



TRTC

Toledo Restaurant Training Center

"Where Quality Service Begins"

Toledo Restaurant Training Center

2010 – 2011 Course Catalog and Student Handbook

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Welcome from the Director



Dear TRTC Student:
Congratulations and welcome to the Toledo Restaurant Training Center! You are about to embark upon an exciting journey towards fulfilling your dream as a culinary professional. We are pleased to be part of your journey.
Your success is our mission, and our mission is to provide you with the education and training necessary for success in all aspects of food and hospitality services. In addition to, being the primary source for providing and preparing qualified well-trained individuals such as you, for the food service and hospitality industries.
Our commitment is to provide you access to a quality education. Our motto is "Where Quality Service Begins," and that is with you, our student.
I wish you much success and I look forward to great accomplishments from you in the future.

Sincerely,



Karen Everage, Director
Toledo Restaurant Training Center

TRTC Academic Calendar

Winter Term: January 10, 2011 – April 15, 2011

January 10, 2011: Classes begin
January 17, 2011: No Classes – Martin Luther King Jr. Day
January 28, 2011: Final date for withdrawal from classes
February 4, 2011: No Classes – Faculty In-service
February 21, 2011: No Classes – Presidents' Day
March 13, 2011: Daylight Savings Begins
March 14 – 18, 2011: Spring Break
April 14, Last Day of Classes
TBA: Commencement

Spring Term: April 18, 2011 – July 14, 2011

April 18, 2011: Classes Begin
May 6, 2011: Final date for withdrawal from classes
May 30, 2011: No Class – Memorial Day
July 4, 2011: No Class – Independence Day
July 14, 2011: Last Day of Classes
TBA: Commencement

Fall Term: August 22, 2011 – November 16, 2011

August 22, 2011: Classes Begin
September 2, 2011: Final date for withdrawal from classes
September 5, 2011: No Classes – Labor Day
November 16, 2011: Last Day of Classes
TBA: Commencement

School & Offices Closed

- Labor Day
- Thanksgiving Day
- Christmas Day
- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day



Mission & Vision Statements

Mission Statement

To provide the vocational training necessary for the success of our students by embracing an innovative approach to learning through creative process and the utilization of current technology.

Vision Statement

To be the primary source for providing qualified well-trained employees for the food service industry.

Equal Education Opportunity

TRTC is committed to giving equal educational opportunity to any individual regardless of his or her race, color, sex, or national origin.

Endorsements & Certifications

Culinary Arts Certifications

- American Culinary Federation Educational Association
- National Restaurant Association Educational Foundation

Restaurant & Food Service Management Certifications

- ServSafe Certified Food Safety and Sanitation
- ServSafe Certified Alcohol Responsible
- Foodservice Management Professional (FMP)



Endorsement

The American Culinary Federation Foundation Educational Assurance Certificate for the C.H.E.F. program, was approved for excellence in design and for delivering a quality educational program. Endorsed for quality assurance.

Organization Overview

Toledo Restaurant Training Center History

The Toledo Restaurant Training Center, (TRTC) is dedicated to increasing the standards of quality in the food service and hospitality industry. We are committed to enrich the lives of food service professionals by enhancing their performance through education, continuous improvement training, skills development and access to career placement.

Toledo Restaurant Training Center, is a 501(c)(3) non-profit proprietary school, developed to provide education and training assistance to the community, area restaurants, restaurant associations and to our local workforce. TRTC is designed to educate and increase the skill levels of individuals working in food service and hospitality industries. We provide comprehensive training in food safety practices and procedures, by combining best-in-class instructional design with the most up-to-date food service information available.

TRTC was created to provide occupational skills training in the areas of culinary arts, food safety and hospitality management. The organization has managed to formulate a solid foundation based on a clear vision and a focused plan for long-range growth and success. Our goal is to ensure that the graduates of our program are in demand by the industry. To our knowledge, there are currently no viable resources specific to this industry for job readiness, placement and retention services such as ours. We strive to be that resource that is needed by the food service and hospitality industries.

Service and professional occupations are the two largest growth sectors in Ohio, and across the country. These areas are projected to add the most new jobs over the next ten years according to the Toledo Metropolitan Statistical Area of the Ohio Bureau of Labor Market Information offices of Research, Assessment and Accountability.

The service sector is expected to add 8,450 jobs in the Lucas, Fulton and Wood County areas over the next ten-year period. It is a known fact within the Toledo banking community, Toledo stands as the third largest city in the nation with the largest number of restaurants per capita, 1,500 currently, and growing. This being the case, statistical research reveals high growth indicators that preclude a dearth of qualified and knowledgeable employees will exist in this area. This is an indicator that a trained and informed workforce will be in demand in Northwest Ohio. Basic economics proves that when there is a shortage in supply demand raises creating a market shortage of trained people.

TRTC is committed to contributing to the development of a strong and talented workforce in the City of Toledo and in Northwest Ohio. Our training program initiatives were created to help industry restaurateurs grow their businesses as well as, to give foodservice professionals a resource of continuous education and skills enhancement for career development.

C.H.E.F. Program

Culinary and Hospitality Educational Fundamentals

This program is designed to give students the fundamentals needed to work in a foodservice and/or hospitality setting. It will enable students to learn and develop core competencies required of the culinary profession, and build upon those competencies in time through work experience. It will provide the skills and professionalism needed for cooks, chefs, and foodservice practitioner's success and advancement on the job. Students will be able to perform a wide set of comprehensive skills ranging from front-of-the-house duties, which includes supervision and management, customer service, alcohol responsibility and laws, personnel, leadership; and back-of-the-house duties that focus on establishing work teams, professional cooking skills, kitchen tools and equipment operation, professional cooking techniques, professional knife cutting skills, food safety and sanitation, and communications skills development.



C.H.E.F. Tuition and Fees

Tuition	\$4,550.00
Laboratory Fee	\$950.00
Uniform Fee	\$50.00
Total Cost	\$5,550.00

Tuition and fee charges are subject to change at the schools discretion. Any tuition or fee increases will become effective for the school term following student notification of the increase.

Books are not included in tuition; please see book policy for further details. (Page 22)

TOLEDO RESTAURANT TRAINING CENTER 2010-2011 CATALOG

C.H.E.F. Program First Term*

Course Number	Hours	Course Name
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SSF 100	30	ServSafe Food Safety & Sanitation
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This is the National Restaurant Association Educational Foundation's (NRAEF) nationally recognized "ServSafe" Course and is a core Credential for the NRAEF Manage First Program. Students are eligible to take the NRAEF certification test upon completion of this course to obtain the ServSafe Sanitation and Food Safety Certification that is valid for five years.

CUL 100	180	Introduction to Culinary Arts: Basic Professional Cooking & Cooking Techniques
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This course will give students an introduction into the basic skills techniques, concepts and theory involved in professional cooking. Emphasis is given to Classical French Cooking Theory including the Principles of Escoffier, The Mother Sauces, and a variety of traditional and modern preparation techniques. Students are introduced to soups, and sauces. Student will learn how to prepare a greater variety of stocks, soups and sauces, fresh vegetables, and produce. Essential knowledge of mise en place, Garde Manger and food presentation skills are introduced. Students are taught proper knife cutting skills and handling. Class is theory and practical.

LAB 100	30	Basic Culinary Kitchen Lab
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This kitchen laboratory is designed for students to begin practicing the proper cooking techniques used in a commercial food service establishments. Students are introduced to the commercial kitchen and shown how to use and work with the equipment to practice their pre-preparation techniques in learning mise en place.

BAK 100	30	Basic Baking & Baking Techniques
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This course will give students the fundamental skill used in bakeries and preparing bakery products. Baking theory is taught and applied weights and measures. Students will prepare quickbreads, yeast breads, and cookies. Class is theory and practical.

MTH 100	30	Applied Math for Food Service
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This course prepares students in the basics of math in real work situations. How to accurately perform measurements, portion control, recipe conversion and how proper food handling directly affects the bottom line.

*Classes are subject to change within each term.

TOLEDO RESTAURANT TRAINING CENTER 2010-2011 CATALOG

C.H.E.F. Program Second Term*

Course Number	Hours	Course Name
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CUL 200	54	Intermediate Professional Cooking & Cooking Techniques
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The knowledge gained in CUL 100 is further enhanced to complete a solid foundation upon which to build. Techniques and speed are improved and refined with practice. Students are introduced to working with meat, game, poultry, and shellfish. Class is theory and practical.

BAK 200	15	Intermediate Professional Baking
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This course builds upon previously learned baking and pastry principles. The course covers bread formulas, the baking process, advanced flour technology, cookies, pastry dough, pies and tarts.

LAB 200	156	Intermediate Kitchen Laboratory
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Students practice their cooking techniques in preparing and serving food menu courses for the student staffed "Café in the Park". Other opportunities for practicum credit, such as special projects, and functions may be available.(See page 35.)

MGT 100	33	Introduction to Restaurant Management
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Gives students a clear understanding of the variety of aspects of management and hospitality such as: leadership, strategic planning and goal setting, communication, compensation, managing the workforce, team building, problem solving and effective meeting strategies. A nationally recognized Management Course, the NRAEF certification exam is given to the students upon completion of this course.

NTR 100	33	Basic Nutrition
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Gives students a clear understanding of nutritional standards, guidelines and the importance of nutritional cooking. Guidelines for Americans, My Pyramid, balanced menu options, basic principles of food presentation; meeting special dietary needs and weight management. A nationally recognized Management Course, this NRAEF certification exam is given to the students upon completion of this course.

SSA100	9	ServSafe Alcohol
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Gives students a holistic approach to promoting responsible alcohol service in the front-of-the-house. This training provides comprehensive in-depth information on topics surrounding alcohol law and responsibilities, evaluating intoxication levels, dealing with difficult situations and extensive coverage on ID checking. A nationally recognized Management Course, this NRAEF certification exam is given to the students upon completion of this course.

*Classes are subject to change within each term.

TOLEDO RESTAURANT TRAINING CENTER 2010-2011 CATALOG

C.H.E.F. Program Third Term*

Course Number	Hours	Course Name
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CUL 300	63	International Cooking
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This is a comprehensive course on International Cookery. This course provides students with an explanation of the development of cuisines, as well as a historical background and recipes from the cookery of Europe, Africa, the Middle East, Asia and Latin America.

LAB 300	63	Kitchen Lab
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Guest Chefs will be brought into the class. Demonstrations performed by Guest Chefs.

IPD 100	21	Interpersonal Development
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This course will cover many aspects of behavior needed by leaders in the business world in order to manage personnel and self more effectively. It includes working together, making use of problems and barriers, becoming a leader and forging a common direction. This course integrates classroom learning of interpersonal relationships with the practical experience of "Café In the Park".

CFC 100	33	Controlling Food Costs
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Gives students a clear understanding of the variety of aspects of controlling costs in respect to the menu, purchasing and receiving, production; as well as, in service and sales. Students will also understand how to control labor costs. A nationally recognized Management Course, the NRAEF certification exam is given to the students upon completion of this course.

HRS 100	33	Human Resource Management & Supervision
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Gives students a clear understanding of a variety of aspects of Human Resources. They will learn the concepts of shift management, training and development, staffing, hiring, recruiting and selection as well as human resources administration and employee relations. A nationally recognized Management Course, the NRAEF certification exam is given to the students upon completion of this course.

HMT 100	33	Introduction to Hospitality
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Gives students an overview of the Hospitality Industry, Meeting and Exceeding Customer Expectations, Talking and Listening to the Customer, Keys to Outstanding Service, Workplace Diversity, Safety & Security, Professionalism, Psychology of the Traveler, Attitudes and Personal Commitments, Overview of Toledo, Building a Better Team. This course integrates classroom learning of hospitality with the practical experience of "Café in the Park".

HEA 100	24	Health & Public Safety Response CPR/ First Aid/HACCP/ Preventing Disease Transmission
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*Classes are subject to change within each term.

C.H.E.F. Program Third Term* (Continued)

Course Number	Hours	Course Name
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This course will train and provide students with an understanding of the intent of the bloodborne pathogens regulation issued by the Occupational Safety and Health Administration (OSHA). How bloodborne pathogens are spread and how to help prevent exposure incidents by following work practice controls. Students will also learn how to respond to act in emergency situations and to recognize and care for life-threatening respiratory or cardiac emergencies. HACCP (Hazard Analysis and Critical Control Point) is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product.

CAR300	18	Career Planning
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Engages students in planning for their career beyond the TRTC with resume development, interview skills, impression management, job search engines, and other techniques for successfully building their career. Students will also be introduced to Smart Money Management.

CRT300	12	ACF Culinarian Certification Review
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Formal time with instructors and staff to review and prepare for the Culinary Certification test given to each student upon completion of their studies. This course is comprehensive in its scope of reviewing all knowledge and understanding gained in the program.

C.H.E.F. Program Core Courses

Students must achieve a passing grade or better in core courses to advance to next level. Core courses include:

CUL100, CUL200, BAK100, BAK200, LAB100, and LAB200.

Students who fail core courses during their first or second terms, must retake the course prior to graduation.

*Classes are subject to change within each term.

In order provide our students with the best education possible the Toledo Restaurant Training Center reserves the right to change curriculum, fees, and other requirements, at anytime without notice.

C.H.E.F Program Learning Outcomes

TRTC believes training in the culinary arts must go beyond theory and practical application in order to prepare our graduates for work as professionals in the foodservice and hospitality industries. To that end, and in fulfillment of our mission and vision, TRTC has developed learning outcomes that describe the competencies students will achieve through their coursework at TRTC.

1. Communication Skills

Graduates are able to speak, write, read, and listen in a variety of settings and purposes in order to summarize, develop, and express information and ideas to others.

- a) Students can write a paper that reflects their own thoughts and ideas;
- b) Students can write a paper that summarizes and synthesizes concepts and information from other sources;
- c) Students are able to speak specifically and persuasively;
- d) Students are able to demonstrate listening skills through interpreting and analyzing verbal messages;

2. Critical Thinking Skills

Graduates can analyze and apply knowledge in a rational, logical, and coherent manner through qualitative and quantitative methods.

- a) Students can analyze and apply theories and practical knowledge to effectively problem-solve issues within the work environment;

3. Quantitative Competence

Graduates can solve quantitative problems by utilizing mathematical skills.

- a) Students can apply mathematical concepts to food preparation strategies;
- b) Students can apply cost control concepts;
- c) Students can develop budgets;

4. Culinary Techniques

Graduates demonstrate proficiency in the practical application of food preparation skills and professional foodservice procedures.

- a) Students demonstrate proficiency through practical demonstration;
- b) Students demonstrate proficiency through written examination;

5. Health and Safety

Graduates can recognize the importance of health and safety issues within the foodservice industry and demonstrate a commitment to nutrition, safety, and personal well-being.

- a) Students demonstrate knowledge of nutritional standards;
- b) Students demonstrate knowledge of safety standards;
- c) Students demonstrate knowledge of cleanliness standards;
- d) Students are aware of the behaviors that positively and negatively impact their personal lifestyle;

6. Ethical Foundation

Graduates can identify values that enhance their personal life, develop moral principles, and are able to make ethical decisions.

- a) Students can identify an ethical problem and provide ethical solutions;
- b) Students are able to develop moral principles and values as a foundation for their life and work;
- c) Students demonstrate personal integrity and responsibility;

7. Cultural Awareness

Graduates have an appreciation and understanding of workplace diversity and sensitivity to others in the workplace and community.

- a) Students respect the dignity and worth of others;
- b) Students recognize and refute discrimination and harassment in the workplace;
- c) Students recognize and demonstrate behaviors that lead to inclusivity within the workplace;

8. Leadership Skills

Graduates have an understanding of leadership principles and behaviors that will create a foundation for their own leadership practices and professionalism within the foodservice industry.

- a) Students demonstrate self-regulation and self-awareness;
- b) Students demonstrate teamwork;
- c) Students are able to strategically plan and meet goals;
- d) Students understand organizational management theories and their practical application.

Industry Driven Training Programs

Industry Driven Training Programs are designed for individual working already working in the hospitality field who want to improve their employable skills.

Industry Driven Training Programs

- Professional Bartender Training
- Restaurant Supervision Program
- Foodservice Management
- Certified Dietary Management Professional

Payment plans are available for the total cost, and may be developed between the student and academic advisor. All payment plans must be signed prior to the start of classes.



Professional Bartender Training

Two-Week Course

Classes are held Monday – Friday: 9:00AM – 5:00PM

The goal of the Professional Bartending Course is to teach students how to prepare over one hundred drinks from memory. This course will teach students lessons in customer service, the fundamentals of responsible alcohol service and the behind the bar experience.

Core Competency Areas

- ServSafe Alcohol Responsible Certification
- Customer Service
- Bar Operations
- 100 Various Types of Drinks
- Beer & Wine
- Mocktails
- Private Parties
- POS System
- Job Placement Information

Tuition and Fees

Book Fee	\$95.00
Lab Fee	\$250.00
Tuition	\$350.00
Total Cost	\$695.00

In order provide our students with the best education possible the Toledo Restaurant Training Center reserves the right to change curriculum, fees, and other requirements, at anytime without notice.

Restaurant Supervision Program

Classes are held Monday – Thursday: 9:00AM – 12:30PM

Core Competency Areas:

Hospitality and Restaurant Management

Covers a variety of aspects of management and hospitality such as: leadership, strategic planning and goal setting, communication, compensation, managing the workforce, team building, problem solving and effective meeting strategies.

Controlling Foodservice Cost

Gives students a clear understanding of the variety of aspects of controlling costs in respect to the menu, purchasing and receiving, production; as well as, in service and sales. Students will also understand how to control labor costs.

Human Resource Management and Supervision

Covers the concepts of shift management, training and development, staffing, hiring, recruiting and selection; as well as, human resources administration and employee relations.

ServSafe Certification Food Safety & Sanitation

Gives students a clear understanding of the restaurant and foodservice industry by teaching the daily practice of food safety and sanitation in the kitchen.

ServSafe Alcohol Responsible Certification

Gives students a clear understanding of alcohol law and responsibilities; evaluating intoxication levels, dealing with difficult situations, and extensive coverage on ID checking.

ServSafe Food Safety & Sanitation

This is the National Restaurant Association Educational Foundation's (NRAEF) nationally recognized "ServSafe" Course and is a core Credential for the NRAEF Manage First Program. Students are eligible to take the NRAEF certification test upon completion of this course to obtain the ServSafe Sanitation and Food Safety Certification that is valid for five years.

The Manage First Certificate endorsed by the National Restaurant Association Education Foundation is awarded to participants upon successful completion and passing of each exam.

This certificate signals to the industry that the participant has mastered the competencies covered under a particular topic.

Tuition and Fees

<u>Tuition</u>	<u>\$1,550.00</u>
Total Cost	\$1,550.00

Books are not included in tuition; please see book policy (Page 22) for further details.

In order provide our students with the best education possible the Toledo Restaurant Training Center reserves the right to change curriculum, fees, and other requirements, at anytime without notice.

Foodservice Management Professional FMP®

Classes are held Monday – Thursday: 9:00am – 12:30pm.

To be eligible to apply for certification and to take the comprehensive examination for Certified Foodservice Management Professional FMP®, applicants must meet the following minimum prerequisites:

Core Competency Areas:

Minimum Work Experience

You must have three (3) years of supervisory experience in a restaurant or foodservice operation. If you hold an associate's degree or higher in business or hospitality, only two (2) years of restaurant or foodservice supervisory experience are required.

Specialized Training

You must have earned a Food Protection Manager certification within a five year period prior to your application date. The examination must meet the intent and scope of the Food Protection Manager Certification Program standards and criteria as established through the Conference for Food Protection (e.g., Serv Safe® Food Protection Manager Certification Examination).

Operations Management

Covers a variety of aspects of management and hospitality such as: leadership, strategic planning and goal setting, communication, compensation, managing the workforce, team building, problem solving, effective meeting strategies, customer service, and menu development.

ServSafe Alcohol Responsible Certification

Gives students a clear understanding of alcohol law and responsibilities; evaluating intoxication levels, dealing with difficult situations, and extensive coverage on ID checking.

Customer Service

This course will train and provide students with an understanding of the importance of customer service, basic concepts for high quality and indentifying customer expectations.

Risk Management

This course will train and provide students with an understanding of the intent of the bloodborne pathogens regulation issued by the Occupational Safety and Health Administration (OSHA). How bloodborne pathogens are spread and how to help prevent exposure incidents by following work practice controls.

ServSafe Certification Food Safety & Sanitation

Gives students a clear understanding of the restaurant and foodservice industry by teaching the daily practice of food safety and sanitation in the kitchen.

Human Resource Management and Supervision

Covers the concepts of shift management, training and development, staffing, hiring, recruiting and selection; as well as, human resources administration and employee relations.

Unit Cost Management

Gives students a clear understanding of the variety of aspects of controlling costs in respect to the menu, purchasing and receiving, production; as well as, in service and sales. Students will also understand how to control labor costs.

Foodservice Management Professional FMP® (continued)

Marketing Management

This course will give students a clear understanding of set prices for an operation, product cycle, assessing the business situation, strategies and tactics for marketing and product mix. The Manage First Certificate endorsed by the National Restaurant Association Education Foundation is awarded to participants upon successful completion and passing of each exam.

This certificate signals to the industry that the participant has mastered the competencies covered under a particular topic.

Tuition and Fees

Book Fees	\$450.00
Application Fee	\$50.00
Certification Fee	\$100.00
<u>Tuition</u>	<u>\$1,850.00</u>
Total Cost	\$2,450.00

In order provide our students with the best education possible the Toledo Restaurant Training Center reserves the right to change curriculum, fees, and other requirements, at anytime without notice.



Dietary Management Program

Twelve Weeks Course

Classes are held Monday – Thursday 9:00AM-12:30PM

A new class is held every term (minimum of six participants)

Core Competency Areas

Foodservice Management

Reflects the many evolving aspects of dietary management that address the trends, which affect the daily life, and decisions of a dietary manager. Focuses on performance-based instruction, learning skills and competencies required to operate effectively a foodservice operation.

Nutrition and Medical Nutrition Therapy

Studies the role of nutrition in promoting health throughout the life cycle. Examines the composition of foods and the functions of food in the body. Explores how changes in health affect nutrition status and nutrient needs, and how medical nutrition therapy addresses those needs.

Human Resource Management Health Care

Covers the concepts of shift management, training and development, staffing, hiring, recruiting and selection; as well as, human resources administration and employee relations.

Food Safety and Sanitation HACCP

Covers HACCP (Hazard Analysis and Critical Control Point) principles and procedures and gives students a clear understanding of the restaurant and foodservice industry by teaching the daily practice of food safety and sanitation.

First Aid & Safety Training

Training to overcome any reluctance to act in emergency situations and recognize and care for life-threatening respiratory or cardiac emergencies in adults, children, and infants.

First Aid

The knowledge and skills necessary to give care in an emergency, help sustain life and minimize the consequences of injury or sudden illness until medical help arrives.

Preventing Disease Transmission

How to help prevent exposure incidents by following work practice controls, using engineering controls and personal protective equipment, practicing good hygiene and properly cleaning and disinfecting equipment and supplies; and to recognize, report and follow up on employee exposures to infectious materials.

150 hours practicum training at a health care facility

Tuition and Fees

Lab & Book Fees	\$235.00
State Exam Fee	\$415.00
Tuition	\$2,650.00
Total Cost	\$3,300.00

In order provide our students with the best education possible the Toledo Restaurant Training Center reserves the right to change curriculum, fees, and other requirements, at anytime without notice.

Admissions & Registration

Application Procedures for C.H.E.F. Program

In order to apply for the C.H.E.F. Program a person must first provide the following:

- Completed application
- Copy of a high school transcript or GED (See Testing for Ability to Benefit below.)
- Proof that applicant is at least 18 years of age (Copy of State ID, driver's license, etc.)
- Copy of Student Aid Report (verification of Financial Aid application) if student is applying for federal financial aid.

Registration

Students must register by the dates indicated on the official TRTC calendar. No student will receive credit for a class or be able to attend a class for which he or she is not registered.

A student may not register for a class after the closing registration date. The student should notify the Director of any change of name, address or telephone number subsequent to registration.

Classes are formed on the basis of initial enrollment. TRTC reserves the right to cancel classes for which a sufficient number of students are not enrolled.

Payment of Tuition and Fees

The balance of tuition and fees is due prior to the start of classes each term. Preferred methods of payments are credit card, checks or money orders. Students needing to arrange a payment schedule must contact the Executive Director at the time of acceptance into the C.H.E.F. Program.

Pell Grants for the C.H.E.F. Program

If a student has received a Pell Grant, which will cover tuition and laboratory fees, a student must only purchase their books and uniform. The uniform must be purchased before CUL200 and books must be purchased before classes start each term.

Wonderlic Testing (Ability to Benefit)

Toledo Restaurant Training Center has an assessment program for all entering students without a high school diploma or GED. Prospective students must complete this test prior to admission to the programs. The exam assesses quantitative and verbal placement in our academic programs. Students are still required to obtain a GED. Prospective students should contact the TRTC office for information.

Federal Financial Aid Requirements

To qualify for federal financial aid, a student must have a high school diploma or a GED diploma and be enrolled in an eligible program. Financial aid eligibility is based on need, which is determined by completing the Free Application for Federal Student Aid (FAFSA). The FAFSA is the primary application for federal aid. The most common types of federal financial aid are the Pell Grant and Federal Direct Loan.

Contact the Financial Aid Office for a FAFSA application or apply online at www.fafsa.ed.gov

Pell Grants

Students enrolling in a full-time program of at least 600 hours may apply for the Federal Pell Grant. Yearly award amounts can range from \$555 to \$5550 depending on need (as determined by the FAFSA) and the length of academic program. This is a federal program based on need and does not have to be repaid. Maximum grant for the 2010-2011 award year is \$5550. To apply for a Pell Grant you must complete a FAFSA (Free Application for Federal Student Aid).

To qualify for federal financial aid, a student must have a high school diploma or a GED diploma and be enrolled in an eligible program. Financial aid eligibility is based on need, which is determined by completing the Free Application for Federal Student Aid (FAFSA). The FAFSA is the primary application for federal aid. The most common types of federal financial aid are the Pell Grant and Federal Direct Loan. Contact the Financial Aid Office for a FAFSA application or apply online at www.fafsa.ed.gov.

WIA Workforce Investment Act Funds

WIA is an employment and training program funded through the United States Department of Labor. The Lucas County Workforce Development Agency administers the program.

The Lucas County Workforce Investment Board oversees WIA programs and services. The WIA system consists of a variety of government agencies which also receive WIA funds, along with other non-profit and for-profit employment and training organizations.

Bureau of Vocational Rehabilitation (BVR)

Training funds for eligible persons with disabilities are available through your local BVR office.

Ohio Department of Job and Family Services Trade Adjustment Assistance

The Trade Act program provides a variety of re-employment services and income support to assist individuals who have become either unemployed or had hours reduced as a result of increased imports from, or shifts in production to, foreign countries. TAA services may be expanded to secondary workers of businesses or suppliers to the primary company, firm, or petitioning workers who filed the TAA petition.

Private Pay Tuition Refund Policy

Withdrawal Period	Tuition Refund	Tuition Obligation
Withdrawal prior to the first day of the term	100%	-0-
Withdrawal before academic term is 15% complete	75%	25%
Withdrawal after academic term is 15% complete but before 25% complete	50%	50%
Withdrawal after academic term is 25% complete but before 40% complete	25%	75%
Withdrawal after academic term is 40% complete	-0-	100%

The Private Pay Tuition Refund Policy does not apply to federal financial aid students.

If the student is not accepted into the school, all monies paid by the student shall be refunded. Refunds for books, supplies and consumable fees shall be made in accordance with Ohio Administrative Code section 3332-1-10.1. There is one (1) academic term (9 months in length) for this program that is 900 clock hours long. Refunds for tuition and refundable fees shall be made in accordance with following provisions as established by Ohio Administrative Code section 3332-1-10.

A student who withdraws before the first class and after the 5-day cancellation period shall be obligated for the registration fee.

Title IV Refund Policy

The policy below applies to any student who receives Federal Title IV funds. Federal Law now specifies how a school must determine the amount of Federal financial aid (Pell, Direct Sub/Unsub, PLUS) that a student earns if they withdraw prior to completing 60% of a payment period. The amount of Federal financial aid that the student earns is determined on a percentage basis. Once the student has completed more than 60% of the payment period, all financial aid is considered earned.

Percent earned = number of hours scheduled up to withdrawal date divided by the total hours in the payment period. If the percentage is greater than 60%, the student has “earned” the funds that were disbursed or could have been disbursed.

Percentage unearned = 100% minus percent earned.

When a student receives Federal financial aid in excess of aid earned.

The school returns the lesser of: Institutional charges multiplied by the unearned percentage or Title IV disbursed multiplied by the unearned percentage

The student returns: Any remaining unearned aid not covered by the school that exceeds 50% of the grant funds the student was disbursed or could have been disbursed.

Any grant amount the student has to return is a Federal grant overpayment and arrangements must be made with the school or the U.S. Department of Education to return the funds.

All returns owed the Federal government must be made within 45 days of the date the school determines the student withdrew. Refunds will be made in the following order:

- Federal Pell Grant Program
- Academic Competitiveness Grant
- Other Agencies
- Student

Title IV (Pell Funds) Withdrawal Policy

A student who desires to withdraw from the school must submit a letter requesting a withdrawal prior to leaving school. Generally, only written notification to the school director will be considered an official withdrawal. However, if a student is incapacitated because of health or other reasonable concerns, a verbal notice will be considered.

An unofficial withdraw occurs when a student does not attend school for ten (10) consecutive days and does not notify the school of his or her intentions to return. The date of will be the 11th day of absence, at which time a funds return calculation will be performed based on the students last date of attendance. If it is determined that a return of funds is due the Federal Financial Aid programs, it will be completed with 45 days.

A copy of “Student Financial Aid Rights and Responsibilities” is available in the TRTC Offices

Academic Policies

Orientation

New student orientation is a half-day orientation program for all new students. This includes an informational session on school services offered, WorkKeys Assessment Testing, Financial Aid counseling and a tour of the facility.

Transfer Credits

The Toledo Restaurant Training Center does not accept transfer credits from other colleges, universities or training programs. Previous work experience may be accepted if proper documentation can be provided that the student has gained their work experience under an American Culinary Federation trained and approved chef.

Book Policy

Unless otherwise noted students are required to purchase their own textbooks from outside sources (ex. Amazon.com, Barnes and Noble, etc.) A listing of all required books with corresponding ISBN numbers will be provided to students before the beginning of each term.

Attendance Policies

Students are expected to be on time for class and attend all classes. When a student is absent from a class it is the student's responsibility to arrange to make up missed work. It is not mandatory for the instructor to permit a student to make up missed work. Assignments are due on the date given by the instructor, unless the instructor grants an extension. A minimum of 75% attendance is required for program completion.

Excused Absence Policy

The Toledo Restaurant Training Center has a commitment to all students and understands that extenuating circumstances do occur. In acknowledgement of those situations, students are allowed a total of **12 clock hours** of anticipated and unanticipated excused absences per term.

Anticipated Absence: TRTC Accepted forms of Anticipated Absences are as follows:

- Required court appointments (such as jury duty) must be certified by the Clerk of Court.
- Documented call to duty. Required military duty.
- Jobs and Family Services appointments with documentation from case manager.
- Court ordered appointments (such as probation officer, custody hearing, counseling, etc.) with court documentation.

Please do not schedule medical appointments during class times. If it is unavoidable, please inform the instructor. Upon returning to school, bring documentation that lists the date, time, and duration of the appointment. A professional judgment will be made by the Director whether to grant as an excused absence.

Unanticipated Absence: Unanticipated Absences must be reported to the office as soon as possible. Absences reported one-week after their occurrence, and/or upon return to school will not be accepted. Unanticipated Absences are as follows:

- Short-term illness or injury (either self or child). Documentation from a professional practitioner that includes date and time of absence, or discharge papers from emergency room or clinic.
- Documented death or serious illnesses in the family.

Academic Probation Policy

A student will be placed on academic probation if their term grade point average falls below 2.0. Notification of academic probation will be a written warning from the school, which will inform the student that continued unsatisfactory progress may result in dismissal from the school. Those students that fail to pass a core course with a C or better must retake the failed core course for a C or better in order to advance to the next term. Students have one year from the end of their third term of enrollment to complete any and all core courses failed to gain their diploma.

When placed on academic probation, a student is required to:

- Speak with the Director to develop a plan for resolving academic problems.
- Raise the grade point average to the minimum standard during the next term.

Conditions for Reentrance

A student who has been dismissed or suspended for unsatisfactory progress may apply for reinstatement with a written Request for Reinstatement to the Director. This request must be a written letter to the school detailing the student's plan for academic success. The Request for Reinstatement may not be submitted until one term has elapsed.

Grievance Policy

A student who believes that an error or injustice (e.g., regarding a grade) has occurred in an academic course should contact the instructor about the issue as soon as possible. Most often, the problem can be quickly resolved. (If, for example, there is a grade change, the instructor will notify the Director in writing.) In situations where the student is dissatisfied with the response of the instructor, the student may appeal to the Director.

In the event that a student wishes to appeal a final grade in a course, the student has five working days after the beginning of the next term to appeal the final grade to the instructor. If a student does not begin the appeal process within this time frame, the student loses the ability to appeal the grade. In the event that the instructor is not available (e.g. an adjunct instructor who is no longer on campus) the student may begin the appeal with the Director. It will then become the Director's task to contact the instructor in question. The Director will inform the student of his or her decision in writing, with a copy forwarded to the Director and Director. If unsatisfied, the student may then appeal the decision to the Executive Director within five working days. The decision of the Executive Director is final.

Any other academic grievance appeal by a student must be made in writing to the instructor within ten (10) working days from the time the student is notified that a penalty has been levied against the individual. (For example, a sanction for academic dishonesty.) If the appeal is denied, the student may submit a written petition to the

Director with the student's concerns. The Director will then consult with the faculty member involved before rendering a decision. If unsatisfied, the student may then appeal the decision to the Executive Director. If the student wishes, a final appeal may be made to the Board of Directors. In this case, the Academic Grievance Tracking Form should be used to verify that all steps in the process have been completed.

Academic Honesty

Students are expected and encouraged to engage in all aspects of their academic studies in an honest and ethical manner. Should instances of academic dishonesty arise, the following policies and procedures will be in force.

Academic dishonesty is unethical behavior, which in any way violates the standards of scholarly conduct. It includes such behaviors as cheating on assignments or examinations, plagiarizing, submitting the same or essentially the same papers for more than one course without the consent of all instructors concerned, or the destroying of or tampering with computer files. Also included in academic dishonesty is knowingly or intentionally helping another violate any part of this policy. Plagiarism is the failure to give credit for the material from other sources. It includes, but is not limited to, verbatim use of a quote without quotation marks and adequate documentation, submission of a paper prepared by another person as one's own work, using the ideas, facts, words, or data of someone else and claiming them as one's own, or not documenting ideas, facts, words, or data gathered in research.

Instructors who suspect a student of academic dishonesty may resolve the problem directly with the student. In cases where culpability is substantiated or admitted, the sanction may include failure of the course as well as other sanctions up to and including suspension or expulsion from the school. When a student is sanctioned, the instructor must report the incident on an Academic Dishonesty Form to the Program Administrator. A copy of the report will be sent to the Director and Director.

Academic Make-up Testing

Students who have missed an exam during class time may up the exam in the Testing Center, with instructor approval, during a scheduled time. Students must register in advance and a testing fee may be assessed.

Satisfactory Academic Process (SAP)

To be eligible for FAFSA funds, a student must make satisfactory academic progress. Minimally, progress must be checked at intervals of one year or half the length of the program, whichever is less.

A satisfactory rate of student course-completion determined using qualitative and quantitative measures. By law, schools whose students receive Title IV funds must establish policies for monitoring satisfactory academic progress (SAP). Schools must check at least once each academic year and document for each payment period that each student receiving Title IV aid is progressing satisfactorily in their academic program.

The Toledo Restaurant Training Center's C.H.E.F. program is a 900 clock hour course curriculum program. Upon completion of the student's first term 300 clock hours, the student will be reviewed and evaluated by the Director. A student will be placed on academic probation if their term grade point average falls below 2.0 and attendance is below 75%. They will have 150 subsequent hours to raise their grade point average prior to dismissal.

Notification of academic probation will be a written warning from the school, which will inform the student that continued unsatisfactory progress may result in dismissal from the school. Since the program is less than one-year, all students must pass all "core courses" with a letter grade of C or better. Those students that fail to pass a core course with a C or better may move on to the next term however must retake the failed core course for a C or better in order to graduate. Students only have one year from graduation to complete any and all core courses failed.

Grading System

The following system will be used by the instructors in evaluating student achievement. Grades of A, B, C, D, and F will be used to calculate GPA, at the end of each term:

Grade	Achievement Values Quality	Points
A	Superior	4.0
B	Good	3.0
C	Passing	2.0
D	Poor but Passing	1.0
F	Failure	0.0
Pass/Fail	Pass/Fail	2.0/0.0
I	Incomplete	0.0
W	Withdrawal	0.0

Graduation Requirements

Graduation is held once a year in May. All eligible students may participate in the graduation ceremony. Eligibility to graduate is determined based on satisfactory completion of the following:

- Minimum of 75% overall attendance
- Overall GPA of 2.00 or higher
- Pass all core courses (see your specific program for a list of core courses)
- All financial obligations met for Toledo Restaurant Training Center.

An application to graduate and fee is required prior to the ceremony.

Course Withdrawal Procedure

Students may withdraw from a term within eighteen (18) days of the beginning of the term. Withdrawing from a term causes course grades to appear as a "W" on the student's transcript. If a student withdraws from a term after the 18 days, an "F" will be assigned for all courses. Before withdrawing from a course, students should consult the instructor. All students must obtain the Director's written authorization in the form of the "Withdrawal/Change of Status" form, before withdrawing from the term.

Dropping or withdrawing from courses can have serious financial and academic implications, possibly affecting billing and financial aid. Students are strongly encouraged to consult with the Director before withdrawing. Students are considered the responsible parties for any and all transactions processed against their academic record.

Unofficial Withdrawal

The school will consider a student to have unofficially withdrawn should the student miss fourteen (14) consecutive days of attendance without notifying the school. A grade of "F" will be recorded for all remaining courses. The last week of the student's attendance will be used to calculate any returns owed the Federal government.

Leave of Absence Policy

If a student experiences extenuating circumstances and must leave the school for an extended period of time, the student must meet with the Director. At the time of the meeting, the Director and the student will complete a "Change of Status" form. Depending on the length of the leave of absence, the Director may assign "incompletes" (I) to the student's courses. If the student does not return after the leave of absence is complete, the student's status will change to a "W".

Incomplete Terms

If a student experiences extenuating circumstances and must leave the school for an extended period of time, an instructor may request an "incomplete" ("I") for the student, where the student must make arrangements with the instructor for each of his or her courses to complete missed work, or request a grade of "incomplete" ("I") for that term.

All approvals for "incomplete" ("I") grade requests must be approved by each course instructor and the Director. Proper documentation, including an "Incomplete Request Form" is required. All incomplete course work must be completed within two weeks after receiving the grade of "incomplete" ("I").

Once the student has completed the required work for the course to the satisfaction of the instructor, the "I" grade is removed and a letter grade is substituted. Unless a previously approved extension is given by the course instructor, all course work must be completed within two weeks or the "I" may be subject to change to a grade of "F."

Repeating Courses Policy

The limit on the total number of times a student is permitted to take a course is three. A leave of absence or a withdrawal is not counted as a repeat. Before a student will be allowed to repeat a course for the second time, he/she must meet with a Student Services Representative to complete an academic plan for remediation. This plan must be reviewed and approved by the Director. In addition, both the staff representative and Director will monitor the student's progress if allowed to take the course for the third time.

Only hours attempted and the grade earned in the repeated course will be used in calculating the grade point average, even if the grade earned in the repeated course is lower than the original grade. A student must repeat core courses required for graduation in which a failing grade has been received. Other failed courses may be repeated upon the approval of the Director.

Student Rights & Responsibilities

All members of the academic community have rights and responsibilities. These help create an atmosphere of concern and caring, one conducive to the teaching/learning process.

Student Rights

- Freedom from threats.
- Freedom from acts of violence.
- Freedom from unfair or obscene treatment from others.
- Freedom from interference from others in an unreasonable and unauthorized manner while in class, activities and public events.
- Freedom from theft and willful destruction of personal property.
- Right to study and learn in an atmosphere of academic freedom.
- Right to fundamental fairness in TRTC disciplinary action.
- Right to be governed by justifiable academic regulations.
- Right to be informed of the regulations for academic and social conduct, and graduation requirements of TRTC.
- Right to petition for redress of grievances, academic and non-academic.

Student Responsibilities

- To respect the rights and property of others.
- To be fully acquainted and comply with the published rules and regulations of TRTC.
- To comply with all local, state, and federal laws.
- To recognize that student actions reflect upon the individuals involved as well as upon the entire TRTC community.
- To recognize TRTC's obligation to provide an environment conducive for learning and academic inquiry.
- To adhere to the academic requirements determined by individual instructors.



Complaint or Grievance Procedure

All student complaints should be first directed to the school personnel involved. If no resolution is forthcoming, a written complaint shall be submitted to the director of the school. Whether or not the problem or complaint has been resolved to his/her satisfaction by the school, the student may direct any problem or complaint to the Executive Director, State Board of Career Colleges and Schools, 35 East Gay Street, Suite 403, Columbus, Ohio, 43215, Phone 614-466-2752; toll free 877-275-4219.

Kitchen Policies

Appropriate Kitchen Lab Uniform

During the First Term students should wear dark colored pants, white shirt, and comfortable, black, non-slip safety shoes while in the kitchen. For the Second and Third Terms students will receive a uniform consisting of a polo shirt, chef pants, and beret (additional items may be purchased from the school). This uniform is required on all specified lab days. Failure to follow uniform policy will result in dismissal for the day and subsequent absence. Uniforms will be ordered from the school at orientation. Uniform fees are included in the tuition cost.

Kitchen Appearance

The following are standards that must be followed while working in the kitchen.

All students must be in appropriate clothing.

- Hair longer than the ears must be tied back.
- Hair nets are available for first term
- Any facial hair must be shaved to ¼ inch (or wear a net).
- No wrist watches.
- No long earrings.
- No fake nails.
- Mints are acceptable but NO GUM.

Café in the Park

In order help our students gain valuable experience toward their culinary certification the Toledo Restaurant Training Center hosts Café in the Park every Wednesday and Thursday from 11:00am to 2:00pm, while classes are in session.

Entrees, soups and dessert selections are changed weekly. The menu is posted on the Café in the Park page on Facebook (<http://www.facebook.com/trtccafe>) at the beginning of the week.

The formal dining room, Café in the Park, comfortably seats up to 60 guests. Also available for catered events in the Park Lane Apartment Building are the library, a private informal seating area, the parlor and meeting/conference rooms. The Toledo Restaurant Training Center, also offers on-site catering seven days a week. Our Executive Chef will work with you to plan the perfect menu. Students are guided and supervised by our faculty Chefs at all times.

The Park Lane Luxury Apartment Building, constructed in 1925, as one of the finest hotels in Toledo, is ornately finished in the Italian Renaissance style. It is located in the Historic Old West End, across from Toledo Spain Plaza and just around the corner from the Toledo Museum of Art.

School Policies

Student Code of Conduct

The Director is responsible for implementing the Student Code of Conduct. In the interest of all members of the Toledo Restaurant Training Center community, the following acts may result in disciplinary action, up to and including expulsion.

- Alteration or misuse of TRTC documents or technology systems, including email
- Physical or verbal abuse of any persons associated with the school or any visitor
- Entry into any school facility without authorization
- Theft or willful damage to school property or to that of its members or visitors
- Threatening, disorderly, indecent, offensive, or lewd conduct, including the use of the Internet
- Gambling of students and visitors.

Harassment

Discrimination because of age, race, gender, color, religion, creed, national origin, ancestry, disability, military or veteran service, marital status, political belief, or any other nature is prohibited and will result in disciplinary action.

Hazing by any group or organization is not allowed at TRTC. Hazing is defined by any action or activity taken or situation intentionally created, whether on or off campus, which produces mental or physical discomfort, embarrassment, harassment or ridicule, or any form of violence, abuse, or failure to accord to any student the dignity due to the student. Consent of a student does not exempt any person(s) from this regulation.

Drug Policy

In accordance with the requirements of the Drug-Free Workplace Act of 1988, the Toledo Restaurant Training Center establishes the following policy: Any student found to be manufacturing, distributing, dispensing, in possession, or using a controlled substance on the Toledo Restaurant Training Center's property, will be subject to disciplinary action up to and including dismissal from the Toledo Restaurant Training Center as provided in the Toledo Restaurant Training Center's Rules and Regulations.

TRTC reserves the right to notify parents or guardians of students younger than 21 years of age who violate the TRTC's drug or alcohol policies. Parents may be notified if a student requires medical attention as a result of any violation.



Weapon Possession

TRTC prohibits the presence of a firearm, deadly weapon or dangerous ordnance anywhere on our premise or property. Any violators will be subject to the strongest legal action by TRTC including disciplinary action up to and including termination, the use of law enforcement and the use of criminal prosecution measures.

This procedure applies to anyone with or without a concealed carry license, excluding responding law enforcement officials. This procedure applies to Board Members, visitors, vendors, employees, truck drivers, couriers, contractors and students. This list is not all-inclusive.

A deadly weapon or dangerous ordnance can be any firearm, explosive, switchblade knife with blade longer than 2.5 inches in length or any weapon of a dangerous nature. This list is not all-inclusive.

Premise and/or property can be defined as building, parking lot, Center vehicles and programs. This list is not all-inclusive.

To ensure the safety and well-being of all employees, students, customers and other visitors, TRTC reserves the right to inspect and/or search in appropriate circumstances, all areas of TRTC and personal belongings of students and visitors.

Cell Phone Use/Texting

Cell phones should be turned off or on silent during class. For emergencies, students may be contacted through the TRTC office if necessary.

Profanity

Profanity will not be tolerated while on school property. Crude language will result in a dismissal for the day and an incident

report in the student's file. Repeat offenses may result in permanent dismissal from the program.

Smoking Policy

All smoking must be done in the student's vehicle or across the street in the park. Cigarette butts must be disposed of properly. **ABSOLUTELY NO SMOKING** while in kitchen attire.

Visitors

Guests and children of students visiting the TRTC are required to observe all TRTC policies and regulations. The student who invites a guest or children is responsible for informing them of all policies; the student is also responsible for the guest's or children's behavior and will be held accountable through the College's student discipline process.

Guests and children are not allowed to attend classes.

Disciplinary Actions for Policy Violations

This acceptable use policy is intended to promote the mission of the TRTC by encouraging responsible conduct and use of the TRTC's technology resources. Disciplinary action for violating this policy shall be governed by the applicable policies and procedures of TRTC. Actions may include dismissal from the TRTC.

Technology access and usage rights will immediately be revoked if a student is dismissed or expelled. In the event of violations of local, state or federal law, violations will be reported to appropriate authorities. The TRTC will cooperate fully in investigation and/or prosecution of law violations by law enforcement authorities.

Computer Acceptable Use

All individuals that access the TRTC's network resources are required to use them in a responsible manner. The TRTC prohibits the use of the Internet to transmit any material that is in violation of any federal, state or local laws or regulations. This includes, but is not limited to, the following:

- copyrighted material
- threatening material
- obscene material
- material protected by trade secret
- sexual harassment and/or other forms of discrimination

The Toledo Restaurant Training Center also prohibits the use of network resources to transmit any material that is in violation of TRTC's policies and procedures.

Any other conduct contrary to the mission of TRTC will be addressed and disciplined as needed.

Computer Lab

The TRTC Computer Lab is available to students during office hours for course related work. Due to limited computer terminals, TRTC reserves the right to ask a student using the computers for personal use to vacate the computer lab if another student needs the computer for school related activities.

Replacement of Items

Students are responsible for the cost of replacement on any books or uniforms that are lost, misplaced, or stolen.

Parking Policy

Students may park in the Park Lane parking lot at no cost. This policy is subject to change and students will be given proper notice of additional parking opportunities. At no time should students leave their vehicle overnight in the parking lot. Vehicles left overnight may be subject to tow and all fees will be the responsibility of the student. Students vehicles (make, model and license plate number) must be on file and registered in the TRTC office.

The policies, regulations, procedures, and fees in this catalog are subject to change without prior notice to keep Toledo Restaurant Training Center policies in compliance with State and Federal laws.

The Toledo Restaurant Training Center reserves the right to change curriculum, rules, fees, and other requirements. The provisions of this catalog do not constitute a contract, express or implied, between any applicant, student, or faculty member and Toledo Restaurant Training Center.

Harassment Policy

TRTC is committed to maintaining a work environment that is free of all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. In keeping with this commitment, we will not tolerate any form of harassment against any member of the TRTC community by anyone, including directors, Executive Directors, employees, vendors, clients, or other students. All students are expected to avoid any behavior or conduct that could reasonably be interpreted as harassment.

Harassment Defined

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as race, color, religion, national origin, sex, ancestry, age, disability, pregnancy, sexual orientation, veterans, membership in the military reserves or National Guard, or any other characteristic protected by law. Harassment includes conduct that denigrates or shows hostility or aversion toward an individual.

Sexual Harassment Defined

The Equal Employment Opportunity Commission (EEOC) guidelines define sexual harassment as unwanted or unwelcome sexual advances, requests for sexual favors or other verbal or physical behavior of a sexual or sex-based nature where:

- Submission to such conduct is made either explicitly or implicitly to a term or a condition of an individual's grade or continued enrollment.
- A decision is based on an individual's acceptance or rejection of such conduct.
- Such conduct interferes with an individual's performance or creates an intimidating, hostile or offensive environment.
- While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include
- Promising a reward, directly or indirectly, if the person complies with a sexual oriented request.
- Threatening or retaliating against a person, directly or indirectly, if the person refused to comply with a sexually oriented request.
- Engaging in indecent exposure.
- Making sexual or romantic advances toward a person or persisting despite the person's rejection of the advances.
- Sex-oriented verbal "kidding".
- Display of foul or obscene printed or visual material.
- Physical contact such as patting or pinching.

While such conduct generally can amount to sexual harassment only if it is both unwelcome and either severe or pervasive, TRTC nonetheless discourages any such

conduct in the school, regardless of the circumstances. All students should understand the importance of informing an individual whenever that individual's behavior is unwelcome, offensive, in poor taste, or inappropriate.

Sexual harassment can be physical and/or psychological in nature. A combination of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Complaint Procedure

A student who believes that he or she may have been subject to discrimination, harassment, or any unwanted sexual attention should:

- If possible, make their unease and/or disapproval directly and immediately known to the harasser, including requesting them to stop;
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and
- Report the incident to his/her appropriate instructor or Director.

False accusations, brought forward in malice however, will not be condoned and appropriate levels of discipline will be carried out, up to and including termination.

Family Educational Rights & Privacy Act (FERPA)

Notification of Rights under Family Education Rights and Privacy Act (FERPA)

The Family Educational Rights and Privacy Act (FERPA) afford 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 TRTC receives a request for access. A student should submit to the Director a written request that identifies the record(s) the student wishes to inspect. The Director will make arrangements for access and notify the student of the time and place where the records may be inspected.
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 TRTC to amend a record should write the Director and clearly identify the part of the record the student wants changed, and specify why it should be changed. If the TRTC decides not to amend the record as requested, the TRTC 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 TRTC discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent. The Toledo Restaurant Training Center 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 TRTC in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the TRTC has contracted as its agent to provide a service instead of using TRTC employees or officials (such as an attorney, financial aid officer, auditor, or collection agent); a person serving on the Board of Directors; or 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.

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 TRTC. Upon request, the TRTC may also disclose

education records without consent to officials of another school in which a student seeks or intends to enroll. TRTC may disclose information on a student without violating FERPA through what is known as "directory information." Directory information includes the student's name, address, telephone listing, electronic mail address, photograph, date and place of birth, field of study, dates of attendance, grade level, enrollment status (e.g., full-time or part-time), participation in officially recognized activities, degrees, honors and awards received, the most recent educational agency or institution attended, and other similar information. A student has the right to refuse to let the TRTC designate as directory information any or all of these types of information about the student. A student has 14 days from the first day of each semester to notify the Director in writing that the student does not want any or all of those types of information about the student designated as directory information. TRTC representatives may take photographs and videos of students participating in academic or extra-curricular activities and use them in TRTC publications, news releases, or for other similar purposes. Students who have questions or who do not wish their name or likeness to be used should notify the Director in writing that the student wishes to withhold permission to publish certain information.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the TRTC 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

Students With Disabilities

To receive academic accommodations, students with disabilities must have appropriate documentation of the disability on file with the Director. Because students receive academic accommodations term by term only, students must confer with the Director at the beginning of each term.

In order to receive services, you must first be admitted to the Toledo Restaurant Training Center. Second, you need to present documentation of the disability to the Director. Documentation of the medical, psychological, or learning disability must be completed by a physician, a state or federal rehabilitation specialist, a psychiatrist, or a licensed psychologist. This documentation should be current at the time of enrollment or when academic adjustments are implemented, should describe functional limitations, and should include recommendations for academic adjustments appropriate to the disability. Changes in medical and psychological disabilities should be reported to the Director as they occur.

Finally, you should meet with the Director each term to determine the academic adjustments necessary for the classes in which you are enrolled. Documentation for learning disabilities and attention deficit disorders must describe the student as an adult, age 18 or older, and can also be certified by an educational specialist.

You cannot be denied admission solely because of a disability. If you voluntarily report a disability, you will receive information about available support services. When the results of standardized tests (ACT/SAT) are requested as a component of the admissions process, scores from their administration under special conditions are acceptable. If you have been diagnosed with a learning disability or an attention deficit disorder and received disability services when you were an elementary or high school student, documentation presented must be current for you as an adult.

Disability Grievance Procedure

Toledo Restaurant Training Center has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the Office of Civil Rights regulations implementing Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990.

Section 504 states, in part, that “no otherwise qualified handicapped individual...shall solely by reason of a handicap, be excluded from the participation in, be denied the benefits of, or be subjected to the discrimination under any program or activity receiving federal assistance...The ADA extends this guarantee to the private sector.”

Complaints should be addressed to:

Director
Toledo Restaurant Training Center
142 23rd Street, Ste. 310
Toledo, Ohio 43604

The right of a person to a prompt and equitable resolution of the complaint filed shall not be impaired by the person's pursuit of other remedies such as the filing of a Section 504/ADA complaint with the responsible federal department or agency, such as:

Regional Office XII Michigan
Ohio Office for Civil Rights, Cleveland Office
U.S. Department of Education
600 Superior Avenue
East Bank One Center, Room 750
Cleveland, Ohio 44114-2611
Phone: 216-522-4970
Fax: 216-522-2573
TDD: 816-891-0582

Utilization of this grievance procedure may be a prerequisite to the pursuit of other remedies. These rules are designed to protect the rights of interested persons, to meet appropriate due process standards, and to assure that the Toledo Restaurant Training Center complies with Section 504/ADA and the implementing regulations.

Health & Safety

Statement on Emergency Response:

In case of a tornado, your instructor will direct you to the nearest shelter, in accordance with Toledo Restaurant Training Center's Policy for Tornado Warnings and Tornado Warning Procedures. In case of a fire, your instructor will help direct you to the nearest exit. Please evacuate in a calm and efficient manner. Do not use the elevator. Do not block building entrances once you are out, even in inclement weather. Fire drills are performed annually in the summer months by the building management.

For any other emergencies that may arise while classes are in session, information will be communicated through either the faculty or staff of TRTC. All students and guests are expected to abide by the instructions of faculty or staff during emergency events.

In case of life threatening emergencies:

Call 911 and then notify an available faculty or staff member.

Emergency Medical Authorizations

Every effort will be made to notify parents, spouse, or nearest relative before action is taken. If necessary, referral and/or transport to a hospital will be provided with the understanding that the expenses will be the responsibility of the injured.

For routine illness and injury situations, employees and students are to contact their personal health care providers.

Closing and Delays

When considering closing or delaying the opening of Toledo Restaurant Training Center, the Administration takes into account a number of factors, including:

- Local and regional weather forecasts
- The County Snow Emergency Level
- Road condition information from the Ohio Department of Transportation
- The status of comparable institutions (universities and training centers)

Announcements will be made on:

- WTVG Channel 13
- WTOL Channel 11
- TRTC Facebook Page (www.facebook.com/trtcoh)

Students are asked not to call the Training Center to inquire about classes. Classes will meet unless a closing is announced through the media and on the TRTC Facebook page.

Crime Statistics

In support of and in compliance with the United State Department of Education, Title II of Public Law 101-542, Crime Awareness and Campus Security Act of 1990, better known as the Jeanne Clery Act, crime statistics report are available in the TRTC office.

Student Assistance and Support

Advising

Advising is provided to students before, during and after enrollment with the school.

Employment Assistance

Career and job placement services are available to students through the Director of Student Services. Job matching services, employment testing, and job fairs are offered with the assistance of The Source of Northwest Ohio and the National Restaurant Association.

Tutoring

All instructors are required to hold weekly office hours. Extra time needed by a student is available with an instructor upon request of appointment. Instructors' office hours may be found on the course syllabus.



Math Assistance

Additional math tutoring is offered by appointment only when necessary. The primary focus of the Math Assistance service is to support students with math problems and questions. Math Assistance is also available for any students who wish to refresh their skills before any state testing. Calculators are available for student use during tutoring sessions.

Study Skills Support

TRTC provides individual and group tutoring for fundamental study skills and specific culinary courses for self directed tutoring in a variety of areas. TRTC assists students in understanding their learning styles and study skills.

Writing Support

TRTC supports academic and job related needs of TRTC students. The TRTC team works with anyone at any stage of the writing process with all types of writing. One-on-one sessions provide guidance and the opportunity to improve writing skills. TRTC team does not edit, but will offer help in developing, composing, researching, revising, and proofreading.

Computers, textbooks and variety of reference materials are available. Students are invited to work on their own or in a small group, use the computer s and resources and attend scheduled workshops.

Administration and Staff

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