



POLICY AND PROCEDURE MANUAL

Table of Content

	<u>Page</u>		<u>Page</u>
I. Administration		VI. Advertising	
a. History of NPTI	3	a. Policy	12
b. Corporate Staff	3	b. Types	12
c. State Licenses List	4	c. Website	12
d. Philosophy, Mission and Objectives	4	VII. Education	
II. Facility		a. Curriculum	12
a. Use	5	b. Syllabus	13
b. Maintenance	5	c. Lesson Plans	13
c. Telephone	6	d. CPR/1 st Aid	13
d. Alcohol and Drug use	6	e. Practical	13
e. Visitors	6	f. On-Site Clinic	13
f. Smoking	6	g. Clock Hours Conversion	14
g. Harassment	6	h. Teaching Methods	14
III. Financial		VIII. Student Services	
a. Partner/Owner Reporting	6	a. Housing/Transportation	14
b. Instructor Reporting	7	b. Student Records	15
c. Expenses/Reimbursements	7	c. Admission Advisement	15
d. Payroll	7	d. Tutoring	15
e. Tuition and Refunds	7	e. Library	15
IV. Personnel		f. Placement	15
a. Partnership Agreement	8	g. Gym Membership	15
b. Employees	8	h. LOA/Withdrawal/Re-entry	15
c. Job Descriptions	8	i. Confidentiality	16
d. Employee files	9	j. Grievance Procedure	16
e. Training	9	k. Code of Conduct	17
f. Holidays	9	IX. Student Advisement	
g. Benefits	9	a. Advisement	17
h. Vacation	9	b. Probation	18
i. Salary Increase	9	c. Grading	18
j. Employee Development	9	d. Absenteeism	19
k. Meetings	9	e. Graduation Requirements	19
l. Referrals	9	X. Management	
m. Access to School	10	a. IEP	20
n. Ethical Conduct	10	b. Meetings	20
o. Employee Complaint procedure	10	XI. Quality Management	
p. Fraternization	10	a. Definition	20
V. Admissions		b. Procedures	20
a. Admissions Representatives	10	c. Student Satisfaction Auditing	21
b. Orientation	11	d. Placement Auditing	22
c. Procedure for Admission	11		
d. Discrimination Policy	11		

Appendix

I. Administration

A. History

Gene McIlvaine has been in the trade school business since December of 1980 and is now devotes his entire trade school operations to the area of health. In December of 1997, Gene McIlvaine and Susan Bowen began the schools for Personal Training and Massage Therapy. In 2004 the Training and Wellness Academy, Inc. was formed to oversee all NPTI locations. Training and Wellness Academy, Inc. is the parent company of the National Personal Training Institute and the Delaware Learning Institute of Cosmetology and Massage.

NPTI has expanded into the following locations for Personal Training schools: Arizona (Phoenix), California (Costa Mesa, Santa Monica, San Francisco), Colorado (Colorado Springs, Lakewood), Connecticut, Florida (Longwood, Tampa), Georgia (Alpharetta), Illinois (Chicago), Michigan (Southfield), New Jersey (Hoboken), North Carolina, Pennsylvania (Philadelphia), Texas (Austin) and Virginia (Vienna). Training and Wellness Academy, Inc. is also the sister company of the Training and Wellness Certification Commission that created the ACPT exam. The Training and Wellness Certification Commission has received NCCA accreditation for the ACPT exam in early 2009.

The plans to continually expand its programs in many directions in the health and fitness fields with continuing education courses in massage therapy, personal fitness and related fields.

B. Corporate Staff

The Personal Training Program is a multi-location, for-profit educational trade school dedicated to the teaching of personal training. The institution also offers continuing education programs in related fields.

The program is owned by Gene McIlvaine, who is the founder and Chief Executive Officer of the program and Susan Bowen-McIlvaine, who is the Director of Operations.

The program employs a corporate staff for all sales, marketing and expansion, accounts payable and receivable, student loans and funding; a Director of Education and individual qualified instructors for all locations. The program also employs a job placement assistant for students who have graduated from the program.

Training and Wellness Corporate Staff are:

Gene McIlvaine
CEO, Marketing Director, and Founder

Susan Bowen-McIlvaine
Director of Operations

C. Licenses held by the Schools of Personal Training

The Personal Training schools have met all necessary state requirements and have been granted approval and licensure by the following state boards:

Arizona-State of Arizona, Arizona State Board for Private Postsecondary Education
California-State of California, Bureau for Private Postsecondary and Vocational Education
Colorado-State of Colorado, Department of Higher Education
Connecticut- State of Connecticut Department of Higher Education
Delaware-State of Delaware, Delaware Department of Education
Florida-State of Florida, Commission for Independent Education
Georgia-State of Georgia, Nonpublic Postsecondary Education Commission
Illinois-State of Illinois, Illinois State Board of Education
Massachusetts-Massachusetts Department of Education
Michigan-Michigan Department of Labor and Economic Growth
North Carolina- North Carolina Community College System
New Jersey-State of New Jersey Department of Labor and Workforce Development
Ohio-State Board of Career Colleges and Schools License #05-01-1749T, License #08-03-1855T
Oregon-Duly licensed by the State of Oregon as provided by Chapter ORS 345 to conduct a Private Career School.
Pennsylvania-Commonwealth of Pennsylvania, Department of Education, State Board of Private Licensed Schools
Texas-Texas Workforce Commission
Virginia-Commonwealth of Virginia, State Council of Higher Education for Virginia, Certified to Operate
Washington-State of Washington Workforce Training and Education Coordinating Board

D. The Philosophy, Mission and Objectives of the Personal Training Program

1.The Philosophy

To provide students with qualified instructors and a curriculum that will enable the National Personal Training Institute to provide the workplace with qualified Personal Trainers of a high caliber.

2. Mission Statement

The National Personal Training Institute is committed to providing a high standard of education to each student. The National Personal Training Institute seeks to prepare its students with the specialized training needed to enter the workforce and contribute to the community.

3. Program Objectives

The objective of this program is to train individuals in the art and science of personal training. The knowledge and expertise required in the areas of exercise and fitness, weight control, and healthy lifestyles will be demonstrated and practiced. The student of the personal training program will be taught how to advise clients on appropriate and proper exercise techniques, weight loss and weight maintenance options, and how to adopt a healthier lifestyle. The knowledge and skills acquired by the students will enable them to design and implement a safe and effective training program specific to each client, and will include exercise and fitness programs and nutritional consultation.

4. Institute Global objectives

- a. Accept students without discrimination to race, color, gender, age or physical disability, religion, national origin or sexual orientation.
- b. Assure all applicants meet the qualifications for admission to the program through a thorough interviewing process and completion of an application for admission. Qualifications include: proof of age, proof of high school diploma or equivalent, and a physician's medical certificate stating the student is in good health and capable of the physical demands of the personal training program.

- c. Provide all students with a student handbook (**Exhibit A**) that explains the history of the program, its mission and philosophy, all requirements, all costs and the expectations of the program and of the student prior to entering the program.
- d. Assure a quality learning experience via meticulous interviewing, (including resume review and reference checks), hiring and management of its instructors.
- e. Utilize a comprehensive curriculum that is reviewed and revised periodically and reflects the requirements of the program's objectives.
- f. Provide a clean, safe and well-equipped environment that is conducive to optimal learning.
- g. Comply with any standards and/or legislation that are mandated by any federal, state or local agencies or by any accrediting agency of the program as it applies to the teaching and practice of personal training.
- h. Monitor critical areas of the program for quality management via specific audits on a quarterly/yearly basis.

II. Facility

Policy

The Personal Training Program provides a quality education by offering courses in a clean, well lit, safe environment with an appropriate ratio of student to teacher and with enough space to provide each student space for clinical practice.

1. Use

Facility is to be used for the education purposes of the National Personal Training Institute programs

All activities outside of the personal training program education must be approved in writing by the corporate office. Documentation must state the date, length of time and activity to be conducted.

2. Maintaining Equipment

All responsibility for the safety of the student related to equipment and the environment is placed on each instructor of each program and course.

If any equipment is broken, the instructor is to label the equipment as damaged, place it in a remote spot and report the damage immediately to the Corporate Director of Operations and/or fitness facility for disposal, repair or replacement.

3. Learning Environment

The instructor is to include at the beginning of a new course, information on fire safety and hazards in the workplace, stressing the need to know:

- a. Where fire exits and extinguishers are located.
- b. The number to call in an emergency.
- c. The importance of keeping the isles clear from clutter.

The instructor is responsible to assure all food, drink and trash is properly disposed of in trash bags and placed in the proper place of disposal.

The instructor is to assure that all lights and equipment are turned off at the end of each class and valuable equipment is locked up.

The instructor is to assure that the heating and air conditioning settings are properly maintained.

Functional problems and maintenance concerns should be directed to the Corporate Director of Operations and/or facility manager.

4. Telephone

Incoming calls are to be limited to emergencies only or office personnel. Outgoing calls are only to occur with staff permission

Cell phones should be turned off at all times to limit class interruption

5. Alcohol and Drug use

National Personal Training Institute ("NPTI") supports and endorses the Federal Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act amendments of 1989. The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance or abuse of alcohol by an employee or student on NPTI property or as part of any NPTI activity is prohibited. Any student or employee of NPTI found to be abusing alcohol or using, possessing, manufacturing or distributing controlled substances in violation of the law on NPTI property or events shall be subject to disciplinary action up to and including dismissal. In addition, any student or employee who violates the standards of conduct as set forth in this policy may be subject to referral for prosecution.

6. Visitors

Unannounced visitors will not be permitted to enter the classroom.

Students must inform instructor of any possible visitors as it pertains to being picked up from class.

7. Smoking

NPTI holds classes in a non-smoking facility. Smoking must be done at least 20 feet away from a entrance/exit or in the designated area.

8. Harassment

The National Personal Training Institute will not tolerate sexual harassment. All persons who work at or attend the National Personal Training Institute have a responsibility to help maintain an environment that is free from all forms of sexual harassment. Sexual harassment is prohibited in any location that can reasonably be regarded as an extension of the workplace, such as any social business off site function or any other facility where company business is being conducted and discussed. Any such complaints are to be addressed on an Incident Report form and directed immediately to the head faculty member or the direct supervisor. Individuals who violate this policy are subject to discipline ranging from a written warning to dismissal. Frivolous or false accusations of sexual harassment have serious consequences on innocent individuals. This institution cautions that such complaints may result in action being taken against the complainant.

No fraternization with students is permitted by staff or faculty

III. Financial

1. Partner/Owner Reporting

- a. Partners-quarterly student and financial update (Exhibit B)
- b. Submit Student spreadsheet on a quarterly basis to Liz at Elizabeth@nptifitness.com
- c. Spreadsheets are to contain accurate account of in class students and to include a No Refund (NR) date. The No Refund date is to reflect when the specific cohort of active students is no longer entitled to receive a refund.
- d. Payments/Profits to owners will be paid at time of NR status
- e. Should it be requested in writing that profits be paid earlier, and a student withdrawals, both the partner and TW Academy, Inc. share equally, or as per their ownership %, in the cost of refund.

2. Instructors

- a. Reports are due by Friday to Elizabeth@nptifitness.com for every class. (Exhibit C) Submit one report total for each location
- b. Any changes in status of students must be followed up with the supporting documentation
- c. Submit documentation of LOA, Withdrawal, Graduation

3. Expenses/Reimbursements

- a. All checks for supplies and expenses are written only from the corporate office
- b. Expenses/supplies to be paid are to be requested in writing via email to Liz at Elizabeth@nptifitness.com and be on the required expense report form. (Exhibit D)
- c. Reimbursements are to be completed by filling out the expense report form and are to be sent to Liz at Elizabeth@nptifitness.com with the backup documentation/receipts.
- d. No expenses or reimbursements will be paid without the submission of the required documentation

4. Payroll

- a. Payroll is submitted every other Monday. Paychecks are mailed on Tuesday from the corporate office, and are dated for Friday. Checks are not to be cashed earlier than the check date.
- b. All payroll hours must be submitted by Monday at 10:00 am EST.
- c. Payroll time sheets (exhibit E) can be submitted via e-mail to Liz at Elizabeth@nptifitness.com or via telephone by a school director by calling 1-800-960-6294 ext. 107.
- d. If employees are submitting their own hours, the school director must be copied to the time sheet being e-mailed each and every pay period. It is the responsibility of the school director to approve hours being submitted for payroll.
- e. Any payroll submissions received after the designated time will be submitted for the following pay period.
- f. Any discrepancies submitted will be adjusted at next payroll period
- g. New Employees
 - All new employees must fill out an Employment Application, along with a Form W-4.
 - All new employees must provide their date of birth on their W-4; this is needed to add them to payroll.
 - All employee documents should be faxed to Liz at 215-914-1710. Make sure to specify the employee's pay rate on the fax.

5. Tuition and Refunds

- a. Tuition is set by corporate office for each location.
- b. No tuition shall be discounted by any member of the staff unless it meets the qualifications for employee discount or family discount as stated below.
 - Employee Discount: is defined as an employee of the company &/or immediate family member.

- Family Discount: is defined as 2 or more immediate family members that enroll in the same enrollment period.
- c. Students should notify the school's Administration in writing of the intention to cancel from the program.
 - d. If student cancels prior to class start or any time after three days of signing Enrollment Agreement, all monies will be refunded to student's funding source with the exception of the \$75.00 registration fee and any administration/gym fees if cancellation occurs after seven business days of signing the enrollment agreement.
 - e. The registration fee, Supplies and Book Fee and Gym Membership are non-refundable after the start of the program and the state refund policy applies.
 - f. In the case of an official leave of absence, if a student fails to return to training by the end of the leave of absence withdrawal or termination will occur. Refund policy applies.

All refunds will be sent within 30 days of the termination date.

IV. Personnel

1. Partnership Agreement

Individuals that are considered partners with Training and Wellness Academy, Inc. in 1 or more locations must sign and retain a copy of a Partnership Agreement for each location. No partnership benefits will be given until such agreement is obtained. (Exhibit F)

2. Employees * see employee handbook (Exhibit G) and job description forms for specific duties

Are classified in one of the following groups:

A. CEO/Director of Operations

The CEO and Director of Operations together oversee all aspects of the institutes marketing and operations

B. Director

The Director of a location is responsible for the planning, organizing, controlling, directing, and staffing of the instruction and operation units of the school. Directors have supervisory and budgetary responsibilities. Reporting to the CEO/Owner.

C. Staff

Staff are responsible for providing the necessary maintenance, clerical, technical and professional services to support the instructional and operational units of the school. (See specific Job Description Exhibit)

D. Faculty

Instructors are those that provide the education, both theory and practical to the students. Provide a safe learning environment and provide a variety of learning styles for the students.

The Lead instructor of the program is one who possesses a post-secondary degree that would qualify him/her to teach all aspects of the course. The Lead instructor may also be responsible for managing an entire program at one of the smaller massage locations.

These employment classifications are further classified by the following employment definitions:

Full-time - Staff employed 40 hours per week since the most current date of hire.

Part time Staff employed less than 40 hours per week.

Instructor that teaches a full time course (equal to 20 hours of instruction per week) is full time

Instructor that teaches less than 20 hours per week is part time.

3. Job Descriptions

A job description is the summary of a job at NPTI. It includes an overview of the job, a listing of the major duties and responsibilities, and general guidelines outlining the authority of the job. Also included are skills, experience and education a person must have in order to perform the job effectively. Job descriptions are defined in general

terms; they are not limitations of duties. All employees are required to sign a job description upon hiring. Signed copy of job description will be retained in the employee file. Job descriptions may change from time to time and a new one may be required. (Exhibit H)

4. Employee files

Personnel files are the property of NPTI. Review of said files will be allowed at our sole discretion.

5. Training

All new staff employees must go through a 2 week training period. This is the time allotted to familiarize the employee with the position, documentation and policies of the company. This will also be the beginning of the employee's 60 day probationary period.

Instructional employees will be provided with an orientation period. Instructors will be on a hired on a probationary status for the length of training plus 1 full class length.

6. Holidays

Instructors and Students

December 24th - January 1st, Memorial Day, June 30th -July 5th

Labor Day, Thanksgiving Day

Staff

December 25th, January 1st, Memorial Day, Labor Day, Thanksgiving Day

7. Benefits

All employees are offered health benefits. The cost of benefits would be deducted directly from your paycheck. NPTI will contribute 30% of the cost of health benefits

8. Vacation

Vacations are based on time employed. 1 year of employment = 1 week vacation. Please see manager for further timelines.

9. Salary Increase

Any possible salary increase given will be based on performance and evaluation. The possible increase is to be allocated in % based on 1-10% scale.

Any bonus structure set based on student show will not be allocated to the representative until the student graduates. Bonus structures will be set at time of employment.

10. Employee Development

The Director of Education is responsible for organizing and conducting the development programs and activities for faculty. The objective is to assist employees in maintaining the level of excellence and expertise necessary for the continuing growth of the school.

Licensing and Compliance Officer is responsible for organizing the development programs and activities for staff of corporate office.

11. Meetings

Faculty – locations with 3 or less employees may hold mandatory faculty meetings on a quarterly basis. Descriptive meeting minutes must be taken and forwarded to the licensing and compliance officer. Locations with 4 or more will hold mandatory faculty meetings on a bi-monthly basis with the same stipulations as above.

Staff – Staff will hold meetings or conference calls on a quarterly basis. Descriptive meeting minutes must be taken and forwarded to the licensing and compliance officer.

Directors/Partners- will hold meetings or conference calls on a quarterly basis. Descriptive meeting minutes must be taken and forwarded to the licensing and compliance officer.

12. Access to School

1. All staff will be given keys to enter the facility. All keys are to be returned to the corporate office upon termination of employment.

No staff or faculty is to change the locks on any facility without the written consent of the corporate office. Upon change, the corporate office is to receive a copy of the key.

13. Ethical Conduct

1. Staff and faculty are to follow the same sexual harassment guidelines as the students.
2. There is to be no fraternization with the students by faculty or staff. If fraternization is found to have occurred, immediate termination will follow.
3. Staff and faculty are to conduct themselves in such a manner that provides an environment free from threat, harassment and unsafe conditions.

14. Employee Complaint procedure

1. Any concerns or complaints where the employee feels a need for a remedial response from an official of the company are to be addressed on the Incident Report form (Exhibit I).
2. If an employee of the school is presented with a concern/complaint from another person in direct contact with the program, the employee immediately asked the complainant to write their issue on the Incident Report form. The employee will direct the form to the appropriate official within 24 hours.
3. The school official will investigate the issue thoroughly. All information concerning the resolution of the problem will be documented on the form and the form will be signed by the official and the person initiating the incident as verification of a satisfactory closure on the matter within 2 weeks.
4. If the person does not wish to complete the form, then the person receiving the problem will let the individual know that the issue will not be addressed and thus, will not take any further action.
5. Incident reports will be maintained in a protected file and will be addressed periodically at management meetings for the purpose of quality management.
6. Incident reports are also used for any accidents that take place on the school premise.

15. Fraternization

1. There is to be no fraternization between staff and students of NPTI.
2. Instructors may give out cell phone numbers to discuss school events only.
3. Students should not receive rides from staff or instructors.
4. Students are not to visit staff or instructor places of residence.

V. Admissions Policies

Policy

The Personal Training Program follows strict guidelines to assure that recruitment of students is marketed with accuracy and ethical integrity.

B. Admissions Representatives

1. The Personal Training Program employs individuals for the recruitment of students and they hold such titles as sales or telemarketing representatives or may have a duty of sales and marketing in their job description if this is not their sole responsibility.
2. All advertising for recruitment of students is pre-approved by the CEO of the program prior to distribution to assure the program is providing accurate information and that the information is delivered in an ethical fashion.
3. The Personal Training Program may utilize third party contractors for preparing or distributing brochures or leaflets to prospective students. These individuals are paid on a fee for service basis and are not given commissions for their services.
4. The CEO or any appointee reviews all advertising and promotional literature for accuracy. The review assures that the training or education offered by the program is stated clearly, the material contains the Personal Training Program's name, and indicates that this is an educational program and in no way offers or promises employment to the individual.

C. The Personal Training Program enforces the following standards regarding recruitment, and recruitment commissions or equivalent compensation practices for its staff:

1. No staff is compensated for recruitment activity on the basis of commission or equivalent compensation practices unless such incentives are paid only upon the student's successful completion of the program.
2. School personnel, students, and alumni may receive a referral fee for the recruitment of a student to the program. The Personal Training Program sites make public such incentives and the fee is standard for all.
3. Any school personnel who is found to discredit, disparage or demean the character or quality of another program or school of personal training will place their employment with the Personal Training Program in jeopardy.
4. Any school personnel who knowingly seek to induce any student to leave another educational institution will place their employment in jeopardy.
5. Should the Personal Training Program choose to utilize surveys to identify prospective students, the name and address of the program will be given to the persons surveyed and no appointments or applications for admission to the program will be made at the time of the survey.

Representatives will post all Open Houses at corporate office for review and informational purposes.

D. Orientation

Orientations will be held approximately 1 week prior to start of class.

Information on policies and curriculum will be discussed. Follow schedule of information developed (exhibit ??)

Collect pertinent student documentation and payments and to insure students receive pertinent information.

Schedules for Orientations and Open Houses are set between the admissions department and the school Director. No changes are to be made to a schedule without each consulting the other in writing.

E. Procedure for Admission

All candidates for admission to the personal training program will:

- Be age 18 or older and
- Have a high school diploma, GED or a college transcript. Any candidate for admission who does not possess a high school diploma or the equivalent will be referred to the Department of Education to take a standardized entrance examination, showing their ability to benefit from the training. Upon successful completion of the test with documentation of a passing score, the student may be considered for admission to the program. A copy of their diploma, transcripts or certification to be kept in the student's personal file.
- Present a current medical statement from their physician stating they are in good health and free from communicable disease, which will be kept in their personal file. No student will participate in practical portion until the statement is received by the program and filed.
- References are requested and verified by the interviewer.
- Financial arrangements are made with the admission's department and all collections of tuition or assistance with loans will be handled with the corporate administrative assistant in charge of financing.
- All students are given and sign an enrollment agreement that also states that they have received the student catalog and that it is part of the enrollment agreement. (Exhibit J).
- All students sign a checklist stating they received, reviewed and understand the terms in the student handbook, along with receipt of their books. (Exhibit K).

The National Personal Training Institute keeps documentation of all denials of admission with the rationale for denial recorded on the Denial of Admission form (Exhibit L). This information is consolidated periodically for reference and quality management audits.

F. Discrimination Policy

The National Personal Training Institute does not discriminate against any applicant by race, gender, age or handicapping conditions in accordance with the federal and state guideline

VI. Advertisement Policies

Policy

The policies regarding advertising are to insure that clear and concise advertising practices are conducted. Advertising is conducted with truthful wording and no false statements and are also in alignment with ethical advertising practices.

- a. Advertisements from the program are clear, accurate and indicate the training provided.
- b. The school name is included in all advertisements, or other materials used for the purpose of recruiting students.
- c. Any advertisements that include a reference to financial aid contain the phrase “for those who qualify”.
- d. Only advertisements for the purpose of recruiting staff contain the headings “Help Wanted”, “Employment”, or “Business Opportunities”.
- e. Promotional or recruitment material will include, when appropriate, the stipulation applicable to those services regarding academic and career advising services provide by or through the program.
- f. All NPTI schedules are to be submitted to the webmaster by October 31st for the following year.
- g. Website is to be updated and reviewed on a regular basis as part of management meetings

VII. Education

Policy

The National Personal Training Institute maintains an integrated 500-hour course curriculum that reflects the current practices of personal training. The curriculum combines theory and practice during each class session with a certain amount of hours designated to didactic and the practice of demonstrated techniques respectively. The course is taught by qualified instructors, who prepare the student for a career in personal training. The subject material is presented in specified amounts of time as suggested by any state or local laws, and as the school deems necessary for a comprehensive knowledge base in the field of personal training.

A. Curriculum

1. The courses and related clock hours on each subject are presented to the student in the student handbook (Exhibit A) to offer an overview of the subjects taught and amount of time spent on each area.
2. The course curriculum consists of the day to day outline of lessons. Standards on the amount of time designated for specific subjects as designated by the personal training program are listed on the daily lesson plans. Therefore, the instructor follows a standard program curriculum to assure that all subjects are covered over an appropriate amount of time during the course of the program. The program utilizes the following textbooks: **NPTI'S Fundamentals of Fitness and Personal Training**, Tim Henriques, Copyright 2015, Human Kinetics and **NASM Essentials of Personal Fitness Training – Fourth Edition**, **Lippincott** Williams & Wilkins, Copyright 2012. Instructors incorporate additional information from the program's library of resources, the Internet, and their own resources to enhance the lectures.
3. All instructors are to follow the curriculum (Exhibit M) provided and are to utilize the program's approved textbooks for core content. Documentation of the objectives, textbook pages, any other resources and methods used to assist in teaching a class is to be documented on the daily lesson plan. There are to be no deviations from the curriculum as the subjects and content listed assures the essential material is taught for the completion of a 500-hour state licensed/approved program.
4. The curriculum is reviewed and revised on at least an annual basis, or more often if warranted. The curriculum is a part of the faculty management meeting agendas and will include the input from staff, employers, and students (both graduates and current) when meeting with the program's advisory committee.

B. Syllabus

Updated 03/2017

1. The program provides a syllabus (Exhibit N) that breaks down the integrated curriculum subject matter into a weekly schedule for the student to follow. The syllabus identifies the schedule for tests, mid-term, final and practical, based on a 20 hour a week attendance over the course program of 26 weeks or 52 weeks for the weekend classes.
2. The syllabus provides a means of assuring that the student has received ample learning time on each subject as required by the curriculum and provided per the syllabus.
3. The syllabus does not reflect the information retained by the student, taught by the instructor.
4. Practical evaluations and subject test scores are the reflection of the student's retention and mastery of the subject matter.

C. Lesson Plans

1. Lesson plans are a format to provide the Lead Instructor and/or Director of education a guideline to how the information is being taught, what activities and comments are available. (Exhibit O)
2. Each lesson plan is to include text names and page numbers, learning objectives, hours of theory and hours of practical/clinical.
3. There is a comment section at the bottom of the lesson plan that is to be filled out using comments from students and/or instructors as to the outcome of the day's lesson.
4. Lesson Plans are to be completed by instructor on a daily basis and handed in at the end of the semester for auditing.

D. CPR/AED and First Aid

1. A CPR/AED and First Aid certification is required to be current and in the student's file by the time of graduation.
2. The personal training program provides a CPR/AED and First Aid course on premise at intervals during the modules to accommodate the student in becoming certified/re-certified in CPR/AED and First Aid.
3. The certification course is taught by an instructor, who is certified to teach CPR/AED and First Aid by the American Red Cross or any other nationally recognized organization.
4. The course is offered as part of the personal training program and therefore, is included as part of the 500 hours for the completion of this program.

E. Practice Experience

The Personal Training Program includes 200 hours of supervised hands-on practical experience during the course of study.

1. The student receives a practical evaluation in writing during final testing period at the end of each module.
2. Ongoing advising is offered at least monthly if the student is performing below standard during practical sessions. The Early warning form, (Exhibit P), is used by the instructor to document any deficiencies in practical/clinical performance as well as in written test scores. The student is to sign the form as an acknowledgement that they are aware of their performance status and also that the recommendations for improvement have been addressed and will be monitored by the instructor.

F. On-site Clinic Experience

5. Locations that choose to open personal training to the public for the benefit of a real life experience will schedule training sessions after the class. This will assure that the student performing the training sessions receives the same amount of clinical practice time as the students who are practicing on each other.
6. An on-site clinic experience will not be scheduled until the student has completed 250 hours of the program and shows proficiency in the ability to perform personal training.
7. The instructor assures that the student completes the appropriate client paper work for the clinic experience and maintains a file for each client that receives a personal training sessions at the program site's clinic.
8. Paper work includes a client information form completed by the client receiving the sessions along with a health history questionnaire and informed consent form.

9. The instructor supervises and evaluates the student and the student has an opportunity to evaluate the experience.

b. Clock hours and Conversion to Semester Credit Hours

1. The personal training program follows the clock hour of time for a 500-hour program, which is equal to 60 minutes of a block of time. Fifty (50) minutes are in instruction with appropriate breaks equaling 10 minutes.
2. Should the personal training schools choose to measure clock hours by semester or quarter credits, the following conversions will be used:

Semester Credits:

15 clock hours of lecture = 1 credit hour
30 clock hours of lab (Clinical) = 1 credit hour
45 clock hours of externship = 1 credit hour

Quarter Credits:

10 hrs of lecture = 1 credit/hour
20 hrs of lab = 1 credit/hour
30 hour of externship = 1 credit/hour

This conversion is similar to a college course, which uses credit hours to determine the number of hours in a course.

An example is the 100 hours of clinical needed to complete this program. It is equal to 3.3 credits. (100 hours ÷ 30 hours = 3.3 credits). If divided into three semesters, at 33 hours a semester ($33 \times 3 = 100$ approx.) each semester is 1.1 credit hours ($33 \div 30 = 1.1$). Each quarter would equal 25 hours ($100 \div 4 = 25$ hours/quarter) or ($25 \div 20 = 1.2$) or 1.2 credits/quarter.

c. Teaching Methods and Materials

1. Each instructor will follow the curriculum provided by the program and assure that the requirements reflected in the course curriculum are followed.
2. By completing the daily lesson plans the instructor will assure the amount of time spent on each topic is appropriate and within the limits defined by the school and program's accrediting agency.
3. The program provides the instructor with anatomical models and charts, dry erase boards, markers, and other materials applicable to enhance the learning experience. Students are required to provide their own clip boards, writing materials and binders.
4. Instructors (as well as students) have access to a library of resource books, and copier to supplement the main textbooks used throughout the program.
5. Each location is supplied with a power point projector for their daily lessons
6. Instructors are not to create their own tests however they are allowed to create and administer ungraded quizzes at any time during the course

Additional items wanted must be requested through the Director of the location.

VIII. Student Services

Policy

The Personal Training Program provides students the ability succeed. The handbook states the history, philosophy, purpose and objectives of the program, the course content, the requirements for admission, the expectations of the student and the policies of the program regarding finances, code of conduct, grading, attendance, graduation and grounds for dismissal. Additionally, the policy for directing any student concerns/complaints during the class program is provided in the handbook.

- A. **Housing:** The school provides housing assistance for students enrolled at NPTI residential program in Orlando, FL (only) but is not affiliated with the apartment complex. NPTI assumes no responsibility for the actions taken by the apartment complex.

- B. **Transportation:** The school does not provide transportation for students enrolled at the school.
- C. **Student records:** Student records are kept in a locked file cabinet. Student records are permanently retained by the school and are available to graduates on request. Any student wishing to have a copy of his/her records must notify the school in writing.
- D. **Student admissions advisement:** Upon registration, all students have the opportunity to meet with the Admissions Representative or Director of Education of the school to discuss program content, job opportunities, and the responsibilities of the position for which they wish to train. Members of the staff are available to assist and advise students upon student request.
- E. **Tutoring:** Students requiring academic remedial assistance may schedule tutoring sessions with faculty.
- F. **Library:** Library resources are available that includes books, videos, articles that pertain to the field of study. Other resources can be located at the local library
- G. **Student placement:** The school does not guarantee employment upon graduation. The school will, however, assist the student and provide contacts of interested employers to students requesting assistance in finding an in-field position. The job placement assistant, the instructors, and/or the director of the program provide these services. These services are reflected in the student handbook, the enrollment agreement and on any promotional or recruitment material.
- H. **Gym Membership:** Student gym membership is paid through the student tuition for the time period listed on the student enrollment agreement. In the case of an LOA, the membership may be frozen until student returns up to the limit of the time of LOA (180 days).
Should the student fail to complete their course within the enrolled period, such as the case of a withdrawal and return, the membership will expire and the student upon return will be required to obtain their own gym membership. The personal training course cannot be continued without the practical portion.

Individual program locations may not choose a contractual arrangement or refer to placement services unless approved by the CEO of the school.

Student's requests for career advising or job placement assistance will be documented on the Career Advising form (Exhibit Q). The job placement assistant, director or instructor will follow through on the student's request and record the results of the services provided.

All requests for assistance will be kept on file

I. Leave of Absence and Withdrawals

Any student who is in need of a leave of absence is to complete the leave of absence request form (Exhibit R) and schedule an appointment with the director of the program or lead instructor.

1. Acceptable reasons for a leave of absence are death in family, illness, military duty or catastrophic event.
2. Maximum length of time for a Leave of Absence is 180 days in a given 12 month period
3. Should a student not return to classes on the date documented they will be automatically withdrawn.
4. Re-entry to the program will be the decision of the director after interview
5. Should the student not return from an LOA as stipulated, the leave will qualify as a "withdrawal" from the school and the student will receive tuition credit based on the amount of completed hours toward the 500-hour program at the time of withdrawal.

A sample (Pennsylvania) schedule on refunds is as follows and is documented in the student handbook and enrollment agreement: (This scale varies from state to state) Please refer to the schedule on your enrollment agreement.

% if Enrollment time	Refund
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Within first 7 calendar days	75%
After first 7 calendar days up to 25%	55%
25.1% to 50 %	30%
50.1 % to 100%	No refund

6. Any student who misses (7) consecutive calendar days, excluding scheduled breaks and does not return on the 8th day will be withdrawn, regardless of their attendance status.
7. Any student who wishes to withdrawal from the program should confirm their request in writing.
8. Tuition refund will follow the above schedule or as it pertains to the state in which school is located.
9. Check enrollment agreement for proper refund calculation.

J. Confidentiality of Student Records

1. All student original records are maintained in a designated office and in a locked cabinet.
2. The Directors are ultimately responsible for the maintenance of the student record and instructors are not permitted to remove the files.
3. No records are to be copied or sent to any other institution or any employer without a written consent signed by the student (Exhibit S).
4. Students are permitted to inspect and review their records at any time and they are informed of their rights to access and confidentiality via the student handbook and orientation.
5. Students are permitted to dispute the accuracy of their educational records at any time and the corrections are to be made promptly when warranted.
6. If, at any time, the program makes public directories of student information, the student is given notice of the information to be provided in ample time to review the information and block inclusions.
7. Student records are kept for a period as designated by state regulation, in an on-site archive and then all transcripts are held for a period of 50 years, or as designated by state regulation, at a professional record depository or electronically.

K. Student Concerns/Complaints

Grievance Procedure

General Policy

The grievance procedure is designed to provide prompt and orderly resolution of complaints or disputes arising in the course of the program. Any student has the right to present any personal grievance and have it considered on its merits. Since most complaints and disputes can be settled in conversation between the student and the instructor, students are encouraged to resolve any problem by seeing their instructor. An earnest effort is to be made to resolve these issues as promptly as possible.

Procedure

- **Step 1:** The student is to request a meeting to discuss the grievance with their instructor and the instructor, if possible, is to respond to the grievance within (5) working days.
- **Step 2:** If the student disagrees with any response to the grievance, the grievance can be presented to the next level. It is the responsibility of the student to present the grievance to the next level in writing within ten (10) working days following receipt of the decision.
- **Step 3:** Within 24 hrs after receipt of grievance, a conversation may be scheduled with the Director of Education at or a representative of the National Personal Training Institute. A response to follow within (5) working days.
- **Step 4:** If the student is not satisfied with the response received after discussing the complaint with the Director of Education or a representative of the National Personal Training Institute, the following steps may be used,
- **Step 5:** (if needed): The student is to identify specifically the unresolved grievance by writing a letter to the owner. The student is to identify the resolution that is being sought.

- **Step 6:** (if needed): Within ten (10) working days after receipt of the written grievance, the owner will provide the student a response to the grievance. Should the owner need additional time to investigate the complaint, the student must be advised IN WRITING of the date the written decision will be provided. Should the student fail to present the grievance within ten (10) working days, the grievance will be considered terminated.
- **Step 7:** (if needed): “If the complaint cannot be resolved after exhausting the institution’s grievance procedure, the student may file a complaint with the State Board of Education. The student must contact the State Board for further details.

L. Student Code of Conduct

Sexual Harassment

“Sexual Harassment” is defined as any sexual advances, requests for sexual favors and other verbal or physical conduct of a physical nature where submission to or rejection of such advances, requests or conduct affects a benefit such as terms of employment. Or, when such advances requests or conduct have the purpose or effect of unreasonably interfering with an individual’s work by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Determining what constitutes sexual harassment depends upon the specific facts and the context in which the conduct occurs. Sexual Harassment may take many forms- subtle and indirect or blatant and overt. Examples are:

- It may be conducted toward an individual of the opposite sex or same sex.
- It may occur between peers or between individuals in a hierarchical relationship.
- It may be aimed at coercing an individual to participate in an unwanted sexual relationship or it may have the effect of causing an individual to change behavior or work performance.
- It may consist of repeated actions or may even arise from a single incident if sufficiently egregious.

The National Personal Training Institute will not tolerate sexual harassment.

All persons who work at or attend the Personal training program have a responsibility to help maintain a work environment that is free from all forms of sexual harassment.

Sexual harassment is prohibited in any location that can reasonably be regarded as an extension of the workplace, such as any social business off site function or any other facility where company business is being conducted and discussed.

Any such complaints are to be addressed on an Incident Report form and directed immediately to the Director of Education, or the CEO.

Individuals who violate this policy are subject to discipline ranging from a written warning to dismissal.

Frivolous or false accusations of sexual harassment have serious consequences on innocent individuals. This institution cautions that such complaints may result in action being taken against the complainant.

M. Inappropriate Behavior/Disrespectful Mannerisms

- At no time is a student to behave or treat a program employee, instructor or fellow classmate disrespectfully.
- Students who become angry or belligerent to another classmate or employee/instructor will be asked to leave the class for that day and to return the next day for a meeting with the employee, instructor and the director or CEO.
- The instructor is to complete and file a hand-written warning (that states if another incident occurs, the student will be dismissed. The student must sign the warning. (Exhibit P)

OR

The instructor may choose to have the student meet with him/her and the director for the purpose of dismissal should the offense appear serious enough to warrant such measures.

No dismissal will occur without the presence of the director.

IX. Student Advisement

Policy

Students are evaluated on their performance, grades and attendance on a regular basis. The student will review their recorded grades, practical skill evaluations and attendance records and sign the forms as a verification of their progress toward completion of the

Updated 03/2017

program. Any deficiencies in performance, grades or attendance are recorded on the appropriate forms and the student signs the forms in acknowledgement of such advising.

A. Student Advising

Student advising is completed when students fall below 70% academically or considered “at risk” for attendance. At risk status for attendance would be considered should a student miss more than 15% of schedule time in a module.

Progress reports are given to students at the end of a module to inform students about their progress.

B. Student Probation

1. Academic Probation

- A student whose Module grade and / or cumulative grade point average (CGPA) is less than 2.0 at the end of a grading module are placed on academic probation (Exhibit T) for a period of one month. The student will then be re-evaluated for SAP.
- If the student fails to achieve a 2.0 for the next evaluation period or for any evaluation period in which the student is on probation, the student will be terminated for lack of satisfactory academic progress. A student will be removed from probation upon achieving at least a cumulative 2.0 grade point average provided they also have earned a grade of 2.0 in the probationary module.

2. Attendance Probation

- NPTI is a clock hour school and as such it requires that all students complete 100 % of all hours scheduled for each module in order to go onto the next module. At the end of each module, if a student has not complied with the 100% rule, but had not missed more than 20% of the scheduled classes, the student will be permitted to advance without penalty provided he /she has made-up the hours by end of module as dictated by the school’s “Incomplete” policy.
- If a student misses in excess of 20% of a module’s scheduled class hours he /she will be placed on attendance probation beginning with the next grading module and be allowed to remain in class on probationary status for the next month providing the student makes-up the missing hours with-in the month provision as stated in the school’s “incomplete” policy. Students who do not make-up the missing hours with-in the month provision will be immediately withdrawn and be required to re-take the entire module upon reentry into the program. Moreover, the hours earned will be counted as hours attended for the purposes of calculating maximum time frame.
- While on attendance probation a student may not miss in excess of 20% of the scheduled class hours of the grading period. If at the end of the grading module for which a student is on attendance probation, the student has violated the terms of probation, the student will not be given the option to make-up the hours for a second consecutive incident, rather the student will be immediately withdrawn. If a student on attendance probation does not exceed the 20% rule during the probationary period, the student will be removed from attendance probation.

C. Procedure for Grading

1. Tests are given, graded and recorded on the specified form (Exhibit U) and the student will sign the recorded test scores for the purpose of assuring accuracy and preventing dispute at a later time. Student’s tests are kept in their personal student file until they graduate.

The grading system is available in the student handbook and is as follows:

90 to 100 = A

69 and below = F (Fail)

80 to 89 = B
70 to 79 = C

W = Withdrawal
IG/IA = Incomplete

2. The instructor will offer a re-take test for any test score that is below a 70 as the program promotes academia and an acceptable passing grade of at least a 70 is needed to graduate the program. Only one retake is allowed and the score of that exam can be no higher than a 70.
3. The instructor will offer a re-take test to anyone absent for the test. The test is to be administered the day the student returns from absence to maintain accurate records and fair policy amongst students.

Practical observation of skills is ongoing, however the student is formally observed at the end of each module.

D. Procedure for Absenteeism and Make-Up Time

1. The student has a maximum time frame of 1.5 times the length of the program to complete the program. This allows 9 months from the start date in a 6-month program and 18 months in the Saturday program to reach 500 hours and complete all course materials. A diploma will then be issued if this and all other requirements are met.
2. Students are to attend a total of 500 hours in class regardless of absenteeism. Maximum time frames apply any other programs whose length of program may be different from above.
3. A student who is absent is to make up (hour for hour) time missed from school by attending a day, night or Saturday alternate class.
4. Absences of 20% or more will warrant attendance advising and the need for a probationary status or a leave of absence if another consecutive absence occurs again.
5. Absences of 14 consecutive days warrant a student to be dismissed/withdrawn from the program on the 15th day.

If a situation occurs that a student has accumulated absences up to the date of graduation, the student will be given 30 days without charge, to make up missed time. After that, the school will charge the student an hourly rate that correlates to the current tuition rate to continue classes (approximately \$9.20 to \$10.00 per hour).

The student must have the course completed within 3 months of a 6 month program or 6 months of a 1 year program (maximum time frame to complete the program is 1.5 times the length of the program) after the graduation date or the student will receive an incomplete transcript and need to repeat the program.

All instructors keep a monthly update of student's hours of attendance and review the hours with the students, individually, on at least a monthly basis (Exhibit V).

The following guidelines will assure the 500-hour program requirement is being met by students when they are absent:

1. The student is responsible to obtain what information was missed in class from a colleague or the instructor.
2. The student assures that any tests missed are taken the day of return to class.
3. The student is observed during the practical portion on return to class and performs satisfactorily any techniques missed during the absence.

Attendance at alternate classes:

1. When a student makes up time at an alternative class, the student is to participate in the class as normal. The instructor of the class will monitor performance in practical sessions.
2. The instructor of the alternate class is also responsible to assure that the student signs in accurate hours and that the student's instructor receives a copy of the sign in sheet.

E. Requirements for Graduation

To receive an official transcript and diploma the student must

1. Achieve a passing grade of 70% or higher on tests, mid-term and a final written and practical examination.
2. Complete the requirements for attendance of 500 hours.
3. Complete a basic course in CPR, AED and First Aid.
4. Paid all school tuition in full.

X. Management

Policy

The Personal Training Program operates with a faculty management team consisting of but not limited to the CEO, Director of Education, sales and marketing representatives, lead instructors and other faculty instructors from each location.

- The faculty meets on at least bi-monthly basis.
- Individual meetings with the director at individual program sites will take place in between the faculty management meetings.
- At least twice a year, the program will invite students, graduates and employers and/or other guests as participants in the program's advisory committee.
- The Corporate Administration meetings which take place every other week either in person or via teleconference.

1. Management Meetings

- a. The Director or an assistant prepares a meeting agenda.
- b. Each meeting includes a discussion of new business and follow-up of old business. The studies for quality management listed in the policy below will be addressed at appropriate intervals and are reflected in the meeting minutes. The IEP and other topics may be discussed at this time.
- c. The meeting will run efficiently with a goal of adjourning within an eight-hour day.
- d. Absentees can expect a written copy of the meeting minutes reflecting the areas addressed at the meeting.
- e. Those who cannot attend the meeting are responsible to forward any data for discussion from their site to the director prior to the meeting.

2. IEP (Institutional Effectiveness Plan)

- a. The IEP will be reviewed at quarterly meetings to review and adjust various goals
- b. Include updated budget plan
- c. Add additional requirements and goals with completion dates

XI. Program Assessment/ Quality Management

Policy

As a part of the faculty meetings, the management team of the National Personal Training Institute monitors and analyzes its program for quality of services. Monitoring of its instructors, curriculum, student satisfaction, student performance, attendance and completion rate, as well as graduate placement are ongoing via the site instructor's and director's collection and maintenance of the various records pertaining to each category listed.

The results of the analysis direct improvements in the program's overall administration and suggestions for improvement are implemented via the documented changes in policy, procedures, curriculum and job descriptions as reflected in the minutes of the quarterly management meetings.

1. **What is Quality Management?**

- As a multi-location school, the National Personal Training Institute, operating in various states, is committed to uniformity, standardization and quality in the education and service it provides its students at each location.
- To assure the continuous quality improvement of each program while maintaining standardization amongst the programs, the National Personal Training Institute has designed tools to assist each site in monitoring critical areas of the program and making improvements according to its findings. This then becomes the program's quality management program and is incorporated into the agenda for faculty management meetings.
- The National Personal Training Institute has identified the following areas to be monitored at designated times by the program instructors under the direction of the corporate director of education for the purpose of continuous quality improvement in these areas.

- A. **The Curriculum** (including but not limited to monitoring the weekly syllabus for adherence to the curriculum and need for changes).
- B. **Student Satisfaction** (including but not limited to student evaluations of the instructor and the overall program, as well as, the review of any written incident report initiated by a student or other member of the program during the course of a program).
- C. **Placement Assistance** (job placement and success in achieving any required state or local certification or license).

2. Procedure for Monitoring

The Curriculum

1. The director of the program, along with the lead instructors of the program's various facilities are involved with, and/or attend, national organization meetings, and follow state and/or local legislation changes where our programs are located. The director and instructors network with other institutions to establish the best curriculum for the student.
2. Proof of involvement in organizations is documented and records are kept in the director's and the instructor's individual personnel file.
3. The weekly syllabus is reviewed by instructors and reflect the content listed on the curriculum outline. Deviations from the curriculum are noted and presented at faculty management meetings for consideration of any needed revisions to the curriculum or changes in faculty. The Syllabus/Curriculum Auditing Tool (Exhibit **W**) is used to record the collected data from the lesson plans reviewed and deviations from the current curriculum are documented for the purpose of curriculum review and revision.
4. Syllabus/Curriculum Audits should take place at the end of each 500-hour program offered by the site.
5. Tests are generated via instructors and National Director of Education. These tests may be rotated with alternates from time to time to eliminate any chance of the passing of a test or answers from one class to another

3. Student Satisfaction and Student Performance

A. **Student Satisfaction**

1. Student satisfaction is recorded on a paper version of an evaluation (exhibit X). NPTI is working towards a computerized version for easier conversion

At the completion of each 500-hour program, the student completes an evaluation of the program. The lead instructor or designate from each location compiles the results and submit to the National Director of Education for review at the quarterly management meeting.

Results include:

Part I

- the number of students in the class at the start date
- the number of students that complete the program
- any leave of absences or documentation that supports the reason for not completing the course

Part II

- the accumulated results of the student evaluation of the program
- any action plan as a result of the student evaluations.
- any action plan to improve program admissions and retention of students.

B. Student Performance

1. Student performance is monitored at the end of each graduating class.
2. The instructor completes a transcript for each graduate at the completion of a program (Exhibit Y).
3. The total general average of a class as well as the average by subject will be recorded.
4. Areas of concern are consistently high or consistently low scores which may be indicative of:
 - Poor testing material (too hard or not challenging enough).
 - A particular instructor's teaching method being too challenging or not challenging enough.

4. Placement Auditing Spreadsheet

- a.
- b. This Spreadsheet (Exhibit Z) will allow the auditor to tally information recorded at 1 month and 6 month intervals for a particular graduating class.
- c. Surveys will be conducted by phone, mail or by email to each graduate of a particular graduating class at the above intervals asking them to give information concerning their present employment and work as a personal trainer, success, or licensed in their state of practice.
- d. All information obtained must be recorded on the spreadsheet
- e. Maintain file of responses and proof of graduate employment.
- f. Gather proof of graduate self-employment such as: website, business card, letter of verification or email of such
- g. The survey response will be tallied and results will be discussed at the quarterly management meetings.
- h. The information received from the graduate audit is invaluable in assisting the program with projections for future classes, providing accurate advertising when recruiting students and when advising students in their career.

Policy and Procedure Manual Exhibit List

- A. Student Handbook/Catalog**
- B. Partner Quarterly Report**
- C. Instructor Report**
- D. Expense Report**
- E. Payroll Timesheet**
- F. Partnership Agreement**
- G. Employee Handbook**
- H. Job Descriptions**
- I. Incident report form**
- J. Enrollment Agreement**
- K. Textbook Receipt**
- L. Denial of Admissions**
- M. Curriculum**
- N. Syllabus**
- O. Lesson Plans**
- P. Early Warning**
- Q. Career Advising/Placement Waiver**
- R. Leave of Absence form**
- S. Consent to Release**
- T. Probation**
- U. Test recording form**
- V. Progress Report**
- W. Curriculum/Syllabus Audit Tool**
- X. Survey Audit Tool**
- Y. Transcript/Diploma**
- Z. Placement Spreadsheet**
- AA. New Hire Packet**
- BB. New Student Survey**
- CC. Withdrawal form**
- DD. Instructor Evaluation form**
- EE. Student file checklist**

FF. Re-Entry documentation