

Toledo Restaurant Training Center



2011 – 2012

142 23rd Street, Suite 310 Toledo, OH 43604
Phone:(419)241-5100 Fax: (419)241-5120
web: www.trtcoh.org e-mail: trtc@bex.net

Course Catalog & Student Handbook





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.

Our commitment is to provide you access to a quality culinary training and 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,

A handwritten signature in cursive script that reads "K. Everage".

Karen Everage, Director

Toledo Restaurant Training Center

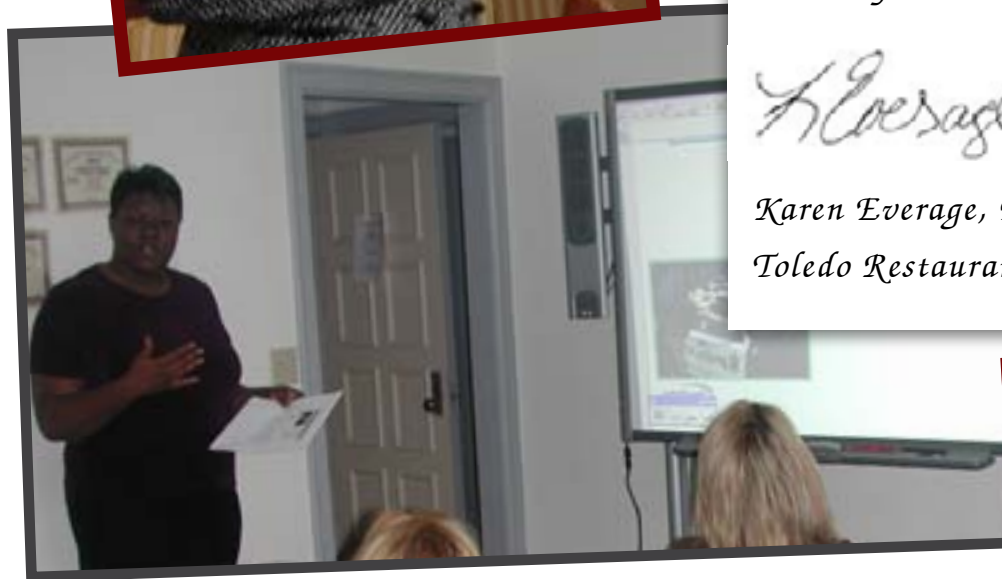


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TRTC Offices

TRTC Office Hours

Classes are in session

Monday–Thursday 9:00AM–3:30PM

Office hours vary please call ahead.

Contact Information

Toledo Restaurant Training Center
Suite 310
142 23rd Street
Toledo, Ohio 43604

Office Number: (419) 241-5100
Fax Number: (419) 241-5120

trtc@bex.net
www.trtcoh.org

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

TRTC Academic Calendar

Spring Term:

March 19, 2012–June 14, 2012

March 19, 2012: Classes Begin

March 30, 2012: Final day to withdraw

April 9, 2012 – April 13, 2012: Spring Break

May 28, 2012: Memorial Day (No Class)

June 14, 2012: Last Day of Classes

Winter Term:

November 28, 2011–March 8, 2012

November 28, 2011: Classes Begin

December 16, 2011: Final day to withdraw

December 19, 2011–January 2, 2012: Winter Break

January 16, 2012: MLK, Jr. Day (No Class)

February 20, 2012: President's Day (No Class)

March 8, 2012: Last Day of Classes

Fall Term:

August 20, 2012–November 25, 2012

August 20, 2012: Classes Begin

September 3, 2012: Labor Day (No Class)

September 7, 2012: Final day to withdraw

November 15, 2012: Last Day of Classes

Faculty & Staff

Karen Everage MOL, Director

Danika MacKnight, Administrative Assistant

Chef Thomas Elliott CEC, Faculty

Chef Leyton Hill, Faculty

Betty Valentine, Faculty

Richard Lee, Faculty

Garrett Barnett, Faculty

Joanne Rawson, Graphic Design

Connie Engel, Fiscal Manager



Mission & Vision Statements

Accreditation & Certifications

Organization Overview

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 foodservice industry.

Accreditation

North Central Association (NCA)

Culinary Arts Certifications

- American Culinary Federation Educational Association
- National Restaurant Association Educational Foundation
- Restaurant & Foodservice Management Certifications
- ServSafe® Certified Food Safety and Sanitation
- ServSafe® Certified Alcohol Responsible
- Foodservice Management Professional (FMP)®

Toledo Restaurant Training Center (TRTC) is a 501(c)(3) non-profit proprietary school, established to provide education and training to foodservice professionals. TRTC is designed to educate and increase the skill levels of individuals working in foodservice and hospitality industries. We provide basic training in food safety practices and procedures, by combining best-in-class instructional design with the most up-to-date foodservice information available. Our goal is to ensure that our graduates are in demand by the foodservice and hospitality industry.

TRTC is dedicated to improving the standard of professional performance in the culinary arts, by enriching the skills and culinary education of food service professionals at all levels of the foodservice and hospitality industries.

Foodservice and culinary 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. This is an indicator that a trained and informed workforce will be in demand in Northwest Ohio.

TRTC is committed to contributing to the development of a strong and skilled workforce in the City of Toledo and Northwest Ohio. We created our training program initiatives 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.

Endorsements

Recognized by the American Culinary Federation Educational Foundation, the C.H.E.F. Program was approved for excellence in design and for delivering a quality educational program.

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.

C.H.E.F. Program

Culinary & Hospitality Educational Fundamentals

The C.H.E.F. Career Diploma is designed for individuals who want to pursue careers in the culinary, foodservice and hospitality industry. The C.H.E.F. program teaches students the fundamental skills, techniques and knowledge required of the entry level culinary professional. Graduating students will have a firm foundation of culinary skill to build on in the foodservice and hospitality industry.

Graduates of the C.H.E.F. Career Diploma will be able to perform a wide set of professional skills. Back-of-house education and training includes; professional cooking techniques, professional knife cutting skills, food safety and sanitation, kitchen tool and equipment operation, work teams and professional communication. Front-of-the-house education and training includes; supervision and management, customer service, alcohol responsibility and laws, personnel management and leadership.

The C.H.E.F. Program is a full year 900 clock-hour full time academic program; with three terms of 300 clock-hour each.

C.H.E.F. Tuition and Fees

| | |
|-------------------------|-------------------|
| Tuition | \$5100.00 |
| Laboratory Fee | \$900.00 |
| Total Cost | \$6,000.00 |

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.



C.H.E.F. Career Diploma Core Courses

Students must achieve a passing grade of C (2.00) or better in core courses to advance to next level.

| Class | Hours | Class Title |
|-------|-------|-------------|
|-------|-------|-------------|

CUL100 105 Basic Professional Cooking

Hands-on introduction to professional culinary theories and techniques; emphasizing classic French cooking. Students learn to prepare various stocks, soups, sauces and fresh produce. Students are taught professional knife handling and cutting skills.
(Prerequisite: None) (Lecture & Lab)

BAK100 30 Basic Professional Baking

Hands-on introduction to professional baking theories and techniques. Students will learn to prepare quick breads, yeast breads, cookies and other baked goods; while learning use of professional baking equipment.
(Prerequisite: None) (Lecture & Lab)

LAB100 60 Basic Culinary Lab

This kitchen laboratory is designed for students to begin practicing the cooking techniques used in commercial food service establishments. Students are introduced to the commercial kitchen and shown how to use and work with the equipment.
(Prerequisite: None) (Lab)

CUL200 54 Intermediate Professional Cooking

Techniques and speed are improved and refined with practice. Students are introduced to working with meat, game, poultry and shellfish.
(Prerequisite: CUL100) (Lecture & Lab)

BAK200 15 Intermediate Professional Baking

The course covers bread formulas, the baking process, advanced flour technology, cookies, pastry dough, pies and tarts.
(Prerequisite: BAK100) (Lecture & Lab)

LAB200 156 Intermediate Culinary Lab

Students practice their cooking techniques in food preparation.
(Prerequisite: LAB100) (Lecture & Lab)

| Class | Hours | Class Title |
|-------|-------|-------------|
|-------|-------|-------------|

CUL 300 150 Student Externships

Students will extern in a local restaurant in order to refine their skills and gain a real world perspective of the foodservice industry.

(Prerequisite: CUL200) (Lab)

LAB 300 63 Culinary Lab

Students will practice their skills in an established food service environment.

(Prerequisite: LAB200) (Lab)

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



C.H.E.F. Career Diploma Other Classes

All other classes required for the C.H.E.F. Career Diploma are offered on a rotating schedule.

| Class | Hours | Class Title |
|---|-----------|--|
| CAR300 | 18 | Career Planning |
| Class is designed to give students an overview of skills required for a successful career in the food service and hospitality industries. Topics covered include; resume development, interview skills, job search strategies, professional workplace standards, goal setting and money management. | | |
| CFC 100 | 30 | Controlling Food Costs |
| Class covers aspects of controlling costs in respect to the menu, purchasing and receiving, production, service, sales and labor costs. National Restaurant Association Educational Foundation (NRAEF) certification exam is given to the students upon completion of this course. | | |
| CRT300 | 12 | ACF Culinarian Review |
| Comprehensive preparation and review for the Culinary Certification test given to each student upon completion of their studies. | | |
| HEA 100 | 24 | Health & Public Safety Response |
| Course covers CPR, First Aid, Hazard Analysis and Critical Control Point (HACCP) and Preventing Disease Transmission. Occupational Safety and Health Administration (OSHA) regulation in regards to bloodborne pathogens. HACCP addresses food safety from procurement to finished product. | | |
| HMT 100 | 33 | Introduction to Hospitality |
| Explores all facets of the hospitality industry including; meeting and exceeding customer expectations, talking and listening to the customer, keys to outstanding service, workplace diversity, safety and security, professionalism, psychology of the traveler, attitudes and personal commitments and building a better team. | | |
| HRS 100 | 30 | HR Management & Supervision |
| An overview of human resources within the hospitality industry, key concepts include; shift management, training and development, staffing, recruiting and selection, administration and employee relations. National Restaurant Association | | |

| Class | Hours | Class Title |
|--|-----------|---|
| Educational Foundation (NRAEF) certification exam is given to the students upon completion of this course. | | |
| IPD 100 | 15 | Interpersonal Development |
| This course covers 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. | | |
| MGT 100 | 30 | Intro to Restaurant Management |
| Management in the hospitality industry including; leadership, strategic planning, goal setting, communication, compensation, managing the workforce, team building, problem solving and effective meeting strategies. National Restaurant Association Educational Foundation (NRAEF) certification exam is given to the students upon completion of this course. | | |
| MTH100 | 30 | Applied Math for Foodservice |
| This course prepares students in the basics of math in restaurant and foodservice industry; topics include accurate measurement, portion control, recipe conversion and how proper food handling directly affects the bottom line. | | |
| NTR 100 | 33 | Basic Nutrition |
| Course covers nutritional guidelines, balanced menu options, basic principles of food presentation; meeting special dietary needs and weight management. National Restaurant Association Educational Foundation (NRAEF) certification exam. | | |
| SSA100 | 9 | ServSafe Alcohol™ |
| Comprehensive in-depth information on topics surrounding alcohol law and responsibilities, evaluating intoxication levels, dealing with difficult situations and ID checking. National Restaurant Association Educational Foundation (NRAEF) certification exam. | | |
| SSF 100 | 30 | ServSafe® Food Safety & Sanitation |
| Class covers critical food safety and sanitation principles including personal hygiene, cross contamination, time and temperature and receiving and storage. National Restaurant Association Educational Foundation (NRAEF) certification exam. | | |

Culinarian's Code

I pledge my professional knowledge and skill to the advancement of our profession and to pass it on to those who are to follow.

I shall foster a spirit of courteous consideration and cooperation within our profession.

I shall place honor and the standing of our profession before personal advancement.

I shall not use unfair means to effect my professional advancement or to injure the chances of another colleague to secure and hold employment.

I shall be fair, courteous and considerate in my dealings with fellow colleagues.

I shall conduct any necessary comment on, or criticism of, the work of a fellow colleague with careful regard of the good name and dignity of the culinary profession, and will scrupulously refrain from criticism to gain personal advantage.

I shall never expect anyone to subject themselves to risks which I would not be willing to assume myself.

I shall help to protect all members against one another from within our profession.

I shall be just as enthusiastic about the success of others as I am about my own.

I shall be too big for worry, too noble for anger, too strong for fear and too happy to permit pressure of business to hurt anyone, within or without the profession.

Adopted by the American Culinary Federation, Inc., at its Convention in Chicago, August 1957

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.

Professional Development Certifications (PDC)

Industry driven Professional Development Certifications are designed for individual working already working in the hospitality field who want to improve their employable skills.

- Professional Development Certifications
- Professional Bartender Training
- Restaurant Supervision Program
- Foodservice Management Professional (FMP®)
- 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.

Restaurant Supervision Certificate

Classes meet Monday–Thursday: 9:00 A.M.–12:30 P.M.

Designed for individuals already working in the foodservice industry who want to improve their professional skills.

Restaurant Supervision PDC Skill 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 certificates signals to the industry that the participant has mastered the competencies covered under a particular topic.

Tuition and Fees

| | |
|-------------------------|-------------------|
| Tuition | \$1,550.00 |
| Total Cost | \$1,550.00 |

Books are not included in tuition; please see book policy for further details.

www.trtcOH.org

www.trtcOH.org



FMP® Certificate

Foodservice Management Professional

Designed for professionals already working in the foodservice and hospitality industry who want to improve their professional skills.

A comprehensive short term program designed for currently working as supervisors in the foodservice industry gain the FMP® certification.

Classes meet Monday–Thursday: 9:00 A.M.–12:30 P.M.

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:

FMP® PDC Educational Requirements:

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., ServSafe® 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 identifying customer expectations.

Risk Management

This course will train and provide students with an understanding of the intent of the blood-borne pathogens regulation issued by the Occupational Safety and Health Administration (OSHA). How blood-borne 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.

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 |
| Tuition | \$1,850.00 |
| Total Cost | \$2,450.00 |



Professional Bartender Certificate

Schedule Varies: 40 clock hour program

The TRTC Bartending Certificate prepares participants for employment in a foodservice establishment which prepares and serves alcoholic beverages.

Bartender PDC Skill Benchmarks

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

Tuition and Fees

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

Dietary Management Certificate

Twelve Weeks Course

Classes meet Monday–Thursday 9:00 A.M.–12:30 P.M.

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

Designed for students interested working in institutional kitchens, provides the coursework and practicum experience required for State of Ohio Registered Dietician Exam.

Dietary Management PDC Educational Requirements:

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 |

www.trtcoh.org



Professional Credentials

ServSafe Alcohol™

ServSafe Alcohol™ is designed to promote responsible service. Developed by the National Restaurant Association Education Foundation (NRAEF) to increase the standards of alcohol service and certification. Created with the input of experts in the fields of restaurant, legal, regulatory, academic, insurance, medical and law enforcement fields; ServSafe Alcohol™ is a holistic approach to responsible alcohol service.

Class covers:

- Alcohol laws and responsibilities
- Evaluating intoxication levels
- Dealing with difficult situations
- Checking identification

ServSafe Alcohol™ is a 9 hour class which can be scheduled over one or two days.

ServSafe Alcohol™ Fees

| | |
|-------------------------|---------|
| Exam Only | \$25.00 |
| Class without book..... | \$55.00 |
| Class with book | \$99.00 |

ServSafe® and ServSafe Alcohol™ are offered several time throughout the year. For specific dates and times see our website www.trtcoh.org.

For large groups (eight or more participants) custom scheduling is available.



Other Testing

Hospitality and Restaurant Management

Exam only \$45.00

No shows or cancellations without 24 hours notice will be accessed a \$10.00 rescheduling fee.

Payment is due at the beginning of testing or class session.



ServSafe® Training

ServSafe® Food Protection Manager Certification, administered by the National Restaurant Association, is the highest standard of food protection. ServSafe® Food Protection Manager Certification is accredited by the American National Standards Institute (ANSI)-Conference for Food Protection (CFP).

Ohio State Food Safety Requirement:

All risk level I, II, III, and IV food operations that opened on or after March 1, 2010 must have at least one person in charge per shift that is certified in level 1 food protection.

ServSafe® certification meets and exceeds these requirements.

Class covers:

- Sanitation
- Food contamination
- Maintaining sanitary facilities
- Food safety regulations

Why become ServSafe® certified?

- ServSafe® Food Protection Manager Certification is accredited by the American National Standards Institute (ANSI)-Conference for Food Protection (CFP).
- ServSafe® Food Protection Manager Certification Exam is valid, reliable and legally defensible.
- ServSafe® is certification the industry trusts. More than 3 million ServSafe® Food Protection Manager certifications have been awarded.

This 16 hour course, which can be scheduled over a two day or four day period, will insure protection for your food service operation, your customers and staff.

ServSafe® Food Safety and Sanitation Fees

| | |
|-------------------------|----------|
| Exam Only | \$45.00 |
| Class without book..... | \$129.00 |
| Class with book | \$199.00 |

Admissions & Registration

Testing for Ability to Benefit

Toledo Restaurant Training Center has an assessment program for all students entering without a high school diploma or GED diploma. 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 diploma. Prospective students should contact the TRTC office for information.



www.trtcoh.org

| Private Pay Tuition Policy | | |
|--|----------------|--------------------|
| Withdraw Period | Tuition Refund | Tuition Obligation |
| Withdrawn prior to the first day of the session | 100% | -0- |
| Withdrawn before academic session is 15% complete | 75% | 25% |
| Withdrawn after academic session is 15% complete but before 25% complete | 50% | 50% |
| Withdrawn after academic session is 25% complete but before 40% complete | 25% | 75% |
| Withdrawn after academic session is 40% complete | -0- | 100% |

1. A student who withdraws before the first class and after the 5 day cancellation period shall be obligated for the registration fee.
2. Tuition is due prior to the beginning of each session. There is one (1) academic term (9 months in length) for this program that is 900 clock hours. Each session is consists of 300 clock hours.
3. The Private Pay Tuition Refund Policy does not apply to federal financial aid students.
4. 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.

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 TRTC application (A printable version is available at www.trtcoh.org)

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 Director at the time of acceptance into the C.H.E.F. Program.

Pell Grants for C.H.E.F. Career Diploma Students

If a student has received a Pell Grant, which may 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.

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, as determined by the U.S. Department of Education.

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 2011-2012 award year is \$5550.

To apply for a Pell Grant you must complete a FAFSA (Free Application for Federal Student Aid). Contact the TRTC office for a FAFSA application or apply online at www.fafsa.ed.gov.

Student Loans

TRTC does not process student loans of any type at this time.

WIA Workforce Investment Act Funds

WIA is an employment and training program funded through the United States Department of Labor. 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.

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Title IV (Pell Funds) 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 withdraw 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) Withdraw Policy

A student who desires to withdraw from the school must submit a letter requesting a withdraw prior to leaving school. Generally, only written notification to the school director will be considered an official withdraw. 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 withdraw will be the 11th day of absence, at which time a funds return calculation will be performed based on the student's 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.



www.trtcoh.org



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 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 “C” (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.

Academic 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 instructor and the student. If unsatisfied, the student may then appeal the decision to the President of TRTC’s Board of Directors within five working days. The decision of the President of the Board of Directors 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 the student wishes, a final appeal may be made to the Board of Directors.

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 Director.

Academic Make-up Testing

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

www.trtcoh.org

Satisfactory Academic Progress (SAP)

TRTC students receiving Federal Financial Aid are required to meet Satisfactory Academic Progress (SAP) standards. SAP status is verified each academic term, in compliance with applicable state and federal laws.

To maintain Satisfactory Academic Progress, students must:

- Maintain an overall GPA of 2.0 or higher
- Have an attendance rate of 76% or greater
- Receive a "C" in all core classes

If these standards are not met the student will be placed on academic probation. 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 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 after program completion to retake 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 | Withdraw | 0.0 |

Graduation Requirements

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
- All financial obligations met for Toledo Restaurant Training Center

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

www.trtcoh.org

*"Man's mind, once stretched by
a new idea, never regains its
original dimensions."*

Oliver Wendell Holmes



Program Withdraw 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 "Withdraw/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 Withdraw

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 withdraw 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 the Director to complete an academic plan for remediation. The 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.

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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 877-275-42191

www.trtcOH.org

Kitchen Policies

Appropriate Kitchen Dress Code

Students should wear dark colored pants, white shirt, and comfortable, black, non-slip safety shoes while in the kitchen. This dress code is required on all specified lab days. Failure to follow dress code policy will result in dismissal for the day and subsequent absence.

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
- Facial hair must be shaved to ¼ inch (or wear a net)
- No wrist watches
- No long earrings
- No artificial nails
- Mints are acceptable but NO GUM

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

Bullying and Hazing

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 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

Smoking is not permitted on the TRTC campus. The TRTC campus is any building or classroom space where TRTC classes are held.

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 TRTC'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 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.

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.

Replacement of Items

TRTC is not responsible for the cost of replacement on any books or other items 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. Student vehicles (make, model and license plate number) must be on file and registered in the TRTC office.

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, faculty, employees, vendors, clients, or other students. All students are expected to avoid any behavior or conduct that could reasonably be interpreted as harassment.

Harassment Definition

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.

Harassment 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.

FERPA

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:

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.

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.

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

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:

Karen Everage, TRTC 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.

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.

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

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.

www.trtcoh.org

Student Services

Advising

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

oEmployment 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 computers, resources and attend scheduled workshops.

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 the Toledo Restaurant Training Center.