RAPP CENTER FOR EDUCATION ACADEMIC CATALOG

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https://www.rappce.org/

Contents

General Information

Mission Statement

Rapp Center for Education provides residents of Rappahannock and nearby areas educational experiences that enhance knowledge, employability, and quality of life with the goal of building and sustaining a stronger community.

History

RappU, Inc. was founded in 2015 to address two pressing needs in Rappahannock County - workforce training and lifelong learning. The nearest community college is located 45 minutes away and the nearest workforce training center is a half hour away, in Culpeper. There are no adult-education or avocational offerings at the local public-school system, so therefore a serious void in postsecondary education existed in the county. RappU, Inc has been approved to use the name and operate as Rapp Center for Education.

Rapp Center for Education began offering avocational, lifelong learning classes to local residents taught by volunteer instructors in 2015. Classes were held in churches, libraries, wineries and restaurants. In 2018, Rapp Center for Education relocated to the Sperryville Schoolhouse, where Rapp Center for Education renovated the four original Rappahannock High School classrooms.

To address the workforce training needs, as well as the shortage of local healthcare workers, Rapp Center for Education received approval from the Virginia Board of Nursing to offer the Nurse Aide and Medication Technician training classes. Rapp Center for Education maintains clinical relationships with Valley Health System and the Fauquier Health System. Our CPR and First Aid classes have been highly successful in the community, so much so that the public-school system is using Rapp Center for Education to provide this training to all the non-teaching employees.

As a not-for-profit organization, Rapp Center for Education is proud of its community partnerships. Rapp Center for Education allows Lord Fairfax Community College and Piedmont Regional Adult and Career Education Programs (PRACEP) to offer their classes in our facility rent free. Classes offered include such topics as US History, Public Speaking, and GED preparation.

Ownership and governance of the school

RappU, Inc. is a Virginia non-stock corporation which has been approved by the Internal Revenue Service as a 501c3 non-profit entity. It is governed by an eleven-member Board of Directors.

Powers, Duties and Responsibilities

Board of Directors. The Board of Directors have a fiduciary responsibility to the school. Their role is to serve as an approval body for major operational or fiscal decisions. The Board of Directors performs the annual performance evaluation for the President and CEO.

President/CEO. The President/CEO reports to the Board of Directors. The individual in this role prepares the financial and operational reports and presents them to the Board on a regular basis. The CEO/President is responsible for ensuring that the school is operating compliantly and completing the responsibilities as a 501c3 corporation.

School Administrator. The School Administrator is responsible for managing the daily operations at the school. The person in this role is responsible for hiring and managing school staff and faculty. The School Administrator also serves to resolve student concerns.

Students. Students are encouraged to participate in the governance of the school through participation in events and by providing feedback on student surveys. Administrators have an open door policy and welcome student feedback.

Location and Facilities

Rapp Center for Education is located at 12018 Lee Highway, Sperryville Virginia. Rapp Center for Education currently occupies four classrooms. Two of the classrooms are for general use, one is the health care training lab, and one is for multi-use. Each classroom contains 25 chairs and 9 -12 conference style tables. The school also has an office space in the building where the administrators, faculty, and student records are housed.

Approvals

The State Council of Higher Education for Virginia has certified the school to operate in Virginia.

Administration and Faculty

Administration:

Doug Schiffman, President and CEO. He holds a BA in Political Science. In addition to his business and management experience, he worked in public education for ten years with a focus on higher education access and readiness programs.

Kathleen Grove, Board Chair and School Administrator. She holds a Master's degree as well as 40 years of public and private school administrative experience, including as Assistant Superintendent of Arlington Public Schools

Lindsay Sonnett, Director of Admissions and Student Records. She has a BA in Political Science and Urban Planning, was a former Peace Corp Volunteer, and has managed membership and volunteer functions for several organizations prior to her current position.

Shauna Volmrich, Director of Operations. 1998 – 2000 Biology, Social Work Rutgers University Newark, NJ

Acting Program Director and Faculty:
Allison Jenkins, Healthcare Program Director is responsible for managing the faculty.
She holds a Bachelor of Nursing from Shenandoah University.

Our current Faculty include:

Allison Jenkins   Shenandoah University, Bachelor of Science in Nursing, 2010

Brandi Harrison   American National University, Associates of Applied Science in Medical Assisting, 2009

Regina Sheftelman   ACT College, AAS, Radiography 2010. Barstow Community College, AS, Allied Health 2002. Radiologic Technologist licensed in the State of Virginia.

Trey Williams   Attended Virginia Tech, Career Butcher of 13 years

Academic Calendar
2022 observed Holidays

New Year's Day Jan 1	Memorial Day May 30	Independence Day July 4
Labor Day Sept 5	Thanksgiving Nov 24 and 25	Christmas Dec 24 - Dec 27

Please refer to Catalog addendum for program start dates.

Method of instruction

Most courses are face-to-face, however the LRT program will be a hybrid version, meeting both online and in a traditional classroom setting, and the Medical Billing and Coding class will be taught online. Internship/Clinical Hours are arranged for students at clinical sites and conducted in accordance with the school's affiliation agreement with the sites. All clinical sites are located within 50 miles of the school's location.

Program Offerings

Rapp Center for Education measures its programs in clock hours. Each clock hour includes at least 50 minutes of instruction. The programs offered and hours of instruction are as follows:

Program Name	Lecture Hours	Lab Hours	Clinical Hours	Total Clock Hours
Certified Clinical Medical Assistant	60	20	0	80
EKG Technician	40	20	0	60
Electronic Health Records Specialist	60	20	0	80
Medical Scribe	80	0	0	80
Certified Medical Administrative Assistant	80	0	0	80
IT Fundamentals	30	0	0	30
Medical Billing and Coding Specialist	60	20	0	80
Pharmacy Technician	40	20	0	60
Phlebotomy Technician	20	32	8	60
Virginia Limited Radiologic Technician	20	30	10	60
Meat Cutting	50	0	20	70

Certified Clinical Medical Assistant

Program Description

A Clinical Medical Assistant is a multi-skilled allied health care professional that specializes in procedures commonly performed in the ambulatory health care setting. Clinical Medical assistants perform clinical duties and assist a variety of providers including physicians, nurse practitioners and physician assistants. They typically work in medical offices, clinics, urgent care centers and may work in general medicine or specialty practices.

Program Outcomes
- Using medical terminology
- Interacting professionally as a member of an interdisciplinary healthcare team
- Taking patient vital signs
- Assisting providers with exams and procedures
- Administering injections or medications
- Recording information into electronic health records (EHR)
- Performing EKG
- Performing phlebotomy procedures
- Completing laboratory procedures

To complete the Clinical Medical Assistant Program, students must pass CMA100.

Certified Clinical Medical Assistant Course Descriptions
CMA100 Clinical Medical Assisting Core (Prerequisite: None)
In the Certified Clinical Medical Assisting Core course, students will learn the fundamentals of medical terminology, as well as the skills necessary to function in a healthcare environment. The course includes both lecture and lab instruction, which enables students to practice the skills they are learning in class. Students will have the opportunity to interact with patients during the clinical component of the course. In addition to acquiring CCMA knowledge, skills, and abilities, students will receive test preparation to help them prepare to take the National Healthcareers CCMA examination.

EKG Technician

Program Description
Heart rhythms provide important data for the diagnosis of heart conditions. An EKG Technician performs the critical tasks of administering EKGs, as well as Holter monitoring and stress testing. These tests can be performed during physical exams, when cardiovascular problems are suspected, or in preparation for surgery.

Program Outcomes
- Preparing patients for an EKG and stress tests
- Administering EKGs and stress tests
- Preparing patients for Holter or ambulatory monitoring
- Providing patient education related to the tests being administered
- Editing and delivering final test results to physicians for analysis
- Scheduling appointments
- General maintenance and cleaning of instruments using in testing

To complete the EKG Technician Program, students must pass EKG100.

EKG Technician Course Description
EKG100 EKG Technician Core (Prerequisite: None)
In the EKG Technician Core course, students will learn the fundamentals of medical terminology, as well as the anatomy and physiology of the cardiovascular system. The course includes both lecture and lab instruction, which enables students to practice the skills they are learning in class, including performing EKGs. In addition to acquiring knowledge, skills, and abilities necessary to be an EKG Technician, students will receive test preparation to help them prepare to take the National Healthcareers examination.

Electronic Health Records Specialist

Program Description
In the healthcare industry, Electronic Health Records Specialists serve an important role. Maintaining accurate and compliant files is essential.

Program Outcomes
- Collecting patient demographic and insurance information
- Creating an electronic file for a patient
- Auditing patient records for compliance
- Performing basic coding to submit reimbursement claims
- Processing Release of Information (ROI) requests for medical records

To complete the Electronic Health Records Specialist Program, students must pass EHR100.

Electronic Health Records Specialist Course Description
EHR100 Electronic Health Records Specialist Core (Prerequisite: None)
In the EHR Specialist Core course, students will learn the fundamentals of medical terminology, as well as the legalities of interacting with electronic health records. The course includes both lecture and lab instruction, which enables students to practice the skills they are learning in class, including creating and editing electronic patient records. In addition to acquiring knowledge, skills, and abilities necessary to be an EHR Specialist, students will receive test preparation to help them prepare to take the National Healthcareers examination.

Medical Scribe

Program Description
Medical Scribes are an essential part of providing direct patient care. By relieving physicians of the documentation overload with maintaining EHRs, medical scribes serve as a personal assistant by handling the clerical responsibilities.

Program Outcomes
- Performing medical charting
- Understanding legal and regulatory responsibilities
- Performing billing and coding as part of patient visits

- Gathering information during patient visits

To complete the Medical Scribe program, students must pass MS100.

<u>Medical Scribe Course Description</u>
MS100 Medical Scribe Core (Prerequisite: None)
In this course, students will learn medical terminology, anatomy and physiology, diagnostic tests and imaging and legal and regulatory responsibilities. In addition to acquiring knowledge, skills, and abilities necessary to be a Medical Scribe, students will receive test preparation to help them prepare to take the MSCE Exam.

Certified Medical Administrative Assistant

<u>Program Description</u>
Medical administrative assistants (also called medical office assistants or medical secretaries) are critical in keeping healthcare offices running smoothly, and also play an important role in the patient experience. Tasks vary by setting, but may include:
Program Outcomes

- Reviewing and answering practice correspondence
- Operating computer systems to accomplish office tasks
- Answering calls and scheduling appointments
- Greeting patients and updating electronic medical records
- Updating and maintaining patient and other practice-specific information
- Coordinating operation reports such as time and attendance
- Operating office software and equipment

To complete the Medical Administrative Assistant Program, students must pass CMAA100.

<u>Certified Medical Administrative Assistant Course Descriptions</u>
CMAA100 Certified Medical Administrative Assistant Core (Prerequisite: None)
In the Certified Medical Administrative Core course, students will learn the fundamentals of essential office tasks, maintain patient records, and other skills necessary to function in a healthcare office setting. In addition to acquiring MAA knowledge, skills, and abilities, students will receive test preparation to help them prepare to take the National Healthcareers CMAA examination.

IT Fundamentals

<u>Program Description</u>
Computer Technicians are essential in all types of businesses. The IT Fundamental program introduces the computer field and is appropriate for students that are contemplating a career in the IT field.

<u>Program Outcomes</u>
- Using features and functions of common operating systems and establishing network connectivity
- Identifying common software applications and their purpose
- Using security and web browsing best practices

To complete the IT Fundamentals Program, students must pass ITF100.

IT Fundamentals Course Description
ITF100 IT Fundamentals Core (Prerequisite: None)
In the IT Fundamentals Core course, students will learn basic information about computer hardware, software, and networks. The course includes both lecture and lab instruction, which enables students to practice the skills they are learning in class, including troubleshooting common IT problems. In addition to acquiring knowledge, skills, and abilities necessary to work in the IT field, students will receive test preparation to help them prepare to take the CompTIA certification examination.

Medical Billing and Coding Specialist

Program Description
Medical Billing & Coding specialists are essential to hospitals, physician offices, surgery centers, nursing homes, dental offices, home healthcare agencies, mental health facilities and even insurance companies.

Program Outcomes
- Processing essential patient information
- Verifying required documentation before patient information is released
- Performing auditing of the billing
- Assigning codes for diagnoses and procedures
- Submitting claims for reimbursement

To complete the Medical Billing and Coding Specialist Program, students must pass MBC100.

Medical Billing and Coding Specialist Course Description
MBC100 Medical Billing and Coding Specialist Core (Prerequisite: None)
In this course, students will learn the fundamentals of medical terminology, as well as the legalities and ethical considerations of interacting with patient records and completing patient billing. The course includes both lecture and lab instruction, which enables students to practice the skills they are learning in class, including filing mock medical insurance claims. In addition to acquiring knowledge, skills, and abilities necessary to be an MBC Specialist, students will receive test preparation to help them prepare to take the National Healthcareers examination.

Pharmacy Technician

Program Description
Pharmacy Technicians are sought-after professionals in pharmacies located in hospitals, drug stores, doctors' offices and grocery stores.
Objectives of the Pharmacy Technician program include, but are not limited to:

- Receiving and processing prescription requests from patients and doctors' offices
- Accurately measuring medication amounts
- Packaging and labeling prescriptions
- Maintaining patient records

- Accepting payment for prescriptions and process insurance claims
- Interacting with patients
- Managing inventory

To complete the Pharmacy Technician Program, students must pass PHT100.

Pharmacy Technician Course Description
PHT100 Pharmacy Technician Core (Prerequisite: None)
In this course, students will learn the fundamentals of medical terminology and anatomy and physiology as it relates to the effect of medications on the body. Pharmaceutical nomenclature and ethical considerations for Pharmacy Technicians are also addressed. The course includes both lecture and lab instruction, which enables students to practice the skills they are learning in class, including filling mock prescriptions. In addition to acquiring knowledge, skills, and abilities necessary to be a Pharmacy Technician, students will receive test preparation to help them prepare to take the licensure examination.

Phlebotomy Technician

Program Description
A Phlebotomy Technician is a critical member of the healthcare team. Hospitals, laboratories and other employers have an increasing demand for phlebotomists.

Program Outcomes
- Verifying client identity
- Performing venipuncture
- Explaining blood-drawing procedure to patients and answer questions
- Performing basic point of care testing, such as blood glucose levels
- Preparing blood, urine and other specimens for testing
- Utilizing the proper test tubes based on the physician's orders
- Maintaining medical equipment such as needles, test tubes and blood vials

To complete the Phlebotomy Technician Program, students must pass PHL100.

Phlebotomy Technician Course Descriptions
PHL100 Phlebotomy Technician Core (Prerequisite: None)
In this course, students will learn the fundamentals of medical terminology and anatomy and physiology as it relates to the blood and circulatory system. Identification of lab tubes and the maintenance of lab equipment are also addressed. The course includes both lecture and lab instruction, which enables students to practice the skills they are learning in class, including performing venipuncture. Students will have the opportunity to interact with patients in a clinical setting during the clinical component of the course. In addition to acquiring knowledge, skills, and abilities necessary to be a Phlebotomy Technician, students will receive test preparation to help them prepare to take the National Healthareers certification examination.

Virginia Limited Radiologic Technician

Program Description
Limited license x-ray technologists are expected to have a high degree of technical and interpersonal skills. A limited scope license holder cannot perform all radiology examinations, but rather can hold licenses to perform specific exams. Limited practice may include combinations of the following: chest, abdomen, genitourinary, skull, pelvis, chiropractic, extremities, dental, orthopedic, fluoroscopy, and podiatry.

Program Outcomes
- Preparing patients for x-ray examinations
- Performing x-ray examinations
- Preparing and maintaining the x-ray equipment
- Submitting information about the patient to the physician
- Providing patient education about the procedures
- Taking safety precautions

To complete the Radiologic Technician Program, students must pass RAD100.

Virginia Limited Radiologic Technician Course Descriptions
RAD100 Radiologic Technician Core (Prerequisite: None)
In this course, students will learn the fundamentals of medical terminology and anatomy and physiology. Radiation safety and maintenance of equipment are also addressed. The course includes both lecture and lab instruction, which enables students to practice the skills they are learning in class, including performing x-rays. Practice on patients in a clinical setting is completed during the clinical portion of the course. In addition to acquiring knowledge, skills, and abilities necessary to be a Radiologic Technician, students will receive test preparation to help them prepare to take the State of Virginia ARRT licensure examination.

Meat Cutting

Program Description
The Meat Cutting program is designed to prepare students to work in the meat processing field at a wholesale processing facility or in a restaurant or butcher establishment.

Program Outcomes
- Knowledge about cutting and merchandising whole animals, including chicken, lamb, pork and beef
- Understanding the anatomy and physiology of the animals, including key bones and yield percentages
- Knowledge about cutting skills and techniques such as deboning and denuding
- Knowledge about safe usage of a bandsaw, handsaw, and knives
- Understanding Latin muscle names, carcass yields and yield grades, USDA quality grades and how to conduct a yield test

To complete the meat cutting program, students must pass MP100.

Meat Cutting Assistant Course Descriptions
MP100 Meat Cutting Core (Prerequisite: None)

In this course, students will learn the fundamentals of working in a meat processing facility, including desired cuts, safety protocols, and USDA standards. In addition to acquiring knowledge, skills, and abilities necessary to be a Meat Cutter, the curriculum used contains several competency certificates that students will be required to complete. Students who successfully complete the course will be invited to participate in a paid internship at a local processing facility.

Certification and/or licensure exams

Students successfully completing the Limited Radiology Technician program will take the Virginia ARRT licensing exam (https://www.arrt.org/about-the-profession/state-licensing/state-licensing-exam)

Students successfully completing the other healthcare classes are encouraged to take the certification exams offered by the National Healthcareers Association, although certification may not be required to work in the field. Similarly, students successfully completing the IT fundamentals course are encouraged to take the certification exam from CompTIA.

Admissions

Admissions Procedure

Applicants may complete an application for admission online or schedule an appointment to meet with an Admission Advisor by phone or Zoom to complete the application.

NHA Exam Requirements

To sit for an NHA exam, you must:

1. Possess a high school diploma or the equivalent, such as the General Education Development test (GED) or other equivalency test recognized by the candidate's state of residency, or diploma and official transcript reflecting equivalent education as evaluated by the American Association of Collegiate Registrars and Admissions Officers for secondary education (if documents are not in English, a translation into English from a translation service approved in the United States for legal or government documents must be available upon request). Candidates that do not currently meet this requirement but will be able to do so within twelve months may be eligible for a Provisional Certification.

Students will be admitted based upon our assessment of their likely ability to succeed in the class.

Tuition and Fees

Tuition and Fees by Program

Program Name	Total Clock Hours	Tuition	Books and Supplies	Total Program Costs
Certified Clinical Medical Assistant	80	$900	$74	$974
EKG Technician	60	$750	$69	$819
Electronic Health Records Technician	80	$900	$69	$969
Certified Medical Administrative Assistant	80	$900	$69	$969

IT Fundamentals	80	$500	$59	$559
Medical Billing and Coding	80	$900	$69	$969
Pharmacy Technician	60	$900	$69	$969
Phlebotomy Technician	60	$700	$69	$769
Virginia Limited Radiologic Technician	60	$900	$389	$1,289
Medical Scribe	80	$900	$65	$965
Meat Cutting	90	$900	$125	$1,025

Payment of Tuition and Books and Supplies

Students can pay prior to the start of a class or make payment arrangements with the school.

Payment of Exam Fees for Certification

Once the student has successfully completed the program, the graduate will be eligible to sit for the certification exam and will pay the exam fee directly to the testing site.

Tuition Assistance Grants

Rapp Center for Education offers a limited number of need-based grants. Students interested in applying must complete and file an application 6 weeks prior to the start of the program. Recipients of grants will be notified 2 weeks prior to the course start. All grants awarded are applied directly to the student's tuition and fees. Competitive scholarships are not available.

Cancellation and Tuition Refund Policy

Rejection: An applicant rejected by the school is entitled to a refund of all monies paid.

Three-Day Cancellation: An applicant who provides written notice of cancellation within three (3) business days, excluding weekends and holidays, of executing the enrollment agreement is entitled to a refund of all monies paid.,

Other Cancellations: An application requesting cancellation more than three (3) days after executing the enrollment agreement and making an initial payment, but prior to the first day of class is entitled to a refund of all monies paid, less a maximum tuition fee of 15% of the stated cost of the course or $100, whichever is less.

Withdrawal Procedure:
  A. A student choosing to withdraw from the school after the commencement of classes is to provide a written notice to the School Administrator. The notice must include the expected last date of attendance and be signed and dated by the student.
  B. A student will be determined to be withdrawn from the institution if the student misses seven consecutive instructional days and all the days are unexcused.
  C. All refunds will be issued within 45 days of the determination of the withdrawal date.

Tuition refunds will be determined as follows:

Proportion of Total Program Taught by Withdrawal Date	Tuition Refund
Less than 25%	75% of program cost
25% up to but less than 50%	50% of program cost
50% up to but less than 75%	25% of program cost
75% or more	No Refund

A refund of the charges paid for books and supplies will only be issued in the event the student returns to the school, within 30 days of their withdrawal, the books and supplies issued in new condition. Books and supplies which have been used by the student will not be accepted for return.

Policies and Procedures

Academic Integrity

When Rapp Center for Education awards a certificate, they must assume the absolute integrity of the work students have done; therefore, it is important that students maintain the highest standard of honor in their scholastic work.

Academic dishonesty will not be tolerated. Students who submit plagiarized work, or who cheat on assignments or tests, will receive a 0% for the assignment(s) and/or test(s) in question and face disciplinary action. In extreme cases, academic dishonesty may result in dismissal from the program. Academic dishonesty, as a rule, involves one of the following acts.

- Cheating on an examination or quiz, including giving, receiving, or soliciting information and the unauthorized use of notes or other materials during the examination or quiz;
- Buying, selling, stealing, or soliciting any material purported to be the unreleased contents of a forthcoming examination, or the use of such material;
- Substituting for another person during an examination or allowing another person to take the student's place;
- Plagiarizing, which means taking credit for another person's work or ideas. This includes copying another person's work either word-for-word or in substance without acknowledging the source;
- Accepting help from or giving help to another person to complete an assignment, unless the instructor has approved such collaboration in advance;
- Knowingly furnishing false information to Rapp Center for Education; forgery and alteration or use of Rapp Center for Education documents or instruments of identification with the intent to defraud.

Attendance Policy

Attendance and class participation are a major part of the grade. Students must attend 100% of their classes. One remediation day will be offered for one lecture absence. The student must attend the remediation day to maintain 100% attendance. Clinical is 100% attendance with no remediation days offered. In the event a student cannot make a scheduled class or scheduled clinical hours, and provides notice to the school, the school will work with the student to reschedule the hours to allow for an extension up to 10% of the time in clock hours for completion of the program, as appropriate.

Career Advising and Placement

The school offers periodic career advising sessions. During these sessions basic interviewing skills, resume preparation and how best to locate potential employers are reviewed. Placement services are not offered.

Clinical Assignment

Students enrolled in courses with a clinical component will be required to perform the skills taught according to identified criteria. A satisfactory grade must be received to pass the course. Students will not perform any skills in the clinical setting in which they have not been trained and found to be proficient. Programs with a clinical component utilize a clinical manual to ensure students understand and are prepared for successfully completing the hours required and are monitored by an instructor of record.

In the event a student believes the grade he or she is assigned is incorrect, the student is encouraged to follow the school's grievance procedure.

Dismissal/Withdrawal

A student may be withdrawn from Rapp Center for Education for any of the following reasons:

- Unsatisfactory Clinical Performance – Negligence in carrying out skills due to improper technique and judgment as well as failing to use resources to ensure accuracy.
- Grades – Achieve an overall grade of less than 80% on the 4-unit tests and final exam.
- Breach of Confidentiality – Evidence that the student is inappropriately accessing and/or disseminating information gained in the clinical setting.
- Excess Absences – Missing more than 2 classroom lectures or any clinical.
- Dishonesty – Evidence of cheating or evasion of truth in classroom and clinical activities.
- Inappropriate Behavior – Repeated episodes of behavioral responses that do not correspond to
- acceptable or usual patterns of behavior.
- Substance Use – Evidence of possession or use of drugs that are not medically prescribed. Also, the possession or use of alcohol during classroom or clinical times is prohibited.
- Unacceptable Criminal Background Check

Faculty Accessibility

Faculty are available for academic or course advising an hour after classes have been dismissed, once a week. Faculty office hours are posted on the door of the office.

Grading Policy

Lab Skills –students will receive a pass or fail grade of skills demonstrated in the lab. If a student receives a failing grade, he or she may schedule extra review time with the instructor to achieve a passing grade. A failing grade will result in dismissal from the program.

Unit Tests/Final Exam –An overall grade of 80% must be obtained to pass the course. The instructor may give additional tests or final exams at his or her discretion.

Graduation Requirements

To graduate, and receive a Certificate of Completion, the student must:

1. Complete all the hours in the program with a grade of 80% or higher and have successfully completed clinical training, where required.
2. Meet all tuition and fee obligations to the school.

Grievance Policy

School faculty and administration work with each student to resolve any issues a student may have. Every student is encouraged to discuss his or her concerns or complaints with faculty or staff most able to assist the student in resolving the matter. If, however, the student is not satisfied with these efforts then the student may pursue a formal review by following the grievance procedure as follows:
1) Make a signed, written complaint to a school official describing the basis of the complaint in sufficient detail to allow the School Administrator to begin an investigation;
2) The School Administrator, or a designee, will schedule an appointment with the student within five (5) working days to discuss the complaint;
3) The School Administrator will confirm the completion of the investigation with a written report of the disposition of the complaint mailed to the student within five (5) working days of meeting with the student;
4) If the student is not satisfied with the School Administrator's report as to the disposition of the complaint, the student may appeal the result in writing to the President within ten (10) working days. The appeal letter must include a copy of the written disposition report and an explanation as to why the student is not satisfied with the outcome;
5) The President will review the written disposition report and the student's appeal letter and will conduct any further investigation necessary, including requesting additional information from the student;
6) When the complaint concerns a faculty member or administrator, the school will not complete its review and make a final decision regarding a complaint unless it assures that the faculty member or administrator has an opportunity to provide a response to the complaint.
7) The President will provide both the student and the School Administrator with a written decision within ten (10) working days of the receipt of the appeal letter. This written decision is the final disposition of the complaint;

Complaints, which cannot be resolved to the student's satisfaction by direct negotiation with the school in accordance the grievance policy, may, as a last resort, be filed with the State Council of Higher Education for Virginia, 101 N. 14th Street, 9th Floor, James Monroe Building, Richmond, VA 23219. All student complaints must be submitted in writing. The most efficient way to file a student complaint with SCHEV is via the website, at this link: SCHEV.edu

A student will not be subject to unfair actions as a result initiating a complaint proceeding.

Library resources

Rapp Center for Education will provide each student with the textbooks and other hard and soft cover curricular materials necessary to complete the program. Students also have access to the County Public Library. As a not-for-profit school, Rapp Center for Education has a limited collection of supplemental reference books that have been donated or purchased and will be available in the classrooms. Students will be able to review the non-circulating reference material before or after class. Students also have access to laptops which have online capabilities to access varied resources.

Leave of Absence

Due to the length of the programs offered, Rapp Center for Education does not offer students a leave of absence. Students who due to extenuating circumstances are unable to complete their program will be withdrawn, and the school's tuition refund policy will be applied.

Records and The Family Educational Rights and Privacy Act (FERPA)

Rapp Center for Education maintains records on all enrolled students. These records include:

1. Each student's application for admission and admissions records documenting that the student met all criteria for admission to the program. Admissions records are maintained for a minimum of three years after the student's last date of attendance.

2. A transcript of the student's academic or course work at the school, is retained permanently in either hard copy forms or in an electronic database with backup.

3. A record of student academic or course progress at the school including programs of study, dates of enrollment, courses taken and completed, grades, and indication of the student's current status (graduated, probation, etc.) are retained permanently. Any changes or alterations to student records are accurately documented and signed by a school official.

4. A record of all financial transactions including payments from the student, payments from other sources on the student's behalf, and refunds are maintained for a minimum of three years after the student's last date of attendance. When tuition and fees are paid by the student in installments, a clear disclosure of the truth-in-lending statement is provided and signed by the student.

5. The documents referenced above are available to the student upon request. Academic transcripts are provided upon request if the student is in good financial standing.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT OF 1974, AS

AMENDED (FERPA)

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include:

1) The right to inspect and review the student's education records within 45 days of the day the school receives a request for access. A student should submit to the Registrar a written request that identifies the record(s) the student wishes to inspect. The Registrar will plan for access and notify the student of the time and place where the records may be inspected. All record reviews will be scheduled during regular school hours under appropriate supervision. If the records are not maintained by the 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 are 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 to the School Registrar, clearly identifying the part of the record the student wants changed and specifying 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 within 14 days of receipt of the written request. The student's right to appeal the School's decision regarding the request must be submitted in writing to the School Registrar providing all reasons and supporting documentation on why it should be amended. The School will notify the student in writing of the appeal decision within 14 days of receipt of the written request. This decision is final.

3) The right to provide written consent before the School discloses personally identifiable information 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, such as:

- School officials with legitimate educational interest.
- Other schools to which a student is transferring.
- Specified officials for audit or evaluation purposes.
- A person or company with whom the School has contracted as its agent to provide a service instead of using School employees or officials (such as an attorney, auditor, or collection agent).
- Appropriate parties regarding financial aid to a student.
- Organizations conducting certain studies for or on behalf of the school.
- Accrediting organizations.
- Judicial orders or lawfully issued subpoenas.
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.
- A student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks.

Each third-party request for educational records requires the student's written consent be provided to the School Registrar and include the following:

- Specify the records to be disclosed.
- State the purpose of the disclosure.
- Identify the party or class of parties to whom the disclosure is to be made;
- The date.
- The signature of the student whose record is to be disclosed.
- The signature of the custodian of the educational record.

4) Within the School the following directory information may be disclosed without student consent:

- Student Name (first name, last initial) or Student ID.
- Program of Attendance.
- Honors, Awards and/or Recognitions. If a student does not want the School to disclose

directory information without prior written consent, the student must notify the Registrar in writing by the fifth business day after the start of the program. **Rapp Center for Education** does not release student directory information to the public.

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 20202-5901

There are some records to which the student has no access. These are:

(1) financial records of parents

(2) confidential letters and recommendations written prior to January 1, 1975

(3) confidential letters and recommendations for which a waiver of rights to access has been assigned, provided the student is given the names of those writing letters (there are three areas in which a waiver may be signed - admissions, employment, and honors) (4) doctors' and psychiatrists' records - which, however, may be reviewed by the students' own physicians.

To protect students, a record will be kept of those granted access, other than Rapp Center for Education officials. Such records will be maintained for each file reviewed.

Student Code of Conduct

By enrolling in Rapp Center for Education, a student accepts its policies and procedures and acknowledges the right of RAPPCE to take action, up to and including suspension or expulsion in response to misconduct. It is a student's responsibility to become familiar with the student code of conduct. Lack of awareness is no excuse for noncompliance with RAPPCE's policies and procedures.

Students enrolled in the course assume an obligation to conduct themselves in a manner that is civil, professional and compatible with Rapp Center for Education's function as an educational institution. As a member of the Rapp Center for Education's student body, each student is considered to be a responsible adult. Here are examples of disruptive student conduct for which a student may be subject to disciplinary action including but not limited to the following:

- Talking during lectures and disrespectful conduct to instructor
- Cell phone use during class, labs or in the clinical setting
- Arriving to class late or no show
- Arguing or debating with other students in the class
- Speaking rudely to instructor or classmates
- Sleeping in class
- Text messaging in class

- Unprofessional, gender-condescending or racial slurs
- Shouting out answers and classroom sabotage

The credibility of a professional is based, to a large extent, on maintaining a high degree of trust between the professional and the individuals he or she serves and works with. Most professions have a code of professional conduct administered by a professional organization or regulatory agency that prescribes and imposes high standards of conduct and principles of professionalism upon its members. Students must understand and adhere to these standards during their education in preparation for careers in which they must conduct themselves in the manner expected by their profession. Students in our programs have an obligation to conduct themselves at all times in a manner that reflects appropriate professional, moral and ethical character.

If a student is in violation of conduct or behavior policy, he or she will receive a Disciplinary Warning: A warning to a student that his/her conduct was questionable and/or inappropriate and that further misconduct will result in more severe disciplinary action. Disciplinary warnings may include a behavior agreement or contract.

If a student receives a second violation, he or she will be dismissed from the program.

A student may appeal a disciplinary action through the school's grievance procedures.

Student Rights and Responsibilities

Students enrolled at the school have the following rights and responsibilities:

1. Students have a responsibility to abide by the school's code of conduct.
2. Students have a responsibility to attend and participate in class.
3. Students have a responsibility to attend and participate in the clinical training hours assigned and to adhere to the site's requirements.
4. Students have the right to meet with the faculty regarding issues that are impacting the student's performance and/or success to complete the program.
5. Students have the right to withdraw from their course and, in accordance with the school's refund policy receive a refund within 45 days if a refund is due.
6. Students have the right to request a copy of documents contained in their student file (FERPA).
7. Students have the right to appeal a grade issued for an assignment or course.
8. Students have the right to file a grievance regarding any action in accordance with the school's Grievance Policy.

Transferability and Acceptance of Credits/Hours Earned
Rapp Center for Education does not guarantee the transferability of credits/hours to a college, university or other institution. Any decision on the comparability, appropriateness and applicability of credit and whether they should be accepted is the decision of the receiving institution.

Rapp Center for Education does not accept any transfer credits or hours previously attended at another institution, nor are credit/hours awarded for life or work experience.

Transportation
Each person is individually responsible for his or her own transportation to the classroom and clinical facilities.