



PARSEC Group
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Approved and Regulated by the Colorado Department of Higher
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Introduction

Since 1986, PARSEC Group (hereinafter referred to as the School), has been providing world class services to hundreds of consulting clients and has trained tens of thousands of technical professionals worldwide. PARSEC Group offers open-enrollment courses at our corporate headquarters in Denver, Colorado for OpenVMS, Linux and Ruby Programming language and is staffed with qualified, approved instructors with an average of 30+ years experience. The officer of the school is Wayne Sauer, President.

Faculty Members

Strider Sauer, Dean of Students

Lorin Ricker, Instructor

Jim Mehlhop, Instructor

Lori Spencer, Instructor

Miguel Chahud, Instructor

Paul Williams, Instructor

Wayne Sauer, Instructor

Tracks/Courses Offered

Stand Alone Course:

Ruby Immersion, 160 Hours

Course PRI01

This 4 week (20 day) course delivered in one intensive four week course that focuses on the Ruby programming language as a general purpose software development tool. This course will provide the essential skills necessary to be a Ruby programmer including introduction to object-oriented programming, Ruby programming toolkit and software development practices, syntax and semantics, creation of practical and representative programs addressing real-world problems, metaprogramming, introspection and reflection. The occupational objective is a career as a Ruby software programmer. This course is delivered via classroom instruction.

OpenVMS Academy Utilities and Commands

Course VM100

This 5-day (40 hour) course teaches students how to use the OpenVMS operating system to create, manipulate, and manage files. It discusses how to tailor the user environment using logical names and DCL symbols. The course describes the command language interpreter and the command line interface. Students will be taught to develop basic command procedures and create a LOGIN.COM command file to tailor their login session. The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

OpenVMS Academy System Administration

Course VM210

This 5-day (40 hour) course provides the system manager who is going to manage an OpenVMS system or cluster the core information and essential skills needed to examine the system, the software and



hardware configuration, and the administrative setup already in place. The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

OpenVMS Academy Advanced System Administration

Course VM220

This 5-day (40 hour) course covers tasks to create new OpenVMS environment, which include the installation of the OpenVMS software and performing the post installation tasks such as registering licenses, configuring the network and cluster environment. It also covers installing layered products, configuring the network and customizing the system. The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

OpenVMS Performance Management

Course U3727S

This 5 day (40 hour) course presents OpenVMS performance under three subsystems: Memory Management, I/O and CPU. This course features: Isolating performance bottlenecks to one of the three subsystems; Effects of SYSGEN parameters on each of the subsystems, when to change these parameters and when other management modifications or the purchase of new hardware will be required; Sufficiency (keeping the system running), as well as tuning considerations; the relative merits/drawbacks of using AUTOGEN. The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

OpenVMS Programming Features

Course HE634S

This 5 day (40 hour) course is intended to quickly bring the application programmer up to speed in an OpenVMS environment. The scope of material is fairly broad from basic compiling to advanced system services. Although some of the material will be provided as an exposure to capabilities available to the programmer, it is expected that the students will be able to program at an in depth level upon completion of this course. The course covers the following categories: General Programming, Synchronization, File System and RMS, Processes and Scheduling, and Memory Management. The occupational objective is a career as a programmer in the OpenVMS environment. This course is delivered via classroom instruction.

OpenVMS Accelerated System Administration

Course HB519S

This 5-day (40 hour) course is designed for students who need a fast-track to performing the tasks required to manage an OpenVMS system, and who have enough previous experience with system management that they can grasp concepts quickly. Students will learn how OpenVMS is structured, how to perform security, DCL, and utility procedures, how to install software applications, and how to set up and configure an OpenVMS cluster. The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

OpenVMS DCL Procedures

Course HB517S



This 5 day (40 hour) course teaches techniques for creating DCL command procedures for automating user and operating system tasks on an OpenVMS system, including DCL syntax, design and implementation, batch processing, lexical functions, and running applications from a command structure. The occupational objective is a career as an OpenVMS system administrator. This course is delivered via classroom instruction.

Unix Fundamentals

Course 51434S

This 5-day (40 hour) course outlines the basics of Unix systems, and teaches students fundamental commands and concepts. Students will learn command syntax, structure of the file system, shells and scripting, and an understanding of the process environment. This course supports all flavors and versions of Unix. The occupational objective is a career as an Unix system administrator. This course is delivered via classroom instruction.

Linux for Unix Administrators

Course GL615

This 5 day (40 hour) course is an accelerated course combining the topics in the GL250 "Enterprise Linux Systems Administration", and the GL275 "Enterprise Linux Networking Services". Students will explore installation, configuration and maintenance of Linux systems. The course focuses on issues universal to every workstation and server. The course material is designed to provide extensive hands-on experience. In addition, students will learn a wide range of network services useful to every organization. Special attention is paid to the concepts needed to implement these services securely, and to the trouble-shooting skills which will be necessary for real-world administration of these network services. Topics include: Security, DNS concepts and implementation; LDAP concepts and implementation; Web services; FTP; caching, filtering proxies; installation and configuration; the boot process; user and group administration; filesystem administration, ACLs, RAID and LVM; task automation; client networking; troubleshooting; and more. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Enterprise Linux Systems Administration

Course GL250

This 5 day (40 hour) course is an in-depth course that explores installation, configuration and maintenance of Linux systems. The course focuses on issues universal to every workstation and server. The course material is designed to provide extensive hands-on experience. Topics include: installation and configuration; the boot process; user and group administration; filesystem administration, including quotas, ACLs, RAID and LVM; task automation; client networking; SELinux; software management; log files; troubleshooting; and more. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Enterprise Linux Network Services

Course GL275

This 5 day (40 hour) course is an expansive course that covers a wide range of network services useful to every organization. Special attention is paid to the concepts needed to implement these services



securely, and to the trouble-shooting skills which will be necessary for real-world administration of these network services. Like all our courses, the course material is designed to provide extensive hands-on experience. Topics include: Security with SELinux and Netfilter, DNS concepts and implementation with Bind; LDAP concepts and implementation using OpenLDAP; Web services with Apache; FTP with vsftpd; caching, filtering proxies with Squid; SMB/CIFS (Windows networking) with Samba; and e-mail concepts and implementation with Postfix combined with either Dovecot or Cyrus. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Linux Fundamentals

Course GL120

This 5 day (40 hour) course is a challenging course that focuses on the fundamental tools and concepts of Linux and Unix. Students gain proficiency using the command line, beginners develop a solid foundation in Unix, while advanced users discover patterns and fill in gaps in their knowledge. The course material is designed to provide extensive hands-on experience. Topics include: basic file manipulation; basic and advanced filesystem features; I/O redirection and pipes; text manipulation and regular expressions; managing jobs and processes; vi, the standard Unix editor; automating tasks with shell scripts; managing software; secure remote administration; and more. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Red Hat Enterprise Linux Systems Administration I*

Course GL124

This 5 day (40 hour) course is designed to follow an identical set of topics as the Red Hat® RH124 course with the added benefit of very comprehensive lab exercises and detailed lecture material. The topics covered include essential command line tools, installing RHEL, remote administration techniques, managing local storage, system monitoring, basic user and security, administration, connecting to a network and deploying FTP and Web servers. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Red Hat Enterprise Linux Systems Administration II*

Course GL134

This 5 day (40 hour) course is designed to follow an identical set of topics as the Red Hat® RH134, RH135 courses with the added benefit of very comprehensive lab exercises and detailed lecture material. The topics covered include automating installation with Kickstart, intermediate and advanced level command line building blocks and tools, troubleshooting, network file sharing server configuration, connecting to a directory service, managing advanced security settings, maintenance tasks, and kernel tuning. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Linux Troubleshooting

Course GL314

This 5 day (40 hour) course is designed to give Linux administrators experience with both common and uncommon system problems. The course is based on the idea that the best way to learn troubleshooting is to perform troubleshooting. Tools and topics are gradually introduced over the course of the week.



Each scenario is designed to help students develop deeper understanding while exploring the problem. All scenarios include optional hints designed to reflect a realistic troubleshooting process while only gradually revealing the solution. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

LPIC-1 Exam Prep (Course 1)

Course LPI101

This 4 day (32 hour) course prepares students to take the 101 exam of the LPI level 1 certification. The Linux Professional Institute (LPI) is the go to certification body for vendor independent Linux certifications. This course covers fundamental Linux skills such as file management and manipulation, text processing, command line use, package management, filesystems, hardware, and many more. Students will feel confident taking the LPI LPIC-1 101 exam with in classroom assessments and practice exams. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

LPIC-1 Exam Prep (Course 2)

Course LPI102

This 4 day (32 hour) course prepares students to take the LPI 102 exam of the LPI level 1 certification. The Linux Professional Institute (LPI) is the go to certification body for vendor independent Linux certifications. This course covers fundamental Linux skills such as file management and manipulation, text processing, command line use, package management, filesystems, hardware, and many more. Students will feel confident taking the LPI LPIC-1 102 exam with in classroom assessments and practice exams. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

LPIC-2 Exam Prep (Course 1)

Course LPI201

This course prepares students to take the LPI 201 exam of the LPIC-2 certification. The Linux Professional Institute (LPI) is the go-to certification body for vendor independent Linux certifications. This course covers more advanced Linux skills such as system management and networking. Students will feel confident taking the LPI LPIC-2 201 exam with in classroom assessments and practice exams. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

LPIC-2 Exam Prep (Course 2)

Course LPI202

This 4 day (32 hour) course prepares students to take the LPI 202 exam of the LPIC-2 certification. The Linux Professional Institute (LPI) is the go-to certification body for vendor independent Linux certifications. This course covers more advanced Linux skills such as system management and networking. Students will feel confident taking the LPI LPIC-2 202 exam with in classroom assessments and practice exams. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

RHCSA Exam Prep

Course GL199



This 5 day (40 hour) course prepares students to take the RHCSA certification. This course is taught in a rapid pace format designed to help quickly identify and fill gaps in system administration knowledge. Focus includes managing users and groups, software, printers, and local storage. It also includes an introduction to security, virtualization, and the deployment of common network services. The occupational objective is a career as a Linux system administrator. This course is delivered via classroom instruction.

Tracks:

Red Hat Certified Technician Track*

Linux Fundamentals	Course GL120
Enterprise Linux Systems Administration	Course GL250
Linux Troubleshooting	Course GL314

This 3 course (15 day) track will provide the essential skills needed to be proficient in Linux and obtain a Red Hat Technician certification. Students will learn command line, day-to-day administrative tasks, troubleshooting, and gives the student an in-depth look at common and not so common Linux system problems to excel as a technician. The occupational objective is a career as a Red Hat Certified Technician. This course is delivered via classroom instruction.

Red Hat Certified Engineer Track*

Linux Fundamentals	Course GL120
Enterprise Linux Systems Administration	Course GL250
Enterprise Linux Network Services	Course GL275
Linux Troubleshooting	Course GL314

This 4 course (20 day) track will provide the essential skills needed to be proficient in Linux and obtain a Red Hat Engineer certification. Students will learn command line, day-to-day administrative tasks, troubleshooting giving the student an in-depth look at common and not so common Linux system problems, setup and maintenance of many of the most popular network services available for Linux paying special attention to implementing these services securely all in order to excel as a Red Hat Engineer. The occupational objective is a career as a Red Hat Certified Engineer. This course is delivered via classroom instruction.

Red Hat Certified System Administrator Track*

Red Hat Enterprise Linux Systems Administration I	Course GL124
Red Hat Enterprise Linux Systems Administration II	Course GL134

This 3 course (15 day) track will provide the essential skills needed to be proficient in Linux and obtain a Red Hat System Administrator certification. Student will learn skills such as beginner to advanced command line tools and building blocks, remote administration techniques, managing local storage, system monitoring, basic user and security administration, connecting to a network, deploying FTP and Web servers, troubleshooting, network file sharing server configuration, maintenance tasks and kernel tuning, and managing advanced security settings. The occupational objective is a career as a Red Hat Certified System Administrator. This course is delivered via classroom instruction.

LPI Level 1 Certification Track

Linux Fundamentals	Course GL120
Enterprise Linux Systems Administration	Course GL250
LPIC-1 Exam Prep Course 1	Course LPI102
LPIC-1 Exam Prep Course 2	Course LPI102

This 4 course (13 day) track will provide the essential skills needed to be proficient in Linux and obtain a LPI level 1 certification. Students will learn the fundamental tools and concepts of Linux and Unix gaining proficiency using the command line, installation, configuration and maintenance of Linux systems. Topics include: basic file manipulation; basic and advanced filesystem features; I/O redirection and pipes; text manipulation and regular expressions; managing jobs and processes; vi, the standard Unix editor; automating tasks with shell scripts; managing software; secure remote administration; installation and configuration; the boot process; user and group administration; filesystem administration, including quotas, ACLs, RAID and LVM; task automation; client networking; SELinux; software management; log files; troubleshooting; and more. Finishing out this track are two exam preparation courses so students will feel confident taking the LPI LPIC-1 101 and LPI LPIC-1 102 exams in classroom assessments and practice exams.

LPI Level 2 Certification Track

Linux Fundamentals	Course GL120
Enterprise Linux Systems Administration	Course GL250
Enterprise Linux Network Services	Course GL275
Linux Troubleshooting	Course GL314
LPIC-1 Exam Prep Course 1	Course LPIC101
LPIC-1 Exam Prep Course 2	Course LPIC102



LPIC-2 Exam Prep Course 1

Course LPIC201

LPIC-2 Exam Prep Course 2

Course LPIC202

This 8 course (36 day) track will provide the essential skills needed to be proficient in Linux and obtain a LPI level 2 certification. Students will learn the fundamental tools and concepts of Linux and Unix gaining proficiency using the command line, installation, configuration and maintenance of Linux systems. Students will learn a wide range of network services useful to every organization. Special attention is paid to the concepts needed to implement these services securely, and to the troubleshooting skills which will be necessary for real-world administration of these network services. Topics include: basic file manipulation; basic and advanced filesystem features; I/O redirection and pipes; text manipulation and regular expressions; managing jobs and processes; vi, the standard Unix editor; automating tasks with shell scripts; managing software; secure remote administration; installation and configuration; the boot process; user and group administration; filesystem administration, including quotas, ACLs, RAID and LVM; task automation; client networking; SELinux; software management; log files; troubleshooting; and more; security with SELinux and Netfilter, DNS concepts and implementation with Bind; LDAP concepts and implementation using OpenLDAP; Web services with Apache; FTP with vsftpd; caching, filtering proxies with Squid; SMB/CIFS (Windows networking) with Samba; and e-mail concepts and implementation with Postfix combined with either Dovecot or Cyrus. Finishing out this track are 4 exam preparation courses so students will feel confident taking the LPI LPIC-1 101, LPI LPIC-1 102, LPI LPIC-2 201 and LPI LPIC-2 202 exams in classroom assessments and practice exams.

OpenVMS Academy System Administrator Track

OpenVMS Academy Utilities and Commands

Course VM100

OpenVMS Academy System Administration

Course VM210

OpenVMS Academy Advanced System Administration

Course VM220

OpenVMS DCL Procedures

Course HB517S

This 4 course (20 day) track will provide the essential skills needed to be proficient in OpenVMS including how to create, manipulate and manage files, how to tailor the user environment using logical names and DCL symbols, command language interpreter and command line interface, examining the system, software and hardware configuration, administrative setup, how to identify what is on an existing system and how to assess and modify as needed, how to create a new OpenVMS environment, such as installing OpenVMS software, layered products, configuring the network and cluster environment as well as performing the post installation tasks, setting up security environment and customizing the system, and techniques for creating DCL command procedures. The occupational objective is a career as an OpenVMS System Administrator. This course is delivered via classroom instruction.



*Red Hat® is a registered trademark of Red Hat, Inc. and its use by PARSEC Group, Inc. does not imply association or sponsorship by Red Hat, Inc.

Track/Course Costs/Educational Services

	<u>Tuition</u>	<u>Books</u>	<u>Equipment</u>
Ruby Immersion, 160 Hours	\$4250	\$150	BYO laptop
OpenVMS Academy Utilities and Commands	\$3300	\$200	Provided
OpenVMS Academy System Administration	\$3300	\$200	Provided
OpenVMS Academy Advanced System Administration	\$3300	\$200	Provided
OpenVMS Performance Management	\$3800	\$200	Provided
OpenVMS Programming Features	\$3800	\$200	Provided
OpenVMS Accelerated System Administration	\$3300	\$200	Provided
OpenVMS DCL Procedures	\$3300	\$200	Provided
Unix Fundamentals	\$2475	\$200	Provided
Linux for Unix Administrators	\$2395	\$200	Provided
Enterprise Linux Systems Administration	\$1995	\$200	Provided
Linux Fundamentals	\$1995	\$200	Provided
Red Hat Enterprise Linux Systems Administration I*	\$2195	\$200	Provided
Red Hat Enterprise Linux Systems Administration II*	\$2195	\$200	Provided
Linux Troubleshooting	\$2195	\$200	Provided
Enterprise Linux Network Services	\$1995	\$200	Provided
RHCSA Exam Prep	\$2195	\$200	Provided
LPIC-1 Exam Prep Course 1	\$1795	\$200	Provided
LPIC-1 Exam Prep Course 2	\$1795	\$200	Provided
LPIC-2 Exam Prep Course 1	\$1795	\$200	Provided
LPIC-2 Exam Prep Course 2	\$1795	\$200	Provided



OpenVMS Academy System Administrator Track	\$13,200	\$800	Provided
Red Hat Certified Technician Track*	\$6185	\$600	Provided
Red Hat Certified Engineer Track*	\$8180	\$800	Provided
Red Hat Certified System Administrator Track*	\$6585	\$600	Provided
LPI Level 1 Certification Track	\$7580	\$800	Provided
LPI Level 2 Certification Track	\$15360	\$1600	Provided

**Books are Non-refundable; Costs subject to Change

Class Schedule

Full time Students: Monday through Friday 8:30am-5:00pm with a 30 minute lunch break.

When an unexpected closure occurs due to extraordinary conditions such as inclement weather, students will be notified as soon as possible by phone and/or email. Classes are not held on the following holidays:

New Year's Eve	Labor Day
New Year's Day	Thanksgiving Day & the Friday following
Memorial Day	Christmas Eve
Independence Day	Christmas Day

Entrance Requirements

PARSEC Group does not discriminate based on race, sex, religion, ethnic origin, or disability.

It is required that students have a high school diploma or GED and basic knowledge of computer use and terms. It is also required that students have an ability to think and execute with clarity and precision, as well as a strong desire to learn and be engaged. Courses may have their own specific prerequisites which can be found on our website at <https://www.parsec.com/training/training.php>.

Enrollment

Prospective students may enroll anytime up to one week before the start of class.

Postponement of Start Date

Postponement of a starting date, whether at the request of the school or the student, requires a written agreement signed by the student and the school. The agreement must set forth:

- a. Whether the postponement is for the convenience of the school or the student, and;
- b. A proposed new start date.



The school reserves the right to cancel any non-guaranteed course two weeks prior to the scheduled start date and will notify students at that time. If the course is not commenced, or the student fails to attend by the new start date set forth in the agreement, the student will be entitled to an appropriate refund of prepaid tuition and fees within 30 days of the deadline of the new start date set forth in the agreement, determined in accordance with the school's refund policy and all applicable laws and rules concerning the Private Occupational Education Act of 1981.

Placement Assistance

PARSEC Group does not provide placement assistance.

Attendance Requirements

It should be the goal (commitment) of every student to attend 100% of the class. However, if an unavoidable absence must occur, the student and instructor will work together to determine and assign suitable make-up work and activities, to be performed outside of regular classroom time, sufficient to account for the missed day(s).

Students must arrive on time for each day's and session's classroom work, and with appropriate materials. An overall attendance rate of at least 95% for a four week class and 100% for a week long class (including any assigned make-up work) is required. Instructor will require a student's withdrawal from the program if absence exceeds 90% or tardiness is persistent.

Students who may become unable to continue the program for medical reasons or other severe personal problems will be required to take a leave of absence until they can rejoin a subsequent (later) class. Proper documentation will be required to substantiate a student's withdrawal and/or leave of absence. If the student has provided proper documentation, the student may reschedule for a later class.

Progress Policy

Because of the short duration of these classes, students will earn points for attendance, classroom work and participation as follows:

- a) 2 points for each day's (full) attendance (1 point each for morning and afternoon sessions);
- b) from 1 to 3 points awarded by instructor for participation in and quality of daily lab and/or team work;
- c) resulting in a minimum of 0 (zero, for an absence) to 5 points earned for each full day of class attendance and participation.

Each student's daily point awards shall be made by the Instructor, and will be based solely on his/her assessment of attendance, participation and quality of work.

Each student must maintain an accumulating (running-sum) point-score of no less than 80% of the then-available points (e.g., at the end of Friday of a one week class, the student's accumulated score must be at least 20 points; for multiple week classes, the first week scoring will apply and at the end of Friday of



the second week, that score must be at least 40). For a four week class, the program maximum of 100 points are available (5 points/day x 20 days), and the average student will not have difficulty in maintaining a 95% running score for the class's duration.

Any student who falls behind this running-sum threshold will be placed on probation for the next week of class, and if the probationary student fails to exceed that next week's threshold, that student may be terminated from the program. Upon advice and notification of failure status from the Instructor, the student's termination shall be at the school Dean of Students' discretion, and the Dean of Students has final authority and shall notify the student of that final decision.

Grading System

Because of the short duration of these classes and the professional nature of the subject materials, each student's overall grade for the program shall be Pass or Fail. To receive a Pass grade, the student must earn a minimum of 75% of the total points available based on attendance, participation and achievement; any student who earns 74% or less shall receive a Fail grade.

Conduct Policy

All students are expected to act maturely and are required to respect other students and faculty members. Possession of weapons, and/or illegal drugs of any kind are not allowed at any time on school property. Any violation of school policies may result in permanent dismissal from school.

Dismissal

Any student may be dismissed for violations of rules and regulations of the school, as set forth in school publications. A student also may be withdrawn from classes if he or she does not prepare sufficiently, neglects assignments, or makes unsatisfactory progress. The Dean of Students, after consultation with all parties involved, makes the final decision. The Dean of Students may temporarily suspend students whose conduct is disruptive or unacceptable to the academic setting.

Facilities

The school is conveniently located at 999 18th Street Suite 1725, Denver, Colorado 80202. Our classrooms provide a comfortable and quiet atmosphere for students to learn. Students are provided the use of desktop computers which have all necessary applications available for use. The exception to this is our Ruby Immersion course in which students are expected to bring their own laptops. A class book will be provided along with supplemental materials and diagrams. Students will also have access to morning and afternoon snacks, coffee, tea, and soda.



Previous Credits

PARSEC Group does not guarantee the transferability of its credits to any other institution unless there is a written agreement with another institution. Acceptance of previous credits will be evaluated on a case-by-case basis and will be approved where applicable. A written credit evaluation for each student will be maintained in student records.

Student Grievance Procedure

A student may pursue a grievance if he or she believes that a member of the School has violated his or her rights as it applies to alleged discrimination on the basis of race, color, religion, sex (including sexual orientation and gender identity and expression), age, national origin, or disability, as well as, problems between a student and the School that are not governed by other specific grievance procedures. All grievances will be reviewed fairly and in a just manner.

Informal Resolution

Students are strongly encouraged, but are not required, to discuss his or her grievance with the person who allegedly caused the grievance. The discussion should occur immediately either verbally or in writing to the person who allegedly caused the grievance. In either case, the person who allegedly caused the grievance must respond to the student promptly, either verbally or in writing. If complaints are not resolved in a non-formal manner, complaints may be submitted in writing within five days to the Dean of Students who will meet with the student at a mutually acceptable time to resolve the issue.

Formal Resolution

If a student decides not to present his or her grievance to the person who allegedly caused the grievance or if the student is not satisfied with the response, he or she may present the grievance in writing to the Dean of Students.

All written grievances must be received by the Dean of Students no later than five calendar days after the student first became aware of the facts which caused the grievance. (If the grievance is against the Dean of Students, the student should address his or her grievance to the President). The Dean of Students will conduct a formal investigation as warranted to resolve any factual disputes. Based upon the facts, the Dean of Students will make a determination and submit his or her decision in writing to the student and to the person who allegedly caused the grievance within five calendar days of receipt of the written grievance. The written determination will include the reasons for the decision, indicate the remedial action to be taken if any, and inform the student of the appeal process should they not agree with the findings.



Appeal Process

Within five calendar days of receipt of the Dean of Student's decision, a student who is not satisfied with the written determination from the formal resolution may appeal the decision by submitting the written grievance, along with the Dean of Student's written decision, to the President. The President's actions are to review the findings concerning the Dean of Student's decision. The President may, but is not required to, direct that further facts be gathered or that additional remedial action be taken. Within five calendar days of receipt of the request to appeal, the President will submit his or her decision in writing to the student and to the person who allegedly caused the grievance. The written determination will include the reasons for the decision, and it will direct a remedy for the offended student if any.

Students aggrieved by action of the school should attempt to resolve these problems with appropriate school officials.

Should this procedure fail, students may contact:

The State of Colorado
Division of Private Occupational Schools
Department of Higher Education
1560 Broadway, Suite 1600
Denver, CO 80202
Telephone: 303-866-2723
<http://highered.colorado.gov/dpos>

All complaints to the State must be submitted in writing via the above listed website. There is a two year statute of limitations for the state to take action on a complaint.

***REFUND POLICY
NON-ACCREDITED COURSES
IN ACCORDANCE WITH VA REGULATION 21.4255-1***

Students not accepted by the school and students who cancel the contract by notifying the school within three business days are entitled to a full refund of all tuition and fees paid. If any student withdraws after three business days, but before commencement of classes, he/she is entitled to a full refund of all tuition and fees paid including the registration fee in excess of \$10.

In the case of students withdrawing after commencement of classes, the school will retain a cancellation fee plus a percentage of tuition and fees, which is based on the percentage of contact hours attended, as described in the table below. The refund is based on the last date of recorded attendance.

REFUND TABLE FOR VETERAN STUDENT(S)



Student entitled upon withdrawal/termination	Refund
10% of program completed	90% Refunded
20% of program completed	80% Refunded
30% of program completed	70% Refunded
40% of program completed	60% Refunded
50% of program completed	50% Refunded
60% of program completed	40% Refunded
70% of program completed	30% Refunded
80% of program completed	20% Refunded
90% of program completed	10% Refunded

- ❖ The student may cancel this contract at any time prior to close of the third business day after signing the enrollment agreement.
- ❖ The official date of termination for refund purposes is the last date of recorded attendance. All refunds will be made within 30 days from the date of termination.
- ❖ The student will receive a full refund of tuition and fees paid if the school discontinues a course/program within a period of time a student could have reasonably completed it, except that this provision shall not apply in the event the school ceases operation.
- ❖ Complaints, which cannot be resolved by direct negotiation between the student and the school, may be filed with the Division of Private Occupational Schools of the Colorado Department of Higher Education. The Division shall not consider any claim that is filed more than two years after the date the student discontinues his/her training at the school.

State approved program approvals are provided as attachments.