



Institute for Integrative Nutrition[®] Student Catalog

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Integrative Nutrition Inc.
D/b/a Institute for Integrative Nutrition[®] (IIN[®])

The Institute for Integrative Nutrition is licensed by the New York State Department of Education as a vocational school. The Institute for Integrative Nutrition is licensed to operate under the terms of section 5001 through 5010 of the Education Law of the State of New York.

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Institute for Integrative Nutrition Officials and Faculty

Founder

Joshua Rosenthal, MScEd

School Director

Dr. Greg Braxton-Brown

Licensed Instructors

Aisha Domingue

B.A., Smith College, 2002

Certificate in Counseling, Teachers' College, Columbia University, 2008

Diploma, Institute for Integrative Nutrition, 2008

Licensed by New York State Education Department

Marisa La Rocca

B.A., SUNY Purchase, 2009

Diploma, Institute for Integrative Nutrition, 2011

Licensed by New York State Education Department

Nora McCaffrey

B.A., Ithaca College, 2006

Diploma, Institute for Integrative Nutrition, 2011

Licensed by New York State Education Department

Amanda Ramos

B.A., Clark University, 2008

Diploma, Institute for Integrative Nutrition, 2011

Licensed by New York State Education Department

Joshua Rosenthal, M.Sc.Ed.

B.A., Talmudic Academy, 1979

M.Sc.Ed., Duquesne University, 1981

Certificate (Macrobiotic Theory and Nutrition), Kushi Institute, 1995

Michaela Rowland

B.S., Queens University, 2009

M.S., University of Ulster, 2010

Diploma, Institute for Integrative Nutrition, 2013

Licensed by New York State Education Department

Tara Ryan

B.A., Skidmore College, 2009

Diploma, Institute for Integrative Nutrition, 2012

Licensed by New York State Education Department

Jane Trinidad-Hennes

B.S., State University of New York, Empire State College, 1993
Diploma, Institute for Integrative Nutrition, 2005
Licensed by New York State Education Department

Jessica Zack

B.S., Psychology, LIU Post of Long Island University, 2010
M.S., Clinical Nutrition, New York Institute of Technology, 2013
Diploma, Institute for Integrative Nutrition, 2010
Licensed by New York State Education Department

Nina Zorfass

B.S., University of Vermont, 2012
Diploma, Institute for Integrative Nutrition, 2016
Licensed by New York State Education Department

Mission Statement

Our mission is to play a crucial role in improving health and happiness, and through that process, create a ripple effect that transforms the world.

Calendar**Office Hours and Closings**

The Institute for Integrative Nutrition's headquarters is located in New York City. Offices are open from 9AM to 5:30PM (Eastern Standard Time, GMT-5:00) on all normal business days.

Our administrative offices will be closed on the following U.S. Holidays:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & Day After
- Christmas Day
- The period between Christmas Day and New Year's Day

Class Start Dates

Students receive preliminary resources immediately upon enrollment and begin the core course approximately six times per year – in January, March, May, July, September and November. IIN supports continuous and self-directed learning for any student, at anytime, anywhere in the

world. Its educational resources are available online twenty-four hours a day, seven days a week, all year long.

An addendum to the academic catalog is updated regularly to reflect currently enrolling cohorts. You can find the addendum here: <http://www.integrativenutrition.com/go/academic-calendar-addendum>

Entrance and Enrollment

Admission Requirements

- High school diploma, GED, or equivalent
- Demonstrated passion for and understanding of health and wellness
- Ability to clearly articulate desired outcomes from participation in the program
- Awareness of and interest in the Institute for Integrative Nutrition's mission

Enrollment Process and Deadlines

In order to enroll in Integrative Nutrition's Health Coach Training Program, prospective students must speak with a licensed Admissions Agent. The Admissions Agent will answer questions about the program, as well as verify that the prospective student meets all of the entrance requirements.

If the prospective student meets the entrance requirements and is a good fit for the program, they will continue in the process and discuss payment options. The Admissions Agent will provide information on all payment options. Prior to enrolling, the student will select their payment option and method of payment.

The Admissions Agent will prepare the enrollment agreement and provide it to the prospective student. The prospective student signs the agreement electronically and the Admissions Agent and Director electronically sign the agreement on behalf of the school.

The payment for the course is due at the time of enrollment, per the payment option selected, which may be a full-payment, a deposit with the remainder of the payment due prior to the start of class, or a signed payment plan.

If utilizing a payment plan, the first installment will be deducted from the designated payment method one month from enrollment date.

Finally, prior to the start of class, the student will read and sign the IIN Student Agreement which outlines how he or she can use the proprietary information provided in the course, as well as the IIN name and images.

Non-Discrimination Policy

The Institute for Integrative Nutrition is committed to the principle of equal opportunity in education and employment. IIN does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin in the administration of its educational policies, admissions policies, employment policies, and other IIN-administered programs and activities, but may favor US citizens for employment in compliance with US laws.

This policy, which extends to all programs and activities of the school district, arises out of the following statutes: Title VI of the Civil Rights Act of 1964, 42 U. S. C. 2000 *et seq.* and its implementing regulation, 43 C. F. R., Part 100; Individuals with Disabilities Education Act ("IDEA"), 20 U.S.C., 1400 *et seq.*; Section 504 of the Rehabilitation Act of 1973, 20 U. S. C. 794 and its implementing regulation, 34 C. F. R., Part 104; Title IX of the Education Amendments of 1972, as amended, 20 U. S. C. 1681 *et seq.*, and its implementing regulation, 34 C. F. R. Part 106; and, the Americans with Disabilities Act of 1990.

Accommodations for Students with Disabilities

The Institute for Integrative Nutrition is committed to providing equal education opportunity and full participation for qualified students with disabilities in accordance with the Americans with Disabilities Act of 1990 (ADA) and Sections 504 of the Rehabilitation Act of 1973. Equality of access, accommodations, auxiliary aids and services will be provided as determined to be reasonable and appropriate to address those functional limitations of the disability which adversely affect educational opportunity. Students with disabilities seeking reasonable accommodations must contact the Student Success Department to begin the disclosure process.

Description of Space, Facilities and Equipment

The Institute for Integrative Nutrition is a global online educational institution. It does not maintain physical teaching space. Its administrative headquarters are in New York City. All instruction is offered online. Participation and completion of the program requires the student to have access to the Internet and a device capable of accessing online content.

Contact Information

General Questions / Enrollment

Domestic: (877) 730-5444

International: +1 (212) 730-5433

E-mail: admissions@integrativenutrition.com

Student Success (Support)

E-mail: support@integrativenutrition.com

Students are also welcome to browse the Help Center via the Learning Center, which remains available twenty-four hours a day, seven days a week. Students receive answers to all questions submitted via the Help Center within one business day – and often much sooner.

Academic Policies

Attendance

There are no set class days or times. As such, students are not considered tardy or absent. Online module content is released according to the schedule provided to the student upon enrollment. The student success team will email students as new content is opened and provide a checklist of activities to help keep students on pace within the course.

Students can access online content content twenty-four hours a day, seven days a week. It is up to students to set a personal learning schedule around their work and personal obligations. IIN recommends setting a schedule to complete one module per week.

Within the program, there are four exams. Students must pass all four exams as part of the graduation requirements. Each exam is open for a two (2) week period, as indicated on the schedule. Students must take the exams during the designated timeframe to complete the course. Accordingly, students should create a schedule that allows them to complete all modules related to each exam prior to taking the exam.

Student access is recorded in the online learning environment, and can be used to determine the last day of attendance if needed for a refund calculation.

Leaves of Absence and Make-Up Work

The Institute for Integrative Nutrition is a global educational enterprise. While it is committed to supporting all students, the pace of its program does not allow for leaves of absence. Under rare circumstances a student unable to continue with his or her cohort can request to "fall back" to a cohort with a later start date. Extreme flexibility is given to work completion and little need exists for a make-up work policy.

Standards of Academic Progress

Satisfactory Academic Progress

A student's academic progress is considered satisfactory when the student maintains an average examination score of 70% or higher and completes all required course components (including the submission of Health Histories and the completion Health Coaching Sessions as per the graduation requirements) at the time of the evaluation.

Failure to maintain Satisfactory Academic Progress will trigger Academic Probation. This could lead to Dismissal as described herein. Evaluations occur halfway through the program, two thirds of the way through the program, and at the conclusion of the program. (These intervals are measured in clock hours, not in calendar days.)

Notice of academic status changes (including Probation and Dismissal) will be made by the Education Director to the affected student within three calendar days of any such

determination. This notice may be by telephone and/or e-mail, but will be followed by a formal letter delivered as a PDF file attached to an e-mail.

Grading Policy

Satisfactory completion of an examination	Satisfactory completion of a Health History	Satisfactory completion of a Coaching Circle session
<p>Required: 70 or above</p> <p>Examination: 4</p> <p>Each Earn: 10 Points</p>	<p>Required: 6</p> <p>Completion of: 6</p> <p>Each Earn: 30 Points</p> <p>Partial credit is not awarded.</p>	<p>Required: Full Participation in both duration and discussion</p> <p>Sessions: 6</p> <p>Completion of: 4 sessions or more</p> <p>Earn: 30 Points</p> <p>Partial credit is not awarded.</p>

Assessment Activity	Maximum Points
Test 1	10
Test 2	10
Test 3	10
Test 4	10
Health History Submission (complete six)	30
Coaching Circle Participation (attend four)	30
Total	100

Assessment and Proctoring Procedures

The Institute for Integrative Nutrition does not require external proctoring of its examinations. Rather, IIN employs an assessment strategy allowing for open book / open note examinations. A student will log into the IIN Learning Center with a secure login and password in order to complete examinations.

Academic Probation

Students who fail to maintain Satisfactory Academic Progress at any evaluation period will be placed on Academic Probation until the next evaluation period. The probation period is a time of accelerated performance in which affected students must remedy the cause of probation while achieving the regular progress requirements for the probation period. Affected students will be evaluated at the end of the probation period and a determination of academic progress will be made. A favorable determination will result in return to the academic status of "Satisfactory Academic Progress". An unfavorable determination will result in Dismissal.

Graduation Requirements

To earn a Certificate of Completion for the Health Coach Training Program, students must:

- Complete all required course elements
- Earn a cumulative GPA of at least 70% (70 out of 100 possible points)
- Satisfy all financial obligations to the school

Neither a Certificate of Completion or transcripts will not be issued until all three requirements are fulfilled.

Student Conduct and Dismissal

Dismissal from IIN may occur if a student violates one or more provisions in the Student Enrollment Agreement or fails to maintain Satisfactory Academic Progress. In addition, if a student's tuition payment is overdue for more than 30 days for any reason, the student is subject to withdrawal from the program. Any tuition paid upon withdrawal from the program will be subject to the refund policy.

Appeal

Affected students may appeal, in writing, any academic status change. Written appeals must be delivered to the Education Director within five days of academic status change or dismissal notice. The appeal must include a description and evidence of extenuating circumstances to be considered as mitigating to the cause of academic status change or dismissal. Upon receipt of an appeal, the Education Director will make a determination at his/her sole discretion. This decision shall be final. If the Education Director's decision is to overturn the academic status change or Dismissal action, the student shall remain encumbered with all minimum standards of Satisfactory Academic Progress and may be evaluated immediately in order to determine current academic status.

Tuition, Fees, & Refunds

Detailed Schedule of Fees

The tuition and fees for the Health Coach Training Program (HCTP) are below:

Registration	\$ 50
Tuition	\$5,024
Books & Materials	\$ 921
Total	\$5,995

Other Fees (if applicable)

Transfer Fee	\$395.00
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Transfer Fee

Students moving from one class to another class incur a transfer fee of \$395. If a student, following withdrawal, enrolls in a later class than the one from which he or she withdrew, and then subsequently decides to withdraw from the later class, the refund policy will relate to the date and class in which the student was enrolled for the longest period of time.

REFUND POLICY

Institute for Integrative Nutrition's (IIN's) Health Coach Training program is 100% online, and is therefore follows the cancellation and refund policy outlined in NY Personal Property Law, section 412-a.

If you cancel this contract, IIN may keep only five percent of the cash price, but not to exceed fifty dollars, and a portion of the contract price based upon the lessons or services you have used. You may notify the seller of your intent to cancel by mail, addressed to Institute for Integrative Nutrition at 245 Fifth Avenue, 7th Floor, New York, New York 10016.

1. No person, including any business entity, may contract to receive, or demand, in the event of cancellation of a contract for future services, more than the total of:
 - a. five percent of the cash price, but not to exceed fifty dollars, and
 - b. a pro rata portion of the total price, representing the proportion of services used or completed.

In addition, the seller may receive or demand the cost of any ancillary goods which the buyer has consumed or wishes to retain after cancellation of the contract. In no instance shall the seller collect more than the full contract price from the buyer.

2. Within ten days after a contract for future consumer services has been cancelled, the seller shall tender to the buyer any payments made in excess of the amounts permitted to be retained pursuant to subdivision two of this section.
3. Cancellation. Cancellation shall occur:

- a. when the buyer mails to the seller notice of his intent to cancel, or
- b. where the seller has actual notice of the buyer's intention to cancel, or
- c. where the buyer fails to attend consecutive scheduled classes or lessons constituting at least twenty-five percent of the total lessons or time contracted for, without informing the seller in writing that he intends to remain enrolled.

Description of Process for Obtaining a Tuition Refund

Refunds are provided to students upon the receipt of their returned course materials. There are no restrictions concerning a student's reasons for withdrawal from the program, as the Institute for Integrative Nutrition is an adult learning program and respects the right of all students to decide whether or not they would like to remain in the program. All tuition paid prior to withdrawal will be subject to the refund policy.

Refunds are typically issued in the form of a check, but may be refunded in the form of a chargeback on the student's credit card in the case of an emergency.

Any refund due to a student will be returned within 45 days.

The failure of a student to notify the director in writing of withdrawal may delay refund of tuition due pursuant to Section 5002 of the Education Law.

Program Information

Health Coach Training Program (HCTP)

761 Clock Hours

Upon completion of the Health Coach Training Program, each graduate of the Institute for Integrative Nutrition will be able to apply core skills in business, marketing, health and wellness, nutrition, coaching, and personal development to establish, operate, market and sustain his/her own health coaching practice.

Specifically, each graduate of IIN's Health Coach Training Program will be able to:

- Recruit clients to his/her coaching practice.
- Analyze Health Histories.
- Determine life and health goals.
- Design action plans to achieve life and health goals.
- Assess progress in achieving life and health goals.
- Create practical applications of health and wellness concepts.
- Teach key Integrative Nutrition concepts such as primary food, secondary food, crowding out, mind-body connection, life balance, and bio-individuality.
- Facilitate improvement in quality of life.

Course Descriptions

IIN-050 Fundamentals/Warm Up - 69 clock hours

This course will introduce the student to core IIN philosophies.

IIN-100 Introduction to Nutrition - 121 clock hours

This course will explain the general IIN philosophy and program design. Students will learn the objectives, assessment and how to successfully complete the program. Student will be introduced to basic nutrition and the IIN approach to understanding nutrition's role in human well-being.

IIN-200 Politics of Food - 87 clock hours

This course will introduce students to food elements, food politics and food policy.

IIN-300 Dietary Theories - 66 clock hours

This course will teach students dietary theories and trends.

IIN-400 Coaching - 68 clock hours

This course will teach students Expanding Health and Nutrition Information, Dietary Theories, Primary foods, and Coaching Skills.

IIN-500 Health and Nutrition - 75 clock hours

This course will teach students additional Expanding Health and Nutrition Information, Dietary Theories, Primary foods, and Coaching Skills.

IIN-600 Blood and Nutrition - 62 clock hours

This course will teach students additional Expanding Health and Nutrition Information, Dietary Theories, Primary foods, and Coaching Skills.

IIN-700 Farming and Preventative Care - 68 clock hours

This course will teach students additional Expanding Health and Nutrition Information, Dietary Theories, Primary foods, and Coaching Skills.

IIN-800 Primary Foods - 65 clock hours

This course will teach students additional Expanding Health and Nutrition Information, Dietary Theories, Primary foods, and Coaching Skills.

IIN-900 Integrative Nutrition - 64 clock hours

Integrating various prior topics and expanding on health and wellness primary foods, and coaching skills.

IIN-1000 Creating a Successful Career - 16 clock hours

Integrating various prior topics and expanding on health and wellness primary foods, and coaching skills.

Key Features of HCTP program

- **Fundamentals**

These pre-program modules consist of audio lectures, informational handouts, links to related informational websites, assignments related to learning objectives, and opportunities for online discussion of lectures. The purpose of these modules is to introduce the IIN teaching methodology and provide baseline knowledge.

- **Program Modules**

These forty audio/video lectures form the core curriculum of the HCTP. They come with supplementary visual slides, informational handouts, links to related informational websites, assignments related to class learning objectives, and the opportunity for online discussion of lectures.

- **Reference Library**

These lectures highlight specific dietary theories, coaching skills, or topics related to professional practice. They come with links to related informational websites and other supplementary materials.

- **IIN Learning Center**

The IIN Learning Center houses communication and support forums that are overseen by licensed moderators. The Learning Center also provides general access to a variety of supplementary resources, including the Dietary Theory Library and the Help Center.

- **Integrative Nutrition® Books**

Over the course of the program, students read and use IIN's *Integrative Nutrition: Feed Your Hunger for Health & Happiness*, and *Integrative Nutrition Journal*. Students may also be provided with supplementary texts regarding specific dietary theories or coaching methods.

- **Dietary Theory Library**

An extensive library of resources about the (more than) 100 dietary theories taught within the IIN curriculum, as well as links to related informational websites, is available on the Learning Center.

- **Health Coaching Resources**

Students have access to a resource library of health coaching practice documents, including coaching session outlines, client handouts, client documentation forms, workshop outlines, business document templates, and marketing materials.

- **Health Coach Websites**

Students are provided the opportunity to create their own health coaching websites. These websites are personalized marketing tools that are used to support students' growing practices as Health Coaches. These websites provided are optional for students and graduates to use. The curriculum teaches and guides students to determine how they can best utilize online tools for their health coaching practice, including but not limited to creating their own website.

- **Study Groups**

Students form study groups that are sustained *via* webinars or online forums.

- **Student and Alumni Support Center**

The Student and Alumni Help Center, which can be accessed from the Learning Center, allows students to communicate with (and receive support from) staff *via* e-mail and phone.

- **Live Web Classes**

IIN hosts webinars (online seminars) that feature live lectures by IIN faculty, question-and-answer segments, and live online chat functions.

- **Coaching Group Sessions**

Each student undergoes live coaching group sessions with his/her assigned coach.

Credit for Previous Education and Training

The Institute for Integrative Nutrition values all forms of learning and all previous formal learning. However, IIN does not accept transfer credits, regardless of source, and requires all students completing the IIN Health Coach Training Program to complete the entire 40-week program in order to earn IIN's Certificate of Completion.

College Credit – Disclaimer Statement

Licensed private career schools offer curricula measured in clock hours, not credit hours. Certificates of completion, i.e., school diplomas, are issued to students who meet clock hour requirements. The granting of any college credit to students who participated in and/or completed a program at a licensed private career school is solely at the discretion of the institution of higher education that the student may opt to subsequently attend.

Financial Assistance Statement

IIN does not participate in Title IV program and does not offer federal student aid.

Student Completion and Job Placement

Occupational Education Data Survey (OEDS): 2014-2015

Health Coach Training Program		Total Students/Graduates
Part 1: Admissions: Applications, Acceptances & Denials July 1, 2014 through June 30, 2015		
Total Applications		10,686
Applications Accepted		8,905
Applications Denied		1,781
Part 2: Current Year Enrollment July 1, 2014 through June 30, 2015		
New Enrollment		8,905
Still Enrolled / Continuing from previous year		9,026
Total Students in this program during this reporting year		17,931
Part 3: Status of 2014-15 Enrollment as of June 30, 2015		
Still Enrolled/Continuing into the next reporting period		3,729
Noncompleters		1,136
Graduates		13,066
Part 4: Graduate Follow-up		
Employed in:	Related Field	8,107
	Slightly Related Field	1,045
	Unrelated Field	1,829
	Military	27
Seeking Employment		1,045
Pursuing Additional Education		601
Other, Unavailable for Employment		392

Status Unknown	19
Total Graduates July 1, 2014 - June 30, 2015	13,066

Occupational Education Data Survey (OEDS): 2015-2016

Health Coach Training Program		Total Students/Graduates
Part 1: Admissions: Applications, Acceptances & Denials July 1, 2015 through June 30, 2016		
Total Applications		12484
Applications Accepted		10855
Applications Denied		1619
Part 2: Current Year Enrollment July 1, 2015 through June 30, 2016		
New Enrollment		10855
Still Enrolled / Continuing from previous year		3729
Total Students in this program during this reporting year		14584
Part 3: Status of 2015-16 Enrollment as of June 30, 2016		
Still Enrolled/Continuing into the next reporting period		3489
Noncompleters		1109
Graduates		9986
Part 4: Graduate Follow-up		
Employed in:	Related Field	6094
	Slightly Related Field	798
	Unrelated Field	1398
	Military	19
Seeking Employment		792
Pursuing Additional Education		487
Other, Unavailable for Employment		383
Status Unknown		15
Total Graduates July 1, 2015 - June 30, 2016		9986

Job Placement

The Institute for Integrative Nutrition (IIN) does not advertise nor provide a job placement service. The Health Coach Training Program (HCTP) specifically trains students to be self-employed. More than two-thirds of HCTP graduates provide paid health coaching services. Historically, surveys have shown that the number of students who are actively practicing as Health Coaches upon graduation has been higher than the number of students who expressed interest in establishing their own private health coaching practices upon enrollment.

Pass Rate of School's Graduates for License or Certification

The Health Coach Training Program does not require students to take a licensure course or certification exam. Graduates of IIN have the option to take the International Association for Health Coaches (IAHC) certification exam, of which there has been 100% pass rate.

Regulatory Approval

Licensed by

New York State Education Department
Bureau of Proprietary School Supervision
89 Washington Avenue
Albany, New York 12234

Complaint and Grievance Procedure

Should a student have a personal question or one related to a student's specific situation, they can contact our Student Success department by signing in to the Learning Center and clicking the Help symbol. A staff member will respond within 24-48 hrs. during business days.

Should a student have a complaint, they may submit feedback by logging onto the Learning Center and clicking on the Help symbol. A staff member will respond within 48 hours during business days.

Formal complaints may be directed to the School Director, via registered letter at:

Institute for Integrative Nutrition
245 Fifth Avenue
7th Floor
New York, NY 10016

Students are encouraged to contact the school first at support@integrativenutrition.com, in order to expedite the resolution of a formal complaint. Students may alternately choose to follow the New York State Education Department's formal complaint procedure by contacting:

New York State Education Department
116 W. 32nd Street, 5th Floor
New York, New York 10001
(212) 643-4760

Disclosure Statement

The student should be aware that some information in the catalog may change. It is recommended that students considering enrollment check with the school director to determine if there is any change from the information provided in the catalog. In addition, a catalog will contain information on the school's teaching personnel and courses/curricula offered. Please be advised that the State Education Department separately licenses all teaching personnel and independently approves all courses and curricula offered. Therefore, it is possible that courses/curricula listed in the school's catalog may not be approved at the time that a student enrolls in the school or the teaching personnel listed in the catalog may have changed. It is again recommended that the student check with the school director to determine if there are any changes in the courses/curricula offered or the teaching personnel listed in the catalog.

BPSS Student Disclosure Packet

Please review the Student Disclosure Packet which begins on the next page.

Information for Students Student Rights

Schools are required to give this disclosure pamphlet to individuals interested in enrolling in their school.

What is the purpose of this pamphlet?

All prospective and enrolled students in a non-degree granting proprietary school are required to receive this pamphlet. This pamphlet provides an overview of students' rights with regard to filing a complaint against a school and accessing the tuition reimbursement fund if they are a victim of certain violations by the school.

Licensed private career schools which are licensed by the New York State Education Department are required to meet very specific standards under the Education Law and Commissioner's Regulations. These standards are designed to help insure the educational appropriateness of the programs which schools offer. It is important for you to realize that the New York State Education Department's Bureau of Proprietary School Supervision closely monitors and regulates all non-degree granting proprietary schools. The schools are required to have their teachers meet standards in order to be licensed by the Department. Schools are also required to have their curriculum approved by the New York State Education Department, at minimum, every four years, thereby helping to insure that all curriculum offered in the schools are educationally sound.

In addition, staff members of the Bureau of Proprietary School Supervision are often in the school buildings monitoring the educational programs being offered. The interest of the New York State Education Department is to ensure that the

educational program being offered meets your needs and that your financial investment is protected.

The New York State Education Department's Bureau of Proprietary School Supervision wishes you success in your continued efforts to obtain the necessary skill training in order to secure meaningful employment. In addition, Bureau staff will continue to work with all the schools to help insure that a quality educational program is provided to you.

Who can file a complaint?

If you are or were a student or an employee of a Licensed Private Career School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

What can a student or employee complain about?

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agents.

How can a complaint be filed by a student or employee?

You should try to resolve your complaint directly with the school unless you believe that the school would penalize you for your complaint. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department. If you do file a complaint with the Department, please advise the Bureau of any action that you have taken to attempt to resolve your complaint.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two

years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.

3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

What is the Tuition Reimbursement Fund?

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending non-degree proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State Education Department at the address included in this pamphlet. The staff of the State Education Department will assist you in the preparation of a tuition reimbursement form (a sample of

this form should have been provided to you upon enrollment).

What is the tuition refund and cancellation policy?

All schools must have a tuition refund and cancellation policy for each program included in the catalog and in the student enrollment agreement.

Read and understand the school's policy regarding tuition refund and cancellation before you sign the enrollment agreement. If you do not understand it, or are confused by the school's explanation, get help before you sign. You may ask for assistance from the Department at the address included in this pamphlet.

What should students know about "private school agents?"

Private School Agents are employed by schools for the purpose of recruiting or enrolling students in the school; they are not school counselors. Private school agents cannot require a student to pay a placement or referral fee. Each school agent must be licensed by the New York State Education Department, must have an Agent identification card and must be a salaried employee of the school. School agents who cannot show an Agent Identification Card are breaking the law if they try to interest students in enrolling in a particular school or group of schools. The name(s) of the agent(s) who enrolled a student must appear on that student's enrollment agreement. Therefore, you should write down the name of the agent who talked to you. Each student will be required to confirm the name(s) of

the agent(s) when signing the enrollment agreement. A full refund shall be made to any student recruited by an unlicensed private school agent or even by a licensed agent if there is evidence that the agent made fraudulent or improper claims. To find out if you are eligible to receive a refund, you must follow the complaint procedures included in this page.

What should students know about "grants and guaranteed student loans"?

A grant is awarded to a student based on income eligibility, and it does not need to be repaid (for example, New York State Tuition Assistance Program (TAP) grants or Pell grants provided by the federal government).

Guaranteed student loans are low interest loans provided under the Federal Guaranteed Student Loan Program. The decision to apply for such a loan is yours-- the school cannot require that you apply for a loan. You should understand that if you pay school tuition with money loaned to you from a lender you are responsible for repaying the loan in full, with interest, in accordance with the terms of the loan agreement. A failure to repay the loan can hurt your credit rating and result in legal action against you. Even if you fail to complete your educational program, you are still responsible for repaying all of the money loaned to you.

It is your right to select a lender for a guaranteed student loan. The school cannot require you to apply to a particular lender or lending institution. However, the school can recommend a lender, but if it does, the school must also provide you with a statement about your right and ability to obtain a loan from another lender and the insurance premiums charged on these loans.

Read and understand all the information and applications for financial aid grants and loans before signing.

Where can students file a complaint, file a claim to the tuition reimbursement fund, or get additional information?

Contact the New York State Education Department at:

New York State Education Department 116
West 32nd Street, 5th Floor
New York, New York 10001
Attention: Bureau of Proprietary School
Supervision
(212) 643-4760

This pamphlet is provided to you by the New York State Education Department (NYSED). The NYSED regulates the operation of Licensed Private Career Schools.