



CATALOG

PCI PROGRAMS



Dental
Assistant



Medical
Assistant



Wind
Tech



Massage
Therapy



**2020-2021
CATALOG
&
STUDENT HANDBOOK**

Version 19.1
August 3, 2020

This catalog reflects the regulations, policies, procedures, programs and fees for Pinnacle Career Institute as of May 04, 2020.

Pinnacle Career Institute reserves the right to adopt, amend, and implement its policies and procedures, as it deems appropriate and necessary. Under certain circumstances, Pinnacle Career Institute may grant exceptions to its policies and procedures in individual cases when it is determined, in the sole and absolute discretion of the institution, that such action would be appropriate to further the mission and purposes of the institution. The provisions of this catalog are not to be regarded as a contract between the student and Pinnacle Career Institute. The institution also reserves the right to correct any clerical errors as necessary. Prospective students should contact admissions for information regarding any such possible changes. Currently enrolled students should consult the campus Director of Education, school Executive Director, or other appropriate administrators for additional information. Pinnacle Career Institute owns all trademarked images. Unless otherwise noted, other images are used under license from Shutterstock.com.

Table of Contents

TABLE OF CONTENTS.....	3
WELCOME	5
MISSION STATEMENT	6
LOCATIONS.....	7
NOTIFICATIONS TO STUDENTS	7
INSTITUTION OVERVIEW.....	8
STATEMENT OF LEGAL CONTROL	8
HISTORY	8
ACCREDITATION AND APPROVALS	8
MEMBERSHIPS.....	9
ORGANIZATION	9
CRITICAL STRENGTHS OF THE COLLEGE.....	9
PROGRAMS OF STUDY	11
DENTAL ASSISTANT.....	11
MESSAGE THERAPIST	14
MEDICAL ASSISTANT	17
MEDICAL ASSISTANT-DE	20
TOWER TECHNICIAN	23
WIND TURBINE TECHNICIAN.....	26
WIND TURBINE TECHNICIAN- ADDENDUM	28
WIND ENERGY TECHNOLOGY	31
ADMISSIONS.....	33
SCHOOL POLICIES	36
CONDITIONAL ACCEPTANCE.....	36
READMISSION INTO THE INSTITUTE.....	36
DISTANCE EDUCATION.....	36
ONLINE AND HYBRID EDUCATION TECHNICAL SPECIFICATIONS..	36
VOLUNTARY EDUCATION PARTNERSHIP MOU	37
<i>Military Duty</i>	37
ACADEMIC ACCOMMODATIONS	38
NEW STUDENT ORIENTATION	40
CREDIT ASSESSMENT.....	40
<i>Transfer and Award of Academic Credit</i>	40
<i>PCI Students Transfer and Award of Academic</i>	
<i>Credits</i>	40
<i>Foreign Credentials Evaluation</i>	40
<i>Credit by Examination</i>	40
<i>Prior Learning Assessment</i>	41
<i>American Council on Education (ACE) Credit</i>	41
STUDENT FINANCE.....	42
FINANCIAL AID ELIGIBILITY – TITLE IV	42
PINNACLE CAREER INSTITUTE RIGHTS AND RESPONSIBILITIES OF	
FINANCIAL AID RECIPIENTS.....	42

APPLICATION PROCESS	43
GRANTS AND LOANS	44
SCHOLARSHIPS.....	47
TUITION FEES AND POLICIES	51
TERMINATION BY THE SCHOOL	51
CANCELLATION POLICY	52
TUITION AND FEES.....	52
COURSE REPEATS	53
GENERAL TUITION REFUND POLICY	53
RETURN TO TITLE IV POLICY	53
TUITION ASSISTANCE (TA) REFUND POLICY	54
OTHER AGENCY RETURN POLICIES	54
STUDENT SERVICES.....	55
STUDENT AND CAREER SERVICES CENTER	55
HOUSING.....	55
STUDENT ACTIVITIES	55
ACADEMIC ADVISING	55
LEARNING RESOURCE SYSTEM (LRS).....	56
ACADEMICS.....	56
GENERAL INFORMATION	56
<i>Terms and Credits</i>	56
<i>Unit of Credit Definition</i>	56
<i>Contact Hour to Quarter Credit Hour Conversion</i>	
<i>Formula</i>	56
<i>Academic Calendar</i>	57
<i>Course Numbering</i>	57
ACADEMIC POLICIES AND PROCEDURES	57
<i>Leave of Absence</i>	57
<i>Professional Conduct</i>	58
<i>Termination by the School</i>	58
<i>Graduation Requirements</i>	58
<i>Transcript of Records</i>	58
<i>Academic Integrity</i>	59
CLASS SCHEDULE AND ATTENDANCE POLICY	60
<i>Distance Education Class Delivery</i>	60
Class Schedule.....	60
Attendance Policy	60
<i>Flex-Education Class Delivery</i>	61
Class Schedule.....	61
Attendance Policy	61
<i>Late Work Policy</i>	61
<i>Attendance Waiver Policy</i>	62
ACADEMIC EVALUATION AND HONORS.....	62
<i>Student Grade Appeal</i>	62
SATISFACTORY ACADEMIC PROGRESS	63
<i>General Standards</i>	63
<i>Academic/ Financial Aid Warning</i>	64
<i>Request for Incomplete</i>	65

<i>Course Repeat Policy</i>	65
<i>Withdrawal - Non-Academic</i>	65
<i>Transfer and Award of Academic Credit</i>	66
<i>Seeking Additional Credential</i>	66
<i>Change of Program PCI Students Transfer and Award of Academic Credits</i>	66
STUDENT RECORDS	66
TRANSCRIPT OF RECORDS	66
STUDENT RECORD PRIVACY	66
STUDENT CIVIL RIGHTS	69
CIVIC RIGHT OPPORTUNITIES	69
NONDISCRIMINATION POLICY	69
CIVIL COMPLAINT/GRIEVANCE PROCEDURE	69
NON-CIVIL RIGHTS COMPLAINTS AND GRIEVANCES	70
STATE AUTHORIZATION AND CONTACT INFORMATION FOR STATE REGULATORY BODIES	70
CATALOG APPENDICES	75
FULL-TIME STAFF AND FACULTY	75
TEXTBOOK LIST	75
<i>Appendix A – Annual Disclosure of Completion Rates</i>	75
<i>Appendix B – Annual FERPA Notification for 2020-2021 Academic Year</i>	76

<i>Appendix C – Jean Clery Disclosure of Campus Security Policy & Campus Crime Statistics Act</i>	78
TUITION AND FEE SCHEDULE	79
EFFECTIVE MAY 4, 2020	79
ACADEMIC CALENDARS 2020-2021	81
.....	82
STUDENT HANDBOOK	83
WELCOME	83
GENERAL CAMPUS INFORMATION	83
<i>Campus Hours and Parking</i>	83
<i>Sign-in/Sign-out and Messages</i>	83
<i>Open Lab Hours</i>	83
<i>Inclement Weather</i>	83
<i>School Closures and Make-Up Dates</i>	83
<i>Meeting with Faculty and Administration</i>	83
<i>Food and Drink</i>	84
<i>Smoking Areas</i>	84
STUDENT CODE OF CONDUCT	84
<i>Dress Code</i>	84
<i>Attendance</i>	85
<i>Academic Integrity</i>	85
<i>Information Technology Acceptable Use Policy</i>	86
<i>Copyright Policy and Penalties</i>	91

Welcome

On behalf of the administration, faculty, and staff I would like to welcome you to Pinnacle Career Institute (PCI). Pursuing higher education and preparation for your future career is often life changing and one of the most important, challenging, and rewarding experiences you will undertake. We realize how important the decision to continue your education is to you and your future. In this regard, it is central to the mission of PCI to empower our students to better their lives and to contribute positively to the organizations and communities in which they work and live. We accomplish these overarching goals by providing quality higher education with a “student-centered” focus that will prepare you for your career choice in allied health, business, or technical-professional industry related field.

We are all fully committed to mentoring and supporting you in your pursuit of your education and career goals. The ultimate measure of our success is the success of “you”, our student.

In the pages of this catalog, you will find information regarding the academic calendar, program requirements, policies and procedures, financial aid, and other important information that will help guide you throughout your program to graduation. I would encourage you to take the time to read through the catalog and if you have further questions to please ask a member of the campus administration, faculty, or staff for clarification.

Once again, welcome to PCI and best wishes as you pursue your education and career goals.

Sincerely,

Jeffrey C. Freeman
Chief Executive Officer
Pinnacle Career Institute

Mission Statement

The mission of Pinnacle Career Institute is to empower our students to better their lives and to contribute positively to the organizations and communities in which they work and live. We accomplish this by providing quality higher education with a “student-centered” focus that prepares them for careers in allied health, business, and technical-professional industry related fields. We serve students locally, nationally, and internationally through our respective campus locations and distance learning formats.

We are passionate and agile in responding to the changing needs of our students, employers, and the communities we serve through processes of ongoing assessment, evaluation, and improvement.

Core Values

Integrity – We do what we say we will do.

Accountability – We hold ourselves and each other accountable daily for fulfilling our mission and purposes and adhering to our core values.

Up-Serve Students – We enthusiastically strive to provide our students with quality support services that consistently exceed their expectations – every day, every time.

Academic Excellence - We hold our students, through dedication and commitment, to the high standards of academic excellence required to prepare them for successful careers and ourselves.

Teamwork - We work together to optimize our students’ lives through education.

Purposes (Institutional Objectives)

- ❖ Provide education programs to a growing and diverse student population. We serve students of diverse age, cultures, socioeconomic backgrounds, and abilities.
- ❖ Offer quality career education programs at the certificate and associates degree level, as documented by institutional and student outcome assessment processes, that allow students to model and demonstrate the desired competencies, skills, and behaviors identified by employers for entry-level employment and career advancement.
- ❖ Provide for the development of information literacy and other general core abilities that empower students as lifelong learners and knowledgeable citizens of the global community.
- ❖ Provide quality education through delivery formats that are conducive to the needs of the student population.
- ❖ UP-SERVE students by providing support services and a caring environment that assists them in achieving their educational and employment goals.
- ❖ Foster a collaborative organizational culture that values the involvement of employees in institutional effectiveness, student learning outcomes assessment, planning, and improvement processes and provides them an opportunity for personal professional development.
- ❖ Pursue communication, collaboration, and alliances with educational institutions, organizations, governments, and associations on a local, regional, national, and international basis.
- ❖ Promote a quality teaching, learning, and working environment, by providing the management, policies and procedures, human capital, facilities, learning resources, equipment, and new technologies that enhance and extend quality programs and services.
- ❖ Efficiently and responsibly use our fiscal resources to provide a quality educational experience for our students and ensure our capacity to continually grow and develop as a financially sound and stable institution

Locations

Main Campus

Pinnacle Career Institute
10301 Hickman Mills Dr., Suite 100
Kansas City, MO 64137
816-331-5700

Satellite Location

Pinnacle Career Institute-North Kansas City
11500 Ambassador Drive, Suite 221
Kansas City, MO 64153
816-331-5700

Notifications to Students

Pinnacle Career Institute (PCI) students come from multiple states and have widely different career aspirations and goals. Each student is a unique learner and person. While PCI provides placement assistance to each student in finding employment in his or her chosen field, PCI does not guarantee employment. Factors unique to each student that can limit employment opportunities include but are not limited to:

- Conviction of a felony or serious misdemeanor,
- Physical condition or health issues that prevent or hinder employment,
- Geographic limitations and inability to relocate,
- Poor work history,
- Poor language skills or communication barriers,
- Unique personality traits such as fear of heights or of working in small work places,
- History of or contemporary substance abuse,
- Personal bankruptcy,
- Other issues that raise doubts in the mind of an employer as to the suitability of a student to become an employee.

Pinnacle Career Institute has a long and proud tradition of helping students enter and succeed in careers. Your unique situation may aid or hinder your career.

DISCLAIMER

PINNACLE CAREER INSTITUTE (PCI) MAKES NO PROMISES OR GUARANTEES OF EMPLOYMENT. DUE TO UNIQUE FACTORS AND ATTRIBUTES OF EACH STUDENT, IT IS POSSIBLE THAT EVEN AFTER SUCCESSFULLY COMPLETING A PCI PROGRAM, A STUDENT MAY NOT FIND EMPLOYMENT. STUDENTS SHOULD CONSIDER THEIR OWN UNIQUE "EMPLOYABILITY" PRIOR TO ENROLLING IN ANY COLLEGE OR CAREER PREPARATION PROGRAM.

Institution Overview

Statement of Legal Control

Pinnacle Career Institute is wholly owned by Manufacturers Technical Institutes, Inc., a Missouri corporation, doing business as (d/b/a) Pinnacle Career Institute.

The officers of the corporation are:

Jeffrey C. Freeman, Chief Executive Officer/ Chairman of the Board/Treasurer

Scott F. Freeman, Vice President/Secretary

We are committed to the advancement of quality higher education with a “student-centered” focus that prepares students for careers in allied health, business, and technical-professional industry related fields. The school offers equal opportunities without distinction or discrimination because of race, color, sex, religion, age, national origin, or disability, in any of its academic programs or activities, or in any of its employment practices.

History

The institution offered its first resident class in October 1953 as Electronics Institute, Inc., a Missouri corporation. The Electronics Institute operated as a subsidiary of the National School of Aeronautics, Inc. until July 1959, at which time it was sold to Mr. H.V. Leslie of Baltimore, Maryland. Mr. Leslie continued to operate the Electronics Institute in Kansas City until June 1, 1965, at which time a Kansas City group headed by Mr. E.L. Wasson bought it. In May 1970, Mr. Jeremiah Ford II acquired majority interest in the school and continued its operation until August 1971. At that time Buck Engineering Co., Inc., Farmingdale, New Jersey, formed a wholly owned subsidiary, Manufacturers Technical Institutes, Inc. (M.T.I.), which acquired in a purchase transaction all of the capital stock of Electronics Institute, Inc. Electronics Institute, Inc. was subsequently merged into M.T.I. On October 19, 1988, Southwest Tracor, Inc., of Belton, Missouri purchased all stock of M.T.I. from Buck Engineering, Inc. M.T.I then became a subsidiary of Southwest Tracor, Inc.

On June 2, 1992, Scott F. Freeman and Jeffrey C. Freeman of Belton, Missouri, purchased 100% of the stock from Southwest Tracor, Inc. and over the next decade began the process of diversifying the programs available on the campus. The school changed its name in September 2002 to more accurately reflect the expansion and diversification of educational programs to Pinnacle Career Institute (PCI).

In January of 2005, Pinnacle Career Institute approved to offer Online Education programs through online course delivery. Pinnacle Career Institute currently serves students across the United States through its online education program offerings.

Accreditation and Approvals

Pinnacle Career Institute and Pinnacle Career Institute-North Kansas City are certified to operate in the State of Missouri by the Department of Higher Education and have approvals from the Department of Elementary and Secondary Education to provide training under the Veterans Administration, Vocational Rehabilitation, and Workforce Investment Act. The Missouri and Kansas Rehabilitation Commissions contract Pinnacle Career Institute for training. Pinnacle Career Institute is a member of the National Council for State Authorization Reciprocity (SARA) Agreement since 2015.

Pinnacle Career Institute has maintained national accreditation since 1971. Most recently, the Accrediting Commission of Career Schools and Colleges (ACCSC) approved the Institute to award certificates on January 11, 2018. ACCSC is a nationally recognized accrediting agency by the United States Department of Education.



Memberships

National Association Student Financial Aid Administrators
Missouri Vocational Rehabilitation Association
National Healthcareer Association (NHA)
Servicemembers Opportunity Colleges (SOC)

Organization

Board of Directors

Jeffrey C. Freeman, Chairman, CEO
Scott F. Freeman

Pinnacle Career Institute

10301 Hickman Mills Drive, Kansas City, MO 64137

- Valerie Bujak, Campus President, BA Park University
- Kelly Lamb, Director of Education, MBA, Kaplan University
- Consuela Benson, Director of Admissions; MBA, Lincoln University

Satellite Location

11500 Ambassador Drive, Suite 221, Kansas City, MO 64153

Critical Strengths of the College

Faculty

PCI instructors are selected for their academic qualifications, professional backgrounds and experience in the field. They ensure core competencies and learning objectives are met through dynamic lecture, lab, and practical experiences. In addition to teaching, Lead Faculty provide leadership for academic excellence through faculty and student support, and regular programmatic review and assessment of student learning outcomes.

Class Size

Pinnacle Career Institute has a maximum capacity for class sizes of 40 students in residential and flex-education delivery lecture/lab and 30 students in online classes. Although class sizes vary naturally depending on program, campus, and delivery, limiting class sizes enables students to receive the attention and practical experience necessary for their chosen fields.

Programs

The career-oriented programs offered at Pinnacle Career Institute are composed of courses designed to meet the specific needs of the local business community. The Academic Program Review Committee provides oversight for the design, development, management, and evaluation of all academic programs and curricula. The committee, comprised of faculty and staff, relies on the feedback and involvement of outside subject matter experts, including program advisory committee members, employers, and graduates working in the field, which assist in validating the needs and viability of programs and changes in field practices. The team holds a broad mandate to adapt to new materials and emerging technologies, and manage the curricular needs of new and existing programming.

School Facilities

Pinnacle Career Institute campus, located at 10301 Hickman Mills Road in Kansas City, occupies a 32,000 square foot building with outdoor lighting and ample parking space. Easily accessible from I-435 and Red Bridge and Bannister roads, the campus is beautifully framed within trees and natural landscaping to provide pleasant surroundings for our students. The campus has

lecture rooms and laboratories designed for each program, including a public massage clinic. In addition, there is a student lounge with vending available and various eating establishments and housing choices nearby.

Pinnacle Career Institute has a satellite location at 11500 Ambassador Drive in Kansas City that occupies approximately 6,000 square feet in the historic TWA professional building. Easily accessible off I-29, the campus is beautifully surrounded with trees that provide an agreeable atmosphere for our students. The site consists of two classrooms, two program specific lab spaces, and administrative space. Various eating establishments and housing choices are in close proximity.

Pinnacle Career Institute meets the physical requirements of the Americans with Disabilities Act. All locations are equipped with specifically designed entrances and other amenities for the handicapped student. Ample free parking is immediately adjacent to the buildings.

Students have full access to the online library database for research needs and computer labs are available for student use on the campus.

Programs of Study



Effective Date: August 20, 2018

Dental Assistant

Certificate Program

40 weeks, 55 Quarter Credit Hours

CIP 51.0601

Available at the following location:
Pinnacle Career Institute

Delivery Methods:
Flex-Education

Award:
Certificate

This program prepares students for entry-level jobs in the field of Dental Assisting through theoretical and practical application. Dental Assistants carry out a multitude of procedures and practices including imaging techniques, infection prevention, restorative dental techniques, instrument/hand-piece utilization, impression creation, and business operation practices common to the dental office. A solid anatomy and physiology base is included to prepare students to perform these procedures and techniques.

The program includes supervised clinical lab and externship experiences. Documentation of current immunization records, a negative Tuberculosis (TB) skin test, and successful completion of Basic Life Support (BLS) certification training* is required prior to participation in these experiences.

Students sit for Nationally Registered Credentialed Dental Assistant (NRCDA) credentialing exam in last course.

Certificate Program Objectives

1. Discuss and demonstrate common imaging procedures used in dental assisting.
2. Discuss and demonstrate proper restoration procedures.
3. Demonstrate and explain proper techniques regarding impression creation and bite registration.
4. Perform and describe proper state and federal agency-supported infection control practices for all aspects of the dental assisting role.
5. Demonstrate patient education for common dental conditions, treatment, diagnosing procedures, and preventive care.
6. Identify common dental instruments and hand-pieces; demonstrate proper techniques for utilization.
7. Compare and contrast the roles and responsibilities of each member of the dental team.
8. Identify and describe the common materials used in dental assisting; perform proper techniques using each type of material.
9. Identify anatomical structures and describe physiologic processes of the human body, with deeper focus on the head, neck, mouth and teeth.
10. Define procedures performed by dental specialists and describe the dental assistant's role in each unique specialty.
11. Perform common dental office procedures.



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Major Equipment List:

Dental chairs, hand tools and hand-pieces, compressor, evacuation system, ventilation hood, sterilization unit, radiography unit, and teaching manikins.

Program Outline:

Course Code	Course Title	Didactic	Lab	Extern	Instructional Clock Hours	Outside Prep	Total Clock + Outside Prep Hours	Quarter Credits Hours
AHL100	Introduction to Allied Health Practices and Professionalism	80	40	0	120	30	150	7.5
DEN100	Introduction to Dental Assisting	50	70	0	120	30	150	7.0
DEN102	Dentistry Science and Preventative Practices	50	70	0	120	30	150	7.0
DEN104	Dental Instruments and Materials	50	70	0	120	30	150	7.0
DEN110	Dental Radiology	50	70	0	120	30	150	7.0
DEN112	Assisting in General Dentistry	50	70	0	120	30	150	7.0
DEN114	Dental Specialties and Administrative Assisting	50	70	0	120	30	150	7.0
DEN120	Dental Assisting Practicum	20	30	70	120	30	150	5.5
Total		400	490	70	960	240	1200	55.0

Course Descriptions

AHL100 Introduction to Allied Health Practices and Professionalism | Prerequisite: none; 7.5 quarter credits; 80 didactic/40 lab/30 outside prep hours

This introductory course provides an orientation to the school, program and course expectations, learning tools and technologies. The course introduces students to allied health professionalism and ethics, patient/client interactions, Health Insurance Portability and Accountability (HIPAA) and records privacy. Additional topics include examination of the success principles and soft skills required in the workplace. Students learn how these skills and principles can be applied to improve self-image, attitude, and professional demeanor.

DEN100 Introduction to Dental Assisting | Prerequisite: AHL100; 7.0 quarter credits; 50 didactic/70 lab/30 outside prep hours
In this introductory course, students learn about the dental healthcare team, the dental assistant role, and daily procedures of a dental assistant. Other topics include dental ethics and law; dental terminology, overview of microbiology and disease transmission, disinfection measures, and occupational health and safety regulations.

DEN102 Dentistry Sciences and Preventative Practices | Prerequisite: AHL100; 7.0 quarter credits; 50 didactic/70 lab/30 outside prep hours

In this course, students explore general human anatomy, physiology and nutrition with a focus on topics relevant to dentistry, including neck, head, and mouth anatomy, physiology, pathology, terminology, and tooth morphology. Students also study preventative dentistry and learn fundamental dental assisting skills.

DEN104 Dental Instruments and Materials | Prerequisite: AHL100; 7.0 quarter credits; 50 didactic/70 lab/30 outside prep hours

In this course, students learn about the usage and care of dental instruments, materials, and hand-pieces used in dentistry. Students study common mixes and materials used in the dental office and create impressions to assist in examining bite registration.

DEN110 Dental Radiology | *Prerequisite: AHL100; 7.0 quarter credits; 50 didactic/70 lab/30 outside prep hours*

In this course, students learn about various types of dental imaging, radiation safety, and infection prevention. Patient positioning, processing techniques, and legal and safety considerations are addressed. Students also complete up to 20 lab hours in a supervised clinical setting* based on student competency level as assessed by the program Lead Faculty.

DEN112 Assisting in General Dentistry | *Prerequisite: AHL100; 7.0 quarter credits; 50 didactic/70 lab/30 outside prep hours*

In this class, students learn to recognize cavities and explore available treatment options. Students study set ups and procedures including those for cement applications, temporary restorations, and crowns. Students also complete up to 20 lab hours in a supervised clinical setting* based on student competency level as assessed by the program Lead Faculty.

DEN114 Dental Specialties & Administrative Assisting | *Prerequisite: AHL100; 7.0 quarter credits; 50 didactic/70 lab/30 outside prep hours*

In this course, students learn about a variety of dental specialists, including Oral and Maxillofacial Surgery, Periodontics, Orthodontics, and Pediatric Dentistry. Students examine unique practices and procedures, anticipate variations in dental assisting procedures when working in a specialty practice, and learn to educate patients about dental specialists. Students also complete up to 20 lab hours in a supervised clinical setting* based on student competency level as assessed by the program Lead Faculty.

DEN120 Dental Assisting Practicum | *Prerequisite: AHL100, DEN100, DEN102, DEN104, DEN110, DEN112, DEN114; 5.5 quarter credits; 20 didactic/30 lab/70 extern/30 outside prep hours*

This capstone course provides a comprehensive review and assessment of program clinical competencies and learning objectives. Students also complete 70 hours of clinical externship*, conduct employment search activities, and sit for Nationally Registered Credentialed Dental Assistant (NRCDA) credentialing examination.

* Clinical Lab and Externship Hours: Courses including off-campus clinical lab or externship hours require, a negative Tuberculosis (TB) skin test, and successful completion of Basic Life Support (BLS) certification training prior to attending a clinical site. The costs of the TB skin test and BLS certification are included in program tuition and will be scheduled for each student. For more information, please contact the Dental Assistant Program Lead.



Effective Date: August 20, 2018

Massage Therapist

Certificate

25 weeks, 37.5 Quarter Credit Hours

CIP 51.3501

Available at the following location:
Pinnacle Career Institute

Delivery Method:
Flex-Education

Award:
Certificate

This program prepares students for entry-level positions in massage therapy and meets Missouri Board of Therapeutic Massage (MBTM) educational requirements. Graduates are qualified to sit for the Massage & Bodywork Licensing Examination (MBLEx) and to apply for a Missouri massage therapy license.

Program Objectives:

1. Identify form, function, and pathologies of all human body systems.
2. Demonstrate sanitary and safety practices in a massage setting.
3. Describe and demonstrate foundational concepts of massage therapy.
4. Discuss benefits, contraindications, and modifications of massage for a variety of populations.
5. Demonstrate appropriate record keeping for massage therapy.
6. Discuss and demonstrate hydrotherapy techniques.
7. Discuss and demonstrate deep tissue bodywork concepts and practices.
8. Discuss and demonstrate scope of practice, professional boundaries, and ethical behavior.
9. Identify massage-related state and national laws and regulations.
10. Discuss industry business practices.
11. Successfully complete CPR and First Aid certification.
12. Demonstrate employment readiness.

Major Equipment List

Massage tables and chairs, bolsters, stools, sheets, towels and blankets, oils and lotions, towel cabinet, roasters, stones, various products related to spa modalities, and anatomical charts.



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Program Outline:

Course Code	Course Title	Didactic	Lab	Extern	Instructional Clock Hours	Outside Prep	Total Clock + Outside Prep Hours	Quarter Credits Hours
AHL100	Introduction to Allied Health Practices & Professionalism	80	40	0	120	30	150	7.5
AHL102	Human Anatomy & Physiology	80	40	0	120	30	150	7.5
MASS100	Introduction to Massage Therapy	40	90	0	130	20	150	7.5
MASS102	Kinesiology & Restorative Techniques	40	90	0	130	20	150	7.5
MASS104	Supplementary Modalities, Special Populations, & Business Practices	40	90	0	130	20	150	7.5
Total		280	350	0	630	120	750	37.5

Course Descriptions**AHL100 Introduction to Allied Health Practices and Professionalism** | *Prerequisite: none; 7.5 quarter credits; 80 didactic/40 lab/30 outside prep hours*

This introductory course provides an orientation to the school, program and course expectations, learning tools and technologies. The course introduces students to allied health professionalism and ethics, patient/client interactions, Health Insurance Portability and Accountability (HIPAA) and records privacy. Additional topics include examination of the success principles and soft skills required in the workplace. Students learn how these skills and principles can be applied to improve self-image, attitude, and professional demeanor.

AHL102 Human Anatomy & Physiology | *Prerequisite: AHL100; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This course is designed to provide the student with an overall understanding of the levels of human structure and organization; anatomical terminology, structure, function, and pathology of integumentary, skeletal, muscular, cardiovascular, respiratory, nervous, endocrine, reproductive, lymphatic, digestive, and urinary systems.

MASS100 Introduction to Massage Therapy | *Prerequisite: AHL100; 7.5 Quarter Credits; 40 didactic/90 lab/20 outside prep hours*

This course provides a strong foundation in massage therapy. Topics include the history of massage, scope of practice, ethical behavior, professional boundaries, professional communication, massage and bodywork-related law and regulations, practice documentation and record keeping; benefits and general contraindications of bodywork, and hygiene and environmental sanitation practices. Students learn to perform a full-body Swedish massage routine - including client consultation and evaluation, equipment care and set-up, draping and bolstering, basic soft tissue techniques, and proper body mechanics.

MASS102 Kinesiology & Restorative Techniques | *Prerequisite: AHL100, AHL102, MASS100; 7.5 Quarter Credits; 40 didactic/90 lab/20 outside prep hours*

This course combines kinesiology, the study of human movement, with deep tissue bodywork concepts and practices. Topics include muscle characteristics, contraction, proprioception; muscles identification including origins, insertions, and actions; joint structure, function, and range of motion; myofascial release, neuromuscular therapy and stretching techniques. Students will learn to recognize contraindications to deep tissue bodywork, identify pain patterns and principal muscles involved, and discover routines to facilitate neuromuscular change. Integration of these techniques into a massage session are addressed. In addition to lecture/lab class time, students work on clients in the school's public massage therapy clinic.

MASS104 Supplementary Modalities, Special Populations, & Business Practices | *Prerequisite: AHL100, AHL102, MASS100; 7.5*

Quarter Credits; 40 didactic/90 lab/20 outside prep hours

In this course, students learn functional ways to adapt massage equipment and techniques to meet the needs of special populations, including clients with impairments, pregnant women, the elderly, and those with other unique requirements. Pathologies and contraindications are discussed. Energy-based anatomy concepts and bodywork therapies, hydrotherapy physiologic effects and contraindications, hot stone massage, body wrap procedures, exfoliation practices, and the use of aromatherapy with bodywork are covered. Students create an employment plan, including an entry-level massage therapy resume and cover letter, and develop effective interviewing skills. Topics also include basic business principles, retail marketing and sales, and business ownership. In addition to lecture/lab class time, students work on clients in the school's public massage therapy clinic.

Medical Assistant **Certificate**

Hybrid delivery – 40 weeks, 56 Quarter Credit Hours

CIP 51.0801

This certificate program equips the student with the clinical, administrative, and soft skills necessary to perform as an effective entry-level medical assistant. Emphasis is placed on communication, compassionate patient care, and the ability to work as an integral part of the health team. Courses focus on human anatomy and physiology, medical terminology, law and ethics in healthcare, medical records management, patient assessment and education, and assisting the physician in diagnostic and treatment modalities.

The program includes supervised clinical lab and externship experiences. Documentation of current immunization records, a negative Tuberculosis (TB) skin test, and successful completion of Basic Life Support (BLS) certification training is required prior to participation in these experiences.

Students sit for NHA medical assistant certification (CCMA) in their last course.

Program Objectives:

1. Identify form, function, and pathologies of all body systems.
2. Define medical terms and abbreviations related to all body systems and specialties.
3. Discuss common pathologies, causes, and symptoms.
4. Describe treatments related to pathologies, including common medications and interactions.
5. Identify federal, state, and local health laws and regulations.
6. Demonstrate medical office administrative tasks.
7. Discuss basic concepts of medical coding and insurance procedures.
8. Demonstrate appropriate soft skills and quality communication within a professional setting.
9. Perform common procedures for Medical Assistants.

Major Equipment List:

Anatomical torsos, training arms for venipuncture, draw station chairs, examination tables, sphygmomanometers, stethoscopes, thermometers, pulse oximeter, anatomy charts, skeleton model, auto claves, mayo stands, surgical instruments, electrocardiography machine, centrifuge, micro hematocrit centrifuge, microscope, wheelchairs, crutches



Image: PCI Medical Assistant student obtaining vital signs in the classroom



Image: PCI Medical Assistant student practicing wrapping technique in the classroom

Medical Assistant Hybrid Certificate Program Outline

Course Code	Course Title	Didactic	Lab	Extern	Instructional Clock Hours	Outside Prep	Total Clock + Outside Prep Hours	Quarter Credits Hours
MAG101	Introduction to Medical Assisting	80	40	0	120	30	150	7.5
MAG201	Anatomy and Physiology	80	40	0	120	30	150	7.5
MAG202	Anatomy and Physiology II	80	40	0	120	30	150	7.5
MAG301	Medical Coding and Billing	50	70	0	120	30	150	7.0
MAG302	Clinical Medical Assisting	50	70	0	120	30	150	7.0
MAG303	Clinical Laboratory	50	70	0	120	30	150	7.0
MAG401	Medical Office Procedures	50	70	0	120	30	150	7.0
MAG501	Medical Assisting Practicum	20	30	70	120	30	150	5.5
Total		460	430	70	960	240	1200	56.0

Hybrid Course Descriptions

MAG101 Introduction to Medical Assisting | *Prerequisite: none; 7.5 quarter credits; 80 didactic/40 lab/30 outside prep hours*

This course provides an introduction to field of medical assisting and covers topics such as the medical office environment, medical law and ethics, communication skills, scheduling, facilities, and computers in the medical office. Additional topics include cognitive psychology principles of perception, self-awareness, memory, feedback loops, problem-solving, and goal setting. Students learn how these principles can be leveraged to improve self-image, attitude, and professional demeanor.

MAG201 Anatomy & Physiology | *Prerequisite: MAG101; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

The course is designed to provide the student with an overall understanding of levels of human structure and organization, anatomical terminology, biochemistry, cells, tissues, and the structure and function of the skeletal, muscular, and integumentary systems.

MAG202 Anatomy and Physiology II | *Prerequisite: MAG201; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

A continuation of MA201, this course provides the student with an overall understanding of the nervous, endocrine, cardiovascular, respiratory, lymphatic, immune, gastrointestinal, urinary, and reproductive systems. The course also covers the senses and an introduction to diagnostic testing.

MAG301 Medical Coding and Billing | *Prerequisite: MAG201; 7.0 Quarter Credits; 50 didactic/70 lab/30 outside prep hours*

This course provides an overview of medical coding and billing and covers topics such as the medical record, medical insurance, diagnostic coding, procedural coding, patient billing, collections, practice finance, and medical office management.

MAG302 Clinical Medical Assisting | *Prerequisite: MAG201; 7.0 Quarter Credits; 50 didactic/70 lab/30 outside prep hours*

This course provides an overview of clinical office procedures and includes topics such as infection control, vital signs, physical examinations, medical specialties, reproductive specialties, pediatrics, geriatrics, minor surgery, and medical emergencies.

MAG303 Clinical Laboratory and Pharmacology | *Prerequisite: MAG201; 7.0 Quarter Credits; 50 didactic/70 lab/30 outside prep hours*

In this course students learn the procedures associated with the clinical laboratory and learn about pharmacology and administering medications. Topics include microbiology, urinalysis, phlebotomy and blood collection, hematology, radiology and diagnostic testing, electrocardiography, pulmonary function, physical therapy and rehabilitation, math for pharmacology, pharmacology, and administering medications.

MAG401 Medical Office Procedures | *Prerequisite: MAG301; 7.0 Quarter Credits; 50 didactic/70 lab/30 outside prep hours*

In this course students learn all of the medical office, electronic health records, charting, and practice management tasks required of a modern medical assistant. Students learn front office procedures, clinical tasks and charting, billing, coding, insurance, and other medical office procedures in an intuitive and realistic learning environment that prepares them to work in the medical office.

MAG501 Medical Assisting Practicum | *Prerequisite: MAG302, MAG303, MAG401; 5.5 Quarter Credits; 20 didactic/30 lab/70 externship hours / 30 outside prep hours*

This capstone course provides a comprehensive review and assessment of program clinical competencies and learning objectives. Students also complete 70 hours of clinical externship*, conduct employment search activities, and sit for NHA medical assistant certification (CCMA).

* Clinical Lab and Externship Hours: Courses including off-campus supervised clinical lab or externship hours require documentation of current immunization records, a negative Tuberculosis (TB) skin test, and successful completion of Basic Life Support (BLS) certification training to participate. The costs of the TB skin test and BLS certification are included in program tuition and will be scheduled for each student. For more information, please contact the Medical Assistant Program Lead.

Medical Assistant-DE

Certificate

Online delivery – 40 weeks, 59.0 Quarter Credit Hours
51.0801

CIP



Image: PCI Medical Assistant student performing a phlebotomy technique at boot camp.

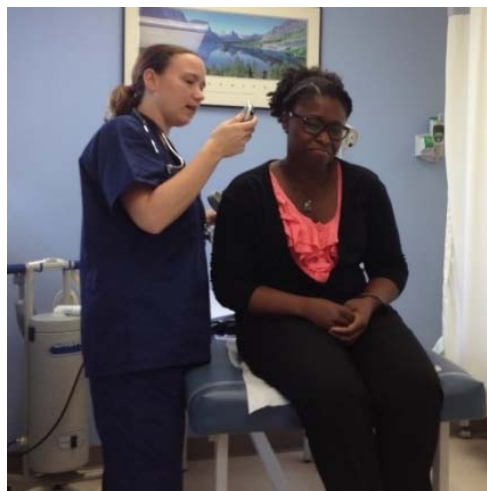


Image: PCI Medical Assistant student obtaining vital signs in the classroom

This distance education certificate program equips the student with the clinical, administrative, and soft skills necessary to perform as an effective entry-level medical assistant. Emphasis is placed on communication, compassionate patient care, and the ability to work as an integral part of the health team. Courses focus on human anatomy and physiology, medical terminology, law and ethics in healthcare, medical records management, patient assessment and education, and assisting the physician in diagnostic and treatment modalities.

The program includes supervised clinical lab and externship experiences. Documentation of current immunization records, a negative Tuberculosis (TB) skin test, and successful completion of Basic Life Support (BLS) certification training is required prior to participation in these experiences.

Students sit for NHA medical assistant certification (CCMA) in their last course.

Program Objectives:

1. Identify form, function, and pathologies of all body systems.
2. Define medical terms and abbreviations related to all body systems and specialties.
3. Discuss common pathologies, causes, and symptoms.
4. Describe treatments related to pathologies, including common medications and interactions.
5. Identify federal, state, and local health laws and regulations.
6. Demonstrate medical office administrative tasks.
7. Discuss basic concepts of medical coding and insurance procedures.
8. Demonstrate appropriate soft skills and quality communication within a professional setting.
9. Perform common procedures for Medical Assistants.

Major Equipment List

Anatomical torsos, training arms for venipuncture, draw station chairs, examination tables, sphygmomanometers, stethoscopes, thermometers, pulse oximeter, anatomy charts, skeleton model, auto claves, mayo stands, surgical instruments, electrocardiography machine, centrifuge, micro hematocrit centrifuge, microscope, wheelchairs, crutches

Medical Assistant-DE Online Certificate Program

Course Code	Course Title	Didactic	Lab	Extern	Instructional Clock Hours	Outside Prep	Total Clock + Outside Prep Hours	Quarter Credits Hours
MA101	Introduction to Medical Assisting	80	40	0	120	30	150	7.5
MA201	Anatomy and Physiology	80	40	0	120	30	150	7.5
MA202	Anatomy and Physiology II	80	40	0	120	30	150	7.5
MA301	Medical Coding and Billing	80	40	0	120	30	150	7.5
MA302	Clinical Medical Assisting	80	40	0	120	30	150	7.5
MA303	Clinical Laboratory	80	40	0	120	30	150	7.5
MA401	Medical Office Procedures	80	40	0	120	30	150	7.5
MA501	Medical Assisting Practicum	20	100	0	120	30	150	6.5
Total		580	380	0	960	240	1200	59.0

Online Course Descriptions

MA101 Introduction to Medical Assisting | *Prerequisite: none; 7.5 quarter credits; 80 didactic/40 lab/30 outside prep hours*

This course provides an introduction to the field of medical assisting and covers topics such as the medical office environment, medical law and ethics, communication skills, scheduling, facilities, and computers in the medical office. Additional topics include cognitive psychology principles of perception, self-awareness, memory, feedback loops, problem-solving, and goal setting. Students learn how these principles can be leveraged to improve self-image, attitude, and professional demeanor.

MA201 Anatomy & Physiology | *Prerequisite: MA101; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

The course is designed to provide the student with an overall understanding of levels of human structure and organization, anatomical terminology, biochemistry, cells, tissues, and the structure and function of the skeletal, muscular, and integumentary systems.

MA202 Anatomy and Physiology II | *Prerequisite: MA201; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

A continuation of MA201, this course provides the student with an overall understanding of the nervous, endocrine, cardiovascular, respiratory, lymphatic, immune, gastrointestinal, urinary, and reproductive systems. The course also covers the senses and an introduction to diagnostic testing.

MA301 Medical Coding and Billing | *Prerequisite: MA201; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This course provides an overview of medical coding and billing and covers topics such as the medical record, medical insurance, diagnostic coding, procedural coding, patient billing, collections, practice finance, and medical office management.

MA302 Clinical Medical Assisting | *Prerequisite: MA 202; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This course provides an overview of clinical office procedures and includes topics such as infection control, vital signs, physical examinations, medical specialties, reproductive specialties, pediatrics, geriatrics, minor surgery, and medical emergencies.

MA303 Clinical Laboratory and Pharmacology | *Prerequisite: MA202; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

In this course students learn the procedures associated with the clinical laboratory and learn about pharmacology and administering medications. Topics include microbiology, urinalysis, phlebotomy and blood collection, hematology, radiology and diagnostic testing, electrocardiography, pulmonary function, physical therapy and rehabilitation, math for pharmacology, pharmacology, and administering medications.

MA401 Medical Office Procedures | *Prerequisite: MA 202, MA301; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

In this course students learn all of the medical office, electronic health records, charting, and practice management tasks required of a modern medical assistant. Students learn front office procedures, clinical tasks and charting, billing, coding, insurance, and other medical office procedures in an intuitive and realistic learning environment that prepares them to work in the medical office.

MA501 Medical Assisting Practicum | *Prerequisite: MA302, MA303, MA401; 6.5 Quarter Credits; 20 didactic/100 Lab/30 outside prep hours*

**Please note this course includes a residential component in Kansas City, Missouri, for up to 10 consecutive days.*

At the core of this intensive and challenging capstone course is a 80-hour boot camp in Kansas City, Missouri, which provides a comprehensive review of program learning objectives and the opportunity to learn and practice competencies. In addition, students sit for NHA Medical Assistant Exam (CCMA) and conduct employment search activities.

Arrangements are provided for air travel to Kansas City, Missouri, lodging, program-related local transportation, and meals during the boot camp. These costs are included in program tuition. Discretionary incidental expenses are the responsibility of the student. Students should plan to be in Kansas City, Missouri, for up to ten consecutive calendar days; additional time may be required for travel.



Effective Date: May 04, 2020

Tower Technician

Certificate

Online Delivery 30 Weeks – 45 Quarter Credits

CIP 47.0103

This certification course is designed to provide students with a broad knowledge of telecommunications maintenance and modifications necessary for entry-level employment as a tower technician. The course includes training and certifications in OSHA-30; CPR, and First Aid; and Telecommunications Tower Technician 1 (TTT-1) certification from the National Wireless Safety Alliance.

Graduates are prepared for entry-level positions including, but not limited to, Cell Tower Technician, Communications Tower Technician, Tower Climber, Tower Technician, and Mapping Technician.

Program Objectives:

1. Explain basic skills and equipment needed to perform work in the wireless communications industry.
2. Identify the different types of towers in the industry and their structural components.
3. Explain various carrier standards.
4. Successfully obtain Telecommunications Tower Technician 1 (TTT-1) certification, including climber safety protocols, personal protective equipment use, hazard analysis, and rescue types, procedures, and equipment.
5. Identify various rope types and ratings used in the wireless industry and demonstrate the ability to inspect, maintain, and safely use those ropes in various environments and workloads.
6. Identify the different types of rigging equipment and discuss how to inspect and use it properly.
7. Organize a plan of action to properly rig and moving heavy objects in a safe and reliable manner, including load calculation.
8. Explain history of various antenna system theories, components, and technologies.
9. Organize a plan of action to install various carrier specific antennas and other equipment.
Demonstrate the ability to mount/dismount antennas and set azimuths.
10. Demonstrate the ability to correctly weatherproof cell tower equipment.
11. Generate closeout packages and reports.
12. Successfully obtain CPR and First Aid certification.
13. Successfully obtain OSHA-30 certification.



Outdoor Tower Lab,
Kansas City, MO

Major Equipment List

Multimeters, 24 volt DC motors, 120 AC motor, contactors, relays, switches, electrical and hydraulic trainers, Shaft Hog-generator alignment, HYTROC-bolting, wires, 60 ft. outdoor tower (Monopole), indoor climbing lab, ladders with safety climb system, climbing and safety equipment including full body tower harnesses, ropes and cables, lanyards, hard hats, safety glasses; rescue kits, personal evacuation kits, trauma and first aid kits.

Course Code	Course Title	Didactic	Lab	Extern	Instructional Hours	Outside Prep	Total Clock + Outside Prep Hours	Quarter Credit Hours
TRDS100	Introduction to Trades and Professionalism	90	30	0	120	30	150	8.0
TRDS201	Fundamental Trade Skills	80	40	0	120	30	150	7.5
TRDS202	Electrical Fundamentals	80	40	0	120	30	150	7.5
TT101	Tower Industry	80	40	0	120	30	150	7.5
TT102	Climbing, Rigging, and Safety	80	40	0	120	30	150	7.5
TT201	Tower Technician Practicum	40	80	0	120	30	150	7.0
Total		450	270	0	720	180	900	45.0

Course Descriptions

TRDS100 Introduction to Trade Skills and Professionalism | *No prerequisites; 8.0 Quarter Credits; 90 didactic/30 lab/30 outside prep hours*

This introductory course provides an orientation to the school, program and course expectations, learning tools and technologies. The course introduces students to an overview of work safety principles and math for trade occupations. Additional topics include examination of success principles and soft skills required in the workplace. Students learn how these skills and principles can be applied to improve self-image, attitude, and professional demeanor.

TRDS201 Fundamental Trade Skills | *Prerequisite: TRDS100; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This covers fundamental topics for the trades including hand tools, power tools, tool inspection and safety, fasteners and torque, dimensional drawings and schematics, ropes, slings, rigging, load balancing, wiring and cabling, terminating wiring and cabling, and inspection of wiring and cabling. Each section provides practical application of the material covered.

TRDS202 Electrical Fundamentals | *Prerequisite: TRDS100; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This course covers fundamental electrical topics for the trades including current, voltage, resistance, power, Ohm's law, electrical test equipment, resistive circuits, reactive circuits, transformers, calculations related to electrical circuits, electrical safety, and practical application for the trades.

TT101 Tower Industry | *Prerequisite: TRDS100; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

The course provides an introduction to the tower industry and job logistics including site conditions, RF radiation awareness, Personal Protective Equipment (PPE); antenna mounts, microwave equipment, tower lighting systems, ground systems, Tower Mounted Equipment (TME); platform, electrical, equipment safety, and basic welding concepts.



Students practicing safe tie off in the indoor lab,
PCI-North Kansas City Satellite Location

TT102 Climbing, Rigging, and Safety | *Prerequisite: TRDS100; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This course covers requirements and use of fall protection, basic rescue techniques, climbing standards, controlled descent; identifying types and characteristics of structures, structure maintenance and inspection, grounding systems; inspection and use of hoists, platform operation, tower-specific rigging operations, and inspection and use of gin poles.

TT201 Tower Technician Practicum | *Prerequisite: TRDS100, TRDS101, TRDS102, TT101, TT102; 7.0 Quarter Credits; 40 didactic/80 lab/30 outside prep hours*

****Please note this course includes a residential component in Kansas City, Missouri, for 10 consecutive days. ****

At the core of this intensive and challenging capstone course is an 80-hour boot camp in Kansas City, Missouri. This time provides a review of program learning objectives, the opportunity to learn and practice program competencies, and earn OSHA-30, CPR, and First Aid certifications. At the completion of the boot camp students will take the National Wireless Safety Alliance Telecommunication Technician Level 1 Practical exam consisting of the following:

- Demonstrating ability to follow assembly instructions
- Proper tool use
- Climbing techniques
- Signaling
- Performing work at height
- Weather proofing
- Tying knots

Arrangements are provided for air travel to Kansas City, Missouri, lodging, program-related local transportation, and meals during the boot camp. These costs are included in program tuition. Discretionary incidental expenses are the responsibility of the student. Students should plan to be in Kansas City, Missouri for ten consecutive days; additional time may be required for travel.

This course also includes resume writing, interviewing, and job search skills.



Effective Date: August 20, 2018

Addendum: Restructuring of Course Content and Names – Published August 3rd, 2020

Wind Turbine Technician

Certificate

Online delivery - 40 weeks, 60 Quarter Credit Hours

CIP 15.0403

The certificate program prepares graduates for entry-level jobs in a variety of electro-mechanical technician areas, with a focus on electrical power generation, wind turbine installation/repair, and working at heights. Similar positions may be found in areas relating to the repair and installation of electronics and hydraulics.

Certificate Program Objectives:

1. Demonstrate best practices for workplace safety and identify common hazards for working in an industrial setting, including working at heights.
2. Obtain Global Wind Organisation (GWO) Working at Height certification.
3. Discuss proper rigging techniques for moving heavy objects in a safe and reliable manner.
4. Explain core fundamentals of hydraulics through the discussion and application of the laws and principles of fluid power and components.
5. Define basic principles of electricity flow, including direct current (DC) and alternating current (AC) power.
6. Troubleshooting series, parallel and combination electrical circuits.
7. Describe the core functions of a wind turbine and wind farm including the various components and electromechanical systems.
8. Analyze the common maintenance procedures and troubleshooting methodology of electromechanical devices, including the various systems of a wind turbine.
9. Compare and contrast various alternative energy forms with conventional power generation.
10. Demonstrate appropriate soft skills and quality communication within a professional setting.



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Major Equipment List

Multimeters, 24 volt DC motors, 120 AC motor, contactors, relays, switches, electrical and hydraulic trainers, Shaft Hog-generator alignment, HYTROC-bolting, wires, 60 ft. outdoor tower (Monopole), indoor climbing lab, ladders with safety climb system, climbing and safety equipment including full body tower harnesses, ropes and cables, lanyards, hard hats, safety glasses; rescue kits, personal evacuation kits, trauma and first aid kits.

Certificate Program Outline:

Course Code	Course Title	Didactic	Lab	Extern	Instructional Hours	Outside Prep	Total Clock + Outside Prep Hours	Quarter Credits Hours
TRDS100	Introduction to Trade Skills and Professionalism	90	30	0	120	30	150	8.0
TRDS113	Electricity & Power Generation	80	40	0	120	30	150	7.5
TRDS115	Industrial Safety	80	40	0	120	30	150	7.5
WTT121	Wind Turbine Science	80	40	0	120	30	150	7.5
WTT123	Wind Industry	80	40	0	120	30	150	7.5
WTT131	Industrial Operations and Maintenance	80	40	0	120	30	150	7.5
WTT133	Wind Turbine Technician Practicum	40	80	0	120	30	150	7.0
GE100	Computer Literacy & Workplace Communications	80	40	0	120	30	150	7.5
Total		610	350	0	960	240	1200	60.0

Course Descriptions

GE100 Computer Literacy & Workplace Communications | *Prerequisite: TRDS100 or AHL100; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This applied general education course provides students a strong foundation in computer literacy and the use of office productivity software. Students study written and verbal communications as found in today's workplace. The development of professional writing, speaking, and listening skills is emphasized.

TRDS100 Introduction to Trade Skills and Professionalism | *No prerequisites; 8.0 Quarter Credits; 90 didactic/30 lab/30 outside prep hours*

This introductory course provides an orientation to the school, program and course expectations, learning tools and technologies. The course introduces students to an overview of work safety principles, basic math and electricity. Additional topics include examination of success principles and soft skills required in the workplace. Students learn how these skills and principles can be applied to improve self-image, attitude, and professional demeanor.

TRDS113 Electricity & Power Generation | *Prerequisite: TRDS100; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This course covers the physical properties of electricity, including measurements, calculations, and conversions. Students are introduced to AC/DC power and scientific principles relating to the flow of electricity. Building on these foundational concepts, the course ends with an emphasis on electrical safety and power generation.

TRDS115 Industrial Safety | *Prerequisite: TRDS100; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This course introduces students to the OSHA requirements for safety in an industrial work environment. Topics include electrical safety, personal protective equipment, environmental protection, safety documentation, and working at heights. Students learn the concepts of safety theory and defining the foundation for a safe work environment in an industrial work setting.

WTT121 Wind Turbine Science | *Prerequisite: TRDS100, TRDS113, TRDS115; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

In this course, students learn how a turbine is constructed, including materials, rigging, and safety concepts. The electrical, mechanical, and hydraulic systems interacting within a wind turbine are studied. Students develop a working knowledge of inspection, maintenance, and troubleshooting methodology.

WTT123 Wind Industry | *Prerequisite: TRDS100, TRDS113, TRDS115; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This course familiarizes students with the evolution of wind technology, wind system anatomy, wind farm design, wind business processes and general characteristics of the industry. In addition, alternative energy systems such as wind, solar, geothermal, hydro, and nuclear power are compared to the three major fossil fuel energy types: oil, gas, and coal.

WTT131 Industrial Operations and Maintenance | *Prerequisite: TRDS100, TRDS113, TRDS115, WTT121; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

In this course, students review the mechanical functionality, control, and care of industrial equipment. Students take a deeper look at troubleshooting electro-mechanical and hydraulic systems, including gearboxes, bearings, shaft alignment, lubrication, seals, motors, and generators. Sensors, control systems, and how they relate to these mechanical elements are covered.

WTT133 Wind Turbine Technician Practicum | *Prerequisites: TRDS100, TRDS113, TRDS115, WTT121, WTT123; 7.0 Quarter Credits; 40 didactic/80 lab/30 outside prep hours*

** Please note this course includes a residential component in Kansas City, Missouri, for 10 consecutive days.*

At the core of this intensive and challenging capstone course is a 95 hour boot camp in Kansas City, Missouri. This time provides a review of program learning objectives, the opportunity to learn and practice program competencies, and earn industry recognized certifications. Topics include wind safety, check out training, tower climb test, and certifications in Global Wind Organisation (GWO) Working at Height, confined spaces, OSHA 10, CPR/First Aid, which are required to be employed in much of the Wind Industry. Students conduct employment search activities for the remainder of the course. Arrangements are provided for air travel to Kansas City, Missouri, lodging, program-related local transportation, and meals during the boot camp. These costs are included in program tuition. Discretionary incidental expenses are the responsibility of the student. Students should plan to be in Kansas City, Missouri for ten consecutive days; additional time may be required for travel.

Effective Date: July 13, 2020 (includes students enrolled for program 06/07 and 07/13/2020)

Wind Turbine Technician- Addendum

Certificate

Online delivery - 40 weeks, 60 Quarter Credit Hours

CIP 15.0403

The certificate program prepares graduates for entry-level jobs in a variety of electro-mechanical technician areas, with a focus on electrical power generation, wind turbine installation/repair, and working at heights. Similar positions may be found in areas relating to the repair and installation of electronics and hydraulics.

Certificate Program Objectives:

1. Demonstrate best practices for workplace safety and identify common hazards for working in an industrial setting, including working at heights.
2. Obtain Global Wind Organisation (GWO) Working at Height certification.
3. Discuss proper rigging techniques for moving heavy objects in a safe and reliable manner.
4. Explain core fundamentals of hydraulics through the discussion and application of the laws and principles of fluid power and components.
5. Define basic principles of electricity flow, including direct current (DC) and alternating current (AC) power.
6. Troubleshooting series, parallel and combination electrical circuits.
7. Describe the core functions of a wind turbine and wind farm including the various components and electromechanical systems.
8. Analyze the common maintenance procedures and troubleshooting methodology of electromechanical devices, including the various systems of a wind turbine.
9. Compare and contrast various alternative energy forms with conventional power generation.
10. Demonstrate appropriate soft skills and quality communication within a professional setting.

Major Equipment List

Multimeters, 24 volt DC motors, 120 AC motor, contactors, relays, switches, electrical and hydraulic trainers, Shaft Hoggenerator alignment, HYTROC-bolting, wires, 60 ft. outdoor tower (Monopole), indoor climbing lab, ladders with safety climb system, climbing and safety equipment including full body tower harnesses, ropes and cables, lanyards, hard hats, safety glasses; rescue kits, personal evacuation kits, trauma and first aid kits.

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Certificate Program Outline:

Course Code	Course Title	Didactic	Lab	Extern	Instructional Hours	Outside Prep	Total Clock + Outside Prep Hours	Quarter Credits Hours
TRDS100	Introduction to Trade Skills and Professionalism	90	30	0	120	30	150	8.0
TRDS201	Fundamental Trade Skills	80	40	0	120	30	150	7.5
TRDS202	Electrical Fundamentals	80	40	0	120	30	150	7.5
WTT119	Power Industry Fundamentals	80	40	0	120	30	150	7.5
WTT121	Wind Turbine Science	80	40	0	120	30	150	7.5
WTT123	Wind Industry	80	40	0	120	30	150	7.5
WTT127	Wind Power Systems	80	40	0	120	30	150	7.5
WTT133	Wind Turbine Technician Practicum	40	80	0	120	30	150	7.0

Course Descriptions

TRDS100 Introduction to Trade Skills and Professionalism | *No prerequisites; 8.0 Quarter Credits; 90 didactic/30 lab/30 outside prep hours*

This introductory course provides an orientation to the school, program and course expectations, learning tools and technologies. The course introduces students to an overview of work safety principles and math for trade occupations. Additional topics include examination of success principles and soft skills required in the workplace. Students learn how these skills and principles can be applied to improve self-image, attitude, and professional demeanor.

TRDS201 Fundamental Trade Skills | *Prerequisite: TRDS100; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This covers fundamental topics for the trades including hand tools, power tools, tool inspection and safety, fasteners and torque, dimensional drawings and schematics, ropes, slings, rigging, load balancing, wiring and cabling, terminating wiring and cabling, and inspection of wiring and cabling. Each section provides practical application of the material covered.

TRDS202 Electrical Fundamentals | *Prerequisite: TRDS201; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This course covers fundamental electrical topics for the trades including current, voltage, resistance, power, Ohm's law, electrical test equipment, resistive circuits, reactive circuits, transformers, calculations related to electrical circuits, electrical safety, and practical application for the trades.

WTT119 Power Industry Fundamentals | *Prerequisite: TRDS201; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

This course sets the stage for entering the electrical energy production and distribution field. It describes the many ways in which electricity can be produced, from burning fossil fuels such as coal and natural gas, to harnessing nuclear energy, and using renewable energy sources such as wind, geothermal, and solar energy.

WTT121 Wind Turbine Science | *Prerequisite: TRDS201; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

Discusses the basics of power generation and the generators used in wind turbines. Reviews how power is distributed and controlled during various modes of wind turbine operation. Simple one-line diagrams are also covered. Presents comprehensive coverage of wind turbine fasteners and their required characteristics. Covers torque theory, torquing, tensioning, and hydraulic torquing equipment. Discusses bearing materials and designations. Explores basic lubrication theory and related equipment. Includes the different applications and types of lubricants used in the wind turbine environment. Covers all aspects of common hydraulic systems, including fluids, system components, and pumps. Presents the principles of hydraulic system operation and the related components.

WTT123 Wind Industry | *Prerequisite: TRDS201; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

Introduces the fundamentals of generating electrical power from wind energy. A brief history of wind energy is included as well as wind science, the interception of wind energy through a rotor, and an identification of major wind turbine generator components. Introduces safety concerns of working inside the wind turbine and in the wind farm environment. Expands on earlier safety training and provides coverage of electrical arc flash safety. Includes aspects of climbing wind turbine lattice towers and tubular towers. Discusses proper climbing equipment and equipment inspection, environmental hazards, proper climbing techniques, and common wind turbine safe climbing guidelines.

WTT127 Wind Power Systems | *Prerequisite: TRDS202; 7.5 Quarter Credits; 80 didactic/40 lab/30 outside prep hours*

Introduces the development of both single- and three-phase alternating current. Analyzes the relationship of AC phases and introduces key components used to refine AC power. Discusses the operation of transformers and introduces advanced AC concepts such as reactive power and the power factor. Explains the necessity of overcurrent protection and the way it is applied in the wind turbine environment. Explores the operation of common circuit breakers and the differences in various fuse types. Overcurrent device terminology is presented, along with a review of the information found on such devices. Provides coverage of switching devices related to the power distribution and control of wind turbines. Mechanical and solid-state relay types are presented, as well as typical wind turbine control wiring diagrams. Explains various time delay schemes and how they can be applied. Introduces the types of equipment and methods used in fiber-optic cable installation.

WTT133 Wind Turbine Technician Practicum | *Prerequisites: TRDS201, WTT119, WTT121, WTT123; WTT125 ; 7.0 Quarter Credits; 40 didactic/80 lab/30 outside prep hours*

** Please note this course includes a residential component in Kansas City, Missouri, for 10 consecutive days.*

At the core of this intensive and challenging capstone course is a 95 hour boot camp in Kansas City, Missouri. This time provides a review of program learning objectives, the opportunity to learn and practice program competencies, and earn industry recognized certifications. Topics include wind safety, check out training, tower climb test, and certifications in Global Wind Organisation (GWO) Working at Height, confined spaces, OSHA 10, CPR/First Aid, which are required to be employed in much of the Wind Industry. Students conduct employment search activities for the remainder of the course. Arrangements are provided for air travel to Kansas City, Missouri, lodging, program-related local transportation, and meals during the boot camp. These costs are included in program tuition. Discretionary incidental expenses are the responsibility of the student. Students should plan to be in Kansas City, Missouri for ten consecutive days; additional time may be required for travel.

Effective Date: May 04, 2020

Wind Energy Technology

Associate of Occupational Studies Degree

Online delivery - 70 weeks, 96 Quarter Credit Hours

CIP 15.0403

This occupational associate degree program requires students to first complete the Wind Turbine Technology certificate program. This associate degree is designed to allow graduates to advance their careers by providing them with a more in-depth understanding of wind turbines, wind site management, and the information technology used in the wind industry along with the essential communication and managerial skills to assume supervisory positions in their field.

Graduates are prepared for entry-level positions including, but not limited to, Wind Site Supervisor, Wind Site Manager, Wind Energy Supervisor, Wind Energy Manager, Wind Turbine Installation Supervisor, Wind Turbine Supervisor.

Associate Program Objectives:

1. Identify the elements that are necessary to be successful as a supervisor
2. Define leadership and describe the difference between a leader and a supervisor
3. List actions a supervisor can take to improve team performance
4. Explain the purpose and importance of technical communication
5. Describe the steps to achieve clarity and conciseness in technical writing
6. Create properly formatted memos, letters, email, instructions, and user manuals
7. Define the importance of managerial communication in the workplace
8. Discuss the considerations for technology use in workplace communications
9. Discuss the importance of nonverbal communication and interactive listening
10. Discuss the advantages, challenges and potential for wind energy
11. Explain wind turbine technologies
12. Discuss issues related to the aerodynamics of vertical axis wind turbines
13. Discuss the design elements of vertical axis wind turbines
14. Explain wind site layout, spacing, and general arrangement
15. Explain the processes and procedures of life-cycle assessment
16. Discuss the future of wind energy and wind site management
17. Describe basic accounting practices of wind site management
18. Create charts, tables, and pivot tables in Excel
19. Describe the fundamental elements of a SCADA system
20. Describe network solutions for the wind industry



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Shutterstock.com*

Major Equipment List

Multimeters, 24 volt DC motors, 120 AC motor, contactors, relays, switches, electrical and hydraulic trainers, Shaft Hog-generator alignment, HYTROC-bolting, wires, 60 ft. outdoor tower (Monopole), indoor climbing lab, ladders with safety climb system, climbing and safety equipment including full body tower harnesses, ropes and cables, lanyards, hard hats, safety glasses; rescue kits, personal evacuation kits, trauma and first aid kits.

Associate Program Outline - Associate Courses Only:

GE201A	Applied Supervision and Management	90	0	0	90	0	90	6.0
GE202A	Applied Technical Writing	90	0	0	90	0	90	6.0
GE203A	Applied Communication Skills	90	0	0	90	0	90	6.0
WTD201	Wind Turbine Theory and Operation	90	0	0	90	0	90	6.0
WTD202	Wind Site Management	90	0	0	90	0	90	6.0
WTD203	Information Technology for the Wind Industry	90	0	0	90	0	90	6.0
Total		540	0	0	540	0	540	36.0

Course Descriptions – Associate

GE201A Applied Supervision and Management | *Prerequisite: WTT133; 6.0 Quarter Credits; 90 didactic*

This course provides a comprehensive overview of the management process and the skills necessary to become an effective supervisor. Key concepts include the core competencies and challenges of supervision, organizational skills, problem solving and decision making, motivating employees, becoming an effective leader, effective communication, leading teams, performance appraisals, workplace safety, and conflict management.

GE202A Applied Technical Writing | *Prerequisite: WTT133; 6.0 Quarter Credits; 90 didactic*

This course provides an overview of the importance, purpose, and application of technical writing. Topics include the software tools that assist in technical writing, communication channels, clarity and conciseness in technical writing; the importance of document design, proper use of writing elements, creating routine correspondence, argument and persuasion; creating technical descriptions, process analysis, instructions, and user manuals.

GE203A Applied Communication Skills | *Prerequisite: WTT133; 6.0 Quarter Credits; 90 didactic*

This course provides an overview of the essential communication strategies for managers and supervisors. Topics include communication in contemporary organizations, the communication process, effective group communication, creating and delivering presentations, listening skills for supervisors and managers, nonverbal communication, cultural considerations in communication, negotiation, and interviewing.

WTD201 Wind Turbine Theory and Operation | *Prerequisite: WTT133; 6.0 Quarter Credits; 90 didactic*

This course provides an in-depth study of the theory and operation of wind turbines. Topics include the advantages, challenges, and potential of the wind industry; wind physics, wind power capture, wind assessment; wind turbine technologies; aerodynamics and design of wind turbines, and wind turbine components and operation.

WTD202 Wind Site Management | *Prerequisite: WTT133s; 6.0 Quarter Credits; 90 didactic*

This course provides an overview of the operation of a wind site. Topics include the engineering aspects of a wind site, reliability issues, life-cycle assessment and procedures, storing wind energy, environmental issues related to wind sites; wind site landscapes, growth trends and the future of wind sites; and the financial modeling and performance of wind sites.

WTD203 Information Technology for the Wind Industry | *Prerequisite: WTT133; 6.0 Quarter Credits; 90 didactic* This course provides practical training for the wind industry in the key information technology areas of Microsoft Excel, SCADA, and networking fundamentals. Topics include creating Microsoft Excel worksheets, formatting, formulas and functions, tables, charts, and pivot tables; SCADA systems fundamentals, types, and components; networking topology and protocols, network security, and network solutions for the wind industry.

Admissions

Students are encouraged to apply for admission as soon as possible in order to be admitted for their specific program of study and start date. All applicants are required to complete a personal interview with an admission coordinator either in person or by telephone dependent on geographic distance. Parents and/or significant others are encouraged to attend. This gives the applicants and their families an opportunity to learn about the institution and ask questions in regards to curriculum and career objectives. Personal interviews also enable the institution to determine if an applicant is a strong candidate to be admitted into Pinnacle Career Institute.

PCI believes in equal opportunity and welcomes all qualified candidates. PCI neither denies admission nor discriminates against students enrolled at the school on the basis of race, religion, color, gender, sexual orientation, genetic information, age, disability, or national origin. Applicants must be 18 years of age by the date they graduate from PCI. Exceptions to this age limit will be made only with the written consent of the student's parents. Students enrolling in programs that include an externship should be aware that in some cases it may be difficult for students under the age of 18 to locate and participate in offsite externship hours. In such cases, PCI staff will work with students to provide assistance to locate acceptable sites for the completion of externship hours.

All applicants must have a High School Diploma or High School Equivalency such as HiSET or GED. PCI recognizes that in rare instances students may not be able to provide documentation required by our school's admissions criteria due to issues beyond their control (e.g., loss of records due to fire or flood, inability to obtain records, homeschooled students, etc.). In these rare cases a student may be accepted into the institution by providing the following:

- Student must sign an attestation statement declaring that he or she in fact obtained a high school diploma or its equivalent and satisfactory reason(s) why documentation of the earned credential cannot be provided in the case of natural disaster or closure of school.
- Provided test scores of an acceptable test a student may have taken in preparation for college entry such as ACT or the SAT. An acceptable score for acceptance into the institution is composite score of 17 for ACT and 900 for SAT.

Procedures

The following items must be completed at the time of registration.

- Application for Admission
- Proof of a High School Diploma or unofficial transcript, GED or HiSET transcript is required to be provided prior to signing the enrollment agreement and matriculation. An official transcript must be requested and received within first thirty days of beginning school or the student may be administratively withdrawn.
- DD214 are not acceptable proof of High School graduation.
- Home School Diplomas are not accepted – in the event that you have a home school diploma, you will be required to provide a GED or HiSET transcript (and college transcript where applicable). Or provide scores for the SAT (900 minimum score) or ACT (17 minimum composite score).
- Enrollment Agreement (if applicant is under 18 years of age, it must also be signed by parent or guardian).
- Applicants should note that color is a method used for coding electronic components; consequently, color-blind or color-impaired individuals may have difficulty or be unable to succeed in some courses in the Wind Turbine Technician program.
- Pinnacle Career Institute does not require any immunizations for admission into the institution and requires that no proof of immunizations be provided. Specific programs may have specific immunization requirements prior to being able to attend a boot camp or be entered into an internship/externship. Please see specific program information or request this information from the campus Director of Education.

Enrollment Agreement and Binding Arbitration:

As a condition of enrollment, Pinnacle Career Institute requires each student to sign an enrollment agreement containing the following binding arbitration provision:

ARBITRATION: As a condition of enrollment, the Student and the School agree to resolve through binding and mandatory arbitration any dispute, claim, controversy, cause of action, lawsuit, or proceeding (including, but not limited to, any statutory, tort, contract or equity claim) between the Student and the School or any current or former employee(s) of the School (collectively, the “Parties”) that arises, arose, or has arisen out of, or is or was in any way related to, this Enrollment Agreement, the subject matter of this Enrollment Agreement, or the Student’s enrollment, attendance, or educational experience at the School (individually and collectively, a “Dispute”). The Parties are encouraged to make an initial attempt, in good faith, to resolve the Dispute through the School’s student complaint process or other informal means. If the Dispute is not resolved pursuant to the School’s student complaint process or other informal means, then the Dispute will be resolved by binding arbitration between the Parties.

1. Explanation of Arbitration. Arbitration is the referral of a Dispute to an impartial person (an arbitrator) for a final and binding determination of the Dispute. In agreeing to binding and mandatory arbitration, the Parties voluntarily give up certain rights, including the right to pursue a Dispute in court, the right to a trial by a judge or jury, rights to appeal, and other rights that may be available in a court, such as broader discovery rights. As provided by this arbitration provision, the Parties also give up the right to bring or participate in any class action, collective action, private attorney general action, or any other type of action or proceeding in which anyone acts or proposes to act in a representative capacity on behalf of others. If you have any questions about this arbitration provision or the arbitration process, please contact the Campus President.

2. Arbitration Procedures.

(a) The arbitration will be administered by United States Arbitration & Mediation (“USA&M”) or, in the event USA&M declines or is unable to administer the arbitration, by an arbitration forum or arbitrator that the Parties mutually agree upon. If, after making a reasonable effort, the Parties are unable to agree upon an arbitration forum or arbitrator, a court having proper jurisdiction will appoint an arbitration forum or arbitrator. The arbitration will be conducted in accordance with USA&M’s Consolidated Arbitration Rules, or the appropriate rules of any alternative arbitration forum selected by the Parties or appointed by a court, except as modified by this arbitration provision. USA&M’s Consolidated Arbitration Rules and other information regarding the USA&M’s arbitration procedures are available from USA&M, which can be contacted by mail at 500 North Broadway, Suite 1800, St. Louis, Missouri 63102, by telephone at 314-231-4642, or through its website at www.usam.com.

(b) Any Dispute shall be heard by a single arbitrator who is an attorney. As a condition of appointment, the arbitrator shall follow all applicable substantive laws (except as otherwise provided in this arbitration provision), shall agree to the terms of this arbitration provision, and shall lack authority not to enforce the terms of this arbitration provision. The arbitrator shall have the exclusive authority to determine and adjudicate any issue relating to the existence, formation, validity, enforceability, applicability, or interpretation of this Enrollment Agreement and this arbitration provision, provided, however, that a court shall have exclusive authority to enforce the Class Action Prohibition. The arbitrator’s decision shall be accompanied by a reasoned opinion from which there shall be no appeal.

- (c) The place of arbitration shall be in Kansas City, Missouri. Judgment on the arbitral award may be entered exclusively in Kansas City, Missouri. Missouri law shall apply.
- (d) The Parties shall each bear their own attorney's fees, costs, and expenses, except that the costs of arbitration, as set forth in the Special Consumer Addendum to USA&M's Consolidated Arbitration Rules, shall be determined by the Special Consumer Addendum.
- (e) This arbitration provision governs if there is a conflict with the rules of the arbitral forum.

3. Class Action Prohibition. The scope of the arbitration shall be limited to the Dispute between the Parties. The Parties expressly waive all rights to bring any class action, collective action, private attorney general action, or any other type of action or proceeding in which anyone acts or proposes to act in a representative capacity on behalf of others. The arbitrator shall have no authority or jurisdiction to compel, hear, or permit any class action, collective action, private attorney general action, or any other type of action or proceeding in which anyone acts or proposes to act in a representative capacity on behalf of others. By way of illustration and not limitation, neither the Student nor the School can bring a class action against each other or participate in a class action against the other, whether as a named class representative or an absent or putative class member.

4. Federal Arbitration Act. The parties agree that this Arbitration Agreement involves interstate commerce and that the enforceability of this Arbitration Agreement shall be governed, both procedurally and substantively, by the Federal Arbitration Act, 9 U.S.C. §§ 1-9.

5. Severability. If the Class Action Prohibition is found to be illegal or unenforceable as to all or some parts of a Dispute, then those parts will not be arbitrated but will be resolved in court, with the balance of the Dispute resolved through arbitration. If any other part of this arbitration provision is found to be illegal or unenforceable, then that part will be severed; however, the remaining parts shall still apply and shall be interpreted to as nearly as possible achieve the original intent of this arbitration provision.

6. Small Claims Lawsuits Permitted. Notwithstanding anything to the contrary, this arbitration provision does not prevent the Parties from filing a lawsuit in any small claims court of competent jurisdiction.

7. Inapplicability to Borrower Defense to Repayment Applications to U.S. Department of Education. The School cannot require the Student to participate in arbitration or any internal dispute resolution process offered by the School prior to filing a borrower defense to repayment application with the U.S. Department of Education pursuant to 34 C.F.R. § 685.206(e); the School cannot, in any way, require the Student to limit, relinquish, or waive his or her ability to pursue filing a borrower defense claim, pursuant to § 685.206(e) at any time; and any arbitration required by this pre-dispute arbitration agreement tolls the limitations period for filing a borrower defense to repayment application pursuant to § 685.206(e)(6)(ii).

School Policies

Students are expected to be familiar with the information presented in this school catalog, in any supplements, and addenda to the catalog, and with all school policies. By enrolling at Pinnacle Career Institute, students agree to accept and abide by the terms stated in this catalog and all school policies.

Pinnacle Career Institute agrees to provide instruction in the student's program as outlined in the current catalog to the best of the school's ability. Class offerings and class starts may change dependent on the size of class enrollment or other outside forces. If a change is made in the program of a student, the student will receive written notification. Any new student to a program, upon receiving notification, may cancel their enrollment within five (5) business days without penalty.

Conditional Acceptance

All first-time entering students meeting the admissions requirements of Pinnacle Career Institute will be conditionally accepted for an initial period of 35 days. To be officially accepted into the institution, the following requirements must be met:

- First time students must submit one qualifying assignment within the first week of their class
- First time students must meet the attendance requirements of the institution for the remaining weeks of their class.
- Students must earn a "C" or better in the first class in their program.

AHL100, TRDS100, and MA 101 classes, dependent on the program, are designed to be the first class for a new student. Transfer credits are not accepted for these classes and there is no ability to test out of the class. A student who has earned credit in a prior enrollment of the same program within the last five (5) years will not be required to retake the course or will have a conditional acceptance period.

First-time students who do not meet the requirements to be accepted into the institution will be considered Conditional Acceptance Denied and will incur no charges.

Readmission into the Institute

Any student who re-enters the institution after a withdrawal or graduation will be considered to have matriculated on the first day of attendance and tuition will be charged. There is no conditional acceptance period.

Distance Education

Pinnacle Career Institute is a member of the National Council for State Authorization Reciprocity (NC-SARA) Agreement since 2015. The US Department of Education recognizes Pinnacle Career Institute's authorization to enroll students in NC-SARA participating states. Students enrolled in distance education (online) programs who determine to move to another state should contact the school immediately to confirm NC-SARA participation of that state.

Online and Hybrid Education Technical Specifications

Enrollment in online and flex-education courses requires access to a computer or tablet with internet access and web browser capabilities.

Recommended Browsers: [Google Chrome](#)

It is highly recommended that the student have administrative rights to the computer used for online coursework. If the student must use a computer over which he/she does not have administrative rights, such as a library computer or a workplace computer, he/she may experience difficulties with needed functions, such as installing plug-ins.

Recommended Plug-ins:
[Real Player](#)
[Apple QuickTime Player](#)
[Adobe PDF Viewer](#)

Recommended Software:
[Office 365 or Microsoft Office Suite](#)

Additional plug-ins and/or downloads may be required by specific courses. The courses will include information for obtaining and installing the appropriate plug-ins or software.

Email Account

A valid email address, checked daily, is required. **Students are encouraged to setup a professional email address for use when communicating with staff and faculty.** In addition, this email address will be used by Career Services to assist the student in building a network of contacts for job placement opportunities at the end of the program. If the student changes their email address, they are required to supply the correct address to the Student Success Coordinator or Director of Education so that it can be updated in the student's record and the learning management system.

Voluntary Education Partnership MOU

Pinnacle Career Institute participates in the Department of Defense (DoD) Voluntary Education Partnership Memorandum of Understanding (MOU) between the DoD Office and educational institutions. PCI has signed an MOU conveying the commitments and agreements between educational institutions and the DoD to allow funds to be received from a service's Tuition Assistance (TA) program. Pinnacle Career Institute proudly participates in Federal military and veterans educational benefits programs, including benefits provided by the Post-9/11 GI Bill and the Tuition Assistance Program. We join in the goal of the DoD's Tuition Assistance program to provide our service members, veterans, spouses, and other family members the opportunity to pursue a high-quality education and gain the skills and training they need to fill the jobs of tomorrow.

PCI follows the Principles of Excellence for Education Institutions Serving Service Members, Veterans, Spouses, and Other Family Members. These include:

- Provide meaningful information to service members, veterans, spouses, and other family members about the financial cost and quality to assist those prospective students in making choices about how to use their Federal educational benefits. This includes
 - Clear understanding of the total cost of the program, including tuition and fees
 - The amount of that cost that will be covered by Federal educational benefits
 - The type and amount of financial aid they may qualify for
 - Their estimated student loan debt upon graduation
 - Information about student outcomes
- To not use abusive and deceptive recruiting practices that target the recipients of Federal military and veterans educational benefits
- Ensure that high quality academic and student support services are provided to active-duty service members, reservists, members of the National Guard, veterans, and military families
- Allow service members and reservists to be readmitted to a program if they are temporarily unable to attend class or have to suspend the student due to service requirements. Also, take additional steps to accommodate short absences due to service obligations, provided that satisfactory academic progress is being made by the service members and reservists prior to suspending their students
- Agree to an institutional refund policy that is aligned with the refund of unearned student aid rules applicable to Federal student aid provided through the Department of Education and implementing the Return to Title IV requirements
- Provide educational plans that detail how they will fulfill all requirements necessary to graduate and the expected timeline of completion
- PCI provides a point of contact for academic and financial advising (including access to disability counseling) to assist service member and veteran students and their families with the successful completion of their students and with their job searches

Military Duty

On occasion, a student service member receives activation or deployment orders when enrolled in a term. If those orders will impact his or her ability to attend class, a number of options are available. Length of the duty will dictate which option is best for the student. The student should contact the Director of Education well before the duty period to review those options and establish a plan

Academic Accommodations

Academic accommodations is defined as all adjustments, alterations, and/or modifications that allow a student with a documented disability or impairment to have equal access to the institutions programs and activities.

Policy on Registering for Disability Services

A student is responsible for informing the school that they have a disability and need an academic adjustments or accommodations. Pinnacle Career Institute is not required to identify a student as having a disability or to assess their needs.

Students interested in receiving academic accommodations and/or support services must contact the school's ADA Specialist. To receive academic accommodations, students must first provide the school's ADA Specialist with appropriate documentation of their disability. A request can be made at any time during the students' academic tenure; however, proper protocol must be followed. Each course syllabi also provides students with an opportunity to self-identify and ultimately receive accommodations:

- Pinnacle Career Institution complies with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973 regarding students with disabilities. Any student who needs accommodations should inform their admissions coordinator when enrolling, or their instructor or Director of Education immediately at the beginning of the class that he/she will be requesting accommodations for. They will then be referred to contact the ADA Specialist to schedule an appointment to discuss and request academic accommodation services. If academic accommodations are approved, an Individual Education Plan will then be sent to the instructor(s).

Pinnacle Career Institution is not required to provide any testing or evaluation for documentation of learning or other disabilities and does not do so. The cost for documentation is borne by the student. The school's ADA Specialist reserves the right to request additional information should the documentation provided be insufficient in diagnosing and describing the disability or in providing enough information to determine academic accommodations. Furthermore, the school is not responsible for ensuring academic accommodations for students who identify themselves only to faculty and have not identified themselves directly through the ADA Specialist.

Required Documentation to Utilize Disability Services

To register with the ADA Specialist, documentation must be current and must be submitted by a licensed or certified diagnostician or medical professional. This documentation must be a comprehensive assessment including recommendations and rationale for accommodations as well as recommendations for treatment. Guidelines for providing documentation are listed below.

Documentation on file for the student **must**:

- Clearly state the diagnosed disability or disabilities.
- **Describe the functional limitations** resulting from the disability or disabilities.
- **Be current** — i.e., completed within the last 3 years for learning, last 6 months for psychiatric disabilities, or last 3 years for ADHD and all other disabilities (**NOTE**: this requirement does not apply to physical or sensory disabilities of a permanent or unchanging nature).
- **Include complete educational, developmental and medical history** relevant to the disability for which testing accommodations are being requested.
- **Include a list of all test instruments** used in the evaluation report and relevant subtest scores used to document the stated disability (this requirement does not apply to physical or sensory disabilities of a permanent or unchanging nature).
- Describe the specific accommodations requested.
- Adequately support each of the requested testing accommodation(s).
- Be typed or printed on official letterhead and be signed by an evaluator qualified.

The school's ADA Specialist reserves the right to request additional information should the documentation provided be insufficient in diagnosing and describing the disability or in providing enough information to determine academic accommodations. If there is an additional cost for this documentation, Pinnacle Career Institute may be responsible for these additional costs.

Procedure for Requesting Academic Accommodations

After providing the ADA Specialist with appropriate documentation and need for academic accommodations, documentation will be reviewed on an individual, case-by-case basis. Reasonable accommodations are individually determined and will be based on the functional impact of the condition and its likely interaction with the environment (course assignments, program requirements, physical design, etc.). As such, accommodation recommendations may vary from individual to individual with the “same” disability diagnosis and from environment to environment for the same individual.

To determine an appropriate academic adjustment, the school will review the student’s request in light of the essential requirements for the relevant program. The school is not required to lower or waive essential requirements. If the student has requested a specific academic adjustment, the school may offer that academic adjustment, or it may offer an effective alternative.

Should a student qualify for academic adjustments or accommodations, an appointment will be scheduled with the student’s academic programming team (i.e. Program Lead, Student Success Coordinator, Director of Education / ADA Specialist) to review the student’s recommended academic adjustments and/or accommodations. This will insure the team will take into account possible adjustments and recommendations the student may have. An Individual Education Plan will then be completed indicating the awarded accommodations, modifications, and/or auxiliary aids for that student. The Individual Education Plan must be signed by both parties before the student may enter the institution or enter the class that the accommodation is being provided. The Director of Education provides instructors a copy of the IEP, however students are responsible for setting up an appointment with their instructors with a copy their Individual Education Plan to review the accommodations.

Accommodations are **not retroactive**. Accommodations will take effect when the student has completed the accommodations request process, the ADA Specialist has approved the accommodations, and instructors have received the Individual Education Plan. Every effort will be made by Pinnacle Career Institute staff to ensure the students clearly understand what is expected, their rights and responsibilities. PCI staff will ensure a smooth and timely transition through this process. However, students are respected as adults and are encouraged to take an active role in informing faculty of authorized accommodations, collaborating with them to insure effective arrangements.

An Individual Education Plan applies only for the period of time in which the student is enrolled in the institution. Students who are re-entering the institution after any voluntary or involuntary withdrawal or transferring programs are required to resubmit their request to the ADA Specialist/Director of Education following the same policies and procedures for requesting academic accommodation, if they would like to receive academic accommodations upon re-entry to the institution.

Disability Complaint/Appeals Procedures

Students who feel that they have been adversely affected by disability decisions made by the institution can file a complaint or appeal to the Ex. Vice President.

Complaints or appeals filed by disabled students can include (but are not limited to) matters such as:

1. Reasonable academic accommodations or services requested which have been denied, terminated, suspended, or modified in such a manner as to limit the student’s access to the educational program or services of the institution that are required by the student to meet his/her educational goal;
2. For failure of the institution to provide a required academic accommodation or service in a reasonable time frame once the student has provided the necessary documentation to verify his/her disability; or
3. For actions, decisions, or procedures that the student feels have negatively affected his/her student status, privileges, or access to the educational programs or services of the college because of the student’s disability status.

The Ex. Vice President will be in contact with the student no more than five (5) working days of the student filing a complaint or appeal. The complaint or appeal is to be made through the Office of the Executive Vice President.

New Student Orientation

All new students are required to participate in a new student orientation session prior to the start of their program. During this orientation session, students will be informed of the pertinent rules and regulations of the institution, familiarized with the facilities, and introduced to faculty and staff members. Students will participate in this through the online learning management system.

Credit Assessment

Transfer and Award of Academic Credit

Academic credits with a grade of “C” or better earned at other accredited institutions may be transferred to PCI based on the comparability of the nature, content, and level of credit earned to that offered by PCI. No more than 50% of the required program quarter credits hours may be transferred and all credits must have been earned within the past five (5) years. Credits will be applied as transfer credit and will be calculated into the student’s Quantitative Satisfactory Academic Progress. Students wishing to obtain transfer of credit should have an official transcript and catalog or course descriptions sent by the accredited institution to PCI. There is no legally enforceable right for a student to require PCI to accept a transfer of credit from another educational institution. **Submissions should be made within thirty (30) days from the date of enrollment at PCI.**

Please note: PCI has no control over receiving institutions’ ability or willingness to accept and award PCI academic credits into another institutions’ program of study.

PCI Students Transfer and Award of Academic Credits

For current students changing program credit will be applied by associating grades into the new enrollment and those grades will be calculated into the student’s CGPA. Grades and credits that are not a part of the transfer program are not considered. For students who are re-entering into a new program, the same policy applies. For students re-entering into the same program, credit will be applied by associating grades into the new enrollment. All **Credits must have been earned within the past five (5) years.** These credits will be counted towards course hours attempted for the course completion percentage.

Students who have graduated from PCI in a certificate program that are entering into an applicable Associate Degree program, the 5 year time limit of transfer of credits will be waived.

Foreign Credentials Evaluation

Your High School document or other foreign educational credentials must be evaluated by a National Association of Credential Evaluation Services (NACES) Member prior to starting with Pinnacle Career Institute. The two most commonly used evaluators are:

- Educational Credential Evaluators, Inc. (ECE): <https://www.ece.org/>
- World Education Services, Inc. (WES): <http://www.wes.org/>

Apply for the “Basic Statement of Comparability” if you have graduated from a secondary school in your home country. Apply for “Course by Course” if you have attended a college or university in your home country and are seeking transfer credit or advanced standing.

For a full listing of evaluators, visit the NACES website: <http://www.naces.org/members.htm>

Credit by Examination

Some students may qualify for credit by examination for previous training or education gained elsewhere. This training and education must be documented at the time of application by a diploma, certificate, transcript or other correspondence before arrangements can be made. In some instances, students may have gained the commensurate knowledge in a work setting. In such a case, they must document the past work, length of time at that job and the work skills that they feel have

prepared them to adequately pass such an examination. **Students may not apply to test out of AHL100 Introduction to Allied Health Practices and Principles, MA101 Introduction to Medical Assisting, or TRDS100 Introduction to Trade Skills and Professionalism.**

The application to complete a course through credit by exam should be made **within thirty (30) days from the date of enrollment at PCI and can be obtained from the Director of Education.** Students will be charged a non-refundable fee of \$25.00 per credit hour for the course they are attempting to receive credit through the credit by examination process. Financial aid will not be applied to this fee. Full payment must accompany the application submitted to the Director of Education.

The Director of Education will make arrangements to administer a comprehensive examination over the course content. This may consist of both written and performance examinations. A minimum grade of 80% is required in order for credit to be awarded.

Students are allowed only one opportunity to test out of a course. Should they fail to pass the comprehensive examination, they must then successfully complete the full course in order to receive credit. There will be no indication of the failure on the student's transcript.

Credit by Exam will be applied to the student's program, if the student passes the examination, and will be added to the student's transcript and counted toward graduation requirements. However, no grade will be applied to credits earned through Credit by Exam and they will not be calculated in the qualitative Satisfactory Academic Progress. Refer to the Satisfactory Academic Progress policy for more information.

Academic credit by examination will not be awarded for more than two classes in any program.

Prior Learning Assessment

Students may be able to fulfill some course credits with Prior Learning Assessment (PLA). PLA credits may apply to certificate course requirements at Pinnacle Career Institute, unless otherwise specified in policy.

To qualify for PLA credit review, prepare a PLA portfolio that includes documents demonstrating your prior learning experience. Appropriate documentation eligible for review includes:

- Institutional or corporate training courses
- Transcripts from non-accredited colleges, schools, and training facilities
- Professional certificates
- State and national licenses
- Training courses, workshops and seminars
- Documentable work experience to include resume and employer-issued job descriptions

Submit your PLA application and portfolio to the Director of Education for **evaluation within 30 days from the date of enrollment at PCI.** Application of credits to a student's program may vary as a result of program requirements, credit deficiencies, and/or the current policies of Prior Learning Assessment or Pinnacle Career Institute.

PLA Credit Costs

There is a one-time application fee of \$100, which must accompany the application and portfolio submission. After review, a fee of \$25 per credit awarded must be received for credits to be applied. Financial aid will not be applied to these fees.

Application to the PLA process does not guarantee credits will be applied. Speak with your Director of Education about whether your experience can qualify for credit prior to application submission.

American Council on Education (ACE) Credit

Credit may be awarded through the American Council on Education (ACE) for selected courses taken through the U.S.

military and in business/industry. Credit recommendations are evaluated based on a review of each credit or examination successfully completed and the students chosen program of study.

PCI will consider skill-based courses taken while in the armed services for evaluation. To receive academic credit for military course work and schools, the student must submit a copy of his/her military training documents to PCI. These should include the DD214 or DD295, appropriate personnel file papers, and training certificates. Military transcripts are forwarded to the Chief Academic Officer for evaluation.

Student Finance

It is the goal of Pinnacle Career Institute to assist every eligible student in procuring financial aid to enable the student to attend our institution. Prospective students and their parents are encouraged to visit with the PCI Financial Aid staff for detailed information about various aid programs available. The primary responsibility for meeting the costs of education rests with the individual student and their families. All financial aid is awarded on the basis of need, regardless of sex, age, race, color, religion, creed or national origin. Need is defined as the difference between the cost of education for one academic year and the amount a student and/or family can be reasonably expected to contribute to this cost of education for the same period.

Financial Aid Eligibility – Title IV

In order to be eligible for Title IV financial aid, a student must:

- Be enrolled as a student in an eligible program of study on at least a half-time basis (with the exception of Pell and FSEOG);
- Have a high school diploma or the equivalent;
- Be a U.S. citizen or national, or an eligible non-citizen. Verification of eligible non-citizen status may be required;
- Have financial need (except for some loan programs) as determined by a need analysis system approved by the Department of Education;
- Maintain Satisfactory Academic Progress;
- Provide required documentation for the verification process and determination of dependency status, if required;
- Have a valid Social Security Number;
- Not have borrowed in excess of the annual aggregate loan limits for the Title IV financial aid programs;
- Be registered for the Selective Service, if required;
- Complete entrance counseling prior to receiving any Title IV funds, and exit counseling upon completion of program of study, or withdrawal from institution.

Pinnacle Career Institute Rights and Responsibilities of Financial Aid Recipients

Student Rights

Students have a right to know:

- What financial assistance is available, including federal, state and institutional aid.
- The deadlines for submitting applications.
- What criteria are used to award the various financial aid programs.
- How financial need is determined, including what the Cost of Attendance is.
- What resources are considered in calculating financial need and how other resources affect their need.
- That the information they give to the Financial Aid Office will be treated confidentially.
- Policies for students who withdraw.
- An explanation of the various funds in the financial aid package, including which financial aid programs must be repaid and which do not.
- How they can have their financial need reviewed if their family circumstances have changed.
- How Satisfactory Academic Progress is determined and how it might affect their financial aid eligibility.

Student Responsibilities

Students have the responsibility to:

- Complete a financial aid application on time and accurately. Students must reapply for all financial aid programs annually.
- Provide any additional information requested for the processing of their Financial Aid file (such as Federal tax returns, tax transcripts, verification worksheets, or other documentation).
- Read and understand all forms that they are asked to sign and keep a copy of such forms for their record.
- Use financial aid for educational expenses only.
- Make Satisfactory Academic Progress as determined by the Financial Aid Office.
- Inform the Financial Aid Office of any additional Financial Aid they receive such as scholarships, outside grants, assistantship or other educational/tuition assistance.
- Repay all loans according to the terms of the promissory note. Students who default on a loan are not eligible for additional Financial Aid.
- Know and comply with any refund procedures.

Students must inform PCI if their personal information changes such as:

- Their permanent or local address and phone number / or email
- Their enrollment status (credit load)

Entrance and Exit Counseling

Entrance and Exit Counseling is required by the Department of Education for all students that have borrowed subsidized or unsubsidized loans. A student may complete this requirement online at:

- Entrance Counseling – <http://www.studentloans.gov/>
Exit Counseling - http://www.nslds.ed.gov/nslds_SA/

Default Prevention

PCI works with Wright International Student Services (WISS), www.student-services-int.org, for Default Loan Management Prevention. If you have questions concerning your loans, or servicer of your loans you may contact your financial aid coordinator – fa@pcitraining.edu, or 816-389-2679.

Application Process

To apply for financial aid, a student must complete the Free Application for Federal Student Aid (FAFSA). The application must be completed carefully and accurately as it is the basis of determining the student's eligibility. Our Student Financial Aid Department is available to assist students in the completion of this form and to answer any questions.

The FAFSA is used to determine eligibility for all types of financial aid programs. Once processed, the application will produce an Expected Family Contribution (EFC), a number which determines eligibility. Financial aid from federal programs is not guaranteed from one year to the next; therefore it is necessary for each student to reapply every year while continuing their program of study.

Need and Cost of Attendance

Once the FAFSA is completed, the financial information will be used in a formula established by the US Congress that calculates the EFC, need, and helps determine eligibility. When combined with other aid and resources, a student's aid package may not exceed the cost of attendance.

Satisfactory Academic Progress

Students must meet the standards of Satisfactory Academic Progress (SAP) in order to remain eligible to continue receiving financial assistance as well as to remain eligible to continue as a regular student of the institution.

Satisfactory Academic Progress for purposes of continuing eligibility for federal financial assistance is determined by applying the CGPA requirements, maximum completion time restrictions, warning provisions, suspension and dismissal

procedures, and appeals procedures as outlined in the Academic information section of the catalog.

Students on Financial Aid Warning are considered to be maintaining Satisfactory Academic Progress and are eligible to continue receiving federal financial assistance. Students who have been academically withdrawn are no longer considered active students and are ineligible for financial aid. Reinstatement of financial aid eligibility will occur only after re-admittance through the appeal process, being placed on Financial Aid Probation, and maintaining SAP.

Grants and Loans

Federal Pell Grant

The Federal Pell grant is intended to allow eligible students financial access to the school or college of their choice. For eligible students, Pell Grants are the “floor” or base upon which all other aid is built. The amount a student may receive is determined by a standard U.S. Department of Education formula (EFC) which uses family size, income and resources, the student’s full- or part-time enrollment status, and how much of the student’s remaining education at the institution falls within the current federal award year (July 1 through June 30) to determine need. In order to be eligible for a Federal Pell Grant, a student may not have previously received a bachelor’s degree from any other institution. Award amounts are determined annually by the U.S. Department of Education.

Federal Supplemental Educational Opportunity Grant (FSEOG)

The FSEOG is a gift program for students who demonstrate exceptional financial need. The FSEOG program is federally funded for helping the financially needy undergraduate students meet the cost of postsecondary education. This program is administered by the college and FSEOG funds are awarded only to Federal Pell Grant recipients with the highest need after all other funding is applied to their tuition costs. The federal government allocates FSEOG funds to participating institutions and the limited funds pool requires PCI to award until depleted, so not all students may receive an award.

The regulated annual maximum amount of FSEOG is \$4,000 and the minimum is \$100. However, the Office of Financial Aid has determined self-imposed minimums and maximums to ensure that the greatest number of students have an opportunity to receive a portion of the FSEOG allocation. Usually the annual amount of award is \$300.00. FSEOG is only awarded for one year because of the limited availability of funds.

Federal Stafford Loan Program

Subsidized Federal Stafford Loan Program

These loans are available to eligible students enrolled at least half-time in an eligible institution and are based on the financial need demonstrated by each student. A student may borrow up to \$3,500 for the first academic year, and \$4,500 for the second academic year. The loan amounts will be prorated for academic years of less than thirty weeks. A student must repay his or her subsidized Federal Stafford loans based on the amount borrowed but no less than \$50 per month, beginning six months after graduation or termination of studies.

Deferral of Repayment

Repayment of a subsidized Federal Stafford Loan may be deferred for up to three years for any student:

- Who is seeking and is unable to find full-time employment;
- Who suffers economic hardship;
- Who returns to school and is enrolled at least half-time.

A student will be obligated for a 1.066% origination fee on each subsidized Federal Stafford Loan he or she receives.

Unsubsidized Federal Stafford Loan Program

These loans are available to eligible students enrolled or accepted for enrollment on at least a half-time basis at an eligible institution and who do not show available need. This loan was created so that all students, regardless of income, would be able to obtain a Stafford Loan. The terms and conditions of the unsubsidized loan, deferments, and interest rates, are the same as the Federal Subsidized Stafford Loan shown above, with a few exceptions, such as loan limits. However, interest is charged from the time the loan is disbursed until it is paid in full.

Federal Direct PLUS Loan Program

A Federal PLUS loan enables parents with good credit histories to borrow for each child who is enrolled at least half-time and is a dependent student.

PLUS loans enable parents to borrow the cost of attendance minus other aid. PLUS borrowing is limited to parents with favorable credit histories. For Federal Direct Plus loans first disbursed on or after July 1, 2018, the interest rate will be fixed

Current Interest Rates

Interest Rates for Direct Loans First Disbursed Between July 1, 2020 and June 30, 2021		
Loan Type	Borrower Type	Loans first disbursed on or after 7/1/20 and before 7/1/21
Direct Subsidized Loans	Undergraduate	2.75%
Direct Unsubsidized Loans	Undergraduate	2.75%
Direct Unsubsidized Loans	Graduate or Professional	4.30%
Direct PLUS Loans	Parents and Graduate or Professional Students	5.30%

Loan Repayment

For further information concerning how to repay your loans and repayment plan options please visit with your financial aid officer or go to the Federal Student Aid website at <https://studentaid.ed.gov/sa/repay-loans/understand/plans#estimator>

- The repayment estimator will assist you in determining your repayment on your federal student loans. <https://studentloans.gov/myDirectLoan/mobile/repayment/repaymentEstimator.action>

Cost of Attendance – Financial Aid

The cost of attendance reflects the amount of money a typical student is projected to need for school-related expenses during the academic year based on type of program. Below is the cost of attendance for undergraduate.

2020-21 Undergraduate Cost of Attendance

Tuition and Fees

Cost of the program (Books and Fees are part of cost structure).

Room and Board per Academic Year (30 weeks)

At Home	\$3,510
All Others	\$6,840

Personal Expenses

Cost varies depending on personal spending habits	\$2,040
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Transportation Expenses

Cost varies depending on personal spending habits	\$1,320
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Estimated Total

At Home	\$6,870
All Others	\$10,200

Other Loan Options

PCI can provide students with information on non-federal based financing options. Since these loans are not guaranteed by the government, PCI cannot guarantee acceptance.

Pinnacle Career Institute provides payment options for those students who have additional needs to cover the cost of the

program. Dependent on the needs of the student Pinnacle Career Institute provides different options. Please discuss with your financial aid coordinator if you would require any further information concerning these programs.

Payment Options Currently Being Offered by PCI are:

- Cash Payment Agreements
- On Time Payment Advantage – Retail Installment Contract
- Military Payment Agreement – Retail Installment Contract

Each payment option has different requirements options. Please speak with your financial aid office to receive information and full disclosure concerning each loan option.

Code of Conduct:

Our employees with Title IV loan responsibilities adhere to a code of conduct policy. This policy is available here and prohibits conflicts of interest for our financial aid personnel. Pinnacle Career Institute staff are required to comply with this code of conduct.

Financial Aid Compliance Code of Conduct

PCI is committed to ensuring the integrity of its employees and students with respect to all aspects of its schools and operations. The position you hold within PCI is evidence of the trust we have in you. Compliance with all applicable laws, regulations, and PCI policies and procedures, and performance of duties according to the highest standards of honesty and integrity, is expected of all of us.

This Code of Conduct for Financial Aid Compliance professionals applies to all PCI employees who are employed in a compliance role. If you violate provisions of the Code of Conduct, you subject yourself to discipline, up to and including termination of your employment.

If you do not understand or if you have any questions about PCI policies and procedures, a school Catalog, or this Code of Conduct, you should contact your supervisor, or the Director of Financial Services. If you believe any employee is violating PCI policies or procedures, a school Catalog, or a Code of Conduct, you must immediately notify the Director of Financial Services and the President's Office.

As a Financial Aid Compliance employee, I understand that I MUST:

1. BE ETHICAL and conduct myself with INTEGRITY.
2. Comply with letter of intent of Code of Conduct.
3. AVOID any conflicts of interest and comply with the PCI Student Loan Code of Conduct.
4. PROVIDE financial aid officers and prospective and enrolled students with accurate and complete financial aid and policy information.
5. KEEP student information confidential and COMPLY with the Family Educational Rights and Privacy Act (FERPA) as defined in the school Catalog.
6. COMPLY with applicable federal and state laws and regulations, accreditor rules, and PCI policies and procedures.
7. ADHERE to all policies and procedures set for by Pinnacle Career Institute (PCI).
8. Act professional in all my interactions with other employees, the students and others.

As a Financial Aid Compliance employee, I understand that I MUST NOT:

1. MAKE statements that contradict information in the school Catalog or Enrollment Agreement.
2. DISCUSS financial information of a prospective, enrolled, or former student with anyone except the student unless he or she provided a release in compliance with FERPA.
3. Instruct FAO's to COMPLETE or sign any document on behalf of a prospective, enrolled, or former student, including:
 - Initialing any document on behalf of a student
 - Using white-out or erasure material of any kind on a document, and
 - Modifying or altering information provided by a student
4. PROVIDE inaccurate information to FAO's or students, regarding the following:
 - Availability of financial aid funding

- Interest rates for student loans
 - Amount of financial aid funding
 - Criteria for financial aid eligibility
 - The school's programs, facilities, student services, and jobs
 - The school's graduation and placement rates
 - Or any statement that would mislead a student
 - Transfer of credits to or from other colleges or universities
 - Credentials or licensing a student may obtain, and
 - Potential income levels upon graduation
5. DISCUSS my own personal financial situation or engage in any conversations unrelated to financial aid.
 6. PROCESS another employee's Tuition Benefit unless specifically assigned to the student's account.
 7. PROCESS a family member or friend's funding package.
 8. Encourage a student to complete forms with false or misleading information.

As a Financial Aid Compliance employee, I further COMMIT that I will:

1. Stay current on and RE-READ frequently Department of Education Regulations, applicable PCI policies and procedures, applicable school Catalogs, Student Loan Code of Conduct and this Code of Conduct to ensure that I am familiar with all of the requirements and/or contents.
2. CONTACT immediately my supervisor or the VP of Financial Services if I have any questions about PCI policies or procedures, Student Loan Code of Conduct, school Catalog, or this Code of Conduct.
3. NOTIFY immediately the VP of Financial Services and the President's Office if I believe any employee is violating the school Catalog, PCI policies or procedures, or any Code of Conduct.

Scholarships

Scholarship and grant opportunities exist for students attending our institution. Below is a brief outline of scholarship and grants available for Pinnacle Career Institute. **All scholarships and grants listed below are limited to only programs which are eight months or longer.** For further information, the student should speak with his/her admissions coordinator or financial aid counselor. Only one PCI grant or scholarship may be received by a student per program and may not be exchanged for cash or exceed the direct cost of tuition, fees, and institutional charges. The list of scholarship and grant opportunities listed below **do not have set deadlines associated with the application process.** All are considered open, rolling enrollments and may be applied for at any time throughout the year.

PCI High School Scholarship

PCI recognizes the importance of providing educational opportunities for high school students in our area. PCI provides \$2,000 scholarships to selected area high schools to be awarded to deserving students. The scholarship must be applied toward tuition at PCI and cannot be exchanged for cash. To be considered for the scholarship, the student must follow the application process for the PCI High School Scholarship program and **apply prior to the beginning of the program.** Information may be obtained either from the student's admissions coordinator or by requesting it from the Registrar at PCI.

PCI Boot Camp Residential Scholarship

The PCI Boot Camp Residential Scholarship is awarded to a resident legally residing within the metro area in which a Boot Camp is located or within a regional area in relation to the boot camp that air travel may not be available and is within reasonable driving distance of the boot camp. The scholarship is worth \$400 to be applied towards tuition and cannot be exchanged for cash value. To be considered for the scholarship, the student must complete the application and provide proof of residency in relation to location of the boot camp to determine eligibility.

PCI Adult Learner Scholarship

The PCI Adult Learner Scholarship is a \$2,000 award established to assist adult learners in their quest for higher education. The PCI ALS is a one-time grant provided to qualified adult students planning to attend Pinnacle Career Institute. An application may be submitted by speaking with a financial aid counselor and filling out the scholarship form. The scholarship is awarded if all PCI criteria are met and if there is exceptional need of \$5,500 or higher after all

other Title IV and outside sources have been awarded for the direct cost of tuition, fees, books, and supplies. Students must apply prior to the beginning of the program.

PCI Adult Learner Scholarship Student Qualifications

- Enroll in a PCI Program
- Meet all admissions requirements of the institution
- Be a U.S. citizen or permanent resident
- Be at least 18 years of age and have a high school diploma or GED
- Not a previous recipient of any other PCI scholarships

PCI Displaced Student Scholarship

Pinnacle Career Institute recognizes the challenge facing students attending another school or technical institute that closes without notice. PCI is dedicated to assist those students who face this difficult situation and provide a means to complete their career training in the field that they were studying. This scholarship is specifically provided to students who have had their program of study interrupted by a school closure that failed to provide the student the ability to complete their program.

In order to qualify for this scholarship student must:

- Meet admissions requirements
- Provide proof of enrollment in a school that closed without warning or did not provide an avenue to finish.
- Provide official transcript of enrollment to verify and process transfer credits.
- Start program within one year of closure
- The scholarship is awarded one-time per individual and cannot be used with any other PCI scholarship/grant
- Maintain full-time enrollment in a certificate or degree program for which the student is receiving the scholarship
- Maintain Satisfactory Academic Progress as detailed in catalog

Students are awarded a tuition scholarship of up to \$1,000 as follows: Direct education program costs less full awarding of federal grants and/or scholarship, federal loans, and outside agency grants and scholarships not to exceed the direct cost of tuition and other institutional charges.

Scholarship application and required documents are to be provided to the financial aid coordinator prior to the planned term of attendance. A student who withdraws and re-enters will not be eligible to reapply.

PCI Displaced Workforce Scholarship

Pinnacle Career Institute recognizes the need to provide assistance to workers transitioning during a time of layoff or company closure. The PCI Displaced Workforce Scholarship is specifically provided to assist the displaced workforce with the direct program cost in order to obtain new or additional job skills training.

In order to qualify for this scholarship student must:

- Be an employee of an approved company as an eligible displaced workforce individual due to a group layoff/termination.
 - o Must provide from HR proof of lay-off/termination notice.
 - o If receiving company-provided education benefits: must complete all necessary steps to receive the benefit, provide from HR proof of eligibility and dollar amount, and pay education benefit amount to PCI.
- Start a program at PCI within three months from layoff/termination date.
- Apply for the scholarship prior to the beginning of the program by completing this application and providing all necessary documentation.
- Meet all admissions requirements.
- This scholarship is awarded one-time per individual and cannot be used with any other PCI scholarship/grant.
- Apply company-provided education benefit payable to the school for the direct cost of the educational program.
- Acknowledge personal responsibility to pay debt in the event of funding and/or eligibility changes.

- Awarding:
 - Students are awarded a tuition scholarship of up to 50% (maximum of \$2500) of the company provided education benefit or up to \$1500 (whichever is greater) without an education benefit based on need and cannot exceed direct program costs to create a credit or cash balance.
 - Award is determined by: Direct education program costs less company-provided education benefit less any other federal grants and/or scholarships not to exceed the direct cost of tuition, fees, books, and other institutional charges. If funding from outside source(s) and/or other federal financial aid exceeds program cost, the scholarship will be reduced or void.
 - Scholarship is earned and applied to account card at the end of the program with successful graduation.
- Academic Requirements: Must...
 - maintain full-time enrollment in a certificate or degree program for which the student is receiving the scholarship,
 - maintain Satisfactory Academic Progress as detailed in catalog,
 - successfully graduate from the program.

Scholarship application and required documents are to be provided to the Financial Aid Coordinator prior to beginning program.

PCI Military Scholarship

Pinnacle Career Institute recognizes and appreciates the service of our military men and women. The PCI Military Scholarship is specifically provided to assist eligible military personnel including active duty, reservist, honorably discharged veterans, and spouse/dependents (eligible for VA benefits) with the remaining direct cost of their academic program beyond direct costs covered by his/her military benefits.

In order to qualify for this scholarship a student must:

- Be an eligible military service man/woman: active duty, reservist, honorably discharged veteran, or spouse/dependent receiving transferrable education benefits;
- Apply for the scholarship prior to the beginning of the program;
- Complete and sign a scholarship application;
- Meet all admissions requirements;
- Maintain full-time enrollment in a certificate or degree program for which the student is receiving the scholarship beyond the add/drop week. Must complete the first 40 days per term to be eligible to receive the scholarship for each respective term;
- Provide documentation of active duty military status or honorably discharged by having their Commanding Officer or Education Services Officer sign this application. Honorably discharged status must provide a copy of the DD214 showing characterization of discharge prior to beginning class;
- Must provide proof of military benefit by providing a Certificate of Eligibility;
- Eligible spouse/dependent must provide proof of transferred educational benefit;
- Must complete all necessary requirements for the military to process the military benefit monies. VA benefits provide the funding source to the student to directly pay the school;
- Apply military benefit paid to the school for the direct cost of the educational program;
- Scholarship monies cannot exceed program cost to create a credit or cash balance on the account card. If funding increases, the scholarship will be void.
- Must maintain Satisfactory Academic Progress.

Students are awarded a tuition scholarship of up to \$5,000 as follows: Direct education program costs less the military benefit amount and any other federal grants and/or scholarships not to exceed the direct cost of tuition, fees, books, and other institutional charges.

Scholarship application and required documents are to be provided to the financial aid coordinator prior to the planned term of attendance. This scholarship must be applied for annually and if a student withdraws and re-enters, they must re-

apply.

PCI Tuition Assistance Military Scholarship

Pinnacle Career Institute recognizes and appreciates the service of our military men and women. The PCI Tuition Assistance Military Scholarship is specifically provided to assist eligible military personnel using his/her Tuition Assistance military benefits to cover all or some of the remaining direct cost of their academic program beyond direct costs covered by his/her Tuition Assistance military benefits.

In order to qualify for this scholarship a student must:

- Be an eligible military service man/woman with Tuition Assistance benefits;
- Complete and sign a scholarship application;
- Meet all admissions requirements;
- Maintain full-time enrollment in a certificate or degree program for which the student is receiving the scholarship beyond the add/drop week. Must complete the first 40 days per term to be eligible to receive the scholarship for each respective term.
- Provide documentation from the Education Officer specifically confirming Tuition Assistance eligibility as well as the exact dollar amount per each PCI academic year;
- Must provide proof of military benefit by providing a Certificate of Eligibility;
- Must complete all necessary requirements for the military to process the military benefit monies. TA authorization vouchers must be provided by the student directly to the school;
- Must meet continued responsibility to certify each term with the Education Officer and forward the TA authorization voucher to PCI;
- Must meet responsibility to annually re-apply for TA benefit in October for each year enrolled in the program;
- Apply military benefit paid to the school for the direct cost of the educational program;
- Those without full TA may have an out of pocket expense;
- Scholarship monies cannot exceed program cost to create a credit or cash balance on the account card. If funding increases, the scholarship will be void;
- Must maintain Satisfactory Academic Progress as defined in the PCI catalog.

Students are awarded a tuition scholarship of up to \$5,000 as follows: Direct education program costs less the military benefit amount and any other federal grants and/or scholarships not to exceed the direct cost of tuition, fees, books, and other institutional charges.

Scholarship application and required documents are to be provided to the financial aid coordinator prior to the planned term of attendance. This scholarship must be applied for annually and if a student withdraws and re-enters, they must re-apply.

PCI Boot Camp Disruption Scholarship

PCI recognizes the challenge for our Wind Turbine Technician (WTT) students wishing to continue their education into the Wind Energy Technology Associate of Occupational Studies (WETAOS) program due to the disruption of the boot camps by the COVID-19 pandemic which has caused difficulties in progressing forward into the WETAOS program. This scholarship is specifically provided to our WTT students who are facing a disruption of their scheduled boot camp and who also wish to continue into the WETAOS. A student who meets the below required criteria will be able to apply for and will be eligible to receive a scholarship in the amount of \$2500.00 which will be applied to the cost of the tuition of the WETAOS program.

Requirements are:

- Currently enrolled in the WTT Certificate Program during the COVID-19 pandemic
- Current minimum GPA of 2.0
- Must have completed all required coursework and receiving a satisfactory grade in the WTT practicum class
- Must have had their original scheduled boot camp disrupted and delayed by 30 days or greater due to the COVID-19 pandemic and without the delay being requested by the student.
- Must enroll into the WETAOS and agree to complete the WTT certificate requirements by successfully completing the boot camp as re-scheduled.

After enrollment and completion of the first WETAOS class, this scholarship will be applied directly to tuition, and shall not exceed the direct cost of tuition and other institutional charges.

Legacy Scholarship

The Legacy Scholarship is a scholarship dedicated to assisting immediate family members of PCI students/ alumni. Immediate family members (spouses, children, siblings and parents) of current PCI students or graduates will receive a \$1000 Legacy Scholarship to be used toward tuition at PCI. The graduate family member must have graduated within 10 years of the immediate family member applying for this scholarship and application must be made prior to the beginning of the program.

PCI Agency Benefits and Matching Grants

For students sponsored by Federal, State and local governmental, and non-profit training and rehabilitation agencies (i.e. CAP and Displaced Workers under Workforce Development, Vocational Rehabilitation including Veteran's Rehabilitation and The Services for the Blind), Pinnacle Career Institute makes available a limited number of grants based on remaining need after grant funds are applied.

Agency grants are made to facilitate career studies for individuals who meet PCI's admissions requirements and are sponsored by governmental and non-profit organizations dedicated to sponsoring education and training for economically, physically, or socially disadvantaged clients.

Current students may not directly apply for PCI's agency grants. Rather, the decision to award an agency grant is made by the Financial Aid department as a result of Agency Representatives and staff recommendations and or by the request of the sponsoring agency to make such a grant. The number of grants varies depending upon outside agency sponsorship and the availability of budgeted funds. Application must be made prior to the beginning of the program and applied for annually. If a student withdraws and re-enters, a new application must be completed.

The grant given by Pinnacle Career Institute is determined by the following: Tuition charges less the ITA (Individual Training Authorization) certification and any other federal grants and/or scholarships not to exceed the direct cost of tuition, fees, and institutional charges.

Tuition Fees and Policies

Student's Right to Cancel: Student shall have the right to cancel his or her Enrollment Agreement for any reason by submitting written notice of cancellation to an officer or director of the School. This notice may be personally delivered to the officer or director or mailed either certified or registered, return receipt requested. If personally delivered, the date of cancellation shall be the date of receipt of the notice; if mailed as stated above, the date of cancellation shall be the date of the postmark of the notice. The arbitration provision in the Enrollment Agreement shall survive and remain in effect notwithstanding any cancellation of the Enrollment Agreement.

Termination by the School: Pinnacle Career Institute may, at its sole discretion, terminate any student if the student:

- Falsifies his/her educational status certification on the Application for Admission;
- Fails to adhere to the attendance requirements as stated in the catalog or course syllabus;
- Maliciously destroys or damages any property of the school (the student may be held liable for the cost of repair and/or replacement of the damaged property);
- Demonstrates behavior disruptive of normal classroom discipline;
- Fails to maintain satisfactory progress as specified in this catalog;
- Fails to pay the program costs as agreed in writing;
- Fails to finalize or complete an Academic Improvement Plan;
- Engages in unlawful or improper conduct (including, without limitation, the unlawful possession, use, or distribution of illicit drugs and alcohol on school property) or conduct contrary to the best interest of the school, or any conduct that reflects discredit upon the school or its reputation, as determined by the school at its sole discretion.

- Engages in unprofessional conduct to such an extent as to be determined to consistently impair the welfare or educational opportunities of others in the Pinnacle Career Institute community.

The date of termination shall be the actual date that the Student is notified or the postmark of any notification of termination which is mailed to the Student by certified or registered mail, return receipt requested. **REINSTATEMENT OF THE STUDENT WILL REQUIRE WRITTEN APPROVAL OF THE SCHOOL.**

- Tuition may be either paid in full upon enrollment or complete payment must be accounted for on the Student Tuition Funding Worksheet.
- All tuition payments are to be made in accordance with the terms of the Enrollment Agreement and the Retail Installment Contract, if applicable. Special circumstances that may warrant other payment terms are granted only at the discretion of the institution.
- Any student delinquent in the payment of any sum owed to the institution may be blocked from class until satisfactory arrangement has been made with the institution. If satisfactory arrangements are not made, the student may be administratively withdrawn and a refund calculation applied.
- In the event of withdrawal by the student, tuition refunds will be made according to the terms of the Enrollment Agreement and listed in the Student Finance section of the catalog.
- For a first-time student entering the institution, PCI has a conditional acceptance policy in place. The new student must attend the first week of class, meet attendance requirements through the class, and receive a C or better as a final grade. Students who do not meet these requirements are considered to have not been accepted and incur no charges.
- A student who is re-entering the institution after having previously matriculated at PCI, will be charged tuition after posting attendance in their first scheduled class.

Cancellation Policy

The institution will refund advance payments of the student's tuition in accordance with the following policy for newly enrolled students to PCI.

Rejection of Application by Institution: All monies which were paid by the student to the institution shall be refunded in full if the student's Enrollment Agreement is rejected by the institution.

Five (5) Business Days: All monies which were paid by the student to the institution shall be refunded in full if the student requests cancellation of this agreement within five (5) business days of signing it.

Prior to Commencement of First Course: A student that cancels this agreement after five (5) business days of signing it, but prior to commencement of the first course, shall be entitled to a refund of all monies paid to the institution.

Tuition and Fees

See catalog addendum for current tuition and fees. If missing, notify the institution. The institution may, at any time and from time to time at its discretion, increase the tuition of the program and current pricing will be reflected within the Tuition Catalog Addendum. The price of the program remains the same throughout the program for the student as reflected within their Enrollment Agreement. A student, who ceases attending Pinnacle Career Institute, officially or unofficially withdraws prior to completion of their program, and re-enters into the program will be charged the current tuition price at the time of their re-entry.

Military Exception - For student using Chapter 31 or 33 benefits, PCI will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, on any covered individual because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement of a payment to be provided by the Secretary under chapter 31 or 33 of this title.

In addition, military students withdrawn for deployment on active duty or for long term training, upon return, shall be reinstatement to their program at the rate of initial enrollment agreement. Military students that are being deployed should notify the Director of Education as soon as possible and provide copies of the deployment papers or military orders.

Course Repeats

A student who attempts a class and withdraws from the class, fails the class, or must re-take a class to achieve satisfactory academic progress will be assessed the cost of the class at the time of their enrollment. Please see tuition and fee schedule and arrangement for payment must be made through the financial aid office prior to the repeat of the course.

General Tuition Refund Policy

The intent of Pinnacle Career Institute's refund policy for withdrawal is to ensure a fair and equitable settlement between the institution and the student. This policy complies with all state, federal, and accreditation standards.

- Tuition is charged by an academic term which consists of a ten week period of instruction. For modular based curriculum, the term consists of two (2), 5-week classes of instruction.
- In the event of withdrawal by the student, tuition refunds will be made according the terms of the Enrollment Agreement as listed below.
- The date that a student officially withdraws from the institution or the date a student is officially terminated by the institution becomes the Date of School Determination (DOSD).
- An official withdrawal means the student has notified the school in writing requesting to be withdrawn. The date the school receives the notification is the DOSD.
- An unofficial withdrawal means the student stopped attending for 14 consecutive days without official notification. If a student unofficially withdraws from school, the 14th calendar day after the student's last date of attendance becomes the DOSD and the last date of attendance is used to determine the amount of refund. The 14 day period does not include scheduled breaks of 5 days or more.
- For those who received Title IV funds please refer to the Title IV Tuition refund policy which determines the amount of Title IV funds required to be refunded prior to the General Tuition Refund Policy.

Table 4: Tuition Refund Schedule

Based on Each Academic Term:	
1-14 calendar days from the first day of class	95%
15-28 calendar days from the first day of class	75%
29-42 calendar days from the first day of class	50%
Beyond the 42 nd calendar day from the first day of class	None

If any monies are due to Federal Title IV funds, to the student, or other agency, the money will be returned within 45 days of the DOSD. If a student requests a voluntary withdrawal, Federal Title IV funds will be returned within 14 days of DOSD.

For students entering into Pinnacle Career Institute for their first class, please refer to the cancellation policy in regards to when tuition is charged.

Any credit balance remaining of less than a dollar will be written off. A balance due of less than \$15.00 will be reduced to zero by the school to close the student's account.

Return to Title IV Policy

For students who withdraw and received Title IV funds, the institution is required by federal statute to recalculate federal financial aid eligibility for these students; a determination must be made to determine the amount of Title IV aid that was earned by the student. If the amount disbursed to the student was greater than the amount the student earned, unearned funds have to be returned. Up through 60% of the enrollment period or term, a pro rata schedule is used to determine the amount of Title IV funds the student has earned at the time of withdrawal. After 60% of the enrollment period or term has been completed, the student has earned 100% of the Title IV funds that have been disbursed.

In calculating the amount of Title IV funds earned, the school will use the following Federal Title IV funds formula:
Percentage of payment period or term completed = the number of days completed up to the last date of attendance divided by the total days in the payment period or term. This percentage is also the percentage earned.

If a student earned less aid than was disbursed, the institution would be required to return a portion of the funds and the student would be required to return a portion of the funds. The requirements of Title IV program refunds when the student withdraws are separate from any refund policy that the institution may have. Keep in mind that when Title IV funds are returned, the student borrower may owe a balance to the institution. The school may also charge the student for any Title IV program funds that the student was required to return.

If a student earned more aid than was disbursed to their student account, the institution would owe the student a post-withdrawal disbursement which must be paid to the student's account within 180 days of the student's withdrawal. If the post-withdrawal disbursement includes federal student loan funds, the school must get the borrower's permission before it can disburse. The student may choose to decline some or all of the loan funds. The school is authorized to use all or a portion of the post-withdrawal grant funds for tuition, fees, books, and supplies. A student who is notified of eligibility of a post-withdrawal disbursement must approve within 14 days to the school in writing to receive.

There are some Title IV Funds that recipients were scheduled to receive that cannot be disbursed as post-withdrawal disbursements because of other eligibility requirements. For example, if the student is a first-time, first year, undergraduate student and has not completed at least the first 30 calendar days of the program prior to withdrawal, no Direct Loan funds can be disbursed.

If a refund is required, funds are allocated in the following order: Direct Unsubsidized Stafford Loans (other than PLUS loans); Direct Subsidized Stafford Loans; Direct Parent (PLUS) loans; Federal Pell Grants for which a Return of funds is required; Federal Supplemental Opportunity Grants for which a Return of funds is required.

Tuition Assistance (TA) Refund Policy

PCI has a policy that returns any unearned tuition assistance (TA funds on a proportional basis through at least the 60% portion of the period for which the funds were provided to the military Service Branch. PCI courses are 5 weeks (35 days) excluding scheduled breaks of 5 days or more and TA funds are pro-rated up to the 60% of the class is completed which at that time 100% of TA funds are earned.

Table 5: Tuition Assistance Refund Schedule

Based on Each Academic Course:	
1-5 calendar days from the first day of class	90%
6-10 calendar days from the first day of class	75%
11-20 calendar days from the first day of class	50%
21 calendar days from the first day of class	40% (60% of Course Completed)
Beyond the 21 st calendar day from the first day of class	None

General Tuition Refund Policy is still applied when calculating tuition charges for the term and student is responsible for any outstanding balance upon return calculation of all funds.

Other Agency Return Policies

If a student is terminated or withdraws from school prior to completing the program, Pinnacle Career Institute will follow the return policies for any third-party agency funding the student may have received. For students who use Military Tuition Assistance (TA) Funds, all TA money unearned will be returned to Veteran's Administration prior to any other refunds allocated.

Student Services

Student and Career Services Center

Pinnacle Career Institute seeks to create an environment that encourages and fosters the total development of each student through an integrated Student Support Program. As a result, Career Services and Student Services, education, and management work closely together to support the complete development of the student.

Career Service staff are available to students with questions about employment opportunities or field of study. An emphasis is placed in all classes to mentor and support students to the goal of being successful in placement and career growth in the chosen field. Soft skills development is built through learning successful communication with faculty and staff, presentations, building reliability through attendance, and skills practice.

Career Services includes:

- Developing a professional resume and cover letter
- Preparing for the interview; scheduling mock interviews for practice
- How to dress for success: when applying for job positions and interviews
- How to properly complete online applications
- How to set up and use social media for the job search – Social medial profiles
- How to network to land a job
- How to research a company and keep up with industry trends

Student services are available to provide ongoing support throughout the student's program. The Student Success Coordinator (SSC) provides support for our students and is a main point of contact. Our SSC works with students to provide services and assistance that enable students to experience educational success. Services include, but are not limited to:

- Health and safety issues
- Educational guidance and support including SAP and grade support
- Referrals to outside wellness and counseling services
- Tutoring services
- Bookstore assistance
- Attendance monitoring
- Scheduling guidance
- Basic technology support

PCI strongly encourages our students to reach out to student services, staff, and faculty to answer questions they may have and to assist with challenges they may be encountering while in their program.

Housing

Pinnacle Career Institute is located off I-435 between Red Bridge and Bannister exits in Kansas City, Missouri. Pinnacle Career Institute-North Kansas City is located off 1-29 in North Kansas City. Many apartments, duplexes, and houses are available in each area around the location. Pinnacle Career Institute does not operate on or off-campus housing. Students and their parents are solely responsible for housing arrangements, as well as their own security and safety. Students are responsible for making individual housing arrangements.

Student Activities

PCI encourages student activities that develop individual initiative, group leadership, and professionalism through participation in activities that relate to business objectives and provide recreational opportunities. School-related student activities must be sanctioned and supervised by the staff.

Academic Advising

It is the school's policy for all faculty and staff to focus on the student's needs at all times and provide the resources that will help them to complete their education goals while in school. Students who may require academic advising and tutoring

may arrange this with their Program Lead or Student Success Coordinator. The Director of Education is also available to discuss with students educational concerns that may need attention. Discussions about tests and grading should first be brought to the teacher. Further questions should be addressed to the Program Lead and then the Director of Education.

Learning Resource System (LRS)

Pinnacle Career Institute LRS includes all resources available to students, both on campus and online. PCI understands that students require library services to complete projects and study subjects in order to succeed in school. The LRS provides quality services and resources to assist students in achieving these goals and promotes professional, creative, and ethical growth of faculty and students.

The Learning Resource System includes an online learning management system (LMS) where classes with an online component are accessed, and an online library. The online library provides library resources, websites for research and personal interest, and a link to Pinnacle's YouTube page, which hosts industry specific educational videos produced and published by Pinnacle Career Institute.

PCI has partnered with Library and Information Resources Network (LIRN) to provide convenient, 24 hours a day, 7 days a week, online access to a virtual library for academic studies and research. This password protected, rich collection of periodicals and books, pertains to programs offered at PCI. PCI students may obtain the password required to access LIRN within their online classroom, from their instructor, or campus administration.

To access the Pinnacle Online Library, students may go to the following link: <https://www.pinnacleapps.com/library/>.

Academics

General Information

Terms and Credits

PCI programs of study are based on 10 week terms. Most programs are modular and are defined as two (2) five-week courses or "mods". Each course is assigned a specific number of contact and credit hours, depending on the student learning outcomes and requirements of the course. One clock hour equals 50 minutes of instruction. Students are also required to complete assignments or projects outside of class in order to meet the requirements of the course and contact hours.

Unit of Credit Definition

PCI awards quarter credit hours for credit earned. PCI offers coursework in flex-education/hybrid and online delivery methods. The institution consistently defines and applies the definition of academic credit to transfer courses and the award of credit hours regardless of delivery. For all courses, the contact to credit conversion formula is applied. (See the formula description below). For non-traditional courses, the objectives and content of the course are also considered. Coursework is structured in such a way that students have appropriate opportunity for preparation, reflection, and analysis of the content of the required coursework and must demonstrate that they have acquired the skills/competencies associated with the course through a variety of assessment methods. Non-traditional courses require the same number of weeks as traditional courses and contain that same amount of work based on the same set of student learning outcomes.

Contact Hour to Quarter Credit Hour Conversion Formula

Courses at PCI may include lecture classes, lab/clinic classes, internship/externship/ practicum hours, or a combination of these. One quarter credit hour is equal to 30 units. Course credits are calculated based on the following:

- 1 clock hour didactic = 2 units
- 1 clock hour Supervised Lab = 1.5 units
- 1 clock hour Externship = 1 unit
- 1 clock hour Outside Work = 0.5 unit

For Title IV financial aid funding purposes in our Certificate Programs:

- Each class or mod is 5 weeks long and consists of 30 clock hours per week with 25 hours of classroom time in online and/or classroom and 5 hours of outside work per week.
- 5 weeks at 30 clock hours per week is 150 clock hours per mod / class.
- Federal conversion of clock hours to credit hours is 25 hours to 1 credit. For PCI that converts as 150 hours / 25 = 6 credits per class. 2 classes per term is 12 credit hours per term / 36 credits for the academic year.

NOTE: It is the academic policy of Pinnacle Career Institute that every 125 hour per module course includes an additional 25 hours of outside work or learning activities that take place outside of scheduled class time to support course learning objectives. Outside work is reflected in the assignment of credit hours and course grades.

Documentation of completion of assigned outside work will be required in each class. Assigned outside work is assessed by faculty and calculated into the overall grade for the course. Time needed to complete online work will vary based on the individual student.

Academic Calendar

The academic calendar is available as an addendum to this publication. Please verify the start date with an admissions coordinator or staff member.

Course Numbering

Course structure at Pinnacle Career Institute is built to provide sequential learning for students. The course numbering system is one way of designating where courses fall into this sequence of learning. The 100 level is for introductory courses, each succeeding level requires the completion of at least one of the courses in the previous level and indicates more advanced courses in the sequence. Note: Numbering within the course levels does not necessarily indicate sequencing. For example: a 101 course will not always precede a 102 or 103 numbered course.

Academic Policies and Procedures

Pinnacle Career Institute reserves the right to revise all policies and procedures contained in this catalog.

Leave of Absence

Pinnacle Career Institute (PCI) is a term-based academic institution which offers courses in modules. PCI does not offer a leave of absence policy for its students because of the term based modular instructional design. If a student attending a standard, term-based program offered in modules ceases to attend at any point prior to completing the term they are enrolled in, unless the school obtains written confirmation from the student at the time of the cease of attendance that he or she will attend a module that begins later in the same term, they will be considered a withdrawal. With written notification of not attending a module within the term, the student must begin attendance within another module of the term or be considered to have withdrawn from the institution and the General Tuition Refund Policy and the Return to Title IV calculation as stated with the enrollment agreement and school catalog will be applied. The last date of attendance will be used to calculate the tuition refund and Return to Title IV with the date of school determination being the date the student notified the school that they would be returning.

Exception to Policy – Pregnancy and Pregnancy Related Issues

In regards to Title IX and requirements of 34 C.F.R 106.40 regarding discrimination based on pregnancy and parental status. An institution which does not maintain a leave policy for its students, the institution shall treat pregnancy, childbirth, false pregnancy, termination of pregnancy and recovery therefrom as a justification for a leave of absence for so long a period of time as is deemed medically necessary by the student's physician, at the conclusion of which the student shall be reinstated to the status which was held when the student leave began.

Students whose physician has deemed it medically necessary to cease attendance because of pregnancy, childbirth, false pregnancy, termination of pregnancy and recovery therefrom should contact the Title IX Coordinator or the Executive Director concerning steps to request this leave. They may also refer to Institutional Policies Non-Discrimination within the Student Handbook.

Professional Conduct

Pinnacle Career Institute is dedicated to the training and advancement of workplace skills and the development of ethically sensitive and responsible citizens. Students have the responsibility to conduct themselves in a manner that does not impair the welfare or educational opportunities of others in the Pinnacle Career Institute community. Students must act as responsible members of the academic community and their respective future professional communities; respect the rights, privileges, and dignity of others; and refrain from actions that interfere with normal PCI functions.

If a student has been administratively withdrawn due to unprofessional conduct, they may appeal in writing to the Executive Director of the campus. Any documentation that supports their appeal should be attached to the request form. An appeal committee consisting of the Executive Vice President and the Director of Education, will review the student's appeal, any documentation provided, and provide a resolution to the student in writing.

Should the student be dissatisfied with the resolution provided, the student may appeal to the President of Pinnacle Career Institute. That resolution will be final.

Termination by the School

Pinnacle Career Institute may, at its sole discretion, terminate any student if the student:

- Falsifies his/her educational status certification on the Application for Admission;
- Fails to adhere to the attendance requirements as stated in the catalog or course syllabus;
- Maliciously destroys or damages any property of the school (the student may be held liable for the cost of repair and/or replacement of the damaged property);
- Demonstrates behavior disruptive of normal classroom discipline;
- Fails to maintain satisfactory progress as specified in this catalog;
- Fails to pay the program costs as agreed in writing;
- Fails to finalize or complete an Academic Improvement Plan;
- Engages in unlawful or improper conduct (including, without limitation, the unlawful possession, use, or distribution of illicit drugs and alcohol on school property) or conduct contrary to the best interest of the school, or any conduct that reflects discredit upon the school or its reputation, as determined by the school at its sole discretion.

Engages in unprofessional conduct to such an extent as to be determined to consistently impair the welfare or educational opportunities of others in the Pinnacle Career Institute community

Graduation Requirements

To complete and successfully graduate from Pinnacle Career Institute, each student must meet the following requirements:

- Successfully complete with a passing grade, all required credit hours, either through transfer credit or through PCI;
- Achieve a minimum cumulative GPA of 2.0 or better

To receive your certificate or diploma upon graduation, each student must meet the following requirements:

- All tuition and fee payments are current;
- Complete Financial Aid Exit Counseling requirements where applicable;
- Complete Career Services Exit Counseling.

Transcript of Records

An official transcript is a certified copy of a student's permanent record that shows the academic status of the student at time of issuance. The registrar will release transcripts upon formal written request by the student. Requests must include the student's full name as recorded while attending Pinnacle Career Institute, social security number, and number of copies desired and where the transcript should be sent, along with the student's original signature. Transcripts may be withheld because of indebtedness to the school.

One copy of an unofficial transcript will be issued to the student at no charge. Thereafter, there will be a \$5.00 charge for all subsequent requests.

Academic Integrity

It is the intention of Pinnacle Career Institute to help students value the principles of integrity, honesty, hard work, and the motivation to be highly successful in their chosen career paths. We believe these core values help shape an individual's personal and professional behaviors. These values become an informal contract between faculty and students, where education is valued and a common set of behaviors promote success. Academic Integrity comprises all student behavior, and violations intended to gain unearned academic advantage or interfere with another's academics by fraudulent and/or deceptive means are prohibited.

Examples of inappropriate student conduct that can lead to the imposition of sanctions include, but are not limited to, the following:

Taking Information:

- Copying graded homework assignments from another person;
- Unauthorized collaborative efforts on take home exams or graded homework;
- Looking at another student's paper during an examination;
- Unauthorized use of text materials or notes during an examination.
- Unauthorized use any personal handheld or digital device to obtain notes or information during an examination.

Providing Information:

- Giving one's work to another to be copied, paraphrased, or plagiarized;
- Giving answers to another student during an examination;
- After having taken an examination, passing information concerning the examination on to students who still must take it;
- Providing a required writing assignment for another student;
- Taking an exam, writing a paper, or doing a project for another student.

Plagiarizing:

- Unauthorized copying of all or parts of an article, paper, book, published work or other proprietary source including documents from the World Wide Web and submitting all or parts of the article or paper as one's own work, without proper citations or attribution;
- Submitting a paper acquired from a "research" or term paper service;
- Failing to give credit for ideas, statements of fact, or conclusions derived by another author;
- Failure to use quotation marks when quoting directly from another source, whether it is a paragraph, a sentence, or part thereof (except in some informal writing assignments, such as reading responses or reader's logs/journals, when the instructor has specified different guidelines);
- Retyping a paper not originally written by the student and handing it in for credit;
- Claiming credit for work done by someone else.

Other Examples of Inappropriate Academic Conduct:

- Conspiring with one or more fellow students to engage in any form of academically dishonest conduct;
- Lying to an instructor to improve one's grade;
- Having another student take one's exam, do one's computer program, or lab experiment;
- Submitting a paper that is substantially the same for credit in two different courses without the approval of both instructors;
- Altering a graded exercise after it has been returned, then submitting the exercise for re-grading, (unless permissible under the guidelines of the assignment);
- Removing tests from any location without the instructor's approval;
- Stealing exams or other course materials from an instructor or his/her agent;
- Stealing or altering an instructor's grade book or other academic records;
- Using spell-check or grammar-check software on a writing assignment when expressly prohibited from doing so;
- Accessing, changing, or using any information or data from a computer system to gain academic advantage for one's self or any other student.

General Statement of Student Responsibility

The student has full responsibility for both the content of academic assignments submitted for evaluation and the integrity with which all academic work submitted for evaluation has been done. **Ignorance of an express rule regarding inappropriate student conduct does not excuse one from adhering to appropriate ethical standards in the completion of academic assignments.** When in doubt as to the appropriateness of any action, students are to ask their instructors for clarification and guidance.

Academic Censure

Offenders are subject to academic censure which may include failure of an assignment, failure of a course, or termination from school.

Class Schedule and Attendance Policy

The student's attendance record is one of the prime factors in successful job placement upon graduation. Students with good grades but poor attendance will often find it difficult to enter into and succeed in their new career. Pinnacle Career Institute requires student attendance in each class and has strict requirements for attendance. PCI acknowledges that there are days when a student cannot attend school or will arrive late for a class due to unavoidable circumstances. However, students are expected to notify their instructor, in advance when possible, of their absence from class. Please review the following class schedules and specific attendance requirements:

Distance Education Class Delivery

Class Schedule

Attendance is monitored weekly in the online (DE) classroom. For academic and attendance purposes, a week is defined as 12:00 a.m. Monday to 11:59 p.m., Sunday CST, with the exception of school breaks. Students should prepare to be academically engaged a minimum average of 25 hours per week.

NOTE: Logging into the LMS without doing any academic work will not count as attendance. Please refer to the attendance policy for online to ensure that the student remains actively engaged in the course and in compliance with the attendance policy.

Attendance Policy

Pinnacle Career Institute delivers its distance education programs online via the Internet with synchronous and asynchronous components. Students and faculty members interact with one another in virtual classroom environments via presentations, videos, video conferencing, simulations, assignments, labs, weekly participation in forums with faculty and other students, quizzes and tests. Success depends upon the individual student's self-motivation, ability to undertake self-directed study and determination to meet all assignment deadlines.

At PCI, we find our most successful students dedicate on average more than 25 hours per week to their studies and access their online classroom daily. Keeping pace weekly with participation and homework assignments is essential to successful course and program completion. Interaction with other students and faculty each week is an important element of each course.

Students enrolled in distance education classes are expected to complete a significant portion of their course work independently. Due to the nature of online learning, the instructor's role is that of a facilitator and guide. In that role, the instructor will provide the student with guidelines and learning activities and will offer feedback and evaluation as well as guided forum discussions as the student proceeds with the course.

The institution's philosophy on attendance supports its mission for preparing students in allied health, business, and technical careers and professional related fields.

Distance Education Attendance:

- Students are expected to attend their class for each module and complete all academic activities assigned throughout each academic week. An academic week begins at 12:00 am CST Monday through 11:59 pm Sunday CST.
- Attendance for each week is documented through the submission of a minimum of one graded attendance-qualifying activity per week in the registered module.
- Graded attendance-qualifying activities are defined as any activity, quiz, paper, lab, etc., or discussion forum.
- A student who does not submit a minimum of one graded attendance-qualifying activity per week in the module will receive an attendance warning.
- An online student who does not submit a minimum of one graded activity for two consecutive weeks (14 days) in a scheduled class will be considered to have administratively withdrawn from the institution at the end of second consecutive week and this will be the Date of School Determination (DOSD) for the institution.

Flex-Education Class Delivery

Class Schedule

Classes are offered through a hybrid or blended format including on campus and online coursework.

Each program has varied class schedules for morning and evening classes. Please refer to your program coordinator and program syllabus for scheduled class times. The building opens at 8:00 am each morning, Monday – Friday and classes as scheduled start at 8:30 in the morning. In the evening classes begin at 6:00pm. There are no classes on Friday evenings. Other times may be scheduled as arranged with the students. All class sessions have appropriately scheduled breaks. Class days of the week and times of the day may vary throughout a student's program, depending on program progression, scheduling needs and faculty availability. Students can enroll in day or evening sessions, day sessions can alternate between morning and afternoon, and some online programs include a boot camp which can run up to 12 twelve consecutive days including weekends. Students will be notified in advance of changes; schedule for classes are released prior to each class start.

NOTE: Documentation of completion of assigned outside work will be required in each class. Assigned outside work is calculated into the overall grade for the course. Time needed to complete outside work will vary and will require a minimum average of 5 hours per week.

Attendance Policy

Flex-Education is a residential program with a hybrid delivery format where each class has on-campus and online work. It is critical for students to participate in **both** components of a class to successfully pass the class. Attendance are:

On-campus attendance:

- Students must attend a minimum of 75% of total on-campus class contact hours for the class.
- Absences exceeding 25% will result in a failing grade and the student will be required to repeat the course.

Online attendance:

- Students must submit a minimum of one graded attendance-qualifying activity per week. Graded attendance-qualifying activities are defined as any activity, quiz, paper, lab etc., or discussion forum.
- A student who does not submit any two weeks of online work will fail the class.

A student who is not in scheduled class at the campus for two consecutive weeks (14 days) will be administratively withdrawn.

Late Work Policy

PCI does not allow a student to make-up time missed. However, if an assignment (work sheet, activity, lab, quiz, discussion, or other graded assessment) is not submitted by the due date, the student will be allowed to submit it late. An assignment submitted late may be assessed a 5% deduction off the final grade for each calendar day it is late. Late assessments are not accepted after the close of class, Sunday at 11:55 pm CST, the final week.

Attendance Waiver Policy

PCI will grant students a waiver to the attendance policy with documentation that supports the extenuating circumstance. The following criteria is reviewed when considering approval of an attendance waiver:

- ✓ Student has not missed more than 150% of allowable absence
- ✓ Student Satisfactory Academic Progress
- ✓ Student attendance history
- ✓ Student must have a qualifying circumstance
- ✓ Student must provide adequate written documentation that verifies the circumstance
- ✓ Student must make arrangements to make up all work missed during their absence

Only certain situations will be considered for attendance waivers. Students must present documentation for the waiver to the Director of Education prior to the end of the mod. Requests should be made prior to the end of mod and all work completed or an incomplete grade will need to be requested.

Attendance Waivers may be considered for:

- ✓ Serious illness or injury requiring medical treatment
- ✓ Death of an immediate family member
- ✓ Military training or related travel
- ✓ Jury duty lasting longer than 3 days
- ✓ Natural disasters in the student's area
- ✓ Other extenuating circumstance will be considered on a case by case basis.

Non-qualifying examples may include, but are not limited to:

- ✓ computer problems
- ✓ transportation problems
- ✓ work schedule
- ✓ vacation
- ✓ family activities

Academic Evaluation and Honors

For students to be fully aware of their progress, evaluations must take place regularly. Course grades are evaluated according to the grade scale below.

Table 1: Grade Evaluation

GRADE	PERCENTAGE
A	90-100%; Credit Awarded
B	80-89.9%; Credit Awarded
C	70-79.9%; Credit Awarded
D	60-69.9%; Credit Awarded
F	≤ 59%; No Credit Awarded
I - Incomplete	No Credit Awarded – 2 weeks to complete
P - Pass	Credit Pass; Credit Awarded
FL - Fail	No Credit Awarded
W - Withdraw	No Credit Awarded – within the first 2 weeks of class
WP - Withdraw Pass	No Credit Awarded – after first 2 weeks
WF - Withdraw Fail	No Credit Awarded – after first 2 weeks

Table 2: Academic Honors

HONOR	GRADE POINT AVERAGE (GPA)
President's Honors List	3.90 & above– with no grade lower than a "C"
Academic Honors	3.50 - 3.89– with no grade lower than a "C"

The academic evaluation period for Pinnacle Career Institute is based on the academic term. Final grades are posted to the student's record within 72 hours of completion of the class.

Student Grade Appeal

Students who want to appeal their grade from the previous course must contact that instructor no later than one week

following the end of the course. If issues remain unresolved after reviewing the grade with the instructor, students may appeal the grade by submitting a Student Grade Appeal form to their campus director of education or campus director. Grade appeal requests must be made within three weeks of the end of the course for which the grade is being appealed and will be resolved within four weeks of the end of the course.

Satisfactory Academic Progress

General Standards

All students entering PCI must make Satisfactory Academic Progress toward their program completion. Satisfactory Academic Progress is measured both qualitatively (GPA) and quantitatively (Credits attempted and completed). These measurements include cumulative results during all periods of the student's education.

Qualitative Progress

- The student must maintain a specified cumulative grade point average (CGPA) as outlined in the Satisfactory Academic Progress Table (See Table 3).
- When a course is repeated, the new grade will replace the original grade for the purposes of the calculation of the CGPA.
- Transfer credits (TC) accepted by Pinnacle Career Institute are not used in the calculation of the student's CGPA from other schools. Transfer of credits from within PCI that are part of the student's new program of study are counted into the CGPA as outlined.

Quantitative Progress

- The student must complete their academic program within a specified maximum time frame. At PCI, the maximum time frame is 1.5 times the number of quarter credit hours of the program. This means that a student can attempt a maximum of 150% of the credits in the program. For example: if an academic program requires 66 credits (100%), a student cannot exceed 99 total credits which is 150% (66 total credits for the program x 1.5 = 99 credits).
- The grades of A, B, C, D and P indicate successful completion and credit is awarded. The grade of F, FL, or I, indicates a lack of completion; no credit is awarded.
- The grades of A, B, C, D, F, and WF are used in calculation of the CGPA.
- The grade of W is for a student who is withdrawn from the school – Voluntary or Involuntary. The W does not affect CGPA but is calculated in the credits attempted within the program. A WF is for a student who has withdrawn from the class but has given documented intent to return for the next class. This grade is calculated both in the CGPA and the credits are calculated in the credits attempted.
- A student who has received transfer credit must complete their program of study within 1.5 times the rate of a student making normal academic progress. Such progress is measured according to the number of quarter credits remaining to be completed at Pinnacle Career Institute.
- If it is determined at any point that the student is unable to successfully complete the program within the prescribed 1.5 times rate of a student making normal academic progress, that student may be academically withdrawn from the program. At the point of determination, the student will be notified in writing by the Director of Education that they are being academically suspended from the program.
- Pass/Fail classes are not calculated in the CGPA. Pass/Fail classes attempted are calculated in maximum time frame (completion percentage)

Table 3: Satisfactory Academic Progress

Terms or Quarters	CGPA Required for Programs less than three terms	CGPA Required for Programs 3 terms or longer	Required Completion % of Credit Hrs. Attempted for the Entire Program (cumulative credits)
First Term	1.60	1.30	50%
Second Term	2.0	1.60	50%
Third Term	2.0	2.0	66.7%
All Subsequent Terms including Associate Degree		2.0	66.7% Cannot exceed 150% of total credits in program

Academic/ Financial Aid Warning

Students are placed on Academic/Financial Aid Warning if they do not meet Satisfactory Academic Progress (SAP) at any evaluation point in their program. **Students are allowed only one academic/ financial aid warning during their program.** A student placed on Academic/Financial Aid Warning must show both academic progress at the end of each class and the ability to achieve SAP by the end of the term, or they will be withdrawn from the institution. The student will remain in a Academic/Financial Aid Warning status until the completion of the next term, at which time they must meet SAP or be academically withdrawn. Students are considered to be maintaining SAP while on Academic/Financial Aid Warning and maintain eligibility for Title IV funding.

Notification

Students placed on Academic/Financial Aid Warning are notified in writing. This notification is made to assist the student in improving their CGPA and course completion percentage through the development of an educational plan with their program lead and periodic review with their instructor. They must reach SAP at the end of the term after they have been placed on Academic / Financial Aid Warning.

Academic Withdrawal

A student who is withdrawn for not making Satisfactory Academic Progress either by qualitative or quantitative standards, has not made academic progress after being placed on Academic/Financial Aid Warning, or has been disqualified by failing a class three (3) times, will be withdrawn from the institution and notified in writing by the Director of Education. They will not be eligible for federal financial aid.

A student who has failed two classes in succession must successfully repeat one of the failed classes before progressing in the program. If the class is not immediately available, a mod waiver or withdrawal may be necessary until the class is available. A student will be withdrawn for receiving three failing grades in succession. A student who has been academically withdrawn has the right to appeal that determination in accordance with the appeals procedure.

Financial Aid Probation

Students must submit an Appeals Application to the Academic Standing Committee which is comprised of the Program Lead, Director of Education, Registrar and Compliance. The committee will determine if circumstances warrant a student being eligible to continue in the appeals process. Both CGPA and Credit completion will be assessed in this appeal to determine if student may successfully complete the program.

A student approved to re-enter through the appeals process who was withdrawn for not making Satisfactory Academic Progress will return on Financial Aid Probation I and will have a written Academic Improvement Plan (AIP) that will outline requirements for the re-enter. The AIP will include:

- Attendance requirements
- Meeting requirements with academic advisor / DOE to monitor progress
- Academic Progress at the end of each class
- Both the qualitative and quantitative requirement after each term is determined within the AIP, with the student reaching Satisfactory Academic Progress on the timeline set within the AIP.

Students on Financial Aid Probation maintain eligibility for Title IV funding as long as they are meeting the requirements as set forth in their AIP. If they do not, then they will be administratively withdrawn for SAP. A student will then be required to wait a minimum of 10 weeks (one term) and re-apply through the appeals process. They will then re-assessed by the Appeals committee to determine if they are eligible to re-enter.

A student approved to re-enter through the appeals process who was withdrawn for failing three classes in succession will return on the status they held prior to withdrawal and are subject to the Satisfactory Academic Progress standards and terms as before withdrawal.

Request for Case Review

A student who is dissatisfied with the outcome of the appeal may submit a written request for interview and case review by the Executive Vice President. Upon completion of the case review, the Executive Vice President will make a final determination and the student will be notified in writing of the outcome of this review.

Request for Incomplete

A student may be awarded an "Incomplete" grade in a course in the case of special circumstances where they are unable to complete coursework in the pre-set time limitations. Students will be required to submit reasonable documentation as determined by PCI to the Director of Education. Such special circumstances might include:

- Injury or illness requiring hospitalization or long term medical care
- Participation in jury duty lasting more than two weeks
- Military service – training or conversion to active duty status
- Other special circumstances

Once a student's grade has been changed to an Incomplete, they have two (2) weeks from the time of final approval to clear the Incomplete. This may be done by completing the course work for an award of a grade. **If the student fails to clear the Incomplete (by completing the coursework for a grade), the student will receive a zero on any outstanding coursework and this will be calculated into the final grade for the course.** At the end of the two week period, the student may appeal for an extended incomplete period; the Director of Education will determine if the appeal will be granted.

Course Repeat Policy

If a student receives a "D" or "F" in a course, the course may be repeated in an effort to improve the grade. Normal registration procedures are followed when a student repeats a course. A new grade earned in a repeated course will be computed in the student's cumulative grade point average. Student's transcripts will record both the initial course grade and the subsequent repeat grade. Once the course is retaken, the original course and grade will be indicated by a footnote that explains that the course has been repeated. The initial course grade(s) will no longer factor into the student's CGPA but the credit hours attempted do count towards the Credit Completion Percentage. The earned grade from the subsequent course will be posted as the official grade and will be calculated into the student's CGPA. A "D" grade may not be eligible for financial aid unless it must be repeated to reach CGPA at the end of the program. The student should verify with the financial aid office to ensure that they are eligible for funding.

Students are limited in attempting a course three (3) times to pass the course during an enrollment. Additional tuition and fees will apply. The student will be placed on academic warning after the second attempt. The failed course must be retaken within the next term and successfully passed and be meeting SAP or the student will be academically withdrawn. Please see Financial Aid Probation in this section for the reentry process.

Withdrawal - Non-Academic

Should a situation arise which requires a student to withdraw from PCI, the student must give written notice of withdrawal to the Director of Education, in order to officially terminate their enrollment. Students who do not provide written notification will be withdrawn from classes when it is determined by PCI that the student is no longer pursuing their educational objective. This date is determined after the student has stopped attending for 14 consecutive days of required attendance without official notification and is considered an unofficial withdrawal.

Transfer and Award of Academic Credit

Academic credits with a grade of “C” or better earned at other accredited institutions may be transferred to PCI based on the comparability of the nature, content, and level of credit earned to that offered by PCI. No more than 50% of the required program quarter credits hours may be transferred and all credits must have been earned within the past five (5) years. Students wishing to obtain transfer of credit should have an official transcript and catalog or course descriptions sent by the accredited institution to PCI. There is no legally enforceable right for a student to require PCI to accept a transfer of credit from another educational institution. **Submissions should be made within thirty (30) days from the date of enrollment at PCI.**

Seeking Additional Credential

For PCI graduates, credit will be applied by associating grades into the new enrollment and those grades will be calculated into the student’s CGPA. **Credits must have been earned within the past five (5) years.** These credits will be counted towards course hours attempted for the course completion percentage.

Change of Program PCI Students Transfer and Award of Academic Credits

For current students changing program credit will be applied by associating grades into the new enrollment and those grades will be calculated into the student’s CGPA. Grades and credits that are not a part of the transfer program are not considered. For students who are re-entering into a new program, the same policy applies. For students re-entering into the same program, credit will be applied by associating grades into the new enrollment. All **Credits must have been earned within the past five (5) years.** These credits will be counted towards course hours attempted for the course completion percentage.

Student Records

Transcript of Records

An official transcript is a certified copy of a student’s permanent record that shows the academic status of the student at time of issuance. The registrar will release transcripts upon formal written request by the student. Requests must include the student’s full name as recorded while attending Pinnacle Career Institute, social security number, and number of copies desired and where the transcript should be sent along with the student’s original signature. Transcripts may be withheld because of indebtedness to the school. One copy of an unofficial transcript will be issued to the student at no charge. Thereafter, there will be a \$5.00 charge for all subsequent requests.

Student Record Privacy

The Family Educational Rights and Privacy Act (FERPA) afford eligible students certain rights with respect to their education records. (An “eligible student” under FERPA is a student who is 18 years of age or older and in attendance at Pinnacle Career Institute. For the purposes of this policy, attendance begins on the first day of the term in which a student is enrolled.) These rights include:

1. The right to inspect and review the student's education records within 45 days after the day Pinnacle Career Institute (“School”) receives a request for access. A student should submit to the registrar, director of education, head of the academic department, or other appropriate official, a written request that identifies the record(s) the student wishes to inspect. The school official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
2. The right to request the amendment of the student’s education records that the student believes is inaccurate, misleading, or otherwise in violation of the student’s privacy rights under FERPA. A student who wishes to ask the school to amend a record should write the school official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed.

If the school decides not to amend the record as requested, the school will notify the student in writing of the

decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

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

The school discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the School in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person serving on the board of trustees; or a student serving on an official committee, such as a disciplinary or grievance committee. A school official also may include a volunteer or contractor outside of the School who performs an institutional service of function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of PII from education records, such as an attorney, auditor, or collection agent or a student volunteering to assist another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the School.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by Pinnacle Career Institute to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202

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

Pinnacle Career Institute student directory information includes name, local address and telephone number, permanent address, e-mail address, date and place of birth, photograph or likeness, college, curriculum, enrollment status (full/part-time), classification, dates of attendance, awards and academic honors, degrees and dates awarded, most recent previous educational institution attended, and participation in officially recognized activities

A postsecondary institution may disclose PII from the education records without obtaining prior written consent of the student –

- To other school officials, including teachers, within the [School] whom the school has determined to have legitimate educational interests. This includes contractors, consultants, volunteers, or other parties to whom the school has outsourced institutional services or functions, provided that the conditions listed in §99.31(a)(1)(i)(B)(1) - (a)(1)(i)(B)(2) are met. (§99.31(a)(1))
- To officials of another school where the student seeks or intends to enroll, or where the student is already enrolled if the disclosure is for purposes related to the student's enrollment or transfer, subject to the requirements of §99.34. (§99.31(a)(2))
- To authorized representatives of the U. S. Comptroller General, the U. S. Attorney General, the U.S. Secretary of Education, or State and local educational authorities, such as a State postsecondary authority that is responsible for supervising the university's State-supported education programs. Disclosures under this provision may be made, subject to the requirements of §99.35, in connection with an audit or evaluation of

Federal- or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs. These entities may make further disclosures of PII to outside entities that are designated by them as their authorized representatives to conduct any audit, evaluation, or enforcement or compliance activity on their behalf. (§§99.31(a)(3) and 99.35)

- In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid. (§99.31(a)(4))
- To organizations conducting studies for, or on behalf of, the school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction. (§99.31(a)(6))
- To accrediting organizations to carry out their accrediting functions. ((§99.31(a)(7))
- To parents of an eligible student if the student is a dependent for IRS tax purposes. (§99.31(a)(8))
- To comply with a judicial order or lawfully issued subpoena. (§99.31(a)(9))
- To appropriate officials in connection with a health or safety emergency, subject to §99.36. (§99.31(a)(10))
- Information the school has designated as “directory information” under §99.37. (§99.31(a)(11))
- To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense, subject to the requirements of §99.39. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding. (§99.31(a)(13))
- To the general public, the final results of a disciplinary proceeding, subject to the requirements of §99.39, if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school’s rules or policies with respect to the allegation made against him or her. (§99.31(a)(14))
- To parents of a student regarding the student’s violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21. (§99.31(a)(15))

Review of Records

It is the policy of the school to monitor educational records to insure that they do not contain information which is inaccurate, misleading or otherwise inappropriate. At its discretion, the school may destroy records which it determines are no longer useful or pertinent to the student’s circumstances.

Restricted Areas

Access to areas containing student-sensitive materials is limited to PCI employees or appropriate federal agencies or authorized individuals. Students are permitted limited or no access to the following areas.

- The faculty lounge and work area. (These areas are strictly for faculty. Students are not permitted.)
- Instructors’ computers, desks, and file cabinets. (Absolutely no access by students.)
- Any room or area posted as restricted. (Absolutely no entry by students, supervised or otherwise.)

Administrative Offices are restricted unless the student has received direct permission by the administrator to be there. The student may not enter any administrative office without that administrator or an authorized PCI employee being present.

Student Civil Rights

Civic Right Opportunities

Vote: Pinnacle Career Institute strongly encourages all student to participate in both the local and national government process. Students are encouraged to vote in local, state, and national elections, and if unable to vote prior to or after class, a student may make arrangements with their instructor to leave class to vote. Students may also register to vote at the campus.

Constitution Day: Pinnacle Career Institute recognizes Constitution Day each September 17th. Events are planned during the week to celebrate this important day to our country.

Nondiscrimination Policy

Pinnacle Career Institute is committed to a policy of nondiscrimination on the basis of sex, race, color, marital status, national origin, disability, or religion in their admissions policies, educational programs, activities, and employment as specified by federal and state laws.

These laws include Title VI of the Civil Rights Act of 1964, hereinafter referred to as **Title VI**, the Americans with Disabilities Act, hereinafter referred to as **ADA**, Section 504 of the Rehabilitation Act of 1973, hereinafter referred to as **Section 504**, and Title IX of the Education Amendments of 1972, hereinafter referred to as **Title IX**. Inquiries, complaints and grievances, academic and nonacademic, regarding Title VI, Section 504, ADA, and Title IX may be addressed to:

Executive Vice President
Pinnacle Career Institute
10301 Hickman Mills Drive
Kansas City, MO, 64137
Telephone: 816-331-5700

The faculty and staff of the school recognize that at times problems, grievances, and complaints may arise. Therefore, the school has established a step-by-step procedure to help resolve civil rights complaints and grievances in all situations whether their origins are academic or nonacademic. The complaint procedure, including a statement of student's rights, as set out below, will be discussed in new student orientation and is posted in the student lounge. In addition, a copy of the procedure may be obtained from the Program Lead, Director of Education, or the Executive Director.

Civil Complaint/Grievance Procedure

Students having civil rights complaints, which cannot readily be resolved through normal channels, may request the assistance of the individual program lead whom will assist the student at each step of the procedure.

Step 1 – The complaint may be brought to the Executive Vice President. The Executive Vice President shall investigate the complaint and provide a resolution to the student within five working days. If the Executive Vice President cannot satisfactorily resolve the complaint, or the student is unsatisfied with the resolution, within five working days thereafter, the student may appeal the matter to:

President
Pinnacle Career Institute
10301 Hickman Mills Drive
Kansas City, MO 64137
Telephone: 816-331-5700

Step 2 – The President for the school will review the resolution(s) and make a final decision within five working days. In all cases, the decision of the President shall be final.

Student Rights

Students have the following rights at all stages of the Complaint/Grievance Procedure.

- The right to appeal at each level to the next higher level;
- The right to an impartial decision-maker;
- The right to relevant information unless it is otherwise confidential;
- The right to be free from retaliation for pursuing a grievance or complaint;
- The right to present evidence and witnesses;
- The right to representation;
- The right to keep the proceedings as confidential as possible.

Non-Civil Rights Complaints and Grievances

The faculty and staff of the school recognize that at times problems and complaints may arise. The school is committed to keeping the lines of communication open with all students, graduates, and other parties that have an interest in the actions of the school. Therefore, the school has established a complaint procedure to help resolve these situations. The complaint procedure will be discussed in new student orientation and is posted in the student lounge. In addition, a copy of the procedure may be obtained from the Program Lead, Director of Education, or the Executive Vice President.

A student having a complaint should first discuss it with the instructor and the Director of Education. If the issue cannot be resolved to the student's satisfaction, they should submit a written complaint to the Executive Vice President by email or in person at the campus. The Executive Vice-President will investigate the complaint and will provide a response within 5 business days after the complaint is officially submitted. If the student is not satisfied with the resolution, the student may request the matter to be referred to the school's President. The President will review and provide a final response within 14 days of the written request for final review. The decision of the President shall be final.

Schools accredited by the Accrediting Commission of Career Schools and Colleges must have a procedure and operational plan for handling student complaints. If a student does not feel that the school has adequately addressed a complaint or concern, the student may consider contacting the Accrediting Commission. All complaints reviewed by the Commission must be in written form and should grant permission for the Commission to forward a copy of the complaint to the school for a response. This can be accomplished by filing the ACCSC Complaint Form. The complainant(s) will be kept informed as to the status of the complaint as well as the final resolution by the Commission. Please direct all inquiries to:

Accrediting Commission of Career Schools & Colleges
2101 Wilson Boulevard, Suite 302
Arlington, VA 22201
(703) 247-4212
www.accsc.org



A copy of the ACCSC Complaint Form is available at the school and may be obtained by contacting Valerie Bujak, Director of Operations (vbujake@pcitraining.edu) or online at www.accsc.org.

State Authorization and Contact Information for State Regulatory Bodies

Pinnacle Career Institute is regulated by the Missouri Coordinating Board of Higher Education (CBHE). The following is the policy for complaint resolutions with the CBHE:

CBHE Policy on Complaint Resolution

Introduction

In order for institutions of higher education to participate in the federal student aid programs authorized by Title IV of the Higher Education Act of 1965, an institution must be legally authorized to provide post-secondary educational programs within the state in which it is located. By rule promulgated by the U.S. Department of Education, part of this "state authorization" requirement is that the state must have "a process to review and appropriately act on complaints concerning the institution including enforcing applicable State laws" 34 C.F.R. § 600.9(a)(1). For its part, the institution

must “provide students or prospective students with contact information for filing complaints with its accreditor and with its State approval or licensing entity and any other relevant State official or agency that would appropriately handle the student’s complaint.” *Id.* at § 668.43(b).

The Coordinating Board has determined that from the perspective of the institutions and of students and prospective students, it is preferable to have a simplified process with a central clearinghouse for addressing complaints rather than a complex matrix of contact points that might not cover every possible complaint and might also easily become outdated. Therefore, this policy sets out a process by which the Missouri Department of Higher Education will serve as the clearinghouse for complaints concerning colleges and universities authorized to operate in the State of Missouri, acting on those within its purview and forwarding those that are not to other entities for their appropriate action.

Complaints Not Covered

Complaints concerning laws not applicable to a state institution of higher education are not covered by this policy. Complaints of criminal misconduct should be filed directly with local law enforcement authorities. Complaints relating to violations of Federal law should be filed directly with the Federal agency having cognizance over the matter in question (e.g., violations of the Family Educational Rights and Privacy Act with the U.S. Department of Education).

Exhaustion of Remedies at the Institutional Level

Many issues fall within areas that generally are within the sole purview of an institution and its governing board. Examples include, but may not be limited to, complaints related to student life (such as, student housing, dining facilities, or student activities and organizations) and certain academic affairs (such as the assignment of grades). Moreover, issues or complaints are generally more speedily and appropriately resolved within the grievance channels available at the institution. Face-to-face discussion of the matter through open door policies or other informal means is the preferred starting point. Should that fail, the complainant should use formal dispute resolution mechanisms provided by the institution. Exhaustion of all informal and formal institutional processes, including both campus processes and any applicable system processes, is a prerequisite to filing any formal complaint with the MDHE pursuant to this policy.

Process

If a mutually agreeable resolution cannot be reached at the institutional level, the student or prospective student may proceed with the MDHE’s formal complaint process. The complaint must be submitted in writing, using a complaint form provided by the MDHE. It may be mailed or faxed to the department and should include any other supporting documentation. The MDHE will acknowledge receipt of the complaint, either in writing or by email. Such acknowledgment, however, will not constitute a determination that the complaint addresses a law applicable to the institution or otherwise is a complaint covered by the policy. If there is no indication that institutional remedies have been exhausted, the complaint will be returned for that purpose.

Filing a complaint pursuant to this policy cannot, and does not, extend or satisfy any statutory deadlines that may apply to filing particular complaints with any other state or federal agency having jurisdiction over such matters.

Complaints that fall within the jurisdiction of the CBHE will be investigated and resolved as appropriate by the relevant unit of the MDHE. Complaints that fall within the jurisdiction of another State agency or are within the purview of an institution’s accrediting body will be forwarded to that agency for appropriate investigation and resolution. The agency to which the complaint is forwarded will keep the MDHE apprised of on-going status and final disposition of the complaint. All parties to the complaint will be notified of its resolution by mail.

The MDHE will keep a log of all complaints and record the date received, the name of the complainant, the institution against which the complaint is made, a brief description of the complaint, the agency addressing the complaint, and the date and nature of its disposition.

Note: Prior to initiating this formal process, complainants must first call the MDHE at 573-526-1577 to indicate their desire to file a complaint. At that time, the MDHE will ascertain whether the issue can be resolved through informal means and also determine whether administrative processes available within the institution of concern have been

exhausted. If after that screening the complainant still desires to initiate a formal complaint, the MDHE will send the complainant the form to be filled out and returned for that purpose.

For Online students who reside in Alabama, Arizona, Arkansas, Georgia, Kentucky, Maryland, Minnesota, Missouri, New Mexico, Tennessee, Washington or Wisconsin, students can file a complaint with their own state regulatory agency. All other Online students should file external complaints with the Missouri Coordinating Board for Higher Education. The following is a list of the contact information for all state regulatory bodies.

Student Complaints and Student Consumer Information by State Official/Agency

State official/agency contact information for each U.S. state/territory that could handle a student's complaint is as follows:

Alabama

Alabama Commission on Higher Education, P.O. Box 302000 Montgomery, AL 36130-2000; Telephone: 334-242-1998; Fax: 334-242-0268; Website: <http://www.ache.alabama.gov/Content/Departments/NRI/federal-reg.pdf>

Alaska

Kierke A. Kussart, Program Coordinator for Institutional Authorization, Alaska Commission on Postsecondary Education, PO Box 110505, Juneau, AK 99811-0505, Telephone: 907-465-6741, E-mail: EED.ACPE-IA@alaska.gov, Website: http://acpe.alaska.gov/About_Us/Consumer_Protection

Arizona

Keith Blanchard, Deputy Director/Investigator, Telephone: 602-542-5769, E-mail: Keith.blanchard@azppse.gov, Website: <https://ppse.az.gov/complaint>

Arkansas

ICAC Coordinator, Arkansas Department of Higher Education, 114 East Capitol, Little Rock, AR 72201, E-mail: ICAC@ADHE.EDU, Website: https://static.ark.org/eeuploads/adhe/APPENDIX_J_Student_Grievance_complaint_process_Revised_2015.doc

California

Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, Telephone: 916-431-6969, Fax: 916-263-1897
Website: <http://www.bppe.ca.gov/enforcement/complaint.shtml>

Colorado

Heather DeLange, Academic Policy Officer, 1560 Broadway, Suite 1600, Denver, CO 80202, Telephone: 303-866-4209, E-mail: heather.delange@dhe.state.co.us, Website: <http://higher.ed.colorado.gov/Academics/Complaints/default.html>

Connecticut

Education & Employment Information Center, Telephone: 800-842-0229, E-mail: edinfo@ctohe.org, Website: <http://www.ctohe.org/StudentComplaints.shtml>

Delaware

The Delaware Department of Education, Teacher and Administrator Quality, John W. Collette Resource Center, 35 Commerce Way, Dover, DE 19904
Telephone: 302-857-3388, E-mail: IHE@doe.k12.de.us, Website: www.doe.k12.de.us

District of Columbia

Office of the State Superintendent of Education, Education Licensure Commission, 810 First Street, NE, 9th Floor, Washington, DC 20002
Website: <http://osse.dc.gov/service/higher-education-licensure-commission-helc-public-complaints>

Florida

Commission for Independent Education, 325 W. Gaines Street, Suite 1414, Tallahassee, FL 32399-0400, E-mail: amy.lefstead@fldoe.org, Fax: 850-245-3238, Website: <http://cdn.fldoe.org/policy/cie/file-a-complaint.html>

Georgia

Nonpublic Postsecondary Education Commission, 2082 East Exchange Place, Suite 220, Tucker, Georgia 30084-5305, Telephone: 770-414-3300, Fax: 770-414-3309, Website: <http://gnpec.org/consumer-resources/gnpec-authorized-school-complainant-form/>

Hawaii

Bobbi Lum-Mew, HPEAP Administrator, P.O. Box 541, Honolulu, HI 96809, Telephone: 808-586-7327, E-mail: hpeap@dcca.hawaii.gov, Website: <http://cca.hawaii.gov/hpeap/files/2013/08/Student-Complaint-Form.pdf>

Idaho

Val Fenske, State Coordinator for Private Colleges & Proprietary Schools, Office of the (Idaho) State Board of Education, 650 W. State St, (POB 83720), Boise, ID 83720-0037, Telephone: 208-332-1587, Fax: 208-334-2632, E-mail: Valerie.fenske@osbe.idaho.gov, Website: https://boardofed.idaho.gov/priv_col_univ/student_complaint.asp

Illinois

Richard Tapia, Associate Director for Diversity and Outreach, 1 N Old State Capitol Plaza, Suite 333, Springfield, Illinois 62701, Telephone: 217-557-7359
E-mail: tapia@ibhe.org, Website: <http://complaints.ibhe.org/>

Indiana

Sara E. Appel, M.A., Academic Programs Manager, Indiana Commission for Higher Education, 101 West Ohio Street, Suite 550, Indianapolis, IN 46204-1984, Telephone: 317-464-4400, Fax: 1-317-464-4410, Email: sappel@che.in.gov

Tara L. Adams, Accreditation Coordinator, Indiana Board for Proprietary Education, Indiana Commission for Higher Education, 101 West Ohio

Street, Suite 670 , Indianapolis, IN, 46204-1984 , Telephone: 317-464-4400 Ext. 141 , Fax: 317-233-4219 , Email: tadams@bpe.che.IN.gov , Website: <http://www.in.gov/che/2744.htm>

Iowa

Carolyn Small , Postsecondary Registration Administrator , Telephone: 877-272-4456 , Website: <https://www.iowacollegeaid.gov/content/constituent-request-review>

Kansas

Jacqueline G. Johnson , Director of Private/Out-of-State Postsecondary Education , 1000 SW Jackson, Ste 520 , Topeka, KS 66612 , Telephone: 785-430-4240 , E-mail: jjohnson@ksbor.org , Website: http://kansasregents.org/academic_affairs/private_out_of_state/complaint_process

Kentucky

Director of Postsecondary Licensing , Council on Postsecondary Education , 1024 Capital Center Drive, Suite 320 , Frankfort, KY 40601 , E-mail: cpeconsumercomplaint@ky.gov , Website: <http://cpe.ky.gov/institutions/>

Louisiana

Consumer Protection Division/Office of the Attorney General , P.O. Box 94005 , Baton rouge, LA 70804-9005 , Telephone: 1-800-351-4889 OR 225-326-6400 , Fax: 225-342-9318 , Website: <http://www.regents.la.gov/page/StudentComplaints>

Maine

Angel Martinez Loreda , Higher Education Specialist , Maine Department of Education , Augusta, Maine 04333 , Telephone: 207-624-6846 , E-mail: angel.loredo@maine.gov , Website: <http://www.maine.gov/education/highered/DegGrant/DegGrantAuth.htm>

Maryland

Maryland Attorney General , Academic Affairs/Student Complaints , Maryland Higher Education Commission , 6 N. Liberty street, 10th Floor , Baltimore, MD 21201 , Baltimore, MD 21202 , Telephone: 410-767-3301 or 800-974-0203 (toll-free) , Fax: 410-332-0270 , E-mail: acadprop@mhec.state.md.us , Website: <http://www.mhec.state.md.us/career/pcs/gripe.asp>

Massachusetts

Angela Williams , Paralegal and Coordinator for Accountability & Regulatory Affairs , Telephone: 617-994-6963 , E-mail: awilliams@bhe.mass.edu , Website: <http://www.mass.edu/forstufam/complaints/complaints.asp>

Michigan

Dept. of Licensing and Regulatory Affairs , Bureau of Commercial Services, Licensing Division , Proprietary School Unit , PO Box 30714 , Lansing, Michigan 48909 , Fax: 517-373-3085 , Website: http://www.michigan.gov/lara/0,4601,7-154-61343_35414_60647_2739--,00.html

Minnesota

George R. Roedler, Jr., JD. , Manager, Institutional Registration and Licensing , Minnesota Office of Higher Education , 1450 Energy Park Drive, Suite 350 , St. Paul, MN 55108 , Telephone: 651-259-3975 , Fax: 651-642-0675 , E-mail: George.roedler@state.mn.us , Website: <http://www.ohe.state.mn.us/mPg.cfm?pageID=1078>

Mississippi

Menia Dykes , Director of Accreditation , Mississippi Commission on College Accreditation , 3825 Ridgewood Road , Jackson, MS 39211, E-mail: mdykes@mississippi.edu , Website: <http://www.mississippi.edu/mcca/>

Missouri

Missouri Department of Higher Education , Telephone: 573-526-1577 , Fax: 573-751-6635 , E-mail: info@dhe.mo.gov , Website: <http://dhe.mo.gov/documents/POLICYONCOMPLAINTRRESOLUTION-reviseddraft.pdf>

Montana

Montana University System , Office of the Commissioner of Higher Education , 2500 Broadway Street , P.O. Box 203201 , Helena, MT 59620-3201 , Telephone: 406-444-6570 , Website: <http://mus.edu/MUS-Statement-of-Complaint-Process.asp>

Nebraska

Kathleen Fimple , Academic Programs Officer , Nebraska's Coordinating Commission for Postsecondary Education , Telephone: 402-471-0030 , E-mail: kathleen.fimple@nebraska.gov , Website: <https://ccpe.nebraska.gov/student-complaints-against-postsecondary-institutions>

Nevada

Commission on Postsecondary Education , 8778 S Maryland Parkway, Suite 115 , Las Vegas, NV 89123 , Fax: 702-486-7340 , E-mail: mjwu@cpe.state.nv.us , Website: <http://www.cpe.state.nv.us/CPE%20Complaint%20Info.htm>

New Hampshire

Edward MacKay , Director, Division of Higher Education/Higher Education Commission , 101 Pleasant Street , Concord, NH 03301 , Telephone: 603-271-0256 , E-mail: Edward.mackay@doe.nh.gov , Website: <http://www.education.nh.gov/highered/colleges/index.htm>

New Jersey

Rochelle Hendricks , Office of the Secretary of Higher Education , ATTN: Complaints , P.O. Box 542 , Trenton, NJ 08625-0542 , Telephone: 609-292-4310 , Website: <http://www.state.nj.us/highereducation/OSHEComplaintInstructions.shtml>

New Mexico

Diane Vigil-Hayes , Private & Proprietary Schools Administrator and Compliance Officer , New Mexico Higher Education Department , 2048 Galisteo Street , Santa Fe, NM 87505 , Telephone: 505-476-8418 , E-mail: Diane.Vigil@state.nm.us , Website: <http://www.hed.state.nm.us/students/hed-student-complaint-form.aspx>

New York

New York State Education Department , Office of College and University Evaluation , EBA Room 969 , 89 Washington Ave , Albany, NY 12234 , E-mail: ekramer@mail.nysed.gov , Website: <http://www.highered.nysed.gov/ocue/spr/COMPLAINTFORMINFO.html>

North Carolina

Post-Secondary Education Complaints , C/O Director of Licensure , University of North Carolina General Administration , 910 Raleigh Road , Chapel Hill, NC 27514 , Telephone: 919-962-4558 , E-mail: studentcomplaint@northcarolina.edu , Website: http://www.northcarolina.edu/sites/default/files/documents/student_complaint_form.pdf

North Dakota

Parrell D. Grossman, Director , Office of Attorney General, Consumer Protection and Antitrust Division , Gateway Professional Center, 1050 East Interstate , Avenue, Ste. 200 , Bismarck, ND 58503 , Telephone: 701-328-5570 , E-mail: pgrossman@nd.gov , Website: <http://www.nd.gov/cte/>

Ohio

Max Exline , Telephone: 614-728-3095 , Fax: 614-466-5866 , E-mail: mexline@regents.state.oh.us , Website: <https://www.ohiohighered.org/students/complaints>

Oklahoma

Mr. Jose Dela Cruz , Coordinator of Academic Affairs Projects , Oklahoma State Regents for Higher Education , Telephone: 405-225-9141 , Website: <http://www.okhighered.org/current-college-students/complaints.shtml>

Oregon

Juan Baez-Arevalo , Director of Private Postsecondary Education , Oregon Higher Education Coordinating Commission , 775 Court St. NE , Salem, OR 97301

Telephone: 503-947-5977 , E-mail: juan.baez-arevalo@state.or.us , Website: <http://www.ode.state.or.us/search/results?id=83>

Pennsylvania

Division of Higher & Career Education , Pennsylvania Department of Education- Postsecondary and Adult Education , 333 Market Street, 12th Floor , Harrisburg, PA 17126-0333 , Telephone: 717-783-8228 , Fax: 717-722-3622 , E-mail: ra-collunivseminfo@pa.gov , Website: <http://www.education.pa.gov/Postsecondary-Adult/College%20and%20Career%20Education/Pages/Students-Complaints.aspx#tab-1>

Rhode Island

Commission of Higher Education , RI Office of Higher Education , 80 Washington Street, Suite 524 , Providence, RI 02903 , Website: <http://www.ribghe.org/8a1031912.pdf>

South Carolina

SC Commission on Higher Education , Academic Affairs , Attn: Student Complaint , 1122 Lady Street, Suite 300 , Columbia, SC 29201 , E-mail: submitcomplaint@che.sc.gov , Website: http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf

South Dakota

South Dakota Attorney General , 1302 E. Hwy 14, Suite 1 , Pierre, SD 57501-8501 , Telephone: 605-773-3215 , E-mail: atghelp@state.sd.us , Website: <http://sdsos.gov/general-information/postsecondary-education/default.aspx>

Tennessee

Shauna Jennings , Investigations Officer & Complaint Specialist , Tennessee Higher Education Commission , 404 James Robertson Parkway, Suite 1900 , Nashville, TN 37243 , E-mail: shauna.jennings@tn.gov , Telephone: 615-741-0662 , Website: <http://tn.gov/thec/article/frequently-asked-postsecondary-questions>

Texas

William Franz, General Counsel , Texas Higher Education Coordinating Board , Office of General Counsel , P.O. Box 12788 , Austin, TX 78711-2788
E-mail: william.franz@theccb.state.tx.us , Website: <http://www.theccb.state.tx.us/index.cfm?objectid=051F93F5-03D4-9CCE-40FA9F46F2CD3C9D>

Utah

Utah Division of Consumer Protection, Attn: Complaint Processor , 160 East 300 South , Salt Lake City, UT 84114-6704 , Telephone: 801-530-6601
Website: <http://consumerprotection.utah.gov/complaints/index.html>

Vermont

Cathy Hilgendorf , Postsecondary Approval Coordinator , Vermont Agency of Education , 120 State Street , Montpelier, VT 06620 , Telephone: 802-828-5402 , E-mail: cathy.hilgendorf@state.vt.us , Website: http://education.vermont.gov/documents/EDU-VTAOE-Complaint_Resolution_for_Postsecondary_Education.pdf

Virginia

State Council of Higher Education for Virginia, Telephone: 804-371-2285 , Website: <http://schev.edu/index/students-and-parents/resources/student-complaints>

Washington

Karen Oelschlager , Program Administrator /Degree Authorization , Washington Student Achievement Council , Telephone: 360-753-7869 , E-mail: kareno@wsac.wa.gov , Website: <http://www.wsac.wa.gov/student-complaints>

West Virginia

Dr. Kathy Butler, Senior Director of Academic Affairs , WV Higher Education Policy Commission , 1018 Kanawha Blvd., E. Suite 700 , Charleston, WV 25301
Telephone: 304-558-0261 , E-mail: kbutler@hepc.wvnet.edu , Website: <https://www.wvhepc.org/resources/133-20.pdf>

Wisconsin

Blanca James, Office Operations Associate , P.O. Box 8696 , Madison, WI 53708-8696 , Telephone: 608-266-1996 , E-mail: blanca.james@eab.wisconsin.gov
Website: <http://eab.state.wi.us/resources/complaint.asp>

Wyoming

Elaine Marces, Wyoming Department of Education , Telephone: 307-777-6210 , E-mail: elaine.marces@wyo.gov
Website: <https://edu.wyoming.gov/beyond-the-classroom/school-programs/private-school-licensing/>

Catalog Appendices

Full-Time Staff and Faculty

Executive Vice President, Rebecca Clothier, BS Psychology, Emporia State University

Valerie Bujak, Director of Operations / Human Resources, BA Psychology, Park University

Dillon Wadsak, Director of Student Services, BA, Business Administration, Trinity International University

Sharon Baldwin, Director of Financial Services

Name	Position	Credentials
Battles, Scott	Lead Faculty, Wind Turbine Technician	AOS, Electronics Technology, Electronics Institute AOS, Wind Turbine Technician, Pinnacle Career Institute
Daisy Manteris	Lead Faculty, Medical Assistant	AAS Allies Health Emergency Medicine, Ozarks Technical Community College
Still, Andrew	Lead Faculty, Wind Turbine Technician Boot Camp	Certificate, Wind Turbine Technician, Pinnacle Career Institute; ENSA Safe Access and Rescue certification
Myles, LaKreasha	Lead Faculty, Dental Assistant	Certificate, Dental Assistant, Concorde Career College; Certified Dental Assistant (CDA)
Frevert, Amanda	Lead Faculty, Massage Therapy	Licensed Massage Therapist (LMT)

Textbook List

View books and resources required for all classes by visiting the Pinnacle Career Institute textbook list at:

<http://pinnacleapps.com/textbooks/>.

Appendices

Appendix A – Annual Disclosure of Completion Rates

All schools that participate in Student Financial Aid Programs must disclose the total number of first time freshmen students who entered the institution during a specific period of time, and how many of those students completed their respective program. This report is published every year on July 1.

It should be noted that the definition of first time freshman students are those who have never attended any institution of higher education.

The following numbers are first time, first year students who entered Pinnacle Career Institute and were enrolled during the fall period indicated.

First time, first year students	Kansas City
Reporting Date	07/01/2020
Reporting Period	9/1/16-8/31/17
First time, first year entering freshmen	121
Graduates within 150% of length of program	68
Withdrawals within timeframe	53
Completion rate	56%

Appendix B – Annual FERPA Notification for 2020-2021 Academic Year

The Family Educational Rights and Privacy Act (FERPA) afford eligible students certain rights with respect to their education records. (An “eligible student” under FERPA is a student who is 18 years of age or older and in attendance at Pinnacle Career Institute. For the purposes of this policy, attendance begins on the first day of the term in which a student is enrolled.) These rights include:

1. The right to inspect and review the student's education records within 45 days after the day Pinnacle Career Institute (“School”) receives a request for access. A student should submit to the registrar, director of education, head of the academic department, or other appropriate official, a written request that identifies the record(s) the student wishes to inspect. The school official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the school official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
2. The right to request the amendment of the student’s education records that the student believes is inaccurate, misleading, or otherwise in violation of the student’s privacy rights under FERPA. A student who wishes to ask the school to amend a record should write the school official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed.

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

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

The school discloses education records without a student’s prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the School in an administrative, supervisory, academic, research, or support staff position (including law enforcement unit personnel and health staff); a person serving on the board of trustees; or a student serving on an official committee, such as a disciplinary or grievance committee. A school official also may include a volunteer or contractor outside of the School who performs an institutional service of function for which the school would otherwise use its own employees and who is under the direct control of the school with respect to the use and maintenance of PII from education records, such as an attorney, auditor, or collection agent or a student volunteering to assist another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the School.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the [School] to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202

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

Pinnacle Career Institute student directory information includes name, local address and telephone number, permanent address, e-mail address, date and place of birth, photograph or likeness, college, curriculum, enrollment status (full/part-time), classification, dates of attendance, awards and academic honors, degrees and dates awarded, most recent previous educational institution attended, and participation in officially recognized activities

A postsecondary institution may disclose PII from the education records without obtaining prior written consent of the student –

- To other school officials, including teachers, within the [School] whom the school has determined to have legitimate educational interests. This includes contractors, consultants, volunteers, or other parties to whom the school has outsourced institutional services or functions, provided that the conditions listed in §99.31(a)(1)(i)(B)(1) - (a)(1)(i)(B)(2) are met. (§99.31(a)(1))
- To officials of another school where the student seeks or intends to enroll, or where the student is already enrolled if the disclosure is for purposes related to the student's enrollment or transfer, subject to the requirements of §99.34. (§99.31(a)(2))
- To authorized representatives of the U. S. Comptroller General, the U. S. Attorney General, the U.S. Secretary of Education, or State and local educational authorities, such as a State postsecondary authority that is responsible for supervising the university's State-supported education programs. Disclosures under this provision may be made, subject to the requirements of §99.35, in connection with an audit or evaluation of Federal- or State-supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs. These entities may make further disclosures of PII to outside entities that are designated by them as their authorized representatives to conduct any audit, evaluation, or enforcement or compliance activity on their behalf. (§§99.31(a)(3) and 99.35)
- In connection with financial aid for which the student has applied or which the student has received, if the information is necessary to determine eligibility for the aid, determine the amount of the aid, determine the conditions of the aid, or enforce the terms and conditions of the aid. (§99.31(a)(4))
- To organizations conducting studies for, or on behalf of, the school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction. (§99.31(a)(6))
- To accrediting organizations to carry out their accrediting functions. ((§99.31(a)(7))
- To parents of an eligible student if the student is a dependent for IRS tax purposes. (§99.31(a)(8))
- To comply with a judicial order or lawfully issued subpoena. (§99.31(a)(9))
- To appropriate officials in connection with a health or safety emergency, subject to §99.36. (§99.31(a)(10))
- Information the school has designated as "directory information" under §99.37. (§99.31(a)(11))
- To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense, subject to the requirements of §99.39. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding. (§99.31(a)(13))
- To the general public, the final results of a disciplinary proceeding, subject to the requirements of §99.39, if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school's rules or policies with respect to the allegation made against him or her. (§99.31(a)(14))
- To parents of a student regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21. (§99.31(a)(15))

Appendix C – Jean Clery Disclosure of Campus Security Policy & Campus Crime Statistics Act

This Report Includes the following information concerning Annual Review of Policy and Procedures for the following:

- Clery Act
- Sexual Misconduct Policy and Title IX Contacts
- Non-Discrimination Policy
- Updated list of contacts and resources
- Clery Act Statistical Summary Survey, Main Campus and North Kansas City Satellite Location

It may be reviewed and downloaded at the following link:

<http://pinnacleapps.com/CleryDiscloureandSecurityReport>

<http://pinnacleapps.com/Sexual Misconduct - Title IX Policy>

Revised: 08/14/2020

Pinnacle Career Institute - Catalog Supplement



Tuition and Fee Schedule

Effective May 4, 2020

DENTAL ASSISTANT CERTIFICATE PROGRAM:

LENGTH: 40 Weeks
TUITION: \$17,600.00

PROGRAM INCLUDES:

Books and Fees, uniforms, TB Skin Test, CPR & First Aid Certification Course

MASSAGE THERAPIST CERTIFICATE PROGRAM:

LENGTH: 25 Weeks
TUITION: \$13,150.00

PROGRAM INCLUDES:

Books and Fees, massage holster and bottle, Uniforms, CPR & First Aid Certification Course, Associated Bodywork & Massage Professionals (ABMP) Student Membership/Insurance, Missouri Student License, fingerprinting/background check, Missouri Provisional License, Massage and Bodywork Licensing Exam (MBLEx) - *requires application within 60 days of graduation.*

MEDICAL ASSISTANT CERTIFICATE PROGRAM:

LENGTH: 40 Weeks
TUITION: \$20,424.00

PROGRAM INCLUDES:

Books and Fees, Uniforms; TB Skin Test, Basic Life Support (BLS) Certification Course, Certified Clinical Medical Assistant (CCMA) Exam Prep and Certification Exam, Medical Kit

MEDICAL ASSISTANT-DE CERTIFICATE PROGRAM:

LENGTH: 40 Weeks
TUITION: \$21,424.00

PROGRAM INCLUDES:

Books and Fees, Uniforms; TB Skin Test, Basic Life Support (BLS) Certification Course, Certified Clinical Medical Assistant (CCMA) Exam Prep and Certification Exam, Medical Kit, Boot Camp

TOWER TECHNICIAN CERTIFICATE PROGRAM

LENGTH: 30 Weeks
TUITION: \$15,485.00

PROGRAM INCLUDES:

Books and Fees, OSHA-30 Certification, CPR, First Aid and Blood-Borne Pathogens Certification Course, Telecommunications Tower Technician 1 (TTT-1) certification from the National Wireless Safety Alliance, Boot Camp at Pinnacle Career Institute in Kansas City, MO

WIND TURBINE TECHNICIAN - CERTIFICATE

PROGRAM: LENGTH: 40 Weeks

TUITION: \$20,647.00

PROGRAM INCLUDES:

Books and Fees, OSHA10 Certification, CPR & First Aid Certification Course, Boot Camp at Pinnacle Career Institute in Kansas City, MO, GWO Safety at Heights Certification

WIND ENERGY TECHNOLOGY – ASSOCIATE OF OCCUPATIONAL STUDIES DEGREE

LENGTH: 70 Weeks

TUITION: \$36,132.00

PROGRAM INCLUDES:

Books and Fees, OSHA10 Certification, CPR & First Aid Certification Course, Boot Camp at Pinnacle Career Institute in Kansas City, MO, GWO Safety at Heights Certification

WIND ENERGY TECHNOLOGY – ASSOCIATE OF OCCUPATIONAL STUDIES DEGREE – Wind Turbine Certificate Graduates Only

LENGTH: 30 Weeks

TUITION: \$15,485.00

PROGRAM INCLUDES:

Books and Fees

Academic Calendars 2020-2021

Color Guide:

Yellow: Class Start

Green: No class – Holiday Break

Blue: End of Class

Red: Attendance Review



2020 ACADEMIC CALENDAR

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2021

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February							May							August							November						
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	1	2	3	4	5	6							1	1	2	3	4	5	6	7		1	2	3	4	5	6
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28							23	24	25	26	27	28	29	29	30	31					28	29	30				
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March							June							September							December						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6			1	2	3	4	5			1	2	3	4				1	2	3	4	
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28	29	30	31				27	28	29	30				26	27	28	29	30			26	27	28	29	30	31	

Next Start 1-17-22

STUDENT HANDBOOK

Welcome

We are pleased that you have chosen Pinnacle Career Institute (PCI) to pursue your career goals. The intention of this handbook is to acquaint you with important policies and procedures of PCI. Such information and all subsequent additions or modifications of such material are considered part of this handbook. PCI may modify this handbook at any time with or without advance notice. For more information, you are encouraged to contact your campus administration.

General Campus Information

Campus Hours and Parking

Kansas City campuses:

Doors	Days	Open Access
Main Entrance	Monday-Thursday	8:00AM-7:00PM
	Friday	8:00AM-5:00PM

There is ample student parking at each building's dedicated parking lot. There are designated spaces directly in front that are reserved for visitors and handicap parking. Any students parked in these spaces will be asked to move their vehicle.

Sign-in/Sign-out and Messages

To assist in knowing who is in the building, students are required to sign in and/or sign out at the front desk if they come to class late, leave early, or are in the building outside of their normal class time. In the event the school is contacted about a student emergency, the student will be notified immediately during class. Other messages of critical importance only will be posted on the door to the student's classroom with only the student's name visible for privacy.

Open Lab Hours

Computers are available in open computer labs, classrooms not in use, and the Learning Resource Center for student use only on school assignments during normal building hours. Please see the Internet Use Agreement in this publication for more computer use information. Students of the online campus are welcome to utilize these resources. Please sign in at the front desk when visiting a campus.

Inclement Weather

Pinnacle Career Institute may close due to snow or other severe weather, and each campus makes that decision independently at the campus level. Local television and radio stations are notified, and it is necessary to look for each campus designation for accurate information:

- Pinnacle Career Institute-South Kansas City
- Pinnacle Career Institute-North Kansas City

You can also find campus information on our Facebook page at www.facebook.com/PCItraining and it will be posted in your online classroom.

School Closures and Make-Up Dates

In the event that the school closes due to inclement weather, national holiday, or other event, a make-up date and time will be announced in lieu of the regularly scheduled date and time. School administration will make all efforts to notify students in a timely manner of the rescheduled date and time. Please contact your class instructor or campus administration for further information.

Meeting with Faculty and Administration

To speak with a faculty member or administrator, please check in at the front desk for availability or to make an appointment. During your class period, please check availability before the start of class or during a scheduled break.

Faculty members are not available to meet during their scheduled class periods.

In all cases, please get permission from your instructor before leaving class. If you leave class without the instructor's permission or knowledge, that time will be counted as time absent from class.

Food and Drink

Each campus has a student break room or area with vending machines, refrigerator, microwave ovens, and dining area. Please be sure to remove all personal food and containers weekly, as the refrigerator is cleaned out periodically. Any remaining food or drink items, including food containers, may be disposed of without notice.

Food is not permitted in any of the classroom, lab, or clinic areas. Drinks with closeable lids are allowed in the classrooms. Only water bottles are allowed in the computer labs and no drinks are allowed in the Dental Assistant lab area. Students are free to take food outside the building. Please be sure to use trash receptacles or bring trash inside to dispose.

Smoking Areas

All campuses are located in non-smoking buildings. Designated smoking areas are located outside the buildings. Absolutely no smoking is allowed near the front entrances of the buildings. Make sure all smoking materials, i.e. matches, cigarette butts, and packaging are placed in the outside cigarette receptacles. Other trash materials are a fire hazard in these containers and must be placed in standard trash receptacles.

Student Code of Conduct

Pinnacle Career Institute is dedicated to the training and advancement of workplace skills and the development of ethically sensitive and responsible citizens. Students have the responsibility to conduct themselves in a manner that does not impair the welfare or educational opportunities of others in the Pinnacle Career Institute community. Students must act as responsible members of the academic community and their respective future professional communities; respect the rights, privileges, and dignity of others; and refrain from actions that interfere with normal PCI functions.

The following principles should be followed when communicating and interacting online with other students, instructors, and faculty.

- Adhere to the same standards of professional behavior online that you follow face to face.
- Respect other people's time and privacy.
- Share expert knowledge.
- Be forgiving of other people's mistakes.
- Portray yourself in a positive light to other students and instructors.

If a student has been administratively withdrawn due to unprofessional conduct, they may appeal in writing to the Executive Director of the campus. Any documentation that supports their appeal should be attached to the request form. An appeal committee consisting of the campus Executive Director, the Director of Education, and the Chief Academic Officer will review the student's appeal and provide a resolution to the student in writing.

Should the student be dissatisfied with the resolution provided, the student may appeal to the President of Pinnacle Career Institute. That resolution will be final.

Dress Code

Students are expected to practice good personal hygiene habits and dress according to the Dress Code at all times. **Prior to issuance of uniforms, students should wear black or khaki work pants and a polo/dress shirt or blouse.**

All programs:

- Hair must be kept tidy and pulled back off the face
- Nails must be short and clean
- Jewelry may be limited based on program of study; see your instructor for details
- Excellent hygiene practices expected, including wearing a clean uniform and shoes daily

Program Uniforms:Dental Assisting

- School-issued scrub top and bottom
- Clean leather or vinyl, white or black shoes with closed toes

Massage Therapy:

- School-issued scrub top
- Black or khaki work or yoga pants
- Clean shoes with closed toes

Medical Assistant

- School-issued scrub top and bottom
- Clean leather or vinyl, white or black shoes with closed toes

Wind Turbine Technician

When attending boot camp, students should wear:

- School-issued t-shirt
- Jeans or khakis – must be clean with no holes or frays
- Clean shoes with closed toes

Prohibited Clothing and Accessories:

- Flip-flop sandals
- Mini skirts
- Tank tops, halter tops, muscle shirts
- Torn clothing
- Sweat pants and tops, including hoodies, except where specified
- Shorts, except where specified
- Jeans, except where specified
- Hats, ball caps, hoodies, and other head coverings
- Visible tattoos and visible body piercings (other than ear lobes) are strongly discouraged, as they are not accepted in most professions, especially in Allied Health careers

PCI has daily contact with the public and prospective students, and we are proud of the professional image projected by our students. PCI understands the importance of professional dress to prepare a student for successful employment in their chosen field. Instances when a student does not meet the dress code will be addressed by the appropriate faculty or DOE. A student who continues to disregard the dress code policy may be asked to leave class and will be allowed back in class or clinic when in dress code. Occasionally campuses have “dress down” days when uniforms are not required and students may dress more casually. On those days, acceptable attire will be defined. On days uniforms are not required, students working in the massage clinic or other public areas are still required to wear a PCI t-shirt or other school-issued uniform top.

Attendance

The student’s attendance record is one of the prime factors in successful job placement upon graduation. Students with good grades but poor attendance will often find it difficult to enter into and succeed in their new career. Pinnacle Career Institute requires student attendance in each class and has strict requirements for attendance.

Please refer to the Attendance section of the school catalog for attendance policies.

Academic Integrity

It is the intention of Pinnacle Career Institute to help students value the principles of integrity, honesty, hard work, and the motivation to be highly successful in their chosen career paths. We believe these core values help shape an individual’s personal and professional behaviors. These values become an informal contract between faculty and students, where education is valued and a common set of behaviors promote success. Academic Integrity comprises all student behavior, and violations intended to gain unearned academic advantage or interfere with another’s academics by fraudulent and/or deceptive means are prohibited.

Please refer to the Academic Integrity section of the school catalog for this policy.

Information Technology Acceptable Use Policy

Use of Electronic Devices

No electronic communication device shall be used in a manner that causes disruption in any instructional, learning or activity setting, during any class, or within any college-owned, college-operated, or college-utilized facilities. This includes, but is not limited to, abuse of cellular or other electronic devices as follows:

- Utilizing cellular phones or other electronic devices with photographic capabilities for the purposes of photographing test questions or engaging in other forms of academic misconduct, academic dishonesty or illegal activity is prohibited.
- Photographing individuals in secured areas such as lavatories or locker rooms is prohibited.
- Taking photographs of any individuals without their consent is prohibited.
- Taking unauthorized photographs of documents is prohibited.
- Utilizing any type of electronic device to photograph, video record, audio record or make other electronic or digital record of or during course or extra-curricular activities is prohibited unless permission is expressly granted by the instructor. **When permission is granted, students agree to use such recordings only for personal use and agree not to post such recordings on the Internet, or otherwise distribute them.** Students needing recordings of lectures for disability-related reasons should contact the school's ADA Specialist.

Cell phones must be on vibrate at all times. **Absolutely no text messaging or talking on cell phones is allowed in class.** If you need to take a call during class time, please be respectful of your instructor and classmates by stepping outside the classroom. If you are aware of that you'll be receiving a call, please inform your instructor in advance.

Personal Responsibility

All students and employees must be cognizant of the rules and conventions that make network resources and technology devices secure and efficient. Users of the College's infrastructure take responsibility for:

- Using resources efficiently, and accepting limitations or restrictions on computing resources - such as storage space, time limits, or amount of resources consumed - when asked to do so by systems administrators;
- Protecting passwords and respecting security restrictions on all systems;
- Preventing unauthorized network access to or from their computers or computer accounts;
- Recognizing the limitations to privacy afforded by electronic services like email;
- Respecting the rights of others to be free from harassment or intimidation;
- Honoring copyright and other intellectual-property laws; and
- Agreeing to report any violations of this AUP or any other College policy witnessed to the appropriate parties.

When any use of information technology at the College presents an imminent threat to other users or to the College's technology infrastructure, system administrators may take whatever steps are necessary to isolate the threat, without notice if circumstances so require. This may include changing passwords, locking files, disabling computers, or disconnecting specific devices or entire networks from Pinnacle Career Institute voice and data networks. System administrators will restore connectivity and functionality as soon as possible after they identify and resolve the issue. Students and employees are responsible for not sharing their privileges with others, and especially for ensuring that passwords remain confidential. Users of computers connected to the campus network, permanently or temporarily, are responsible for ensuring that unauthorized users do not thereby gain access to the campus network or to licensed resources.

Use of information technology that violates this Policy and rules based on it may result in disciplinary proceedings and, in some cases, in legal action. Disciplinary proceedings involving information technology are the same as those for violations of other college policies, and may have serious consequences.

Email Responsibility

Pinnacle Career Institute provides employees with an email account. As an expected practice we REQUIRE employees to use this email account for all College-related communications such as student/employee or employee/employee.

Please keep this in mind when you are sending email:

Emails should NEVER be substituted or used solely in place of face to face conversations when available, and/or the utilization of phone conversations.

This written Email Policy, which governs employees' use of Pinnacle Career Institute's email system, applies to all full-time and part-time employees. Any employee who violates the Company's email rules and policies is subject to disciplinary action, up to and including termination.

Pinnacle Career Institute allows email access primarily for business purposes. Employees may use the Company's email system for personal use only in accordance with this policy. Employees are prohibited from using personal email software (Yahoo, Gmail, Hotmail, etc.) for College-related communications.

- Do not send mass communications.
- Do not send email copies to nonessential readers, or send email to group lists unless it is appropriate for everyone on a list to receive the email.
- Sending campus/organization-wide emails are restricted and can only be sent by authorized users.
- Employees may use email to communicate with spouses, children, and other family members. Employees' personal use of email is limited to lunch breaks and work breaks only. Employees may not use email during otherwise productive business hours for personal use unless part of an assigned activity.
- Employees are prohibited from using email to operate a business, conduct an external job search, solicit money for personal gain, campaign for political causes or candidates, or promote or solicit funds for a religious or other personal cause.
- Do not use your Pinnacle Career Institute email address (@pcitraining.edu) to sign up for any contests, mailing lists, give-a-ways, shopping and online billing sites. You must use a different personal email address for these types of things.
- Email messages created and transmitted on Pinnacle Career Institute's computers, laptops, smartphones, or remote connections are the property of Pinnacle Career Institute.
- Employees have no reasonable expectation of privacy when it comes to business and personal use of the Company's email system. All incoming and outgoing emails are kept on a permanent archive system.
- Pinnacle Career Institute reserves the right to monitor, copy, review, at any time and without notice any and all usage of email, and any and all files, information, and other content created, sent, received in connection with employee usage of the company email system. The College reserves the right to disclose email text and images to regulators, the courts, law enforcement, and other third parties without the employee's consent.
- Employees are prohibited from using email to engage in activities or transmit content that is harassing, discriminatory, menacing, threatening, obscene, defamatory, or in any way objectionable or offensive.
- Employees are prohibited from using email to send, solicit, print, copy, or reply to text or images that are or contain:
 - Disparaging to others based on their race, religion, color, sex, sexual orientation, national origin, veteran status, disability, ancestry, or age
 - Jokes (text or images)
 - Sexually-oriented, foul, obscene, off-color, or adult-oriented language
 - Messages or images that are intended to alarm others, embarrass the College or negatively impact employee productivity, or harm employee morale
- Unless authorized to do so, employees are prohibited from using email to transmit confidential information

to outside parties. Employees may not send, print, copy, or reply to confidential or proprietary information about the Company, students, employees, clients, suppliers, and other business associates using email. Confidential information includes but is not limited to student lists, credit card numbers, Social Security numbers, employee performance reviews, salary details, trade secrets, class schedules, curriculum, syllabus, and outlines.

- In order to preserve the attorney-client privilege for communications between lawyers and clients, never use email to seek legal advice or pose a legal question.
- Employee email boxes must be kept clean of all nonessential emails by either of these means:
 - o Deleting unwanted email and emptying the trash bin
 - o Archiving of any emails older than 3 months
 - o Keeping the sent items and trash folders clear every 30 days

For more information on how to use email safely and some general guidelines please refer to online resources including the College's Library Information Resource Network (LIRN) database.

Photography, Video and Audio Recording

Many mobile devices are equipped with a camera and video/audio recording capabilities. Students must obtain permission to take and publish a photograph or video/audio recording of any Pinnacle Career Institute employee, student or related college activity. Cameras should be used for educational purposes only, such as recording videos or taking pictures to include in a class project or recording a student presentation and only playing it back for rehearsal and improvement. For possible additional information see the Mobile Device Agreement (Appendix C of this handbook).

Digital Millennium Copyright Act (DMCA)

Pinnacle Career Institute considers the use of peer-to-peer (P2P) file sharing of copyrighted material, including music and videos, to be an inappropriate use of the campus network, a violation of this Acceptable Use Policy, AND it is breaking the law.

The Digital Millennium Copyright Act (DMCA) makes it illegal to download and/or share unauthorized copyrighted materials, which is usually accessed through file sharing software, commonly known as peer-to-peer (P2P) software. The illegal (unauthorized) sharing of copyrighted material exposes YOU to civil, criminal, and disciplinary actions by Pinnacle Career Institute. Copyright infringement in the file-sharing context is downloading or uploading substantial parts of a copyrighted work without permission. This constitutes an infringement of the DMCA and again is illegal.

This Acceptable Use Policy for Information Technology (AUP) states that you may not *illegally* share copyrighted material over the College's network, including through the use of email, web pages, and P2P file sharing software. This applies to College-owned computers as well as personally owned computers if they are accessing the College's network. Please be sure that you have rights for any material you are making available or sharing on the college's network.

Since the College views any violations of the DMCA as a violation of campus policy and a misuse of its network, any student or employee found violating this policy will be subject to disciplinary action, as well as possible civil and criminal liabilities. A detailed description of the College's policies concerning disciplinary actions for the unauthorized distribution of copyrighted material is contained in the student and employee handbook.

To better protect you and Pinnacle Career Institute *MOST* peer to peer file sharing sites have been blocked at the network level and cannot be downloaded or utilized on college computers. This does not mean that all possible sites/software have been blocked as that is next to impossible. The responsibility is YOURS to not violate Copyright Law and the College's AUP.

Penalties for copyright violations may include civil and criminal actions. To summarize the legal penalties, anyone found liable for copyright infringement can be ordered to pay either actual damages or statutory damages. These damages can be costly per violation. If the court determines that this was a willful act of infringement they can award up to

large sums of money per work infringed, and/or imprisonment. A court can also assess cost of attorney's fees to you.

For more information, please see *Appendix C – Copyright Policy and Penalties* in this handbook. Other references include the website: <https://www.copyright.gov/>.

Netiquette

Students and employees must adhere to the rules of network etiquette, or 'netiquette'. In other words, you must be polite, adhere to the organization's electronic writing and content guidelines, and use the network and Internet appropriately and legally. Pinnacle Career Institute will determine what materials, files, information software, communications, and other content and activity are permitted or prohibited. The following is a list that everyone is expected to agree with regarding technology use behavior:

- I will take good care of College-owned equipment.
- I will never leave my own or College-owned device unattended.
- I will never loan out the College-owned device(s) to other individuals.
- I will know where my own or the College-owned device is at all times.
- I will charge my own or the College-owned device's battery daily to ensure its availability
- I will keep food and beverages away from the College-owned equipment since they may cause damage.
- I will not disassemble any part of the College-owned equipment or attempt any repairs.
- I will not install programs or applications on the College-owned equipment unless explicitly directed otherwise.
- I will save work to my cloud drive.
- I will protect the College-owned equipment by carrying it only in the case provided.
- I will use my own or the College-owned equipment in ways that are appropriate and educational.
- I will not write, carve or put stickers on the College-owned equipment.
- I will respect and value college resources when using either my own or the College-owned equipment.
- I will be responsible for all damage or loss caused by neglect or abuse.
- I agree to pay for the replacement of power cords, mobile device case, or any other College-provided accessories in the event any of these items are lost, stolen or damaged.
- I agree to return the College-owned device(s), power cord, case, and any other College-provided accessory in good working condition.
- I will respect others when using the Internet; I will be polite and use good manners.
- I will use college-appropriate behavior on all applications and web sites.
- I will work and collaborate productively with others.
- I will not partake in or intentionally attack or disrespect someone online.
- I will respect others privacy, and will not share or post information of others' without proper permission (i.e., pictures, videos, etc).
- I will mind my online language. I will not 'YELL,' by using all caps when I type.
- I will follow the policies outlined in the Mobile Device Agreement, the Acceptable Use Policy, and copyright rules while on campus, as well as off campus.

Prohibited Activity

The list below includes, but is not limited to, activities that violate the Acceptable Usage Policy:

- Using, transmitting, receiving, or seeking inappropriate, offensive, vulgar, suggestive, obscene, abusive, harassing, belligerent, threatening, defamatory or misleading language or materials.
- Revealing personal information, such as the home address, telephone number, or Social Security number of another person or yourself.
- Making ethnic, sexual-preference, or gender-related slurs or jokes.
- Causing harm or damaging others' personal property.

- Using another employee's password to trick recipients into believing someone other than you is communicating or accessing the Network or Internet.
- Uploading or downloading a virus, harmful component, or corrupted data.
- Using software that is not licensed or approved by Pinnacle Career Institute.
- Accessing controversial or offensive materials. Network and Internet access may expose students and employees to illegal, defamatory, inaccurate, or offensive materials. Students and employees must avoid these sites. If you know of students and employees who are visiting these sites, report that use to your supervisor or campus administrator.
- Engaging in commercial activity. Students and employees may not sell or buy anything over the Internet. Students and employees may not solicit or advertise the sale of any goods or services. Students and employees may not divulge private information—including credit card numbers and Social Security numbers.
- Using copy and printing privileges to reproduce documents or materials that are not directly related to your job duties or responsibilities of Pinnacle Career Institute.
- Encouraging associates to view, download, or search for materials, files, information, software, or other offensive, defamatory, misleading, infringing, or illegal content.
- Students and employees are prohibited from downloading and using personal instant messaging (IM) software (AOL Instant Messenger, Yahoo, MSN, etc.) to transmit IM via the public Internet. Employees may use Google Hangouts with their "@pcitraining.edu" account for the purpose of completing work assignments with other employees only.
- Students and employees are prohibited from downloading, installing and/or connecting to any music services from any devices connected to the college's network.
- No student or employee is to copy ANY Pinnacle Career Institute data from a network drive or resource and remove from the premises without EXPLICIT permission from the College President.
- ALL printed material that is deemed trash that contains any sensitive information such as social security numbers, birthdates, home address, phone number or any other personal information MUST be disposed of in the correct manner by placing in the shred containers and NOT in the general trash receptacles.
- Miscellaneous undefined inappropriate behavior or conduct that rises to a level of concern.

Social Media Control

I. Read the Policies

Read the policies (also called the "terms of service") of the social media sites you use. Sometimes just creating an account means that when you post/blog/tweet/etc. the service gains the right to use your information. For example, if you posted pictures on Facebook they now belong to Facebook and they can be used in any way the company wants to use them.

II. Nothing is Private

No statement made on the internet is really private. If you would not say the statement directly to someone in a public place, do not post/blog/tweet it! Think twice before you let your idea out into the world, it may come back. Employers look at prospective employees' social media pages in order to form an opinion about their character. Keep that in mind before putting up pictures of yourself, and when reviewing pictures put up by others. Ask friends to take down pictures that could stop your career before it starts!

III. Stay Calm

If someone comments about something you do not like, be polite in your reply. If they argue with you without reading what you wrote, then ignore them. Accept that very few minds are ever changed by someone's online response.

IV. Accuracy Counts

Make sure of your facts and cite your sources. If you still get it wrong, post an apology and a correction. Use well-respected sites such as Snopes (www.snopes.com) to check out anything that seems too good or bad to be true.

V. Share Safely

Be careful how much information you provide about yourself or your friends. What would you tell a stalker about your daily routine? What do people really need to know? And do not endanger your friends by sharing that

information about them, either.

You are not required to give any social media website your true birthdate (which is often used as a password on new accounts), your phone number, your address, or your current location. Make something up.

It is best to share your experiences on social media *after* they have happened. Telling a wide audience that you went to the concert last night lets you share without telling them where you are right now. Be smart and safe!

VI. Connect with PCI

- Website: <http://www.pcitraining.edu/>
- Blog: <http://www.pcitraining.edu/blog/>
- Facebook: <https://www.facebook.com/PCITraining>
- Twitter: https://twitter.com/pci_training
- YouTube: <http://www.youtube.com/user/pcitrainingedu>
- Linked In: <http://www.linkedin.com/company/pinnacle-career-institute>

Copyright Policy and Penalties

PINNACLE CAREER INSTITUTE COMPLIANCE POLICY: LIBRARY AND CLASSROOM

The purpose of the Pinnacle Career Institute ("PCI") Copyright Compliance Policy: Library and Classroom is to provide a summary of U.S. copyright law as it relates to the use of text-based copyright-protected works in the classroom and library at PCI, and to provide guidelines and procedures for obtaining copyright permission to use these works.

U.S. copyright law contains many gray areas, and the goal of this policy is to provide PCI administrators, faculty, librarians, students, employees, and others with a standard approach for addressing complex copyright issues. This policy covers classroom issues such as photocopying, online and distance education, and courseware. It also covers library uses for print and electronic reserves, ILL and document delivery. Other PCI copyright and intellectual property policies may complement this policy by providing guidance on copyright issues beyond text-based materials used in the classroom and library.

This policy provides practical advice and procedures on copyright-related matters; however, it is not a substitute for legal advice, and proper legal advice should be obtained when necessary.

WHAT IS COPYRIGHT?

Copyright is an area of law that provides creators and distributors of creative works with an incentive to share their works by granting them the right to be compensated when others use those works in certain ways. Specific rights are granted to the creators of creative works in the U.S. Copyright Act (title 17, U.S. Code). If you are not a copyright holder for a particular work, as determined by the law, you must ordinarily obtain copyright permission prior to reusing or reproducing that work. However, there are some specific exceptions in the Copyright Act for certain academic uses, and permission is never required for certain other actions, such as reading or borrowing original literary works or photographs from a library collection.

WHAT IS PROTECTED BY COPYRIGHT?

The rights granted by the Copyright Act are intended to benefit "authors" of "original works of authorship", including literary, dramatic, musical, architectural, cartographic, choreographic, pantomimic, pictorial, graphic, sculptural and audiovisual creations. This means that virtually any creative work that you may come across—including books, magazines, journals, newsletters, maps, charts, photographs, graphic materials, and other printed materials; unpublished materials, such as analysts' and consultants' reports; and non-print materials, including electronic content, computer programs and other software, sound recordings, motion pictures, video files, sculptures, and other artistic works—is almost certainly protected by copyright. Among the exclusive rights granted to those "authors" are the rights to reproduce, distribute, publicly perform and publicly display their works.

These rights provide copyright holders control over the use of their creations and an ability to benefit, monetarily and otherwise, from the use of their works. Copyright also protects the right to "make a derivative work," such as a movie from a book; the right to include a work in a collective work, such as publishing an article in a book or journal; and the rights of

attribution and integrity for "authors" of certain works of visual art. Copyright law does not protect ideas, data or facts.

In the U.S., the general rule of copyright duration for a work created on or after January 1, 1978 is the author's life plus 70 years after the author's death. This is often referred to as "life-plus-70". Works created by companies or other types of organizations generally have a copyright term of 95 years. For more information on copyright duration, visit <http://www.copyright.gov/circs/circ1.html#hlc>.

FAIR USE

A provision for fair use is found in the [Copyright Act at Section 107](#). Under the fair use provision, a reproduction of someone else's copyright-protected work is likely to be considered fair if it is used for one of the following purposes: criticism, comment, news reporting, teaching, scholarship and research. If the reproduction is for one of these purposes, a determination as to whether the reproduction is fair use must be made based upon four factors:

1. The purpose and character of use (principally, whether for commercial or nonprofit educational use);
2. The nature of the copyright-protected work;
3. The amount and substantiality of the portion used; and
4. The effect of the use being evaluated upon the potential market for or value of the copyright-protected work.

Fair use is an ambiguous concept and the law does not state exactly what uses of a copyrighted work will be considered fair uses under the law and may therefore be used without obtaining permission. As such, individuals who are not lawyers may often need to be interpreters of the law in everyday circumstances, and answers as to how much reproduction may be considered fair use often remain unclear. The bottom line is that fair use requires a very circumstance-specific analysis as to whether a particular use or reuse of a work may indeed be considered fair use.

To avoid confusion and minimize the risk of copyright infringement, PCI interprets the following situations as fair use:

- Quotation of short passages in a scholarly or technical work for illustration or clarification of the author's observations.
- Use in a parody of short portions of the work itself.
- A summary of an address or article, which may include quotations of short passages of the copyright-protected work.

If your use does not meet the above criteria and the work is protected by copyright, you probably need to obtain permission to use the work from the copyright holder or its agent.

Because PCI is a for-profit institution, many of the fair-use exceptions familiar to public institutions do not apply. If you are an instructor, and are in doubt about using materials for your class, do not use the material before gaining permission.

TYPES OF USE

Classroom Handouts

Based on PCI's fair use analysis, classroom handouts, other than materials supplied from the textbook publisher in faculty supplements, must have copyright permission obtained to use the work.

Course-packs

All articles, chapters and other individual works in any print or electronic course-pack require copyright permission. Copyright permission for course-packs is usually granted by the academic period. To reuse a course-pack in subsequent academic periods (e.g.: semester, quarter, trimester, etc.), you probably need to obtain permission again. Many copyright holders provide time-sensitive permission because their own rights may be time-sensitive and could be transferred to different copyright holders at any time.

When ordering course-packs it is important to clarify who will obtain permission for the course-pack—the copy shop or reprographic center, the faculty member or a member of the administrative staff. Deferring responsibility for copyright permission will not provide you protection against a claim of copyright infringement.

Reserves

If the PCI library owns a copy of a publication, the library may place that copy on reserve without obtaining copyright permission. If the library wishes to reproduce additional copies of a work and place them on reserve for students to review, in either paper or electronic format, the library must obtain copyright permission.

Photocopying in the Library

It is permissible to photocopy copyright-protected works in the PCI library without obtaining permission from the copyright owner, under the following circumstances:

- **Library user requests for articles and short excerpts.** At the request of a library user or another library on behalf of a library user, the PCI library may make one reproduction of an article from a periodical or a small part of any other work. The reproduction must become the property of the library user, and the library must have no reason to believe that the reproduction will be used for purposes other than private study, scholarship and research. As recommended by Section 108 of the Copyright Act, the library must display the register's notice at the place library users make their reproduction requests to the library.
- **Archival reproductions of unpublished works.** Up to three reproductions of any unpublished work may be made for preservation or security or for deposit for research use in another library or archive. This may be a photocopy or digital reproduction. If it is a digital reproduction, the reproduction may not be made available to the public outside the library or archive premises. Prior to receiving any of the three reproductions permitted under this provision from another library or archive, the PCI library or archive must make a reasonable effort to purchase a new replacement at a fair price. The reproducing library or archive must also own the work in its collection.
- **Replacement of lost, damaged or obsolete copies.** The PCI library may make up to three reproductions, including digital reproductions, of a published work that is lost, stolen, damaged, deteriorating or stored in an obsolete format. Any digital reproductions must be kept within the confines of the library (that is, available on its computer but not placed on a public network.)

PHOTOCOPYING FOR STUDENTS

PCI library may make reproductions for library users (students, faculty, etc.), provided the following criteria are met:

- The library makes one reproduction of an article from a periodical or a small part of any other work.
- The reproduction becomes the property of the library user.
- The library has no reason to believe that the reproduction will be used for purposes other than private study, scholarship and research.
- The library displays the register's notice at the place library users make their reproduction requests to the library.

PHOTOCOPYING BY STUDENTS

Photocopying by students is subject to a fair use analysis as well. A single photocopy of a portion of a copyright-protected work, such as a copy of an article from a scientific journal made for research, may be made without permission.

Photocopying all the assignments from a book recommended for purchase by the instructor, making multiple copies of articles or book chapters for distribution to classmates, or copying material from consumable workbooks, all require permission.

Distance Education and Course Management Systems

In 2002, the Technology, Education and Copyright Harmonization (TEACH) Act became law and expanded the latitude universities, including PCI, have for the performance and display of copyright-protected materials in a distance education environment, including through the use of Course Management Systems (CMS).

The copyright requirements for TEACH and CMS postings are similar to those of classroom handouts, but extend the traditional rules for those handouts to the digital transmission of materials to distance education students. If the use is planned, repeated or involves works that have existed long enough that one could reasonably expect to receive a response to a request for copyright permission, you must obtain copyright permission.

Copyright and Foreign Works

The U.S. is a member of the leading international copyright treaty, the Berne Convention. As such, when PCI uses a copyright-protected work from another country, the protections provided to works by U.S. copyright law automatically apply to the use of that work as well (assuming the use takes place in the U.S.). Copyright Clearance Center has many reciprocal licenses to allow use of materials from other countries.

HOW TO OBTAIN COPYRIGHT PERMISSION

Permission to use copyright-protected materials, when required, should be obtained prior to using those materials. It is best to obtain permission in writing (including e-mail) and to ensure that the PCI Copyright Officer has a copy of each permission form or letter.

The time to obtain permission may vary and, where possible, it is recommended to start the permissions procedure at least six months prior to the time that you wish to use the materials. If you need a quicker permission, let the copyright owner know this and he/she may be able to get back to you more quickly.

CIVIL AND CRIMINAL PENALTIES FOR VIOLATION OF FEDERAL COPYRIGHT LAWS

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense.

For more information, please see the Web site of the U.S. Copyright Office at www.copyright.gov, especially their FAQ's at www.copyright.gov/help/faq.

- e school, in order to: (a) develop, validate, or administer predictive tests; (b) administer student aid programs; or (c) improve instruction. (§99.31(a)(6))
- To accrediting organizations to carry out their accrediting functions. ((§99.31(a)(7))
- To parents of an eligible student if the student is a dependent for IRS tax purposes. (§99.31(a)(8))
- To comply with a judicial order or lawfully issued subpoena. (§99.31(a)(9))
- To appropriate officials in connection with a health or safety emergency, subject to §99.36. (§99.31(a)(10))
- Information the school has designated as "directory information" under §99.37. (§99.31(a)(11))
- To a victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense, subject to the requirements of §99.39. The disclosure may only include the final results of the disciplinary proceeding with respect to that alleged crime or offense, regardless of the finding. (§99.31(a)(13))
- To the general public, the final results of a disciplinary proceeding, subject to the requirements of §99.39, if the school determines the student is an alleged perpetrator of a crime of violence or non-forcible sex offense and the student has committed a violation of the school's rules or policies with respect to the allegation made against him or her. (§99.31(a)(14))
- To parents of a student regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the school, governing the use or possession of alcohol or a controlled substance if the school determines the student committed a disciplinary violation and the student is under the age of 21. (§99.31(a)(15))