexual harassment to make an informed choice among options and services available.

Bidwell will respond to all reports in a manner that treats each individual with dignity and respect and will take prompt responsive action to end any harassment, prevent its recurrence, and address its effects.

Reporting to Law Enforcement

An incident of sexual harassment can be reported to law enforcement at any time, 24 hours a day/7 days a week, by calling 911. At the complainant's request, Bidwell will assist the complainant in contacting law enforcement. If the complainant decides to pursue the criminal process, Bidwell will cooperate with law enforcement agencies to the extent permitted by law. A complainant has the option to decide whether or not to participate in any investigation conducted by law enforcement. Filing a police report will:

- Ensure that a victim of sexual assault receives the necessary medical treatment and tests

- Provide the opportunity for collection of evidence helpful in prosecution, which cannot be obtained later (ideally a victim of sexual assault should not wash, douche, use the toilet, or change clothing prior to a medical/legal exam)

Timely Warnings & Emergency Notifications

In the event that a situation arises, either on or off campus, that, in the judgment of the Director of Operations constitutes an ongoing or continuing threat, a campus wide "timely warning" will be issued. The Director of Operations will immediately notify the Bidwell community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or staff occurring at Bidwell, unless issuing a notification will compromise efforts to contain the emergency. The warning will be issued through the most effective and efficient means available and may include instant messaging to students and Bidwell employees. Notices may also include email messages, text messages, the posting of flyers in Bidwell buildings, and in-class announcements. Anyone with information warranting a timely warning or emergency notification should report the circumstances to the Director of Operations. Bidwell will provide adequate follow-up information to the community as needed.

Third-Party and Anonymous Reporting

In cases where sexual harassment is reported by someone other than the complainant (by an instructor, classmate, or friend, for example), the Title IX Coordinator will promptly notify the complainant that a report has been received. This Policy and the Procedures will apply in the same manner as if the complainant had made the initial report. The Title IX Coordinator will make every effort to meet with the complainant to discuss available options and resources. Reports from an anonymous source will be treated in a similar fashion.

No Retaliation

Bidwell prohibits retaliation against any individual for the purpose of interfering with any right or privilege secured by Title IX or, or because the individual has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in a Title IX investigation, proceeding, or hearing. Bidwell will take strong responsive action if retaliation occurs. Any incident of retaliation should be promptly reported to the Title IX Coordinator or Bidwell's Director of Operations.

Except as may otherwise be required by law, Bidwell will keep confidential the identity of any individual who has made a report or complaint of sex discrimination, including any complainant, any individual who has been reported to be the perpetrator of sex discrimination, any respondent, and any witness.

Charging an individual with a violation of Bidwell's conduct policies for making a materially false statement in bad faith in the course of a grievance proceeding does not constitute retaliation, provided, however, that a determination regarding responsibility, alone, is not sufficient to conclude that any party made a materially false statement in bad faith.

Coordination With Drug Free School Policy

Students may be reluctant to report instances of sexual harassment because they fear being disciplined pursuant to Bidwell's alcohol or drug policies. Bidwell encourages students to report all instances of sexual harassment and will take into consideration the importance of reporting sexual harassment in addressing violations of Bidwell's alcohol and drug policies. This means that, whenever possible, Bidwell will respond educationally rather than punitively to student alcohol or drug policy violations associated with reported sexual harassment.

7. Bidwell Policy on Confidentiality

Bidwell encourages victims of sex discrimination including sexual harassment to talk to somebody about what happened – so victims can get the support they need, and so Bidwell can respond appropriately.

This policy is intended to make students aware of the various reporting and confidential disclosure options available to them – so they can make informed choices about where to turn should they become a victim of sexual harassment or other forms of sex discrimination. Bidwell encourages victims to talk to someone identified in one or more of these groups.

Privileged and Confidential Communications – Professional & Pastoral Counselors

Professional, licensed counselors and pastoral counselors who provide mental-health counseling to members of the community (and including those who act in that role under the supervision of a licensed counselor) are not required to report any information about an incident to the Title IX coordinator without a victim's permission. *Bidwell does not provide professional or pastoral counseling, but can assist a victim of sexual harassment in obtaining support services from these groups or agencies*. Contact information for these support organizations is listed in Section 4 of this Policy.

NOTE: While these professional and pastoral counselors and advocates may maintain a victim's confidentiality vis-à-vis Bidwell, they may have reporting or other obligations under state law.

ALSO NOTE: If Bidwell determines that the alleged perpetrator(s) pose a serious and immediate threat to Bidwell's community, Bidwell's Director of Operations may be called upon to issue a timely warning to the community. Any such warning should not include any information that identifies the victim.

Reporting to a Designated School Official

A "designated school official" is a Bidwell employee who has the authority to institute corrective measures on behalf of Bidwell upon actual notice of sexual harassment.

A designated school official will report to the Title IX coordinator all relevant details about the alleged sexual harassment shared by the complainant – including the names of the complainant and respondent, any witnesses, and any other relevant facts, including the date, time and specific location of the alleged incident.

To the extent possible, information reported to a designated school official will be shared only with people responsible for handling Bidwell's response to the report. Designated school officials should not share information with law enforcement without the complainant's consent or unless the complainant has also reported the incident to law enforcement.

In addition to the Title IX Coordinator, Bidwell's designated school officials include the school's President, Chief Executive Officer, Vice President, Senior Director of Operations, and Director of Student Services.

Before a complainant reveals any information to a designated school official, the official should ensure that the complainant understands the official's reporting obligations – and, if the complainant wants to maintain confidentiality, direct the complainant to confidential resources.

If the complainant wants to tell the designated school official what happened but also maintain confidentiality, the official should tell the complainant that Bidwell will consider the request but cannot guarantee that Bidwell will be able to honor it. In reporting the details of the incident to the Title IX Coordinator, the official will also inform the Title IX Coordinator of the complainant's request for confidentiality.

Designated school officials will not pressure a complainant to request confidentiality, but will honor and support the complainant's wishes, including for Bidwell to fully investigate an incident. By the same token, designated school officials will not pressure a complainant to make a formal complaint and initiate a school investigation if the complainant is not ready to do so.

A complainant who at first requests confidentiality may later decide to file a formal complaint with Bidwell or report the incident to local law enforcement, and thus have the incident fully investigated.

Reporting to Title IX Coordinator

To the extent possible, information reported to the Title IX Coordinator will be shared only with people responsible for handling Bidwell's response to the report. The Title IX Coordinator should not share information with law enforcement without the complainant's consent or unless the complainant has also reported the incident to law enforcement.

Before a complainant reveals any information to the Title IX Coordinator, the Coordinator should ensure that the complainant understands the Coordinator's reporting obligations – and, if the complainant wants to maintain confidentiality, direct the complainant to confidential resources. If the complainant wants to tell the Title IX Coordinator what happened but also maintain confidentiality, the Coordinator should tell the complainant that Bidwell will consider the request but cannot guarantee that Bidwell will be able to honor it.

The Title IX Coordinator will not pressure a complainant to request confidentiality, but will honor and support the complainant's wishes, including for Bidwell to fully investigate an incident. By the same token, the Title IX Coordinator will not pressure a complainant to make a formal complaint and initiate a school investigation if the complainant is not ready to do so.

Requesting Confidentiality: How Bidwell Will Weigh the Request and Respond

If a complainant discloses an incident to the Title IX Coordinator but wishes to maintain confidentiality or requests that no investigation into a particular incident be conducted or disciplinary action taken, Bidwell must weigh that request against Bidwell's obligation to provide a safe, non-discriminatory environment for all students, including the complainant.

If Bidwell honors the request for confidentiality, a complainant must understand that Bidwell's ability to investigate the incident and pursue disciplinary action against the respondent will be limited. A complainant may provide the Title IX Coordinator with confidential knowledge of alleged sexual harassment and receive supportive measures from Bidwell without the complainant

filing a complaint and initiating an investigation. Although rare, there are times when Bidwell may not be able to honor a complainant's request in order to provide a safe, non-discriminatory environment for all students.

The Title IX Coordinator will evaluate requests for confidentiality. When weighing a complainant's request for confidentiality or that no investigation or discipline be pursued, the Title IX Coordinator will consider a range of factors, including the following:

- The increased risk that the respondent will commit additional acts of sexual harassment or other violence, such as:
    - whether there have been other sexual harassment complaints about the same respondent;
    - whether the respondent has a history of arrests or records from a prior institution indicating a history of violence;
    - whether the respondent threatened further sexual harassment or other violence against the complainant or others;
    - whether the sexual harassment was committed by multiple respondents;
- Whether the sexual harassment was perpetrated with a weapon;
- Whether the complainant is a minor;
- Whether Bidwell possesses other means to obtain relevant evidence of the sexual harassment (e.g., security cameras or personnel, physical evidence);
- Whether Bidwell has a legal obligation to report the harassment to the Police or otherwise take action;
- Whether the complainant's report reveals a pattern of perpetration (e.g., via illicit use of drugs or alcohol) at a given location or by a particular group.

The presence of one or more of these factors could lead the Title IX Coordinator to file a formal complaint to investigate and, if appropriate, pursue disciplinary action. If none of these factors is present, Bidwell will likely respect the complainant's request for confidentiality.

If Bidwell determines that it cannot maintain a complainant's confidentiality, Bidwell will inform the complainant prior to starting an investigation and will, to the extent possible, only share information with people responsible for handling Bidwell's response. Bidwell will remain ever mindful of the complainant's well-being, and will take ongoing steps to protect the complainant from retaliation or harm and work with the complainant to create a safety plan. Retaliation against the complainant, whether by students or Bidwell employees, will not be tolerated. Bidwell will also:

- assist the complainant in accessing other available victim advocacy, academic support, counseling, disability, health or mental health services, and legal assistance;
- provide other security and support, which could include issuing a no-contact order, helping arrange a change of course schedules (including for the respondent pending the outcome of an investigation) or adjustments for assignments or tests; and
- inform the complainant of the right to report a crime to local law enforcement – and provide the complainant with assistance if the complainant wishes to do so.

Bidwell may not require a complainant to participate in any investigation or disciplinary proceeding.

Because Bidwell is under a continuing obligation to address the issue of sexual harassment campus-wide, reports of sexual harassment (including non-identifying reports) will also prompt Bidwell to consider broader remedial action – such as increased monitoring, supervision or security at locations where the reported sexual harassment occurred; increasing education and prevention efforts, including to targeted population groups; conducting climate assessments/ victimization surveys; and/or revisiting its policies and practices.

If Bidwell determines that it can respect a complainant's request for confidentiality, Bidwell will also take immediate action as necessary to protect and assist the complainant. This includes the Title IX Coordinator promptly contacting the complainant to discuss the availability of supportive measures. A complainant's request for confidentiality will limit Bidwell's ability to investigate a particular matter. Bidwell may take steps to limit the effects of the alleged sexual harassment and prevent its recurrence without initiating formal action against the respondent or revealing the identity of the student complainant. Examples include: providing increased monitoring, supervision, or security at locations or activities where the harassment occurred; providing training and educational materials for students and employees; revising and publicizing Bidwell's policies on sexual harassment; and conducting climate surveys regarding sexual harassment.

Off-campus Counselors and Advocates. Off-campus counselors, advocates, and health care providers will also generally maintain confidentiality and not share information with Bidwell unless the complainant requests the disclosure and signs a consent or waiver form. Contact information for these off-campus resources can be found in Section 4 of this Policy.

8. Formal Complaint Investigation Procedures and Protocols

Bidwell will investigate all formal complaints of sexual harassment. A formal complaint must be in writing filed by a complainant or signed by the Title IX Coordinator alleging sexual harassment against a respondent and requesting that Bidwell investigate

the allegation of sexual harassment. A formal complaint form may be obtained from the Title IX Coordinator, although no particular form is required to submit a formal complaint so long as the complaint is in writing, signed by a complainant, alleges sexual harassment against a respondent, and requests an investigation. The Title IX Coordinator oversees Bidwell's investigation, response to, and resolution of all reports of prohibited sexual harassment, and of related retaliation, involving students, faculty, and staff.

As soon as practicable after receiving a formal complaint, the Title IX Coordinator will make an initial assessment of the formal complaint to determine whether the formal complaint, on its face, alleges an act prohibited by this Policy. If the Title IX Coordinator determines the formal complaint states facts which, if true, could constitute sexual harassment in violation of this Policy, the Title IX Coordinator will proceed through the formal investigation process (see below). If the Title IX Coordinator determines the complainant's report does not state facts that, if true, could constitute a violation of this Policy, the Title IX Coordinator will communicate this determination in writing to the complainant. In such circumstances the complainant may still file a report with the federal Office for Civil Rights, the police, or seek available civil remedies through the judicial system. The complainant may also re-file the report with Bidwell upon discovery of additional facts.

Bidwell will dismiss a formal complaint if the conduct alleged in the formal complaint would not constitute sexual harassment under Title IX even if proved, did not occur in Bidwell's education program or activity, or did not occur against a person in the United States. ***Such dismissal does not preclude action under another provision of Bidwell's code of conduct***. Bidwell may dismiss the formal complaint if a complainant notifies the Title IX Coordinator in writing that the complainant would like to withdraw the formal complaint; the respondent is no longer enrolled or employed by Bidwell; or specific circumstances prevent Bidwell from gathering evidence sufficient to reach a determination as to the formal complaint or allegations therein. Bidwell will promptly send written notice of the dismissal and reasons therefor simultaneously to the parties.

Notice

Upon receipt of a formal complaint, Bidwell will provide written notice of Bidwell's grievance process to the parties who are known. Bidwell will also provide the parties with notice of the allegations of sexual harassment potentially constituting sexual harassment, including sufficient details known at the time and with sufficient time to prepare a response before any initial interview. Sufficient details include the identities of the parties involved in the incident, if known, the conduct allegedly constituting sexual harassment, and the date and location of the alleged incident, if known. The written notice will include a statement that the respondent is presumed not responsible for the alleged conduct and that a determination regarding responsibility is made at the conclusion of the grievance process. The written notice will inform the parties that they may have an advisor of their choice, who may be, but is not required to be, an attorney, and may inspect and review evidence that is submitted to and/or collected by Bidwell in connection with the investigation. The written notice will also inform the parties of any provision in Bidwell's code of conduct that prohibits knowingly making false statements or knowingly submitting false information during the grievance process.

If, in the course of an investigation, Bidwell decides to investigate allegations about the complainant or respondent that are not included in a prior notice provided to the parties, Bidwell will provide notice of the additional allegations to the parties whose identities are known.

Voluntary Resolution

Voluntary resolution, when selected by all parties and deemed appropriate by the Title IX Coordinator, is a path designed to eliminate the conduct at issue, prevent its recurrence, and remedy its effects in a manner that meets the safety and welfare of the Bidwell community. If all parties voluntarily agree to participate in an informal resolution that does not involve a full investigation and adjudication after receiving notice of a formal complaint and if Bidwell determines that the particular formal complaint is appropriate for such a process, Bidwell will facilitate an informal resolution to assist the parties in reaching a voluntary resolution. Bidwell retains the discretion to determine which cases are appropriate for voluntary resolution.

Voluntary resolution may include: conducting targeted or broad-based educational programming or training for relevant individuals or groups; providing increased monitoring, supervision, or security at locations or activities where the harassment occurred; facilitating a meeting with the respondent with the complainant present; and any other remedy that can be tailored to the involved individuals to achieve the goals of the Policy.

Voluntary resolution may also include restorative principles that are designed to allow a respondent to accept responsibility for harassment and acknowledge harm to the complainant or to the Bidwell community. Restorative models will be used only with the consent of both parties and following a determination by the Title IX Coordinator that the matter is appropriate for a restorative approach.

Bidwell will not compel parties to engage in mediation or to participate in any particular form of informal resolution. As the title implies, participation in voluntary resolution is a choice, and either party can request to end this manner of resolution and pursue an investigation and adjudication at any time, including if voluntary resolution is unsuccessful at resolving the complaint.

In connection with any informal resolution process, Bidwell will provide written notice to the parties disclosing the allegations and the requirements of the informal resolution process. Bidwell will notify the parties that any time prior to agreeing to a resolution, any party has the right to withdraw from the informal resolution process and resume the grievance process with respect to the formal complaint. Bidwell must obtain the parties' voluntary, written consent to the informal resolution process. The informal resolution process may not be utilized to resolve allegations that a Bidwell employee sexually harassed a student.

The time frame for completion of voluntary resolution may vary, but Bidwell will seek to complete the process within 15 days of all the parties' request for voluntary resolution.

Formal Investigation Process

The burden of proof and the burden of gathering evidence sufficient to reach a determination regarding responsibility rests on Bidwell and not on the parties. The Title IX Coordinator is responsible for the investigation of a formal complaint. The Title IX Coordinator may designate a specially trained investigator (or team of investigators) to conduct the investigation.

Bidwell's process for responding to, investigating and adjudicating sexual harassment reports will continue during any law enforcement proceeding. The investigator may need to temporarily delay an investigation while the police are gathering evidence but will resume the investigation after learning that the police department has completed its evidence-gathering and will generally not wait for the conclusion of any related criminal proceeding.

The investigator will interview the complainant, respondent and any witnesses. They will also gather pertinent documentary materials (if any) and other information. Bidwell will provide, to a party whose participation is invited or expected, written notice of the date, time, location, participants, and purpose of all hearings, investigative interviews, or other meetings, with sufficient time for the party to prepare to participate. Each party shall have an equal opportunity to present witnesses, including fact and expert witnesses, and other inculpatory and exculpatory evidence. Bidwell will not restrict the ability of either party to discuss the allegations under investigation or to gather and present relevant evidence.

Time Frame for Investigation

Consistent with the goal to maximize educational opportunities and minimize the disruptive nature of the investigation and resolution, the Title IX Coordinator seeks to resolve all reports in a timely manner. In general, an investigation may last up to 30 days, from receipt of a formal complaint from the complainant or the Title IX Coordinator of the request to proceed with an investigation. Adjudication will generally take up to 30 days from the date the investigative report is provided to both the complainant and the respondent. The Title IX Coordinator may set reasonable time frames for required actions under the Policy. Those time frames may be extended for good cause as necessary to ensure the integrity and completeness of the investigation, comply with a request by external law enforcement, accommodate the availability of witnesses, accommodate absences or delays by the parties, the need for language assistance or accommodation of disabilities, account for school breaks or vacations, or address other legitimate reasons, including the complexity of the investigation (including the number of witnesses and volume of information provided by the parties) and the severity and extent of the alleged conduct. Any extension of the timeframes, and the reason for the extension, will be shared simultaneously with the parties in writing. Best efforts will be made to complete the process in a timely manner by balancing principles of thoroughness and fundamental fairness with promptness.

Where necessary, Bidwell will take prompt steps to protect complainants pending the final outcome of an investigation, including the provision of supportive measures to the complainant and/or the respondent. Bidwell may remove a respondent from the school's education programs or activities on an emergency basis, provided that Bidwell undertakes an individualized safety and risk analysis, determines that an immediate threat to the physical health or safety of any student or other individual arising from the allegations of sexual harassment justifies removal, and provides the respondent with notice and an opportunity to challenge the decision immediately following the removal. Bidwell may place a non-student employee respondent on administrative leave during the pendency of a grievance process.

Bidwell will provide both parties an equal opportunity to inspect and review any evidence obtained as part of the investigation that is directly related to the allegations raised in the formal complaint, including the evidence upon which Bidwell does not intend to rely in reaching a determination regarding responsibility and inculpatory or exculpatory evidence whether obtained from a party or other source, so that each party can meaningfully respond to the evidence prior to conclusion of the investigation. Prior to completion of the investigative report, Bidwell will send to each party and the party's advisor, if any, the evidence subject to inspection and review in an electronic format or a hard copy, and the parties will have at least 10 days to submit a written response, which the investigator will consider prior to completion of the investigative report. Bidwell will make all

such evidence subject to the parties' inspection and review available at any hearing to give each party equal opportunity to refer to such evidence during the hearing, including for purposes of cross-examination

Investigation Report

The investigator will prepare an investigative report that fairly summarizes relevant evidence and, at least 10 days prior to a hearing, send to each party and the party's advisor, if any, the investigative report in an electronic format or a hard copy, for their review and written response. Such report will include a statement of the allegations and issues, the positions of the complainant and respondent, a summary of the evidence (including from interviews and documentation gathered), an explanation why any proffered evidence was not investigated, assessment of individual credibility, and findings of fact and an analysis of whether a violation of the Policy has occurred. The investigator will use "preponderance of the evidence" as the standard of proof to determine whether a violation of the Policy occurred. Preponderance of the evidence means that the investigator must be convinced based on the information it considers that the respondent was more likely than not to have engaged in the conduct at issue in order to find the respondent responsible for violating the Policy. The complainant and respondent will be simultaneously notified of the completion of the investigation and provided with the investigator's report.

9. Grievance/Adjudication Procedures Hearing Panel
Bidwell will convene a hearing panel following the end of the investigation. The hearing panel determines whether the respondent is responsible or not responsible for a violation of the Policy.

The hearing panel will consist of one to three members as determined by the Title IX Coordinator. The Title IX Coordinator will designate the members of the hearing panel but will not serve as a panel member. The investigator responsible for Bidwell's investigation of the formal complaint may not serve as a panel member. The hearing panel members may include administrators, officers, lawyers or other individuals with relevant experience and special training. Panel members may participate remotely so long as Bidwell utilizes technology enabling the panel members and parties to simultaneously see and hear the party or witness answering questions. All panelists will receive training from experts in the field at least once a year. In addition to training on how the adjudicatory process works, the training will include specific instruction about how to approach students about sensitive issues that may arise in the context of sexual harassment. The complainant and respondent will be informed of the panel's membership before the hearing process begins. A complainant and/or respondent may challenge the participation of a panel member because of perceived conflict of interest, bias, or prejudice. Such challenges, including rationale, must be made to the Title IX Coordinator at least three days prior to the commencement of the hearing. At its discretion, the Title IX Coordinator will determine whether such a conflict of interest exists and whether a panel member should be replaced. Postponement of a hearing may occur if a replacement panelist cannot be immediately identified.

Advisors

Both the complainant and the respondent are entitled to be accompanied to any meeting or proceeding relating to the allegation of sexual harassment by an advisor or support person of their choice, provided the involvement of such advisor or support person does not result in the postponement or delay of such meeting as scheduled.

Written Submissions

Both the complainant and respondent will have the opportunity to submit written responses to the investigation report and other relevant information to the hearing panel. Each of the complainant and respondent will have the opportunity to review any written submissions by the other. The hearing panel may set reasonable parameters for these written submissions. The hearing panel will review the investigation report and written submissions.

Hearing Procedures

The Title IX Coordinator will give the complainant and respondent at least 10 days' advance notice of the hearing. The Title IX Coordinator may arrange to hold the hearing at an off-campus location. The hearing is a closed proceeding, meaning that no one other than the panel members, the complainant and respondent, their respective advisors, witnesses (when called), and necessary school personnel may be present during the proceeding. The Director of Operations will work with school staff so that any student whose presence is required may participate in the hearing.

In general, hearings will proceed as follows:

- The Title IX Coordinator may set reasonable time limits for any part of the hearing. Each of the complainant and respondent will have the opportunity to present witnesses and other information consistent with the Policy and these

Procedures. The panel may determine the relevance of, place restrictions on, or exclude any witnesses or information. When the complainant and respondent are not able to be present for the hearing panel, arrangements will be made for participation virtually, with technology enabling the participants simultaneously to see and hear each other.

- In cases where either the complainant or respondent opts not to participate in the hearing, the panel may still hear from the other.
- Additional hearing rules include:
    - Cross Examination. At the hearing, the hearing panel shall permit each party's advisor to ask the other party and any witnesses all relevant questions and follow-up questions, including those challenging credibility. Such cross-examination at the live hearing must be conducted directly, orally, and in real time by the party's advisor of choice and never by a party personally.
    - At the request of either party, Bidwell will provide for the hearing to occur with the parties located in separate rooms with technology enabling the hearing panel members and parties to simultaneously see and hear the party or the witness answering questions.
    - Only relevant cross-examination and other questions may be asked of a party or witness. Before a complainant, respondent, or witness answers a cross-examination or other question, the hearing panel must first determine whether the question is relevant and explain any decision to exclude a question as not relevant.
    - If a party does not have an advisor present at the live hearing, Bidwell will provide without fee or charge to that party, an advisor of Bidwell's choice, who may be, but is not required to be, an attorney, to conduct cross-examination on behalf of that party.
    - Information Regarding Romantic or Sexual History. Questions and evidence about the complainant's sexual predisposition or prior sexual behavior are not relevant, unless such questions and evidence about the complainant's prior sexual behavior are offered to prove that someone other than the respondent committed the conduct alleged by the complainant, or if the questions and evidence concern specific incidents of the complainant's prior sexual behavior with respect to the respondent and are offered to prove consent. The existence of a prior consensual dating or sexual relationship between the complainant and respondent by itself does not support an inference of consent to alleged sexual harassment.
    - Prior Conduct Violations. The hearing panel will not consider the respondent's prior conduct violations, unless the investigator provided that information to the hearing panel because the respondent was previously found to be responsible, and the previous incident was substantially similar to the present allegation(s) and/or the information indicates a pattern of behavior by the respondent.
    - The hearing panel may consider statements made by parties or witnesses, even if those parties or witnesses do not participate in cross-examination at the live hearing, in reaching a determination regarding responsibility.
    - Bidwell will not require, allow, rely upon, or otherwise use questions or evidence that constitute, or seek disclosure of, information protected under a legally recognized privilege, unless the person holding such privilege has waived the privilege.
    - Live hearings may be conducted with all parties physically present in the same geographic location or, at Bidwell's discretion, any or all parties, witnesses, and other participants may appear at the live hearing virtually, with technology enabling participants simultaneously to see and hear each other.

Bidwell will create an audio or audiovisual recording, or transcript, of any hearing and make it available to the parties for inspection and review. The panelists may request a copy or transcript of the recording. Cell phones and recording devices may not be used in the hearing room(s) unless approved by the panel in advance.

Panel Determinations/Standard of Proof

The hearing panel will issue a written determination regarding responsibility. The panel will use "preponderance of the evidence" as the standard of proof to determine whether a violation of the Policy occurred. Preponderance of the evidence means that a panel must be convinced based on the information it considers that the respondent was more likely than not to have engaged in the conduct at issue in order to find the respondent responsible for violating the Policy. The panel will find a student responsible, or not responsible, based on a majority vote. The panel will generally render a written determination within 10 days after the conclusion of a hearing.

The panel's written determination will include:

f) Identification of the allegations potentially constituting sexual harassment;
f) A description of the procedural steps taken from the receipt of the formal complaint through the determination, including any notifications to the parties, interviews with parties and witnesses, site visits, methods used to gather other evidence, and hearings held;

f) Findings of fact supporting the determination;
f) Conclusions regarding the application of Bidwell's code of conduct to the facts;
f) A statement of, and rationale for, the result as to each allegation, including a determination regarding responsibility, any disciplinary sanctions Bidwell imposes on the respondent, and whether remedies designed to restore or preserve equal access to Bidwell's education program or activity will be provided by Bidwell to the complainant; and
f) Bidwell's procedures and permissible bases for the complainant and respondent to appeal.

The parties will be informed of the results of the adjudication hearing by simultaneous written notice to both parties of the outcome of the formal complaint. The determination regarding responsibility becomes final either on the date that Bidwell provides the parties with the written determination of the result of the appeal, if an appeal is filed, or if an appeal is not filed, the date on which an appeal would no longer be considered timely.

10. Sanctions and Other Remedies
The hearing panel shall be responsible for imposing sanctions that are:

- Fair and appropriate given the facts of the particular case;
- Consistent with Bidwell's handling of similar cases;
- Adequate to protect the safety of the campus community; and
- Reflective of the seriousness of sexual harassment.

No disciplinary sanctions or other actions that are not supportive measures will be imposed against a respondent until the completion of Bidwell's grievance procedures, including any applicable appeal.

The hearing panel will consider relevant factors, including if applicable: (1) the specific sexual harassment at issue (such as penetration, touching under clothing, touching over clothing, unauthorized recording, etc.); (2) the circumstances accompanying the lack of consent (such as force, threat, coercion, intentional incapacitation, etc.); (3) the respondent's state of mind (intentional, knowing, bias-motivated, reckless, negligent, etc.); (4) the impact of the offense on the complainant; (5) the respondent's prior disciplinary history; (6) the safety of the Bidwell community; and (7) the respondent's conduct during the disciplinary process. The sanctioning decision will be communicated in writing to the complainant and the respondent as part of the hearing panel's written determination.

Bidwell may impose any one or more of the following sanctions on a student determined to have violated the Policy:
- Reprimand/warning
- Changing the respondent's academic schedule
- Disciplinary probation
- Restricting access to Bidwell facilities or activities
- Community service
- Issuing a "no contact" order to the respondent or requiring that such an order remain in place
- Dismissal or restriction from Bidwell employment
- Suspension (limited time or indefinite)
- Expulsion

In addition to any other sanction (except where the sanction is expulsion), Bidwell may require any student determined to be responsible for a violation of the Policy to receive appropriate education and/or training related to the sexual harassment violation at issue. Bidwell may also recommend counseling or other support services for the student.

Whatever the outcome of the hearing process, a complainant may request ongoing or additional supportive measures and the Title IX Coordinator will determine whether such supportive measures are appropriate. Potential ongoing supportive measures include:
- Providing an escort for the complainant
- Changing the complainant's academic schedule
- Allowing the complainant to withdraw from or retake a class without penalty
- Providing access to tutoring or other academic support, such as extra time to complete or re-take a class

Bidwell may also determine that additional measures are appropriate to respond to the effects of the incident on the Bidwell community. Additional responses for the benefit of Bidwell community may include:
- Increased monitoring, supervision, or security at locations or activities where the harassment occurred
- Additional training and educational materials for students and employees
- Revision of Bidwell's policies relating to sexual harassment
- Climate surveys regarding sexual harassment

11. Appeals

Either the respondent or the complainant or both may appeal from a determination regarding responsibility, and from Bidwell's dismissal of a complaint or any allegations therein, on the following basis:

1. A procedural irregularity that affected the outcome of the matter;
2. New evidence that was not reasonably available at the time of the determination regarding responsibility or dismissal was made, that could affect the outcome of the matter; and
3. The Title IX Coordinator, investigator(s), or hearing panel member(s) had a conflict of interest or bias for or against complainants or respondents generally or the individual complainant or respondent that affected the outcome of the matter.

Disagreement with the finding or sanctions is not, by itself, grounds for appeals.

If a party appeals a dismissal or determination whether sexual harassment occurred, Bidwell will:

- Notify the parties in writing of any appeal, including notice of the allegations, if notice was not previously provided to the respondent;
- Implement appeal procedures equally for the parties;
- Ensure that the decisionmaker for the appeal did not take part in an investigation of the allegations or dismissal of the complaint;
- Ensure that the decisionmaker for the appeal has been trained consistent with the Title IX regulations;
- Communicate to the parties in writing that Bidwell will provide the parties a reasonable and equal opportunity to make a statement in support of, or challenging, the outcome; and
- Notify the parties in writing of the result of the appeal and the rationale for the result.

The appealing party must submit the appeal in writing to the Title IX Coordinator within seven calendar days after receiving the written determination regarding responsibility. If either the complainant or respondent submits an appeal, the Title IX Coordinator will notify the other that an appeal has been filed and the grounds of the appeal. The non-appealing party may submit a written response within seven days after notice of an appeal.

If on appeal Bidwell concludes that a change in the hearing panel's determination is warranted, Bidwell may enter a revised determination, reconvene the panel to reconsider the determination, or return the matter for additional investigation. If both the complainant and respondent appeal, the appeals will be considered concurrently.

The decision maker will issue a written decision describing the result of the appeal and the rationale for the result, and provide the written decision simultaneously to both parties. Appeals decisions will be rendered within 15 calendar days after the receipt of the written appeal. All appeal decisions are final.

12. Records Disclosure & Recordkeeping

Disciplinary proceedings conducted by Bidwell are subject to the Family Educational Records and Privacy Act (FERPA), a federal law governing the privacy of student information. FERPA generally limits disclosure of student information outside Bidwell without the student's consent, but it does provide for release of student disciplinary information without a student's consent in certain circumstances.

Any information gathered in the course of an investigation may be subpoenaed by law enforcement authorities as part of a parallel investigation into the same conduct or required to be produced through other compulsory legal process.

Additional information about FERPA can be found on Bidwell's website at bidwelltraining.edu.

Bidwell will, upon written request, disclose to the alleged victim of a crime of violence (as that term is defined in Section 16 of Title 18, United States Code), or a non-forcible sex offense, the report on the results of any disciplinary proceeding conducted by Bidwell against a student who is the alleged perpetrator of such crime or offense. If the alleged victim is deceased as a result of such crime or offense, the next of kin of such victim shall be treated as the alleged victim for purposes of this paragraph.

Bidwell will maintain for a period of not less than seven years records of –

d) Each sexual harassment investigation including any determination regarding responsibility and any audio or audiovisual recording or transcript from a hearing conducted in response to a formal complaint, any disciplinary sanctions imposed on the respondent, and any remedies provided to the complainant designed to restore or preserve equal access to Bidwell's education programs or activities;
d) Any appeal and the result therefrom;
d) Any informal resolution and the result therefrom; and

d) All materials used to train Title IX Coordinators, investigators, hearing panel members, decision-makers, and any person who facilitates an informal resolution process. Bidwell will make these training materials publicly available on its website.

Bidwell will create and maintain for a period of not less than seven years, records of any actions, including any supportive measures, taken in response to a report or formal complaint of sexual harassment. In each instance, Bidwell will document the basis for its conclusion that its response was not deliberately indifferent, and document that it has taken measures designed to restore or preserve equal access to Bidwell's education program or activity. If the school does not provide a complainant with supportive measures, then Bidwell will document the reasons why such a response was not clearly unreasonable in light of the known circumstances. The documentation of certain bases or measures does not limit Bidwell in the future from providing additional explanations or detailing additional measures taken.

13. Education and Prevention Programs

Bidwell is committed to offering educational programs to promote awareness and prevention of Prohibited Conduct. Educational programs include an overview of Bidwell's policies and procedures; relevant definitions, including prohibited conduct; discussion of the impact of alcohol and illegal drug use; consent; safe and positive options for bystander intervention; review of resources and reporting options available for students, faculty, and staff; and information about risk reduction. Incoming students and new employees will receive primary prevention and awareness programming as part of their orientation.

As part of Bidwell's commitment to provide an educational and work environment free from Prohibited Conduct, this Policy will be disseminated widely to Bidwell community through e-mail communication, publications, websites, new employee orientations, student orientations, and other appropriate channels of communication.

The Title IX Coordinator, investigators, hearing panel members, and anyone else who is involved in responding to, investigating, or adjudicating sexual harassment will receive annual training from experts in the field. In addition to training on how the adjudicatory process works, the training will include specific instruction about how to approach students about sensitive issues that may arise in the context of sexual harassment.

Bystander Intervention

Bidwell's primary prevention and awareness program includes a description of safe and positive options for bystander intervention. Active bystanders take the initiative to help someone who may be targeted for a sexual assault. They do this in ways that are intended to avoid verbal or physical conflict. Active bystanders also take the initiative to help friends, who are not thinking clearly, from becoming offenders of crime. Intervention does not mean that you directly intervene to stop a crime in progress; rather, these steps are "early intervention" – before a crime begins to occur. There are three important components to consider before taking action that we refer to as the ABCs:

- **A**ssess for safety. Ensure that all parties are safe, and whether the situation requires calling authorities. When deciding to intervene, your personal safety should be the #1 priority. When in doubt, call for help.
- **B**e with others. If it is safe to intervene, your are likely to have a greater influence on the parties involved when you work together with someone or several people. Your safety is increased when you stay with a group of friends that you know well.
- **C**are for the person. Ask if the target of the unwanted sexual advance/attention/behavior is okay – does he or she need medical care? Ask if someone they trust can help them get safely home.

Risk Reduction

Bidwell's primary prevention and awareness program includes information on risk reduction. This includes:

Avoiding Dangerous Situations. While you can never completely protect yourself from sexual assault, there are some things you can do to help reduce your risk of being assaulted.

- Be aware of your surroundings. Knowing where you are and who is around you may help you to find a way to get out of a bad situation.
- Try to avoid isolated areas. It is more difficult to get help if no one is around.
- Walk with purpose. Even if you don't know where you are going, act like you do.
- Trust your instincts. If a situation or location feels unsafe or uncomfortable, it probably isn't the best place to be.
- Try not to load yourself down with packages or bags as this can make you appear more vulnerable.
- Make sure your cell phone is with you and charged and that you have cab money.
- Don't allow yourself to be isolated with someone you don't trust or someone you don't know.
- Avoid putting music headphones in both ears so that you can be more aware of your surroundings, especially if you are walking alone.

Safety Planning. Things to think about:

- How to get away if there is an emergency? Be conscious of exits or other escape routes. Think about options for transportation (car, bus, subway, etc.).
- Who can help? Friends and/or family, or support centers in your area. Please see Section 4 of this Policy for a list of support organizations.
- Where to go? Options may include a friend's house or relative's house, or you may consider going to a domestic violence or homeless shelter. You may also go to the police. **Important Safety Note:** If the dangerous situation involves a partner, go to the police or a shelter first.
- What to bring? This may include important papers and documents such birth certificate, social security card, license, passport, medical records, lease, bills, etc. This will also include house keys, car keys, cash, credit cards, medicine, important numbers, and your cell phone. If you are bringing children with you, remember to bring their important papers and legal documents. You can keep all of these things in an emergency bag. You should hide the bag—it is best if it is not in your house or car. If the bag is discovered, you can call it a "tornado" or "fire" bag.

Protecting Your Friends. You have a crucial role to play in keeping your friends safe. No matter what the setting, if you see something that doesn't feel quite right or see someone who might be in trouble, there are some simple things you can do to help out a friend.

- Distract. If you see a friend in a situation that doesn't feel quite right, create a distraction to get your friend to safety. This can be as simple as joining or redirecting the conversation: suggest to your friend that you leave the party, or ask them to walk you home. Try asking questions like: "Do you want to head to the bathroom with me?" or "Do you want to head to another party – or grab pizza?"
- Step in. If you see someone who looks uncomfortable or is at risk, step in. If you feel safe, find a way to de-escalate the situation and separate all parties involved. Don't be shy about directly asking the person if they need help or if they feel uncomfortable.
- Enlist others. You don't have to go it alone. Call in friends or other people in the area as reinforcements to help defuse a dangerous situation and get the at-risk person home safely. There is safety in numbers.
- Keep an eye out. Use your eyes and ears to observe your surroundings. If you see someone who has had too much to drink or could be vulnerable, try to get them to a safe place. Enlist friends to help you. Even if you weren't around when the assault occurred, you can still support a friend in the aftermath.

Social Situations. While you can never completely protect yourself from sexual assault, there are some things you can do to help reduce your risk of being assaulted in social situations.

- When you go to a social gathering, go with a group of friends. Arrive together, check in with each other throughout the evening, and leave together. Knowing where you are and who is around you may help you to find a way out of a bad situation.
- Trust your instincts. If you feel unsafe in any situation, go with your gut. If you see something suspicious, contact law enforcement immediately.
- Don't leave your drink unattended while talking, dancing, using the restroom, or making a phone call. If you've left your drink alone, just get a new one.
- Don't accept drinks from people you don't know or trust. If you choose to accept a drink, go with the person to the bar to order it, watch it being poured, and carry it yourself. At parties, don't drink from the punch bowls or other large, common open containers.
- Watch out for your friends, and vice versa. If a friend seems out of it, is way too intoxicated for the amount of alcohol they've had, or is acting out of character, get him or her to a safe place immediately.
- If you suspect you or a friend has been drugged, contact law enforcement immediately. Be explicit with doctors so they can give you the correct tests (you will need a urine test and possibly others).

Information on Risk Reduction was provided by RAINN: Rape, Abuse & Incest National Network: www.rainn.org.

14. Amendments

Bidwell may amend the Policy or the Procedures from time to time. Nothing in the Policy or Procedures shall affect the inherent authority of Bidwell to take such actions as it deems appropriate to further the educational mission or to protect the safety and security of the Bidwell community.

BIDWELL TRAINING CENTER SEXUAL HARASSMENT POLICIES & GRIEVANCE PROCEDURES

Definitions of Key Terms

- Sexual Harassment - means conduct on the basis of sex that satisfies one or more of the following:

3) An employee of Bidwell conditioning the provision of an aid, benefit, or service of Bidwell on an individual's participation in unwelcome sexual conduct;
3) Unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to Bidwell's education programs or activities; or
3) "Sexual assault," "dating violence," "domestic violence," or "stalking" as defined herein.

- Sexual Assault - An offense that meets the definition of rape, fondling, incest, or statutory rape as used in the FBI's Unified Crime Reporting ("UCR") program.
    - Rape - The penetration, no matter how slight, of the vagina or anus with any body part or object, or oral penetration by a sex organ of another person, without the consent of the victim.
    - Sex Offenses - Any sexual act directed against another person, without the consent of the victim, including instances where the victim is incapable of giving consent.
        - Fondling—The touching of the private body parts of another person for the purpose of sexual gratification, without the consent of the victim, including instances where the victim is incapable of giving consent because of his/her age or because of his/her temporary or permanent mental incapacity.
        - Incest—Sexual intercourse between persons who are related to each other within the degrees wherein marriage is prohibited by law.
        - Statutory Rape—Sexual intercourse with a person who is under the statutory age of consent.

- Domestic Violence - A felony or misdemeanor crime of violence committed (i) by a current or former spouse or intimate partner of the victim; (ii) by a person with whom the victim shares a child in common; (iii) by a person who is cohabitating with, or has cohabitated with, the victim as a spouse or intimate partner; (iv) by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred, or (v) by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction in which the crime of violence occurred.

- Dating Violence - Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim. The existence of such a relationship shall be determined based on the reporting party's statement and with consideration of the length of the relationship, the type of relationship, and the frequency of interaction between the persons involved in the relationship. For the purpose of this definition dating violence includes, but is not limited to, sexual or physical abuse or the threat of such abuse. Dating violence does not include acts covered under the definition of domestic violence.

- "Education program or activity" includes locations, events, or circumstances over which Bidwell exercises substantial control over both the respondent and the context in which the sexual harassment occurs. It includes all of the academic, educational, extra-curricular, and other programs of Bidwell, whether they take place in the facilities of Bidwell, at a class or training program sponsored by Bidwell at another location, or elsewhere. An instructor's alleged sexual harassment of a student would likely constitute sexual harassment in Bidwell's education programs or activities even if the alleged harassment occurs off campus. Bidwell's education programs and activities may also include computer and internet networks, digital platforms, and computer hardware or software owned or operated by, or used in the operations of, Bidwell.

- Prohibited Conduct – Bidwell prohibits Sexual Assault, Sexual Harassment, Dating Violence, Domestic Violence, and Stalking as defined in these Definitions of Key Terms.

- Stalking - Engaging in a course of conduct directed at a specific person that would cause a reasonable person to fear for the person's safety or the safety of others, or suffer substantial emotional distress. Course of conduct means two or more acts, including, but not limited to, acts in which the stalker directly, indirectly, or through third parties, by any action, method, device, or means, follows, monitors, observes, surveils, threatens, or communicates to or about a person, or interferes with a person's property. Substantial emotional distress means significant mental suffering or anguish that may, but does not necessarily, require medical or other professional treatment or counseling. Reasonable person means a reasonable person under similar circumstances and with similar identities to the victim.

- Retaliation – Bidwell shall not, and no individual shall, intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title IX, or because the individual has made a report or complaint, testified, assisted, or participated or refused to participate in any manner in an investigation, proceeding, or hearing under Title IX and/or this Policy. The exercise of rights protected under the First

Amendment does not constitute retaliation. Charging an individual with a code of conduct violation for making a materially false statement in bad faith in the course of a grievance proceeding does not constitute retaliation; provided, however, that a determination regarding responsibility alone is not sufficient to conclude that any party made a materially false statement in bad faith.

- Consent is a voluntary agreement to engage in sexual activity.
    - Past consent does not imply future consent.
    - Silence or an absence of resistance does not imply consent.
    - Consent to engage in sexual activity with one person does not imply consent to engage in sexual activity with another.
    - Consent can be withdrawn at any time.
    - Coercion, force, or threat of either invalidates consent.

  Someone who is incapacitated cannot consent. Incapacitation refers to a situation in which a person is not capable of providing consent because the person lacks the ability to understand her or his decision. This situation may occur due to the use of drugs or alcohol, when a person is asleep or unconscious, or because of an intellectual or other disability that prevents the student from having the capacity to give consent.

- Complainant – means an individual who is alleged to be the victim of conduct that could constitute sexual harassment.

- Respondent – means an individual who has been reported to be the perpetrator of conduct that could constitute sexual harassment.

STUDENT SERVICES & STUDENT INFORMATION

Student services are offered during orientation and continue throughout training with presentations and activities conducted by our Admissions, Advising, Registrar, and Career Services departments. Additional components of Student Services are delivered by workshops throughout the training to help students address such issues as building self-esteem, controlling stress, time management, and developing necessary study skills.

EDUCATION AND PREVENTION PROGRAMS

Sexual Assault, Sexual Harassment, Sexual Exploitation, Dating Violence, Domestic Violence, and Stalking are all forms of Prohibited Conduct. Bidwell Training Center is committed to offering educational programs to promote awareness and prevention of Prohibited Conduct. In accordance with Article XX-G of Act 104, amending Public School Code of 1949, Educational programs include an overview of Bidwell Training Center's policies and procedures; relevant definitions, including prohibited conduct; discussion of the impact of alcohol and illegal drug use; consent; safe and positive options for bystander intervention; review of resources and reporting options available for students, faculty, and staff; and information about risk reduction. Incoming students will receive primary prevention and awareness programming as part of their orientation. The Director of Student Services maintains an education and prevention calendar and tailors programming to campus needs and climate.

Bidwell Training Center educates students about sexual assault crimes included in the Clery Act and the Violence Against Women Reauthorization Act of 2013 (VAWA) through EVERFI, on-line education programming. This comprehensive web-based online education program combines sexual assault and substance prevention information and risk reduction to promote understanding of rape, acquaintance rape, domestic violence, dating violence, sexual assault, and stalking. Access to the web-based online training modules is administered by the Office of Student Services and is available to all new students upon enrollment. All enrolled students received the training. Current faculty and staff receive the training annually.

STUDENT BILL OF RIGHTS

The Student Bill of Rights outlines your rights according to Pennsylvania Sexual Violence Education at Institutions of Higher Education Act, in accordance with Article XX-G of Act 104, amending Public School Code of 1949, should you become a victim of sexual violence. Bidwell Training Center students who experience center-related sexual or gender-based harassment or sexual violence, including sexual assault, stalking, domestic violence, intimate partner violence or dating violence, are entitled to the following rights, should you become a victim of sexual violence. Bidwell Training Center understands the trauma connected with being a victim of sexual violence and promises complete confidentiality of any information you provide to a school administrator. We also promise that we will assist you in notifying any outside individuals or agencies if you so choose.

You have the right to:

- Notify the following individuals or agencies if you are a victim of sexual violence:
    - School administrator responsible for dealing with sexual violence
    - School security or police department
    - Local law enforcement agencies
- Request assistance from the school to make these notifications.
- Obtain an order of protection, no contact order, restraining order, or similar lawful orders issued by a criminal or civil court, or enforce an order already in existence.
- Request that prompt disciplinary proceedings be initiated against the accused.
- Be notified of the outcome of any disciplinary actions against the accused.
- Be notified of any options in changing your academic situation.
- Have others present during disciplinary proceedings or other related meetings.

Reporting Sexual Violence: Call the local police: have all the information concerning the incident ready, including any emails, voice mail messages, photos, notes or letters, or phone calls still logged on to our phone. If you know the offender identify them to police, if you do not know the offender be prepared to provide the best description you can, including height, weight, race, sex, hair color, facial hair, distinct tattoos or body piercings, and type and color of clothing. Preserve evidence of a rape or sexual assault by not changing clothing or taking a shower. Call a crisis center hotline to get immediate assistance and learn about available options and services. Your local rape crisis center can put you in contact with a victim's advocate. Fear of reporting is understandable, but don't allow them to prevent you from reporting this crime. Intervention of authorities will result in you receiving medical and emotional help and apprehension of the offender.

Contact information for professional and pastoral counselors:

UPMC Resolve Crisis Network	1-888-7-YOU-CAN (1-888-796-8226)
Center for Victims	24-hour Helpline, 412-392-8582
TotalCare EAP	1-800-252-4555
Counseling and Wellness Center of Pittsburgh	412-322-2129
Pittsburgh Mercy	1-877-637-2924
Pittsburgh Pastoral Institute	1-877-611-9623

Confidential Support Resources

Pittsburgh Action Against Rape	1-866-END-RAPE (1-866-363-7273)
Center for Victims	24-hour Helpline, 412-392-8582
Women's Center & Shelter of Greater Pittsburgh	24-Hour Hotline: 412-687-8005
Persad Center	1-888-873-7723
Magee-Womens Hospital of UPMC	412-641-4933
UPMC Mercy Hospital	412-232-8222

STUDENT ADVISOR

At Bidwell Training Center, staff is committed to providing guidance and support to students in their journey to success. Student advisors are available to assist students in overcoming barriers that can possibly interfere with their successful completion of training and job placement. Every student is assigned to an advisor during orientation and individual meetings are scheduled throughout training as needed. The advisors are equipped to address the individual needs of the students with personal, family, educational and career challenges that occur during training. This includes serving as a referral source to support services in the community and connecting students to various benefits offered by outside agencies, (e.g., Department of Public Welfare, Office of Vocational Rehabilitation, Unemployment Compensation, etc.)

Please Note: While off campus, call 211 or go to www.pa.211sw.org to find community resources and support to meet your needs.

COUNSELING SERVICES

Throughout the course of your career training, issues of a personal or emotional nature may arise. Failure to address these situations may cause them to escalate and interfere with your progress. Students experiencing mental health struggles can contact Student Services contracted Student Assistance Program -
TotalCare EAP 1-800-252-4555

For mental health crises, **Resolve Crisis Network** may be called by dialing 1-888-7-YOU-CAN (1-888-796-8226) for 24-hour counseling and crisis intervention on or off campus.

TUTORING

Tutoring sessions on basic math and reading comprehension are available on-campus at no-cost through BTC partnership with Literacy Pittsburgh. Students whose academic progress has fallen below acceptable standards may be required to utilize this service before or after scheduled class hours by faculty members. Tutoring sessions can be arranged through the appropriate training department director or instructor.

DISABILITY SERVICES

If you would like to request academic adjustment or auxiliary aids, please contact the School's Student Services at 1815 Metropolitan Street, Pittsburgh, PA 15229, phone 412.323.4000. x 189. You may request academic adjustments or auxiliary aids at any time. A Declaration of Disability/Accommodation request form is available through Admissions or your student advisor. Applicants who are persons with disabilities, as defined in paragraph 104.3(j)(1)(i) of the regulation under Section 504 of the Rehabilitation Act of 1973, may apply for admittance into the program. The school will work with the applicant or student to provide necessary academic adjustments and auxiliary aids and services unless a particular adjustment would alter or waive essential academic requirements; fundamentally alter the nature of a service, program, or activity; or result in undue financial or administrative burdens considering the school's resources as a whole.
Any qualified individual with a disability requesting an accommodation or auxiliary aid or service should follow this procedure:
1) Notify Student Services of the type of accommodation needed, date needed, documentation of the nature and extent of the disability, and of the need for the accommodation or auxiliary aid. Requests should be submitted in writing unless you cannot provide the request in writing, in which case the school will accept a verbal request.
2) A Student Advisor will schedule a time to meet with you after receiving your request for accommodation. The purpose of this meeting is to help ensure that the school is obtaining adequate information and understanding of your individual needs.
3) A Student Advisor will review the request and provide you with a written determination as soon as practically possible but in no event more than two weeks after receiving the request.
4) If you would like to request reconsideration of the decision regarding your request, please contact the Director of Student Services and Academic Operations within 15 days of the date of the response. Please provide a statement of why and how you think the response should be modified. Statements may be submitted by email at apavloski@manchesterbidwell.org or by mail to the Director of Student Services and Academic Operations at 1815 Metropolitan Street, Pittsburgh, PA 15233, phone 412.323.4000.

REASONABLE ACCOMMODATION

Students with disabilities that request reasonable accommodation should contact Student Services. A Student Advisor will discuss the specific request with the student's Sr. Director. Proper documentation from a healthcare/mental health care professional will be necessary to complete the request.

CAREER SERVICES AND GRADUATE EMPLOYMENT ASSISTANCE

Bidwell Training Center's Career Services Office is staffed with two Employment Coordinators whose primary objective is to facilitate a student's seamless transition into an externship setting and, upon graduation, aid in placing students into positions that are suited to their specific skills and abilities that are directly related to their fields of study. During the students' enrollment, the staff keeps in contact with the students to discuss relevant topics such as the importance of maintaining satisfactory attendance and respectable grades in order to obtain a successful job upon graduation. Additionally, the staff meets with faculty to keep them informed of the changing needs of companies and businesses in the community. Also available during a student's enrollment are a series of career development workshops. Each workshop addresses topics such as how to prepare a resume, networking techniques and job interviewing skills.

During externship or the last quarter of training, the Employment Coordinators meet with the students to carefully interview them and to obtain any pertinent information that might aid in placing the students in a permanent position upon graduation. At this time, the Employment Coordinator also obtains information as to the type of job the student would like to find, what particular skills they have excelled in during their program, and particular aspects of the training they preferred. All specifics and potential barriers, including transportation issues or part-time job schedules that may conflict with full time employment, are also documented. The student is requested to submit their resume to the Employment Coordinator office as soon as it is updated with externship details. The Employment Coordinators have a large pool of companies that they contact regularly. A professional working rapport is maintained with these companies, thus resulting in their Human Resource personnel contacting the staff for prospective candidates when an opening occurs within their office. The Employment Coordinators are continually making new contacts in the local and surrounding areas, helping to build a good working relationship in the overall community.

Graduates are recorded each month along with employment status. Reports are generated from this data and utilized for follow-up purposes. By Pennsylvania law, no school may guarantee the placement of its graduates, but BTC makes every effort to help graduates every step of the way. All job placement records are maintained by the Career Services office.

PARKING

Bidwell Training Center does not provide student parking. Students are not permitted to park in any of the BTC or UPMC parking lots unless assigned by BTC Administration. Otherwise, only BTC staff and its visitors are allowed to park in BTC parking lots; violators will be towed at their own expense. Students may park on the streets surrounding BTC property. Please observe parking laws to avoid towing, ticketing, or damage to vehicles.

HOUSING

The school does not provide student housing. The school can assist students in identifying housing but cannot assume the responsibility for such choices.

DINING HALL

A 200-seat dining hall is available for meals, relaxation, and socialization. The culinary students prepare full-course lunches daily for students, staff, and guests. Refreshments can also be purchased throughout the morning.

Hours of operation are: 8:30 AM – 12:45 PM
Hot lunch is served 11:30 AM – 12:30 PM and always subject to availability.
Daily updates and weekly menus are communicated via school email.

Presenting student school ID at checkout is required to receive discounted pricing.

Cafeteria Etiquette
Meals prepared by students in the Culinary Arts program are available at lunchtime in the dining hall of the main facility at 1815 Metropolitan Street. We require that all students always extend courtesy and respect to the Culinary Arts staff and students and other diners while in the dining hall. This includes refraining from inconsiderate behavior (e.g., excessively loud or inappropriate conversation, music without headphones, the use of profanity, etc.). Any behavior deemed by Culinary Arts personnel to be discourteous, disrespectful, or inappropriate may lead to revocation of dining hall privileges and disciplinary action.

Everyone including guests utilizing the cafeteria must abide by all school and building policies and procedures.

Dietary requirements, allergies, and intolerances are the responsibility of the diner. Please remember this is a teaching kitchen and the meals prepared reflect the Culinary Arts course content. Therefore, meals cannot be adjusted to accommodate personal dietary restrictions.

Outside Meals
Meals brought from the outside are permissible as long as they are not offensive to neighboring diners. Note: since BTC is subject to Allegheny County Health Department regulations, the school is unable to hold and refrigerate any meals not produced in the building.

FRATERNIZING
Students are not to fraternize with the staff and faculty of Bidwell Training Center. This fraternization includes but is not limited to:

- Texting or personal phone calls
- Exchanging personal emails
- Ride sharing or transporting of a student in the employee's vehicle
- Meeting socially outside of the school
- Smoking together during breaks

Bidwell Training Center will not condone staff and faculty interacting socially or having a personal relationship with students. Disciplinary action may be taken, up to and including termination, if this policy is breached.

Pittsburgh area youth are enrolled in the Manchester Craftsmen's Guild programming. Fraternizing with these school-age students is not permitted.

STUDENT RECORDS
Permanent student academic and financial aid records are kept in accordance with federal and state regulations. An academic file is created for each student and includes the following: application for admission, letter of acceptance, enrollment agreement, high school transcript/proof of graduation from an accredited high school/General Educational Development (GED) or the equivalent, and any other admission and orientation documents/releases. As the student progresses through a program, any additional pertinent information is added to the academic file, including all academic-related documents, change of status forms, final transcripts, etc. All financial aid files are stored at the main campus.

DUPLICATE TRANSCRIPTS AND REPLACEMENT DIPLOMAS/DEGREES
Upon written request, Bidwell Training will issue a duplicate transcript of a graduate's record or replacement diploma by written requests made through the Registrar's office at https://bidwelltraining.edu/transcript-request/

IDENTIFICATION BADGES

School-issued ID badges must be always worn at or above waist level at all times in all facilities. Students without ID will not be permitted past the reception area without a temporary ID issued by their designated program staff. In addition, students will not be permitted to purchase lunches at the student rate without an ID badge.

***Please Note**:* Horticulture and Allied Health staff may not be available to issue a temporary ID at 1815 Metropolitan Street. A temporary ID must be obtained prior to attempting to enter the building.

It is the student's responsibility to notify the Registrar of a lost or missing ID badge.

PERSONAL PROPERTY

All personal property and valuables are the sole responsibility of the student. Bidwell Training Center does not assume liability for any lost or stolen items. Vehicles should always be locked to avoid theft.

FOOD AND DRINK

No food or drink is permitted in the learning environment except for water, which is permitted in the classroom as long as it is enclosed in a clear container.

SCHOOL SEARCH POLICY

Bidwell Training Center's administration reserves the right to conduct a search on its premises. Student searches, including student belongings*, may be based on reasonable suspicions of a violation of school rules and/or state or federal law. The search or inspection shall be made pursuant to the reasonableness, under all the circumstances, of the search. The search of the student shall be justified at its inception, based on reasonable suspicion and reasonable scope considering the nature of the infraction. Furthermore, the school reserves the right to do random searches. Contraband and other unauthorized property discovered to be on school property or school sponsored activities will be seized for evidentiary purposes in a school learning and/or legal hearing. Illegal contraband or other property will be turned over to the proper law enforcement.
**Student belongings are defined as, but not limited to bags such as backpacks, purses, handbags, duffle bags, luggage, boxes and containers.*

LOCKERS AND SCHOOL PROPERTY

Students will be issued lockers upon enrollment, depending on program and availability. Students must only use the locker assigned to them. Secure all personal items in the locker during class time, as BTC is not responsible for stolen items. **Please do not leave food in your locker overnight!**
It is the student's responsibility to furnish his/her locker with a lock and to remove the lock at the conclusion of training. Locks on lockers that are not issued to current students will be removed and the contents of the lockers disposed.
Lockers are the property of the school and are assigned to the students for school use. Students hold neither expectation of privacy in their lockers nor any other school property. Students leave articles of value in lockers at their own risk. Students are not allowed to share lockers with another student for any reason. School officials have the authority to search all school property (including lockers) at any time without notice and to seize any property prohibited by law or school policy. A student may place a lock on his/her locker; however, the lock will be cut by the school if there is no other method to gain entry.

THEFT OR LOSS

Students are responsible for securing their own personal belongings. Please do not leave purses and valuable items unattended.
In case of property loss, report the loss to the instructor or designated program staff immediately. The receptionist at the front desk in 1815 and the front desk in 1650 are not responsible for any lost and found items.
Stealing or damaging property, whether personal property or that of Bidwell Training Center, is a serious act. Violators will be subject to school disciplinary action up to and including termination, as well as prosecution to the fullest extent of the law.

VISITORS, GUESTS, AND CHILDREN ON CAMPUS

Bidwell Training Center is concerned about student safety and confidentiality. Therefore, no personal information will be disclosed to visitors including a student's attendance or whereabouts. Personal visitors are discouraged, and children are not permitted on campus due to safety and security reasons. When a visit is necessary, informing the school in advance is required whenever possible.

Visitors are not permitted beyond the reception areas unescorted and cannot go directly to a classroom or training area. All visitors, including visiting graduates, must register at the reception desk at 1815 Metropolitan Street or the security desk at 1650 Metropolitan Street upon entering the building.

INTERNET AND NETWORK WORKSTATION USAGE POLICY

The use of computers provided by Manchester-Bidwell Corp., Manchester Craftsmen's Guild or Bidwell Training Center are for school or business-related activities and all users must conform with the following guidelines. These guidelines relate to any corporate computer as well as any computer within a classroom environment that is attached to the corporate network. This policy is subject to change and any/all changes will be immediately communicated to staff and students.

- The company computer resources are owned by Manchester Bidwell Corporation. Users are provided access to computer resources to assist them in their educational endeavors. It is a privilege and may be revoked at any time.
- Internet access provided by Bidwell Training Center is to be used for school-related tasks only.
- Inappropriate sites including sites that contain pornography, hate, violence, obscenities, online gaming and the like are forbidden to be accessed via the MBC corporate network.
- Streaming video and audio are not allowed via the Internet connection.
- Downloading any files or programs not pertaining to class work from the Internet is strictly prohibited without the consent of an instructor.
- Students may not download any file to a personal computer hard drive, server directory, or share without the express consent of their instructor.
- All users must close all applications and log out of the network at the end of each workday.
- Each network user must keep their password confidential in a secure place.
- Password sharing is prohibited.
- No user is allowed to log on to the network with another person's login id.
- No user is to install software on their personal computer or any network resource without the express consent of the IT Administrator and/or IT staff.
- No user shall attempt to gain access to a restricted server directory or share a directory with anyone that does not have rights to do so.
- Instructors are responsible for the monitoring of student activities on computers in a classroom, which is on the MBC corporate network. If there is a concern about something that is witnessed, it is also the responsibility of the instructor to notify their Department Head and the IT Department about the situation. This pertains to students who are given access to classrooms when no class is in session – their use of the network should be monitored at all times.
- No software that has been installed by the network support team is to be uninstalled or made inactive by user.
- No software is to be installed on any computer that is attached to the MBC network. This action violates the software license. Software audits will be performed periodically, and violators will be identified. This includes AOL, MSN and any instant messaging programs.
- No personal computers or peripherals are to be relocated without the knowledge and consent of the IT Administrator and IT staff.
- Network resources such as printers are for the purpose of MBC business. Personal use of such resources is prohibited.
- A request for access to the home directory of another user must be approved by the requestor's immediate supervisor as well as owner's supervisor prior to submitting said request to IT. This is also true for any restricted directory.
- All machines should be locked when the user walks away from desk during school or business hours when not logging off network. This is accomplished by pressing Ctrl, Alt, & Delete keys simultaneously, then pressing enter. To unlock, press Ctrl, Alt & Delete and you will be asked to re-enter your password, press enter, and system will be unlocked.

EVACUATION PROCEDURES

In the event of an emergency, an alarm will be sounded if building evacuation is required. In the event of an evacuation, please remain calm and follow all instructions given by staff or faculty. Exit the building in an orderly manner by following the designated evacuation route for your location.

In case of fire, do not use elevators. Do not attempt to re-enter the building until you are instructed to do so by school officials.

Should you discover a potential emergency situation, immediately report it to your instructor or the nearest BTC staff person.

ENTRANCES AND EXITS

Students should enter and exit the main facility from the Metropolitan Street side of the building near the receptionist's desk. Students must present their student ID upon each entry. Students are not permitted to use other doorways unless an emergency necessitates it. This includes the door near the auditorium/concert hall. An alarm may sound if other exits are used. Students may enter and exit Harbor Gardens Park from the front courtyard entrance adjacent to Beaver Avenue. Students may also exit from the rear door on Metropolitan Street.
The third and fourth floors are off limits to BTC staff and students.

Horticulture students should use the main entrance to enter and exit the greenhouse. Other students are prohibited from entering this facility.

NOTES

Student Advisor's Name:_____
Extension:_____
Email:_____