On behalf of the board members, administrators, faculty, and staff welcome to Bidwell Training Center. Bidwell Training Center is one of the best kept secrets in the region. Your training program will be demanding but rewarding. You will be challenged to change your approach to learning. You will learn both the science and art of your program of study. You will learn new technical skills, new interpersonal skills, new ways of thinking about problem solving and the importance of professionalism and ethical behavior. Your life will change in many positive ways as you proceed through your education and training.

Bidwell Training Center is dedicated to providing high-quality career training, academic enrichment, and employment opportunities to adults in transition. This personalized commitment to learning is also incorporated in our Student Services, which offers our students an advisor who provides guidance and support for school and non-school related problems. These commitments to individualized student attention make Bidwell Training Center a safe positive learning place with a friendly atmosphere and a caring attitude.

Thank you for choosing Bidwell Training Center where our mission is to change lives. We are committed to your success and wish you a rewarding learning experience.

Sincerely,
Kimberly Rassau, Ed.D.
Executive Director
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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 including rough carpentry, bricklaying, plumbing, and electrical wiring. The school became licensed in 1969 by the Pennsylvania Department of Education and continued developing a variety of trades programs.

In 1972, William E. Strickland, Jr. was hired to lead Bidwell Training Center. 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. After several moves, increasing enrollment, and heightened interest in BTC, the school relocated to Columbus Avenue in 1980. During this decade, entry-level job opportunities in the construction fields continuously shrank. In response, BTC began working with industries to design programs of demand that would satisfy the employment needs in the marketplace. In 1984, BTC and IBM partnered to design and implement BTC’s first technology program for dislocated workers in Southwestern Pennsylvania.

In order to respond to changing demands for labor, the Board of Directors was carefully restructured to represent the leadership of new and emerging business sectors. 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. BTC provides these training opportunities to all people regardless of race, sex, age, national origin, religion, ethnicity, disability, marital status, military status, genetic information, sexual orientation, gender identity, gender expression (or any other basis prohibited by applicable state, federal or local laws).

From 1987 through 1998, BTC moved forward in developing new training programs. In conjunction with the partnerships that were established with local employers, the school began new training programs in Culinary Arts, Medical Secretary*, Medical Transcription*, Pharmacy Technician, Medical Claims Processor, EKG*, Chemical Laboratory Technician, Business Travel Counselor* and Medical Coder. As BTC approached the new millennium, there were several more goals to achieve. The school initially received accreditation by the Accrediting Commission of Career Schools and Colleges (ACCSC) in 1993. The Chemical Laboratory Technician program received degree approval in 1996. Students in this program were now able to earn an Occupational Associate Degree in Specialized Technology. In 1999, the school’s campus expanded with the opening of Harbor Gardens Park, located nearby at 1650 Metropolitan Street.

The medical training programs expanded with the approval of the Patient Information Coordinator* program in 2000 and the Health Unit Coordinator* program in 2001. In 2003, BTC built and opened the Drew Mathieson Center for Horticultural and Agricultural Technology. Located at 1600 Metropolitan Street, this 42,000 square-foot educational greenhouse provides students in Horticulture Technology, the major approved in 2002, with an opportunity to receive hands-on training in a modern facility. In 2008–09, BTC celebrated 40 years of changing lives. Entitled “The Fabric of Our Community,” the year-long celebration included a reunion event, a gala, an open house, a historical photography exhibition, a dedication of a commemorative quilt, and numerous opportunities for interaction with the Pittsburgh community. As part of the 40th-year celebration, BTC students were inducted into the Alpha Beta Kappa National Honor Society (ABK). Also in 2009, BTC launched its newest major, eMA: Electronic Record Medical Assistant.

In 2012, the ACCSC recognized BTC as a 2012 School of Excellence. The School of Excellence award is the highest achievement given by ACCSC, and only 17 of 800 institutions nationally received the award that year. BTC was recognized for demonstrating a commitment to the rigors of the standards of accreditation; for providing exceptional educational services to students, employers and the community; and for meeting or exceeding required graduation and placement rates over a five-year period. In 2017, BTC once again received a School of Excellence distinction.

*This major is no longer offered.
THE PURPOSE OF THE CATALOG
The Bidwell Training Center catalog is a comprehensive summary of important issues that all student 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 and the Accrediting Commission of Career Schools and Colleges (ACCSC). Students will be informed of any new policies in writing when warranted.

ACCREDITATION
Bidwell Training Center is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC) to award Diplomas and Associate in Specialized Technical Degrees. The United States Department of Education recognizes ACCSC as a nationally recognized accrediting agency.

ACCREDITING COMMISSION OF CAREER SCHOOLS AND COLLEGES
2101 Wilson Blvd, Suite 302
Arlington, VA 22201
www.accsc.org
Phone: 703.247.4212 Fax: 703.247.4533

STATE APPROVAL/LICENSE
Bidwell Training Center is licensed by the Pennsylvania State Board of Private Licensed Schools, Pennsylvania Department of Education, 333 Market Street, 12th Floor, Harrisburg, PA 17126, (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 Center for Horticultural and Agricultural Technology at 1600 Metropolitan Street. Bidwell Training Center has classrooms that accommodate a maximum of 25 students and computer labs that accommodate a maximum of 20 students. The campus also includes a chemical laboratory that can accommodate a maximum of 20 students, a library, a 30-seat culinary teaching amphitheater, a fully equipped kitchen, a 200-seat dining hall, a clinical lab for the Medical Assistant students that can accommodate up to 15.

LIBRARY AND LEARNING RESOURCE SYSTEM
The library, a component of Bidwell Training Center’s learning resource system, serves as the research and information hub for students, faculty, and staff. The library houses instructional materials that support the students’ educational experiences and enhance the school’s educational programs. The library collection consists of over 2,200 books, 85 magazines and professional journals as well as videos, reference materials, and career information. The library is open daily from 7:30 a.m. to 4:00 p.m. and is staffed by a full-time Learning Resource Facilitator who provides daily oversight and supervision. Faculty works closely with the Learning Resource Facilitator to design projects/assignments that require usage of the LRS.

ALPHA BETA KAPPA
Alpha Beta Kappa (ABK) is the “premier national honor society” for America’s private postsecondary schools, institutes, colleges and universities. ABK chapters are granted to institutions that offer programs in generally recognized field of training and which have demonstrated high standards over a period of many years. The purposes of the Society is to encourage and recognize superior student academic achievement, character, and leadership.

Membership is based on merit, and the qualifications at the time of induction include:
• Outstanding academic excellence (minimum cumulative 3.5 G.P.A.)
• Very good attendance (minimum 95% present)
• Leadership and service in class and school activities*
• Strong personal integrity and good moral character

*Including but not creatively limited to: tutoring and mentoring peers, developing better methods of learning; sharing information; resolving conflicts; etc.
ACADEMIC ACCREDITATIONS, APPROVALS, AND AFFILIATIONS

- Accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC)
- Accredited by Commission on Accreditation of Allied Health Education Programs (CAAHEP) and Medical Assisting Education Review Board (MAERB)*
- Accredited by American Society of Health-System Pharmacists (ASHP)**
- Accredited by the Pharmacy Technician Accrediting Commission (PTAC)**
- 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)
*Accreditation for Medical Assistant, only.
**Accreditation for Pharmacy Technician, only.

PROFESSIONAL AFFILIATIONS AND MEMBERSHIPS

- Alpha Beta Kappa National Honor Society (ABK), Alpha Omega Chapter
- American Association of Pharmacy Technicians, Inc. (AAPT)
- American Chemical Society (ACS)
- American Culinary Federation (ACF), Pittsburgh Chapter
- American Health Information Management Association (AHIMA)
- American Medical Billing Association (AMBA)
- American Society of Health-System Pharmacists (ASHP)
- Association for Talent Development (atd) (formerly ASTD)
- Commission on Accreditation of Allied Health Education Programs (CAAHEP) and Medical Assisting Education Review Board (MAERB)
- Pennsylvania Association for Adult Continuing Education (PAACE)
- Pennsylvania Association for Sustainable Agriculture (PASA)
- Pennsylvania Association of Private School Administrators (PAPSA)
- Pennsylvania Association of Student Financial Aid Administrators (PASFAA)
- Pennsylvania Pharmacists Association (Allegheny County Pharmacists Association, ACPCA)
- Pennsylvania Restaurant and Lodging Association (PRLA)
- Pennsylvania School Library Association (PSLA)
- Pennsylvania State University Co-operative Extension
- Pharmacy Technician Educators Council (PTEC)
- Pittsburgh Botanic Garden
- 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

Bidwell Training Center strives to provide an environment of dignity and respect for all. Staff and students are expected to behave in a manner appropriate to this environment.

Bidwell Training Center, Inc. is committed to equal employment and educational opportunities. No distinctions are made on the basis of race, sex, age, national origin, religion, ethnicity, disability, marital status, military status, genetic information, sexual orientation, gender identity, gender expression (or any other basis prohibited by applicable state, federal, or local laws) in the administration of any educational programs or activity. This includes participation in, receiving of, admission to, or employment in such programs or activities.

BTC Strives to provide an environment of dignity and respect for all. Staff and students are expected to behave in a manner appropriate to this environment. The school is committed to a working and academic environment that encourages excellence. In accordance with the Equal Employment Opportunity Commission (EEOC) guidelines and Title VII of the Civil Rights Acts of 1964, the sexual harassment of employees and students is prohibited and shall subject the offender with procedural due process requirements. Unwelcome sexual advances, requests for sexual favors, and other verbal, written or physical conduct of a sexual nature constitute sexual harassment when:
1. Submission to such conduct is made either explicitly or implicitly or a term or condition of an individual’s employment or admission, or academic standing; or

2. Submission to or rejection of such conduct by an individual is used as the basis for employment or academic decisions affecting an individual; or

3. Such conduct has the purpose or effect of ‘reasonably interfering’ with an employee’s work or a student’s academic performance, including but not limited to creating an intimidating, hostile, coercive or offensive work or educational environment.

For purposes of this policy, “reasonably interfering” is defined as improper, unjustifiable behavior going beyond what is appropriate, warranted, or natural.

Title IX of the Education Amendments of 1972 (Title IX), 20 U.S.C. §§ 1681 et seq., and its implementing regulations, 34 C.F.R. Part 106 also prohibits gender-based harassment, which may include acts of verbal, nonverbal, or physical aggression, intimidation, or hostility or based on sex or sex-stereotyping, even if those acts do not involve conduct of a sexual nature.

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

BTC’s Sexual Misconduct Policy is disseminated widely to the school community through publications, new employee orientations, student orientations, and other appropriate channels of communication. Bidwell Training Center provides training to key staff members to enable the school to handle any allegations of sexual misconduct promptly and effectively. BTC will respond quickly 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.

Individuals with questions or concerns about Title IX, and/or those who wish to file a complaint of non-compliance, may contact BTC’s Equal Opportunity Officer, Gary Caldwell for more information; 1815 Metropolitan Street, Pittsburgh, PA 15233 gcaldwell@manchesterbidwell.org. Copies of the Sexual Misconduct Policy can be obtained online at Student Public (\mbc-hg-file1) (J:) or by contacting Mr. Caldwell.

In cases of discrimination or harassment, the complaint procedure should be bypassed. An individual who feels he/she has a complaint dealing with discrimination or sexual harassment should report the matter directly to the Equal Opportunity Officer.

**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, and Academic Support.

Meals prepared by students in the Culinary Arts program are available at a student-discounted rate (school ID required).

Harbor Gardens Park at 1650 Metropolitan Street Houses the Medical programs, Horticulture Technology program and Admissions, and Student Services department.

The Drew Mathieson Center houses our greenhouse and educational laboratory for the 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 Program Director 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.

**Main 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 12 laptop computers, instrumentation, glassware, and chemicals that can accommodate a maximum of 20 Chemical Laboratory Technician students;
- A modern medical simulation laboratory that can accommodate up to 15 Medical Assistant students;
- A 30-seat, culinary demonstration amphitheater and a fully equipped industrial-sized teaching kitchen for the Culinary Arts students;
- A dining hall that seats up to 200 guests;
- A concert hall that seats up to 350 people;
- A library that houses 6 computers, reference/research materials for career information for students, faculty, and staff;
- A dedicated computer lab equipped with 14 up-to-date processors
- Classrooms with computers that accommodate a maximum of 25 students

**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:
- A modern simulation laboratory for the Pharmacy Technician students equipped with equipment used to prepare sterile products such as IV drugs and nutrition;
- Three dedicated computer labs equipped with a variety of medical software applications and 20 desktop computers;
- A portable 3D, AV Rover unit that allows instructors to teach lessons through three-dimensional (3D) imaging; and
- Spacious lecture classrooms.
- Horticulture classroom with computers that accommodate 20 students.

Drew Mathieson Center
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; and
- The Argus Computer Environmental Control system that allows for individually controlled environmental growing zones.

<table>
<thead>
<tr>
<th>Classroom Hours:</th>
<th>8:00 a.m.–3:30 p.m.</th>
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<tbody>
<tr>
<td>Library Hours:</td>
<td>7:30 a.m.–4:00 p.m.</td>
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</table>

**SCHOOL HOURS**
Bidwell Training Center is open Monday through Friday from 8:00 a.m. to 5:00 p.m. However, students should check with the appropriate training department director to obtain classroom schedules.
BOARD OF DIRECTORS
Gregory B. Jordan, Chair
Amy Atkinson, Secretary
Vincent V. Sands, CFA, Treasurer

Brian D. Aiello
Byron Bardy, CMC
William C. Byham, PhD
Ann E. Cudd
Kevin L. Jenkins, L.S.W.
Chereé Johnson
Mark A. Nordenberg
Lisa B. Peters
Dorothy Raizman
David S. Rzepecki
Susan Baker Shipley
Nicholas D. Varischetti, Esq.
Lauren E. Weddell, CPA

Life Members
E. Peter Benzing
Nancy L. Bromall
Michael A. Bryson
Jack L. Burley, Sr.*
George Fechter
Diana Jannetta
Don Alan Linzer
John Pelusi
Michael Schurko
William E. Strickland Jr.
John Unkovic
Doris Carson Williams

Emeritus
Livingston Biddle *
Scott G. Brown, Esq.
Carolyn Byham
Anthony L. Bucci
Dorothy A. Davis, Esquire
M. Elise Hyland
K. Leroy Irvis*
Scott M. Lammie
Claudette R. Lewis
Glenn R. Mahone
Frank Mont*
David L. Motley
Robert N. Peirce Jr.
Nancy L. Rackoff, Esquire
Theodore Roberts Jr.
Clifford R. Rowe Jr.
Milton A. Washington*
Alfred W. Wishart Jr.

Ex Officio
Mara Bruce, CPA

*Deceased
ADMINISTRATION AND STAFF

Kimberly Rassau, Ed.D.  Executive Director
Ellen Mixon  Senior Administrative Assistant
Ken Huselton  Senior Director of Operations, Financial Aid Director
Gary Caldwell  Director, Student Services
Susan Cooper, Ph.D.  Associate Director, Academic Support
Thomas Fowler  Senior Director, Human Resources
Pat Daugherty  Registrar
Jarene Barnes  Placement Officer
Tiaona Cade  Placement Officer/Professional Development Instructor
Amy LaSota  Recruitment Coordinator/Community Liaison
Carrie Jacobus  Senior Admissions Representative
Patricia Gambridge  Admissions Representative
Dominic Igiebor  Librarian
Audra Pavloski  Student Advisor
Patricia Patterson  Student Advisor
Maureen Kowalski  Receptionist
Regina Hergenroeder  Administrative Assistant, Culinary Arts Program
Stephanie Champ  Administrative Assistant, Horticulture
Andrew Krizman  Administrative Assistant, Medical Training Programs
Mark Wallace, BS  General Manager, Greenhouse
Carol Kenney-Martin  Sales Representative, Greenhouse
James Casson  Greenhouse Technician
Cheyenne True, BAS  Greenhouse Technician
Rachell Dille, BS  Medical Training Programs/Coordinator
Sonia Weese, BS  Greenhouse Grower
TRAINING PROGRAM DIRECTORS

Karen Kollar    Medical Training Programs
MBA, Pennsylvania State University
MS, University of Pittsburgh
BA, Denison University

David Bramson    Horticulture Technology
MBA, University of Pittsburgh
BS, Management, University of Pittsburgh

Mark Kriss    Chemical Laboratory Director
BS, Chemical Engineering- Penn State University
Secondary Science Teaching Certificate, University of Pittsburgh

Cindy Tuite    Culinary Arts Director
BS, Hospitality Management, Florida International University
AS, Culinary Arts, Community College of Allegheny County
AS, Hotel Management, Community College of Allegheny County

FACULTY

Rebecca Arena    Culinary Arts Program Instructor
AA, Pennsylvania Institute of Culinary Arts

William Bernhardy    Academic Support Reading Instructor
BA, Secondary Education, California University of Pennsylvania
MA, Adult and Community Education, Indiana University of Pennsylvania

Brian Buskey    Catering Chef
AS, Culinary Arts, Westmoreland County Community College

Keith Butler    Culinary Arts Program Instructor
AA, Pennsylvania Institute of Culinary Arts
AA, Culinary Arts, Community College of Allegheny County

Tiaona Cade    Professional Development Instructor
BS, Sports, Arts and Entertainment Management, Point Park University

Kaitlyn Caramela    Horticulture Technology Program Instructor
Diploma, Horticulture Technology, Bidwell Training Center

Cheryl Coleman, M.A.Ed.    Medical Training Program Instructor
MA Curriculum Design & Instruction/Adult Education, Point Park University
BS Psychology, University of Illinois-Urbana

Susan Cooper    Certificate of Education, University of Sussex, UK
M. Ed. Curriculum and Instruction, Northeastern University
Ph. D., Administrative and Policy Studies, University of Pittsburgh
<table>
<thead>
<tr>
<th>Name</th>
<th>Program/Instructor</th>
<th>Education/Training Details</th>
</tr>
</thead>
</table>
| Jennifer Ehrenberger          | Horticulture Technology Program Instructor| BS, Horticulture, Penn State University  
MA, Sciences, Tropical Plants & Soil Sciences in Horticulture/ The University of Hawaii at Manoa  
Graduate Classes, Science, Ohio State University |
| Patti Frank-Caputo, CHEP      | Culinary Arts Program Instructor          | AA, Foodservice & Restaurant Management /Mission College                                  |
| Richard French                | Medical Training Program Instructor       | BSEd, Communication Arts, Clarion University, ASN,                                       |
| Piper Gensler                 | Horticulture Technology Program Instructor|                                                                                         |
| Jodi Johnson, CCMA            | Medical Training Program Instructor/Director of ERMA Curriculum | AS, Community College of Allegheny County                                                 |
| David Lester                  | Academic Support Math Instructor          | BA, Communications, Duquesne University  
M.Sc. Financial Planning, American College                                               |
| Janel Morrison                | Horticulture Technology Program Instructor| BS, Botany, Miami University (Ohio)                                                        |
| Josifiani Moyo                | Academic Support Math Instructor          | BS, Mathematics and Chemistry, Waynesburg University  
M.Sc., Chemical Physics, Purdue University                                               |
| Selena Orkwis                 | Culinary Arts Program Instructor          | AA, Culinary Arts, City College Brighton & Hove Foundation  
BA, Hospitality/University of Brighton                                                   |
| Rikk Panzera                  | Culinary Arts Program Instructor          | AOS, The Culinary Institute of America                                                     |
| Paul Putala                   | Chemical Laboratory Technician Program Instructor | BS, Chemistry, Indiana University of Pennsylvania |
| Chris Saccamango              | Medical Training Program Instructor       | BS, Health Services Management /Independence University  
RHIT, CCS, Approved ICD-10-CM/PCS AHIMA Approved Trainer  
AS, Community College of Allegheny County, Allegheny Campus  
AS, Community College of Allegheny County, South Campus |
| Deanna Gilkey Schmuck, M.S.   | Chemical Laboratory Program Instructor    | MBA, Robert Morris University  
BS, Business Management, West Virginia University                                          |
Barbara Schwartz  Medical Training Program Instructor / Director of Pharmacy Technology Curriculum  BS, Pharmacy, University of Pittsburgh, School of Pharmacy  MS, Education, Duquesne University  Registered Pharmacist (Pennsylvania)  

Stephanie Viele  Medical Training Program Instructor  CMA, Certified Medical Assistant /NCCT  CPT, Certified Phlebotomist /NCCT  BLS/CPR Certified Instructor /American Heart Association, Pittsburgh  AS, Median School of Allied Health Careers  

Kelly Weiler, Ph.D.  Chemical Laboratory Technician Program Instructor  PhD, Chemistry, University of Washington  BS, Chemistry, University of Pittsburgh  

*Faculty subject to change  

MANCHESTER BIDWELL CORPORATION ADMINISTRATION  
William E. Strickland, Jr.  Founder & Executive Chairman  
Kevin L. Jenkins, LSW  President & Chief Executive Officer  
Mara Bruce, CPA  Vice President & Chief Financial Officer
DEGREE PROGRAMS

CHEMICAL LABORATORY TECHNICIAN PROGRAM START DATES

<table>
<thead>
<tr>
<th>START DATE</th>
<th>END DATE</th>
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</thead>
<tbody>
<tr>
<td>January 29, 2019</td>
<td>February 11, 2020</td>
</tr>
<tr>
<td>June 25, 2019</td>
<td>July 14, 2020</td>
</tr>
<tr>
<td>November 19, 2019</td>
<td>December 8, 2020</td>
</tr>
<tr>
<td>May 5, 2020</td>
<td>May 18, 2021</td>
</tr>
</tbody>
</table>

OCCUPATIONAL ASSOCIATE DEGREE IN SPECIALIZED TECHNOLOGY

DIPLOMA PROGRAMS

MEDICAL TRAINING PROGRAMS START DATES

Medical Assistant Diploma – Full Time

<table>
<thead>
<tr>
<th>START DATE</th>
<th>END DATE</th>
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<td>May 1, 2020</td>
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<tr>
<td>March 30, 2021</td>
<td>October 22, 2021</td>
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Medical Assistant Diploma – Part Time

<table>
<thead>
<tr>
<th>START DATE</th>
<th>END DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 24, 2019</td>
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Medical Coder/Biller Diploma – Full Time

<table>
<thead>
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<th>START DATE</th>
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<tbody>
<tr>
<td>September 24, 2019</td>
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<td>March 30, 2021</td>
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### Medical Coder/Biller Diploma – Part Time

<table>
<thead>
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### Pharmacy Technician Diploma – Full Time

<table>
<thead>
<tr>
<th>START DATE</th>
<th>END DATE</th>
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<tbody>
<tr>
<td>September 24, 2019</td>
<td>May 22, 2020</td>
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<tr>
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<td>November 13, 2020</td>
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<td>September 22, 2020</td>
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<td>March 30, 2021</td>
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</table>

### Pharmacy Technician Diploma – Part Time

<table>
<thead>
<tr>
<th>START DATE</th>
<th>END DATE</th>
</tr>
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<tbody>
<tr>
<td>September 24, 2019</td>
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<td>May 21, 2021</td>
</tr>
<tr>
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</table>

### Horticulture Technology Diploma

<table>
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<tr>
<th>START DATE</th>
<th>END DATE</th>
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<tbody>
<tr>
<td>August 27, 2019</td>
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<td>January 28, 2020</td>
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<td>August 25, 2020</td>
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<td>January 26, 2021</td>
<td>September 13, 2021</td>
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</table>

### Culinary Arts Diploma

<table>
<thead>
<tr>
<th>START DATE</th>
<th>END DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 10, 2019</td>
<td>August 28, 2020</td>
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<td>March 10, 2020</td>
<td>February 26, 2021</td>
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<td>September 8, 2020</td>
<td>August 27, 2021</td>
</tr>
<tr>
<td>March 9, 2021</td>
<td>February 28, 2022</td>
</tr>
</tbody>
</table>
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
- Independence Day
- Labor Day
- Thanksgiving Day and the Day After
- Day before Christmas through year end
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 2019-2021 Addendum.” Such addenda are intended and are to be regarded as an integral part of this catalog.

CHEMICAL LABORATORY PROGRAM
• Chemical Laboratory Technician, Occupational Associate Specialized Technology Degree

MEDICAL TRAINING PROGRAMS
• Pharmacy Technician, Diploma
• Medical Assistant, Diploma
• Medical Coder/Biller, Diploma

HORTICULTURE PROGRAM
• Horticulture Technology, Diploma

CULINARY ARTS PROGRAM
• Culinary Arts, Diploma

COMPARABLE PROGRAM INFORMATION
Prospective students may contact ACCSC for comparable program information related to tuition, fees, and program length at: Accrediting Commission of Career Schools and Colleges, 2101 Wilson Boulevard, Suite 302, Arlington, VA 22201, Phone (703) 247-4212, FAX (703) 247-4533.
EDUCATIONAL OBJECTIVE

The Chemical Laboratory Technician program is an intensive, one-year program that prepares students for entry-level jobs in the chemical industry or in numerous other related fields including quality assurance/quality control, biochemical, environmental processing, manufacturing, and diagnostics. The program focuses on developing and advancing students’ mathematical and science skills as well as teaching students safe and proper practices in the use and disposal of chemicals, proper use of laboratory equipment and instrumentation, and how to be part of a professional team. The Bidwell Training Center faculty and staff implement the curriculum and enable students to perform beyond their current levels of expertise and beyond industry expectations. To best achieve this mission, both the content of the curriculum and teaching methodologies are tailored to meet the students’ educational backgrounds, learning readiness, academic abilities, and educational goals. The classroom, laboratory, and externship experiences stress practical application of standard techniques used in today’s modern laboratories. It helps students to develop a wide range of laboratory skills and gives them hands-on knowledge of basic chemistry. This experience enables students to gain a more practical understanding of chemical concepts and instruments; understand the use of laboratory equipment and analytical instruments; anticipate, recognize and respond properly to potential hazards encountered in chemical procedures and manipulations, plan and execute experiments using standard procedures, technical documentation, or following verbal and/or written instructions; perform accurate quantitative measurements, analyses and related calculations; keep neat, well-organized and accurate experimental records; collect, interpret and present experimental results, analyze data statistically; and, communicate effectively through oral and written reports. In order to meet the employers’ expectations and to increase the marketability of graduates, the program stresses the importance of professionalism. Students are encouraged to develop positive attitudes, reliability, good communication skills, continued personal improvement, a motivation to excel, a professionally responsible attitude, the ability to work in teams, the ability to function in an increasingly scientific and technological society.

**Course Length**  
1503 clock hours

**Externship Included**  
Yes

**Class Schedule**  
Monday through Friday, 8:30 a.m.—2:45 p.m.

Externship schedules are determined by the site.
<table>
<thead>
<tr>
<th>Technical Courses</th>
<th>Clock Hours</th>
<th>Credit Hours</th>
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<tbody>
<tr>
<td>CHML 101 Chemical Laboratory Techniques</td>
<td>120</td>
<td>4.5</td>
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<tr>
<td>CHML 201 Chemical Laboratory Techniques</td>
<td>75</td>
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<tr>
<td>Externship</td>
<td>288</td>
<td>6.0</td>
</tr>
<tr>
<td>CHM 101 General &amp; Inorganic Chemistry</td>
<td>90</td>
<td>4.0</td>
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<tr>
<td>CHM 102 General &amp; Inorganic Chemistry</td>
<td>105</td>
<td>4.5</td>
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<tr>
<td>CHM 201 Industrial Organic Chemistry</td>
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<td>4.5</td>
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<tr>
<td>CHM 202 Industrial Organic Chemistry</td>
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</tr>
<tr>
<td>CHML 103 Instrumental Analysis</td>
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<tr>
<td>CHML 203 Instrumental Analysis</td>
<td>45</td>
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</tr>
<tr>
<td>CHML 102 Quantitative Analysis Technician I</td>
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<tr>
<td>CHML 102 Quantitative Analysis Technician II</td>
<td>30</td>
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<tr>
<td>Safety &amp; First Aid</td>
<td>30</td>
<td>1.5</td>
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<tr>
<td>MTH 101 Technical Mathematics</td>
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<tr>
<td>MTH 102 Technical Mathematics</td>
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**Total Clock Hours/Credit Hours – Technical**

1,248  
46.5
<table>
<thead>
<tr>
<th>Applied General Education Courses</th>
<th>Clock Hours</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Planning &amp; Employment Skills</td>
<td>30</td>
<td>2.0</td>
</tr>
<tr>
<td>CMP 201 Computer Applications &amp; Information Re-</td>
<td>30</td>
<td>2.0</td>
</tr>
<tr>
<td>sources</td>
<td></td>
<td></td>
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<tr>
<td>Individual Project I</td>
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</tr>
<tr>
<td>Individual Project II</td>
<td>30</td>
<td>1.5</td>
</tr>
<tr>
<td>Individual Project III</td>
<td>30</td>
<td>1.0</td>
</tr>
<tr>
<td>CMP 101 Introduction to Computers</td>
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<td>1.5</td>
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<tr>
<td>COM 101 Technical Communications</td>
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</tr>
<tr>
<td>PHY 101 Technical Physics</td>
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</table>

Total Clock Hours/Credit Hours – Applied General Education 255 13.5

Total Clock Hours/Credit Hours – All Courses 1503 60

CHEMICAL LABORATORY TECHNICIAN OCCUPATIONAL ASSOCIATE DEGREE IN SPECIALIZED TECHNOLOGY COURSE DESCRIPTIONS

Technical Courses

CHML 101 Chemical Laboratory Techniques
The analytical balance; laboratory tools and hardware; laboratory glassware, plasticware and equipment; handling chemicals and solutions; preparation of samples and solutions; measuring temperature; titrations and calculations; measurement and testing of physical and chemical properties.

CHML 102 Chemical Laboratory Techniques
Heating and coding; separation techniques; evaporation; filtration; recrystallization; sublimation; centrifugation; extraction; distillation; statistical analysis of data; titrations and calculations; measurement and testing of physical and chemical properties.
Externship
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.

CHM 101 General & Inorganic Chemistry
Atoms, molecules and ions; chemical equations and reactions in aqueous solution; mass relationships in chemical reactions; physical properties of solutions; the periodic table; basic concepts in chemical bonding; chemical nomenclature.

CHM 102 General & Inorganic Chemistry
The gaseous state; thermochemistry; catalysis; chemical equilibrium; general properties of acids and bases; acid-base equilibria; electrochemistry.

CHM 201 Industrial Organic Chemistry
Hydrocarbons; alkanes, alkenes, alkynes and aromatics; sources and reactions of hydrocarbons; halides; functional groups; alcohols, ethers, aldehydes, ketones, carboxylic acids, esters, and amines.

CHM 202 Industrial Organic Chemistry
Natural and synthetic organic polymers; addition and condensation reactions; properties and plastics processing; physical and chemical testing techniques and procedures; and other miscellaneous organic chemicals.

CHML 103 Instrumental Analysis
Determination of physical and chemical properties; density; specific gravity; melting point; viscosity; titrations; molecular weight determination.

CHML 203 Instrumental Analysis
The electromagnetic spectrum; colorimetry; US_VIS spectrophotometry; infrared spectrometry; mechanical and physical testing; gas chromatography; liquid chromatography; other chromatographic techniques.

CHML 102 Quantitative Analysis Technician I
Volumetric analysis; tools of volumetric analysis; introduction to titrimetric analysis; acid-base titrations and calculations; redox titrations and calculations; potentiometric titrations.

CHML 102 Quantitative Analysis Technician II
Gravimetric analysis; sampling and sample preparation; analyzing and converting analytical data into graphical format.

Safety & First Aid
General laboratory safety rules; laboratory safety equipment; fire safety; explosion safety; respiratory safety; toxic chemicals; SDS; OSHA; NFPA; EPA; chemical waste disposal; chemicals storage; the chemical hygiene plan; CPR/AED and First Aid techniques.

MTH101 Technical Mathematics
Arithmetic refresher; fractions; percents; exponents; logarithms; basic equations; multiplication and division of expressions; introduction to algebra, proportion and variation.

MTH 102 Technical Mathematics
Solving algebraic expressions; quadratic equation; straight lines; systems of linear equations; areas; volumes; surface areas; the scientific calculator; graphs, charts and diagrams; introduction to laboratory statistics; use and interpretation of data.
Applied General Education

Career Planning & Employment Skills
Job skills assessment; interviewing techniques; job search methods; job survival strategies; preparation of employment documents including resumes, cover letters, follow-up letters, and reference lists; professional organizations; externship preparation.

CMP201 Computer Applications & Information Resources
Microsoft applications; databases; the Internet; laboratory information management systems; chemistry and laboratory software.

Individual Project I
Students are required to prepare an element report to write a scientific research paper. These activities help students develop individual writing and research skills and give them the experience of preparing reports using library resources, catalogs, handbooks, computers and/or the Internet.

Individual Project II
Develop effective written and oral skills with hands-on experience giving a PowerPoint presentation on a scientific topic.

Individual Project III
Research, develop, and present a laboratory experiment. Students gain experience using both written and oral skills teaching and demonstrating safety and scientific principles.

CMP 101 Introduction to Computers
Types of computers; computer terminology; PC systems components, hardware and operating systems; introduction to software applications; introduction to the Internet.

COM 101 Technical Communications
The communications process; technology and communication; qualities and types of communications; speaking and listening; soft skills; PowerPoint presentations; the reasons for note-keeping – legal and ethical aspects; organizing and writing the notebook; interpreting technical documents; confidentiality; library resources.

PHY 101 Technical Physics
Measurements; precision; instruments used to perform measurements, the ruler, micrometer, and caliper; significant figures; accuracy; absolute and relative errors; tolerance; measurement units; the metric (SI) system; drawings, charts, and diagrams.
EDUCATIONAL OBJECTIVE

A continuing demand exists in the healthcare field for well-trained pharmacy technicians to assist the pharmacist in many practice settings by assuming greater responsibilities. Well-trained pharmacy technicians are a vital part of the healthcare team. Bidwell students are trained for entry-level work under the direction of a registered pharmacist in various practice settings such as community or institutional. Bidwell Training Center is ready to meet this demand by training students in our American Society of Health-System Pharmacists (ASHP)/Pharmacy Technician Accrediting Commission (PTAC) accredited program.

Applicants must be a resident of Pennsylvania, possess a high school diploma or GED®, earn the minimally acceptable test scores on the educational assessment testing series, complete a successful interview with the school’s admissions panel, and have ACT 33/34/73 Clearances which are suitable for employment. Prior to the externship, students are required to have a physical exam and a two-step TB test and provide proof of immunizations. Some sites have additional requirements such as drug screening. Illicit drug use, positive criminal background checks, and questionable/problematic immunization status may prevent future employment as a pharmacy technician, and that externship sites, employers, and State Boards of Pharmacy have regulations about drug use and criminal backgrounds.

Course Length 950 clock hours
Externship Included Yes
Class Schedule Monday through Friday, 8:30 a.m.—2:55 p.m.

Externship schedules are determined by the site.
<table>
<thead>
<tr>
<th>Courses</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>Anatomy &amp; Physiology/Medical Terminology I-III</td>
<td>105</td>
</tr>
<tr>
<td>Communications &amp; Professional Skills</td>
<td>52.5</td>
</tr>
<tr>
<td>Community Pharmacy Software/Pharmacy Automation Technology</td>
<td>35</td>
</tr>
<tr>
<td>Computers &amp; Professional Skills</td>
<td>52.5</td>
</tr>
<tr>
<td>Pharmacology I-III</td>
<td>105</td>
</tr>
<tr>
<td>Pharmacy Lab I-II</td>
<td>70</td>
</tr>
<tr>
<td>Pharmacy Mathematics I-III</td>
<td>105</td>
</tr>
<tr>
<td>Pharmacy Practice &amp; Special Topics</td>
<td>35</td>
</tr>
<tr>
<td>Pharmacy Techniques I-II</td>
<td>70</td>
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<tr>
<td>Community Pharmacy Experience</td>
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<tr>
<td>Externship</td>
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</table>

**Total Clock Hours** 950
Anatomy & Physiology/Medical Terminology I-III
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.

Communications & Professional Skills
The focus of the communications class will be developing effective principles and practices of interpersonal communications skills for the work environment. Topics will include customer service skills, effective verbal and nonverbal communication, active listening, cultural diversity, time and stress management, and barriers to effective communication. A positive approach to problem solving, professionalism, and dealing with difficult customers and coworkers will also be covered. Scenarios and role-playing situations will be employed to give students experience with situations that are common in the field. Students will gain an understanding of the roles of pharmacists and pharmacy technicians. Students will apply skills gained in communications to a course component focusing on development of interviewing skills and techniques, job search strategies, and job retention skills. During the professional skills portion of the course, students will gain tips for successful transition from student to extern and from extern to job seeker.

Community Pharmacy Software/Pharmacy Automation & Technology
Students will become familiar with the concepts and utilization of community 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. This course will provide an overview of pharmacoinformatics on the medication-use process. Pharmacy automation and technologies ranges from electronic health records and e-prescribing to automated compounding devices.

Computers & Professional Skills
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 this 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. Students will use acquired skills to produce employment documents, including cover letters, resumes, and interview follow-up letters. 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.

Externship
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.
Pharmacology I-III
This course is an introduction to pharmacology, the scientific study of drugs. Topics include sources of drugs, relevant legislation, drug classifications, routes of administration, drug effects, drug terminology, and drug interactions. The course includes units devoted to the study of drugs affecting the major body systems.

Pharmacy Lab I-II
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 where students receive hands-on experience in medication preparation for sterile and non-sterile compounding and hazardous drug compounding.

Pharmacy Mathematics I-III
This course provides fundamental mathematic concepts and calculation skills that pharmacy technicians need in both community and 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. In addition, students learn how to perform calculations for inventory applications, purchasing, profit margins, and insurance reimbursements.

Pharmacy Practice & Special Topics
This course introduces the student to current topics and working environments for the pharmacy technician in the profession of pharmacy. Topics include the pharmacy technician’s role and responsibilities in a variety of healthcare settings, Type 1 and Type 2 diabetes mellitus with an emphasis on current drug treatment, the Food and Drug Administration Amendments Act (FDAAA) of 2007, Risk Evaluation and Mitigation Strategies (REMS), pharmacy technician organizations, Medication Therapy Management (MTM), fruit juice-drug interactions, and ethics in the practice of pharmacy.

Pharmacy Techniques I-II
This course prepares the student with skills that are necessary to be a successful pharmacy technician. Topics include commonly dispensed medications, drug information resources, history of medicinal drugs, pharmacy laws and regulations, the language of pharmacy, the prescription process, safe medication practices and error prevention, quality assurance, orphan and investigational drugs, alternative medicine, and common vaccines. Students are prepared and encouraged to take the national Pharmacy Technician Certification Exam (PTCE) to gain the Certified Pharmacy Technician (CPhT) credential.

Community Pharmacy Experience
Students will participate in a community/retail setting to gain experience in this area of pharmacy practice.
EDUCATIONAL OBJECTIVE

The Medical Assistant program is designed with the focus and goal to prepare competent 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. The Medical Assistant program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of the Medical Assisting Education Review Board (MAERB). [Commission on Accreditation of Allied Health Education Programs; 25400 US Highway 19N, Suite 158, Clearwater, FL 33763; 727-210-2350; www.caahep.org]. 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 MAERB Core Curriculum psychomotor (skills) and affective (behavior) competencies taught within the courses.

Applicants must be a resident of Pennsylvania, possess a high school diploma or GED®, earn the minimally acceptable test scores on the educational assessment testing series, complete a successful interview with the school’s admissions panel, and have ACT 33/34/73 Clearances which are suitable for employment. Prior to the externship, students are required to have a physical exam and a two-step TB test and provide proof of immunizations. Some sites have additional requirements such as drug screening.

**Course Length**
848 clock hours

**Externship Included**
Yes

**Class Schedule**
Monday through Friday, 8:30 a.m.—2:55 p.m.

Externship schedules are determined by the site.
<table>
<thead>
<tr>
<th>Courses</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anatomy &amp; Physiology/Medical Terminology I-III</td>
<td>115</td>
</tr>
<tr>
<td>Clinical Procedures &amp; Laboratory Techniques I-III</td>
<td>195</td>
</tr>
<tr>
<td>Coding</td>
<td>45</td>
</tr>
<tr>
<td>Communications &amp; Professional Skills</td>
<td>57.5</td>
</tr>
<tr>
<td>Computers &amp; Professional Skills</td>
<td>57.5</td>
</tr>
<tr>
<td>Electronic Health Records I-II</td>
<td>78</td>
</tr>
<tr>
<td>Fundamentals of Medical Assisting I-II</td>
<td>70</td>
</tr>
<tr>
<td>Mathematics</td>
<td>35</td>
</tr>
<tr>
<td>Pharmacology</td>
<td>35</td>
</tr>
<tr>
<td>Externship</td>
<td>160</td>
</tr>
</tbody>
</table>

**Total Clock Hours**: 848

Certification and Licensure: Upon successful completion of the program, students are eligible to sit for the National Healthcare Association Medical Assistant Certification (CCMA) exam.
Anatomy & Physiology/Medical Terminology I-III
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.

Clinical Procedures & Laboratory Techniques I-III
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. Included in the course are components on assessment and examination, treatments, standards and procedures for examination, infection control, vital signs, phlebotomy (venipuncture and capillary puncture), urinalysis, hematology, emergency procedures, infection control, geriatrics, pediatrics, maintenance of a safe and healthful environment, and the physician’s office laboratory. Professionalism and effective, therapeutic patient communications will be included with each clinical component.

Coding
Students will be introduced to diagnostic and procedural coding for outpatient visits and treatment using ICD-10-CM and CPT codes. This course will concentrate on hands-on activities designed to develop accurate coding skills and assignment of proper codes. At the completion of this course, students will have gained experience in assigning ICD-10-CM codes to identify diagnoses, including coding injuries and late effects, supplemental external causes of injury, supplementary Z-codes and neoplasms, CPT procedural codes, and allowance fees based on insurance coverage.

Communications & Professional Skills
Students will gain skills and knowledge necessary to deliver quality service in a healthcare environment. Emphasis will be placed on creating positive relationships with patients, visitors, and coworkers through the use of effective verbal and nonverbal communications. Students will gain experience in active listening and responding appropriately in face-to-face as well as telephone conversations. Written communications in the ambulatory care setting and the role of the medical assistant in producing electronic communications will also be covered. Students will gain exposure to skills needed for working in a culturally diverse healthcare environment. Students will apply communications skills learned to professional development including interviewing techniques, job search strategies, and job retention skills.

Computers & Professional Skills
During this course, students are introduced to basic concepts of computer operations and general navigation through Windows. The initial focus of the course will be proper keyboarding style and technique. Students will gain mastery of the entire keyboard with emphasis on speed and accuracy on the alpha/numeric keyboard. Students will be introduced to the numeric keypad with an emphasis on speed and accuracy. Students will also gain basic proficiency using Microsoft Word, Microsoft Excel, and Microsoft Outlook. Upon completion of the Microsoft Word component of the course, the student will be able to demonstrate at least average ability in creating and saving a document; creating, moving, and deleting files and folders; formatting a document; and retrieving, editing, and printing documents. Students will use acquired skills to produce employment documents including cover letters, resumes, and interview follow-up letters. Upon completion of the Microsoft Excel component, students will be able to demonstrate at least average ability in entering text, data, and formulas and functions into a spreadsheet and formatting a spreadsheet to be more attractive and easier to read. Upon completion of the Microsoft Outlook component, students will be able to 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.

Electronic Health Records I-II
The focus of this course is the understanding of the foundational knowledge for electronic health records including the implementation of EHR hardware, software and networking requirements, types of data, standards and documentation, patient visitation management, examination and assessment notes, treatment and medical orders, patient communications, coding, billing and reporting, research, registries and reportable events, personal health records, and continuity of care. Local EHR implementations and hands-on EHR computer practice will also be covered. Exposure to various EHR products will be included.
Externship
At the completion of the didactic training, students will gain experience through a medical assistant externship in a physician’s office, hospital-based or independent clinic, or other outpatient care facility.

Fundamentals of Medical Assisting I-II
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.

Mathematics
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.

Pharmacology
This course is an introduction to pharmacology, the scientific study of drugs. Topics include sources of drugs, relevant legislation, drug classifications, routes of administration, drug effects, drug terminology and vocabulary, drug interactions. The course includes units devoted to the study of drugs affecting the major body systems.
MEDICAL CODER/BILLER
DIPLOMA PROGRAM
EDUCATIONAL OBJECTIVE

This program has been designed to fulfill the market demand for trained medical coders/billers. Medical coders/billers help hospitals, physician practices, and other healthcare facilities get reimbursed from insurance companies for services provided to patients while accurately processing health insurance claims. Assigned codes help insurance companies account for and track reimbursements to prevent fraudulent medical claims or errors in payment. The emphasis of the Medical Coder/Biller program is to provide students with the ability to analyze medical records and identify and properly assign 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) and Current Procedural Terminology, CPT codes to diagnoses and procedures. Also, major emphasis is placed on the student’s ability to interpret laws and regulations. Upon successful completion of the 24-week, 630-hour didactic training, students will complete a 320-hour, 8-week externship in a health system coding/billing trainee capacity. Graduates of the program will have entry-level skills useable for positions in various healthcare settings including inpatient and outpatient hospital coding departments, health insurance companies, physician offices, and medical coding service companies.

Applicants must be a resident of Pennsylvania, possess a high school diploma or GED®, earn the minimally acceptable test scores on the educational assessment testing series, complete a successful interview with the school’s admissions panel, and have ACT 33/34/73 Clearances suitable for employment. Prior to the externship, students are required to have a physical exam and a two-step TB test and provide proof of immunizations. Some sites have additional requirements such as drug screening.

Course Length 848 clock hours
Externship Included Yes
Class Schedule Monday through Friday, 8:30 a.m.—2:55 p.m.

Externship schedules are determined by the site.
## COURSE OUTLINE

<table>
<thead>
<tr>
<th>Courses</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Anatomy &amp; Physiology/Pathology I-III</td>
<td>105</td>
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<tr>
<td>Communications &amp; Professional Skills</td>
<td>52.5</td>
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<tr>
<td>Computers &amp; Professional Skills</td>
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<tr>
<td>Encoder</td>
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<tr>
<td>Externship</td>
<td>320</td>
</tr>
<tr>
<td>Health Information Management/Electronic Health Records HIM/EHR</td>
<td>35</td>
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<tr>
<td>ICD-10-CM/PCS Coding I-III</td>
<td>105</td>
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<tr>
<td>Mathematics</td>
<td>35</td>
</tr>
<tr>
<td>Medical Claims Processing I-III</td>
<td>105</td>
</tr>
</tbody>
</table>

**Total Clock Hours**                                    **950**
MEDICAL CODER/BILLER DIPLOMA COURSE DESCRIPTIONS

Anatomy & Physiology/Medical Terminology I-III
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.

Communications & Professional Skills
The focus of the communications class will be developing effective principles and practices of interpersonal communications skills for the work environment. Topics will include customer service skills, effective verbal and nonverbal communication, active listening, cultural diversity, time and stress management, and barriers to effective communication. A positive approach to problem solving, professionalism, and dealing with difficult customers and coworkers will also be covered. Scenarios and role-playing situations will be employed to give students experience with situations that are common in the field. Students will gain an understanding of the roles of healthcare providers, insurance professionals and medical coders/billers. Students will apply skills gained in communications to a course component focusing on development of interviewing skills and techniques, job search strategies, and job retention skills. During the professional skills portion of the course, students will gain tips for successful transition from student to extern and from extern to job seeker.

Computers & Professional Skills
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 this 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. Students will use acquired skills to produce employment documents, including cover letters, resumes, and interview follow-up letters. 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.

CPT Coding I-III
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.

Encoder
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.

Externship
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 coding service companies, centralized coding facilities, hospital inpatient and outpatient coding departments, physician practice settings, or insurance companies and assist students in gaining practice on the skills mastered in the classroom.
Health Information Management/Electronic Health Records (HIM/EHR)

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.

ICD-10-CM/PCS Coding I-III

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.

Mathematics

This course will review general mathematic principles relative to insurance claim completion. The initial focus will be a review of whole numbers and basic functions. Students will then use these skills to convert fractions and decimals, calculate proportions and percentages, and utilize estimation and rounding techniques. All skills mastered will be applied to practical application problems. Specific problem-solving strategies will be presented. Ten-key calculator use will be taught and practiced.

Medical Claims Processing I-III

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.
Program Length Full-Time 8 Months/35 Weeks
Total Clock Hours 1000

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. Studies coincide with today’s job market demands in light of 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 plant scaping, 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 creative, energetic and curious person with an appreciation for the natural world and its many relationships, this program is worth investigating. Applicants should be committed to possess a strong work ethic, be flexible have good people skills and be physically able to work in a wide range of situations.

Course Length 1000 clock hours
Externship Included Yes
Class Schedule Monday through Friday, 8:00 a.m.—3:00 p.m.

Externship schedules are determined by the site.
## COURSE OUTLINE

<table>
<thead>
<tr>
<th>Courses</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>Botany I</td>
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</tr>
<tr>
<td>Botany II</td>
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</tr>
<tr>
<td>Design I</td>
<td>28</td>
</tr>
<tr>
<td>Design II</td>
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<td>Design III</td>
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<tr>
<td>Economic Botany</td>
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<tr>
<td>Greenhouse Production I-II</td>
<td>56</td>
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<tr>
<td>Industry Technology</td>
<td>35</td>
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<tr>
<td>Installation and Maintenance I-IV</td>
<td>112</td>
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<tr>
<td>Math</td>
<td>28</td>
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<tr>
<td>Pest Management I</td>
<td>28</td>
</tr>
<tr>
<td>Pest Management II</td>
<td>42</td>
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<tr>
<td>Plant Industry Operations I</td>
<td>35</td>
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<tr>
<td>Plant Industry Operations II</td>
<td>21</td>
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<tr>
<td>Plant Propagation I-II</td>
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<tr>
<td>Professional Development I-IV</td>
<td>91</td>
</tr>
<tr>
<td>Specialty Crops I-II</td>
<td>42</td>
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<tr>
<td>Taxonomy I</td>
<td>35</td>
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<tr>
<td>Taxonomy II</td>
<td>49</td>
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<tr>
<td>Taxonomy III</td>
<td>21</td>
</tr>
<tr>
<td>Externship</td>
<td>160</td>
</tr>
</tbody>
</table>

Total Clock Hours: **1000**
HORTICULTURE TECHNOLOGY DIPLOMA COURSE DESCRIPTIONS

Botany I
Primary focus on plant structure, and the practical care and culture of flowering plants. Discuss the relationship of plants to people to frame advanced study; explore the anatomy and functions of roots, stems, leaves and flowers; recognize different plant life cycles and reproductive processes. Participate in lab experiences to identify, dissect and label plant parts.

Botany II
Primary focus on external factors and plant growth. Demonstrate an understanding of plant growth and development; investigate plant processes including photosynthesis, respiration and transpiration; explore the effects of environmental and ecological factors on plants; discuss the properties of soil and water and the effect of pH, nutrients, light, and temperature on plant growth and development.

Design I
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.

Design II
Primary focus on the design environment. Integrate design skills and environmentally sound solutions to practical problems in the designed environment; applied learning projects in a variety of plant science studies including horticulture, floriculture, landscaping, plantscaping, urban planning, and marketing; work manually and with design software programs; 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.

Design III
Primary focus on portfolio construction. Assemble a portfolio showcasing work completed throughout the term.

Economic Botany
Understand the complex interactions between plants, the environment, people, and the economy; learn about traditional knowledge relating to plans and consider the relevance of ethnobotany to horticultural professions; gain a practical appreciation for the biological, chemical, and cultural diversity that plants help to manifest; examine case studies in various novel and emerging horticultural techniques, considering best practices in conservation; gain experience in a number of hands-on assessment techniques in the sub discipline of botany know as floristics.

Greenhouse Production I
Primary focus on greenhouse systems and infrastructure. Investigate the design, function and outcomes of proper management; explore and practice a variety of production techniques, explore types of growing structures and facilities; analyze systems including infrastructure, environment and cropping technology, advanced methodology, human relations, business communications and record-keeping with emphasis on safety, efficiency and accuracy.

Greenhouse Production II
Primary focus on greenhouse production methods. Differentiate between a variety of growing media, demonstrate knowledge of the properties of soils; understand essential elements, macro and micro nutrients and trace elements; understand fertilizer formulations and the functions of nitrogen, phosphorous and potassium; establish light, moisture and gas parameters requirements; propagate, grow, maintain and market crops as required; integrate IPM where applicable.

Industry Technology
Learn how to efficiently use computers and access and organize information; explore computing resources and technologies used in the horticulture industry; use electronic tools that compliment various aspects of landscape design, botany, plant propagation etc.; upload relevant documents and spreadsheets; gain familiarity with range of various web and mobile apps and field devices, as well as basic mapping and photography techniques.
Installation and Maintenance I
Primary focus 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 applicable OSHA standards and special concerns involving chemical hazards; understand the proper use and care of personal safety equipment and the safe use and operation of tools, machines and other industry related equipment; understand proper procedures to follow in the event of an emergency; topics of personal hygiene, health and wellness in the workplace along with instruction and certification in First Aid, CPR, and AED included.

Installation and Maintenance II
Primary focus on the daily skills and knowledge required in the installation and maintenance of plants in a variety of environments with an emphasis on systems. Gain a hands-on understanding of the operation of the fundamental systems used in the horticulture industry; operate and maintain systems that related to sanitation, hydroponics, irrigation, fertilization, lighting and temperature control in construction techniques related to hardscaping, pond construction, and other features. Understand “green” infrastructure and organizational systems including databases.

Installation and Maintenance III
Primary focus on the daily skills and knowledge required in the installation and maintenance of plants in a variety of environments with an emphasis on plant selection. Utilize a variety of resources to select the appropriate ornamental and utilitarian plants for landscaping and gardening as well as the appropriate plants for natural environments; contextually understand selection criteria at different levels, including the individual plant, the species, form and function, and the site along with cultural requirements and environmental factors.

Installation and Maintenance IV
Primary focus on the daily skills and knowledge required in the installation and maintenance of plants in a variety of environments with a particular emphasis on sustained practices. Perform the functions necessary to sustain the successful progression of various operational models; be responsible for the health of plants throughout the premises, including those in interior, exterior, greenhouse, and auxiliary spaces; learn to maintain good practices in professionalism, efficiency, worksite sanitation and maintenance, and producing quality results; gain an empirical appreciation for the commitment and consistency demanded by the industry.

Math
Understand mathematical theories and use number and number systems to compute, measure and estimate; use and apply skills to solve theoretical and practical problems; learn the proper use of the calculator and computer to solve mathematical problems in horticulture, agriculture, business and related fields.

Pest Management I
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; explore principles of weed science, with emphasis on characteristics of invasive plants and identification of local weeds; understand fungal, bacterial and viral infections of plants and their signs and symptoms; study common vertebrate pests and their damage.

Pest Management II
Primary focus on pest control methods and related certifications. Apply principles of Integrated Pest Management (IPM) to theoretical and real situations, recognizing the influence of thresholds, biological considerations and prevention 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 Commonwealth of Pennsylvania; explore independent study and testing in specific categories that may be required in one’s intended career field.

Plant Industry Operations I
Primary focus on traditional careers associated with the industry. Tour and research horticultural, agricultural, and other traditional plant industry operations in the region; explore the scope and history of horticulture, agriculture and related industries; compare and contrast infrastructure, geographic locations, temperatures, soils, water, length of growing season, marketing strategies and distribution patterns.
Plant Industry Operations II
Primary focus on non-traditional careers associated with the industry. Explore trends and advancing technology in various green industry venues and how they relate to the emerging workforce and new career opportunities; tour sites to gain an understanding of the shifts in sustainable practices and its increasing relevance to all aspects of the plant sciences; compare and contrast traditional and non-traditional sectors including the individual plant, the species, form and function, and the site, along with cultural requirements and environmental factors.

Plant Propagation I
Primary focus on the general aspects of plant propagation by seed. Explore the history and biology of plant propagation; understand the various stages in the life cycles of plants; investigate environmental requirements for proper plant growth including light, temperature, moisture, and soils; demonstrate knowledge of seed production and subsequent propagation techniques; discuss principles and techniques of sexual propagation; grow plant from seed.

Plant Propagation II
Primary focus 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 cuttings, 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.

Professional Development I
Primary focus on career exploration in horticulture and the related plant science fields. Investigate the career segments of the horticulture industry; identify requirements to attain jobs compatible with interests and skill levels; demonstrate awareness of career opportunities; survey local and national job markets; prepare reports for presentation.

Professional Development II
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.

Professional Development III
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.

Professional Development IV
Primary focus on job search strategies. Investigate and refine personal as well as professional values; assess transferrable and horticultural skills; explore job search methods and job survival strategies; analyze shifts in the horticulture industry and their impact on current employment trends.

Specialty Crops I &II
Understand market surveys; investigate the demand for particular crops, the strength of the economy and existing competition; develop timetables and production schedules, maintain production journals; participate in the production of marketable specialty crop(s) from start to finish.

Taxonomy I
Primary focus on plant morphology. Understand the hierarchy of the plant kingdom and binomial nomenclature; observe key identifying morphological features of leaves, stems and buds, flowers and fruit; learn associated descriptive terminology; learn scientific and common names of plants.

Taxonomy II
Primary focus on the collection of plant samples for both current and future studies. Observe plants in the field with a focus on identification characteristics, habit and use; take detailed field notes and gather plant specimens for taxonomic identification; learn how to preserve plant specimens by pressing and drying; learn scientific and common names of plants.
Taxonomy III
Primary focus on plant systematics. Prepare individual taxonomic journals as part of field studies; practice the use of dichotomous keys, manuals, and field guides to identify plants; explore the characteristic and relationships of plant families; learn scientific and common names of plants; apply this information to other course studies.

Externship
Gain off-campus practical work experience (160 hours) in the green industry immediately following completion of the theoretical/classroom instruction and applied learning portions (840 hours) of the Horticulture Technology major.
CULINARY ARTS
DIPLOMA PROGRAM
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 strong emphasis on food safety and Food Safety, Nutrition, and Supervision will receive a certificate toward certification. 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 1,407 clock hours
Externship Included No
Class Schedule Monday through Friday, 9:00 a.m.—3:30 p.m.
<table>
<thead>
<tr>
<th>Courses</th>
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<tr>
<td>Chef Practicum</td>
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<tr>
<td>Cooking Principles</td>
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<td>Culinary Fundamentals</td>
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<td>Culinary Skills Development</td>
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<td>Culinary Supervision</td>
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<tr>
<td>Food Safety and Sanitation</td>
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<tr>
<td>Food Service Math</td>
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<tr>
<td>Hot &amp; Cold Foods Preparation I</td>
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<tr>
<td>Hot &amp; Cold Foods Preparation II</td>
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<td>Introduction to Beverage Management</td>
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<td>Introduction to Hospitality Management</td>
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<td>Introduction to the Professional Kitchen</td>
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<td>Nutrition for the Culinarian</td>
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<td>Professional Development</td>
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<td>Restaurant Management I</td>
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<tr>
<td>Restaurant Management II</td>
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</table>

**Total Clock Hours**  
1,407
CULINARY ARTS DIPLOMA COURSE DESCRIPTIONS

Advanced Baking
Advanced baking skill; decorating techniques for pastries; cake design; pastry cream; cheesecake; mousse; puff pastry; phyllo dough; ganache; and pastillage.

Chef Practicum
Students create a menu including soup, salad, entrees, vegetables, starch, and dessert; prepare recipes, purchase orders, and the complete menu production.

Cooking Principles
Introduction to seasonings; herbs; spices; mise en place; stocks; thickening agents; mother sauces; cooking methods; basic soup preparation.

Culinary Fundamentals
Meat and poultry identification and cookery; fish and seafood identification and cookery fruit and vegetable identification; farinaceous products; legumes and beans; sandwich and salad principles and preparation; dairy and cheese; breakfast cooking; Visiting Chef program.

Culinary Skills Development
Introduction to the commercial kitchen; large and small equipment; equipment maintenance; vocabulary; basic food safety and sanitation; weights and measurements; recipe conversations; hands-on component; knife skills; stock and sauce preparation; cooking methods.

Food Safety & Sanitation
Introduces key food safety concepts through the latest ServSafe® training; understanding of all of the food safety risks in food preparation; ways to reduce risks; keeping an operation, staff, and customer safe. Students must successfully pass the ServSafe® managers test to graduate.

Food Service Math
Students review basic math using fractions, decimals, and culinary formulas; recipe conversion; units of measure; as purchased, edible portion, as served, and yield percent; recipe and portion costing; menu pricing. Students must successfully pass this course with a “C” or better.

Hot & Cold Foods Preparation I
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, sanitation, and sous chef.

Hot & Cold Foods Preparation II
Students continue to build their skill preparing American regional and international menus that change daily; students rotate positions; periodic extensive kitchen cleaning.

Hot & Cold Foods Preparation III
Students prepare breakfast menu items; nutritional menus; sandwich and salad menus; menus change daily; students rotate through different positions.

Hot & Cold Foods Preparation IV
Students prepare menu items to order from an a la carte menu; rotating to different stations in the kitchen; buffet production and presentation; students continue to build their basic skills.
Hot & Cold Foods Preparation V
Students build their understanding of time management, team work, and creative design through plate presentation, vegetable carving, ice carving, charcuterie, hors d’ oeuvres, and food display; written and final practical testing.

Introduction to Baking
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.

Introduction to Beverage Management
Alcohol and wine production; review RAMP certification; PLCB laws and enforcement; field trip; guest speakers.

Introduction to Hospitality Management
The evolution of the industry in the 20th century; food service and how it fits into the hospitality industry; career opportunities; professional organization; field trips.

Introduction to the Professional Kitchen
Review chefs from past to present who helped to create and inspire today’s food industry; units of measure; and understanding a standardized recipe.

Nutrition for the Culinarian
Factors influencing food selection; basic nutrition; dietary recommendations and food guides; food labels; carbohydrates; fats and oils; proteins; vitamins; water and minerals; foundations of healthy cooking; nutrition and health; weight management and exercise; life cycle, FDA Dietary guidelines, MyPlate; three-day diet analysis.

Professional Development
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.

Restaurant Management I
Food Service Industry: history, trends; menu planning and development: recipe standardization, cost analysis, menu design, and pricing; Procurement and sustainability: purchasing supplier selection, receiving storage, inventory, and production management.

Restaurant Management II
Financial management: Customer service: styles and philosophy of service, service etiquette, special needs, standards, strategic marketing, facilities planning, design and equipment specification; internal control; operational analysis.
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 Recruitment Coordinator/Community Liaison who helps coordinate/facilitate the recruitment, admissions, and marketing goals for the school. The Recruitment 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 Recruitment 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 our semiweekly information sessions 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 can’t 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.

Bidwell’s Admissions Representative follows up with prospective students and helps guide them through the admissions process. The 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 Admissions Representative coordinates academic support to these individuals and guides them through the process.

The Senior Admissions Representative, Recruitment Coordinator/Community Liaison, and Admissions Representative are monitored closely by the Senior Director of Operations to ensure a high degree of integrity is maintained and ethical recruiting practices are used.

ACCEPTANCE/REJECTION

To be enrolled in any of the degree or diploma majors at Bidwell Training Center, applicants must provide proof of graduation from high school or completion of a General Educational Development (GED®) diploma. Applicants must also meet program guidelines on educational assessment testing by earning the minimally acceptable test scores in their program of interest. Applicants who do not earn the minimally acceptable test scores are not considered for program enrollment. Please note that successfully passing the tests is necessary for admission but does not guarantee enrollment into any program of study. All applicants considered for admission must also complete a successful interview with the school’s admissions panel. Information discussed during the interview will focus on career interests, training and employer expectations, job-entry requirements, prior education, and experience.

TESTING

Testing for entry into any course of study is conducted on Mondays at 11:00 a.m. and Wednesday at 11:00 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.
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, obtain professional licensure if applicable, and 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. 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 Admissions 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.

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 simulation 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.
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 always scheduled the first week of a class start for all incoming students. During orientation, students meet with faculty members, administration, support staff, and other students. The students become acquainted with the location of the classrooms and labs and are familiarized with the role of administrators and other key personnel. During orientation, a more thorough description of their program is discussed at length; including Q&A. Students also learn the general policies of the school, such as attendance, grading, dress code, scheduling, introduction of student services, campus security measures, extracurricular activities, etc.
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.

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. Requesting a Veteran’s Education Assistance Form that includes additional identifying information.

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 either academic probation or 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; and, the student is placed on academic probation. According to Bidwell Training Center’s satisfactory progress statement, a student who fails to achieve a minimum grade point average (GPA) of 1.5 at 25% completion, 1.75 at 50% completion, and 2.0 for the remainder of the quarters and a cumulative course GPA of 2.0 will be placed on academic probation for thirty school days. At the end of the academic probationary period, if the veteran student has not achieved the minimum grade point average, the student will be terminated from training. Additionally, a student will not be allowed to have more than two consecutive academic probationary periods in any one program of study, otherwise will be terminated from training.

Veterans are required to make satisfactory progress toward graduation. If a veteran is placed on Academic Suspension or 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.

MAXIMUM ENROLLMENT

<table>
<thead>
<tr>
<th>Program</th>
<th>Maximum Enrollment Per Cohort</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemical Laboratory Technician AST</td>
<td>20</td>
</tr>
<tr>
<td>Pharmacy Technician Diploma</td>
<td>15</td>
</tr>
<tr>
<td>Medical Assistant Diploma</td>
<td>15</td>
</tr>
<tr>
<td>Medical Coder/Biller Diploma</td>
<td>15</td>
</tr>
<tr>
<td>Horticulture Technology Diploma</td>
<td>25</td>
</tr>
<tr>
<td>Culinary Arts Diploma</td>
<td>20</td>
</tr>
</tbody>
</table>

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

Tuition is not charged to students attending Bidwell Training Center. 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 institutional scholarship made possible by these state funds. Bidwell Training Center does have tuition prices listed in the Academic Catalog and on the Enrollment Agreement. These tuition prices do not affect the student since no tuition is charged to the student. When the school does charge tuition, an addendum to the Academic Catalog and Enrollment Agreement is done. Student terminated from training will not be eligible for re-enrollment, thus not eligible for a second scholarship.
TUITION BY MAJOR

Chemical Laboratory Technician
Number of Clock Hours: 1503
Length of Program: 54 Weeks
Books Costs: Included in Tuition
Tuition: $14,000

Pharmacy Technician Diploma
Number of Clock Hours: 950
Length of Program: 32 Weeks
Books Costs: Included in Tuition
Tuition: $12,000

Medical Assistant Diploma
Number of Clock Hours: 848
Length of Program: 28 Weeks
Books Costs: Included in Tuition
Tuition: $12,000

Medical Coder/Biller Diploma
Number of Clock Hours: 950
Length of Program: 32 Weeks
Books Costs: Included in Tuition
Tuition: $12,000

Horticulture Technology Diploma
Number of Clock Hours: 1000
Length of Program: 35 Weeks
Books Costs: Included in Tuition
Tuition: $12,000

Culinary Arts Diploma
Number of Clock Hours: 1407
Length of Program: 50 Weeks
Books Costs: Included in Tuition
Tuition: $19,000

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 a scholarship 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 only scholarship. Bidwell Training Center has a one-week drop grace period beginning with the start date of each major. Any student withdrawing from school within the first week will not be considered enrolled and will not forfeit their scholarship. If the student follows the proper procedure for withdrawal, they may be considered for future enrollment. Any student matriculating beyond this grace period will officially be considered enrolled and will have used their scholarship.
DENIAL OF AID

Students must meet all admissions requirements and submit all required documentation to be eligible for an institutional scholarship 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 or part-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, (5) submit all required documentation to admissions, (6) maintain satisfactory academic progress.

REFUND POLICY

Bidwell Training Center students are not charged tuition or fees. All required training related expenses including text books, uniforms, tools and supplies are covered by a grant from the State of Pennsylvania. *

(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.

*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.

**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) afford 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 their Program Director, Executive Director, 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: Program Director
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 accreditors 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))
CLASS SIZE
Class size and student to faculty ratio will range from approximately 5 to 25 students and may vary based on course (lecture/lab) and program.

CLOCK HOUR COMPUTATION
One clock hour is a unit of curricular material representing 50-60 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 is 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

ATTENDANCE POLICY
Good attendance is essential, and academic excellence cannot be achieved with frequent absences. 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. Students are not permitted to miss more than 10% of the scheduled hours. During the course of training, every student must be present a minimum of 90% of the scheduled training hours. Poor attendance will result in disciplinary measures. Missing more than 10% of the scheduled hours can result in termination from the program. Your training department director and student advisor will also monitor your attendance. Any student with excessive absenteeism is subject to verbal or written warnings and attendance probation prior to reaching the 10% quarterly limit.

Excessive absence interferes with the successful completion of a course of study and diminishes the quality of group interaction in class. To encourage students to accept their attendance obligation, daily attendance, participation, and un-announced quizzes will be part of each student’s course grade. Students are expected to attend all classes and are requested to call their instructors when absent. Class attendance and engagement in the learning process are critical factors in determining students’ success in their courses. Bidwell Training Center students are expected to attend all class sessions of courses in which they are enrolled, and, students are responsible for all material presented in class sessions of these courses.

• 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.
• Instructors are required to mark students absent for every five minutes they are not in attendance. Any student not in class as scheduled is considered absent. Any student who leaves the classroom for more than five minutes during class will be marked absent for the time they are out of class.
• 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 so that absences can be limited to emergencies only.
• Advanced notice to instructors is expected, and the student is responsible for all course material covered during their absence. Any student not maintaining 90% attendance within the current quarter will be required to make up the time during regularly scheduled Make-Up sessions. Students are required to make up their time up to 90% by the end of the quarter to progress to the next quarter, or to graduate.
• Students assigned to externship are required to work 40 hours per week and are required to complete 100% of their externship hours. Absences during externship training should be avoided. All externship hours must be completed to fulfill graduation requirements.
All absences are counted toward the 10% allowance. However, termination will not occur as a result of compulsory appearances such as bona fide subpoenas, jury duty, or military reserve duty, etc. Original documentation verifying the absence is required and must be submitted to the program director at least one week prior to the event to be considered.

**TARDINESS AND EARLY DEPARTURE**

Punctuality and preparation are essential to your career training experience. Being in a class on time will all required materials is a vital first step towards your success.

Conversely, tardiness not only impacts your training, but also disrupts the training experience of your classmates and is disrespectful to the instructor.

**Habitual tardiness is a serious behavioral issue that is subject to disciplinary action, up to and including termination.** Students are required to follow the call-off procedure in the event of tardiness.

Lateness and early dismissals will be recorded on a daily basis; the length of time missed will be accumulated in absence time and counts against the expected 90% attendance rate for student progress. Students who are routinely late or habitually leave early will be prevented from attempting any make up quizzes.

**MAKE UP EXAMS AND COURSEWORK MISSED**

The student is required to make up work that has 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**

Students who cannot take their regular exams as scheduled because of documented serious illness or compelling, unexpected circumstances may appeal for a make-up exam. The following are examples that are NOT considered compelling reasons to grant a make-up exam:

- Lack of preparation,
- Negligence,
- Misinformation,
- Planned vacations and other events

Make-up appeals are considered only for students who provide documentation of a compelling reason for missing the exam, owe no other work in the course other than the exam, have good records of attendance and participation, and are in good financial standing. Program Director will consult with faculty over students’ academic standing in courses for which they have applied for make-up exams as part of the appeals process. Quizzes and in-class assignments, under normal circumstances may not be appealed and therefore, may not be made up. Make-up exams will be taken on the first available date and within one week of the scheduled exam and will be a completely different examination.

There is no charge for the completion of make-up work.

**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:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Point Value/Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>A (92 – 100%)</td>
<td>4.0</td>
</tr>
<tr>
<td>B (83 – 91%)</td>
<td>3.0</td>
</tr>
<tr>
<td>C (75 – 82%)</td>
<td>2.0</td>
</tr>
<tr>
<td>D (66 – 74%) Passing but unsatisfactory</td>
<td>1.0</td>
</tr>
<tr>
<td>F (Below 65%) Failure</td>
<td>0.0</td>
</tr>
<tr>
<td>P</td>
<td>Pass</td>
</tr>
<tr>
<td>I (incomplete grade 0% value)</td>
<td>0.0</td>
</tr>
<tr>
<td>W (Withdrawal)</td>
<td>0.0</td>
</tr>
</tbody>
</table>
Progress is evaluated each grading period by each instructor. Instructors will distribute evaluation criteria for each course. Progress reports are issued at a minimum, to each student at 25%, 50%, 75%, and completion of each major. Program directors will provide class schedules and quarter start/end dates. Progress reports will be distributed within 10 school days after each grading period. Extenuating circumstances can delay issuance of grades.

A Bidwell Training Center diploma/degree is awarded to students who have successfully completed all coursework and obtained a minimum C (2.0) overall average.

An official transcript of completed courses and grades is issued at the completion of training. After graduation, additional transcripts can be requested in writing to the Registrar at a cost of $5.00 each.

**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.

**CHEATING AND PLAGIARISM**

**First Offense**

Any student who is caught cheating or plagiarizing on a test or assignment will:

1. receive a zero for the assignment or test,
2. receive an “F” letter grade, and
3. receive a one-day suspension.

Bidwell Training Center staff members reserve the right to terminate a student if actions warrant immediate dismissal.

**Second Offense**

Any student who is caught cheating or plagiarizing a second time will be terminated from the training program.

**GRADE APPEALS**

Students at Bidwell Training Center have the 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.

A student may dispute his or her academic evaluation by completing the 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 Program Director.
SATISFACTORY ACADEMIC PROGRESS (SAP) STATEMENT

Satisfactory progress is required regardless of financial aid status. To remain enrolled in training, students must maintain the following minimum standards: (1) maintain minimum grade point average (GPA) of 1.5% at 25% completion, a 1.75 at 50% completion, and 2.0 for each of the remainder of the quarters and cumulative course GPA of 2.0, 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.

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.

PROBATION

If a student fails to meet the minimum required levels of academic progress, a consultation with the program director is scheduled; and, the student is placed on probation. According to Bidwell Training Center’s satisfactory academic progress (SAP) statement, a student who fails to achieve a minimum grade point average (GPA) of 1.5 at 25% completion, 1.75 at 50% completion, and 2.0 for the remainder of the quarters and a cumulative course GPA of 2.0 will be placed on academic probation. A student will not be allowed to have more than two consecutive probationary periods in any one program of study. If the student does not meet the minimum levels of academic progress within 30 school days, the case will be reviewed with possible termination as a result.

APPEALS

Students wishing to appeal a termination, suspension, or other decision may do so in writing. All appeals must go to the Senior Director of Operations. Once a written appeal is received, the Senior Director of Operations will schedule a meeting with the student. Appropriate staff will be consulted which could include the Executive Director. Once a decision on the appeal is reached the student will be notified in writing.

MAXIMUM TIMEFRAME

Students must complete the major within the maximum timeframe to remain eligible for federal funds. A maximum of 150% of the standard completion time is permitted to complete the required work.

LEAVE OF ABSENCE

Students requiring a leave of absence must notify their Program Director. The Program Director will have the student complete a Request for Leave of Absence form. Once the request for leave of absence is in writing, the Program Director will consult with the Executive Director to determine if a leave of absence is appropriate. If a leave of absence is deemed to be appropriate, the student will be advised what type of additional documentation will be needed. All required leave of absence paperwork and documentation must be submitted to the Registrar before a leave of absence can be granted. The Registrar will contact the Program Director with final approval once all documentation is received. Time and classroom/lab work missed must be made up within the 150% maximum timeframe.

Reasons for requesting a leave of absence may include but are not limited to the following:

• Health/ injury
• Family emergency
• Natural disaster
• Long-term jury duty
• Military service-related commitments

An LOA must meet certain conditions to be counted as a temporary interruption in a student’s education instead of being counted as a withdrawal and forfeiture of scholarship.

In order for a LOA to qualify as an approved LOA, all requests for leaves of absence must be submitted in advance in writing, include the reason for the student’s request, and include the student signature. A student must apply in advance for an LOA unless unforeseen circumstances prevent the student from doing so. For example, if a student were injured in a car accident and needed a few weeks to recover before returning to the school, the student would not have been able to request the LOA in advance. The school may grant a LOA to a student who did not provide the request prior to the LOA due to unforeseen circumstances if the school documents the reason for its decision and collects the request from the student at a later date. In this example, the beginning date of the approved LOA would be determined by the school to be the first date the student was unable to attend the school because of the accident.

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 a 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 Program Director. If a student’s LOA is not approved and the student is not attending school the student is considered to have withdrawn.

**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 program director 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 scholarship will be reapplied to the return class.


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.

**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).

<table>
<thead>
<tr>
<th>Program</th>
<th>Grade Point Average</th>
<th>Clock Hours</th>
<th>Maximum Clock Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chemical Laboratory Technician AST</td>
<td>2.0 or better</td>
<td>1503</td>
<td>2254</td>
</tr>
<tr>
<td>Pharmacy Technician Diploma</td>
<td>2.0 or better</td>
<td>950</td>
<td>1425</td>
</tr>
<tr>
<td>Medical Assistant Diploma</td>
<td>2.0 or better</td>
<td>848</td>
<td>1272</td>
</tr>
<tr>
<td>Medical Coder/Biller Diploma</td>
<td>2.0 or better</td>
<td>950</td>
<td>1425</td>
</tr>
<tr>
<td>Horticulture Technology Diploma</td>
<td>2.0 or better</td>
<td>1000</td>
<td>1500</td>
</tr>
<tr>
<td>Culinary Arts Diploma</td>
<td>2.0 or better</td>
<td>1407</td>
<td>2110</td>
</tr>
</tbody>
</table>

**Change of Status**

The school keeps records on each student; therefore, important changes such as address, phone number, marital status, 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 education office. Students must report all status changes to the Program Director 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 requirements in academics or attendance; or violation of conduct policies.

Please note that changing your status may affect the following:
• Satisfactory Academic Progress or institutional financial aid.
• If you receive Veterans Benefits, or funding from a source other than Financial Aid, your benefits may be affected.

GRADUATION
Upon successful completion of all academic, attendance, externship, and training requirements, students will receive a Bidwill Training Center diploma or degree. 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 are cause for termination. In the event of termination, a written termination notice with the reason for the termination will be provided. Students are required to return their ID badge and any school property (textbooks, equipment, etc.) prior to leaving campus. Students terminated from Bidwill Training Center can appeal their termination by following these procedures:

• An appeal must be made in writing to the Senior Director of Operations.
• The appeal must be made (post marked) within one week of the termination date.
• The student must be available for a meeting on campus to discuss the appeal.
• If the student is reinstated after an appeal, they must be available to return to school immediately.

Please note the conditions listed below:
• No appeal will be heard beyond one week of the termination date.
• Failure to appear for the on-campus meeting 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 will not be eligible for an appeal.

WITHDRAWAL
Once a student expresses their intention to withdraw from training (verbal or written), it becomes effective immediately. A student must request a withdrawal form from the Program Director. Proper withdrawal procedure related to health or medical reasons includes providing documentation or verification from a physician, therapist, or other professional.

DISCLOSURE
During the training experience, students have the affirmative obligation to report to their program director 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 involuntary program withdrawal/full academic withdrawal is initiated by the school after four [4] days of non-attendance in a row 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 Bidwill Training Center.

TERMINATION BY THE SCHOOL
Failure to comply with rules and regulations of the school are cause for termination. If the student is not available in person, a written termination notice is signed by the Program Director. This notice is mailed to the student at the address of record prior to completion.

TERMINATION BY THE STUDENT
Once a student expresses their intention to withdraw from training (verbal or written), it becomes effective immediately. A student must request a withdrawal form from the student advisor and submit the completed form to the program director. Proper withdrawal procedure related to health or medical reasons includes providing documentation or verification from a physician, therapist, or other professional.

PERSONAL CONDUCT POLICY
Students may be placed on probation or be terminated if, in the opinion of the Program Director, the conduct warrants this action. Personal misconduct is any act which occurs on any Bidwill Training Center occupied premises, at Bidwill Training Center sponsored or supervised functions or events, which adversely affect the good order, discipline or reputation of Bidwill 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 and/or termination. Termination may occur for offenses that in the opinion of the Program Director warrant such action including repeated probationary periods.

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

1. Failure to comply with the directions of school officials.
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.
3. Disruption of, or interference with, any school activity, including teaching, administration, or other public service functions on or off campus or other authorized non-school activities when the act occurs on school premises.
4. Violation of any BTC policy, rule, procedure or guideline. Such policies include but are not limited to: Sexual Misconduct Policies, Alcohol and Other Drugs Policy.
5. Actual or threatened physical violence or causing an injury to any person (including self).
6. Illegal, immoral, or disruptive acts which endanger the health or safety of any person or disturbs the peace or the orderly process of education.
7. Engaging in individual or group conduct that is violent, abusive, indecent, unreasonably loud, or otherwise disorderly that disturbs the peace or the orderly process of education.
8. Physical abuse, verbal abuse, threats, intimidation, harassment, coercion, or other conduct which threatens or endangers the health or safety of any Bidwell Training Center personnel or students.
9. Hazing of any kind.
10. 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, ammunition, fireworks, knives, martial arts equipment, archery equipment or any hazardous substance.
11. Taking, possessing, or destroying of another student’s notes or materials, including computer file materials.
12. Unauthorized entry into, or alteration of, any Bidwell Training Center electronic records.
13. Theft, abuse or misuse of computer account privileges, equipment, software, or network resources.
14. Reporting or announcing the presence of a fire, bomb, or explosive device without good reason to believe the facts reported are true.
15. Possession, use, distribution, or sale of any narcotic, dangerous drug, or controlled substance or paraphernalia, which is not legally prescribed to the individual involved. (This is in compliance with the Drug Free Workplace Act of 1988 and the Drug Free Schools and Community Act Amendments of 1989, as defined under the Pennsylvania Controlled Substance, Drug, Device, and Cosmetic Act 64 of 1972).
16. Attempted or actual theft of or damage to any property of Bidwell Training Center personnel or students.
17. 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.
18. Entry into or use of any Bidwell Training Center facility or grounds without authorized approval. This includes the unauthorized possession, duplication, or unauthorized use of keys, locks, key cards, and/or ID cards.
19. Participating in illegal gambling.
20. Possession or consumption of alcoholic beverages.
21. Being under the influence of alcohol or illicit drugs.
22. Smoking and use of tobacco products.
23. Failure to comply with the directives of Bidwell Training Center employees acting within the scope of their duties.
24. Violations of any written Bidwell Training Center rules or policies. Refer to Academic Policies and Information section of this Catalog.
25. Violation of Bidwell Training Center probation.
26. Aiding, abetting, or procuring another person to engage in any of the aforementioned activities.
27. Termination may occur for cheating, fighting, disorderly conduct, harassment, plagiarism, copying work or written text from any source, including the internet, without properly crediting the source of information.
28. 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.
DISCIPLINARY ACTION

Any violation of policies and procedures or behavior determined by the school to be disruptive or unprofessional will result in an appropriate warning and/or lead to a suspension. Hours missed due to suspension are counted as absence hours. Disciplinary action is intended to be confidential; it should not be discussed with your peers.

SUSPENSION/TERMINATION/APPEAL

Failure to comply with rules and regulations of the school is cause for suspension or 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, equipment, etc.) prior to leaving campus. Students suspended or terminated from Bidwell Training Center can appeal by using the following procedure:

• A termination appeal must be made in writing to the Senior Director of Operations
• An appeal of termination must be (post marked) within one week of the termination date.
• An appeal of suspension must be done immediately.
• The student must be available for a meeting on campus to discuss the appeal.
• The Senior Director of Operations will make the Executive Director aware of the appeal and the Executive Director may be part of the initial on-campus meeting.
• If the student is reinstated after the appeal, they must be available to return to school immediately.
• Students denied reinstatement can appeal to the Executive Director if he/she was not present in the on-campus meeting.

Please note the conditions listed below:

• No termination appeal will be heard beyond one week of the termination date.
• No suspension appeal will be heard beyond the actual day of a suspension.
• Failure to appear for the on-campus meeting will result in a denied appeal.
• Any termination that was the result of an assault of a staff member or fellow student is not eligible for an appeal.
• Any termination that was the result of a crime committed on campus will not be eligible for an appeal.

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 rest 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 Program Director, and/or BTC Staff as appropriate. If these situations remain unresolved however, the student may submit their complaint, in writing, by completing the Student Complaint Form, which can be obtained from the Senior Director of 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 Senior Director of Operations.
• The Senior Director of Operations will log-in the receipt of the Student Complaint and forward the form and all accompanying documentation to the Program Director and appropriate BTC leadership member(s) for review, investigation, and resolution.
• Upon resolution with the student, the Senior Director of 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 Senior Director of Operations’ responsibility to notify all appropriate BTC staff of follow-up actions that are required.
• Upon resolution with the student, the Senior Director of 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 Program Director.
• The originals of all documents should be included in the student’s file.

Schools accredited by the Accrediting Commission for Career Schools and Colleges must have a procedure and operational plan for
handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the school for a response. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. A copy of the Commission's Complaint Form is available at the school and may be obtained by contacting the Senior Director of Operations or the Program Director.

Please direct all inquiries to:

ACCREDITING COMMISSION OF CAREER SCHOOLS AND COLLEGES
2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201
(703) 247-4212
www.accsc.org

Bureau of Postsecondary and Adult Education
333 Market Street, 12th Floor Harrisburg
PA 17126-0333
Fax: 717-772-3622
E-mail: RA-pls@pa.gov

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 2.0 GPA (cumulative),
3. completion of 90% of scheduled class hours, and
4. settlement of all financial obligations to the school.

Additional requirements must be fulfilled before the student receives an official transcript, diploma, or degree.

FINANCIAL OBLIGATIONS
Financial obligations must be fulfilled before the student receives an official transcript, diploma, or degree.

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 a 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 the Senior Director of Operations. 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 a 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 the EEO Officer and program director.

Further, it is not permissible to capture images of students, faculty, or staff.

**Exception:** There may be occasions when a program director or instructor permit 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, as to not 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 or Program Director.

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, at their discretion, reduce points awarded for participation in class or other graded activities 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. (This will be formally included in the next revision of the course syllabi). Students who have a need for these devices as a reasonable accommodation should present the request to the EEO Officer and Program Director 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.

**Tips for Successful Use of Electronic/Wireless Devices:**

*Don’t distract yourself*
- Avoid activities unrelated to the course including, but not limited to:
  - completing assignments for other courses
  - checking email during class
  - communication unrelated to in-class activities (i.e., voice, email, text messaging, etc.)
  - surfing the web or visiting websites unrelated to in-class activities
  - playing games, listening to music or watching videos

*Don’t distract others*
- Set all devices including all sound alerts to “vibrate” or “mute” during class
- Do not place or accept calls or text messages during class
  - if a true personal emergency call is anticipated, speak directly to the instructor before the start of class. Sit near an exit and quietly leave the room to accept the call.
  - minimize set-up time
  - arrive with sufficient time to set up laptops, etc., before class begins. Set-up must be completed before class begins.
- Be aware of potentially distracting typing or clicking
- Follow all “device prohibited” times
  - special events or guest speakers
  - exams/quizzes
  - any other time designated by the instructor
  - In case of a campus emergency for which a SAFE Alert is issued, the instructor will be responsible for communicating relevant information to the class
- Be sensitive to and respect privacy concerns of others
- Respect the request of a classmate or the instructor to cease the use of any and all electronic/wireless devices.

**UNIFORMS AND DRESS CODE POLICY**

Bidwell Training Center provides professional guidance to students during the transition from student to working professional in their field of study. Bidwell Training Center requires strict adherence to the dress code in classrooms and clinical settings. Bidwell Training Center prescribes that adherence to dress code requirements is a core component of grading criteria in lab and clinical courses. All students, male and female, will be responsible for knowing and following the dress code requirements. Appropriate appearance is one component of a professional student. The purpose of this policy is to set a guideline for providing a safe environment in which the faculty, students, and members of the health care community can be assured that professionalism will be provided. This policy applies to all students that enter.

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: Clothes must be clean, neat and appropriately fitted – not excessively baggy, revealing or tight – as deemed by the school.
- Headgear: None, with the exception of religious observances (which must be discussed with the training director). All items must be
removed upon entering the building. This includes, but is not limited to: hats, hoods, bandanas, scarves, etc.

- 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 images permitted. The observable lack of undergarments or exposed undergarments is prohibited.

Inappropriate tops include, but are not limited to: camisoles tops, tank tops, tube tops, halter tops, midriff shirts, tops with bare shoulders, etc.

Inappropriate dresses include, but are not limited to: mini-dresses, tunics, halter dresses, beach dresses, spaghetti-strop 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: shorts, form-fitting pants such as leggings, spandex, or yoga pants, track or sweat pants, stirrup pants, mini-skirts, tight skirts, skorts, etc.

- Footwear: Flip-flops, beach shoes or sandals without straps are not permitted. Enclosed footwear is preferred and may be required by department due to safety requirements.

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

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

If you are uncertain about acceptable attire, please ask your instructors or program director. 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. Students who are attending programs that do not require a school uniform must be in appropriate attire as defined by the Administration.

**Personal Hygiene**

Personal hygiene is an area of concern that affects all of us. For this reason, the Allegheny County Health Department suggests that everyone be especially mindful of the following:

- Please make every effort to practice proper nutrition.
- Adequate rest will help avoid infectious conditions that may spread to others.
- Frequent hand washing is necessary and required after use of restrooms.
- Please use tissues to cover your mouth when sneezing or coughing. Tissues should be discarded IMMEDIATELY.
- Strong scents should be avoided (perfume, aftershave, sprays, etc.)
- Alcohol or disinfectant will be available in classrooms for students to wipe off their keyboards or workspace areas.
- Hand sanitizer is available in the 1815 Metropolitan Street dining hall.

**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.

**EDUCATION AND PREVENTION PROGRAMS**

As stated in Sexual Misconduct Policy; 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. 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 and new employees will receive primary prevention and awareness programming as part of their orientation. The Equal Opportunity Officer maintains an education and prevention calendar and tailors programming to campus needs and climate.

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.

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 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. Smokers are advised to refrain from trespassing and congregating in front of and on property of neighboring businesses and throwing cigarette butts on the property. 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 strongly 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 on-campus professional counselor. Additional community resources can be requested with 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
Student services are offered during orientation and continue throughout training with presentations and activities conducted by our Admissions, Counseling, Advising, Financial Aid, and Placement 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.

**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 group 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.

**STUDENT COUNSELOR**

The Student Counselor provides students with one-on-one counseling for emotional and mental health related issues. To assure counseling Code of Ethics, confidentiality is upheld, and no subject is divulged outside the session. To support entire classroom dynamics, group workshop topics include: stress management, goal setting, assertive communications, time management, maintaining healthy relationships, cultural competency/valuing diversity, anger management, conflict resolution, and team building. An introduction and review of counseling services occurs during orientation. Private individual meetings with students are typically scheduled based on the counselor’s scheduled hours, location, and student availability outside of class time.

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. Our counselor is here on Wednesdays and Thursdays to help you identify, address and resolve issues so that you can become more productive and successful. While off campus, call Resolve Crisis Network by dialing 1-888-7-YOU-CAN (1-888-796-8226) for 24-hour counseling and crisis intervention.

**TUTORING**

Tutoring sessions are available to all students at no cost. Students whose academic progress has fallen below acceptable standards may be required to utilize this service before or after scheduled class hours by both faculty members and our Academic Support Center. Tutoring sessions can be arranged through the appropriate training department director or instructor. In addition, tutoring sessions may be required as one of the terms of a student’s probation.

**DISCRIMINATION GRIEVANCE PROCEDURE**

Bidwell Training Center has adopted the following Grievance Procedure for addressing complaints of 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.

Step 1: A person who believes that he/she has been discriminated against is encouraged, but is not required, to discuss the matter informally with the Section 504 Coordinator. If the 504 Coordinator is the subject of the complaint, the grievant may, instead, contact the school’s Executive Director, who will appoint another administrator to discuss the matter. The person receiving the complaint shall verbally convey his/her findings to both the person who alleged the violation and the person who is the subject of the complaint within 10 business days.

Step 2: If the informal Step 1 process does not resolve the matter, or if the grievant does not wish to use the informal procedures set forth in Step 1, a written complaint may be submitted to the school’s Section 504 Coordinator who will investigate the complaint. [NOTE: if the Section 504 Coordinator is the subject of the complaint, the complaint should be submitted to the school’s Executive Director who will appoint another administrator to conduct the investigation]. The complaint shall be signed by the grievant and
include 1) the grievant’s name and contact information; 2) the facts of the incident or action complained about; 3) the date of the incident or action giving rise to the complaint; 4) the type of discrimination alleged to have occurred; and 5) the specific relief sought. Names of witnesses and other evidence as deemed appropriate by the grievant may also be submitted. An investigation of the complaint will be conducted within 10 business days following the submission of the written complaint. The investigation shall include an interview of the parties and witnesses, a review of the relevant evidence, and any other steps necessary to ensure a prompt and thorough investigation of the complaint. A written disposition of the complaint shall be issued within 10 business days of completion of the investigation, unless a specific written extension of time is provided to the parties. Copies of the disposition will be given to both the grievant and the person who is the subject of the complaint. If discrimination or harassment was found to have occurred, the disposition will include the steps that the school will take to prevent recurrence of any discrimination or harassment and to correct its discriminatory effects on the grievant and others, if appropriate.

Step 3:  If the grievant wishes to appeal the decision in Step 2 above, he/she may submit a signed, written appeal to the school’s Executive Director within 10 business days after receipt of the written disposition. The Executive Director or her designee shall respond to the complaint, in writing, within 10 business days of the date of the appeal. Copies of the response shall be provided to both the grievant and the person who is the subject of the complaint.

The School hereby provides assurance that it strictly prohibits any form of retaliation against persons who utilize this Grievance Procedure. If you have questions regarding these procedures or desire to file a complaint, please contact the school’s Section 504 Coordinator.

FIELD TRIPS 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. Students who choose not to attend a scheduled field trip will be required to remain on campus and complete an assignment to fulfill attendance requirements.

• All students are reminded that this trip is an extension of the classroom, and 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.

EXTERNSHIPS

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. The externship experience is an extremely useful tool in preparing students to hone their skills and supplement their educational experience. Students will demonstrate new tasks and objectives related to their program of choice and will continue to apply advanced application of academic theory in the workplace.

The Program Directors begin 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 learning experience and must be successfully completed as a graduation requirement, students may not be paid. Students are expected to complete forty [40] hours per week of externship study. Upon completion of the required externship hours, each student meets with the Program Director and/or Externship Coordinator for an exit interview to discuss their performance and feedback from the externship supervisor. All externship records are maintained by the Program Director. All externship agreements with local employers are maintained by the Program Director and/or Externship 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**

Some externships will require additional background checks and/or health records/immunization records prior to the start of the externship. It is the students’ responsibility to acquire these documents.

**CAREER SERVICES AND GRADUATE EMPLOYMENT ASSISTANCE**

Bidwell Training Center’s Career Services Office is staffed with two Placement Officers 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 Career Services office staff meets 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 Placement Officer 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, if any, 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 Career Services office as soon as it is updated with externship details. The Career Services office has a large pool of companies that it contacts 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 Career Services staff is 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 with the Career Services office.

**LIBRARY**

We encourage all students to use the library during designated times. The library is located in the North Lobby area of the main facility. In addition to training related materials, there is access to the Internet.

The Librarian will hold orientation during the first two-weeks of training to acquaint students with library and Internet access to library resources. Student ID badges will be required to check books out.

Books must be returned by the due date and prior to the program completion. Students will be required to pay for books that are damaged, excessively marked or soiled. Progress reports, transcripts, diplomas/degrees will be withheld until payment is received.

Library Hours: 7:30 a.m. to 4:00 p.m.

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

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 extend courtesy and respect to the Culinary Arts staff and students and other diners at all times while in the dining hall. This includes 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.

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

- personal phone calls;
- texting or emailing;
- ride sharing or transporting of a student in the employee’s vehicle;
- meeting socially outside of the school; smoking during breaks together; etc.

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, state and accreditation 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. Requests are to be made through the Registrar’s office. A charge of $5.00 will be made for each transcript request.

Also, upon written request, Bidwell Training Center will issue a replacement diploma/degree of a graduate. Requests are to be made through the Registrar’s office. A charge of $10.00 will be made for each replacement diploma request.

IDENTIFICATION BADGES
School-issued ID badges must be 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 program director or appointed staff. In addition, students will not be permitted to check out materials from the library or purchase lunches at the student rate without an ID badge.

Please Note: Horticulture and Medical 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 training director of a lost or missing ID badge. Replacement badges are issued at the student’s expense at a cost of $5.00. In the event of termination or withdrawal, a student must relinquish their ID to a school official.

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 with the exception of 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 in light of the nature of the infraction. Furthermore, the school reserves the right to 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, and luggage; boxes, containers.

LOCKERS AND SCHOOL PROPERTY
Students will be issued lockers upon enrollment. 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 anytime 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 not 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 program director immediately. The receptionist at the front desk at 1815 and the front desk at 1650 are 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 extend 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 absolutely 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.

STUDENT PUBLIC DRIVE
A source for students to electronically access various school information is the student public drive (assigned the letter “J”). After logging into the system, go through “My Computer” and scroll to “Student Public (J:)”. There you will find the “All Students” folder which contains community resources, and annual reports on security, graduation and career placement rates. There is another folder specific to your major that will contain useful information as well.
INTERNET AND NETWORK WORKSTATION USAGE POLICY

The use of computers provided by Manchester-Bidwell Corp., Manchester Craftsman’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 the 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 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 home directory of another user must be approved by 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.

COURSE AND FACULTY EVALUATIONS

Course and Faculty Evaluations are conducted at the mid-point 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 assists the school leadership in making changes and modifications to improve the quality of programs, instruction, and student services.

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.

Do not use elevators in case of fire. Do not attempt to re-enter the building until you 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 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.

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. If additional notification is desired, students may register for closing and delay text alerts through the WPXI websites. Students are encouraged to sign up for text alerts from WPXI.

Please Note: Each person needs to determine if travel is safe based on conditions on his/her travel route. If your training is during periods of possible inclement weather, please be sure to reserve time to cover class periods that you may not be able to attend. Also, please make childcare arrangements for occasions that your child’s school closes or is delayed to avoid absences.

CALL-OFF PROCEDURES

Students must call off when unable to attend classes. In the event of consecutive absences, the student must call off every day absent. Failure to adhere to this policy will result in disciplinary action. Upon the fourth consecutive day of a student’s absence from classes without calling off, the student will be subject to automatic termination from Bidwell Training Center.

Please Note: If a student is not able to call off due to a critical situation, such as hospitalization, someone must notify the school as to the nature of your absence.

Students are required to call off a minimum of one hour prior to class when unable to attend school. **BTC’s 24-hour voicemail system assures that messages can be left at 412-323-4000 or 1-800-516-1800, then dial the assigned staff extension(s).**

Please Note: Students in programs that require volunteer and/or externship components should obtain specific information about whom to contact and how to report off during their first communication with the site. Failure to follow site specifications for call off during volunteer and/or externship will result in immediate termination.